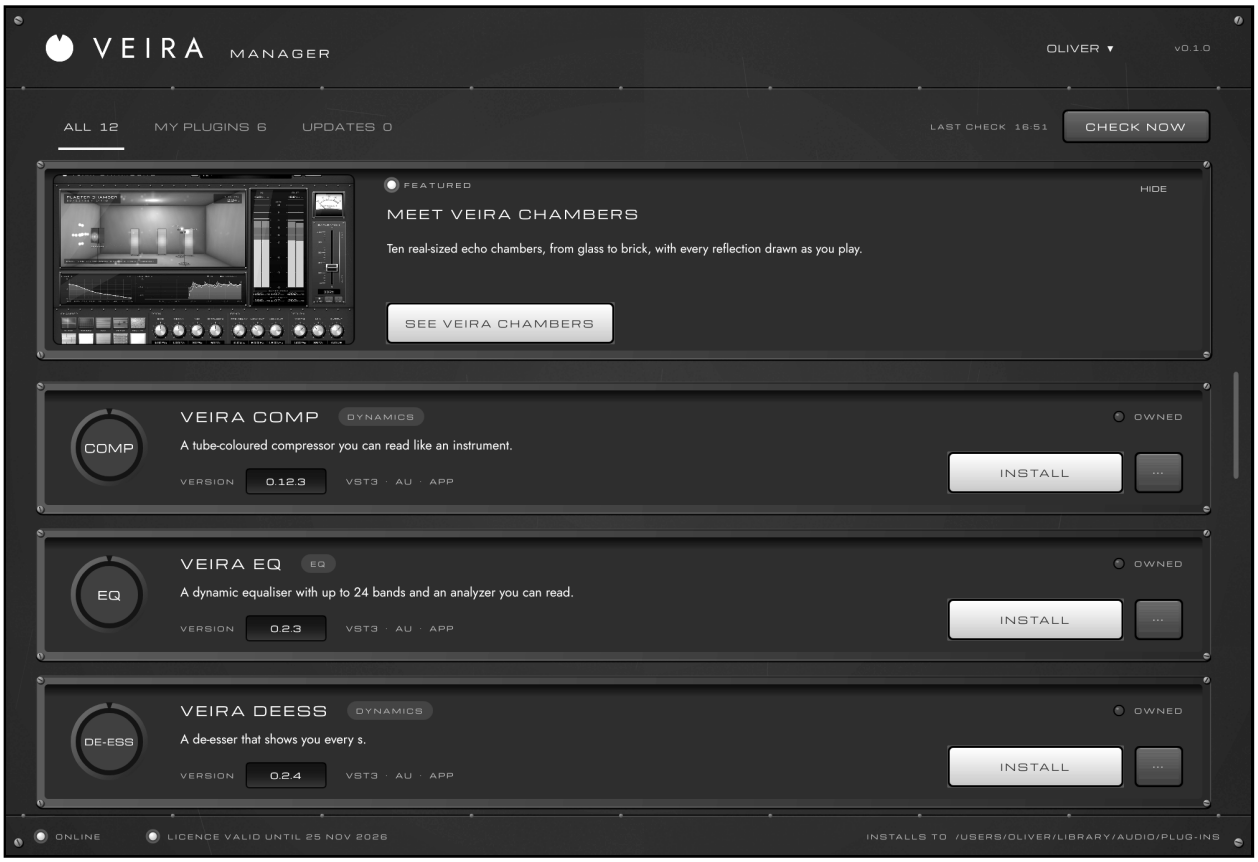
VEIRA

INSTALLER AND LICENCES

VEIRA Manager

User Manual

The free app that installs, updates and activates your VEIRA plugins on Mac and Windows. Sign in once, and everything you own is one click away.



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Welcome

VEIRA Manager is the free desktop app for your VEIRA plugins. When you buy a plugin at veiraaudio.com, you don't download the plugin itself: you download VEIRA Manager, sign in, and it installs everything your account owns.

What it does for you

- **Shows every VEIRA plugin** in one list: the ones you own, with Install and Update buttons, and the rest of the catalogue.
- **Installs and updates** your plugins in the right folders for your DAWs, in the formats you choose (VST3, Audio Units, the standalone app).
- **Keeps itself and your plugins up to date.** It checks every time it opens and every 6 hours while it's open.
- **Activates your plugins.** It keeps a signed licence on your computer that the plugins read. You never type serial numbers.
- **Removes cleanly.** Uninstall one plugin, all of them, or VEIRA Manager itself, and see exactly what will be removed first.

Your purchases belong to your account, not to a computer: one account works on up to **three computers** at a time, and updates are free for life.

How this manual is organised. The first chapters take you from download to your first installed plugin. Then come the main window, installing and updating, buying, the licence, removing things, and moving to a new computer. The last chapters are a reference of every file location and answers to common problems.

Before you start

macOS	macOS 11 Big Sur or later, Apple silicon or Intel.
Windows	Windows 10 or 11, 64-bit.
Account	A VEIRA account at veiraaudio.com, with a confirmed email address.
Internet	To sign in, install and update. Once your plugins are installed, they work offline; VEIRA Manager only needs to go online now and then to renew the licence (see *The licence*).
Disk space	A few hundred megabytes for all plugins in all formats.
Administrator password	Only if you install for *all users* of the computer.

Install VEIRA Manager

Download it

1. Sign in at **veiraaudio.com** and open your **account page**, or go to **veiraaudio.com/manager**.
2. Click the download button for your system: **macOS** gives you a `.pkg` installer, **Windows** a setup `.exe`.

On a Mac

1. Open the downloaded `.pkg` file.
2. Follow the installer's steps and enter your Mac's password when it asks.
3. Open **VEIRA Manager** from your Applications folder or Launchpad.

The installer is signed and notarised by Apple, so macOS opens it without warnings.

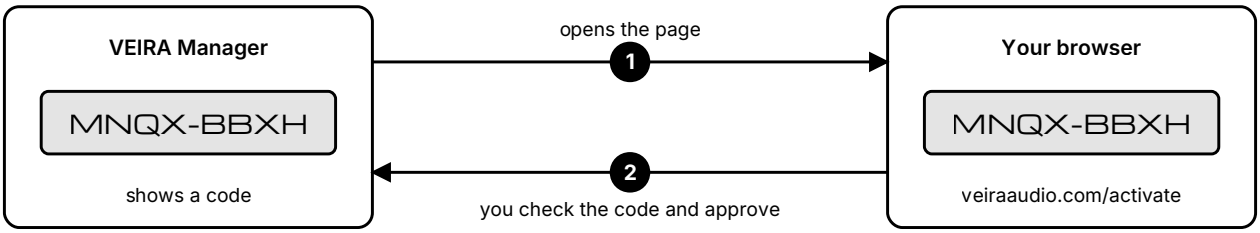
On Windows

1. Run the downloaded setup file.
2. Follow the setup steps. Windows may ask you to allow the app to make changes: choose **Yes**.
3. Start **VEIRA Manager** from the Start menu.

The setup is signed with VEIRA's code-signing certificate, so Windows shows VEIRA's publisher name.

Signing in

VEIRA Manager signs in through your web browser, so your password is never typed into the app. It's the same idea as signing in to a TV app with your phone.



Same code in both places? Approve it, and VEIRA Manager is signed in.

FIGURE 1 Browser sign-in: VEIRA Manager shows a code; you approve the same code on the website.

Step by step

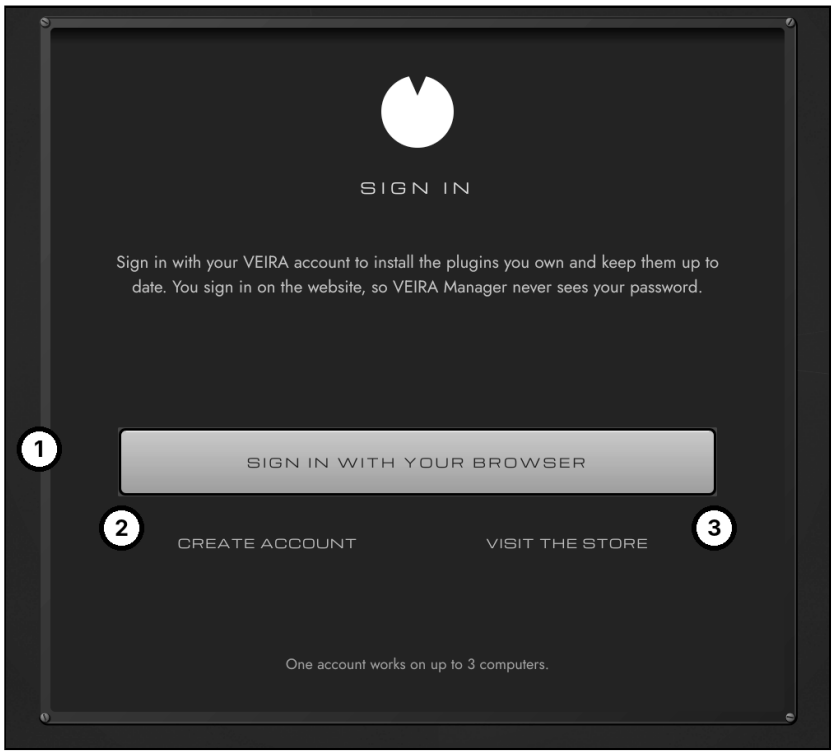


FIGURE 2 The sign-in screen: 1 sign in with your browser, 2 create an account, 3 visit the store.

1. Open VEIRA Manager. The first screen says **SIGN IN**.

2. Click SIGN IN WITH YOUR BROWSER (1). Your browser opens **veiraaudio.com/activate**.
   - No account yet? CREATE ACCOUNT (2) opens the sign-up page. VISIT THE STORE (3) opens the plugin catalogue.
3. VEIRA Manager now shows a code under **APPROVE THIS COMPUTER**.

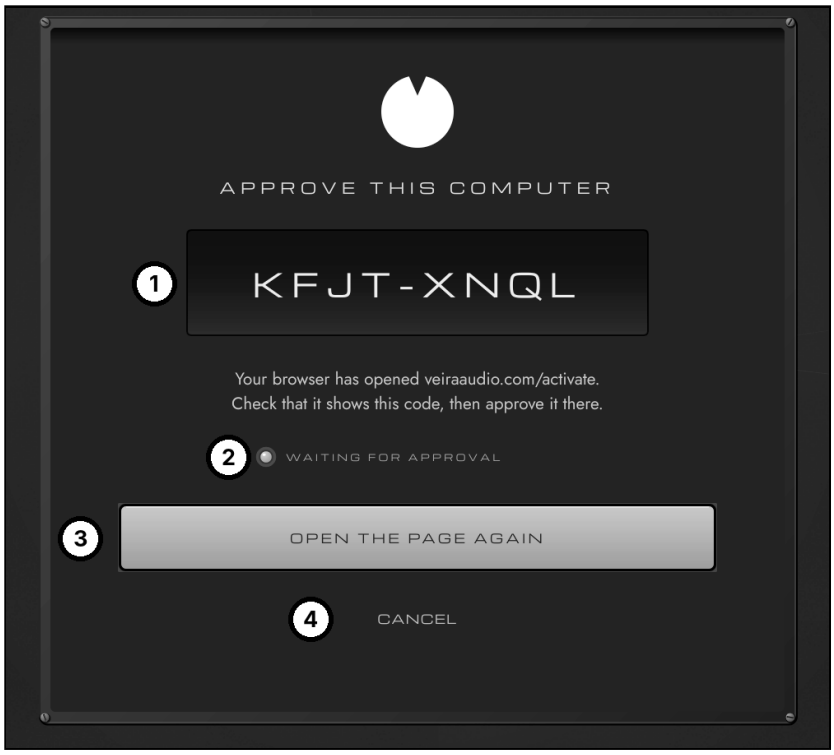


FIGURE 3 Waiting for approval: (1) the code, (2) the status lamp, (3) open the page again, (4) cancel.

4. In the browser, sign in to your VEIRA account if asked, and check that the page shows **the same code** (1). Approve it.
5. Within a few seconds the lamp (2) stops waiting and VEIRA Manager opens your plugin list.

If you closed the browser tab, click OPEN THE PAGE AGAIN (3). CANCEL (4) goes back to the first screen.

> **Never approve a code you didn't start.** If a page asks you to approve a code that doesn't match what your VEIRA Manager shows, don't approve it.

Three computers per account. Each computer you sign in on takes one of your three places. To free one, sign out on that computer (see *Your account and computers*), or remove VEIRA Manager from it.

The main window

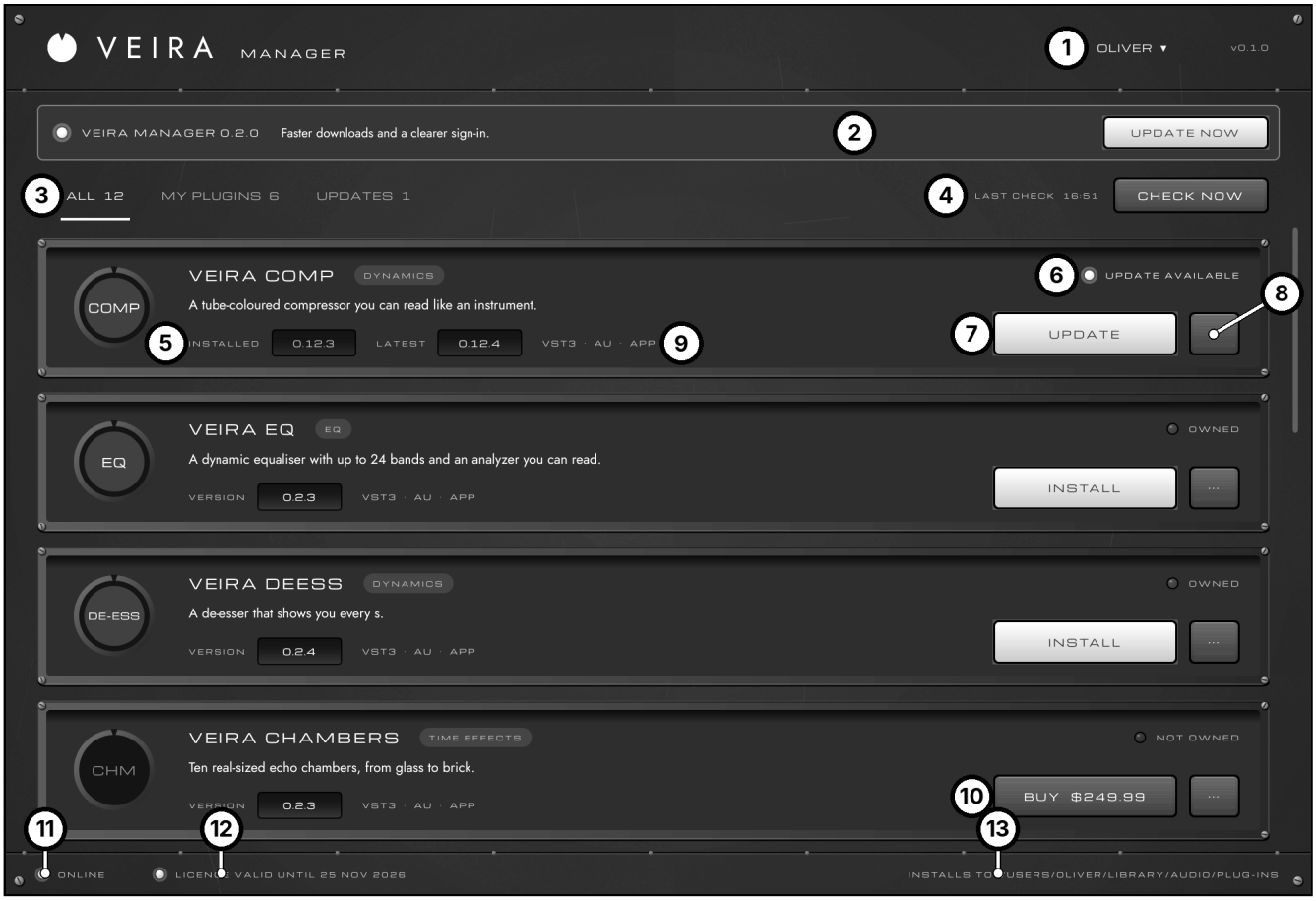
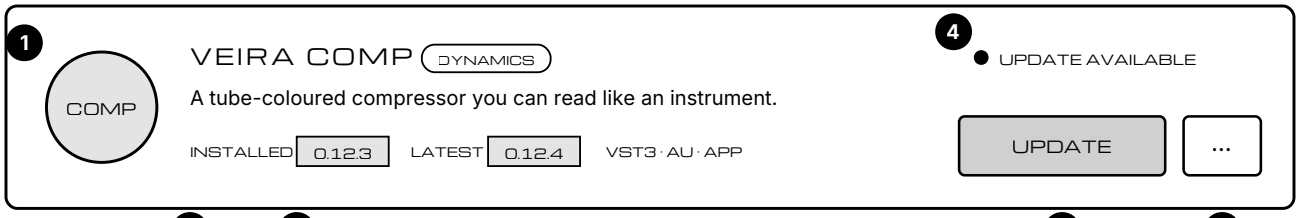


FIGURE 4 VEIRA Manager with an update waiting for VEIRA Comp and for the app itself.

	Part	What it does
1	Account menu	Your name. Opens the account menu (see below). Before you sign in it reads SETTINGS.
2	App update banner	A new version of VEIRA Manager is ready. UPDATE NOW installs it.
3	Tabs	ALL shows the whole catalogue, MY PLUGINS only what you own, UPDATES only what has an update. Each shows a count.
4	Check now	Checks the store for updates now. **LAST CHECK** shows when it last checked.
5	Versions	VERSION, or INSTALLED and LATEST when an update is waiting.
6	Status lamp	The plugin's state: owned, up to date, update available, not owned...
7	Main button	The one thing to do next: INSTALL, UPDATE, SHOW, BUY...
8	More (...)	The plugin's menu: reinstall, show its files, its web page, uninstall.
9	Formats	The formats this plugin installs on your computer: VST3, AU, APP (standalone).

	Part	What it does
10	Buy	For plugins you don't own: opens the plugin's page on the website.
11	Connection	ONLINE or OFFLINE.
12	Licence	Until when the licence on this computer is valid.
13	Install location	The folder plugins install to (*just for me* or *all users*).

Each plugin's card



[1] badge · [2] name, category and description · [3] versions · [4] status · [5] main button · [6] more

FIGURE 5 Anatomy of a plugin card.

What the status and button mean

Status	Button	What it means and what to do
OWNED	INSTALL	You own it; it isn't on this computer yet. Click to install.
UP TO DATE	SHOW	Installed and current. SHOW opens its folder in Finder or Explorer.
UPDATE AVAILABLE	UPDATE	A newer version is out. Click to update (free).
NOT OWNED	BUY and the price	Opens the plugin's page on the website.
PAYMENT PROCESSING	PROCESSING	Your payment is still being confirmed. It switches to INSTALL by itself once it's done.
OWNED · COMING SOON	SOON	You own it, but there's no build for this computer yet.
COMING SOON	SOON	Not on sale yet.
INSTALLED · NOT OWNED	SHOW	It's on this computer but the signed-in account doesn't own it (another account installed it, or the purchase was refunded). It will run with short silences. You can uninstall it from the ... menu.
DOWNLOADING, **INSTALLING**, **QUEUED**, **NEEDS PERMISSION**, **REMOVING**	CANCEL	A job is running. *Needs permission* means your computer is waiting for the administrator password.

Status	Button	What it means and what to do
(a failed job)	RETRY	Something went wrong; the message on the card says what. Try again.

The … menu

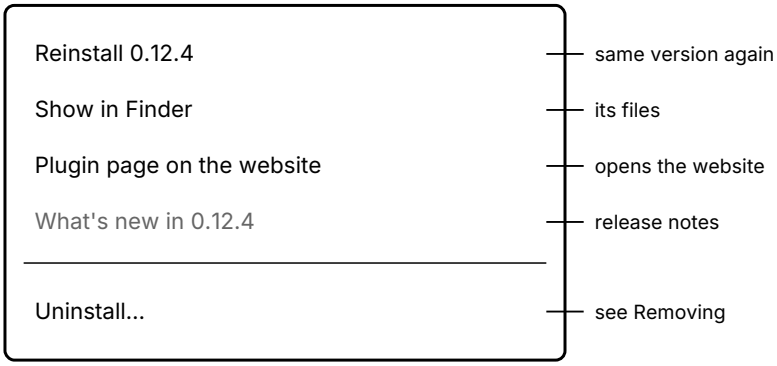


FIGURE 6 The … menu of an installed plugin. On Windows it reads *Show in Explorer*.

- **Reinstall** *version*: installs the same version again, for example if a file was deleted by hand.
- **Show in Finder / Explorer**: opens the folder that holds the plugin.
- **Plugin page on the website**: the plugin's page at veiraaudio.com.
- **What's new in** *version*: the release notes, shown in the menu.
- **Uninstall…**: see *Removing plugins*. If the plugin isn't installed but its presets are still on the computer, this reads **Remove its presets and settings…**.

Installing and updating

Install a plugin

1. Find the plugin (the MY PLUGINS tab lists only yours).
2. Click INSTALL. The card shows the download and install progress, and the button becomes CANCEL while it runs.

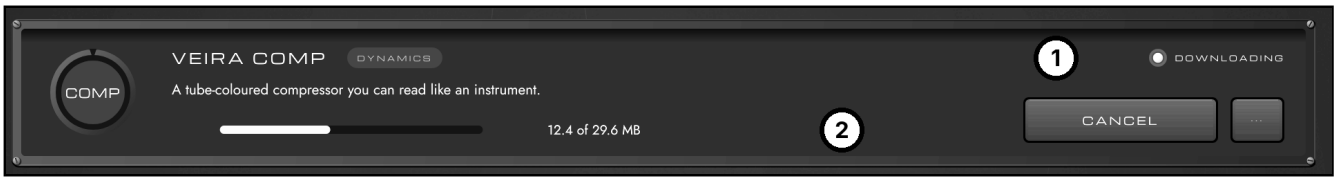


FIGURE 7 Installing: 1 the job's state, 2 its progress.

3. When it's done, the status reads **UP TO DATE** and the button SHOW.



FIGURE 8 Installed: 1 up to date, 2 SHOW opens its folder.

4. Open your DAW and let it scan for new plugins. You'll find the plugin under the manufacturer **VEIRA**.

> **Close the plugin in your DAW before updating it.** A plugin that is open can't be replaced. VEIRA Manager stops the job with *A plugin file is in use. Close your DAW and try again.*, and nothing is half-installed.

Install settings

Open the account menu (your name, top right) and choose **Install settings**.

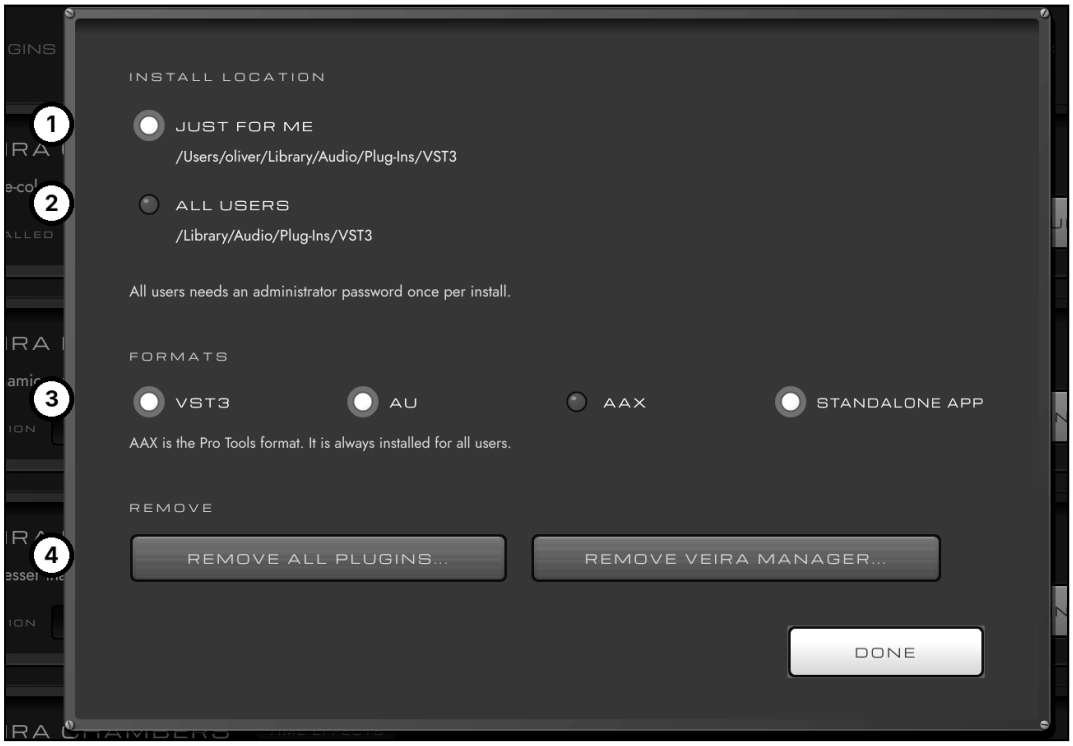


FIGURE 9 Install settings: 1 just for me, 2 all users, 3 formats, 4 remove.

Install location

- 1 JUST FOR ME: the plugins go into your user's folders. No password needed. This is the default on macOS.
- 2 ALL USERS: the plugins go into the computer's shared folders, so every user account sees them. It asks for the administrator password once per install. This is the default on Windows, where some hosts only scan the shared VST3 folder.

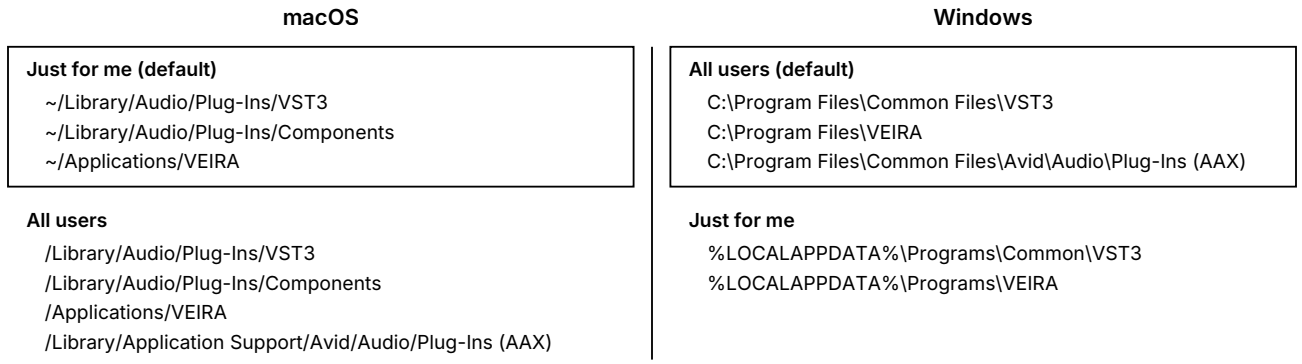
The exact path is shown under each choice and in the status bar.

Formats 3

Tick the formats you use: VST3, AU (macOS), AAX and STANDALONE APP. Untick the ones you don't need to save space and keep your DAW's plugin list tidy. AAX is the Pro Tools format: it is always installed for all users, and becomes available once the Pro Tools versions are signed.

Remove 4

REMOVE ALL PLUGINS… and REMOVE VEIRA MANAGER…: see *Removing*.



VST3 · Audio Units · standalone app · AAX. The boxed column is where plugins go unless you change it.

FIGURE 10 Where each format is installed.

Updates

VEIRA Manager checks the store **every time it opens, and every 6 hours while it's open**. You can check at any time with CHECK NOW, or **Check for updates** in the account menu.

- **Plugin updates:** the card shows **UPDATE AVAILABLE**, its INSTALLED and LATEST versions, and an UPDATE button. The UPDATES tab counts them, and when several are waiting an UPDATE ALL button appears.
- **VEIRA Manager updates:** a banner at the top shows the new version and what's new, with UPDATE NOW. VEIRA Manager installs it and restarts. Rarely, an update is required to keep working with the store; the banner then reads UPDATE REQUIRED.

Updates are always free. Your presets and settings are kept, and your sessions recall the same settings with the new version.

> **Tip:** Update between sessions rather than in the middle of one, and close your DAW first.

Buying a plugin

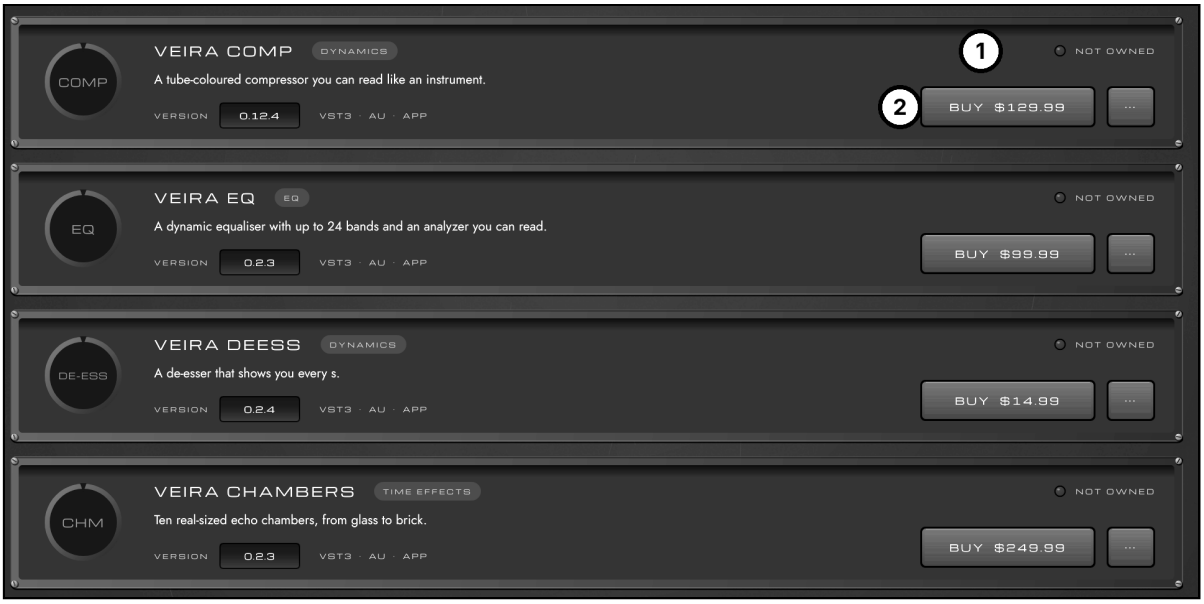


FIGURE 11 Signed in with an account that owns nothing yet: 1 **NOT OWNED**, 2 BUY with the price.

1. Click BUY on the plugin's card. The plugin's page opens on veiraaudio.com.
2. Add it to your cart and pay. Each plugin is a one-time purchase.
3. Back in VEIRA Manager, click CHECK NOW. The plugin shows **OWNED** and INSTALL.

While your payment is being confirmed, the card shows **PAYMENT PROCESSING** and a PROCESSING button. This usually takes seconds, and the card turns to INSTALL by itself.



FIGURE 12 1 Payment still being confirmed.

The licence

Your VEIRA plugins check a small **licence file** that VEIRA Manager writes on your computer. It lists what your account owns, is signed by VEIRA so it can't be altered, and only works on this computer.

- It's written when you sign in, and **renewed every time VEIRA Manager opens**.
- It stays valid for **30 days**, so your plugins keep working offline. Just open VEIRA Manager, online, at least once a month.
- The status bar shows **LICENCE VALID UNTIL** and the date.
- **Signing out deletes it**, and the plugins go back to running unlicensed.

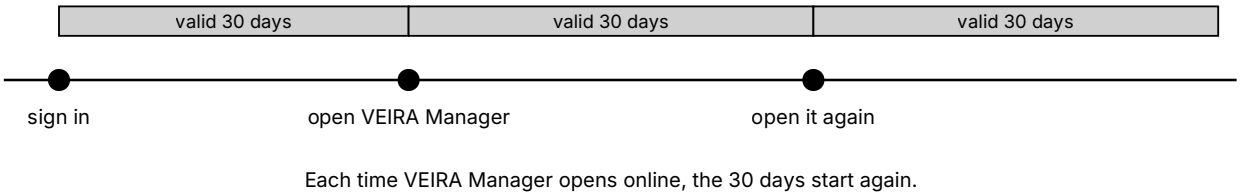


FIGURE 13 The licence renews whenever VEIRA Manager opens.

Without a valid licence a plugin still loads, but its sound fades out for 1.5 seconds every 30 seconds, and a strip at the bottom of its window explains why. Activating fixes it within about two minutes, without reloading anything.

Licence status (status bar)	What to do
LICENCE VALID UNTIL *date*	Nothing.
No licence on this computer yet	Sign in.
The licence has expired	Open VEIRA Manager while online; it renews at once.
The licence belongs to another computer	The file was copied from another computer. Sign in on this one.
The licence file is damaged	Open VEIRA Manager online; it writes a fresh one.

The licence file lives where every DAW can read it: `/Users/Shared/VEIRA/licence.veira` on macOS and `C:\ProgramData\VEIRA\licence.veira` on Windows. Don't edit or copy it; VEIRA Manager takes care of it.

Featured plugins



FIGURE 14 A featured plugin: 1 picture or video, 2 title and text, 3 button, 4 HIDE.

Above the list, VEIRA Manager may feature a plugin with a picture or a short silent video. Several features take turns, with dots to pick one. Clicking anywhere on it opens its page.

- A feature for a plugin **you already own** is never shown.
- HIDE 4 hides the banner until VEIRA features something new.

Removing

Every removal opens a window that **lists exactly what will be removed** before anything happens. Only genuine VEIRA files are touched, and your presets are never deleted outright: if you choose to remove them, they go to the **Trash** (Mac) or **Recycle Bin** (Windows), so you can put them back.

> **Close your DAW first.** A plugin that's open can't be removed; VEIRA Manager stops and changes nothing.

Uninstall one plugin

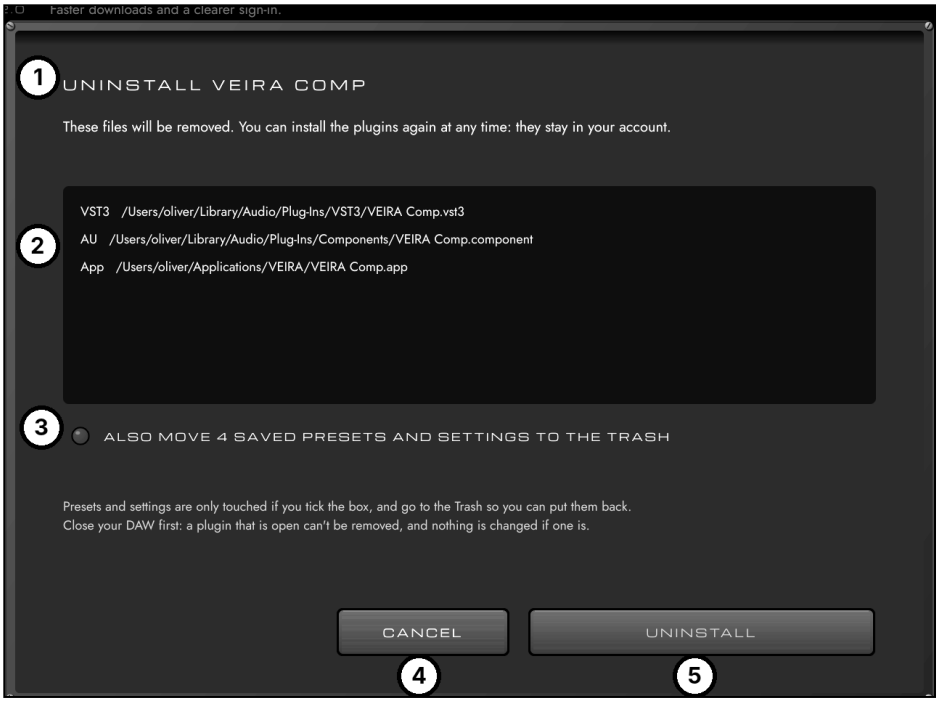


FIGURE 15 Uninstalling VEIRA Comp: 1 title, 2 the files that will be removed, 3 the presets option, 4 cancel, 5 uninstall.

1. On the plugin's card, open the ... menu and choose **Uninstall...**.
2. Read the list 2 : one line per format, with its full path.
3. To also remove your saved presets and the standalone app's settings, tick **ALSO MOVE ... SAVED PRESETS AND SETTINGS TO THE TRASH** 3 . It's off by default, and it tells you how many presets you have.
4. Click UNINSTALL 5 .

You can install the plugin again at any time: it stays in your account. Settings saved inside your DAW projects belong to the projects and are never touched.

Remove all plugins

Install settings ▸ REMOVE ALL PLUGINS… removes every VEIRA plugin from this computer in one go, with the same list and the same presets option.

Remove VEIRA Manager

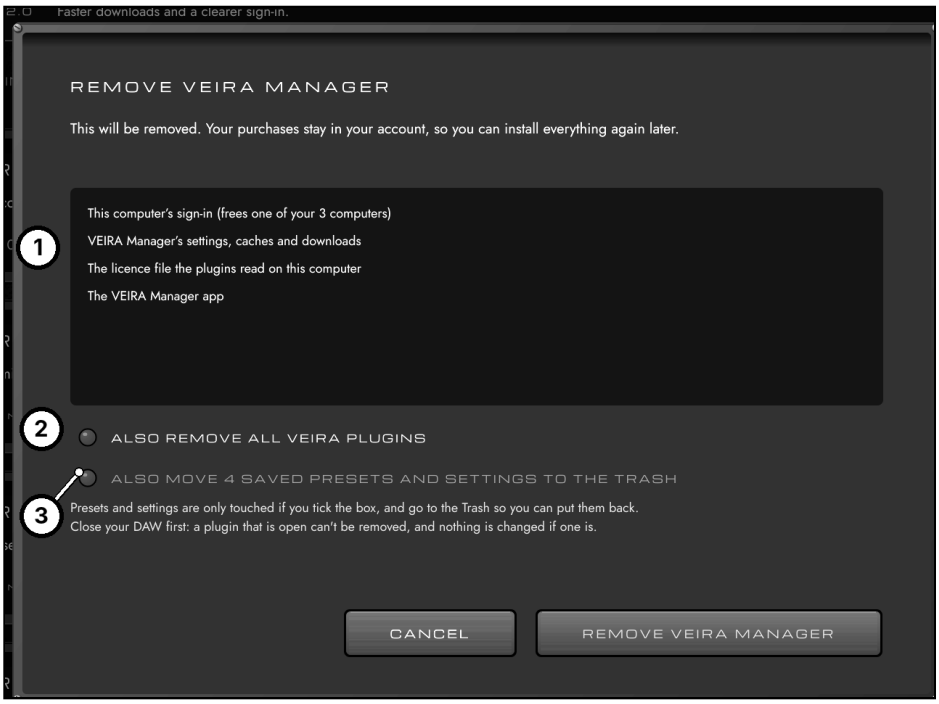


FIGURE 16 Removing VEIRA Manager: 1 what goes, 2 also remove every plugin, 3 also move presets and settings to the Trash.

Install settings ▸ REMOVE VEIRA MANAGER… removes the app properly:

- it **signs this computer out**, which frees one of your three computers;
- it deletes the licence file and VEIRA Manager's own settings, caches and downloads;
- optionally it **removes all VEIRA plugins** 2 , and their presets and settings 3 ;
- then it moves the app to the Trash (Mac) or runs its uninstaller (Windows).

Your purchases stay in your account, so you can install everything again later.

> **Windows:** removing VEIRA Manager from *Settings* ▸ *Apps* removes the app and its own data, but not your plugins. To remove plugins too, use **REMOVE VEIRA MANAGER…** inside the app.

Your account and computers

The account menu

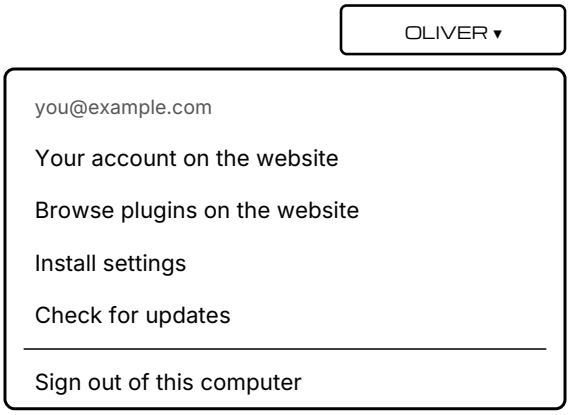


FIGURE 17 The account menu, under your name at the top right.

- **Your account on the website**: your orders, receipts and the computers you've signed in on.
- **Browse plugins on the website**: the VEIRA catalogue.
- **Install settings**: where and in which formats plugins install.
- **Check for updates**: the same as CHECK NOW, plus VEIRA Manager itself.
- **Sign out of this computer**: frees this computer's place and deletes the licence. Your installed plugins stay, but run unlicensed until you sign in again.

Moving to a new computer

1. On the old computer: account menu ▸ **Sign out of this computer**, or remove VEIRA Manager (which signs out too).
2. On the new computer: install VEIRA Manager, sign in, and install your plugins.
3. Copy your presets across if you want them: they're in `~/Library/Audio/Presets/VEIRA` (Mac) or `%APPDATA%\VEIRA` (Windows), one folder per plugin.

If you can't reach the old computer any more, contact support@veiraaudio.com.

Working offline

Without a connection the status bar reads OFFLINE. VEIRA Manager shows the last list it saw, and installed plugins keep working while the licence is valid (up to 30 days from the last time VEIRA Manager was online). Installing, updating and signing in need a connection.

File locations

What	macOS	Windows
VST3, just for me	`~/Library/Audio/Plug-Ins/VST3`	`%LOCALAPPDATA%\Programs\Common\VST3`
VST3, all users	`/Library/Audio/Plug-Ins/VST3`	`C:\Program Files\Common Files\VST3`
Audio Units	`~/Library/Audio/Plug-Ins/Components` or `/Library/Audio/Plug-Ins/Components`	(macOS only)
Standalone apps	`~/Applications/VEIRA` or `/Applications/VEIRA`	`%LOCALAPPDATA%\Programs\VEIRA` or `C:\Program Files\VEIRA`
AAX (Pro Tools, all users)	`/Library/Application Support/Avid/Audio/Plug-Ins`	`C:\Program Files\Common Files\Avid\Audio\Plug-Ins`
Your presets	`~/Library/Audio/Presets/VEIRA/<Plugin>/`	`%APPDATA%\VEIRA\<Plugin>\Presets\`
Standalone settings	`~/Library/Application Support/<Plugin>.settings`	`%APPDATA%\<Plugin>\<Plugin>.settings`
Licence	`/Users/Shared/VEIRA/licence.veira`	`C:\ProgramData\VEIRA\licence.veira`
VEIRA Manager's own data	`~/Library/Application Support/VEIRA/Manager`	`%LOCALAPPDATA%\VEIRA\Manager`

Troubleshooting and questions

My plugins go silent for a moment every 30 seconds. They can't find a valid licence. Open VEIRA Manager: are you signed in, and does the status bar say **LICENCE VALID UNTIL**? If it says anything else, see *The licence*. Make sure you're signed in with the account that bought the plugins.

The website says I've reached my computer limit. One account works on up to three computers. Sign out on one you no longer use (account menu ▸ *Sign out of this computer*, or remove VEIRA Manager there). If you can't reach it, write to support.

"A plugin file is in use. Close your DAW and try again." Quit your DAW (and any standalone VEIRA app), then click RETRY.

"Administrator permission is needed to install for all users." You chose *all users* and the password prompt was cancelled. Click RETRY and enter an administrator password, or switch to *just for me* in Install settings.

"Files could not be written. Check free space and permissions." Free some disk space, or install *just for me*.

"The download is damaged or was altered. Try again." VEIRA Manager checks every download against the store's fingerprint and refuses one that doesn't match. Usually a bad connection: try again.

"This computer was signed out. Please sign in again." The sign-in for this computer was ended, for example from the website or because the account's password changed. Sign in again.

I bought a plugin but it still says BUY. Click CHECK NOW. If it says **PAYMENT PROCESSING**, the payment is still being confirmed; it turns to INSTALL by itself.

My DAW doesn't show a plugin I installed. Rescan plugins in your DAW. Check Install settings: is the format your DAW uses ticked (Logic Pro uses AU; most others VST3)? On Windows, some DAWs only scan C:\Program Files\Common Files\VST3: choose *all users*.

Does VEIRA Manager have to stay open? No. Your plugins work with it closed. Open it now and then to get updates and renew the licence.

Can I install an older version? VEIRA Manager installs the latest version of each plugin. Updates are designed to open your existing sessions and presets.

Contact: support@veiraaudio.com. Mention your computer (Mac or Windows and its version), the VEIRA Manager version (top right of the window), and what you see.



VEIRA Manager · User Manual · Version 0.1.0

Support: **support@veiraaudio.com** · Web: **veiraaudio.com**

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