

G-Stomper Studio

G-Stomper Rhythm

G-Stomper VA-Beast

User Manual

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 Author: planet-h.com

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23 FAQ & Trouble Shooting

23.1 FAQ

23.1.1 Is there a separate User Manual for G-Stomper Rhythm and G-Stomper VA-Beast?

No, the User Manual is based on the G-Stomper Studio feature set. Please note that not all documented features are available in G-Stomper Rhythm or G-Stomper VA-Beast Standalone.

23.1.2 Are there a any Video Tutorials?

Yes, check the Tutorials area: <https://www.planet-h.com/documentation/tutorials/>

23.1.3 How to use Sounds from Add-On Packs?

Some of the Add-On Packs provide new Sound Sets.
Those are located in the 'Factory Sound Sets'.
Main Menu > Load > Factory Sound Set > ...

Some of the Add-On packs provide Samples only.
To load a Sample to one of the Sampler Tracks:
Long click one of the T[.] buttons > Load > Factory Sample > ...

Some of the Add-On packs provide VA-Beast Synthesizer Presets.
To load a Synthesizer Preset:
Long click one of the VT[.] buttons > Load > VA Factory Preset > ...

23.1.4 Do I have to pay again to install a paid G-Stomper app on another device?

No, you don't have to pay for it again.

The ownership of a paid G-Stomper app is bound to the Google Play account which you have used to buy it. If you want to install a paid G-Stomper app on another device (when switching to a new phone for example), simply attach the same Google Play account (the one you have used to buy G-Stomper) to the new device. Once this is done, you can download the app without getting charged again.

If you still see the "Buy" button on Google Play, go to ...
Settings > Apps > All > Google Play Store > clear cache and data
Finally reboot your device and then try again.

23.1.5 Is there a place to share the music I created with G-Stomper?

Yes. Check out the Music Showcase Section in the G-Stomper Support Forum.

<https://www.planet-h.com/gstomperbb/viewforum.php?f=10>

23.1.6 Where can I find G-Stomper in the Social Networks?

Twitter: <https://twitter.com/planethcom>

Google+: <https://plus.google.com/+planethcom>

Facebook: <https://www.facebook.com/gstomper.drummachine>

LinkedIn: <https://www.linkedin.com/company/planet-h.com>

SoundCloud: <https://soundcloud.com/planethcom>

Instagram: https://instagram.com/planeth_com/

YouTube: <https://www.youtube.com/c/planethcom>

23.1.7 Where can I get Support for the G-Stomper Apps?

Support Forum: <https://www.planet-h.com/gstomperbb/>

23.2 Trouble Shooting

23.2.1 I'm running out of Memory/RAM, what can I do?

There are several settings to reduce the Memory/RAM consumption.
A detailed guide can be found in Chapter Performance & System Requirements.

23.2.2 I'm having performance problems (glitches, distortion, etc.), what can I do?

There are several settings to reduce the CPU consumption.
A detailed guide can be found Chapter Performance & System Requirements.

23.2.3 G-Stomper (on Samsung Android 5.1.1) crashes when I connect an USB MIDI device

Due to a bug in the permission system of the Samsung Android 5.1.1 update, it is not possible to use USB MIDI devices on certain Samsung models. Please note that this problem also occurs in many other apps, so it's definitely not a bug in G-Stomper.

So far, the problem has been reported for the following devices (first appearance in early October 2015):

Galaxy S5
Galaxy Tab Pro 12.2
Galaxy Tab E 9.6
Galaxy Tab 4 7

If you can choose, please do not install any system updates until Samsung has fixed the problem. The bug is already reported to Samsung, but if you run into that problem, please let Samsung know about it. As more reports they get as higher the chance that it'll be fixed soon.

Update: The bug is fixed by Samsung in the latest Marshmallow update.

23.2.4 Starting the VA-Beast Poly Grid results in screen flickering or crashes the App

This is most likely caused by a graphics driver bug, reported by several Lenovo and Samsung devices (running on Android 5.x/6.x).

Please send a message from inside the app and let us know that you ran into that bug.

1. Start G-Stomper
2. On the main screen, press HELP and select "Contact" from the menu
3. Write a short description of the problem and send the message

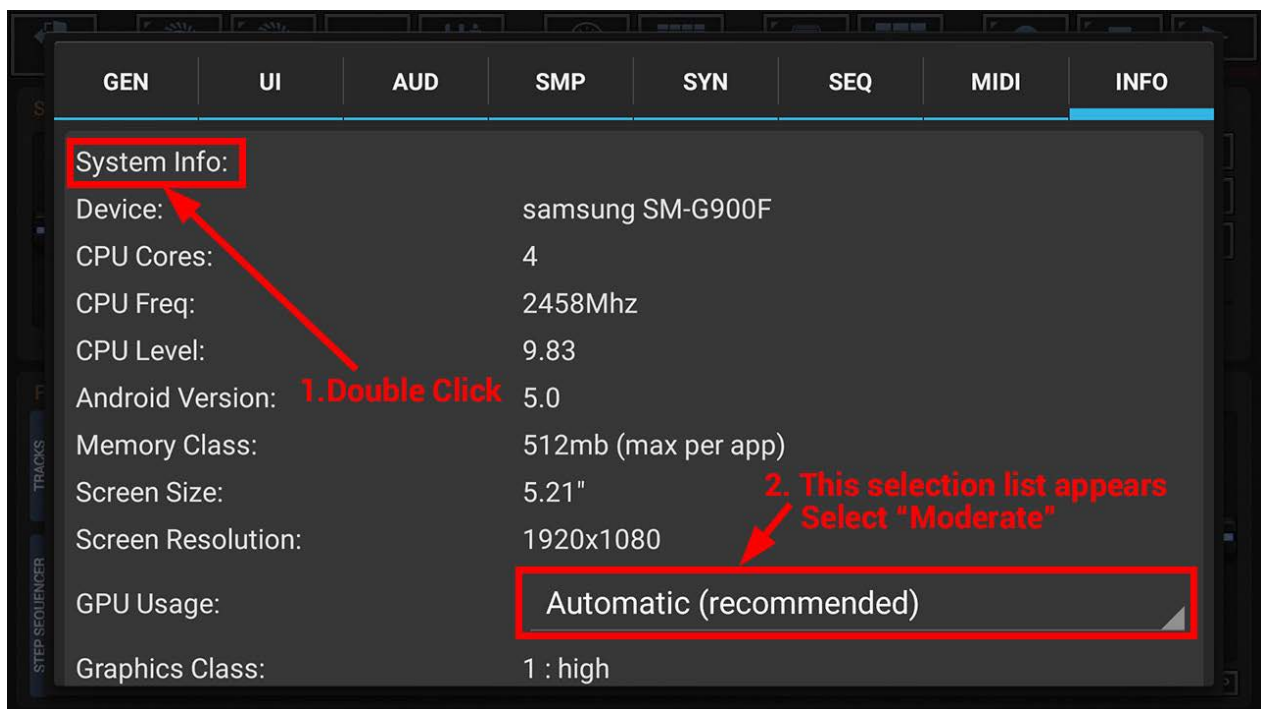
With the information in that message we can fix the problem permanently for the reported device model.

You can also get around the problem by manually overriding the GPU default settings:

1. Start G-Stomper
2. On the main screen, press SETUP and select the INFO tab
3. Double click the text "System Info" (see image)

This is a hidden switch which changes the GPU Usage info into a selection list (if it doesn't work at the first try, just try again).

4. Set the GPU Usage to "Moderate"
5. Exit the SETUP dialog and restart G-Stomper



23.2.5 Bad performance on fast devices with Auto-Haptic

Auto-Haptic slows down audio apps drastically. You can turn it off as followed:

Settings > Sound > Auto-Haptic > Disable

23.2.6 No Sound when USB MIDI Controller/Keyboard connected

This seems to be an Android OS or driver bug on several devices (e.g. Sony XPeria Z1/Z3 running on Android 4.4). Devices with that bug think the connected USB MIDI device is actually an USB Audio interface and therefore route the audio output to the USB MIDI interface rather than the speakers/headphones (which does of course not work).

For now, the only workaround is to override the wrong audio routing in use of an app called SoundAbout, which can be downloaded from Google Play:

<https://play.google.com/store/apps/details?id=com.woodslink.android.wiredheadphoneroutingfix>

Once installed, follow the steps below:

1. Start G-Stomper
2. Plug in MIDI keyboard (and grant permission)
3. Launch SoundAbout
4. Select the desired media for audio in "Media audio" (headphones/speaker)
5. Set "SoundAbout Service" to "ON" (with or without status)
6. Go back to G-Stomper

Et voilà, audio works again.

23.3 Any other Questions

Please contact us:

Contact Form: <https://www.planet-h.com/contact/>

Support Forum: <https://www.planet-h.com/gstomperbb/>