

# Source-Connect Now User guide

SOURCE  
ELEMENTS

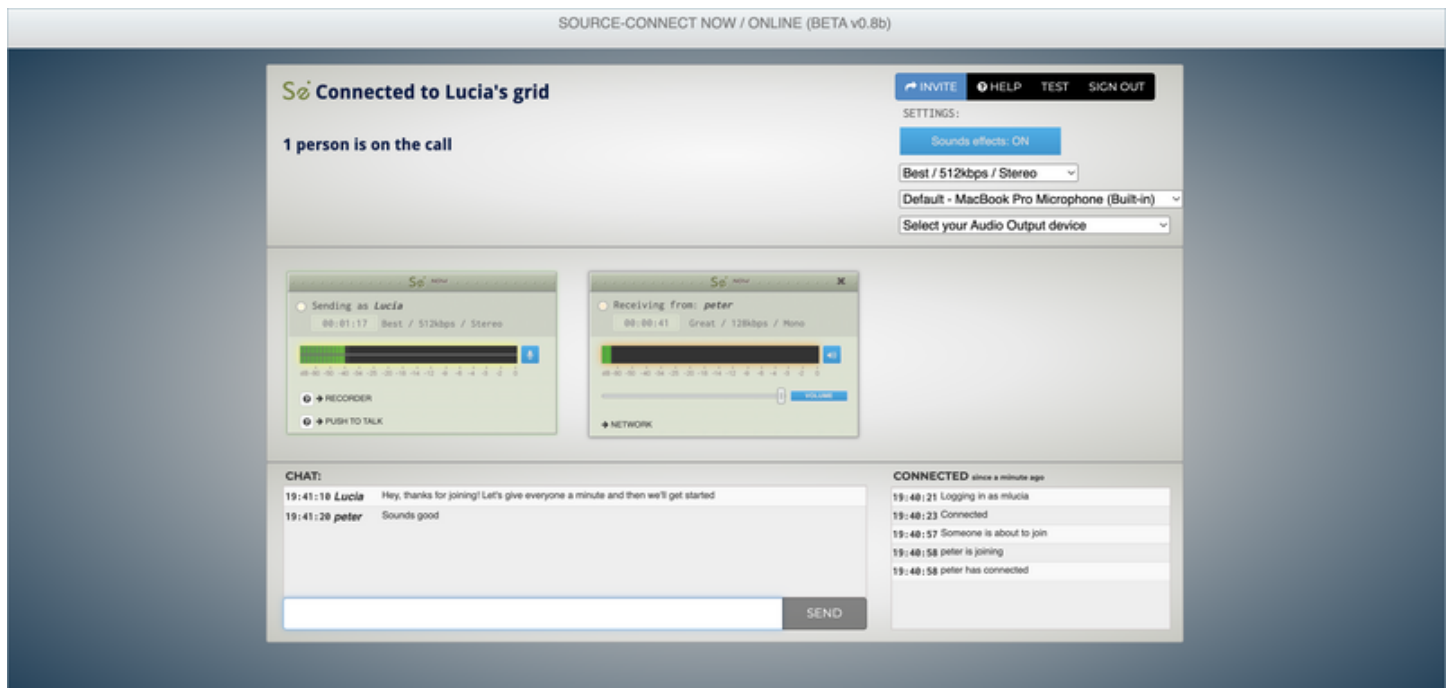
# Introducing Source-Connect Now

Written by Source Elements | Last published at: August 15, 2022

This article is part of the Source-Connect Now User Guide

## The Web Browser as an Audio Codec: Source-Connect Now

The arrival of web audio in the browser has sparked development in affordable, high-quality options for audio professionals to record and monitor remotely. [Source-Connect Now](#) is a new service from Source Elements built on cutting-edge features including a new high-quality codec called OPUS. Deciding on using a new codec is not only about whether it provides suitable audio quality but also whether it offers the features you need, and about understanding how it works so you can make good technical decisions when setting up or if things go wrong.



## What features makes it good for professional audio?

- High quality audio streaming
- Low latency for interviews and radio conversations
- Easy setup
- Built-in recorder
- Easy conferencing
- Works everywhere - a great backup option that everyone should have

## Related Topics

- [Source-Connect Now - FAQ](#)

# The Web Browser as an Audio Codec: Source-Connect Now

Written by Source Elements | Last published at: January 17, 2023

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The arrival of web audio in the browser has sparked development in affordable, high-quality options for audio professionals to record and monitor remotely.

Source-Connect Now is a new service from Source Elements built on cutting-edge features including a new high-quality codec called OPUS.

Deciding on using a new codec is not only about whether it provides suitable audio quality but also whether it offers the features you need, and about understanding how it works so you can make good technical decisions when setting up or if things go wrong.

## What features makes it good for professional audio?

- High quality audio streaming
- Low latency for interviews and radio conversations
- Easy setup
- Built-in recorder
- Easy conferencing
- Works everywhere - a great backup option that everyone should have

## What features makes it not so good for professional audio?

- Accurate gain handling is not guaranteed
- Accurate clocking is not guaranteed
- May time-stretch, making file replacement and transport locking difficult
- Does not allow for predictable network setups
- No way to mitigate the hazards and effects of high-latency connections
- Cannot specify ports, thus hard to apply "QoS" tags

## Comparing platforms

Leaving aside a discussion of hardware, we will compare the differences between building "downloadable" software, and developing on top of an existing platform such as a web browser. Ultimately, developers of downloadable software have complete control over an application that is written and designed from the ground up, whereas services that are reliant on web browsers have limitations.

As low-level developers we can highly tune our software for audio performance. This allows us to design features that integrate directly with sound applications, such as Pro Tools and Adobe Audition. We make accurate sound our priority. This includes the ability to automatically fix glitches caused by bandwidth problems (even after the recording is complete), and adding special features such as syncing timelines so you can remotely work with picture or for overdubbing.

Compare that to a web browser which is first and foremost a generic tool written to be run by millions of people to browse the entire Internet. Web browsers are used for email, Facebook, Internet Banking, watching Netflix and many more tasks. The new media features supported in Chrome (and soon in Firefox and iOS) are simply one of many exciting capabilities. So we keep in mind that while web browsers are not primarily designed for professional audio use we have engineered a product with the available media features to be as useful as possible in a professional audio context.

## Benefits of using the Web Browser as an Audio Codec

There is strong demand for an accessible, affordable means of streaming high quality audio. New capabilities added to Google Chrome allow us to start building professional and sophisticated services. The web browser is a very familiar platform for many users: it is everywhere and already installed in many cases. As web developers we can innovate quickly and release amazing features that don't require dongles or serial numbers. It 'just works' and for many users is suitable for their needs.

Source-Connect Now is Source Elements' browser-based codec that takes full advantage of the benefits of building on the browser. Source-Connect Now is easily extendable to allow future features such as video conferencing. It currently allows advanced features such as audio conferencing, built-in recording, Talkback, and better-than-ISDN bit-rates for excellent sound quality. But perhaps the most exciting feature is that because everyone has access to a web browser you can quickly connect to anyone in the world. All of this allows us to take advantage of the ubiquity of the browser to offer free services, including broadcast-quality streaming at 128kbps.

## Challenges when using a Web Browser as an Audio Codec

### Favors intelligibility over accuracy

While it may be accessible and at low cost, using a web browser for audio is essentially like using Skype: it favors intelligibility over accuracy. It will timestretch and lower the audio quality when bandwidth issues arise. Because the time factor is not consistent there is no reliable way to accurately sync to picture, overdub, or build features such as Source-Connect's Auto Restore and Replace. Most importantly, there is no guarantee that the remotely recorded file will fit in the exact same time space as the file recorded locally. So a browser based codec is best for a "what you hear is what you get" workflow, and it's great for monitoring. It's not perfect for recording if you want to do detailed edits based on the stream and later "replace" the streamed recording with the original files: the editor might have issues if time stretching occurs. In extreme cases the time stretching can actually affect

the way a performance is perceived by the producer; it can affect the performance by exaggerating the length of pauses or the speed at which you read copy.

## No direct access to Audio Hardware settings

Further, because Chrome is managing the audio devices, we can't guarantee the exact handling of your audio hardware. You may experience sample-rate conflicts or level differences in the volume as the audio gets delivered. For example, Chrome may lower the level of audio to preemptively prevent any clipping.

## Limited ability to work on strict networks

Connections using this browser-based method may fail if the network doesn't allow standard traffic; there are no ports or settings that the IT department can configure if problems arise. This is because this type of connection was developed to work in "almost all cases". So if your client's IT department or network has strict traffic rules there may be few to no options to get it to work, whereas dedicated software such as Source-Connect conforms to industry IT standards with available settings such as port forwarding, port binding, dedicated IP permissions and VPN networks.

## No access to computer systems outside of browser

We must also consider the sandboxed nature of a web browser: developers access is limited for security purposes. For example, they have little to no access to the local file structure or direct control over the audio hardware attached to the computer.

## No control over exact features

Browser developers, e.g.. Google or Mozilla, may disable features without warning. They may also not choose to implement key features at all: for example Apple and Microsoft are yet to build these new media technologies into Safari and Internet Explorer, let alone iOS. So as developers this leaves us unable to affordably provide services on all platforms.

## Summary

Knowing these limitations will help you know what codec to use given the situation. The web browser codec is an excellent choice for wild reads, basic recording, radio and podcast interviews, monitoring, review and approval, and anything else that is not dependent on accurate time - "what you hear is what you get".

## The future of web audio at Source Elements

Source Elements has been developing software and services for audio over the internet since 2003, beginning with Source-Connect that was released to the public in 2005. Since then, we have been in constant development: every year a new major upgrade has been released to take advantage of new operating system and DAW capabilities. We are already extending browser-based systems with

software such as Source-Nexus I/O for recording and better integration in Pro Tools and which will soon be able to work with VST and AudioUnits hosts.

We anticipate the coming versions of Source-Connect to have fully integrated capabilities with Source-Connect Now, along with iOS and Android support for a complete mobile and desktop solution. We are utilizing all of these wonderful new features that the web browser offers and applying the best parts to our dedicated audio software. These are exciting times for audio professionals and developers alike and we expect to see more developments quickly in the coming months and years.

# System Requirements for Source-Connect Now

Written by Source Elements | Last published at: August 15, 2022

This article is part of the Source-Connect Now User Guide

## Necessary

- **Google Chrome web browser version 58 or higher**

This can be either on your computer or your android phone. iOS compatibility not yet supported. (Get Chrome at <https://www.google.com/chrome>).

- **Microphone**

This can be a built-in microphone, such as what you'd find on most laptops, or an external microphone with its own hardware.

- **Playback device**

Headphones or speakers. One thing to note, Source-Connect Now only works with high-quality audio, this means that there is no echo cancellation, so users who have speakers as their playback device will have to utilize our Talkback Tool (See the "[Talkback](#)" article) to avoid echoing into their microphone.

- **Source-Connect Now account**

Users who already have a Source-Elements account can already sign in using their existing account name and password. Those without an account will have to create a new one. (See the "[Creating a Source-Connect Now Account](#)" article).

## Not Essential but Recommended

- **A strong, stable internet connection**

Source-Connect now can work on low-bandwidth connections, however the weaker your internet connection is, the more likely you will run into digital audio distortion or conversation dropouts. Our built-in Bandwidth Graph will show whether your internet is stable or not. (See the "[Network Graph](#)" article).

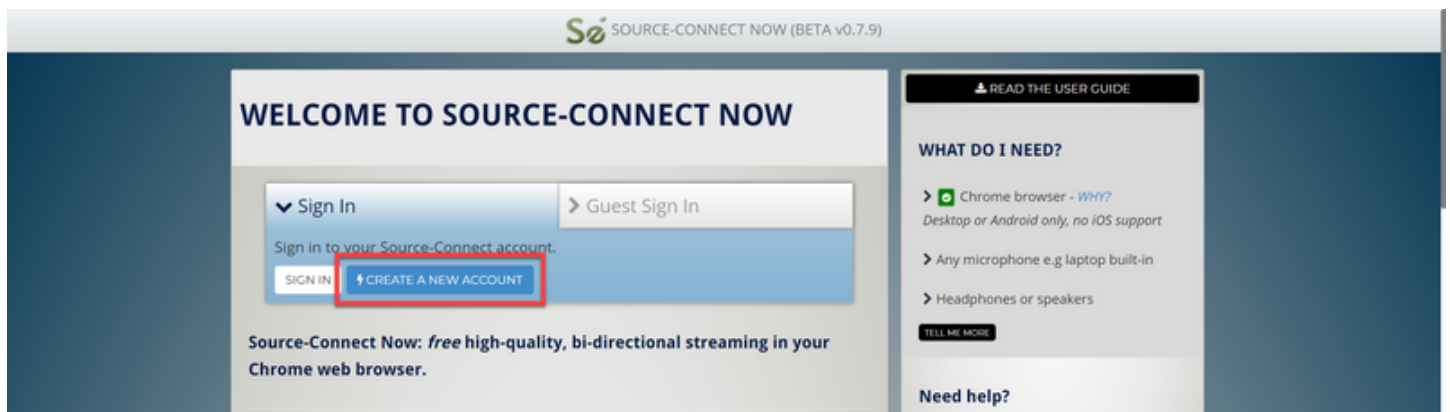


# Creating a Source-Connect Now Account

Written by Source Elements | Last published at: November 17, 2023

This article is part of the Source-Connect Now User Guide

Creating an account for Source-Connect Now is very simple. Click on the "Create Your Account" button found at the top of the page underneath the Sign In section of the [Source-Connect Now](#) website.



You should have received an email in the account you entered on the last page. The email will ask you to confirm and complete the account creation process by clicking the "Click here to confirm your new account" link found in the body of the email. If you do not receive an email check your spam folder, and edit your spam filter to allow "[server@source-elements.com](mailto:server@source-elements.com)".

Once you've clicked the link in your email, your account is officially created! You can now log in to the Source-Elements website where you'll have access to our support, editing your profile, information on Source-Connect Now and other Source-Elements products and more.

# Logging into Source-Connect Now

Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

You can reach the Source-Connect Now login page from the Source-Elements website after logging in (See “[Creating a Source Connect-Now Account](#)” article), or through this URL:

<http://source-now.com>

Here you will see the Source-Connect Now Home Page, which features information on Source-Connect now and it’s features, a questions and comments area, and the ability to log in and begin using Source-Connect Now.

Enter your account information in the sign-in box at the top right to log into Source-Connect Now. The “show” button with the small key label will allow you to switch between hidden characters for privacy, and exposed characters, which you can use to check your password if you experience issues logging in.

When you’ve entered your correct account and password, click the “sign in” button. This will direct you to set your quality and guest password. Select your channels (mono or stereo) and quality using the dropdown box. These can be changed during your session as well (See the [Source-Connect Now - Changing Audio Quality](#) article).

▼ Sign In

➤ Guest Sign In

**READY TO CONNECT: *VERIFY YOUR SETTINGS***

➔ **SEND QUALITY:**

Great / 128kbps / Mono ▼

➔ **MAX NUMBER OF GUESTS PER SESSION:**

4 ▼ *How many people may join your call (4 people plus yourself)*

➔ **GUEST PASS:**

SHOW

**CONNECT NOW**

After choosing your desired audio quality, enter the password you wish to have for your session. *This is not the password to your Source-Connect Now account.* This is a password, along with your account name, that your guests will use to sign in and connect to your session. You can choose any password for your session. When you've finished setting the guest password, click the "connect" button to initiate your Source-Connect Now session.

# Logging into Source-Connect Now as a Guest

Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

Logging in as a guest is very similar to logging in as a room creator. Regardless of your method of invite, you will be logging in through the Source-Connect Now guest page (<https://now.source-elements.com/#!/guest>).

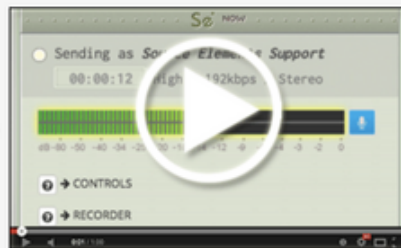
## GUEST, WELCOME TO SOURCE-CONNECT NOW


**You have been invited to connect with Source-Connect Now: high-quality, bi-directional streaming in your Chrome web browser.**

For musicians, radio stations, voice talent, studios, podcasters and more.

For musicians, radio stations, voice talent, studios, podcasters, filmmakers and more: it's your Internet Recording Studio.

*Currently in Beta*




 This is the beta version of Source-Connect Now from **Source Elements**. Source Elements has 15 years of experience

### ▼ SIGN IN

To get connected, please enter the account name and pass key you have been provided by your host.


ACCOUNT TO CONNECT WITH:

Source-Connect Now Account 

YOUR NAME:

Your name 

PLEASE ENTER THE PASSKEY:

Type in the pass key 

OPTIONAL: YOUR SEND QUALITY

Great / 128kbps / Mono 

CONNECT

DID YOU MEAN TO SIGN IN AS HOST?

If you received an email, the link in the email will bring you directly to the guest sign-in page with your name and the password for the room already filled out.

If the creator sent you the direct link, it will take you to the guest login page with the username and password also already filled out.

If neither an email or link is sent, a guest can also log in via the Source-Connect Now homepage (<https://now.source-elements.com>). At the top of the login box is a “Guest Sign-In” tab that will bring you to the guest sign in page where you can enter the room creators name and room password to enter.

In all cases of logging in, quality and channels of audio are selectable by the guest before connecting. These setting are adjustable in-session (See the [Source-Connect Now Changing Audio Quality](#) article).

# First Time Logging into Source-Connect Now

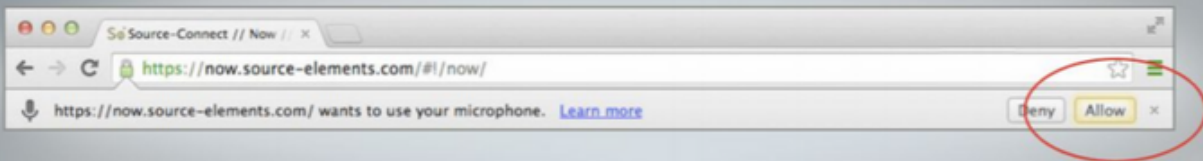
Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

The first time you connect to Source-Connect Now on a computer you will be prompted to allow Google Chrome to access your microphone. Clicking the “Allow” button will write an exception for Source-Connect Now under Chrome’s media exceptions settings and give you the ability to change audio inputs during your sessions.

**Click on the "Allow" button where it asks you, at the top right of this Chrome browser window.**

*It should look similar to the graphic shown here:*



***You only need to do this once.***

**Can't see it? If you are on Windows check you don't have any toolbars covering up the buttons.**

**Loading the grid**

**Please wait .**

# Setup Guides - What Works?

Written by Source Elements | Last published at: October 31, 2023

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Source-Connect Now: Real user guides and equipment

## Ubuntu Studio, Linux - By Jerry Reed

- Equipment: Behringer Xenyx X1222 USB Mixer (PCM2902 Codec) on an HP Slimline 5710fpc AMD Athlon II 260 dual Core processor, ATI Radeon Graphics HD 3900
- Main microphone is a Rode NT1A but have some other microphones in the arsenal. (Heil PR40, RCA Junior Velocity 74B-22 ribbon and other Electrovoice models).
- Generally, I record using Audacity but have Ardour DAW installed using the JACK server as well.
- There is one limitation with the PCM2902 codec. It becomes a dedicated linux device to Chrome and can not be shared with other software programs at the same time limiting the ability to also record a session. Simple solution to that is by taking the output of the mixer and run that through a second USB sound device. In my case, that happens to be Behringer UCA202 audio interface. I then set Audacity to capture the audio from that device instead of the Mixer. It accomplishes the same result. I am told that I should be able to reroute the mixer to two programs at the same time using the JACK server.

## Windows: Recommended method - By Jason McCoy

[READ ARTICLE WITH PICTURES AND DIAGRAMS](#)

So you want to record and playback audio during a Source-Connect session? I'm right there with you. Below you will find steps to accomplish this using your computer's built in sound card. I don't personally recommend the "Built-in Sound Card" method. I heard some minor but noticeable interference when I did it. Truth be told though it probably could have been resolved. Another reason it's not my method of choice is because it involves two signals, one digital and one analog. So each recording will sound slightly different.

If you haven't read it yet, please read and consider using this recommended method for best results. But if you don't have the equipment already and don't want to drop cash to buy the equipment needed, this method would be my 2nd choice.

## How to Setup For Recording and Playback with Source-Connect

- Before we begin, please keep in mind this guide specifies common connection types. There are many studio setup variations and adapters other than those mentioned may be needed depending on your specific inputs. Simply follow the audio path in this guide to get the audio from point A to point B as shown, using any connector types required in your situation. In other words



the connections and mixer channels you use may differ but the audio path remains the same. I'll explain this as if all your recordings are done in stereo. I'll try to be as detailed as possible while still simplifying to make it easy to follow.

What we're doing is basically using two audio interfaces to send and receive two audio signals. One will be used to send/receive audio with Source-Connect and the other to send/receive audio with Adobe Audition. To bring it all together, we'll push some buttons and turn some knobs on the mixer to control what each audio interface "hears".

## What You Need / What I Use

- Windows Operating System: My studio PC has Windows 10 Home Premium
- An audio mixer with Aux Sends: I use a Mackie 1604VLZ-Pro Mixer (I know, overkill for voice over)
- Two soundcards or audio interfaces: My main audio interface is the AudioFire 2 from Echo Digital Audio. And I used the computer's standard audio input/output jacks as my secondary.
- Source-Connect: Standard, Pro, or Source-Connect Now
- Audio recording/editing software: Adobe Audition CS6 is perfect for voice over!
- Audio Cables: Exact cables you'll need will depend on your studio and gear. For my setup I used one XLR cable, four mono cables and one stereo 3.5mm to dual Y cable.

### **Step 1: Run an audio cable from the microphone to the audio mixer.**

- I connect an XLR cable (female end) to my Neumann TLM 103 microphone and run the other end (male end) to the Channel 1 mic input on my Mackie 1604VLZ-Pro. Purpose: This gets the audio from the mic to the mixer so we can control volume and send the mic signal where we want it to go.

### **Step 2: Run audio cables from audio mixer main outputs to the audio interface inputs.**

- Connect two mono cables to the (left/right) main outputs on the mixer. Connect the other ends of these cables to the inputs of your main audio interface (AudioFire 2).
  - Purpose: This sends all the main audio out of the mixer to the audio interface. We'll use this path to send our mixer audio (including mic signal) to Adobe Audition.

### **Step 3: Run audio cables from audio interface outputs to input channels on the mixer.**

- Connect two mono cables to the outputs of your audio interface (AudioFire 2). Connect the other ends of these cables to Channels 2 and 3 inputs on your mixer. On the mixer, turn the pan knob on channel 2 to the left and channel 3 to the right.
- Purpose: This sends the audio from your computer to your mixer. We'll use this path to hear playback from Adobe Audition. Up until now I've laid out a pretty basic recording setup and probably how you are already using your audio interface with a mixer. It's a good idea at this point to confirm you have left/right plugged in correctly. You can do this by recording a stereo waveform in your audio editing software. Pan your mic channel (channel 1 in this guide) left and right. You should see the waveform reflect how you pan. If it's reversed (left shows audio when you pan



right), you've got a cable crossed. Just swap the connectors of one end of the cable in Step 2. Next, playback your panned recording and confirm your mixer has left and right correct. Again, if it's reversed, swap the connectors on one end of the cable, in Step 3 this time.

#### **Step 4: Run audio cables from mixer aux send outputs to computer soundcard line input.**

- Look on the mixer for AUX SEND outputs. Using a cable such as the Hosa Technology REAN 3.5mm TRS to Dual 1/4" TS Pro Stereo Breakout Cable, connect the two mono cables to Aux Send 1 and Aux Send 2 on the mixer. Connect the other end (stereo 3.5mm or 1/8") to your computers soundcard line input jack.
  - Purpose: This sends the audio sent through your Aux Send outputs 1 and 2 of the mixer to the computer through it's built in soundcard. We'll later setup the mixer to use this path to send the mic and Adobe Audition playback to Source-Connect.

#### **Step 5: Run audio cable from computer soundcard output to input channels on your mixer.**

- Again, using a cable such as the Hosa Technology REAN 3.5mm TRS to Dual 1/4" TS Pro Stereo Breakout Cable, connect the stereo 3.5mm or 1/8" end to your computer's soundcard output jack. Then connect the two mono cables to Channels 4 and 5 inputs on your mixer. On the mixer, turn the pan knob on channel 4 to the left and channel 5 to the right.
  - Purpose: This sends the audio from your computer soundcard to your mixer. This path will bring the audio you hear from the other studio in your Source-Connect session to the mixer. We'll later setup the mixer so this audio is not sent anywhere. We only want to receive the audio, not send it back out.
  - Whew! We're done with connecting cables. Let's move on to pushing buttons.

#### **Step 6: Setup the mixer to send the mic signal where it needs to go.**

- On channel 1 (your mic channel) of the mixer, make sure 3-4 and L-R are both pressed. Still on channel 1, turn up the Aux Send knobs 1 and 2 to the halfway point.
  - Purpose: This tells your mixer to send your mic signal out through the main out and also through the Aux Sends. So Source-Connect will get a signal and Adobe Audition will get a signal.

#### **Step 7: Setup the mixer to send your Adobe Audition playback to Source-Connect.**

- On channels 2 and 3 of the mixer, make sure 3-4 is pressed and L-R is NOT pressed. On channel 2, turn up the Aux Send 1 knob halfway and on channel 3, turn up the Aux Send 2 knob halfway.  
Purpose:
  - Purpose: This tells your mixer to send audio played in Adobe Audition out your Aux Sends (which goes to Source-Connect).

#### **Step 8: Setup the mixer to hear Source-Connect but not send the signal.**

- On channels 4 and 5 of the mixer, make sure 3-4 is pressed and L-R is NOT pressed. On channels 4 and 5, turn down the Aux Send knobs completely.

- Purpose: This tells your mixer to receive audio from your client on Source-Connect but not to send it back out to Source-Connect or Adobe Audition. It's just to be able to hear the person on the other end of the Source-Connect session.

### **Step 9: Setup the mixer so you hear everything in your headphones.**

- On your mixer, look for CTL ROOM SOURCE and press 3-4 and Main Mix. Also, in the "Assign to Mix" area, move 3 and 4 to "U".
  - Purpose: This tells your mixer that in your headphones you want to hear your mic, Adobe Audition playback and the other person on Source-Connect.

## **Important Final Tips**

- Configure Adobe Audition to use your main audio interface (AudioFire2) and Source Connect to use your computer's input/output.
  - Keep in mind when changing audio driver settings in Windows, you may need to restart for changes to take effect. This can be very frustrating when you think you've set it up correctly (and you have) but Windows doesn't accept the change until restart.
  - Start Adobe Audition before starting Source-Connect. This way Windows will see your main audio interface is "busy" in Adobe Audition and will automatically assign the computer's input/output to Source-Connect.
  - To prevent feedback, you may need to go into the control panel of your audio interface and mute the analog out.
  - Remember, the Aux Send knobs control what is sent to Source-Connect. So if your mic level sent to Source-Connect is too loud or quiet, adjust the volume by turning the Aux Send 1 and 2 knobs on Channel 1 of the mixer. The same goes for the Adobe Audition playback (channels 2 and 3 on mixer) going to Source-Connect.
  - Congrats! Your studio is now setup to record and playback during Source-Connect sessions. While this isn't my preferred way to record/playback audio in Source-Connect, using a built-in sound card will work just fine if you can eliminate any interference you may have.

## **About Jason McCoy**

- Jason McCoy is a North American male voice over artist and founder of McCoy Productions located in Salisbury, Maryland. He has over 15 years of voice over experience and has voiced projects for leading brands including John Deere, Samsung, Ford, AT&T, Intel, PBS, Volkswagen, Intuit, Honda and many others!
- His friendly, genuine, conversational and caring young adult voice style is why clients hire him for eLearning, radio, tv and internet commercials, explainer, safety and sales videos, radio imaging for stations and national radio shows, audio books, phone prompts and more.
- Clients around the world are able to direct voice over sessions with Jason live via Source-Connect. To contact Jason McCoy or to hear his demos, visit [www.McCoyProductions.net](http://www.McCoyProductions.net). Or read the McCoy Productions Voice Over Blog for more voice over information.
- To connect with Jason over Source-Connect or Source-Connect Now, see his profile over on Social Media:

- [Facebook](#)
- [Twitter](#)
- [Linkedin](#)
- [YouTube](#)

# Inviting Guests to your Source-Connect Now Session

Written by Source Elements | Last published at: August 04, 2022

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Now that you have successfully logged into your own Source-Connect Now session, you need to invite guests to work with! There are multiple ways to do this:

## Invite via Email

The first method is using the “Send Invite” button at the top of your session page. Clicking this button will open up a prompt allowing you to email someone an invitation to your session. Just add the guests name, email, and the password to your session, and click the “Send Invite” button to send an invite directly to their email. You can also select the “Include my Guest Passkey” checkbox to have the session password typed directly into your guests email if you so desire.

# Invite a Guest



## Email an invitation:

Name	<input type="text" value="Your guest's name"/>	✓
Email	<input type="text" value="Your guest's email"/>	✓
Passkey	<input type="password" value="*****"/>	<input type="button" value="SHOW"/>

Include my Guest paskey

Please fill in the above details

You can also copy and send your personal Source-Connect Now Link. Don't forget to tell them your Guest passkey.

<https://now.source-elements.com/#!/guest/testxyz>

## Invite via Link

In the same "Invite a Guest" window as the previous method, you'll find a direct link to your session. Give this link to your guest(s), along with the password to your session and it will send them directly to the login page to join you.

## Invite via Name/Password

The final method involves giving the guest(s) your information directly, and having them sign in through the Source-Connect Now login page. In order to log in, a guest will need your Source-Connect Now Account name and the password to the session.

# Changing Microphone Inputs in Source-Connect Now

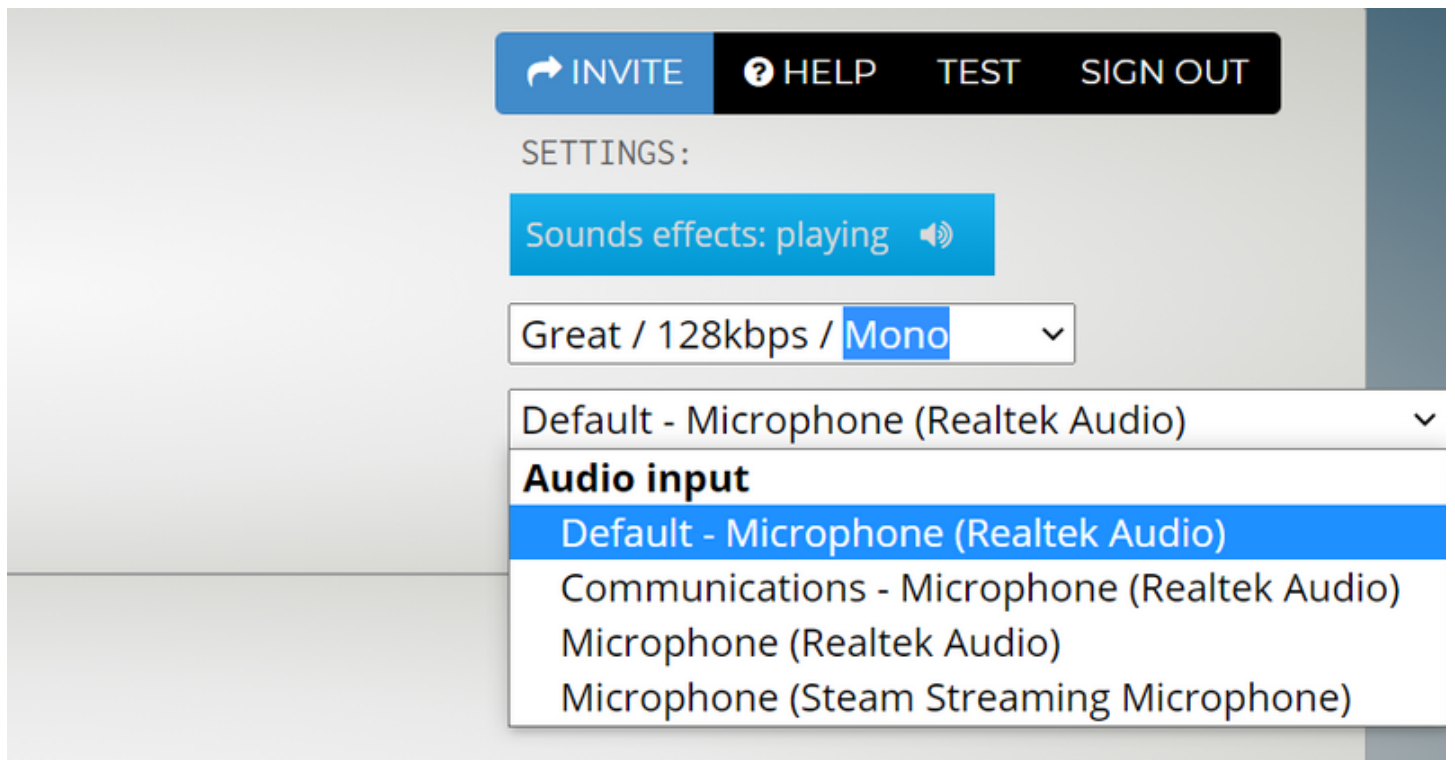
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Your input into Source-Connect Now can be changed in two ways.

## Through the Audio Input section

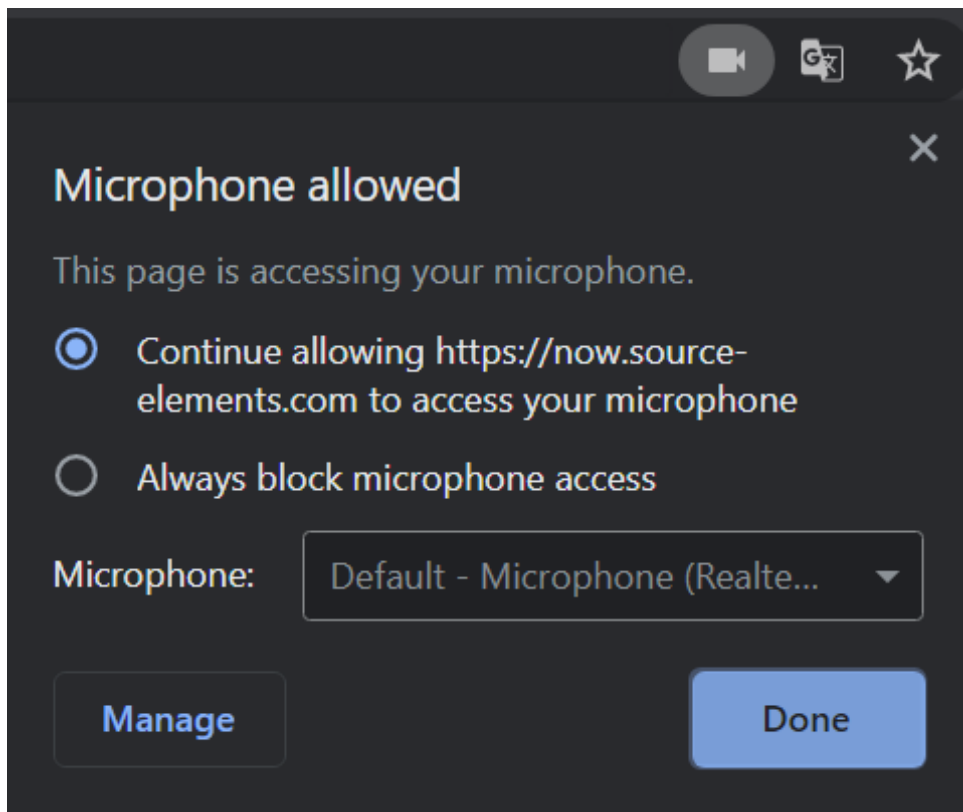
The first option is found by clicking the second dropdown in the **Settings** section.



This will open up a dropdown where you can select a temporary input based on your computers installed devices. Chrome is unable to remember this setting, so on your next login you will automatically have the default audio input re-assigned.

## Through the browser

To change your microphone input permanently, navigate to Chrome's address bar (where you type in website urls) and click on the small camera icon on the right side of the bar.



The “Microphone” drop down box will allow you to select your audio input based on the devices your computer has installed.

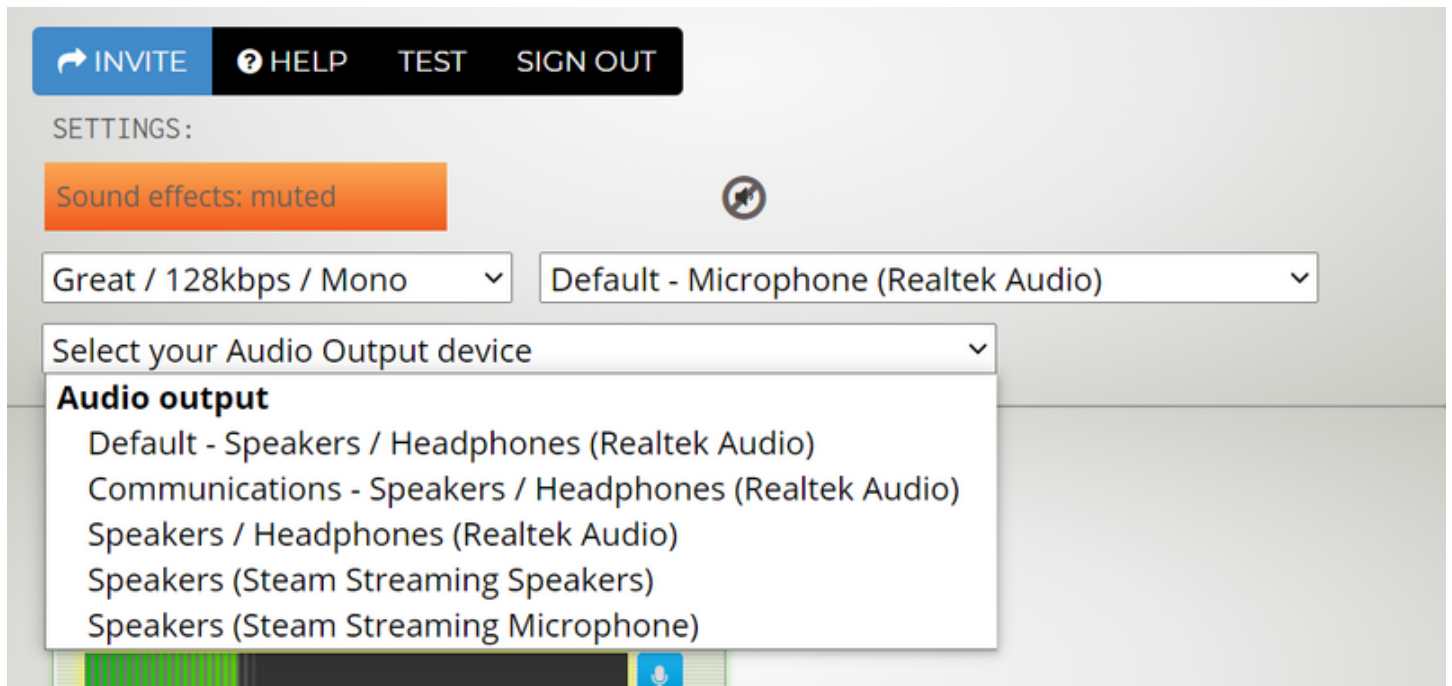
When changing your input, chrome the web page will reload, but the session will automatically reconnect for any parties involved.

# Changing your Output in Source-Connect Now

Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

You can change the output device at any time without needing to reload the page: output selection is immediate and does not disconnect your session.



As of now Android devices are currently only able to use their built-in inputs. USB device support is in the works.

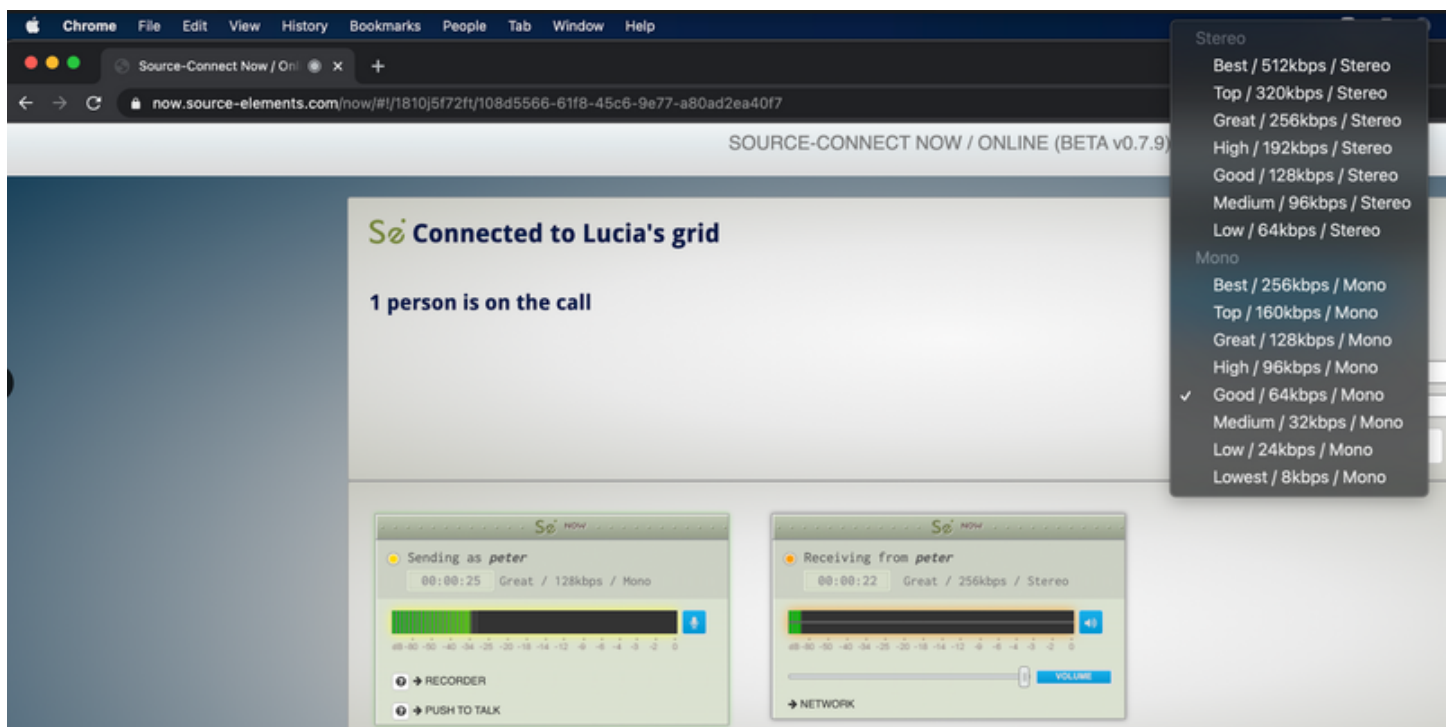


# Changing Audio Quality in Source-Connect Now

Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

You can change the amount of channels and the quality of audio in Source-Connect Now. At the top you will have a drop-down menu featuring multiple audio qualities and channels.



Simply select one of the options and click the “REFRESH WITH NEW SETTINGS” button to refresh the page with your new audio settings.

The screenshot shows the Source-Connect Now interface. At the top, there is a navigation bar with 'HELP', 'TEST', and 'SIGN OUT' buttons. Below this, the 'SETTINGS:' section is visible, containing a volume control for 'Sounds effects: playing', a dropdown menu set to 'Good / 64kbps / Mono', two dropdown menus for 'Select your Audio Input device' and 'Select your Audio Output device', and a 'REFRESH WITH NEW SETTINGS' button. In the foreground, a smaller window shows 'Receiving from peter' with a timer at '00:00:14', a quality indicator 'Great / 256kbps / Stereo', and a volume control bar.

Keep in mind that this only affects the audio YOU are sending out. Guest(s) will have to change their own audio settings in order for you to get a quality change on the receiving end.

Audio quality may also be affected by bandwidth issues, higher qualities are more subject to distortion if connectivity is limited. This issue may be compounded the more people you have in your session.

# Volume Controls in Source-Connect Now

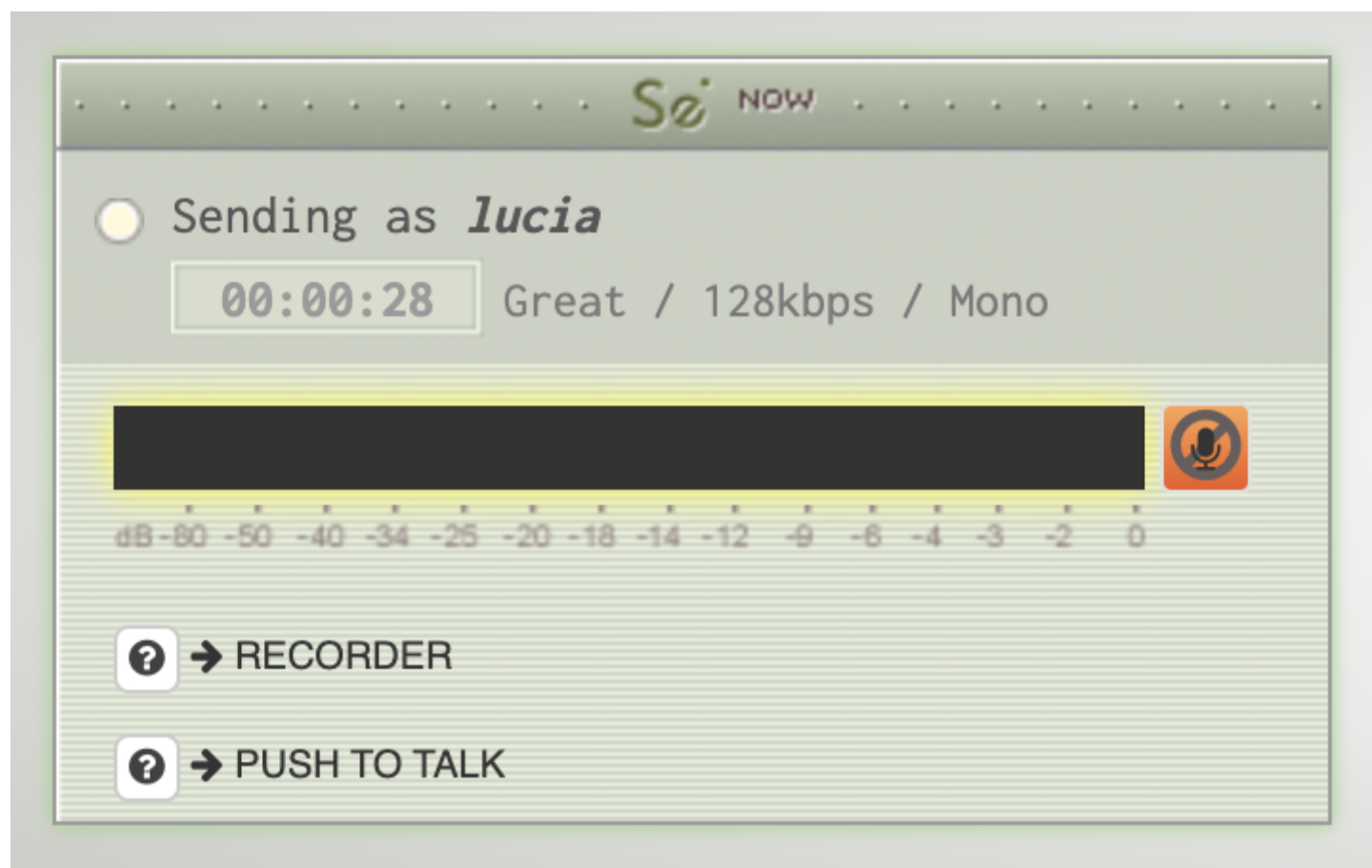
Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

To control the volume of an individual guest, slide their “Volume” fader to the desired volume. Sliding the fader all the way to the left will automatically trigger the “Mute” button found next to their meter. You can also manually click this button to quickly mute a specific person. Clicking the button again will return their volume to the fader position prior to muting.

Under the “Master Controls” menu (found by clicking “Master Controls” above the status box) there is also a “Master Mute” button that will mute all other parties in the chat. *This will not mute your output*, it will only mute the input from any other party currently in the chat.

You can mute your own output by clicking the button labeled with a microphone next to your fader. This will gray out your fader on your screen, and adds a “Muted by User” message on your fader in other session member(s) screens to let them know your output is muted.



# Monitoring in Source-Connect Now

Written by Source Elements | Last published at: August 04, 2022

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This article is part of the Source-Connect Now User Guide

## ***ONLY AVAILABLE IN EARLY VERSIONS OF CHROME***

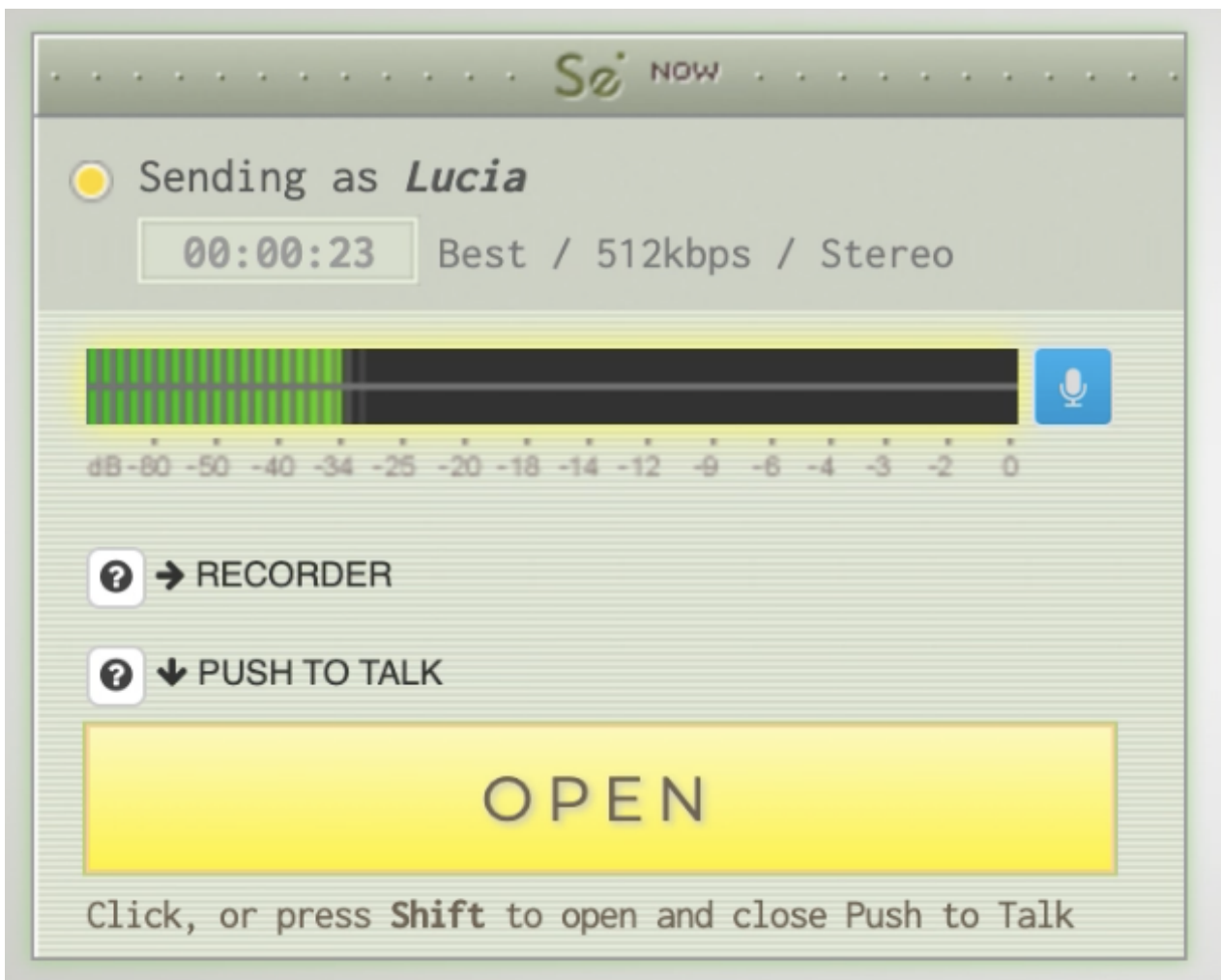
You can monitor your own output by sliding your fader (notice the fader is labeled “Monitor” instead of “Volume”) to the right. The fader label will change to “Monitoring” to notify you that you should be hearing yourself.

# Talkback Tool in Source-Connect Now

Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

Source-Connect Now features a Talkback tool that will allow you to control your output to the session. Underneath your monitor fader, there is a “Talkback” button that will open up the Talkback Tool controls.



While this window is open, the shift button on your keyboard will act like a talkback switch, holding open the audio output while shift is held down and muting it upon release. You can also click the button to latch the talkback open. Pressing and releasing shift while latched will return the talkback to the unlatched setting. The output mute button next to your fader (Mentioned in the [“Volume Controls”](#) article) also acts as a latchable talkback button.

When talkback is closed, your faders will be grayed out on your own screen. Your fader will also show a “Muted by User” message in the other session member(s) screens to notify them that you are currently muted.

# Recording with Source-Connect Now

Written by Source Elements | Last published at: January 17, 2023

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The built in recorder in Source-Connect Now can only record the audio you are sending out, not your guest's audio. If you need to be able to record your guest as well, there are a few different ways this can be achieved.

1. Have your guest record themselves using the built in recorder, or using any recording software of their choice, and then send you their file after the session. Then you can mix the two audio files together.
2. If you are using a Mac you can use our Source-Nexus I/O virtual audio driver and plugin system to internally route your guest's audio out of the session and into the recording software of your choice to record them in real time. For more information about Source-Nexus I/O, including features, versions, pricing, and to do a free trial, please see [Source-Nexus I/O Information](#).
3. You can use external hardware routing to route the guest's audio out of the session and into your recording software to record them in real time. This involves having two audio interfaces (one of which could be the built in sound card) and the proper cables to connect the output of one to the input of the other. This will work with both Windows and Mac.

For more information, please [contact our support](#).

# Recording Sessions in Source-Connect Now

Written by Source Elements | Last published at: January 17, 2023

This article is part of the Source-Connect Now User Guide

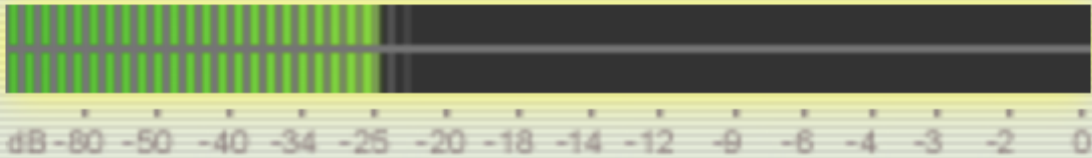
**IMPORTANT:** Currently you can only record your OWN audio. To record the remote audio, please ask your connection partner to record themselves at the same time and transfer the file to you, for example using a file transfer service such as [wetransfer.com](https://wetransfer.com). If you have a method to record the audio for example, Pro Tools or any DAW, we recommend using Source-Nexus I/O <https://source-elements.com/products/source-nexus>

The Recorder tool in Source-Connect Now provides a simple method for you to record your session. To utilize this feature, click on the “Recorder” arrow underneath your meter to drop down the tool menu.

Sending as *Lucia*

00:01:53

Best / 512kbps / Stereo



**↓ RECORDER**



00:00:00

**BEEP: OFF**

Record files up to 90 minutes each, download as WAV



**WARNING** This recorder only records your

local audio. Each person will need to record

themselves separately. [LEARN MORE](#)

**→ PUSH TO TALK**



---

The “Beep” Button allows you to set up a 3 beep que that will play prior to each recording, otherwise, clicking the red “record” button will begin recording the session immediately (this includes your own input). While recording, the yellow indicator light next to the record button will flash to indicate recording status.

The Recorder tool allows you to record files up to 16 minutes in length. These files are saved in a WAV format, preserving the quality of the session (See the [“Changing Audio Quality”](#) article for information on increasing the quality of your sessions audio). Recording is also done pre-fader, so any mutes or fader movements will have no affect on the recorded files.

Once recorded, the files will show up in your Recorder tools file list. Here, you can select a file by clicking the “select button”. This will bring up a new menu that includes the ability to rename the track, and a playback bar to listen, delete, or download the selected recording to your computer. Clicking “Done” will return you to the original view.

Sending as *Lucia*

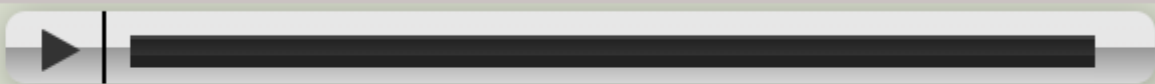
00:03:11

Best / 512kbps / Stereo



dB -80 -50 -40 -34 -25 -20 -18 -14 -12 -9 -6 -4 -3 -2 0

RECORDER



DOWNLOAD DELETE

recording\_1

00:00:10

DONE

Record files up to 90 minutes each, download as WAV



**WARNING** This recorder only records your

local audio. Each person will need to record

themselves separately. [LEARN MORE](#)

PUSH TO TALK

---

It is important to note that these recordings are not saved permanently. Closing the session in any way, including reloading the session to change quality (see the [“Changing Audio Quality”](#) article) will delete the recordings forever. If you do attempt to reload the session with unsaved recordings, a prompt will come up to remind you that these recordings will be cleared. The only way to save these recordings outside of the session is to download them through the playback menu mentioned above.

# Workflow: Recording separate inputs with Source-Connect Now

Written by Source Elements | Last published at: January 17, 2023

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## 1. Login to Source-Connect Now on 2 different Chromium-based browsers:

- Chrome
- Chrome Canary
- Chrome Beta
- Opera
- Brave
- Microsoft Edge
- <https://www.zdnet.com/pictures/all-the-chromium-based-browsers/>

## 2. Set up your routing using Source-Nexus I/O

Each browser needs its own Input and Output. Create 4 drivers in Source-Nexus Control Panel and assign them as the I/O in Source-Connect Now. Route these channels to Pro Tools or your DAW using the Source-Nexus I/O plugins to make a mix/minus setup.

## 3. Test your routing before inviting your guests to make sure the routing works.

For example, login on your Android phone or another computer to simulate multiple guests.

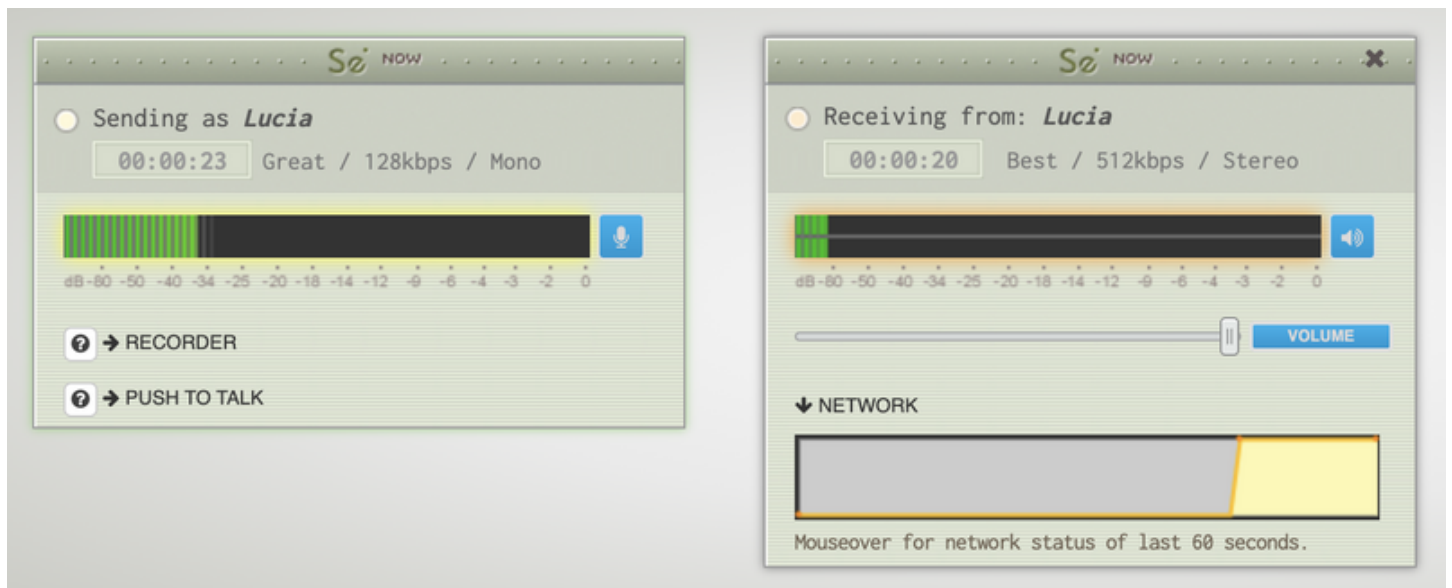
## 4. When you are ready, invite your talent/guests.

# Network Graph in Source-Connect Now

Written by Source Elements | Last published at: August 04, 2022

This article is part of the Source-Connect Now User Guide

The Network Graph tool allows Source-Connect Now users to see their other session partners network connection quality in real-time. Clicking the “Network” arrow underneath a users meter will bring up the graph for that specific user. The graph shows the last 60 seconds of activity, and is constantly updating in the background. This is a useful tool for quickly diagnosing possible connection issues during a session. Use it in conjunction with the Network status percentage on the Status window: if you see the network status dropping, check in the Network Graph to see more details.



# Troubleshooting for Source-Connect Now

Written by Source Elements | Last published at: May 23, 2023

This article is part of the Source-Connect Now User Guide

Listed below are some of the most common problems faced by users using the application

## Apollo interfaces and Source-Connect Now

Please note that Apollo interfaces don't officially support Chrome on Windows. On Windows, Apollo devices act just like Generic Plug and Play Windows devices. The manufacturers' audio driver does not provide true cross-program ASIO capabilities and/or windows sharing, so they will only work with one program at a time - even with exclusive mode disabled.

Please try using any other Windows-supported interfaces, including **Focusrite**, **PreSonus**, **Avid** or **RME**. These manufacturers provide Audio Drivers that are known to be compatible with sharing on Windows and tend to work on Chrome.

## Click "Allow" error message does not disappear

If the "Allow" alert does not disappear after clicking "Allow" on your browser, check the instructions for case 2 [in this following article](#).

## Source-Connect Now and Chrome 77

Chrome version 77 has introduced a bug where certain audio devices do not allow you to receive a signal.

In our tests, the workaround is very easy:

- Set your output device in the Source-Connect Now settings drop-down menu to "Built-in output"
- You should now see signal.
- Now you can choose the output device you wish to use.

If you continue to experience issues with the Chrome browser you have two options we can recommend:

1. Use the Opera browser: [Download Opera](#)
2. Use the downloadable, standalone application: [Download Source-Connect Now 0.6.5 for Windows](#) and [Download Source-Connect Now 0.6.5 for MacOS](#).

# Source-Connect Now login loop

If you are experiencing issues when logging into Source-Connect now, [read through this article](#).

# Source-Connect Now channel issues for input

With the newest version of Google Chrome, Source-Connect Now has started selecting both channels 1 and 2 for any audio device input, even if it is connected in Mono.

# Contacting Support

Source-Connect Now is provided as a free service. There are two methods available to receive support.

## Purchasing a Support Session

You can also [purchase a support session](#) with our highly experienced team. Make sure to have the following information available during the session:

- Source-Connect Now version number (available on the [website's header](#)).
- System configuration (Operating system, computer hardware).
- Network configuration i.e. LAN, DSL, wireless etc.
- Bandwidth report, for example from <http://speedtest.net>

# Source-Connect and Source-Connect Now FAQ

Written by Source Elements | Last published at: October 31, 2023

This article contains a list of frequently asked questions relate to Source-Connect and Source-Connect Now

## Is there a free version of Source-Connect?

There is a 15-day free trial where you will be able to experience all of Source Elements' audio & video remote collaboration solutions, including Source-Connect. You can find the free trial [here](#).

Once the trial period is over, you can choose to purchase a full license or a monthly subscription. Please [see our store](#) for all of the available options (<https://store.source-elements.com/software-products/source-connect>)

## Do both parties need Source-Connect?

Yes, both you and your connection partner will need to have Source-Connect downloaded, installed, and activated (whether that is a trial period, a subscription or a license) before connecting. You can download Source-Connect [in the "Downloads" section the Source Elements dashboard](#).

## What do I need to get Source-Connect?

[Here](#) are a series of basic steps to use Source-Connect Standard. The steps to get started with Source-Connect Pro are [here](#).

You can find the system requirements for Source-Connect Standard [here](#) and the requirements for Source-Connect Pro [here](#).

If you want a quick reference document, check out our list of quick sheets [on this page](#).

## What is the difference between Source-Connect? and Source-Connect Now?

Source-Connect is a remote HD audio **application**. Source-Connect Now is high-quality, bid-directional streaming in your Chrome browser.

## How much is Source-Connect Now?

All accounts will be able to connect two people at broadcast-quality 128kbps - **for free**. Source-Connect Now is the most affordable and flexible IP Audio system available.



# What is the difference between Source-Connect Standard and Source-Connect Pro?

You can find the main differences between Source-Connect Standard, Pro and Pro X here:

<https://www.source-elements.com/products/source-connect/>

Source-Connect™ Standard	Source-Connect™ Pro	Source-Connect™ Pro X
Record & monitor remote audio, in time. Industry-standard ISDN replacement.	Record & monitor remote audio, in time. Industry-standard ISDN replacement with a deep feature set.	Run remote surround mix sessions with picture lock and direct real-time feedback from participants.
<ul style="list-style-type: none"><li>• Remote Transport Sync (RTS)</li><li>• ADR mode</li><li>• Source-Stream option (macOS<sup>+</sup>)</li><li>• ISDN bridging</li><li>• iLok dongle is not required</li></ul>	<ul style="list-style-type: none"><li>• Remote Transport Sync (RTS)</li><li>• ADR mode</li><li>• Source-Stream option (macOS<sup>+</sup>)</li><li>• ISDN bridging</li><li>• iLok dongle optional (required for Version 3.8)</li></ul>	<ul style="list-style-type: none"><li>• Remote Transport Sync (RTS)</li><li>• ADR mode</li><li>• Source-Stream option (macOS<sup>+</sup>)</li><li>• ISDN bridging</li><li>• 3, 4, 5, 6 channels</li><li>• 5.1 / 7.1 surround</li><li>• iLok dongle required</li></ul>
\$650 perpetual or \$35/month subscription <sup>++</sup>	\$1.495 perpetual or \$105/month subscription <sup>++</sup>	\$2.490 perpetual or \$170/month subscription <sup>++</sup>
<a href="#">Buy now</a> Free trial	<a href="#">Buy now</a> Free trial	<a href="#">Buy now</a> Free trial

## How do I record a source on Source-Connect?

These are a series of quick reference sheets with instructions on how to record a source with Source-Connect, Source-Nexus (or Source-Connect Link) and your DAW: <https://support.source-elements.com/pages/quick-sheets>

## How do I record a source on Source-Connect Now?

The built in recorder in Source-Connect Now can only record the audio you are sending out, not your guest's audio. If you need to be able to record your guest as well, there are a few different ways this can be achieved.

You can find more information here: <https://support.source-elements.com/show/recording-with-sourceconnect-now>

# Source-Connect Now FAQ

Written by Source Elements | Last published at: September 06, 2022

This article is part of the Source-Connect Now User Guide

[GO: SOURCE-CONNECT NOW WEB APP](#)

## General Information

### What platforms does Source-Connect Now work on?

Source-Connect Now requires Google Chrome version 48. Chrome 50 is the last version available on OSX 10.6 and Windows. Some operating systems may no longer support Chrome, for future continued support you will need:

- Mac OSX 10.9 or higher
- Windows 8.1 or higher
- Modern Linux support

### Why doesn't Source-Connect Now work on older systems?

Source-Connect Now is dependent on security and feature updates by Google Chrome. Unfortunately this means that as Google decides to stop supporting older systems, we need to update our systems also. This ensures the most secure experience for all users. It is Source Elements policy to take security seriously and this does mean that older systems may not remain supported.

### What is the recommended method for staying up to date?

- Make sure you have Chrome automatic updates enabled under Chrome::Preferences.
- If you cannot upgrade your computer operating system to the minimum requirements for Chrome, you can also use modern Android tablets and phones, or the Chromebook

### How much does it cost?

All accounts will be able to connect two people at broadcast-quality 128kbps **-for free**. Source-Connect Now is the most affordable and flexible IP Audio system available.

## Security

### Is Source-Connect Now encrypted?

Yes, Source-Connect Now is encrypted E2E (end-to-end, full encryption).

## Where is the encryption key for E2E encryption generated and stored?

Source-Connect Now connections are encrypted using the Diffie-Hellmann key exchange method. The keys for the peer-to-peer SSL connection are generated by the peers and exchanged over the signaling protocol. The peers use a self signed certificate (asymmetric-key) based on **RSA** to exchange the symmetric keys they will use for the communication. The peers then use Diffie-Hellman to generate symmetric keys.

## What is the encryption algorithm used for E2E encryption?

Streams are sent via DTLS (Datagram Transport Layer Security). DTLS is modeled after TLS.

### Does the exchanged audio data go through the Source Elements server?

Yes. About 10% of the time, if there are firewall restrictions, it will pass through our relay server. However, it is encrypted.

### Is the exchanged audio data stored on the Source Elements server?

No, it never is.

## The Web Browser as an Audio Codec: Source-Connect Now

The arrival of web audio in the browser has sparked development in affordable, high-quality options for audio professionals to record and monitor remotely. [Source-Connect Now](#) is a new service from Source Elements built on cutting-edge features including a new high-quality codec called OPUS. Deciding on using a new codec is not only about whether it provides suitable audio quality but also whether it offers the features you need, and about understanding how it works so you can make good technical decisions when setting up or if things go wrong.

### What features makes it good for professional audio?

- High quality audio streaming.
- Low latency for interviews and radio conversations.
- Easy setup.
- Built-in recorder.
- Easy conferencing.
- Works everywhere - a great backup option that everyone should have.

### What features makes it not so good for professional audio?

- Accurate gain handling is not guaranteed.
- Accurate clocking is not guaranteed.
- May time stretch, making file replacement and transport locking difficult.
- Does not allow for predictable network setups.
- No way to mitigate the hazards and effects of high-latency connections.
- Cannot specify ports, thus hard to apply "QoS" tags.

# Source-Connect Troubleshooting

Written by Source Elements | Last published at: January 22, 2024

The following page contains information that will help you troubleshoot Source-Connect and Source-Connect Now issues, including:

- A list of possible connection issues and links to the articles with troubleshooting steps.
- A list of the most common sound issues and links to articles with troubleshooting steps.
- A comprehensive list of Source-Connect, Source-Connect Link, Source-Connect Now and Q Manager error messages, notices and warnings.

If you run into any issues not listed on this website, including error messages, please [contact the support team](#).

## Connection Troubleshooting

Issue	Reference Article
Bandwidth requirements	<a href="#">Here is a link to an article</a> including the minimum requirements and the recommended network requirements.
Disconnection issues	Disconnection issues are usually caused by severe network congestions occurring, or an <a href="#">unstable or insufficient WiFi connection</a> . This can happen if you are inside a LAN where many other users are downloading and uploading large files. Reduce your bitrate, increase the buffer size and reconnect. You can also review the <a href="#">network guide</a> for recommendations. If your ports are not open, <a href="#">this article</a> might be useful for you.
Port forwarding	<a href="#">Here is a link</a> to a detailed, step-by-step guide for port forwarding.

Port status changing	<p><a href="#">Here is a link to a document to help you configure your ports.</a> If you are using a dynamic IP, your port status might change from session to session.</p> <p>Operating Source-Connect without a successful port test is possible, however you may encounter problems with receiving audio. It is impossible to predict when these issues will occur, so best practice is that both parties should have their ports mapped, in order to have a consistent connection. The <a href="#">Source-Connect Standard certification</a> also goes into detail about port forwarding and networks. For a quick step-by-step guide, refer to <a href="#">this article</a>.</p>
Port status	<p><a href="#">Here is a link to an article</a> describing all port status codes in Source-Connect Standard, Pro and Pro X</p>
Using Source-Stream	<p><a href="#">Source-Connect 3.9 and Source-Stream (Mac OSX)</a>. Source-Stream is supported in version 3.8.2, but it was in a beta stage at that point.</p>
WiFi/Ethernet	<p>The <a href="#">recommended connection types</a> are listed in the same article mentioned above.</p>

## Sound Troubleshooting

Issue	Reference Article
Beeps in the audio	If you hear beeps in your audio, the

	<p>problem might be related to clocking issues (see below "Clocking issues" section). Clocking issues are caused by sample rate conflicts. Make sure that your hardware devices have the same sample rate (this applies to any devices, including webcams, that you have connected while you are using Source-Connect). If you are a Mac user, check the Audio MIDI Setup to make sure all devices are set to the same sample rate your session has. If you are on Windows, go to Sounds &gt; Recording/Playback &gt; Device &gt; Advanced instead.</p> <p>Beeping can also be caused by <a href="#">Wi-Fi dropouts</a>, <a href="#">issues with your Source-Connect Link plugin</a>, or your <a href="#">hardware's buffer</a>. Check the linked articles for more information and recommendations for any of these issues.</p>
Buffering audio	<p><a href="#">Here is a link</a> to an article on audio buffering in Source-Connect and how to improve your network connection to stop rebuffering.</p>
Clocking issues	<p>This is a link to a <a href="#">tips and tricks for Mac</a> for Source-Connect and other Source Elements products. <a href="#">This is the same article</a>, but for Windows instead.</p>

Specifically, tip 2 expands on understanding digital clocking problems.

## Crackling audio

Crackling issues might be caused by incompatible devices either on the send or on the receive side. First, try connecting to the echo contacts. If you hear crackles, the problem is on your side. Go through the troubleshooting steps [on this article](#) on Mac and [this article](#) for Windows. In essence, try disconnecting all devices other than your audio devices, and then plug them in one at a time to discover the culprit.

Make sure your system meets the [recommended network requirements listed on this page](#) as well.

Lastly, make sure you are using the correct audio driver for your audio device. If you need help with your audio environment, please [contact our support team](#), which includes audio engineers.

**Focusrite ASIO USB Driver and Windows 11:** the driver is known to have issues when used for Source-Connect in



Windows 11. If you hear any crackling/distortion, download FlexASIO instead.

Echoes in the audio

Echoes in the audio are often caused by the other side of the connection. Make sure that you are using your headphones as outputs and not open speakers because your microphone will pick up everything coming out of the speakers and transmit that back. If you do need to use open speakers, then a talkback/push to talk switch must be used.

Also, if you are using Source-Connect Link or Source-Nexus I/O, make sure the routing is correct.

If you are using a Yamaha Steinberg interface and you hear echoes, make sure to [turn off the built-in loopback feature](#).

Fuzzy or distorted audio

These issues are usually caused by sample-rate conflicts or an incorrect audio driver on your device. First, make sure that your hardware devices support higher sample rates (this applies to any devices, including webcams, that you

have connected while you are using Source-Connect).

In addition, Mac users can also check the Audio MIDI Setup to make sure all devices are set to the same sample rate your session has. If you are on Windows, go to Sounds > Recording/Playback > Device > Advanced instead.

## Interface drivers and compatibility

An issue between Source-Connect and your interface drivers might cause one of three issues (are two of them, in the worst case scenario):

1. You might not be able to launch Source-Connect at all. In that case, [review this topic](#).
2. You will have fuzzy or distorted audio. In that case, check "Fuzzy or distorted audio" in this table.
3. You might only be able to use your audio driver in one program at a time. In this case, [contact our support team](#).

	<p>4. For Apollo interfaces on some systems, <a href="#">Source-Connect might freeze and all login attempts fail if the output number is too high.</a></p>
<p>Intermittent audio</p>	<p>Most intermittency issues are caused by network bandwidth and configuration problems. <a href="#">Here is a link to an article</a> including the minimum requirements and the recommended network requirements.</p> <p>Other causes might include an incorrect buffer (check the "buffer size" item on <a href="#">this article</a> for Source-Connect Standard and <a href="#">this one</a> for Source-Connect Pro), or problems at the source of the audio (in this case, you will need to check with your connection partner to make sure there are no issues on their end).</p>
<p>The SeRewire plugin</p>	<p>Here are some basic articles regarding SeRewire: installing ReWire for <a href="#">Source-Connect Standard</a> and <a href="#">Source-Connect Pro/Pro X</a>; setting up ReWire on your DAW: <a href="#">Nuendo</a>, <a href="#">Pro Tools</a>, <a href="#">Logic</a>, <a href="#">Reaper</a>, <a href="#">Studio One</a>.</p> <p>If SeRewire does not show up on Pro Tools, check out the following article: <a href="https://support.source-elements.com/rewire-not-showing-up-on-">https://support.source-elements.com/rewire-not-showing-up-on-</a></p>

[pro-tools](#). You can follow similar steps for other DAWs if necessary.

To troubleshoot ReWire issues on Windows, check out [this article](#).

## The Source-Connect Link plugin

Here are some basic articles on Link for [Source-Connect Standard](#), [Pro and Pro X](#).

If Source-Connect Link does not show on your DAW, check the following articles: [Ableton Live](#), [Adobe Audition](#), [Cubase and Nuendo](#), [Logic Pro X](#), [Pro Tools](#), [Reaper](#), [Studio One](#), [Cakewalk Sonar for Windows](#). If your DAW is not in the list, let us know, and we will add troubleshooting instructions.

Additionally, please review the following two articles if you are having instability issues with Logic: [the audio-unit is causing Logic to become unstable](#), or the [Source-Connect Link application shows a never-ending loading icon](#).

For specific information about troubleshooting for Source-Connect Link, check out this Source-Connect Link article for [Source-Connect Standard 3.9 on Mac](#), for [Source-Connect Pro 3.9 on Mac](#), or check out the [Source-Connect](#)

	<a href="#">Standard 3.8 on Windows</a> user guide and the <a href="#">Source-Connect Pro 3.8 on Windows</a> .
The Source-Nexus I/O plugin	<a href="#">Here is an article</a> on the most common Source-Nexus I/O issues and how to solve them.

## List of Source-Connect Alerts, Error Messages, Notices and Warnings

Product	Message	Article
Source-Connect Now	-	<a href="#">Login pop-up not disappearing in Source-Connect Now</a>
Source-Connect	{"error":"invalid_client","error_description":"No client id supplied"}	<a href="#">No client Id supplied error for Source-Connect.</a>
Source-Connect	Activation Error - Source-Connect 3.8 - This software cannot be run because the activation experience thinks the authorization was found, but the wrapper could not verify it.	<a href="#">Activation error for Source-Connect 3.8 on Windows article.</a>
Source-Connect	Alert: Unable to locate audio hardware. Make sure your hardware is connected and turned on. Click "OK" when the hardware is ready.	<a href="#">Unable to locate audio hardware article.</a>
Q Manager	Alert: Warning! Login	<a href="#">Login settings are</a>

	settings are invalid! Do you wish to continue? The Q Manager will not be functional without valid login settings.	<a href="#">invalid!" error in Q Manager article.</a>
Source-Connect Link	An Audio Unit plug-in reported a problem which might cause the system to become unstable. Please quit and restart Logic Pro.	<a href="#">Logic Pro error when adding Source-Connect Link into a track.</a>
Source-Connect	Audio output is not connected or being used by another program.	<a href="#">Audio output is not connected error message.</a>
Source-Connect	ASIO Driver stopped working. Probably it has been lost.	<a href="#">"ASIO Driver stopped working" error message.</a>
Source-Connect	Audio input is not connected or is used by another program.	<a href="#">Audio input is not connected error message.</a>
Source-Connect	Audio stream has been rebuffered. Click on Help for further information.	<a href="#">Source-Connect Audio stream has been rebuffered article.</a>
Q Manager	Cancelled by process on local side when importing data: no matching session found. Error code: 65937.	<a href="#">Q Manager error: No matching session found.</a>
Source-Connect Now	Click the "Allow" button where it asks you, at the top right of this Chrome browser window.	<a href="#">Click "Allow" error message for Source-Connect Now.</a>

Q Manager	Communication error. Q Manager is unable to connect to the Source Elements server. Could you please check your Internet connection and try again?	<a href="#">Q Manager is unable to connect to the Source Elements server error message.</a>
Source-Connect	ERROR #105: ReWire is not configured properly.	<a href="#">ReWire is not configured properly.</a>
Source-Connect	ERROR #105: Remote Transport Sync is not properly set up. Please make sure the "SeRewire" module is active in your host software. In Pro tools it is accessed by placing the SeRewire instrument plug-in on a mono audio track.	<a href="#">Error 105 - Remote Transport Sync is not properly set up in your DAW.</a>
Source-Connect	ERROR #106: Your remote partner has not yet selected the "RECEIVE" option in the Remote Transport Sync panel.	<a href="#">Remote user hasn't selected the "RECEIVE" option.</a>
Source-Connect	ERROR #107: Your connection partner has not yet selected the "SEND" option in the Remote Transport Sync panel.	<a href="#">Error 107 - Remote user has selected the SEND option article.</a>
Source-Connect	ERROR #112: The	<a href="#">The connection request</a>

	connection request from <username> has timed out.	<a href="#">from &lt;username&gt; has timed out.</a>
Source-Connect	ERROR #113: Your connection request to <IP address> has timed out.	<a href="#">Your request to &lt;IP address&gt; has timed out.</a>
Source-Connect	ERROR #114: Your connection request to <username> has timed out.	<a href="#">Your connection request to &lt;username&gt; has timed out</a>
Source-Connect	ERROR #116: Unable to initialize the session. Please contact Support.	<a href="#">Unable to initialize the session error message.</a>
Source-Connect	ERROR #117: <username> cannot accept a connection at this time.	<a href="#">&lt;username&gt; cannot accept a connection at this time.</a>
Source-Connect	ERROR #117. <username> cannot accept a connection at this time. Connecting between stereo and surround 7.1 clients is disabled.	<a href="#">Connection between mono/stereo and surround 5.1/7.1 client is disabled article.</a>
Source-Connect	ERROR #122: Because your port test failed, it is possible that you will not receive audio on your connection. If your Receive light does not blink when you are	<a href="#">Session establishment may be unsuccessful error message.</a>



	connected this is because of your network configuration. Click on "Help" for further information on how to resolve this issue.	
Source-Connect	ERROR #126: Your port has been verified. Please run the 'Port test' on the Settings panel before connecting.	<a href="#">Your port has not been verified error message.</a>
Source-Connect	ERROR #127: Due to the network overload, RTS doesn't function properly.	<a href="#">Due to the network overload, RTS doesn't function properly.</a>
Source-Connect	ERROR #150: Unable to start local IM server	<a href="#">Unable to start local IM server</a>
Source-Connect	ERROR #151: Invalid target port number!	<a href="#">Invalid target port number!</a>
Source-Connect	ERROR #152: Invalid target IP address!	<a href="#">Invalid target IP address!</a>
Source-Connect	ERROR #153: The target IP address must be private address only!	<a href="#">The target IP address must be private address only.</a>
Source-Connect	ERROR #154: Please check that the IP address is correctly entered	<a href="#">Please check that the IP address is correctly entered.</a>
Source-Connect	ERROR #154: The part of target IP address is invalid!	<a href="#">"Target IP address invalid"</a> error message.

Source-Connect	ERROR #156: <IP address> is busy and cannot connect at this time. Please try again.	<a href="#">&lt;IP address&gt; is busy and cannot connect error message.</a>
Source-Connect	ERROR #157: IM Local server error (Error description).	<a href="#">IM local server error message.</a>
Source-Connect	ERROR #158: Message client error (Undefined error: 0).	<a href="#">Message client error message.</a>
Source-Connect	ERROR #159: Unable to connect to <IP Address> (Connection refused)	<a href="#">Unable to connect to &lt;IP Address&gt; address.</a>
	ERROR #159: Unable to connect to <IP Address> (No route to host)	
	ERROR #159: Unable to connect to <IP Address> (Operation timed out)	
Source-Connect	ERROR #160: Unable to send message to <IP Address> (Error description)	<a href="#">Unable to send message to &lt;IP Address&gt;.</a>
Source-Connect	ERROR #161: No private network found. No connection is possible.	<a href="#">"No private network found found"</a> error message.
Source-Connect	ERROR #165: The IP address and port you are connecting to cannot be	<a href="#">Error 165: The IP address and port you are</a>

	the same as your own IP address and port.	<a href="#">connecting to cannot be the same article.</a>
Source-Connect	ERROR #167: It looks like your session failed to start: probably your firewall or network configuration does not allow you to receive audio from your remote connection to your UDP ports. Please check your settings or contact Support for assistance.	<a href="#">It looks like your session failed to start.</a>
Source-Connect	ERROR #168: <username> is not receiving data. This may be network or firewall related on either side of the connection.	<a href="#">&lt;username&gt; is not receiving data</a>
Source-Connect	Error writing to file C:\Program Files (x86)\SourceElements\Source-Connect Standard\seaudio.dll. Verify that you have access to that directory.	<a href="#">Source-Connect Standard 3.8 - Error writing to file</a>
Source-Connect	Failed to open the audio device "FlexASIO"	<a href="#">"Failed to open the audio device" error for ASIO drivers.</a>
Source-Connect	Failed to restore: Cancelled by process on	<a href="#">Failed to restore - unknown internal error</a>

	<p>local side: unknown internal error code. Error code: 131169.</p>	<p><a href="#">code article.</a></p>
<p>Source-Connect</p>	<p>Fatal Error - Source-Connect Standard 3.8 could not be loaded. Please contact the software publisher for support using this software. Error details: The PACE License Support software required to validate the license for this product is not running. Try restarting your computer. If that does not help, try uninstalling and then reinstalling the PACE License Support software. The latest installer can be found here: <a href="http://www.ilok.com">http://www.ilok.com</a></p>	<p><a href="#">Source-Connect Standard 3.8 could not be loaded</a></p>
<p>Source-Connect</p>	<p>Fatal Error - Source-Connect Standard 3.8 could not be loaded. Please contact the software publisher for support using this software. Error details: Cannot find the auth as requested.</p>	<p><a href="#">Source-Connect Standard 3.8 could not be loaded</a></p>

Source-Connect	Fatal Error - Source-Connect Standard 3.9 could not be loaded. Please contact the software publisher for support using this software. Error details:boost::filesystem::create_directory: Permission denied: "/tmp/2d6ecfcc-fa30-487a-9169-d4a40f51f788"	<a href="#">Source-Connect could not be loaded</a> (permissions issue)
Q Manager	FTP Validation Error. Error 6: Unable to resolve host	<a href="#">FTP Validation Error 6 error message.</a>
Q Manager	FTP Validation Error. Error 9: FTP access denied	<a href="#">FTP Validation Error 9 error message.</a>
Q Manager	FTP Validation Error. Error 13: Error	<a href="#">FTP Validation Error 13 article.</a>
Q Manager	FTP Validation error. Error 67: Password or login was not accepted by server.	<a href="#">FTP Validation Error - Error 67 - Q Manager article.</a>
Q Manager	FTP Validation error. Invalid username or password.	<a href="#">Invalid username or password article.</a>
Source-Connect	iLok server error: ObjectNotFound Error message is: No activation of specified auth found on location. The license	<a href="#">"No activation of specified auth found on location" error.</a>

	activation process cannot continue at this time.	
Source-Connect	License Error - Source-Connect Pro 3.8. The License Support software required to validate the license for this product is not installed. Please reinstall the product or download and run the License Support installer here: <a href="http://www.ilok.com">http://www.ilok.com</a>	<a href="#">License Support software required to validate the license is not installed</a> error message
All Products	No Internet Connection: Cannot connect to the software activation server because there is no Internet access available. Please check your cables and firewall settings before retrying.	<a href="#">"Cannot connect to the activation server" error message article.</a>
Source-Connect	NOTICE. The selected network interface is not available anymore. You need to reconnect to your opponent.	<a href="#">Selected network interface is not available anymore - Source-Connect Error article.</a>
Source-Connect	NOTICE. <username> requests a session with you. Connecting between stereo and surround 5.1 clients is disabled.	<a href="#">&lt;username&gt; requests a session with you.</a> <a href="#">Connecting between stereo and surround is disabled article.</a>

Source-Connect	NOTICE: Cannot establish a direct connection to your opponent. Source-Stream will be used instead.	<a href="#">Cannot establish a direct connection to your opponent.</a>
Source-Connect	NOTICE: Connection to the Source Elements server is temporarily unavailable. Connection to Source Elements server is restored.	<a href="#">Connection is temporary unavailable and restored article.</a>
Source-Connect	NOTICE: Opponent's Source-Connect is not compatible with your bitrate. Your bitrate has been automatically changed for compatibility.	<a href="#">Opponent's Source-Connect is not compatible with your bitrate article.</a>
Source-Connect Link	NOTICE: Selected Source-Connect Link plug-in is Mono. The transmitted audio will be converted to Stereo to match Source-Connect. Q functionality will be unavailable.	<a href="#">NOTICE: Selected Source-Connect Link plug-in is Mono article.</a>
Source-Connect Link	NOTICE: Selected Source-Connect Link plug-in is Stereo. The transmitted audio will be converted to Mono to match Source-Connect. Q	<a href="#">NOTICE: Selected Source-Connect Link plug-in is Stereo article.</a>

	functionality will be unavailable.	
Source-Connect	NOTICE: Source-Connect is mono to stereo converting	<a href="#">Source-Connect conversion notice.</a>
Source-Connect	NOTICE: Unable to send message. Message is too long: IM messages are limited by 800 UTF8 characters	<a href="#">NOTICE: Unable to send message. Message is too long.</a>
Source-Connect	NOTICE: Your contact is using Source-Connect Standard. This version does not support Replace. To use this option your connection partner would need to use Source-Connect Pro.	<a href="#">Source-Connect Standard does not support Replace article.</a>
Source-Connect	No valid ASIO driver found.	<a href="#">Source-Connect: No valid ASIO driver found error message.</a>
Q Manager	OFF: FTP validation failed	<a href="#">OFF: FTP validation failed - Q Manager article.</a>
Q Manager	OFF: No FTP available	<a href="#">OFF: No FTP available - Q Manager article.</a>
Q Manager	OFF: No username set	<a href="#">Q Manager: No username set" error message</a>
Source-Connect	One of the selected audio devices does not support	<a href="#">One of the selected audio devices does not support</a>



	a sample rate of 48.0kHz.	<a href="#">a sample rate of &lt;sample rate&gt; error message.</a>
Source-Connect	PACEEdenExperienceProxy: iLok Server error: ServerUnexpectedException Error message is: Caught an exception from a DB query. The license activation process cannot continue at this time.	<a href="#">Source-Connect Standard 3.8 could not be loaded</a>
Source-Connect	PACEEdenExperienceProxy.exe - Application Error. The application was unable to start correctly (0xc000007b0. Click OK to close the application.	<a href="#">The application was unable to start correctly error message.</a>
Source-Connect	Page fault in non-paged area	<a href="#">Windows error - Page fault in non-paged area</a>
Q Manager	Q not present	<a href="#">Q Manager error: Q not present</a>
Source-Connect	Q NOTICE: Incorrect Q Daemon communication mode is selected. Q functionality will be unavailable.	<a href="#">Q Notice: Incorrect Q Daemon communication mode is selected article.</a>
Source-Connect	Q NOTICE: Q Restore & Replace is not compatible with channel converting.	<a href="#">Q Notice: Q Restore &amp; Replace is not compatible with channel converting article.</a>
Source-Connect	Q NOTICE: Q Restore &	<a href="#">Q Notice: Q Restore &amp;</a>

	Replace is not compatible with sample-rate converting.	<a href="#">Replace is not compatible with sample-rate converting article.</a>
Source-Connect	Q NOTICE: Unable to initialize Q protection. Q functionality will be unavailable. Please make sure your connection partner has configured the Q Manager correctly.	<a href="#">Unable to initialize Q protection article.</a>
Source-Connect	Port not mapped	<a href="#">Port not mapped error message</a>
Source-Connect	RTS: unavailable with SRC	<a href="#">RTS is not available when sample-rate converting article.</a>
All Products	Server Unavailable. The server is currently unavailable. This may be due to a scheduled maintenance or a service outage of some kind. There is no estimate for when the server will be available.	<a href="#">iLok Server unavailable article.</a>
Source-Connect	SE Source-Connect: Attention! This Source-Connect account is used on another computer. If you log-in the existing Source-Connect session	<a href="#">Account is used on another computer</a>

	will be disrupted. Would you like to proceed?	
Source-Connect	Selected bitrate is not supported by the AAC encoder at the current sample rate. The transmitted audio will be downsampled to 32kHz.	<a href="#">Selected bitrate is not supported error message.</a>
Source-Connect	Source-Connect #112: The other party no longer waits for your response.	<a href="#">The other party no longer waits article.</a>
Source-Connect	Source-Connect #120: Unable to connect to server!	<a href="#">Unable to connect to server</a>
Source-Connect	Source-Connect #122 - Session establishment may be unsuccessful: connection test failed and session is not local.	<a href="#">Session establishment may be unsuccessful</a>
Source-Connect	Source-Connect #123: Invalid username or password. Please click on Help for further information on how to resolve this issue.	<a href="#">Invalid username or password</a>
Source-Connect	Source-Connect #124: Communication error	<a href="#">Communication error article</a>
Source-Connect	Source-Connect #125: Communication error (Unknown error)	<a href="#">Communication error (unknown) article</a>

Source-Connect	Source-Connect #162: Unable to get local IP address!	<a href="#">Unable to get local IP address!</a>
Source-Connect	Source-Connect #180: Failed to retrieve configuration from the server. Please check your internet connection or click on Help for further information on how to resolve this issue.	<a href="#">Source-Connect #180: Failed to retrieve configuration from the server</a>
Source-Connect	Source-Connect #181: No valid audio device found. Please ensure you have a valid audio device available.	<a href="#">No valid audio device found</a>
Source-Connect	Source-Connect Pro X #183: No audio device has enough channels to support surround 7.1 mode. Source-Connect will switch to stereo mode.	<a href="#">No audio device has enough channels to support surround 7.1 mode article.</a>
Source-Connect	Source-Connect Pro #184: Failed to resolve external IP address. Please check your internet connection or click on Help for further information on how to resolve this issue.	<a href="#">Failed to resolve external IP address.</a>
Source-Connect	“Source-Connect Standard	<a href="#">Source-Connect installer</a>

	<p>Installer.pkg” can’t be opened because Apple cannot check it for malicious software. This software needs to be updated. Contact the developer for more information. This item is on the disk image “Source-Connect Standard 3.9.1.20 Installer.dmg”. Chrome downloaded this disk image today at 21:35 from &lt;url&gt;.</p>	<p><a href="#">cannot be opened error message.</a></p>
Source-Connect	<p>“Source-Connect Standard” is damaged and can't be opened. You should move it to the Trash.</p>	<p><a href="#">Source-Connect Standard is damaged</a> error message.</p>
Source-Connect	<p>Source-Connect quit unexpectedly</p>	<p><a href="#">Source-Connect Standard quit unexpectedly</a></p>
Source-Connect	<p>Source-Connect Standard 3.8: You cannot activate to this location. The validation locations are: iLok (1st and 2nd generation)</p>	<p><a href="#">"You cannot activate to this location" error message</a></p>
Source-Connect	<p>Source-Connect Standard: There is a problem with this Windows installer package. A program run</p>	<p><a href="#">There is a problem with this installer package</a></p>

	<p>as part of the setup did not finish as expected.</p> <p>Contact your support personnel or package vendor.</p>	
Source-Connect	<p>Source-Connect: Unable to open session. Do you wish to establish only text chat session?</p>	<p><a href="#">Unable to open session error message</a></p>
Source-Connect	<p>System becomes unresponsive after trying to log in</p>	<p><a href="#">Source-Connect becomes unresponsive after trying to log in</a></p> <p><a href="#">Source-Connect crashes after providing credentials</a></p>
Source-Connect	<p>The installation failed. The installer encountered an error that caused the installation to fail. Contact the software manufacturer for assistance.</p>	<p><a href="#">"The installation failed error" message.</a></p>
Source-Connect	<p>The installation package could not be opened.</p> <p>Contact the application vendor to verify that this is a valid Windows Installer package.</p>	<p><a href="#">"The installation package could not be opened" error message</a></p>
Source-Connect	<p>The path &lt;sample path&gt;\Source-Connect-</p>	<p><a href="#">The path to the Source-Connect Standard 3.8</a></p>

	<p>Installer.msi cannot be found. Verify that you have access to this location and try again, or try to find the installation package</p> <p>'Source-Connect-Installer.msi' in a folder from which you can install the product Source-Connect Standard.</p>	<p><a href="#">could not be found.</a></p>
All Products	<p>The product license isn't in the correct iLok account</p>	<p><a href="#">The product license isn't in the correct iLok account</a></p>
Q Manager	<p>The specified Q account is being used on another computer. The account cannot be used on two computers simultaneously. If you log in the Q functionality on another computer will be disabled. Would you like to log in?</p>	<p><a href="#">Q account is being used on another computer</a></p>
All Products	<p>There is an unexpected issue with activating the license. Please contact sales for any questions at <a href="mailto:sales@source-elements.com">sales@source-elements.com</a>.</p>	<p><a href="#">"Unexpected issue with activating the license" error message article.</a></p>
Source-Connect	<p>There was an error while polling for your license library contents. The license activation process</p>	<p><a href="#">Error while polling for your license library contents - Source-Connect Pro X</a></p>

	cannot continue at this time.	
Source-Connect	This installation package is not supported by this processor type. Contact your product vendor.	<a href="#">Error when installing Source-Connect in a Microsoft Surface tablet</a>
Source-Connect	Unable to establish connection with Source-Connect Link plug-in: cannot sample rate convert between 48kHz and 44.1kHz. Please change your sample rate in Source-Connect or plug-in host.	<a href="#">Unable to establish connection with Source-Connect Link plug-in article.</a>
Source-Connect	User privileges insufficient to start a low level driver	<a href="#">Insufficient privileges article</a>
Source-Connect	Warning! After this parameter is modified, Source-Connect will need to be restarted. Would you like to proceed?	<a href="#">"Parameter modified" warning in Source-Connect article.</a>
Q Manager	You do not have rights to write data to the selected Q Data folder. Please select another folder.	<a href="#">"You do not have rights to write data" Q Manager error message.</a>
Source-Connect	Your PC ran into a problem and needs to restart. We're just collecting some error info,	<a href="#">DRIVER_IRQL_NOT_LESS_OR_EQUAL Windows error</a>



and then we'll restart for you. XX% complete. For more information about this issue and possible fixes, visit <https://www.windows.com/stopcode>. If you call a support person, given them this info: Stop code: DRIVER\_IRQL\_NOT\_LES S\_OR\_EQUAL. What failed: xxxx xxxx xxxx xxxx"

# Source-Connect Now: Common Issues

Written by Source Elements | Last published at: May 23, 2023

This article contains troubleshooting information

## Sign in and Connection Errors

If you or your Guest are unable to sign in, try clearing your Chrome cache:

- Click the Wrench or Settings button on the right side of the browser.
- From the drop-down menu select Tools.
- From the Tools drop-down menu select Clear Browsing Data.
- Select the time frame you would like to delete data from the drop-down menu. Make sure the Empty the Cache box is checked.

## Unsupported or unavailable audio devices

A common issue on Windows is that you do not have an audio device available such as a built-in Microphone.

Use a USB mic or USB audio device.

If you are just testing, try using any late-model Android phone.

Ensure your input and output devices support either 44.1 or 48khz sample-rate.

## Browser ad-blockers or plug-in conflicts

Source-Connect Now uses Google Analytics in order to maintain services. If you are blocking services such as Analytics, try allowing source-elements.com as an allowed site.

We provide free email support. For live phone support or via Source-Connect Now, you will need a support contract. We are regarded as having the best support in the industry - experience it for yourself.

Contact us via email: [now@source-elements.com](mailto:now@source-elements.com)

# Source-Connect Now and Chrome 77

Written by Source Elements | Last published at: August 22, 2022

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Reported: September 25th 2019

Chrome version 77 has introduced a bug where certain audio devices do not allow you to receive a signal.

In our tests, the workaround is very easy:

- Set your output device in the Source-Connect Now settings drop-down menu to "Built-in output"
- You should now see signal.
- Now you can choose the output device you wish to use.

*You will need to do this each time you connect*

We expect there to be a fix very soon from Google.

In the meantime if you continue to experience issues with the Chrome browser you have two options we can recommend.

OPTION 1. Use the Opera browser

[Download Opera](#)

OPTION 2. You can use the downloadable standalone application:

[Download Source-Connect Now 0.6.5 for Windows](#)

[Download Source-Connect Now 0.6.5 for MacOS](#)