

# ChordPolyPad

MIDI Chords Player

App and AUv3 MIDI effect for iPhone/iPad

App and AUv3 MIDI effect for Mac



User manual revision May 29, 2023

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# Presentation

"ChordPolyPad" is a MIDI chords player that allows you to create chord sets from a large internal library, from any combination of notes, or from chords generated randomly. Each set consists of 8 groups of 16 pads, or 2 groups of 64 pads. In addition to play chords, each pad can generate customizable MIDI controls on its horizontal and vertical axis.

It can be used as a standalone application or an AUv3 MIDI effect plug-in.

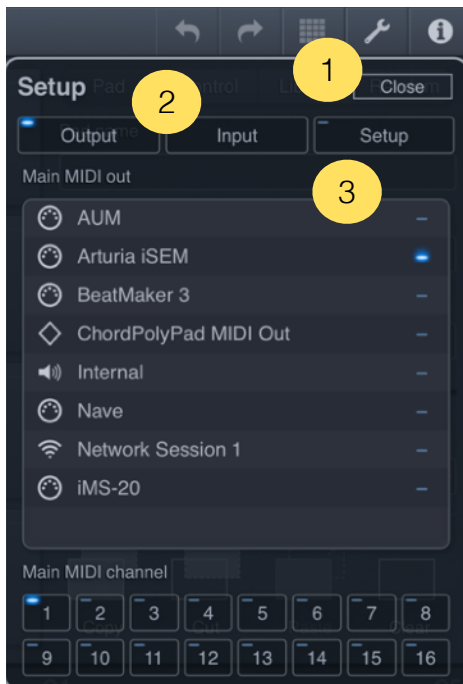
The application supports full internal and external MIDI connections for input and output. An internal sound bank is included.

The AUv3 MIDI effect plug-in supports multiple instances. A compatible host is required to run the plug-in. The host needs to support the Audio Unit v3 (AUv3) MIDI effect format.

# Application setup

## MIDI connections between iOS or macOS apps

"ChordPolyPad" can send and receive MIDI from other applications installed on the same device. If an application is "Core MIDI" compatible, it will appear in the MIDI browser of "ChordPolyPad", and you will be able to send and receive MIDI from it.



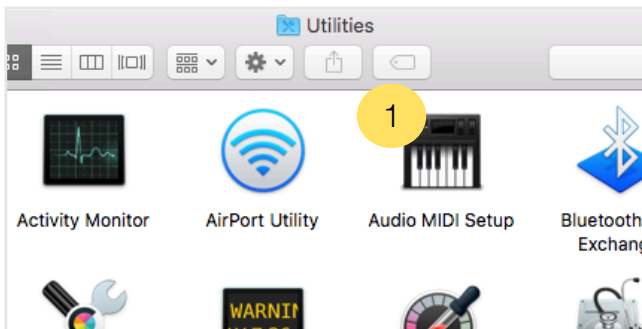
1. *Touch the setup button on the top right screen of "ChordPolyPad".*
2. *Select the "Output" or "Input" section.*
3. *Select the application you want to send or receive MIDI from.*

If the application you want to send MIDI doesn't appear in the "Output" browser, you can try to use the "ChordPolyPad MIDI out" port, this is a specific virtual port created to send MIDI to any application that doesn't declare its own MIDI input port.

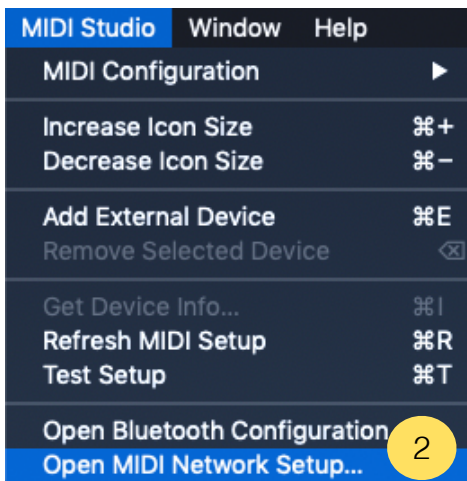
On iPhone or iPad, some applications are stopping to run when they are switched in background, then, they will not respond while "ChordPolyPad" is in foreground. Most applications have an option to activate an "Audio Background" mode that will let them running, even if they are going in background. Please check the manual of your other applications to know if they support "Audio Background" mode and how to activate it.

## MIDI over WiFi to connect an iPhone or an iPad to a Mac

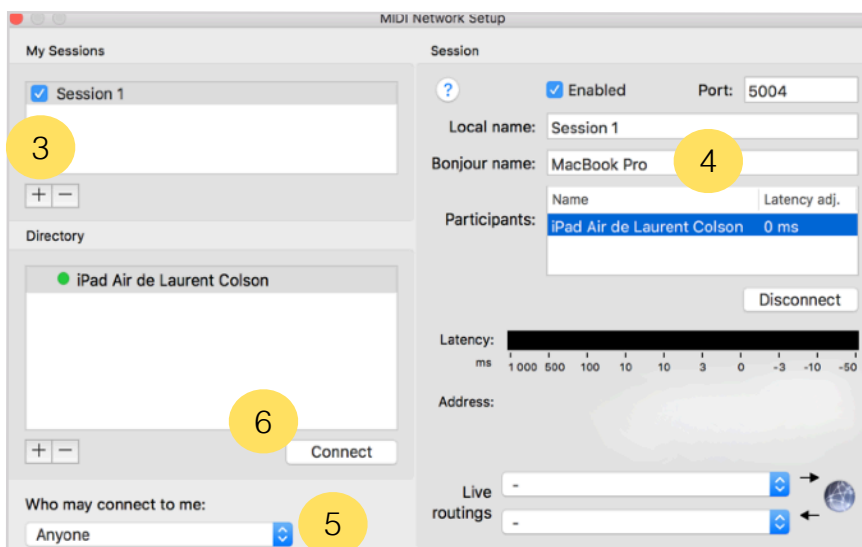
MIDI can be sent or received natively over a WiFi network between an iPad or an iPhone on a macOS computer. You can drive any DAW, virtual instrument or hardware gear hosted on the computer or receive MIDI from them.



1. On the Mac, go to the "Applications" folder, then "Utilities" folder and open the application "Audio MIDI Setup".

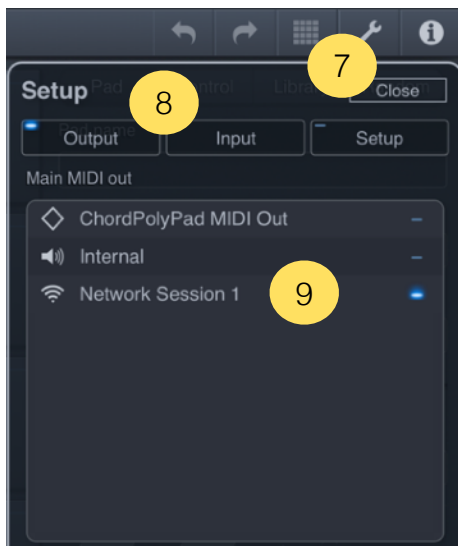


2. Select the item "Open MIDI Network Setup" from the menu "MIDI Studio".



3. Create a new session by clicking on "+" under "My Sessions".
4. Enter a "Bonjour name".
5. Under "Who may connect to me", select "Anyone".

6. Select the iPad or iPhone you want to connect, and click "Connect". If your device doesn't appear, be sure that "QuantiChord" is launched, and the device is connected to the same WiFi network as the computer.

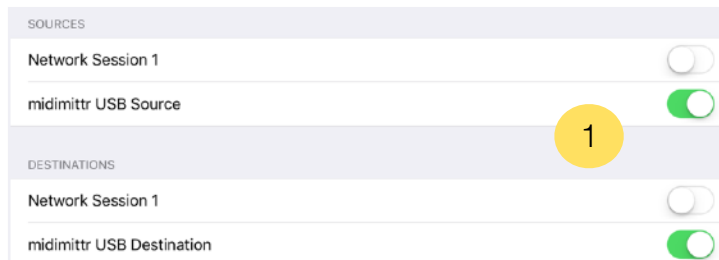


7. On "ChordPolyPad", touch the setup button on the top right screen.
8. Select the "Output or "Input" section.
9. Select "Network Session 1" to send or receive MIDI through the MIDI over WiFi network.

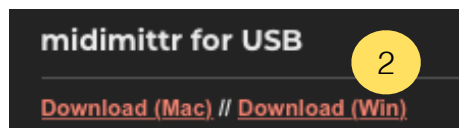
If your iPhone or iPad is connected with the USB cable to macOS, the MIDI over WiFi will use the wire connection cable to transmit MIDI directly to the computer instead of the wireless network. As soon as the MIDI cable is disconnected, the wireless connection is used again.

## MIDI over USB with midimitttr to connect an iPhone or an iPad to a Mac or Windows computer

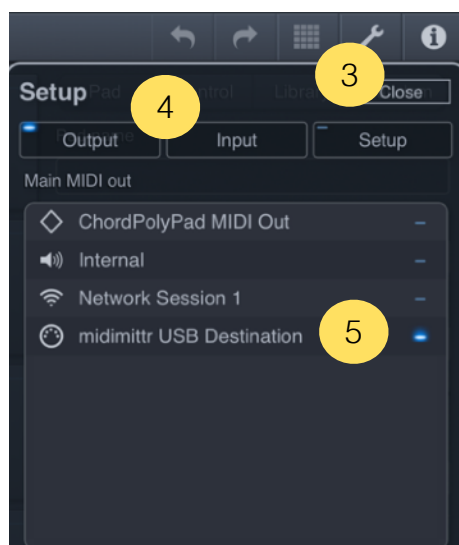
MIDI can be sent or received through the USB cable to a computer running macOS or Windows. You can drive any DAW, virtual instrument or hardware gear hosted on the computer or receive MIDI from them.



1. Download "midimitttr" from the App Store on your device, launch it and select "midimitttr USB source" and "midimitttr USB destination" on the setup panel.



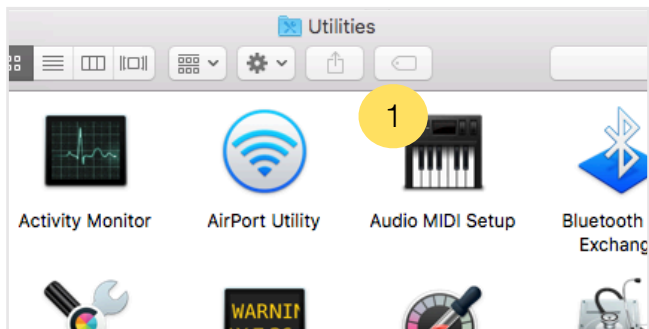
2. Download "midimitttr" for macOS or Windows on your computer from the website <http://www.s-r-n.de/midile/> and launch it on your computer.



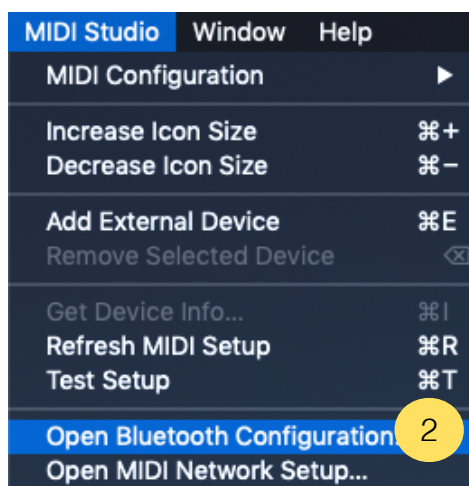
3. Touch the setup button on the top right screen of "ChordPolyPad".
4. Select the "Output" or "Input" section.
5. Select "midimitttr source" or "midimitttr destination" to send or receive MIDI through the USB cable.

## MIDI over Bluetooth to connect an iPhone or an iPad to a Mac

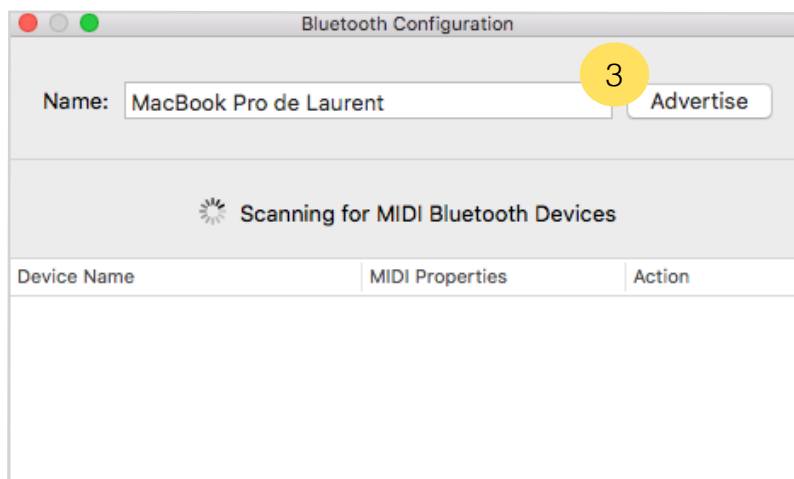
Like MIDI over WiFi, MIDI can be sent or received natively over a Bluetooth connection on macOS. You can drive any DAW, virtual instrument or hardware gear hosted on the computer or receive MIDI from them.



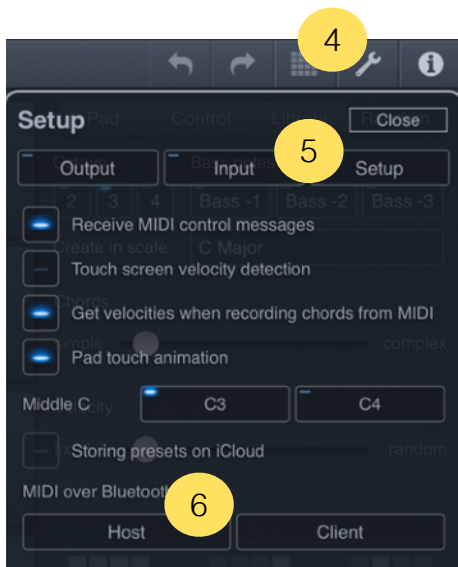
1. On the Mac, go to the "Applications" folder, then "Utilities" folder and open the application "Audio MIDI Setup".



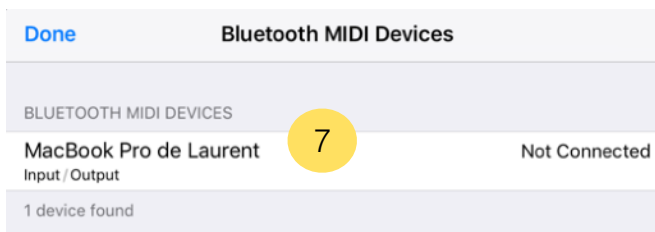
2. Select the item "Open Bluetooth Configuration" from the menu "MIDI Studio".



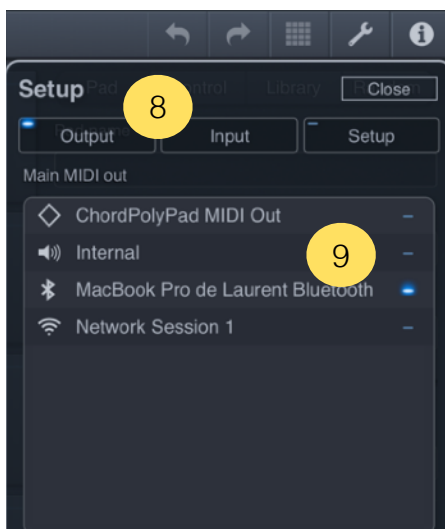
3. On the "Bluetooth Configuration" window, click on "Advertise".



4. On "ChordPolyPad", touch the setup button on the top right screen.
5. Select the "Setup" section.
6. Click on the "Host" button.



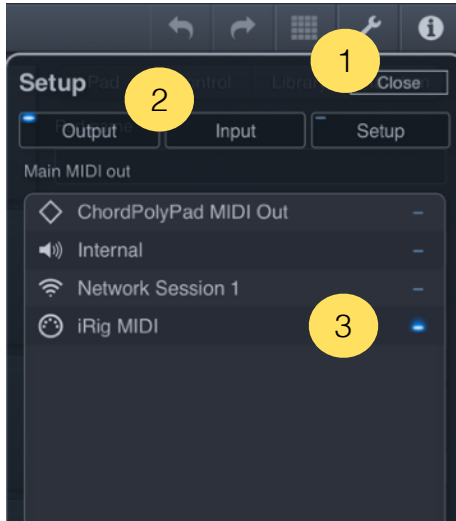
7. Select the MIDI device you want to join in the list to connect it.



8. Select the "Output" or "Input" section.
9. Select the Bluetooth MIDI port to send or receive MIDI over the Bluetooth connection.

## MIDI to hardware setup

You can directly connect MIDI hardware to the iPhone, iPad or Mac by using a compatible MIDI interface. Once connected, the interface will be automatically recognized.



1. On "ChordPolyPad", touch the setup button on the top right screen.
2. Select the "Output" or "Input" section.
3. Select the MIDI interface port to send or receive MIDI through it.



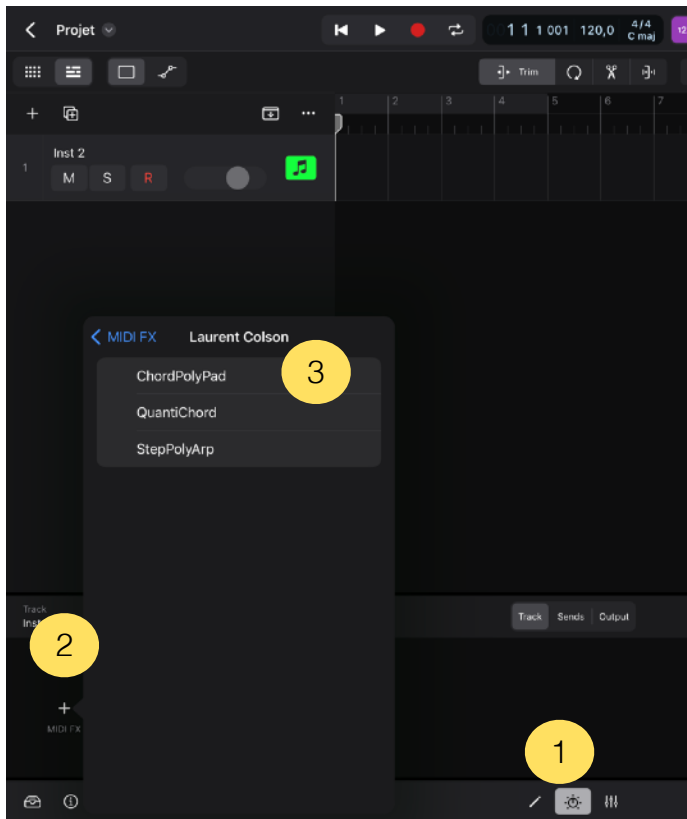
# The AUv3 MIDI effect plug-in

The AUv3 plug-in is automatically installed after opening the application at least once.

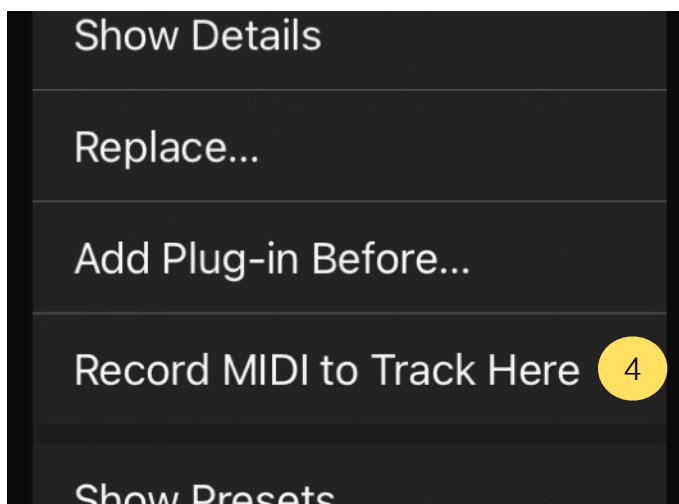
The AUv3 plug-in is able to run on multiple tracks or channels simultaneously, each instance memorizing its own settings. All the settings are automatically saved with the host project file and recalled when re-opening it later.

# AUv3 plug-in setup for iPhone and iPad apps

## Logic Pro AUv3 setup

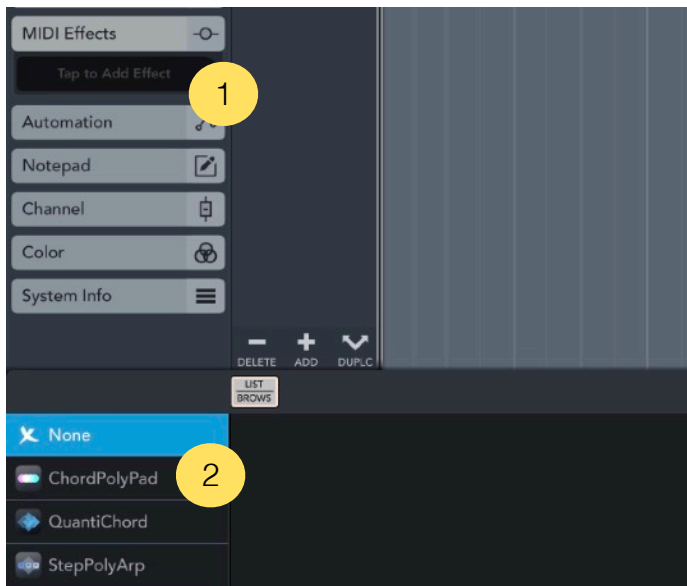


1. On the track you want to insert "ChordPolyPad", press the "plugins" button.
2. Select "MIDI FX".
3. Then, choose "ChordPolyPad" in the list of Audio Units plug-ins.

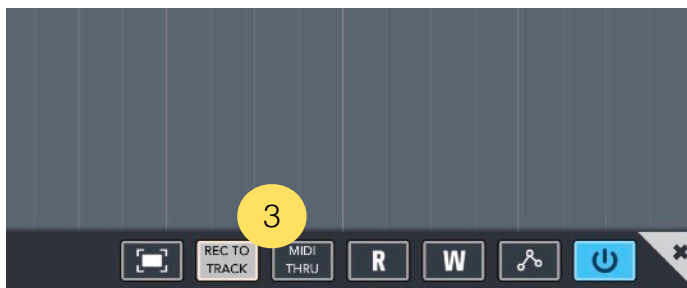


4. If you want to record the MIDI output processed by "ChordPolyPad" instead of the notes you are playing, long press in the plug-ins view on the title of "ChordPolyPad" and select "Record MIDI to Track Here".

## Cubasis AUv3 setup

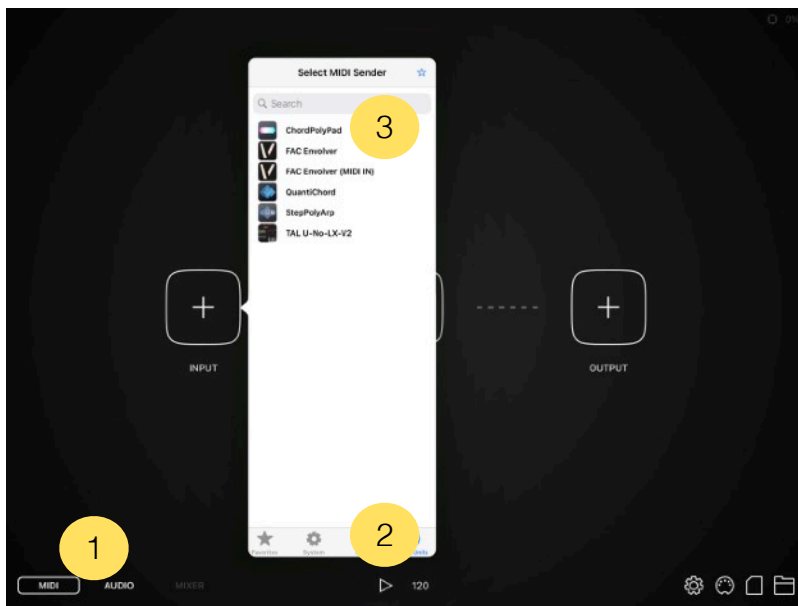


1. On the track you want to insert "ChordPolyPad", select "MIDI effects" from the left panel.
2. Then, choose "ChordPolyPad" in the list.



3. If you want to record the MIDI output processed by "ChordPolyPad" instead of the notes you are playing, select the button "Rec to track" on the top right of the plug-in window.

## Audiobus AUv3 setup

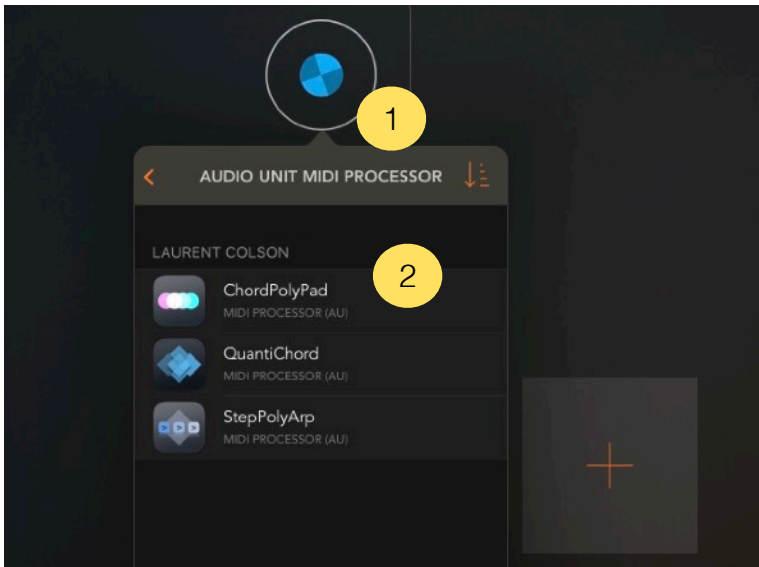


1. Select "MIDI" section in "Audiobus".
2. Open the "INPUT" or "EFFECT" slot, and select the "Audio Units" section.
3. Then, choose "ChordPolyPad".

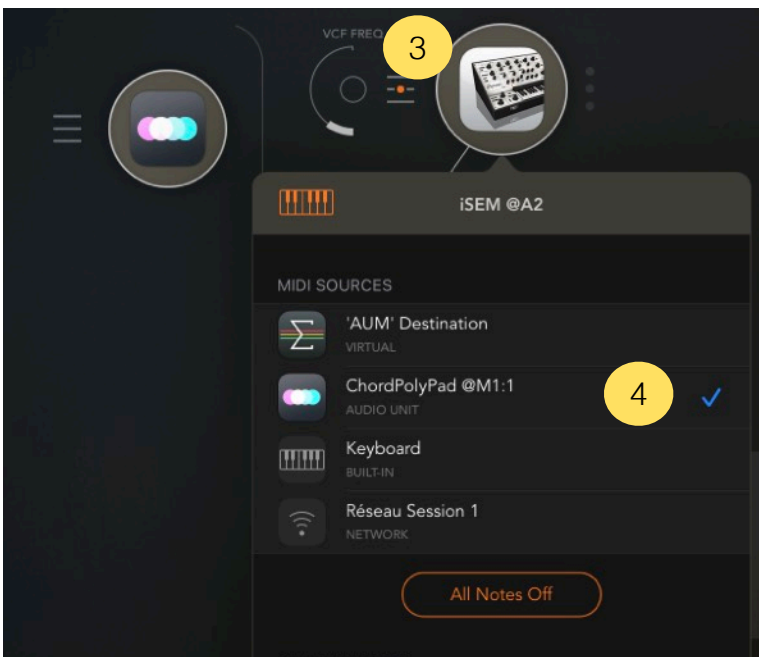


4. Insert a Midi receiver in the "OUTPUT" slot.

## AUM AUv3 setup

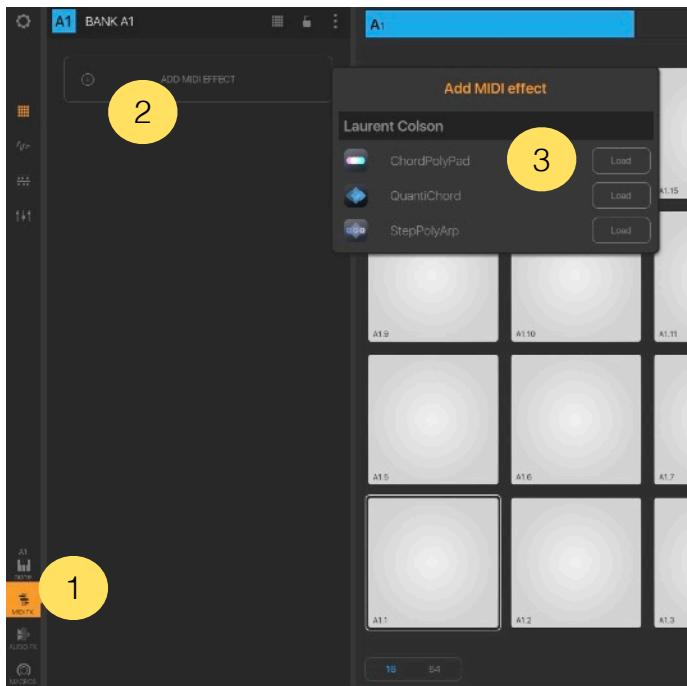


1. Create a MIDI channel and open the plug-ins list on the top.
2. Choose "Audio Unit MIDI processor" section and select "ChordPolyPad".



3. Create an audio channel with an instrument and open its MIDI settings panel.
4. In the MIDI settings panel, select "ChordPolyPad" to route the processed MIDI output of "ChordPolyPad" to the MIDI input of the instrument.

## BeatMaker AUv3 setup

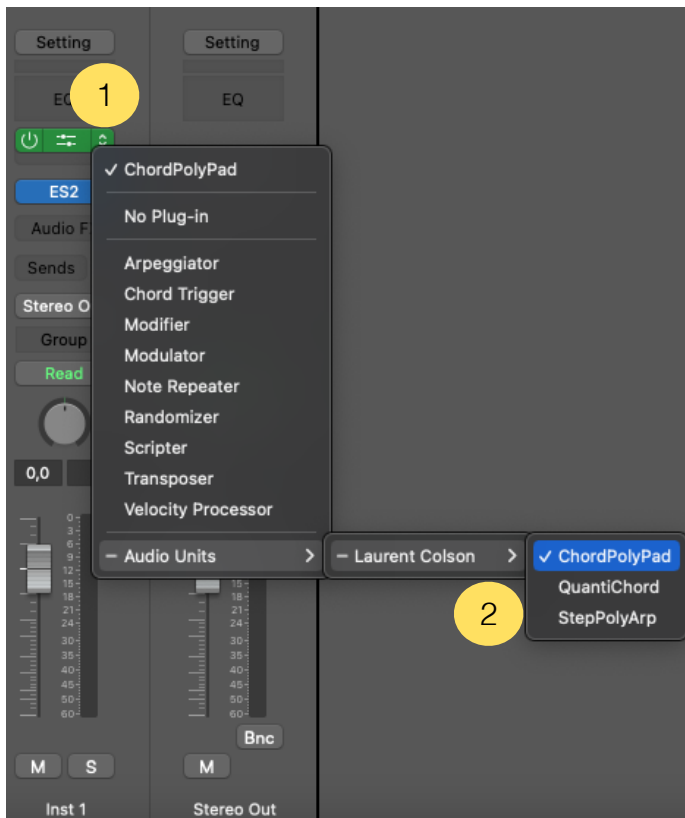


1. On the bank you want to insert "ChordPolyPad", select the "MIDI effects" icon from the left panel.
2. Select "Add MIDI Effect".
3. Load "ChordPolyPad" from the MIDI effects list.

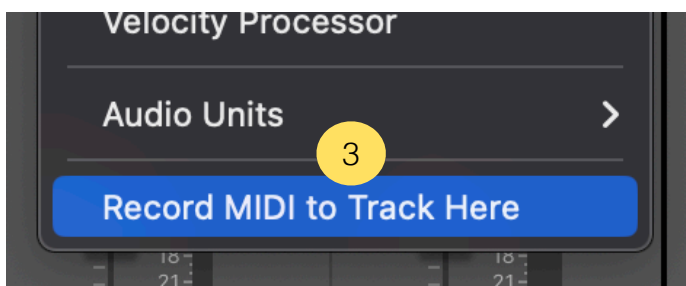
# AUv3 plug-in setup for Mac apps

## Logic Pro AUv3 setup

To use AUv3 MIDI effect plug-ins in Logic, the version 10.7 or later is required.

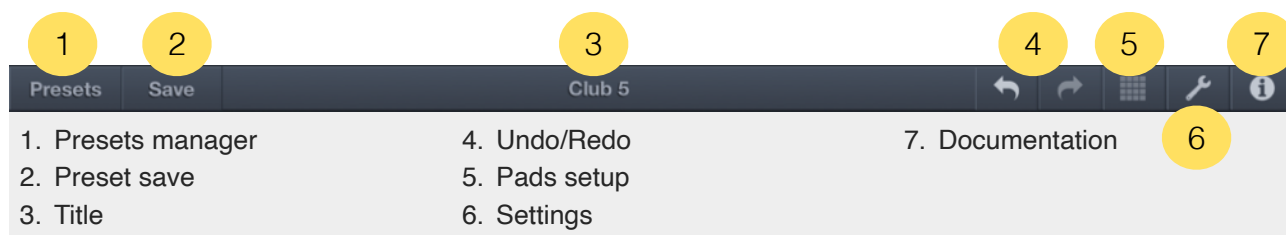


1. On the track you want to insert "ChordPolyPad", select "MIDI FX" from the channel strip.
2. Then, choose "ChordPolyPad" in the list of Audio Units plug-ins.

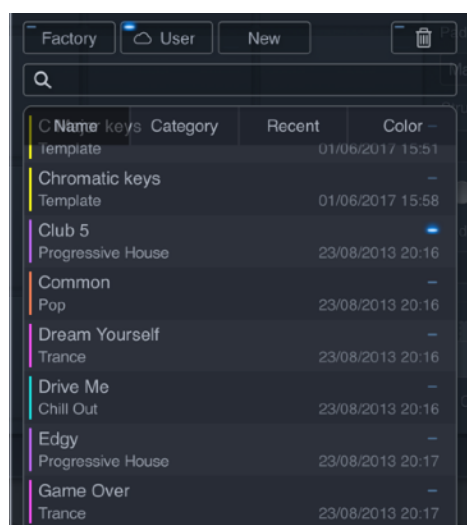


3. Since Logic 10.7.5, if you want to record the MIDI output processed by "ChordPolyPad" instead of the notes you are playing, select the button "Record MIDI to Track Here" below the list of MIDI effects.

# The main toolbar



## Presets manager



The "Presets" button displays the list of presets available. You can load or create a new preset from this menu.

The list is divided in two groups, "Factory Presets" and "User Presets". The first list includes all the presets originally installed, and can not be modified. The "User" group, empty at startup, contains your own presets. If you activated [iCloud](#) sync, a cloud icon will appear to the left of the "User" button. "New" button will create a new default preset.

You can delete presets inside the "User" group by pressing the trash icon at the top right of the list and select the preset to delete. Confirm by pressing the "Delete" button that appears.

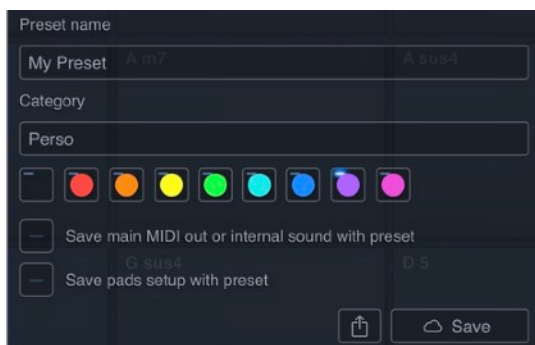
You can also delete a preset by making an horizontal slide on its name to erase it without having to press the trash icon first. As before, confirm the deletion by pressing the "Delete" button that appears.

Use the search box area to filter presets by names.

To order the list of presets by names, categories, creation dates or colors, touch the list header button "Name", "Category", "Recent" or "Color".



## Save



Use the "Save" button to save your own presets. Enter the name you want to save the preset. You can attach a category and a color to the preset.

Select whether you want to save the MIDI out and pads setup with this preset. By recording the MIDI out or pads setup, these will be recalled when loading the preset. MIDI out is not available in the Audio Unit version.

If you activated [iCloud](#) sync, a cloud icon will appear to the left of the "Save" button.

The share button lets you export the preset by "AirDrop", "Mail", "Message", "Files" or other available services.

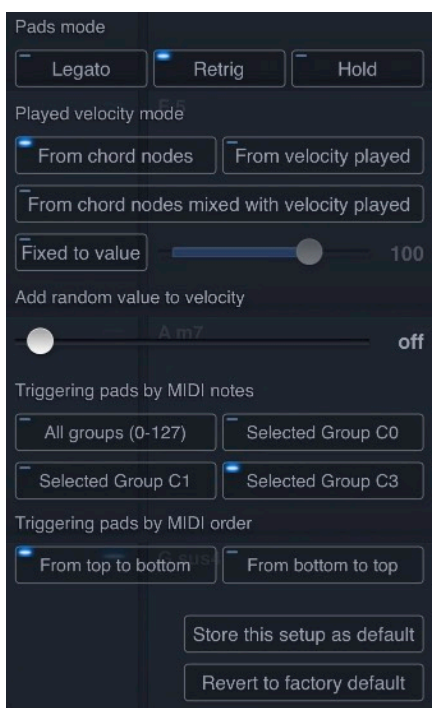
## Title

Title of the loaded preset.

## Undo/Redo

Press "Undo" to cancel previous changes you made. Press "Redo" to restore the changes.

## Pads setup



### ► Pads mode

This mode is defining how the pads are responding when one new pad is pressed while another is still playing. In "Legato", all previous notes played similar to the new pad are not released. In "Retrig", all notes from previous pad are released, even if there are similar notes in the new pad. "Hold" is maintaining a pad playing, even if you stop touching it. To release an holding pad, touch it again, or touch another pad.

### ► Played velocity "From chord nodes"

This mode is playing chord notes with the velocity indicated by the vertical line (node) of each note.

‣ **Played velocity "From velocity played"**

This mode does not use the vertical velocity line in account, and is setting all notes velocities from the velocity you are playing in real time.

‣ **Played velocity "From chord nodes mixed with velocity played"**

This mode is a mix of the two previous. Velocity is using the vertical line (node) of each note, relatively modified by the velocity you are paying in real time.

‣ **Played velocity "Fixed value"**

"Fixed to value" does not use any velocity informations, and use the velocity indicated by the slider.

‣ **Add random value to velocity**

Move the slider to the right to add randomization to the velocities of each notes played in the chord.

‣ **Triggering pads by MIDI notes**

Define the MIDI notes that triggers the "ChordPolyPad" pads. Refer the the [External MIDI triggering](#) section for more details.

‣ **Triggering pads by MIDI order**

Define in which order the MIDI notes will be assigned to the pads. Refer the the [External MIDI triggering](#) section for more details.

‣ **Store this setup as default**

Store the actual setup as the default setup. It will replace the factory setup. It will be recalled when loading a preset, except is the preset was saved with its own setup. In this case, the setup included in the preset will be recalled.

‣ **Revert to factory default**

Delete the stored default setup and replace it with the factory setup.

# Application Settings

## → Output tab

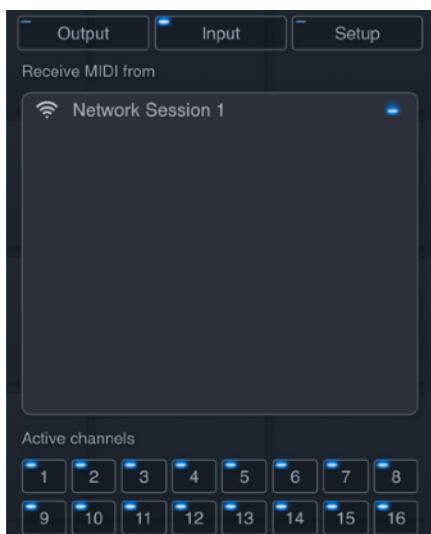


Select MIDI output port and MIDI channel.

If "Internal" is selected, MIDI channels selector is replaced by a list of internal sounds.

"ChordPolyPad MIDI out" is an internal virtual port that can be used to send MIDI to an application that doesn't have its own MIDI ports.

## → Input tab



Select the MIDI port you want "ChordPolyPad" receive MIDI datas. MIDI channels can be filtered.

If you are sending MIDI directly from another application to the "ChordPolyPad" MIDI port, you don't need to activate any MIDI input port here.

MIDI datas received but not processed are automatically resent to the MIDI Output.

## → Setup tab



### ► Receive MIDI control messages

Enable or disable the reception of MIDI control messages. For more informations about messages recognized, please refer to the [MIDI controls recognized](#) section.

► **Touch screen velocity detection**

Enable the evaluation of tap pressure on the screen to simulate velocity on iPhone or iPad. This setting is not available on Mac.

► **Get velocities when recording chords from MIDI**

Record the velocity associated with the notes when recording chords from MIDI input.

► **Pad touch animation**

Activate or deactivate the animation generated when touching a pad.

► **Middle C**

Select if you want middle C labeled C3 or C4.

► **Storing presets on iCloud**

Enable or disable the storage of presets on iCloud. If iCloud is not activated on your device, this switch button is disabled. Refer to [Storing presets on iCloud](#) section to learn more about iCloud storage.

► **MIDI over Bluetooth**

Connect to a MIDI bluetooth device or make device detectable from other. To setup MIDI over Bluetooth connection, please refer to [MIDI over Bluetooth](#) section.

## AUv3 Settings

### → Main MIDI channel out



Select the main MIDI channel for the MIDI out. The default MIDI out is 1. This parameter is saved with the host session for each instance of "ChordPolyPad".

### → Setup tab



► **Receive MIDI control messages**

Enable or disable the reception of MIDI control messages. For more informations about messages recognized, please refer to the [MIDI controls recognized](#) section.

‣ **Touch screen velocity detection**

Enable the evaluation of tap pressure on the screen to simulate velocity on iPhone or iPad. This setting is not available on Mac.

‣ **Get velocities when recording chords from MIDI**

Record the velocity associated with the notes when recording chords from MIDI input.

‣ **Pad touch animation**

Activate or deactivate the animation generated when touching a pad.

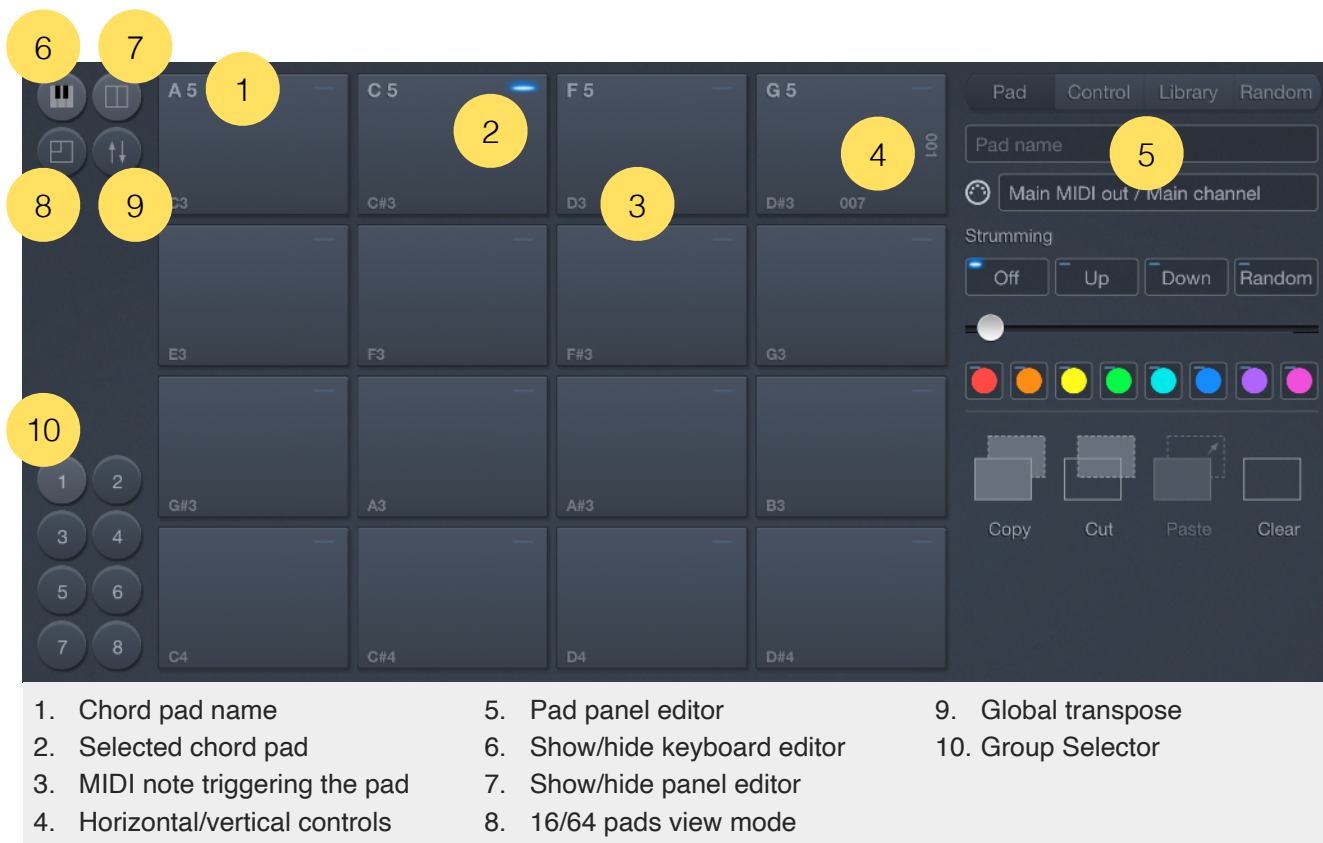
‣ **Middle C**

Select if you want middle C labeled C3 or C4.

‣ **Storing presets on iCloud**

Enable or disable the storage of presets on iCloud. If iCloud is not activated on your device, this switch button is disabled. Refer to [Storing presets on iCloud](#) section to learn more about iCloud storage.

# The pads



## Selected chord pad

Each pad can contain any combination of notes. Touching the pad will select it and send all the notes contained inside to the main MIDI out, or to a specific MIDI out if this is specified (each pad can use its own MIDI out port and channel).



You can easily reordering pads inside the group by using 2 fingers, or "Shift" key with the mouse pointer, to move them to the place you want.

## Show/hide keyboard editor

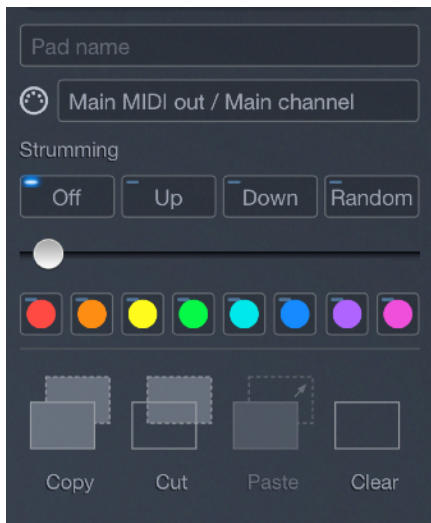
This button switches the keyboard editor view to the screen. It is not available if the screen does not have enough space to display it.

## Show/hide panel editor

This button switches the panel editor view to the screen. It is not available if the screen does not have enough space to display it.

## Pad panel editor

### → Pad tab



#### ▸ Pad name

Enter the name you want for the selected pad. By default, if no specific name is attributed, the pad will automatically view the name of the chord or notes contained inside it.

#### ▸ Pad MIDI out

By default, the pad uses the main MIDI out port, and the main MIDI out channel. However, you can choose here to use a specific MIDI port or channel for the selected pad.

#### ▸ Strumming

You can choose to play a chord by adding a tiny delay between each note. "Up" will play the chord from the lower note to the higher, "Down" will play it from the higher to the lower, and "Random" will play the notes in a random order. Move the slider to the right to add a longer delay.

#### ▸ Pad color

Attribute a color to the selected pad.

#### ▸ Copy

Copy the selected pad in the clipboard.

#### ▸ Cut

Copy the selected pad to the clipboard and clear it.

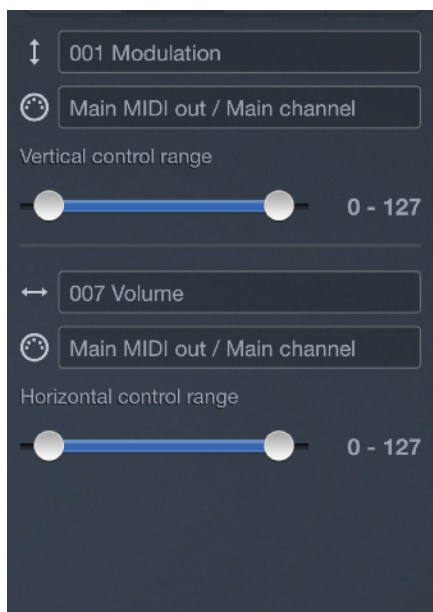
#### ▸ Paste

Replace the selected pad with the one contained in the clipboard.

#### ▸ Clear

Clear the selected pad.

## → Control tab



### ► Vertical / horizontal MIDI control

Select the MIDI control you want to send when moving finger or mouse pointer horizontally or vertically inside the selected pad. It is possible to reset or not the MIDI control when the pad is released. Reset values can be 0 (Min), 63 (center) or 127 (Max).

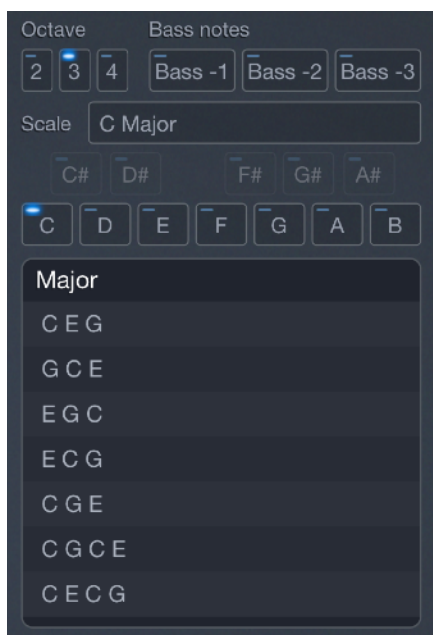
### ► Vertical / horizontal MIDI out

Choose if the MIDI control is sent to the main MIDI output or to a dedicated MIDI port and channel.

### ► Vertical / horizontal control range

Give the minimum and maximum value to send for the MIDI control.

## → Library tab



The library offers a selection of chords you can drag and drop to a pad.

### ► Octave

Define the octave of the chords in the library.

### ► Bass notes

Choose if the chords in the library will add the root bass note at -1, -2 or -3 octaves. Multiple bass notes can be added to the chord.

### ► Search in scale

Filter the library to view only chords available for a specific scale.

### ► Root note

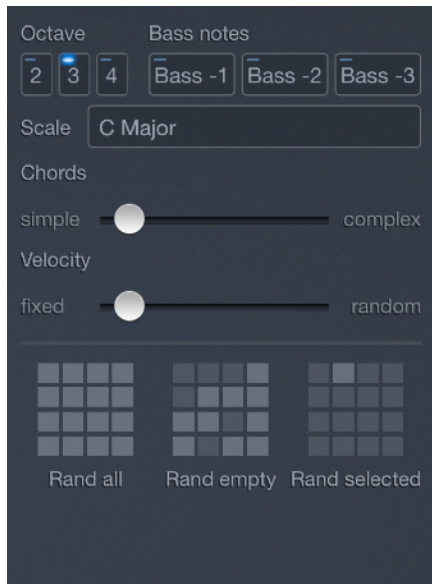
Filter the library to view only chords for a specific root note. Notes that are not available for the selected scale are disabled. It is possible to get an empty list if no chords are matching the scale and root note selected.



### ► Chords list

You can listen to each chord by tapping on it. The list propose different combinations of chords matching the scale and the root note selected. You can drag and drop any chord in the list to a pad.

### → Random tab



#### ► Octave

Define the octave of the chords to generate randomly.

#### ► Bass notes

Choose if the chords randomly generated will add a root bass note at -1, -2 or -3 octaves. Multiple bass notes can be generated with the chords.

#### ► Create in scale

Indicate the scale for the generated chords.

#### ► Chords simple to complex

Choose if you want more or less common chords.

### ► Velocity

Choose the randomness of the velocity of each note in chords.

### ► Rand all

Generate random chords for all pads in the selected group.

### ► Rand empty

Generate random chords for empty pads in the selected group.

### ► Rand selected

Generate a random chord for the selected pad.

## 16/64 pads view mode

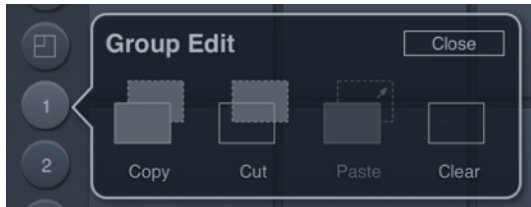
This button is switching the 8 groups of 16 pads view to a 2 groups of 64 pads view.

## Global transpose

This is a global transpose in semitones. You can apply the global transpose to all the chords in all groups by pressing "Apply permanently", then the global transpose will reset to zero, and the transposition will modify permanently the chords for all the pads.

## Group selector

Select the group of pads to view. You can edit a group by doing a tap on the selected group.



### ► Copy

Copy the pads contained inside the group in the clipboard.

### ► Cut

Copy the pads contained inside the group to the clipboard and clear them.

### ► Paste

Replace the pads contained inside the group with the ones contained in the clipboard.

### ► Clear

Clear all the pads contained inside the group.

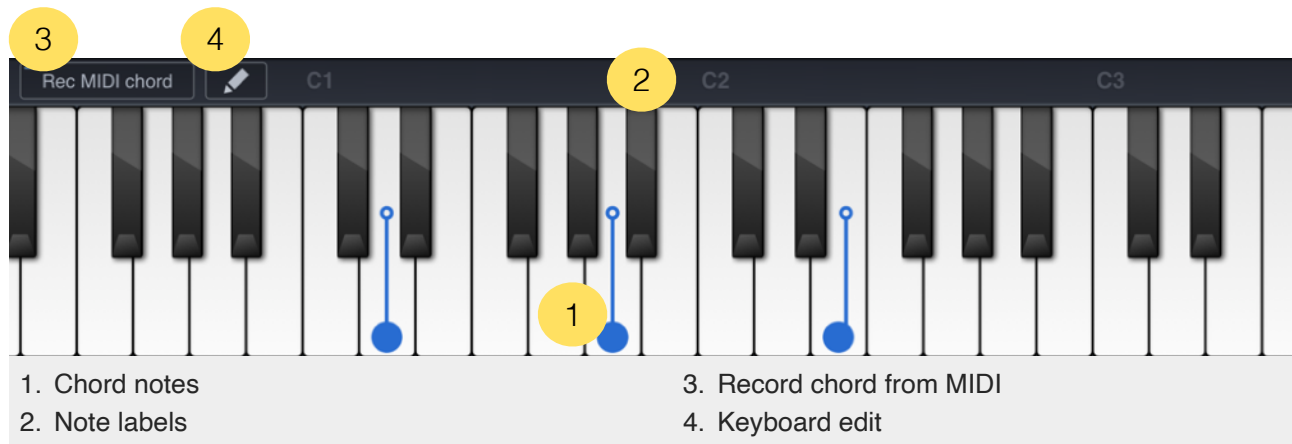
## Horizontal and vertical control numbers

These values are viewed if MIDI controls are assigned to a pad. If MIDI controls are assigned, then, the pad will transmit these controls to the main MIDI output, or to a specific MIDI output relative to the finger or mouse pointer position inside the pad.

## MIDI note triggering the pad

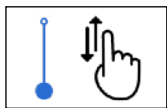
This is the MIDI note that triggers the pad. Different settings can be defined to assign MIDI notes. To choose the appropriate setting, see the [External MIDI triggering](#) section.

# The chord editor

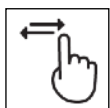


## Chord notes

A chord can be any combination of notes. If it is possible to drag and drop chords from the library, it is possible too to modify or create them directly from the chord editor. To add a note, touch the key of the note you want to insert on the virtual keyboard. To remove one existing, touch it again.



Each note has a vertical line (node) that is indicating its velocity. Press the top circle of this line and move it up and down to change the note velocity.



The keyboard can be scrolled by moving a finger left or right on it, two fingers on a trackpad, or clicking inside the scroll bar with a mouse.

## Note labels

Indicates the octave for each C note. Touching this area automatically recenter the keyboard to the position of actual notes inserted.

## Record chord from MIDI

By activating this button, you can record any notes directly from a MIDI controller instead of entering them manually on the virtual keyboard.

## Keyboard edit



### ► Transpose

Transpose all the notes in the chord to -12, -1, +1 or +12 semi-tones.

### ► Velocity

Up, down, or random the velocities of all the notes in the chord.

### ► Chord

Down the last note, up the first note or disperse randomly all the notes in the chord.

# Storing presets on iCloud

"ChordPolyPad" can store presets on iCloud to make them available and synchronized on all your devices.

Even if you choose to store the presets on iCloud, they remain stored on local in a specific iCloud container. You will be able to load and save the presets without internet connection. A connection is needed only to sync them between the different devices.

If iCloud is activated on your device, "ChordPolyPad" will ask you if you want to use iCloud on the first use.

If you want to activate or deactivate it later, you can do it from the setup menu.

# Multitasking - Audio Background (iPhone and iPad app)

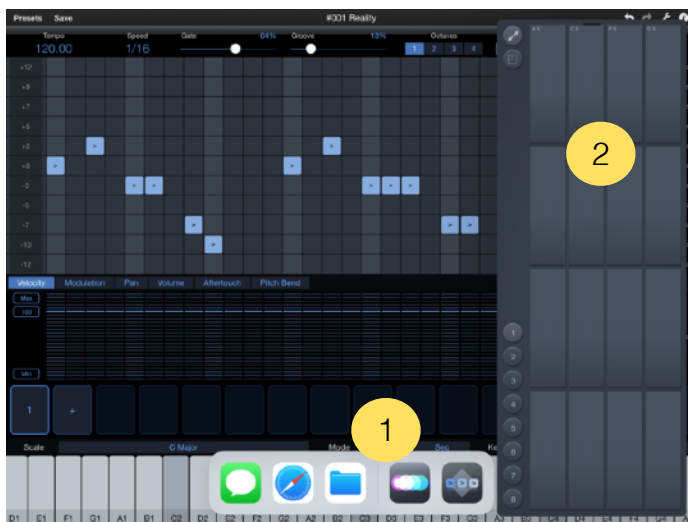
"Audio Background" is activated by default in "ChordPolyPad". If the MIDI is processed while the application is in background, the application will continue to play and other applications can be launched. It is possible to control other musical applications from "QuantiChord" on the same iPad if they are themselves multitasking and "Core MIDI" compatible.

"ChordPolyPad" will automatically stop working in "Audio Background" mode after 30 minutes of inactivity.

# Slide Over and Split View support (iPad app)

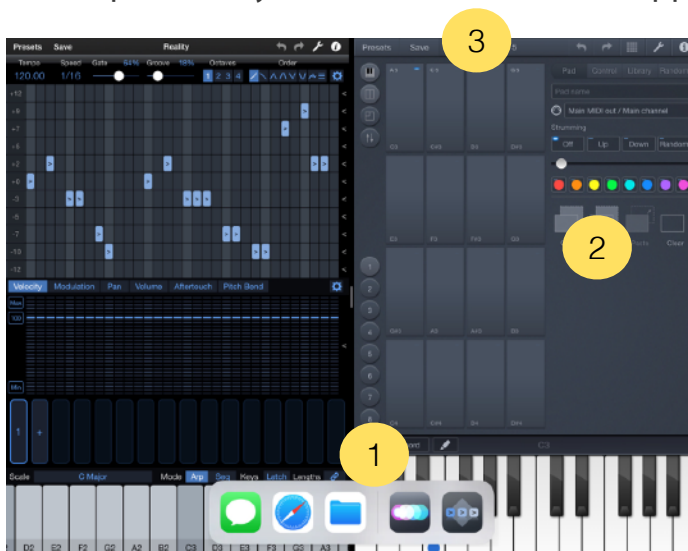
"Slide Over" and "Split View" for iPad are fully supported in "ChordPolyPad".

Use "Slide Over" to work on an application that slides in front of any open application, even over two open applications in "Split View".



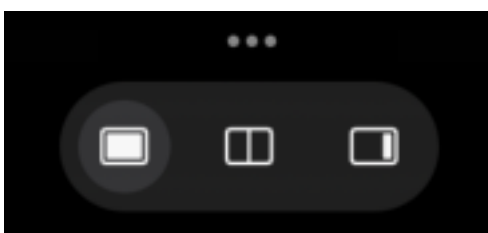
1. *Swipe up from the bottom of the screen to open the Dock.*
2. *On the Dock, touch and hold the second app that you want to open, then drag it to the screen.*

With "Split View", you can view and use two applications at the same time.



1. *Swipe up from the bottom of the screen to open the Dock.*
2. *On the Dock, touch and hold the second app that you want to open, then drag it off the dock.*
3. *When the app opens in Slide Over, drag the top horizontal bar inside the title area down.*

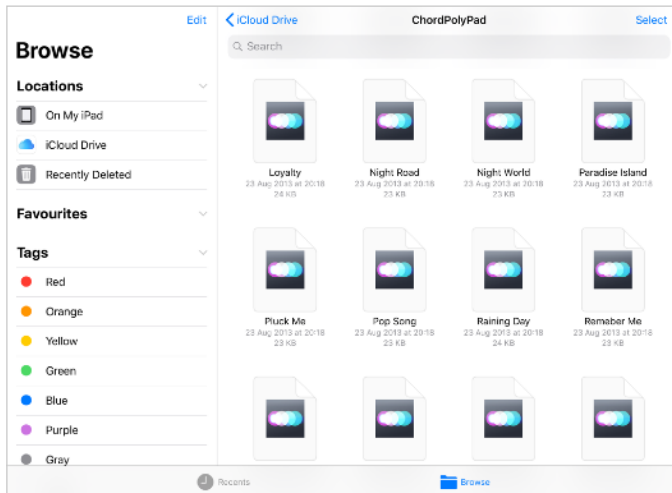
"ChordPolyPad" will adapt its size to the available space. If there is not enough space, the full pads view will be displayed.



Since iPadOS 15, using "Slide Over" and "Split View" has been simplified. Just touch the 3 little dots at the top of the screen to activate either mode.

# Files sharing

If you want to access to all your presets files directly, you need to activate iCloud in "ChordPolyPad".



In the "Files" application from the "iCloud Drive" location on iOS, or in the folder "iCloud Drive" on macOS, you will find a folder named "ChordPolyPad" that contents all your presets files. You can move and share them anywhere you want.

You can launch a preset from the "Files" application on iOS, or from the macOS "Finder", it will automatically load the preset inside "ChordPolyPad".



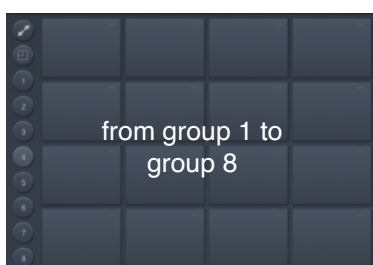
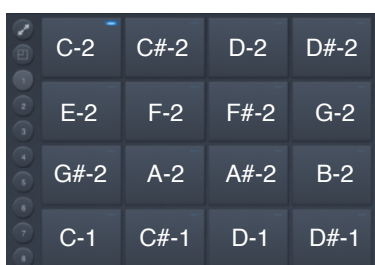
# External MIDI triggering

Each pad can be triggered from an external MIDI note. You can setup different way to trigger them from the [setup panel](#).

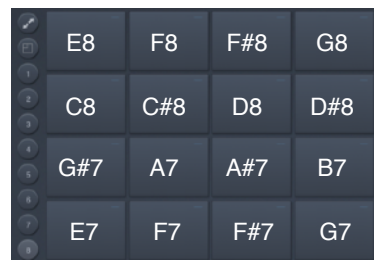
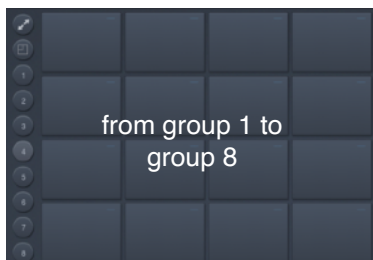
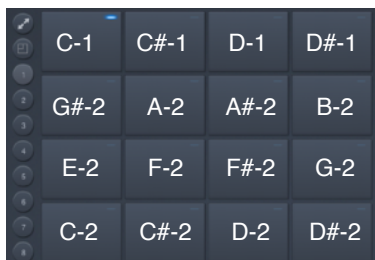
Please, check the button "Rec MIDI chord" is not activated or MIDI notes will be recorded inside the pad instead of triggering it.

## All groups 0-127

From top to bottom order



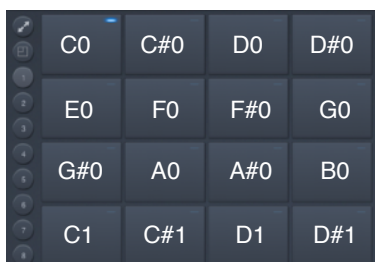
From bottom to top order



The pads are triggered by all 128 MIDI notes to control all groups of pads. The note number 0 triggers the first pad in group 1, the note 127 triggers the last pad in group 8.

## Selected group from C0

From top to bottom order



### From bottom to top order



A MIDI keyboard interface with a 4x4 grid of pads. The top row is highlighted in blue. The pads are labeled as follows:

C1	C#1	D1	D#1
G#0	A0	A#0	B0
E0	F0	F#0	G0
C0	C#0	D0	D#0

The pads are triggered by chromatic notes from C0 for the selected group only.

## Selected group from C1

### From top to bottom order



A MIDI keyboard interface with a 4x4 grid of pads. The top row is highlighted in blue. The pads are labeled as follows:

C1	C#1	D1	D#1
E1	F1	F#1	G1
G#1	A1	A#1	B1
C2	C#2	D2	D#2

### From bottom to top order



A MIDI keyboard interface with a 4x4 grid of pads. The top row is highlighted in blue. The pads are labeled as follows:

C2	C#2	D2	D#2
G#1	A1	A#1	B1
E1	F1	F#1	G1
C1	C#1	D1	D#1

The pads are triggered by chromatic notes from C1 for the selected group only.

## Selected group from C3

### From top to bottom order



A MIDI keyboard interface with a 4x4 grid of pads. The top row is highlighted in blue. The pads are labeled as follows:

C3	C#3	D3	D#3
E3	F3	F#3	G3
G#3	A3	A#3	B3
C4	C#4	D4	D#4

From bottom to top order



The pads are triggered by chromatic notes from C3 for the selected group only.

# MIDI Program Change

The presets can be recalled from a "Program Change" command by inserting the program number as "#NNN" at the beginning of the preset name.

The number "NNN" is from 001 to 128.

For example, if you want to recall the preset "My Preset" by a MIDI "Program Change" number 10, you need to name it "#010 My Preset".

Some softwares or hardwares are using a number from 0 to 127, where "ChordPolyPad" is using a number from 1 to 128. In this case, to recall a preset called "#010 My Preset" on "ChordPolyPad", you need to send the 'Program Change' number 9 from the software or hardware (the "ChordPolyPad" number minus 1).

# Recognized MIDI controls

"ChordPolyPad" is responding to MIDI control messages. Receiving MIDI control messages can be deactivated from the setup menu.

Control number	Values	Function
#16	0 to 7	Group change

# Support

To submit a bug report, please contact support from the website:

<https://dev.laurentcolson.com>

Do not forget to specify for which application you are requesting support, the type of device (iPhone, iPad, Mac), the version of the operating system, the way to reproduce the bug. The more details you provide, the faster the bug will be fixed.

For any issues related to the purchase, refund, app download, or occurring on the App Store, please contact Apple Support directly here:

<https://support.apple.com/apps>