

Source-Connect  
Standard 3.9  
for Mac  
**User guide**

# Introduction to Source-Connect 3.9 Standard

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Source-Connect Standard 3.9 is a standalone application for Mac OSX versions 10.7 and up that supports high-quality recording and monitoring of audio signals over the internet and allows for input and output directly into the DAW of your choice.

## About Source-Connect

Source-Connect provides professional studio access to high quality, real-time audio streaming from within your editing environment, along with Remote Transport Sync (RTS), for remote synchronization of recording sessions. To reduce the channel bandwidth requirements while maintaining low delay and high quality audio, Source-Connect uses a state-of-the-art AAC codec developed by Fraunhofer IIS.



In addition to streaming and RTS capabilities, Source-Connect also provides Contacts management and Instant Messaging features. You can add or remove contacts and edit your personal settings and profile by logging in to your account on the Source-Connect website.

## What's new in Source-Connect Standard 3.9?

Source-Connect Standard 3.9 is a fully standalone application and features Source-Connect Link, a set of AAX, VST and Audio Units plug-ins that send audio directly to most modern hosts/DAWs. 3.9 also features 64-bit support for AAX plug-ins for Mac OSX.

For an overview of the new features in Source-Connect 3.9 see: <http://www.source-elements.com/source-connect/3.9>

# Connection limitations with Standard to Pro

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Source-Connect Standard does not support the following features available in Pro:

## Bitrate/quality

Higher than 96kbps mono / 192kbps stereo.

## VPN mode

Not available in Source-Connect Standard.

## Remote Transport Sync

Review mode is not available (play direct from DAW).

## Multi-Connect

Source-Connect Standard can only run once per public IP.

## Sample-rates

Source-Connect Pro may connect at 88.2 or 96khz. Source-Connect Standard will downsample this to 44.1 and 48khz respectively.

## Source-Stream

Source-Connect Standard 3.9.0 cannot make a connection using Source-Stream.

# Source-Connect 3.9 Standard - System Requirements

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

## Supported Host Versions and Hardware

Currently support for Mac OSX 10.8 (Mountain Lion) and up is available.

Source-Connect Standard supports most core-audio drivers as of the writing of this manual except for those noted on page 90 of this user guide.

## Minimum recommended configurations

Minimum support is available for:

1ghz G4, 2GB RAM, OSX 10.7 or higher.

We recommend a G5 or higher and 2GB ram or more for best performance.

## Source-Connect supported sample-rates

Source-Connect Standard currently only supports 44.1khz and 48khz.

## Source-Connect supported bit-rates

Source-Connect Standard supports 16, 24 and 32-bit sessions.

## Compatibility

Source-Connect Standard 3.9 is able to connect with all available versions of Source-Connect, including Pro. See page 3 for connection limitations when working with Source-Connect Pro.

For known hardware issues see <https://support.source-elements.com/source-elements/known-hardware-issues>

# Source-Connect Standard Compatibility

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

## Minimum System Support

### Version 3.9.x - Mac OSX

- Supports Mac OSX 10.7 and higher.
- Version 3.9 is compatible with Mac OSX version 10.8 (Mountain Lion) and up.
- Not available for Windows currently.
- Source-Connect Standard version 3.9 supports Pro Tools 10-12 (needs to run in 32-bit mode for Pro Tools 10).

### Version 3.8.x - Mac OSX and Windows

- Version 3.8 is compatible with Mac OSX version 10.7 (Lion) to 10.11 (El Capitan).
- Version 3.8 is compatible with Windows 8.1 and up.
- Source-Connect Standard version 3.8 supports Pro Tools version from 10.3.5 (needs to run in 32-bit mode) and up.
- Source-Connect Standard version 3.8 supports Pro Tools 7 and up on Windows 8.1 and up.

## Network Requirements

<https://support.source-elements.com/source-connect/source-connect-network-guide>

## Plug-in Type

- Windows: AAX / VST / RTAS (Pro Tools 7 and up)
- OSX: AAX / VST / AudioUnits / RTAS (Pro Tools 7 and up)
- OR AS A STANDALONE APPLICATION:
  - Mac OSX 10.4 - 10.12
  - Windows 8.1 to Windows 10
- Any VST 2.3 compatible host (both Windows and Mac)
- Any compatible Audio Units host on 10.5 and up (Mac only).

## Restore and Replace

- Source-Connect Standard can only send Restore to Source-Connect Pro. It cannot request Restore or Replace.
- Q Manager is not supported on Windows.

## Minimum Computer Requirements

- Mac:
  - G4 1ghz, 1GB RAM
- Windows:
  - Pentium 4 (or equivalent), 2ghz, 1GB RAM

## Known Issues

- Mac: If you install Source-Connect 3.8 or 3.9 and wish to run ReWire/Remote Transport Sync with 32-bit DAWs, you must configure the Source-Connect application in 32-bit mode.
- Windows: Source-Connect is NOT compatible with some Anti-Virus applications. Source-Connect components may be removed by some Anti-Virus software. Your computer system may crash if some Anti-Virus software and Source-Connect are operating at the same time. If your Anti-Virus application is configured to scan files you must disable this feature while using Source-Connect with Auto-Restore and Auto-Replace.

# Source-Connect 3.9 - Network Configuration

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

To establish an audio session between two studios, direct peer-to-peer communication is required between two hosts each running Source-Connect. Internet communication occurs over the UDP protocol, which is a low level and very fast Internet Protocol. It is therefore required that your firewall and/or router is configured properly to enable such communication.

For most operations you will need to open UDP 6000-6001 in your firewall and/or port forward these ports to your computer's IP address.

Please review the [online Network Guide](#) for specific details on getting your Network configured for Source-Connect.

## Bandwidth:

Source-Connect requires an Internet connection with bandwidth of **at least** 100mbps in both directions and a consistent ping value to ensure quality of service on your network. You may need to configure your firewall and/or router if you are inside a network or have an active firewall. Corporate firewalls and routers may be able to provide QoS services to increase your application bandwidth. Please refer to our detailed network-specific information if you have difficulty connecting successfully.

You can get an idea of your available bandwidth and ping value via Speed Test sites, such as <http://www.speakeasy.net/speedtest>. However, note that a report from a site in California does not mean that you will be getting the same bandwidth when connecting to a peer in, say, Australia.

## Additional firewall information

Source-Connect will make outgoing requests from any available TCP port to ports 80 and 5222 on our server ([www.source-elements.com](http://www.source-elements.com)). All TCP ports should be allowed to make outgoing connections to and from the firewall. Most networks allow these connections by default.

**For additional information on configuring your network, please refer to the [Network Guide](#).**

You will find here an illustrated step-by-step guide on configuring your network, along with Advanced documentation for IT administrators.

# Downloading and Installing Source-Connect 3.9

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

All Source Elements software is obtained by download directly from our website. Simply log in with your account name and proceed to the Downloads section.

To get access to the Downloads page you will need:

- A free iLok account
- A valid evaluation or purchased license for Source-Connect

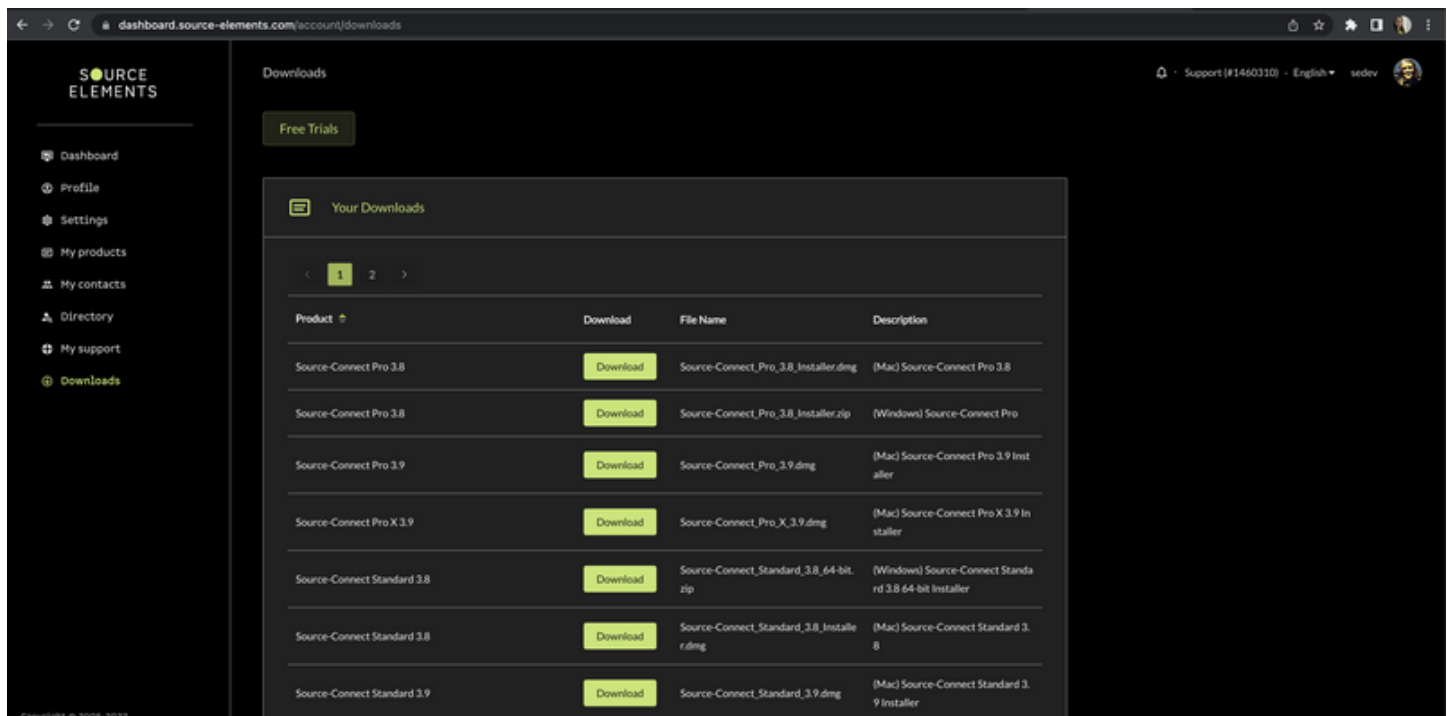
For more information about iLok, visit [this webpage](#).

If you requested an evaluation license, or purchased a license you should have also created a new Source Elements account at the same time. Use this account to login to your account and download the software.

If you did not receive an account visit [this page](#).

## Installing Source-Connect

Download the latest available software from the [Downloads and Pricing](#) website.

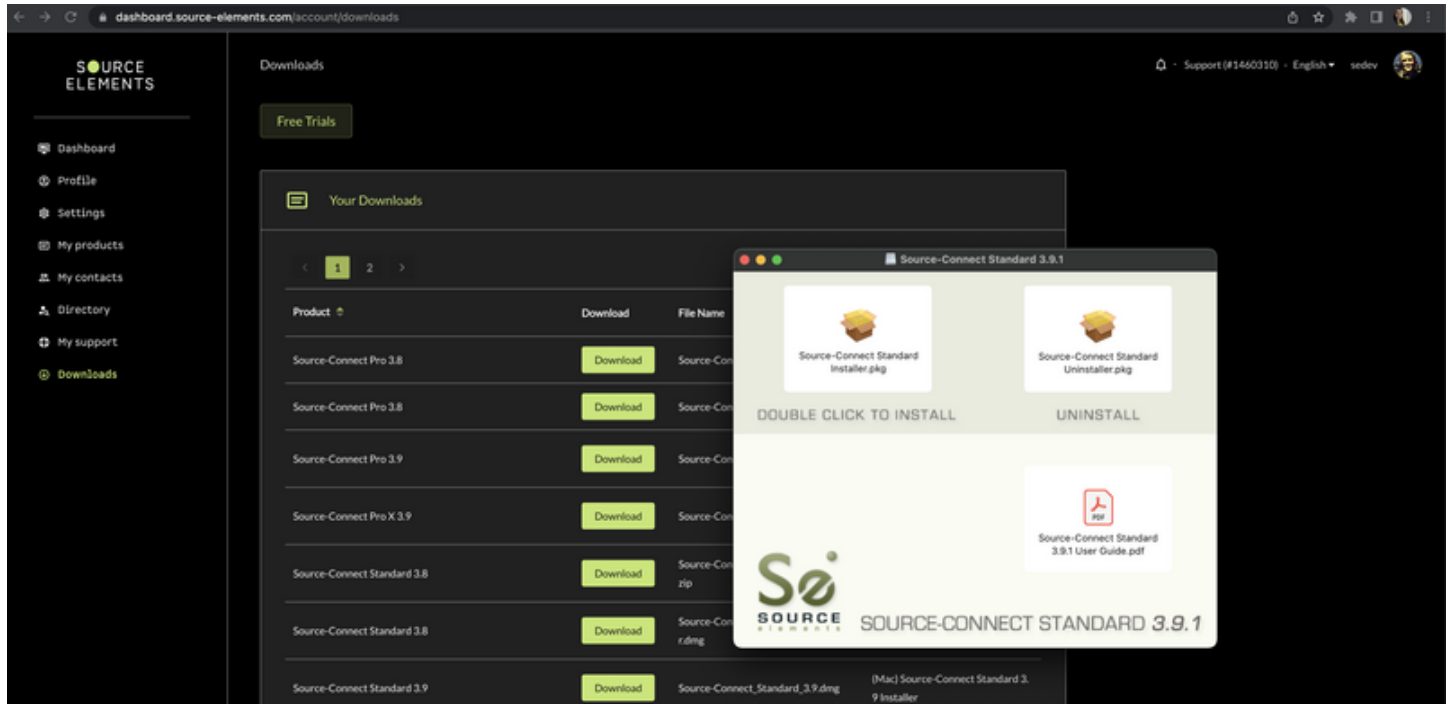


The screenshot shows the Source Elements dashboard with the 'Downloads' section active. A 'Free Trials' button is visible at the top. Below it, a 'Your Downloads' section contains a table with the following data:

Product	Download	File Name	Description
Source-Connect Pro 3.8	Download	Source-Connect_Pro_3,8_Installer.dmg	(Mac) Source-Connect Pro 3.8
Source-Connect Pro 3.8	Download	Source-Connect_Pro_3,8_Installer.zip	(Windows) Source-Connect Pro
Source-Connect Pro 3.9	Download	Source-Connect_Pro_3,9.dmg	(Mac) Source-Connect Pro 3.9 Installer
Source-Connect Pro X 3.9	Download	Source-Connect_Pro_X_3,9.dmg	(Mac) Source-Connect Pro X 3.9 Installer
Source-Connect Standard 3.8	Download	Source-Connect_Standard_3,8_64-bit.zip	(Windows) Source-Connect Standard 3.8 64-bit Installer
Source-Connect Standard 3.8	Download	Source-Connect_Standard_3,8_Installer.dmg	(Mac) Source-Connect Standard 3.8
Source-Connect Standard 3.9	Download	Source-Connect_Standard_3,9.dmg	(Mac) Source-Connect Standard 3.9 Installer

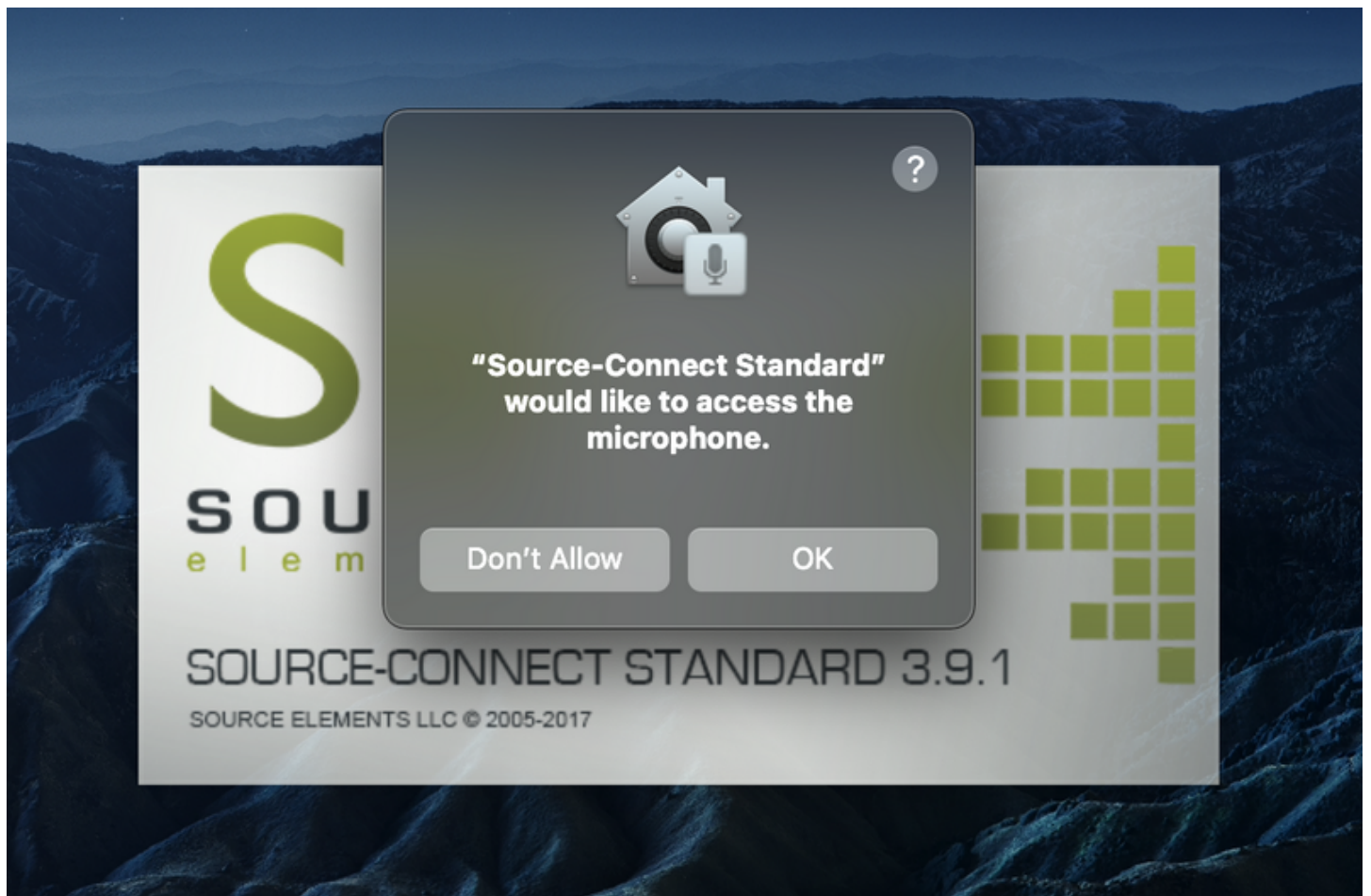


Open the DMG installer and follow the instructions. Newer versions of Source-Connect will install over existing installations.

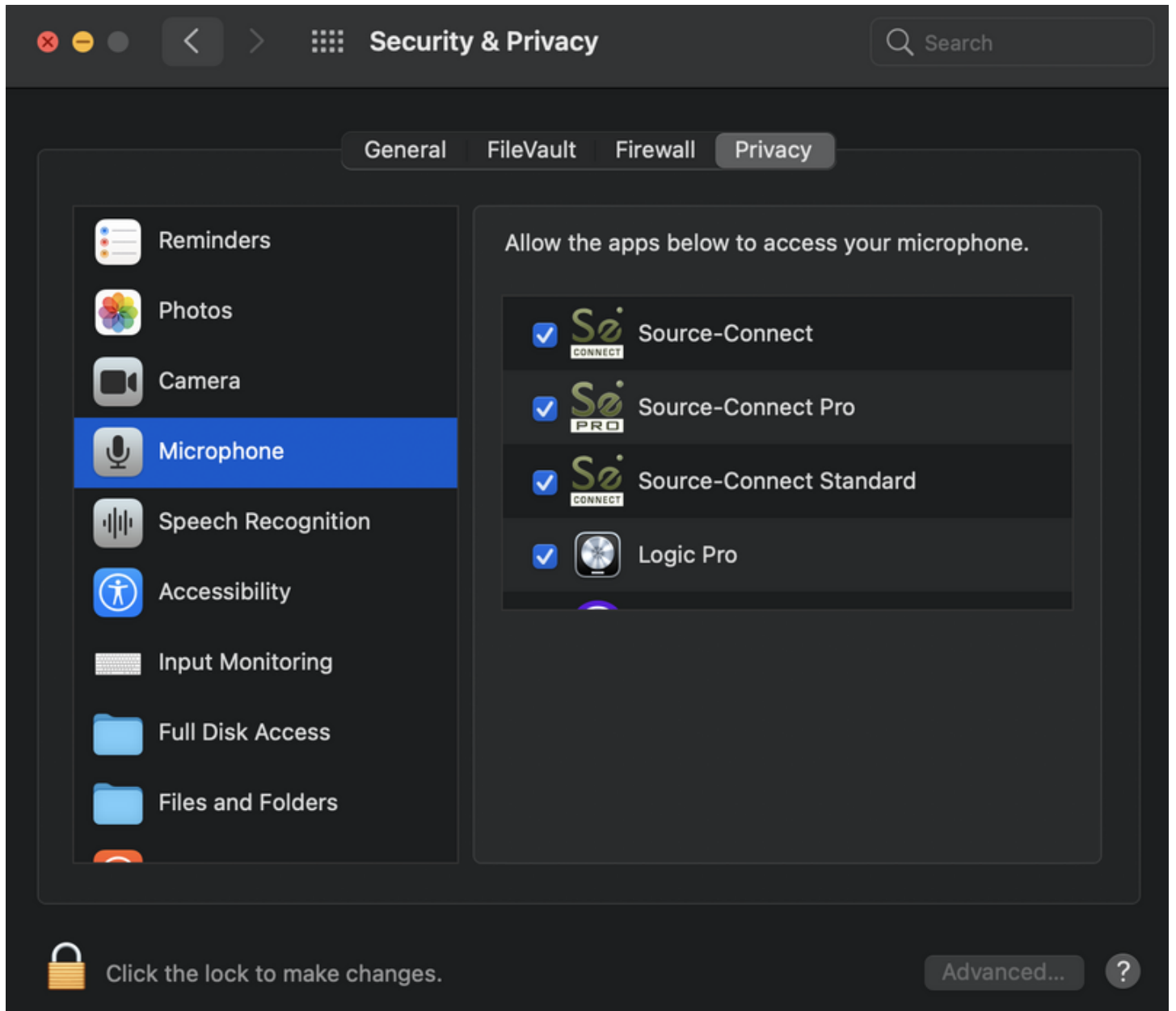


## Microphone Permissions

Go to your Applications folder and double click the Source-Connect icon to launch the program. If this is your first time running Source-Connect, you may be prompted to give permission to Source-Connect to use your microphone.



Ensure you click 'allow' if this window pops up. If you did not click 'Allow' when the permissions window first popped up, go to System Preferences > Security and Privacy > Privacy and select 'Microphone' from the left-hand pane. In the right pane of the window, put a tick in the box next to Source-Connect. You may need to click the padlock in the bottom left-hand corner of the window and enter your computer's admin password to be able to make changes.



# Purchasing and Activating a Source-Connect license

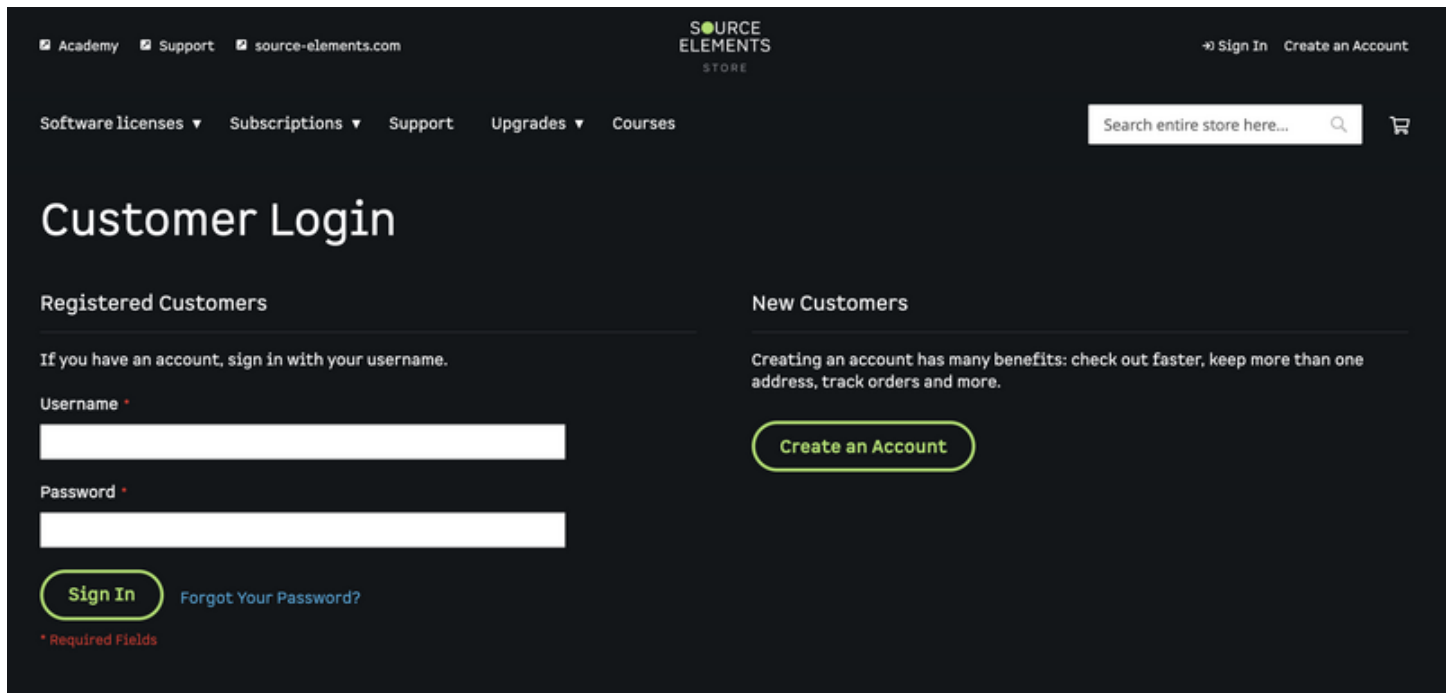
Written by Source Elements | Last published at: August 17, 2023

Here's your guide to purchasing Source-Connect, the most requested and used system for remote VO recording sessions. For macOS and Windows.

## STEP 1.

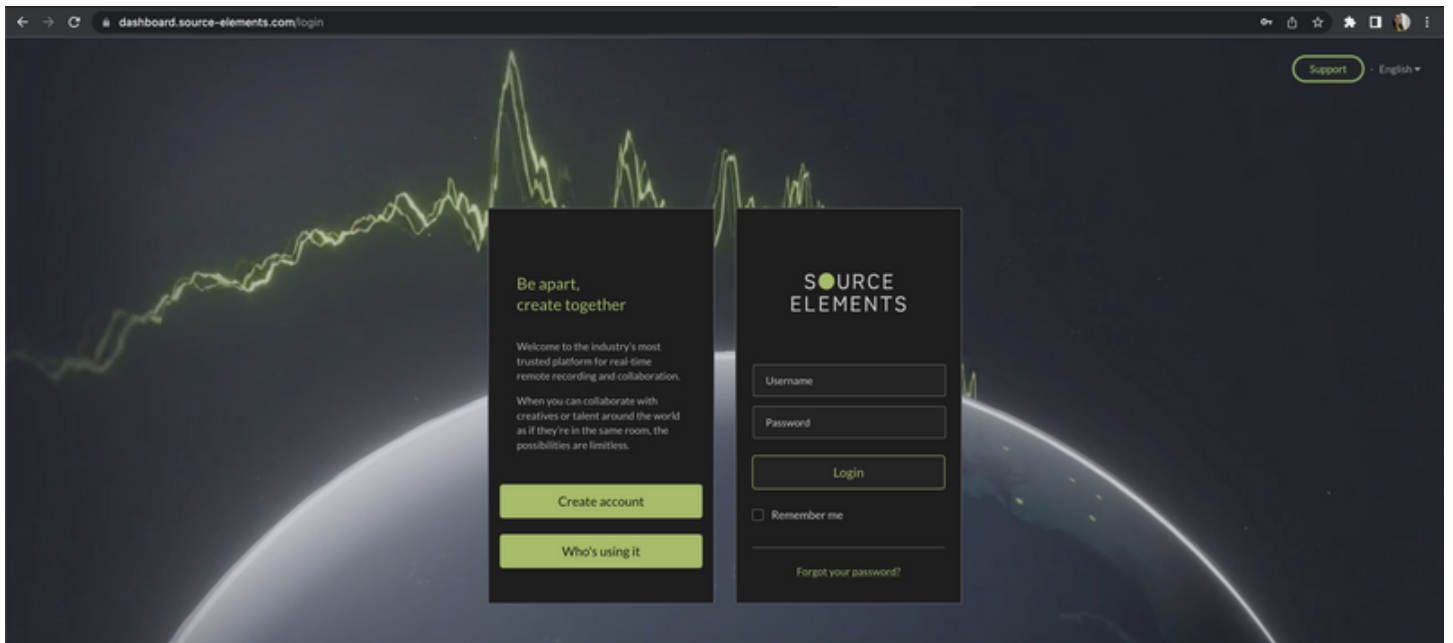
Go to <https://store.source-elements.com/customer/account/login/>

Click "Sign In" to sign in with your Source Elements account.



The screenshot shows the Source Elements Store Customer Login page. The page has a dark background with white text. At the top, there is a navigation bar with links for Academy, Support, and source-elements.com. The Source Elements logo and 'STORE' are centered. On the right, there are links for Sign In and Create an Account. Below the navigation bar, there are dropdown menus for Software licenses, Subscriptions, Support, Upgrades, and Courses. A search bar is located on the right side of the page. The main heading is 'Customer Login'. There are two columns: 'Registered Customers' and 'New Customers'. The 'Registered Customers' column has a heading 'If you have an account, sign in with your username.' and two input fields for 'Username' and 'Password'. A 'Sign In' button is highlighted with a green border. A link for 'Forgot Your Password?' is also present. The 'New Customers' column has a heading 'Creating an account has many benefits: check out faster, keep more than one address, track orders and more.' and a 'Create an Account' button highlighted with a green border. A note at the bottom left says '\* Required Fields'.

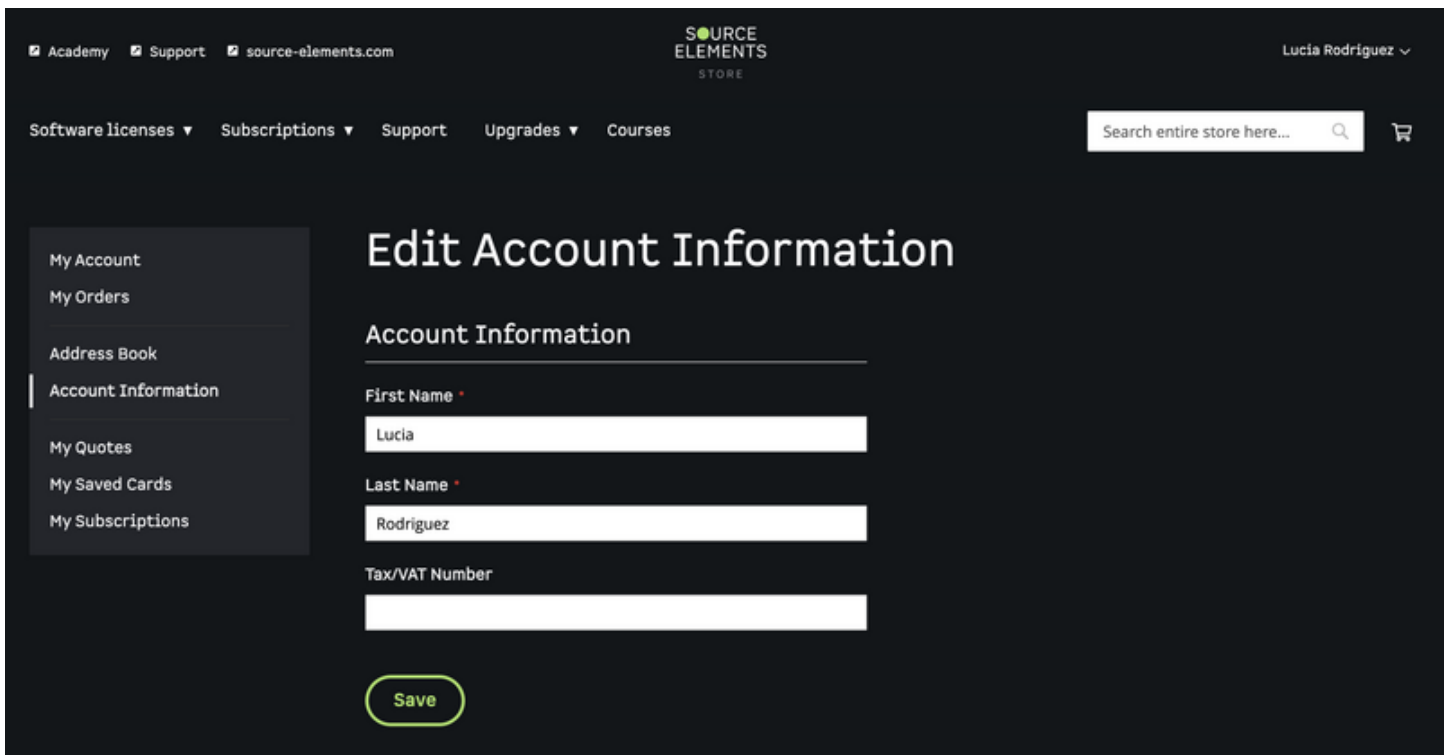
Sign in with your Source Elements account.



## STEP 2.

Edit your account information to make sure it's accurate <https://store.source-elements.com/customer/account/edit/>

Click SAVE to continue.



## STEP 3.

Edit your address to make sure it has all the required information <https://store.source-elements.com/customer/address/> and click "Change Billing Address".

Check the "Use as my default billing address" box.

Check the "Use as my default shipping address" box.

Click "Save Address" to continue.

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Software licenses Subscriptions Support Upgrades Courses Search entire store here...

My Account  
My Orders  
Address Book  
Account Information  
My Quotes  
My Saved Cards  
My Subscriptions

## Add New Address

### Contact Information

First Name \*  
Lucia

Last Name \*  
Rodriguez

Company

### Address

Street Address \*

VAT Number

City \*

State/Province \*  
Please select a region, state or province.

Zip/Postal Code \*

Country \*  
United States

Use as my default billing address

## STEP 4.

To purchase a **subscription**:

Go to <https://store.source-elements.com/subscription-options/source-connect-subscriptions> and choose Standard or Pro. If you are not sure, choose Standard. You can always upgrade later.

*Check the "Monthly recurring subscription. Cancel at any time." box.*

Or, if you want to purchase a **perpetual license** for [macOS](#) or [Windows](#).

Click "Subscribe" to continue.

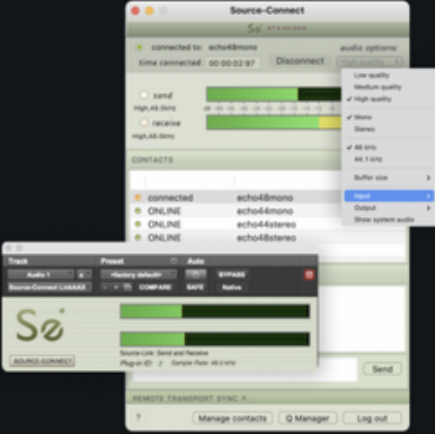
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Software licenses Subscriptions Support Upgrades Courses Search entire store here...

Home > Software licenses > Source-Connect > Standard > Source-Connect Standard Subscription

# Source-Connect Standard Subscription

MAC OS & WINDOWS SUB\_SC\_STD\_MONTH



**\$35.00**

**Subscription Details**

Frequency: Monthly  
 Renews Every: 1 Month  
 One Time Fee: \$75.00

**Accept Subscription**

I understand that this is a monthly recurring subscription starting immediately. I can cancel at any time.

Qty 1

**Subscribe Now**

Monthly subscription for Source-Connect Standard. Billed \$35 each month with \$75

## STEP 5.


You will be re-directed to the Shopping Cart. If not, go to <https://store.source-elements.com/checkout/cart/>

Click PROCEED TO CHECKOUT to continue.

Academy Support source-elements.com SOURCE ELEMENTS STORE Lucia Rodriguez

Software licenses Subscriptions Support Upgrades Courses Search entire store here...

# Shopping Cart

Item	Price	Qty	Subtotal
 Source-Connect Standard License	\$650.00	1	\$650.00

Update Shopping Cart

Apply Discount Code

### Summary

Estimate Tax

Enter your billing address to get a tax estimate.

Country

Uruguay

Zip/Postal Code

11300

Subtotal \$650.00

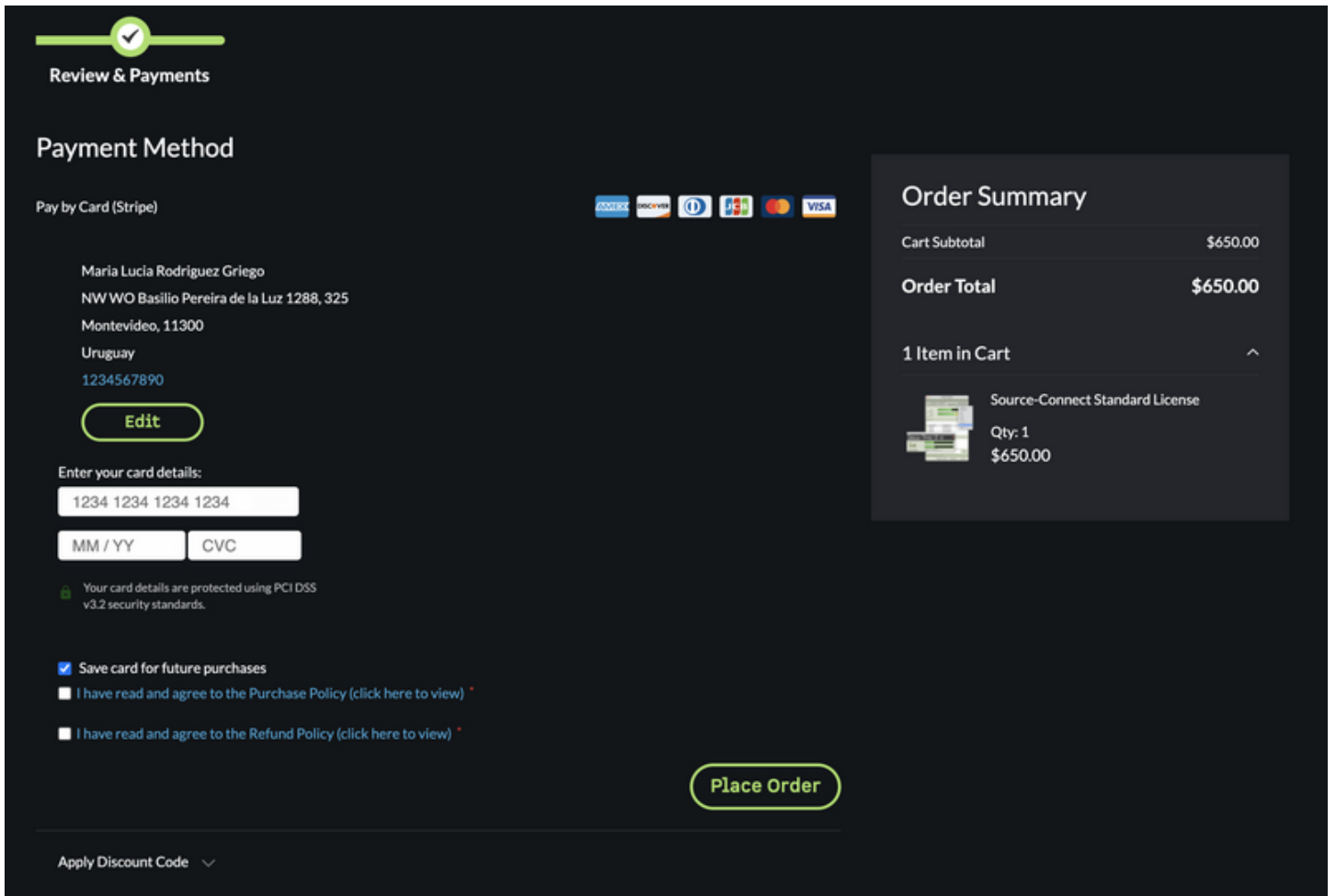
Order Total \$650.00

Proceed to Checkout

Request a Quote

## STEP 6.

In the ORDER REVIEW step, make sure all information is correct and click PLACE ORDER.



## STEP 7.

An email with instructions on how to deposit your newly purchased license in your iLok will arrive to your email inbox. If nothing arrives, check your SPAM folder.

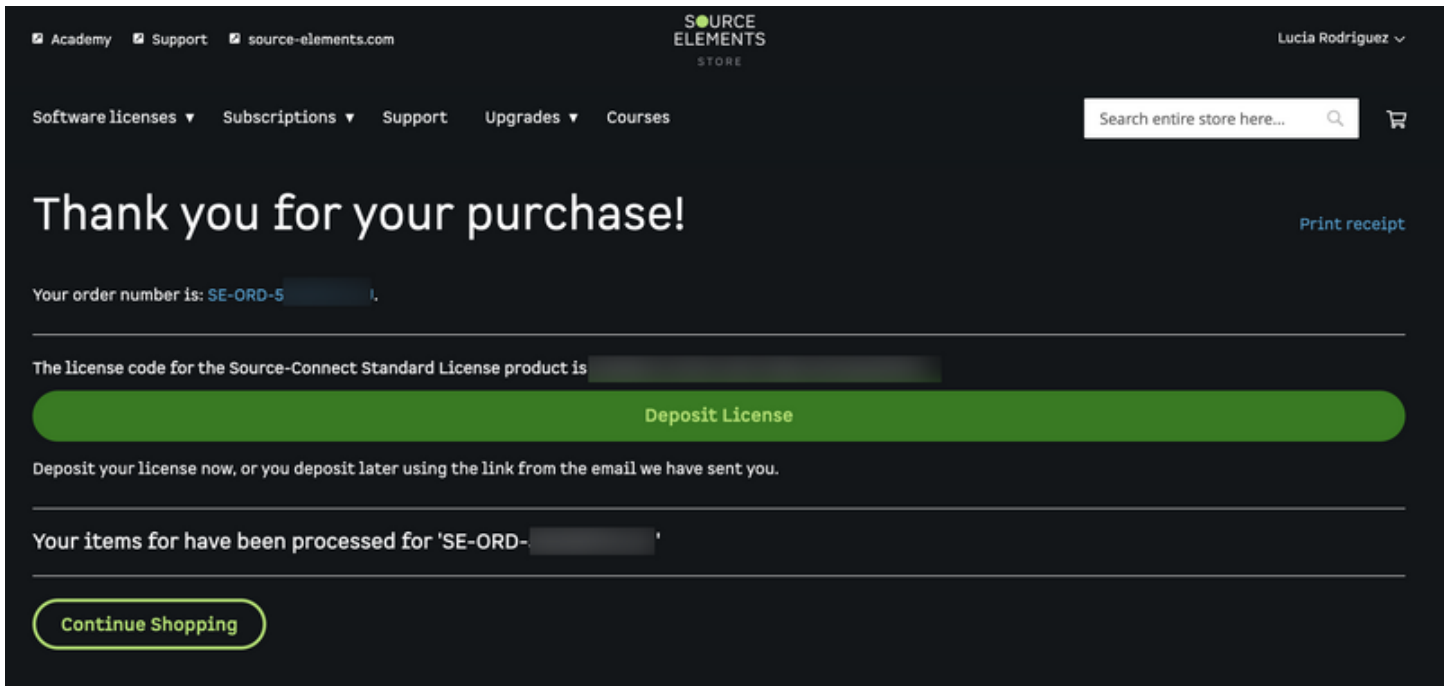
Open the email and copy the license code to your clipboard (select the code and press [⌘]+C on a Mac or [Ctrl]+C on a Windows PC).

The code you're looking for has this format: **XXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXXXX**

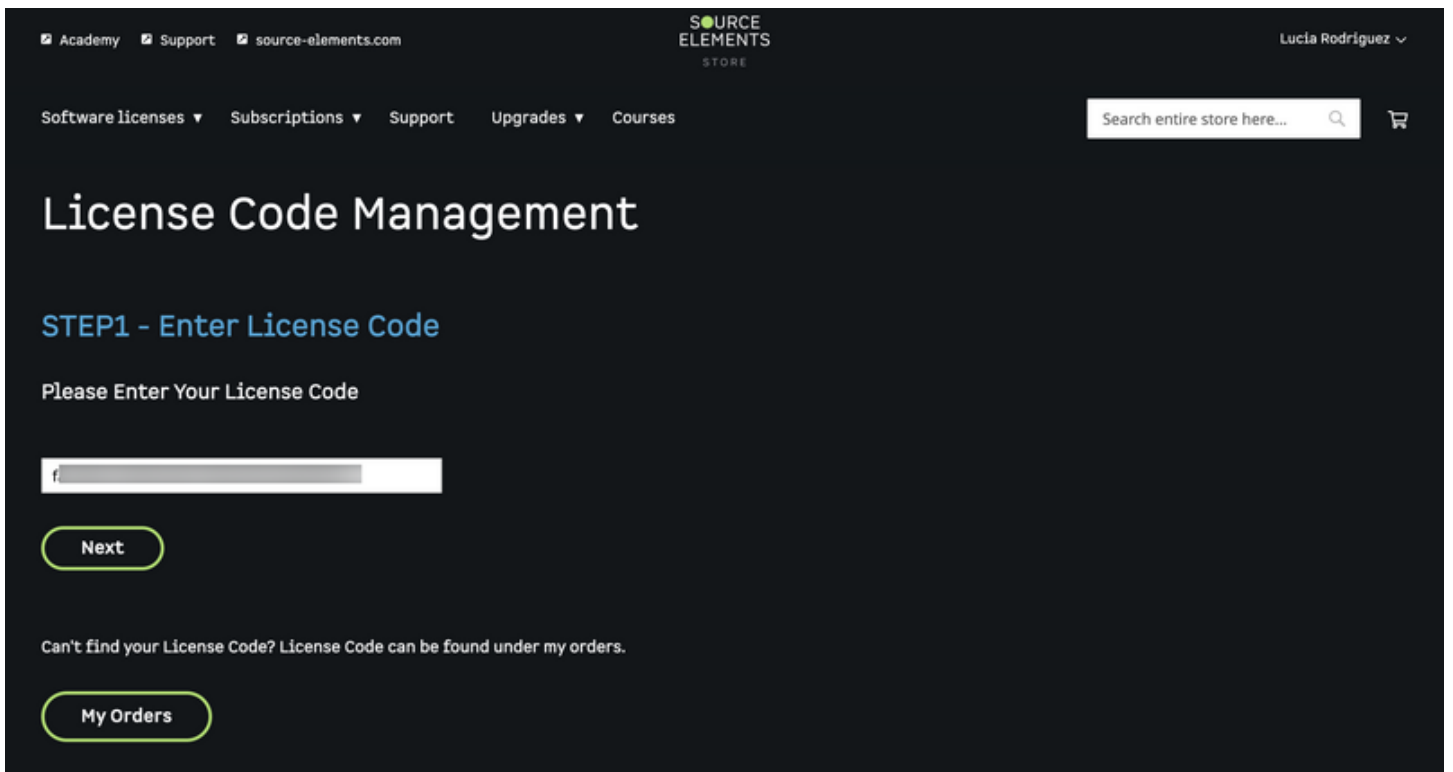
## STEP 8.

Click the "Deposit License" button:

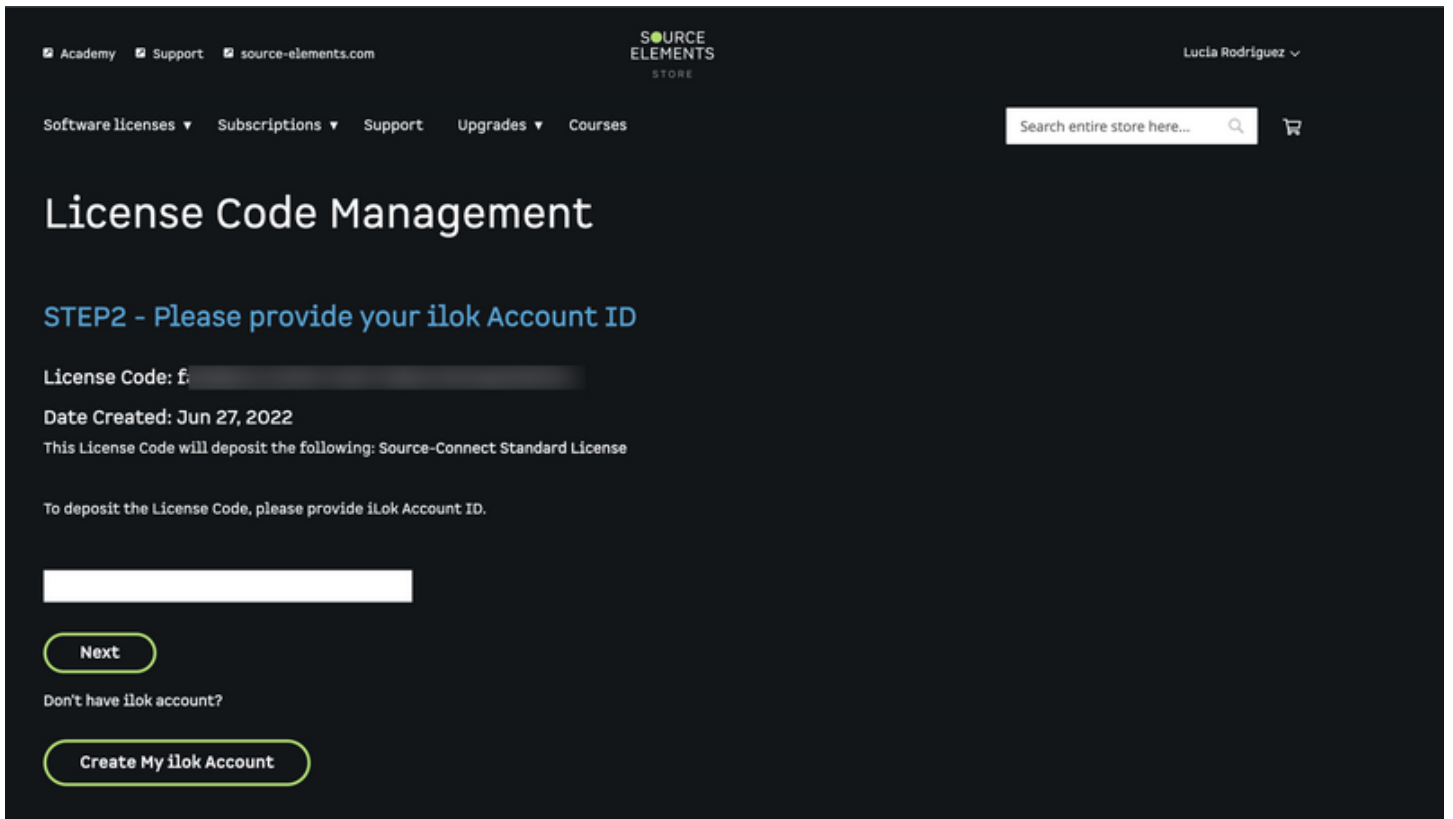




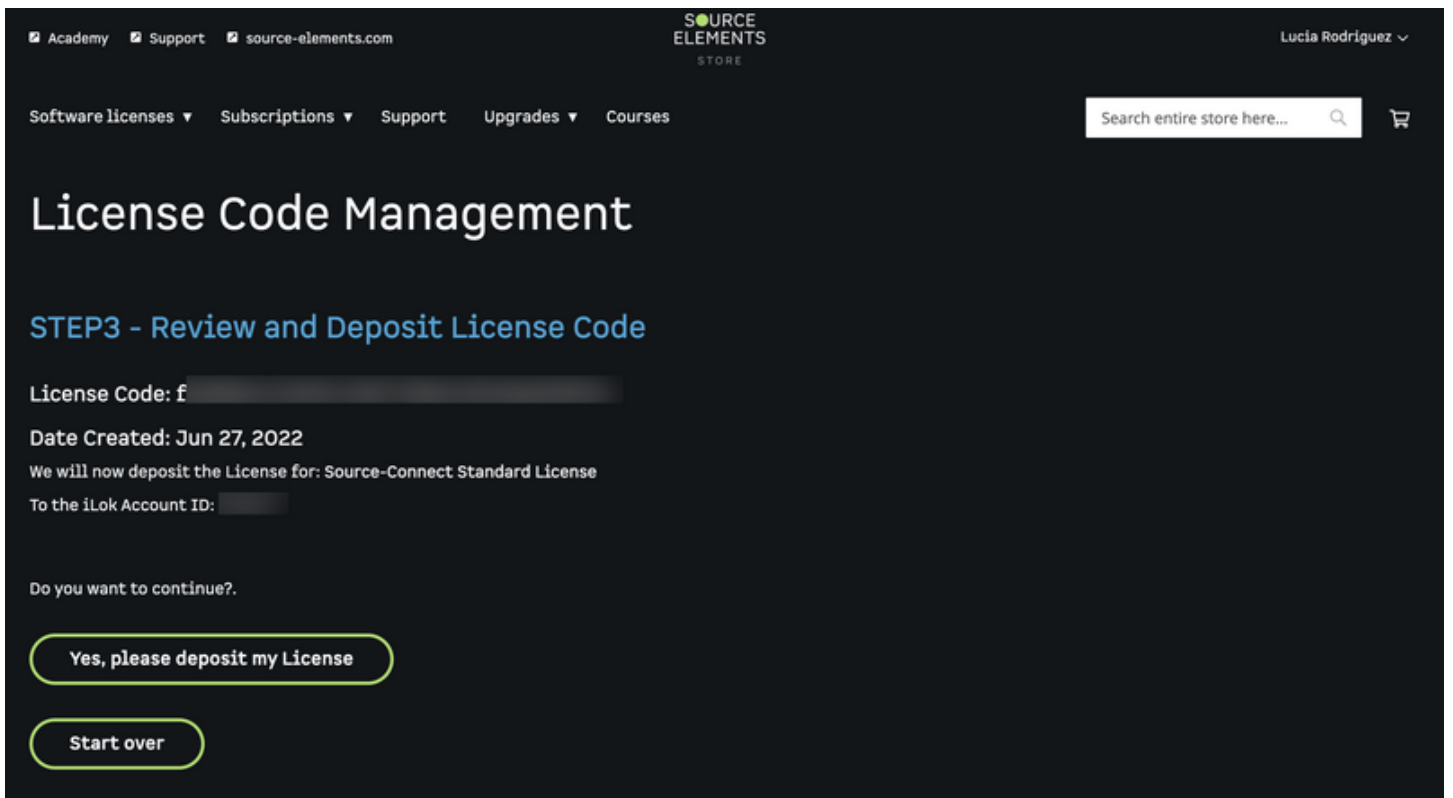
In the first step, click the "Next" button to continue with the license activation process.



In the second step, type in your iLok user name and click "Next" to continue. This is the same iLok account you created on STEP 1.

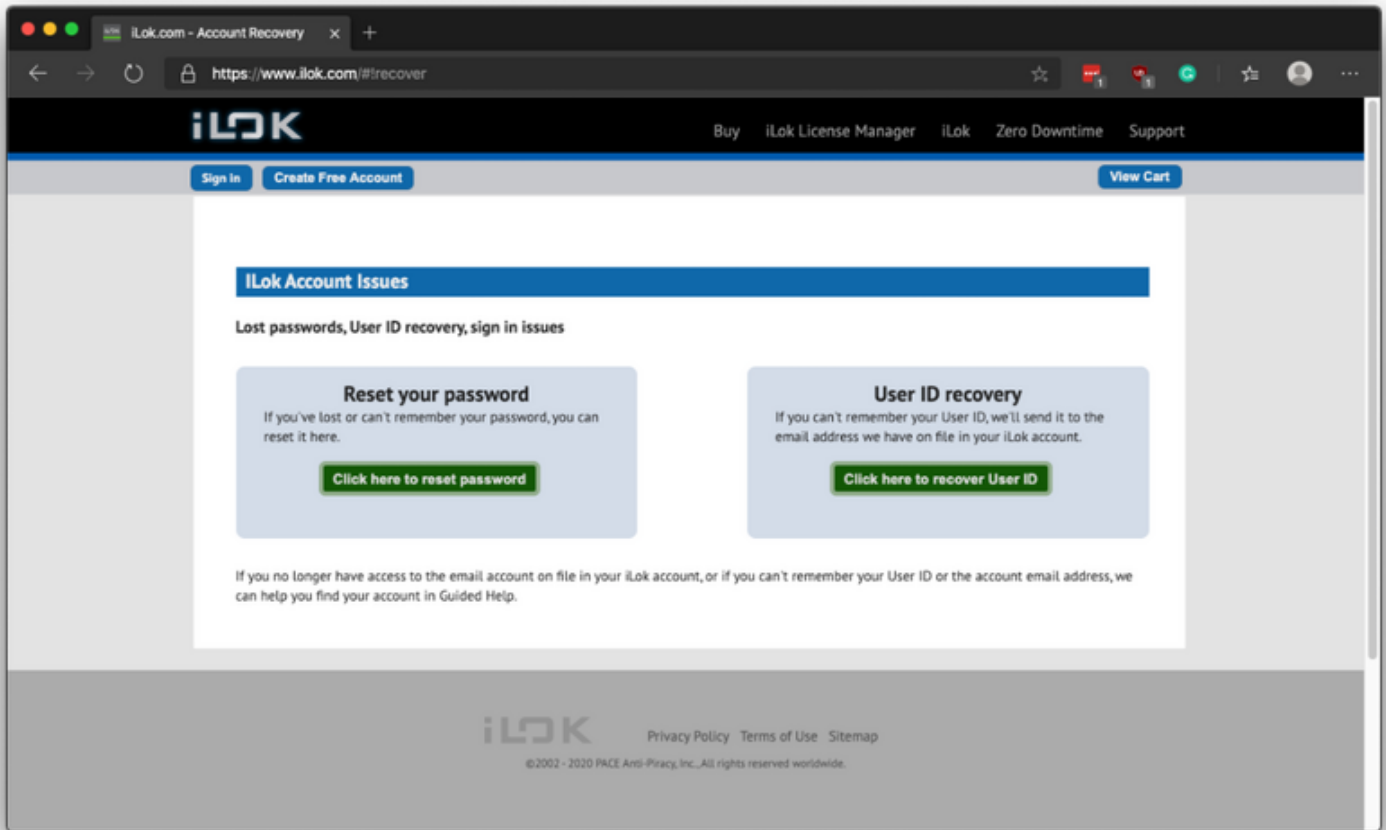


In the third step, click "Yes, please deposit my License" to complete the activation process.

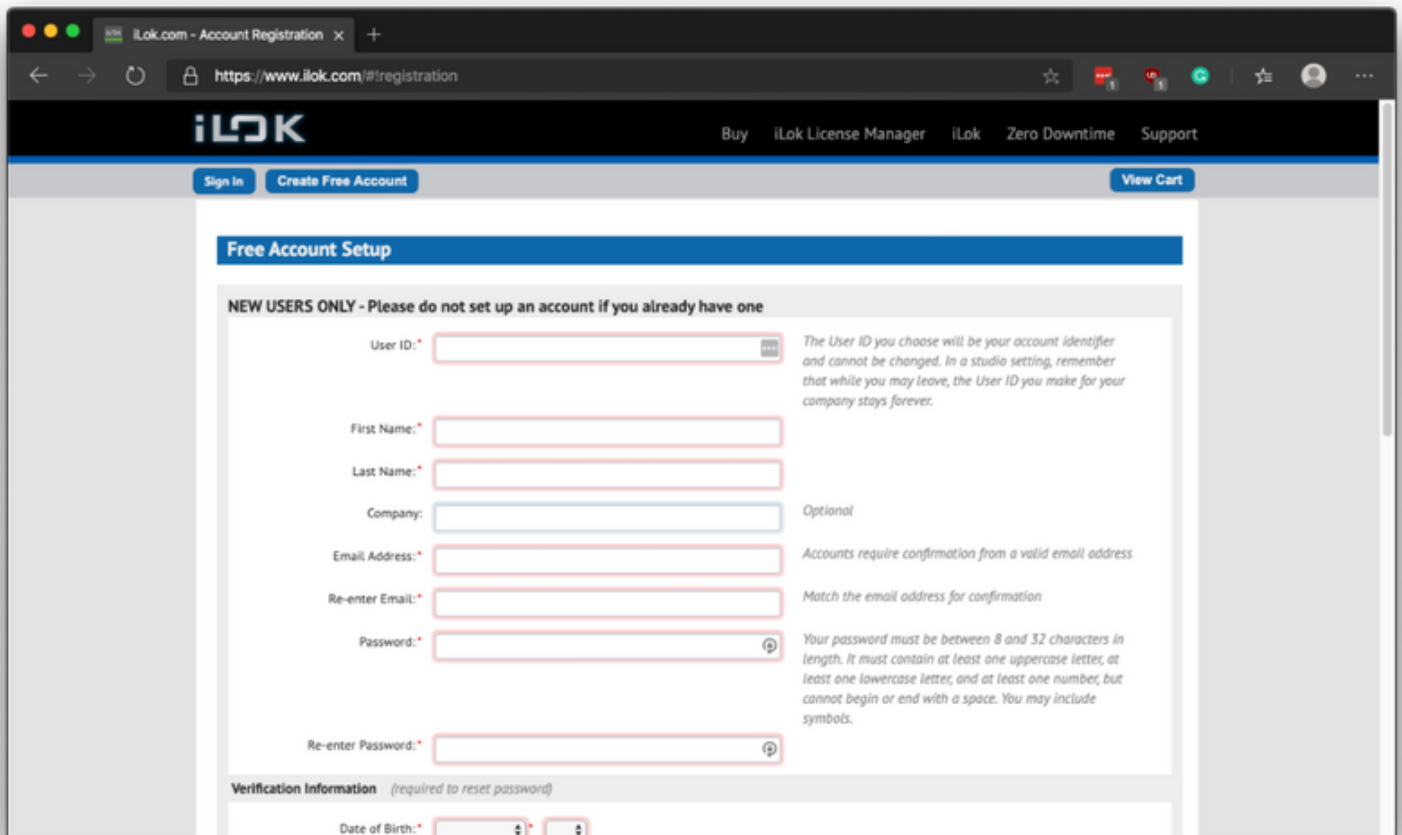


If you don't have an iLok username, make a free one here: <https://ilok.com>. Make sure you remember to confirm your email address or you won't be able to activate your license.

If you haven't linked your iLok account with your Source Elements account, you can recover your account here <https://www.ilok.com/#!/recover>



If you don't have an iLok account yet, create a free account here <https://www.ilok.com/#/registration>

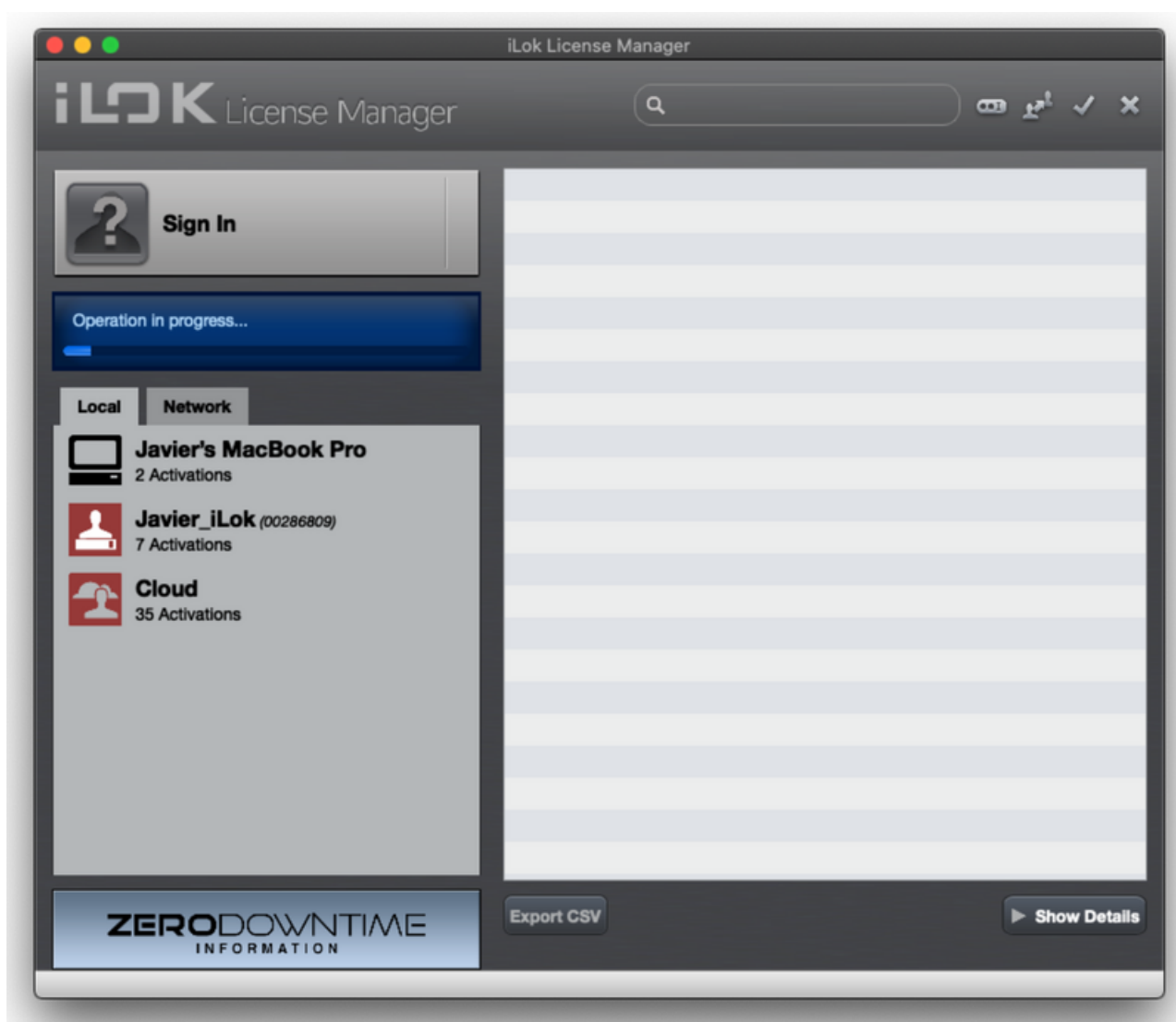


Click the **ACTIVATE LICENSE** button to finish.

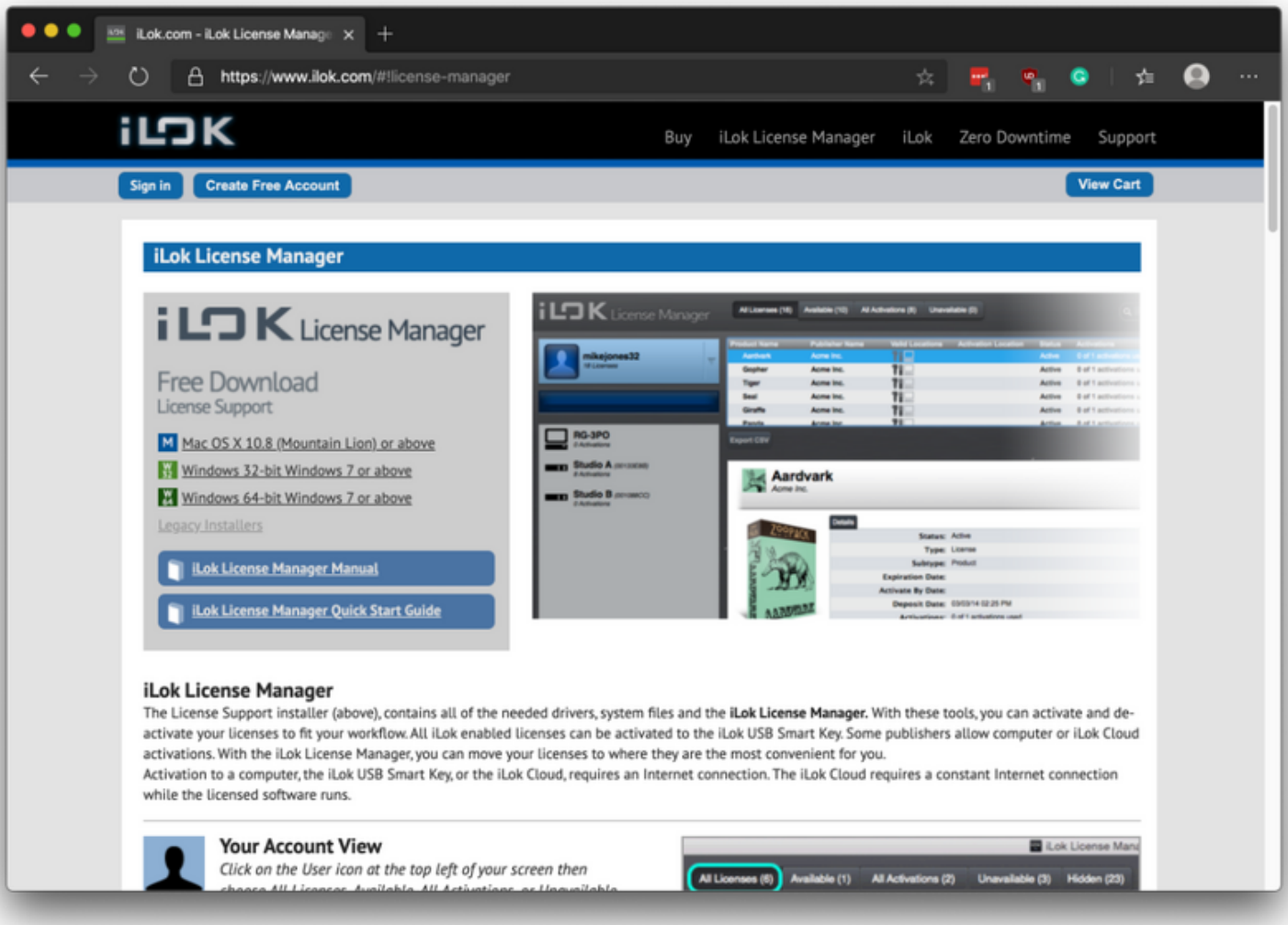
## STEP 9.

Open the iLok License Manager application; if this is already installed in your computer you can find it in:

- The Applications folder on a Mac
- The Start Menu on a Windows PC

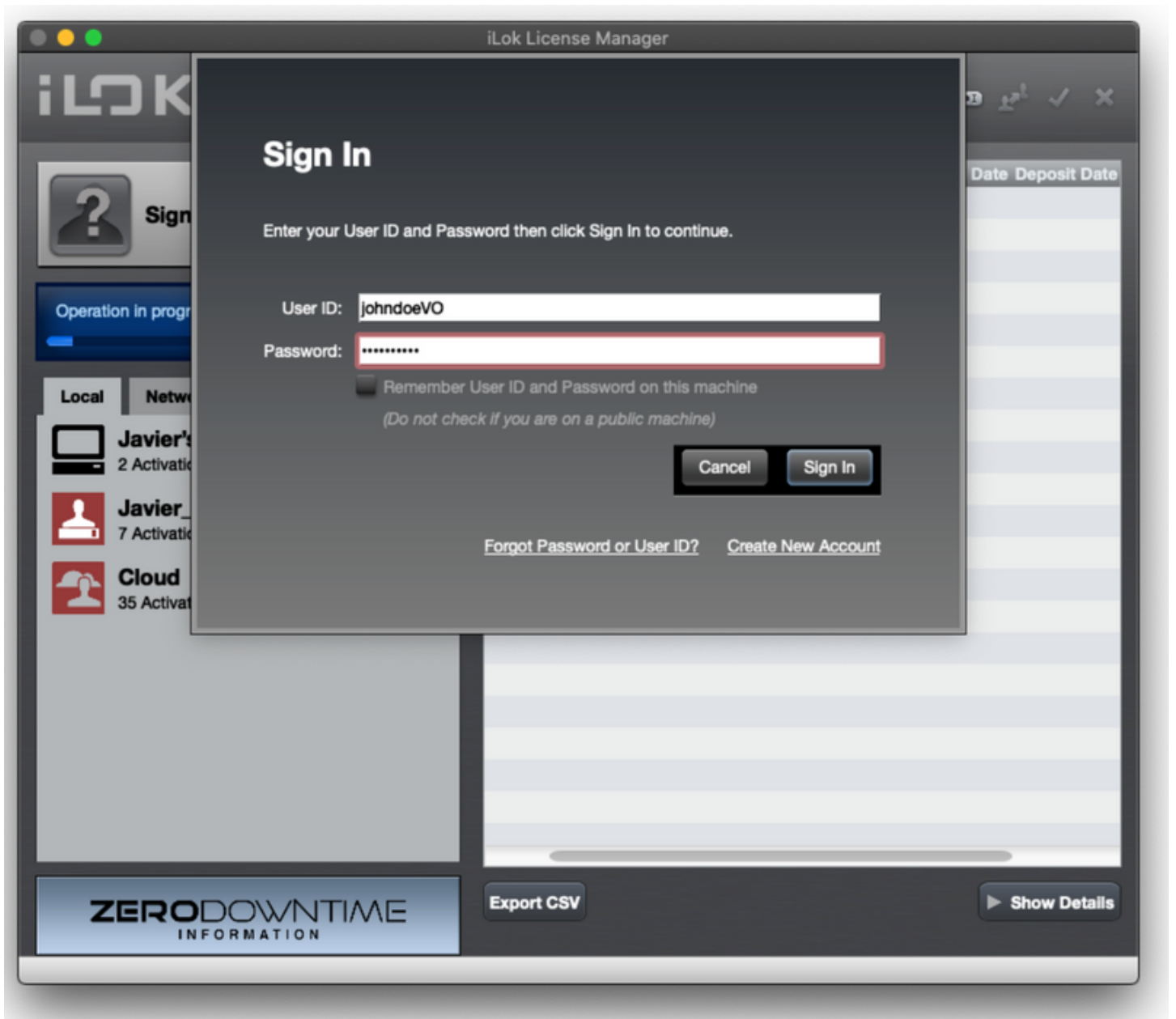


If you haven't installed the iLok License Manager application, download it from here <https://www.ilok.com/#!license-manager> and install it.



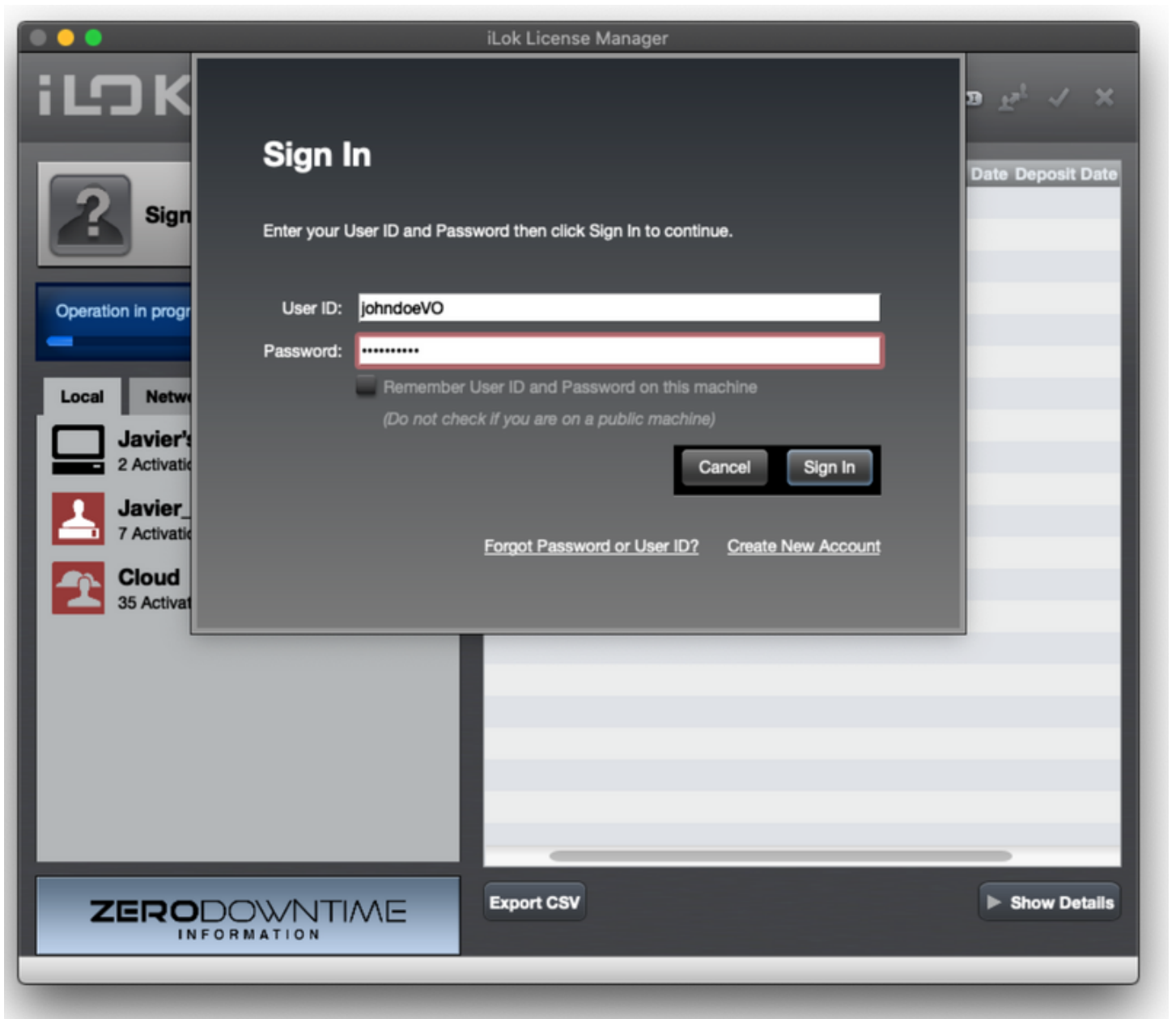
## STEP 10.

Sign in to the iLok License Manager application using the same iLok account you used to activate your license in STEP 8.



Locate the Source-Connect Standard license in the list presented to the right of the iLok License Manager window.

Right-click/two-finger-tap the Source-Connect Standard license and click ACTIVATE from the contextual menu.



Select the location activation (Source-Connect Standard can be activated both on your computer and in an iLok USB dongle) and confirm the activation.

## Select an activation location

Review licenses to be activated

Source-Connect Standard 3.9 Source Elements

Select a location



Javier's MacBook Pro

You can activate to a 2nd generation (or later) iLok USB. An iLok USB can be plugged in at a

Cancel

Activate

**ZERODOWNTIME**  
INFORMATION

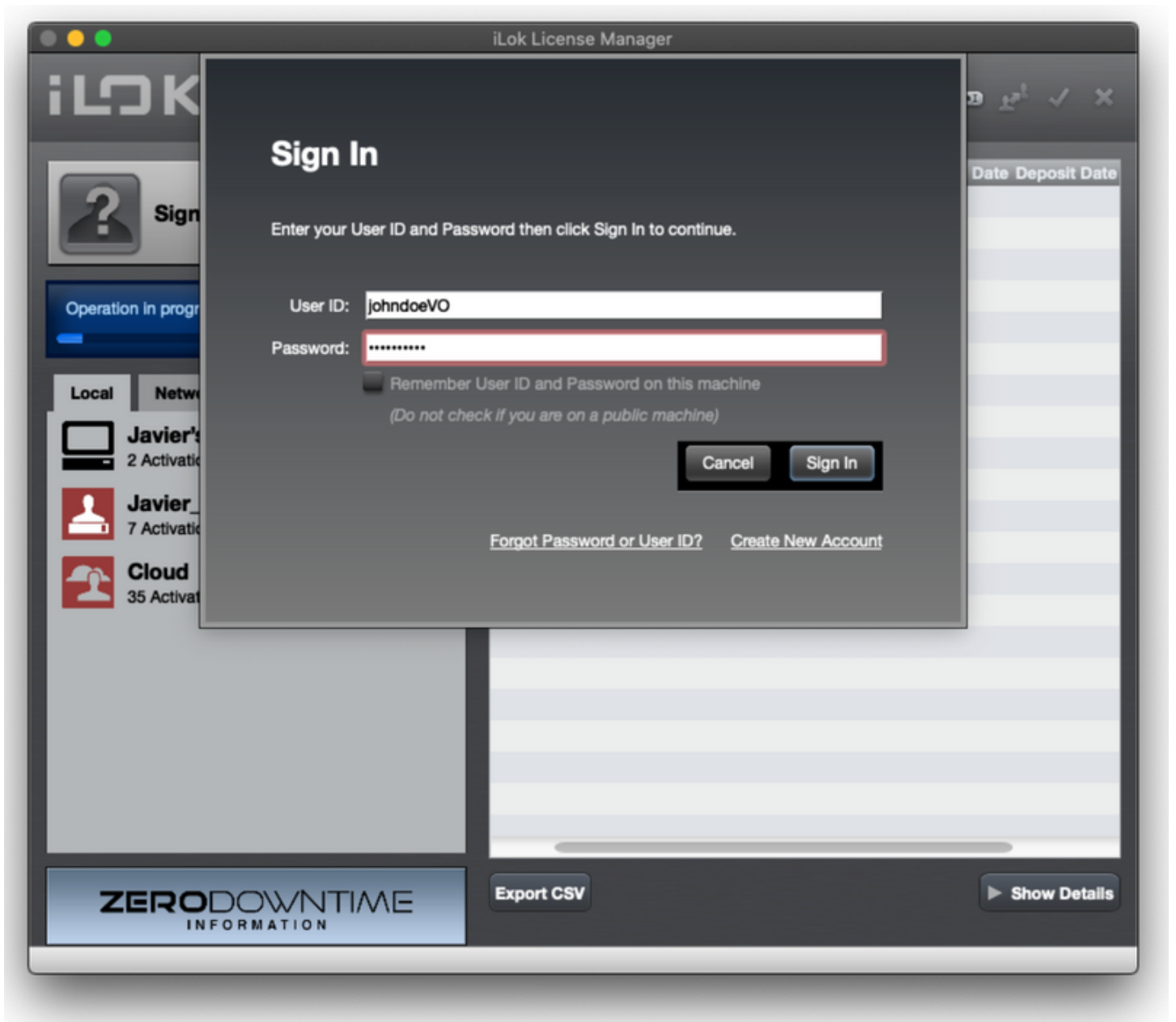
Export CSV

Show Details





After getting a confirmation that your license was successfully activated, close the iLok License Manager application.



## STEP 11.

Launch the Source-Connect Standard application; if this is already installed in your computer you can find it in:

- The Applications folder on a Mac
- The Start Menu on a Windows PC

If you haven't installed the Source-Connect Standard application, download it from here (select the right version for you: 3.9 for a Mac and 3.8 for a Windows PC) <https://dashboard.source-elements.com/account/downloads> and install it.

Sign in to Source-Connect Standard.

## MORE INFO.

If you get stuck, please book a support session with one of our expert support team members to test or cover the above steps: <https://www.source-elements.com/book>

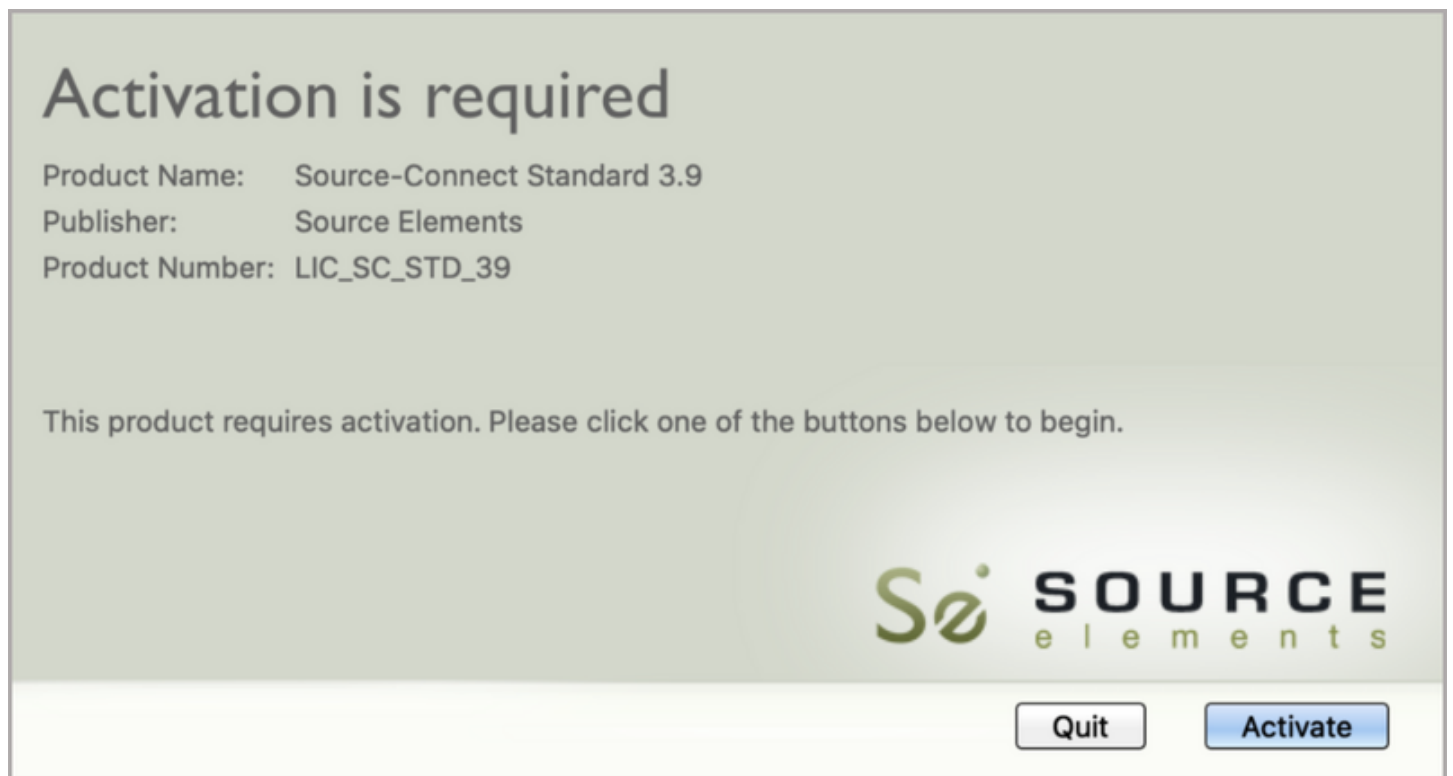
Our support service walks you through topics such as networking, audio setup, routing, firewalls, how to use Source-Connect, ISDN bridging and many more — just ask!

# Activating your Source-Connect Standard License with iLok

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

This article is part of the Source-Connect Standard 3.9 User Guide

If there is no iLok activated to your computer (or iLok dongle) the first time you launch Source-Connect Standard, the application will display “Activation is required”.



Click Activate and Source-Connect will prompt you to enter your **iLok** username and password.

# License Account Login

Please enter your ilok.com account credentials.

User ID:

Password:

Remember Me

[Forgot Password or User ID?](#)

[Create new account](#)

Back

Next

Source-Connect will check your iLok account for a license, and, if one is found, you will be prompted to activate the license to your computer (or iLok dongle).

## Select License to Activate

Select the license that you would like to activate:

Name	Type	Role	Expires ▲	Deposit Date
Source-Connect Standard 3.9	Trial Extension	Product	Yes	7/05/20 7:33...
Source-Connect Standard 3.9	Trial Extension	Product	Yes	3/12/20 12:4...

Allowed Locations: 

Limits and Expiration: License expires 8 May 2021 3:36:07 AM NZST

Show Locations

Quit

Next

Once your license has been activated to your device you will see a Successful Activation notification.

## Successful Activation

Congratulations, Source-Connect Standard 3.9 has been activated!

Once the license is activated Source-Connect will ask you for your **Source Elements** username and password.

# Installing ReWire

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Some systems will have a previous installation of ReWire, and the permissions will be such that Source-Connect cannot install the required components. If you encounter a failed installation issue, it is likely due to this. If you face such an issue, remove the following folder:

**/Library/Application Support/Propellerheads Software**

Source-Connect will now be able to complete the installation. Note that if you have existing ReWire components for other programs, for example Melodyne or Reason, you should backup, rather than delete, this folder and restore when required.

## Setting up ReWire to work with your DAW

Check out our articles with step-by-step instructions on how to set up ReWire to work with your DAW:

- [Setting up ReWire in Pro Tools](#)
- [Setting up ReWire in Logic Pro](#)
- [Setting up ReWire in Cubase/Nuendo](#)
- [Setting up ReWire in Reaper](#)

Note: ReWire has been disabled in Ableton Live [as of version 11](#).

# Uninstalling Source Connect 3.9 on Mac OSX

Written by Source Elements | Last published at: August 04, 2023

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This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guides

To uninstall Source-Connect, open the Installer image and run the Uninstaller package. This will not remove your settings and Q Manager folder. To manually remove all your stored SourceConnect and Q Manager data delete this folder:

**/Library/Application Support/SourceElements**



# Uninstalling Source-Connect 3.9 on Windows

Written by Source Elements | Last published at: August 04, 2023

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This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guides

You can uninstall on Windows using the Remove Programs feature in the Windows system.

# Getting Started with Source-Connect Standard 3.9

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

The following is a quick guide, which does not include working with Auto-Restore or Remote Transport Sync. See the section 5 and 6 in this guide for information on working with these technologies.

## Basic steps in using Source-Connect are as follows:

1. Launch the Source-Connect application.
2. Log in with your username and password.
3. Select the audio devices to use for input and output in the Audio Options dropdown menu.  
Source-Connect Standard 3.9 has its own i/o selection. It will remember the previous selected device so you will not have to select the same device every time.
4. Select your sample-rate (restart will be required if you change this setting) and send quality/bitrate.
5. Select an online contact in your Contacts list and press 'Connect' in the Status (top) panel. This will connect both studios with a real-time streaming-audio session. Instant Messaging will be activated between the connected partners, and if the sample rate and channels are the same (e.g. 48khz mono), RTS (Remote Transport Sync) will also be enabled. During the session, you send compressed audio data to each other over the Internet. Be advised that if either user does not have sufficient bandwidth or has excess packet loss there is a possibility of an audible dropout. To minimize dropouts, see the support documentation online. You can also work with the Q Manager to ensure Auto-Restore provides clean recordings every time. Your connection partner must be using Source-Connect Pro for this.
6. Disconnect. This will end your audio session with the remote studio.
7. Log out.

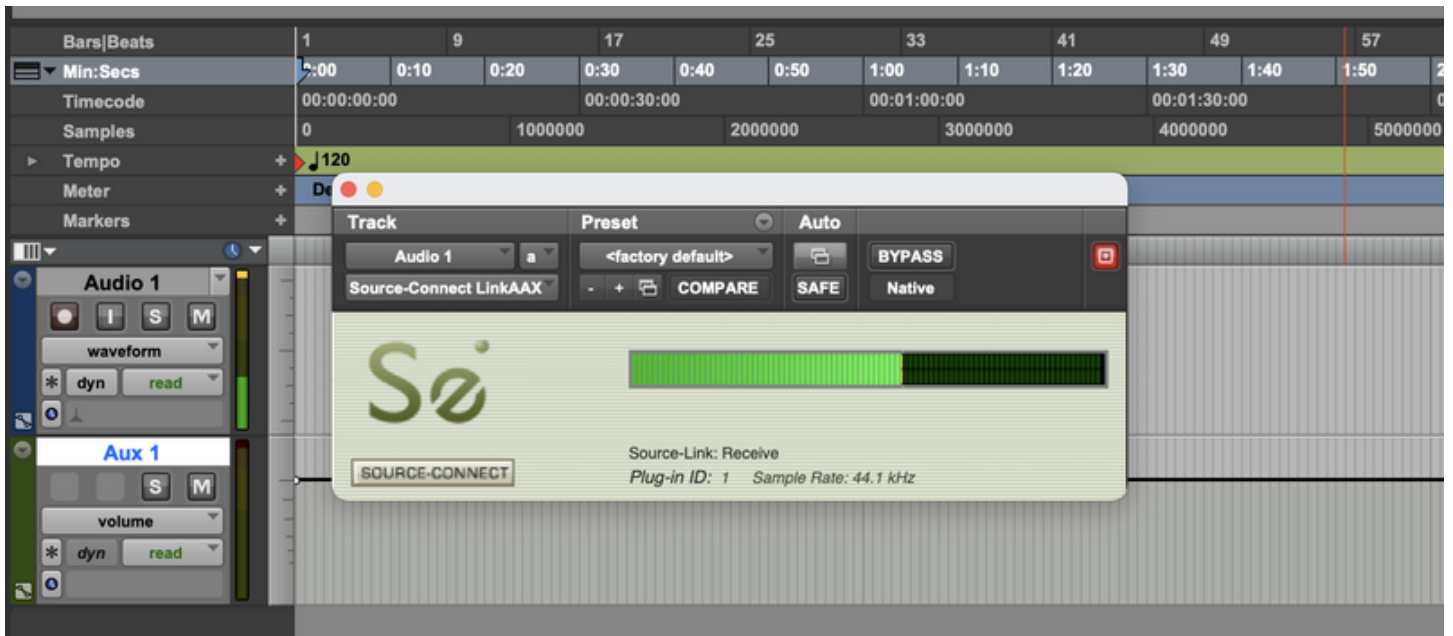
# Source-Connect 3.9 Standard - Audio Input and Output

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Source-Connect Standard 3.9 has its own audio i/o selection. Simply select the device to use for input and output in the Audio Options dropdown menu.

You can also send audio directly to supported AAX, VST and AudioUnit hosts with Source-Connect Link. See page 79 (What's Source-Connect Link?) in this guide for more information.



[Contact our support team](#) for assistance if required.

## About Source-Connect

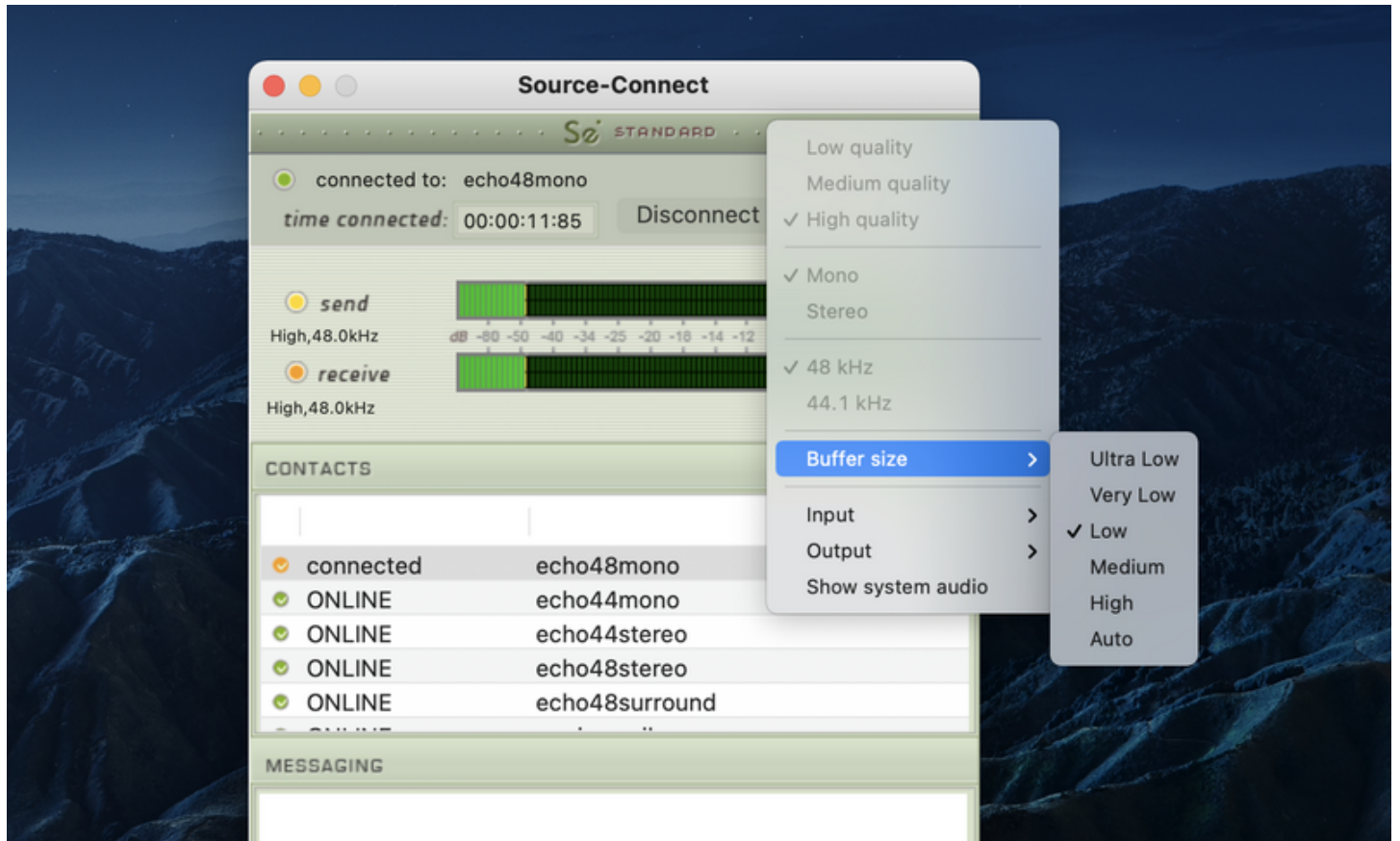
The About Box provides information on which version of Source-Connect you have installed. To view the About box, go to the Apple menu bar, click on Source-Connect and then "About Source-Connect".

# Setting session parameters - Overview

Written by Source Elements | Last published at: June 13, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

To modify your settings, open the Audio Options menu. 3.9 features a stream-lined menu that shows your settings at a glance.



## Audio Options

You will set your Audio I/O settings here, including what bitrate to send, whether to send and receive in Mono or Stereo, whether the sample rate of 44.1kHz or 48kHz and whether to an active audio device or Source-Connect Link.

## Multi-Channel Devices

You can now have support for specific channel selection with this version. This is selectable in the channel specification when selecting the audio device to use.

## A note on network capacity / bandwidth

Ultimately the actual capability of your network connection will determine the consistency of your sending and receiving reception. However you can optimize the quality of reception with the Audio Options setting you choose to use.

The following parameters can be specified:

- Sample rate (44.1khz or 48khz)
- Send quality (Low, Medium, High)
- Mono or Stereo
- Audio I/O directly from an audio interface or Link
- Buffer Size (explained below)

## Sample rate

Source-Connect will try to switch the hardware sample rate automatically to the setting you choose. If the audio sounds as if it is pitch-shifted, you should set this to the specific sample rate of your audio device.

## Send quality

Source-Connect has three available quality settings: Low, Medium and High.

- **Low:** 48kbps AAC. Use when you are monitoring, or if there is insufficient bandwidth for higher quality settings.
- **Medium:** 64kbs AAC. Use when monitoring, or your connection partner does not need high quality audio.
- **High:** 96kbps AAC ISDN-standard compatible. Recommended for most cases.

## Mono / Stereo

Use mono when recording voice or other single-mic signals. Use Stereo for monitoring/recording music.

## Audio I/O / Link audio

If you choose an active Link plugin for input only, the output will come out of the selected device, and conversely for choosing Link for the output only. Page 35 covers how to configure your System audio settings. See page 79 for instructions on using the new Link plugins with your DAW.

## Buffer Size

You can choose the receive audio buffer size, which means the buffer that the receive signal is placed and reconstructed before being outputted to your output device. Having a lower buffer setting means less audio latency but also means that your connection partner's as well as your internet

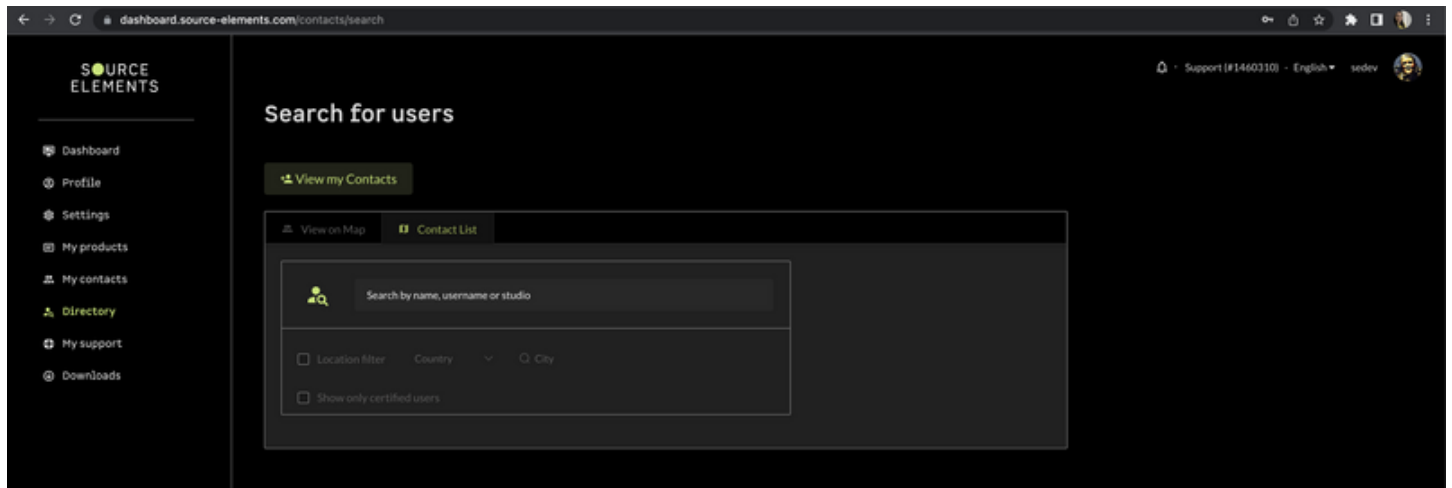
speed is high and the connection is stable. There are six options: “Ultra Low”, “Very Low”, “Low” (this is the default option), “Medium”, “High” and “Auto”. “Auto” will try to adapt automatically to the bitrate of the incoming signal.

# Configuring your Profile

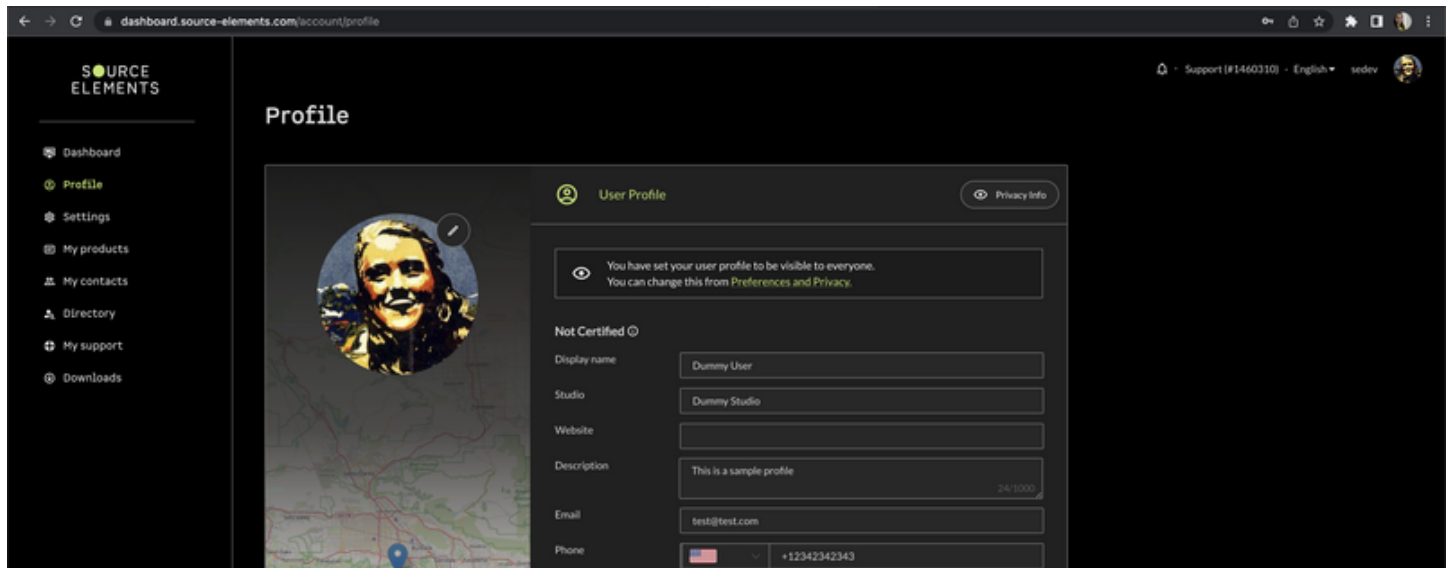
Written by Source Elements | Last published at: August 04, 2023

This article is part of the Source-Connect Standard and the Source-Connect Pro/Pro X 3.9 User Guides

Your Contacts list and Profile is managed on the Source-Elements website under your Account, which you can access by pressing the 'Go to online account' in the [Login panel](#), or [logging in to your account directly online](#).



You can choose what information to display (or not to display). Your basic profile information is available to your Contacts via the Source-Connect software and, depending on the level of privacy you choose, may be viewable to all other users of Source-Connect.



[Click here to see the Account and Profile pages for available options.](#)

# Managing your Contacts list online

Written by Source Elements | Last published at: August 04, 2023

This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guides

**To add a new Contact**, click on the 'Manage contacts' button or go to the Source Elements website and browse to My Contacts. You must be logged in to manage contacts.

Simply search or browse for the contact you wish to add and click on the 'Add contact' button:

<http://source-elements.com/contacts>

**IMPORTANT:** Newly added Contacts may not be immediately visible in your list while you are logged in to the Source-Connect plug-in. If you have added a new Contact, or know that a Contact has added you, please log out, and log back in to refresh the list. The website will let you know if you need to do this once you add a new Contact.



# Setting up a Mac as a dedicated Source-Connect computer

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

## Introduction

This applies mostly to VO actors who need a reliable solution with maximum compatibility; while Windows PCs are as good as the rest for home use and other applications, Windows' management of sound devices makes it a less-than-ideal platform for VO work.

Windows gives sound applications exclusive access to the system sound devices. This results in the impossibility of having Source-Connect open at the same time as, let's say, Audacity to both record your voice locally and connect to your client via Source-Connect so they can record you remotely. Of course, with enough working-around and tricks, one can overcome these limitations; but not everybody has the time or is tech savvy enough to pull it off.

Macs, however, give free access to the system's sound devices. This means that more than one sound application at the same time can, for example, use the microphone to record your voice. As an immediate result, you can have Source-Connect sending your voice to your client at the same time as Pro Tools is recording you; with no audio device error messages, workarounds, or headaches.

In this article, we'll explain what we consider is the best approach to get yourself a dedicated Mac for your VO work with Source-Connect; a hassle-free, relatively cheap, and dependable set-up.

## Gear

You probably already have most of these, but here is what you will need for your dedicated Source-Connect Mac:

- A Mac
- Source-Connect
- Audio interface
- Microphone
- Headphones

## Mac

Source-Connect has conservative system requirements. Any Mac from the past decade will do. But a good balance between cost and performance can be achieved by getting any Mac Mini or MacBook

Pro from late 2014 or later. Both have a very small footprint that can fit any home VO booth set-up and can be moved easily to other locations. Mac Minis have plenty of expansion ports, and some models are upgradeable to a certain extent; MacBook Pros can't be upgraded and the newer models have less expansion ports but, sometimes, used MacBook Pros can get very cheap.

New or used? Though you can go ahead and get the base Mac Mini model for \$799.00 (which is, by the way, plenty powerful for Source-Connect), we also recommend you look for pre-owned, second-hand, or refurbished Macs. For example, a late 2014 refurbished Mac Mini can be found for less than \$400, or a pre-owned MacBook Pro from the same year can be found for around \$500.00.

With a Mac Mini, you'll have to get a monitor/screen plus a keyboard+mouse combo; with a MacBook Pro you won't have to, so bear this in mind when planning your budget. Any cheap, wired keyboard+mouse combo will do; they can be found for around \$15 on Amazon. Any monitor will suffice as well, but if you plan to buy one new, add another \$100-\$150 to the bill (pre-owned and refurbished monitors can be found for much less).

Apple itself has a refurbished and pre-owned section in their store. Other places to look for Macs are Ebay, Amazon, or simply google "used macs" and you'll find a lot of reputable pre-owned Mac stores.

## Source-Connect

If you're reading this, you're probably a VO actor and you can do just fine with Source-Connect Standard; that's \$35/month plus a one-time \$75 set-up fee (see more details on pricing here <https://source-elements.com/products/source-connect/versions>). You'll get all the support you need to set it up and we have plenty of documentation and online resources if you're more of a hands-on type.

Source-Connect runs on macOS 10.10 or higher, so if you get yourself a Mac from 2014 or later, it's highly likely it'll ship with a version of macOS supported by Source-Connect (and the iLok License Manager). To activate your Source-Connect license, you'll need an iLok account and follow all the steps in this onboarding guide <http://source-elements.com/onboard/standard>.

## Audio Interface

This is completely up to you; what brand or model is a matter of preference. But if you have no idea where to start, these are the most commonly used audio interfaces for home VO booths:

- Focusrite Scarlett 2i2
- Universal Audio Apollo Twin MkII
- Steinberg UR22C
- Apogee Element 46
- Behringer U-Control UCA222
- TASCAM US-2×2
- M-Audio M-Track 2X2

Most can be found in online stores but check the prices in more than one store for the same model to make sure you're paying a fair price.

If you're going for a USB microphone (Blue Yeti, Audio-Technica AT2020 USB, Røde NT-USB, etc.), you can get away with not purchasing an interface. However, USB microphones are considered entry-level options; it's very likely you'll end up getting an XLR microphone in the end.

## Microphone

Again, completely up to you. You may even end up having more than one for different uses. However, there's a couple of microphones that come up over and over when we talk to our users:

- Rode NT1A
- Røde NT-USB (USB)
- Harlan Hogan VO
- Shure SM7B
- Neumann TLM103
- Blue Yeti (USB)
- Audio Technica AT2020 (USB)
- Heil PR-40
- Avantone Pro CV-12
- MXL 770
- Sennheiser MKH416-P48U3

## Headphones

These are must; if you use speakers or studio monitors your party's voice will be blasted at your microphone and will return to them creating a very disruptive "slap-back" or "echo".

Picking a pair of headphones is easier, but bear in mind that some come with a mini-jack (a.k.a. 3.5mm jack; the little one) while others come with a 1/4" jack (the big one). Get a mini-jack to 1/4" adapter regardless of the one you pick; it will come in handy. Bluetooth or wireless headphones should be avoided because they can introduce unwanted latency and drops.

You'll want something that's comfortable for long sessions. Also, they should have decent sound to avoid listener fatigue. In any case, there's plenty of good, budget-friendly options like:

- Audio Technica ATH-M30x
- Sony MDR-7502
- Tascam TH02
- Sennheiser HD202 II
- Shure SE215 (in-ear monitors)
- MEE Audio M6 PRO (in-ear monitors)
- KZ ZS10 (in-ear monitors)

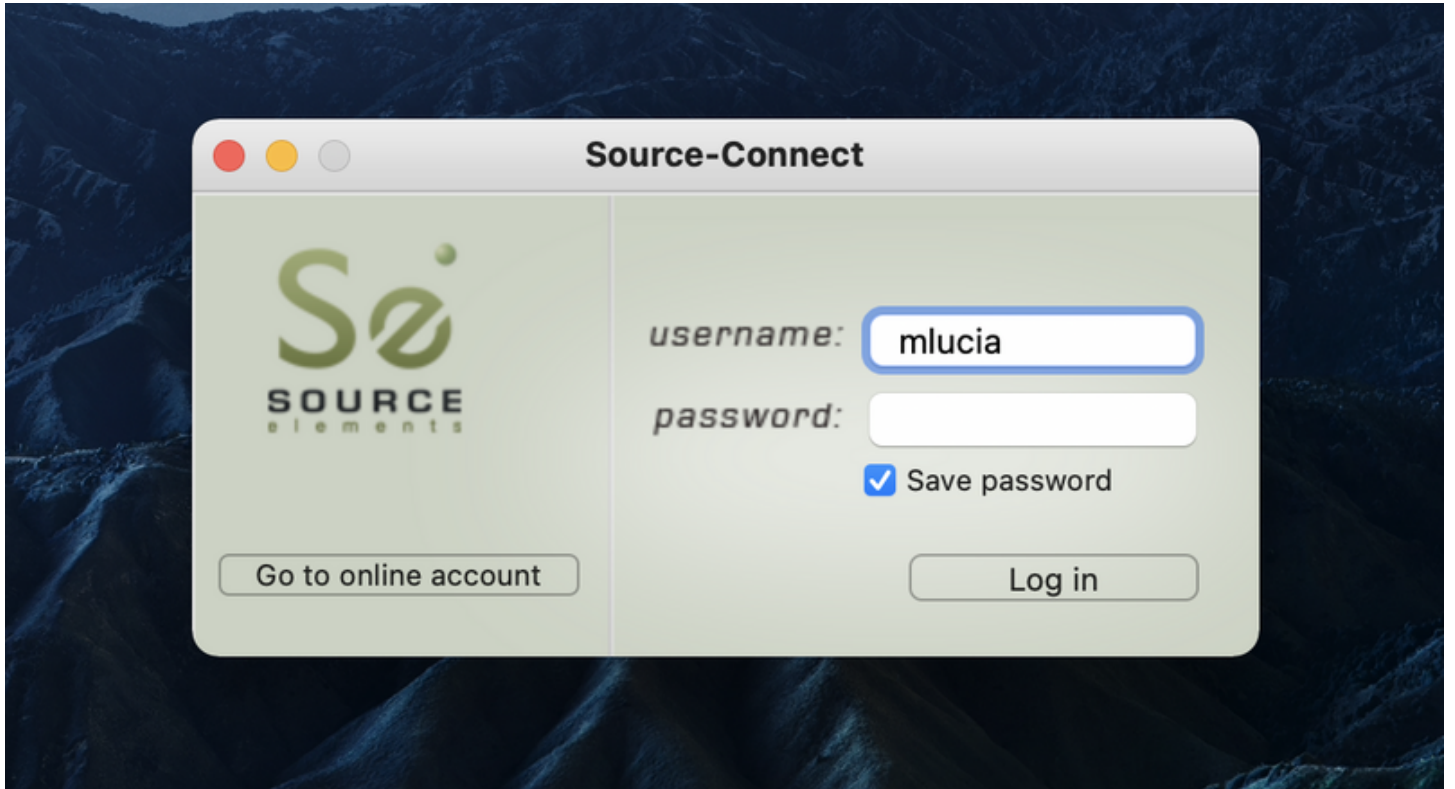
After gathering all your gear, it's time to put it all together and get ready to rock your new dedicated Source-Connect VO Mac!

# Logging in

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

To login, enter your username and password and press the “Log in” button. If your login is successful, the Status panel will change its view: it will now show that you are able to establish an audio session.

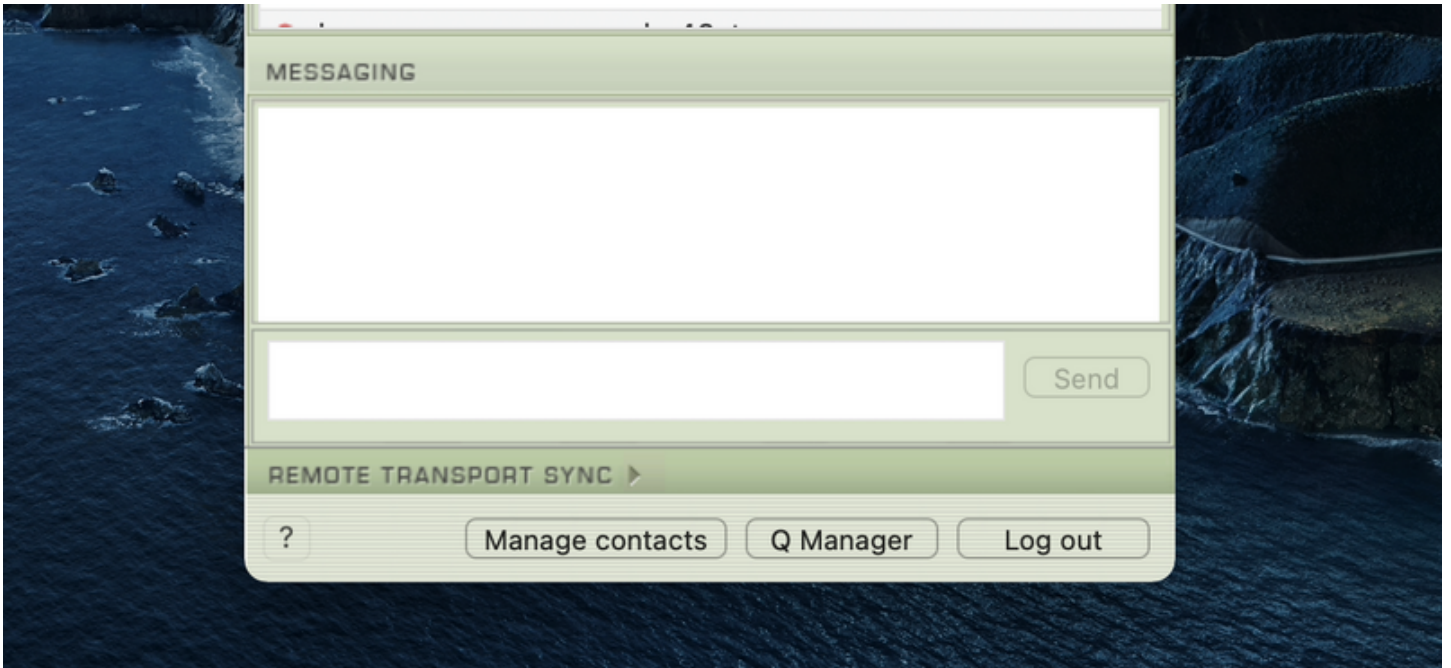


# Logging out

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Logging out can be performed manually by pressing the Log out button at the very bottom of the Source-Connect window. Once you are logged out, you can log in again at any time and with any valid Source-Connect account.



# Privacy

Written by Source Elements | Last published at: January 18, 2023

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This article is part of the Source-Connect Standard 3.9 User Guide

Once you have established a connection and you are sending and receiving audio, you are sending data directly to and receiving only from your remote user. Instant Messages are not captured or stored on our servers.

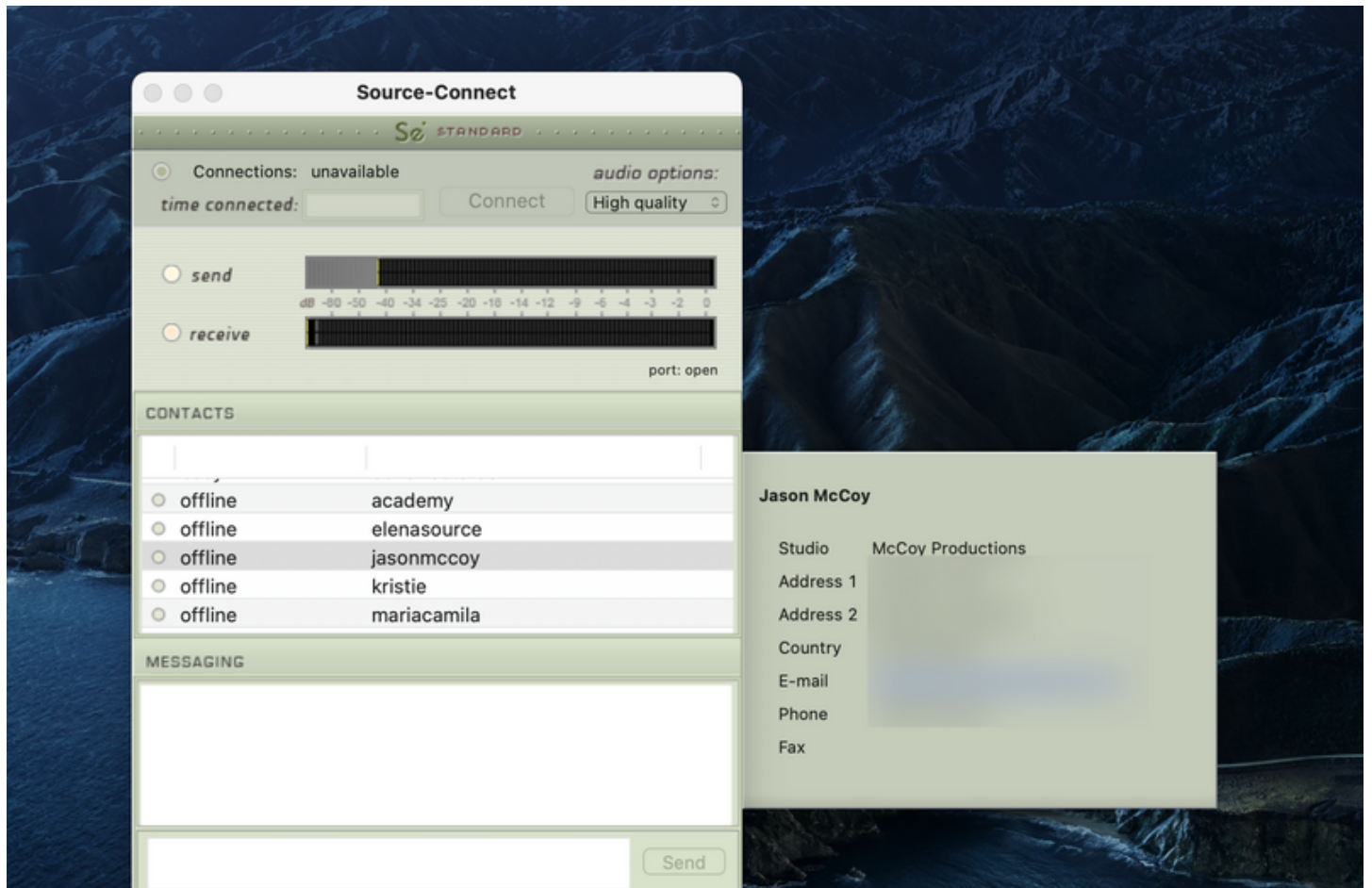
For a comprehensive outline of our Privacy policy, please read: <http://source-elements.com/privacy>

# Establishing a session

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Upon logging in, the Contacts panel will list all the users you have in your Contacts list. Detailed user information is shown by double clicking on the name. A sliding panel will appear, click again on the name or the panel to close.



**Before connecting to a user and establishing an audio session, it is always recommended that you check your settings by connecting to any 'echo' user.**

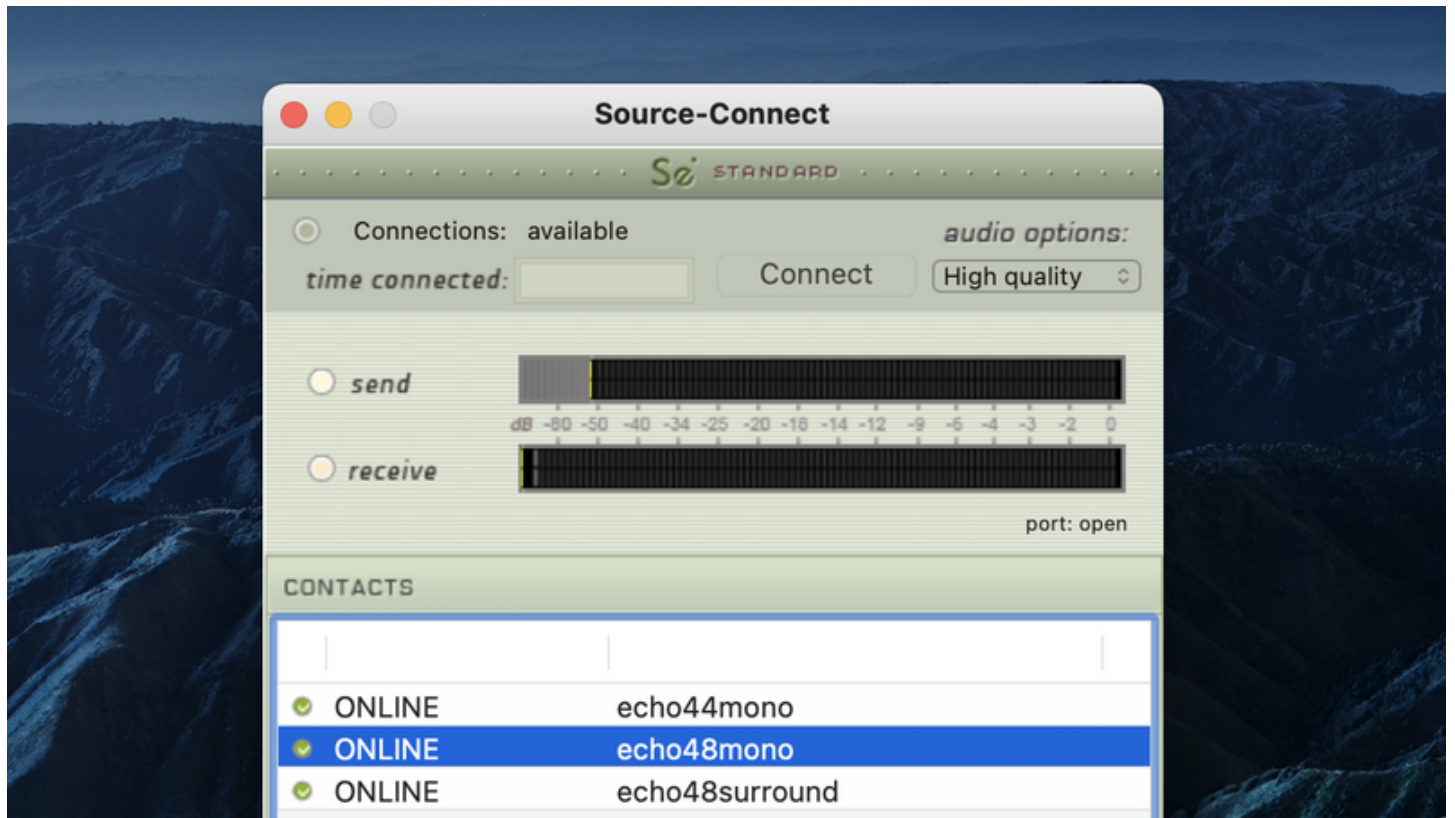
To initiate an audio session, select the user in the Contacts panel with whom the session is to be established. It is only possible to connect to users who have Online status: that is, the users who are online and not already engaged in a session.

Upon selecting a user in the list, double click on the username in your Contacts panel. You will see that their name, email address and any personal details they may have provided appear a new sliding window from the Contacts panel. This can help you confirm that you are actually connecting to the user you want. Click on the new panel window to close the sliding panel.

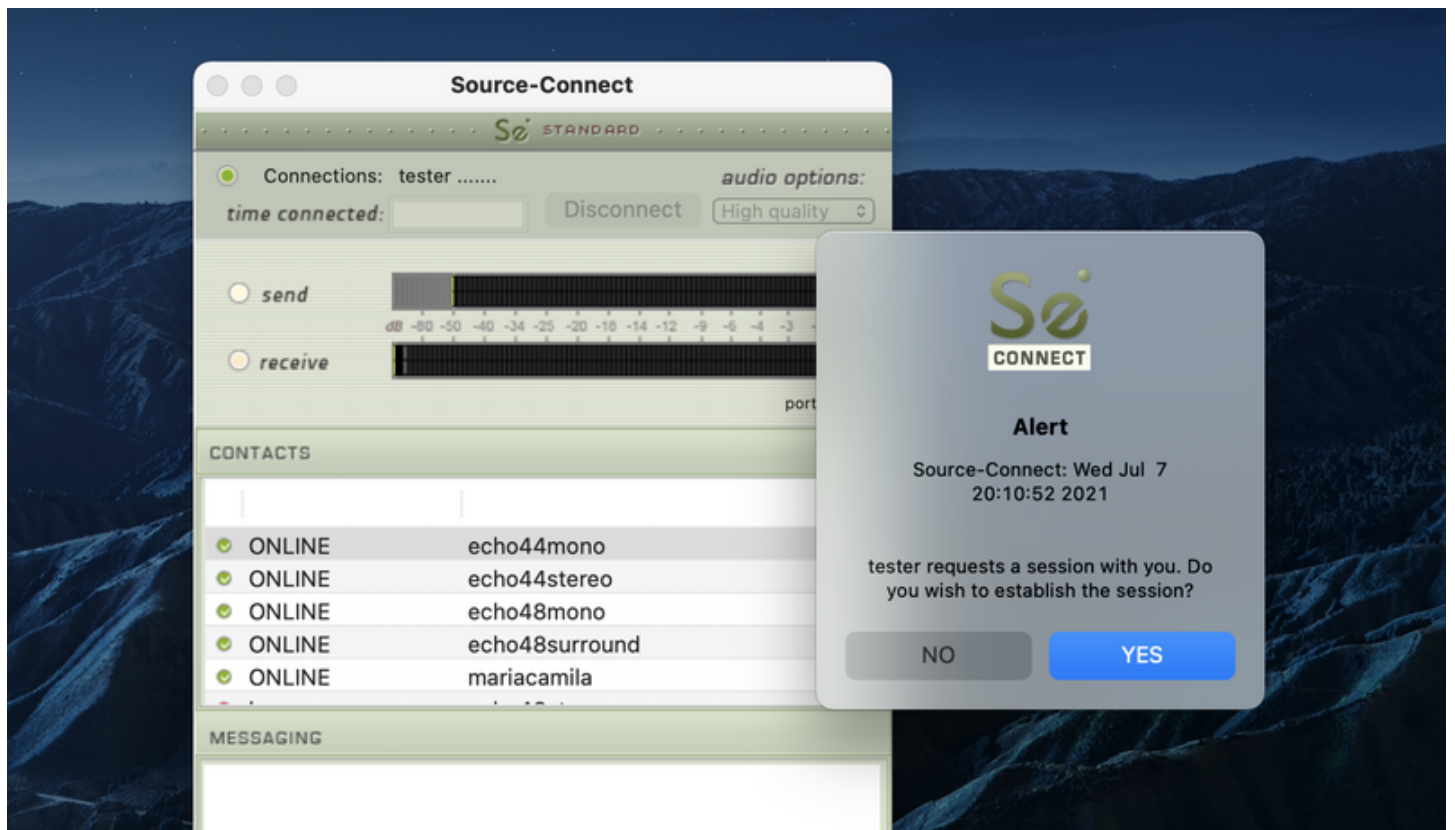


## To connect

Select the user you wish to connect with in the Contacts list and press the 'Connect' button in the Status panel to request a connection.



If the remote user agrees to the dialog that appears immediately on their screen, the session is established.



If both users' port settings are correctly set and the audio settings are appropriate for your respective bandwidths, sending and receiving will begin. Audio activity is displayed in the signal level meters. Otherwise (if the remote user disagrees or the request times out), the session is not established and a corresponding alert message is displayed.

## Failed connection

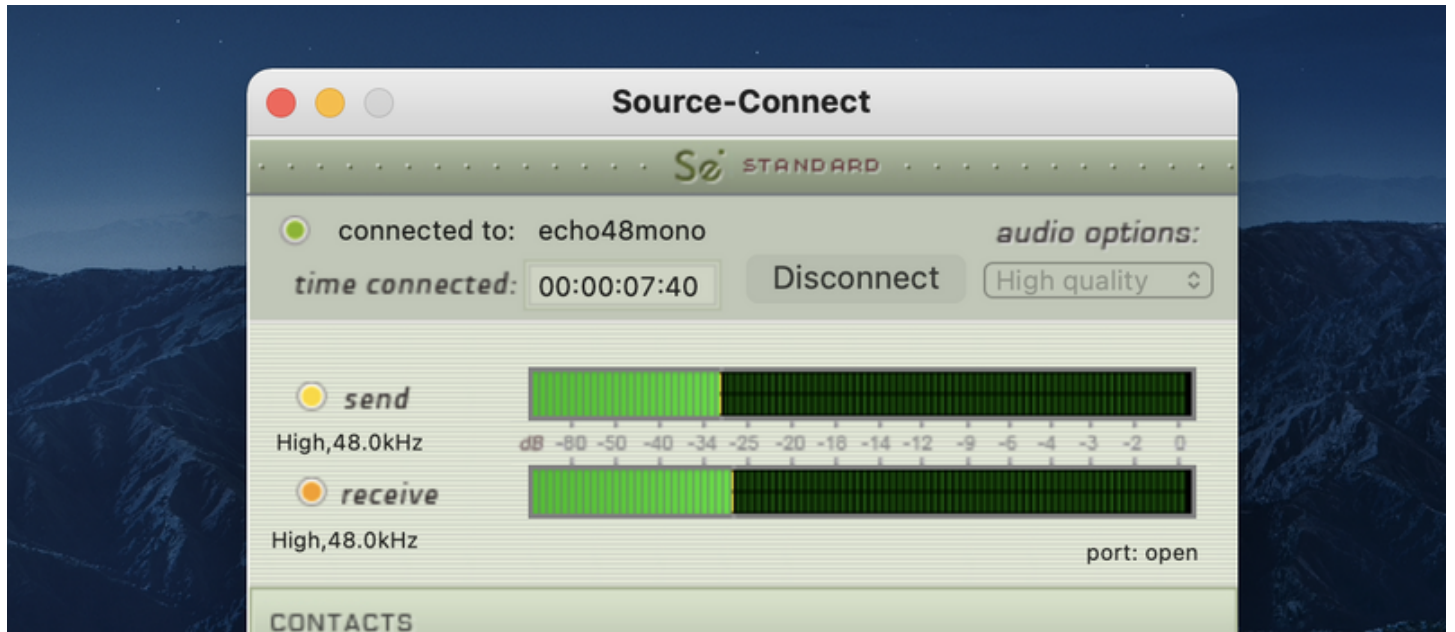
If you do not see a blinking '**sending**' or '**receiving**' light at the top left of the plug-in it means that there is a problem with the network. Please review the [Network Guide](#) for information on how to resolve this.

# Closing a Source-Connect session

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

A Source-Connect session can be disconnected by pressing the Disconnect button, by logging out, or by quitting Source-Connect.



# Network timeouts

Written by Source Elements | Last published at: August 04, 2023

This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guides

## Request timeout: 30 seconds

This is the time required to reply to the confirmation dialog when establishing audio session. If you make a request, and see that your user stays listed as 'busy', you know that they are online, but are away from their computer. You can cancel your request at any time by pressing disconnect.

## Streaming timeout

If the audio session is established but no audio data is received your 'receiving' blinker light will stop blinking to let you know that the network is not sending you any audio. If this happens during your session, try disconnecting and reconnecting with a lower bitrate setting.

## Source-Connect session timeout

Source-Connect keeps your connection alive indefinitely, until you either log out or disconnect your network. In some cases you may receive a dialogue 'Connection reset by peer': this means you were unexpectedly disconnected – usually because your network was no longer responding. Go ahead and reconnect. If the problem persists it is usually due to insufficient bandwidth resources.

## Automatic reconnection in case of Network failure

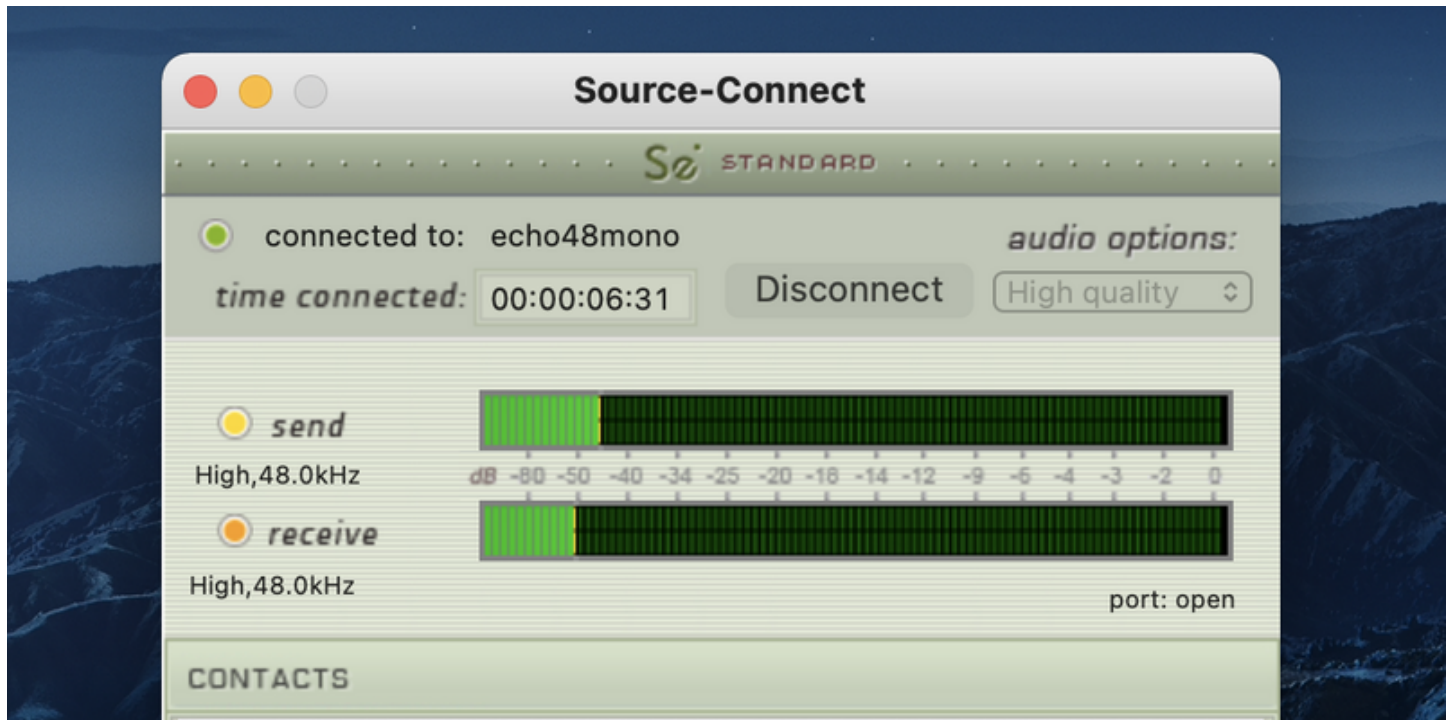
Source-Connect will also recognize if the connection has been lost with the Source-Connect servers. If this is the case, it will not disconnect your session automatically, but continue to assume that your Contact partner is still available. Once the server connection is restored you will see an Instant Message stating this. This is a new feature designed to help in cases where network anomalies stop you from making a server connection, but you may still have peer-to-peer network service and you can continue with your audio session.

# Session status

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

When the session is successfully established, the current session properties are shown in the Status panel. You are informed of the bitrate quality and sample rate that is being sent and received, and whether you are sample-rate converting.



## Session properties

- **Sending light:** If the connection is successful your sending light will blink. If you do not have a sending light blinking but you do have a receive light, it is likely to be an audio application/hardware problem. Try restarting and verify your host settings.
- **Receive light:** If the connection is successful your receiving light will blink. If you do not have a receiving light blinking it is likely to be a firewall or other network problem. You should verify that the Port message is successful ('Open' on your Standard status panel). See the [online Network Guide](#) for more information.
- **Sample-rate:** The sample-rate that Source-Connect is sending and receiving The sample-rate listed below the sending and receiving status indicate the sample-rate that the codec within Source-Connect is working at and not necessarily the same sample-rate that your connection partner is receiving. If they are different Source-Connect will indicate that it is sample-rate converting and certain functions are unavailable.
- **'Q' icon on sending meter:** The other side has 'Restore' or 'Replace' checked in their Settings panel and is capable of requesting Restore and Replace processes. To use Auto-Restore you

must be at 44.1khz, or use Medium or High quality at 48khz, as the Low setting at 44.8khz is down-sampled to 44.1khz due to codec compatibilities. When you are sending Q processes Source-Connect will cache the entire session to your hard-drive. You can delete this cache via the Q Manager. See the Q Manager section for more details and troubleshooting tips.

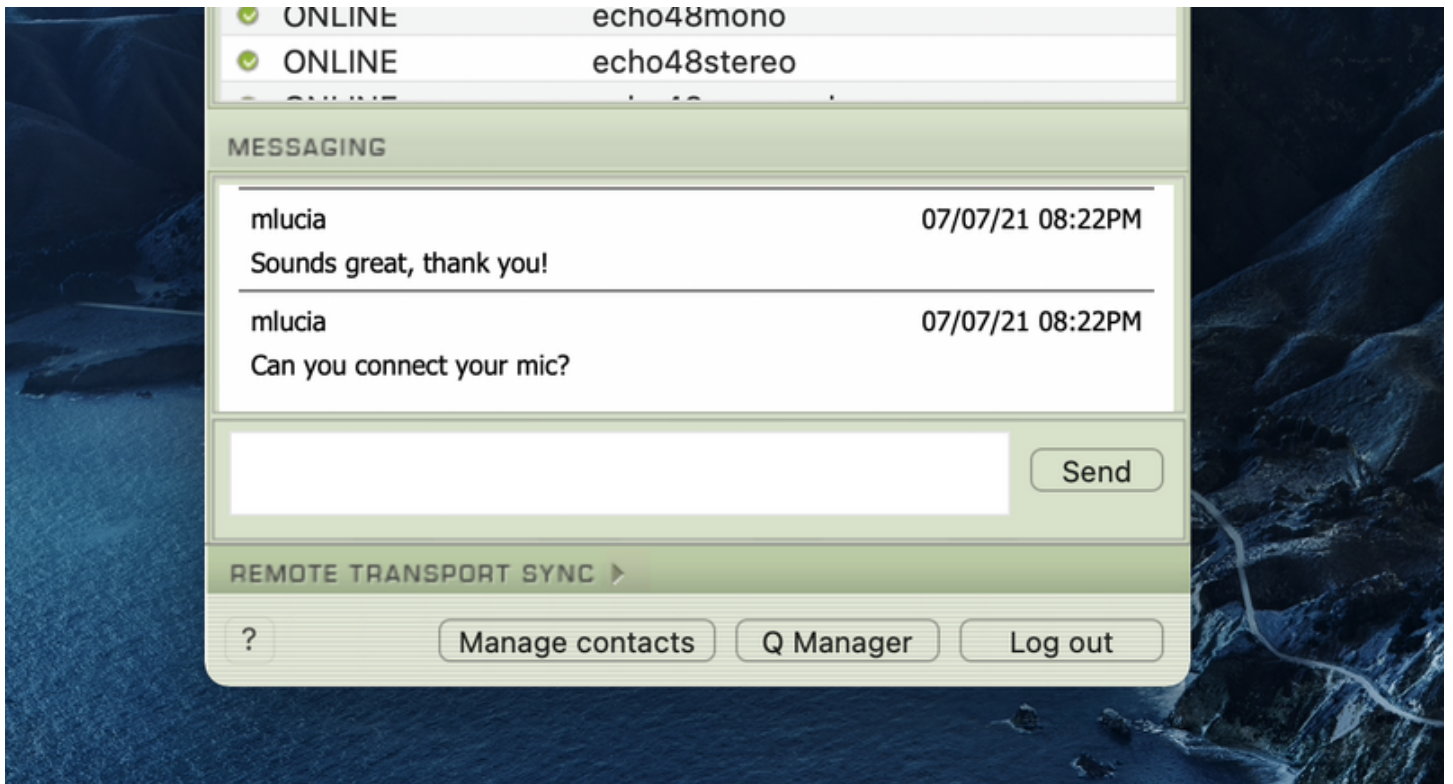
# Instant Messaging

Written by Source Elements | Last published at: August 08, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

During an audio session it is often useful to exchange instant messages with remote user, for example if you are not able to send or receive a signal for any reason, or you do not wish to interrupt the audio signal with a message to the other side.

To send a message, type in the lower text box at the bottom of Instant Messaging panel and enter your message. Press either enter or return key or click the Send button. Sent and received messages appear in the text display panel below.



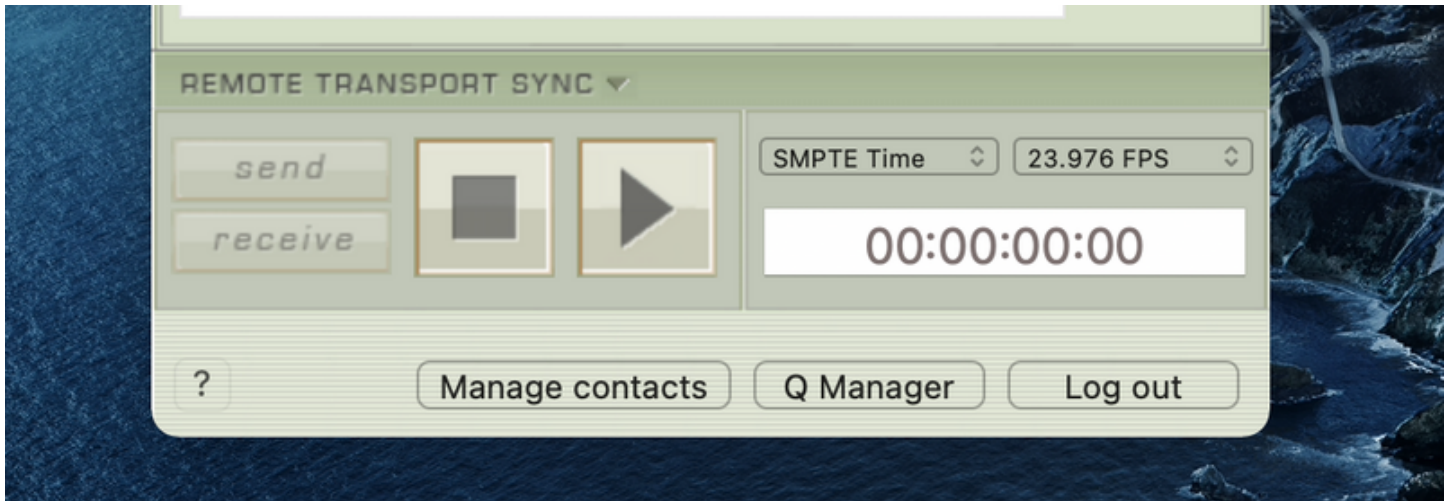
# Remote Transport Sync (RTS)

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Source-Connect features Remote Transport Sync (RTS) which allows for remote ADR, music over dubbing and mix review sessions with picture/timeline lock. Linear time code such as SMPTE can be used as well to provide compatibility with legacy systems and workflows. In essence, RTS is an integrated method of synchronizing remotely connected Pro Tools (or other DAWs that support ReWire) transports. Purpose-built for ADR, overdubbing and remote monitoring, RTS makes distance collaboration easier and more efficient than it's ever been.

## Access the RTS panel by clicking on the RTS bar



The following is a very brief overview. Use the [RTS Checklist](#) when preparing your sessions. For specific instructions and screenshots, please see the [comprehensive Remote Transport Sync FAQ](#). It also includes details on ADR or Mix/review modes and running an RTS session.

## How to enable RTS

1. Create a new mono Audio track.
2. From the Inserts-> Instruments menu, instantiate 'Se ReWire'. (Note: you do not have to select an input or output in this plugin).

When you establish a session over Source-Connect the SEND and RECEIVE buttons will now be enabled in the RTS panel.

## Using RTS



To use RTS, one user must be in SEND mode and the other in RECEIVE. The RECEIVE user has no transport controls - effectively they are now following the SEND user who has 2 possible types of operation: ADR mode or Mix/review mode.

**Source-Connect Standard can only send ADR mode, but can receive both ADR and Mix/Review modes.** Source-Connect Pro can send both ADR or Mix/review modes. This means that to use RTS with Source-Connect Standard when sending, you must press Play on the RTS panel in Source-Connect. You cannot press play in your host / DAW application.

**Note:** RTS does not work with looped recordings.

## Remote Transport Sync (RTS) and Pro Tools 10/11

ReWire 64-bit is only available with version 3.8 and higher, when using any 64-bit DAW such as Pro Tools 11 and Nuendo 64-bit. For Pro Tools 10, if you have Source-Connect 3.8 you must launch Source-Connect in 32-bit mode. [How to launch Pro Tools in 32-bit](#)

If you are using Windows and a 64bit DAW (such as newer versions of Pro Tools) [see here](#).

# Introduction to Source-Connect 3.9 Standard and QManager: Auto-Restore

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

This section provides a complete overview on using Source-Connect 3.9 with Auto-Restore. With Source-Connect 3.2 and up, a new version of the Q Manager provides easier and faster Restore and Replace operations, plus additional back-up options.

1. Ultra-QuickStart Guide
2. Lifecycle of a recording
3. Launching the Q Manager
4. What is Auto-Restore?
5. Comprehensive Q Manager interface overview
6. Activity: Cancel all
7. Q Menubar options
8. Invalid Q Manager settings and warnings
9. Troubleshooting
10. Common Q Manager issues

The online Q Manager Help guide is also available directly as a link from the Q Manager setup panel and will take you to the comprehensive Q Manager guide online. You can refer to this guide whenever needed for quick help, or feel free to contact support for an overview and demo session.

**If you have any questions on working with the Q Manager and Auto-Restore and AutoReplace [please contact Support](#).**

# Ultra-QuickStart Guide for Q Manager

Written by Source Elements | Last published at: January 18, 2023

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This article is part of the Source-Connect Standard 3.9 User Guide

This section is provided for the most common case uses when your connection partner is using Source-Connect Pro. The Q Manager will not be functional if both sides are using Source-Connect Standard.

1. Launch Source-Connect Standard
2. The Q manager will login automatically.
3. Connect to a Source-Connect Pro user. Check that you have a Q icon on the Send status, next to the blinking Send light.
4. Have your connection partner record a test file – it should show up immediately in their Q Requests. In most cases the file will appear on the status of your connection partner’s Activity panel” ‘Restore not required’, meaning that your connection is stable.

In cases where your connection is not the most stable, or you are recording very long files where the chance of a drop-out is more possible, your connection partner’s status should come back saying Restored, and you’re good to go!

# Lifecycle of a recording

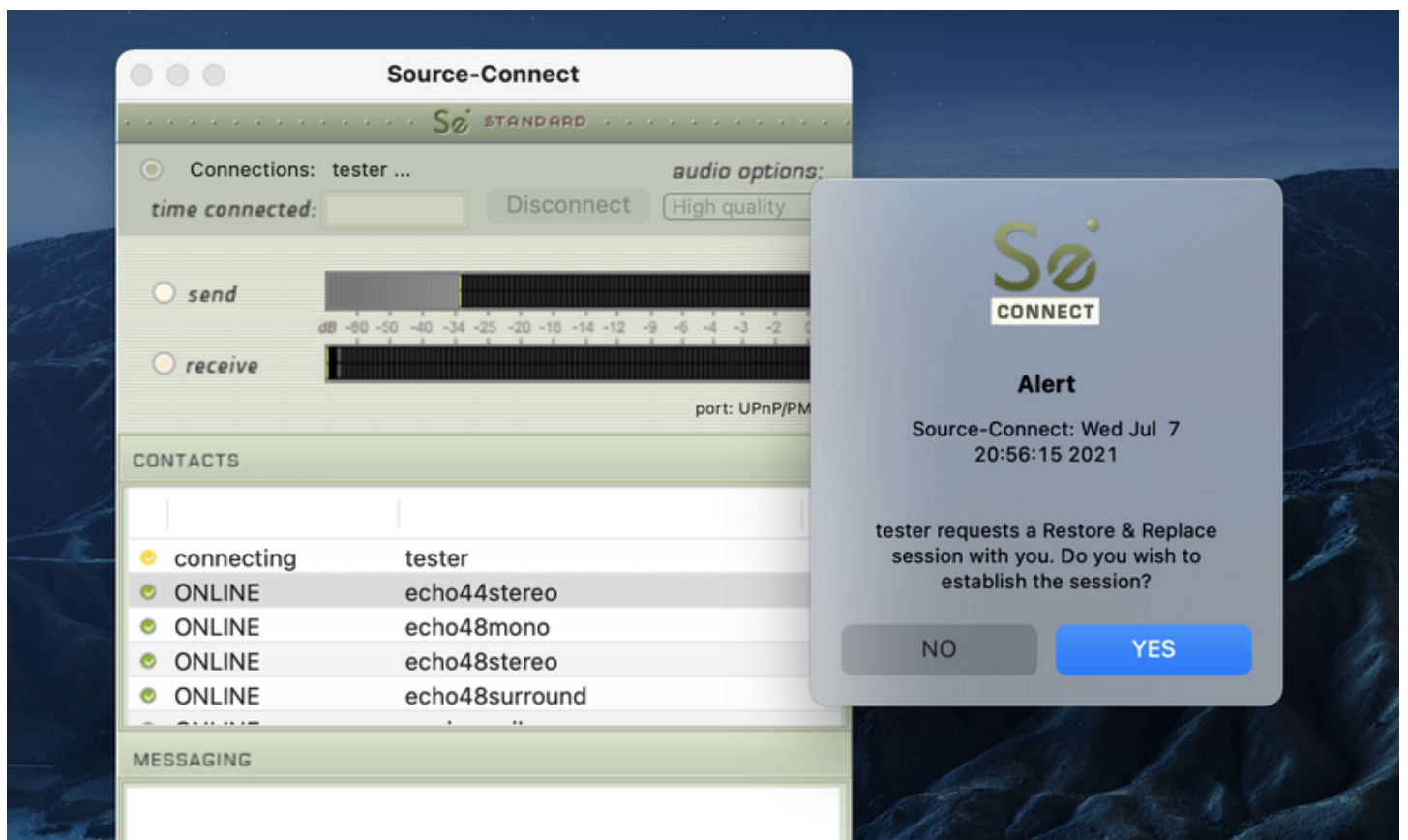
Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

This section is a step-by-step guide to why you would want to use Source-Connect with AutoRestore. It shows how the Q Manager works by describing the 'lifecycle' of a file recorded in Pro Tools and the subsequent restore and final replace process.

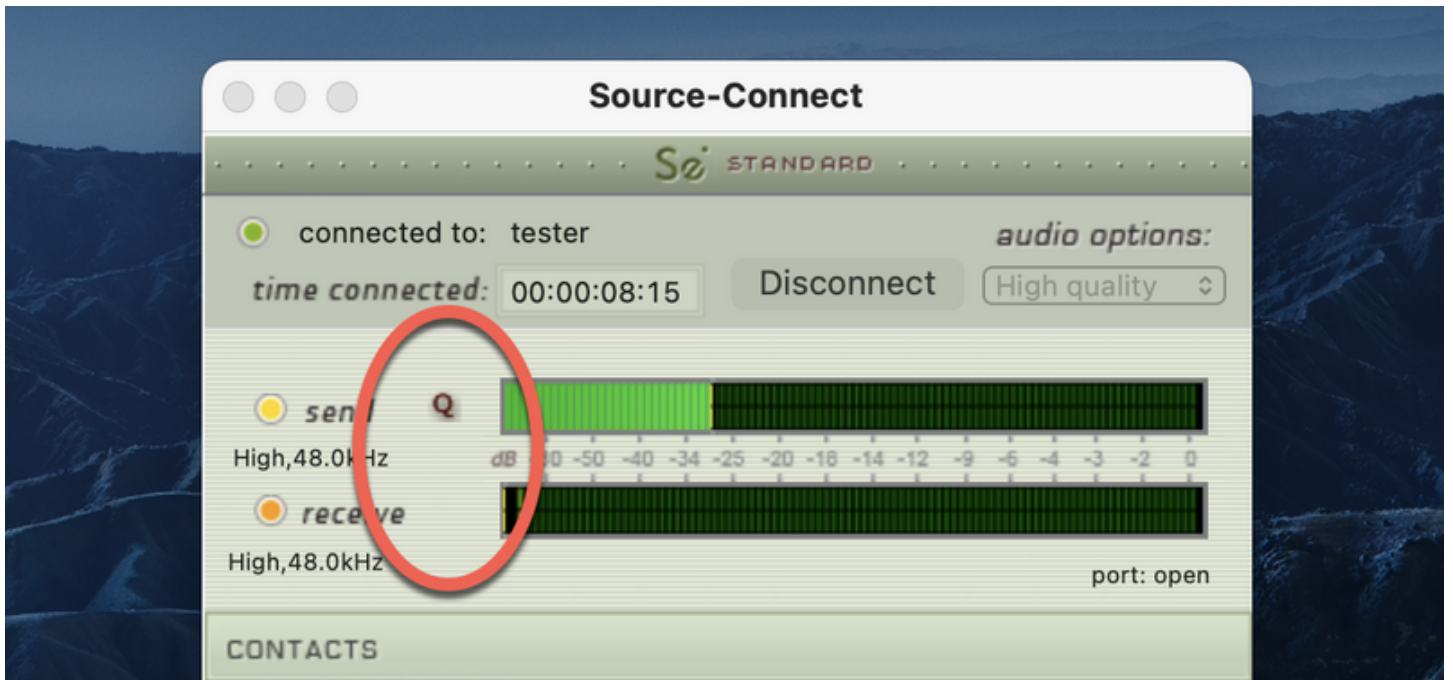
## 1. Request a Source-Connect session

When you request a Source-Connect session with a Source-Connect Pro user, you will be shown a dialog indicating that you are requested to send Restore data.



## 2. Ready to record

Once you accept you have now established a Source-Connect session with Restore enabled. You should now see a Q icon to the left of the Send meter, indicating that you can send Restore data.



### 3. Recording an audio file

In this example we are sending a sine-tone signal via the Signal Generator plug-in to be recorded, and for the purpose of demonstration we are causing a significant number of dropped packets. You can see on the waveform in the timeline when the recording is significantly degraded: this is the audio received by your connection, and the drop-outs are caused by an unstable internet connection.

**What your connection partner sees when recording a drop - out:**



**IMPORTANT:** If your connection partner is not sure on how to record with Restore enabled, please refer them to the Source-Connect Pro documentation or contact Support for a demonstration. It is recommended that all Source-Connect Pro user enable Auto-Restore to ensure perfect recordings, every time.

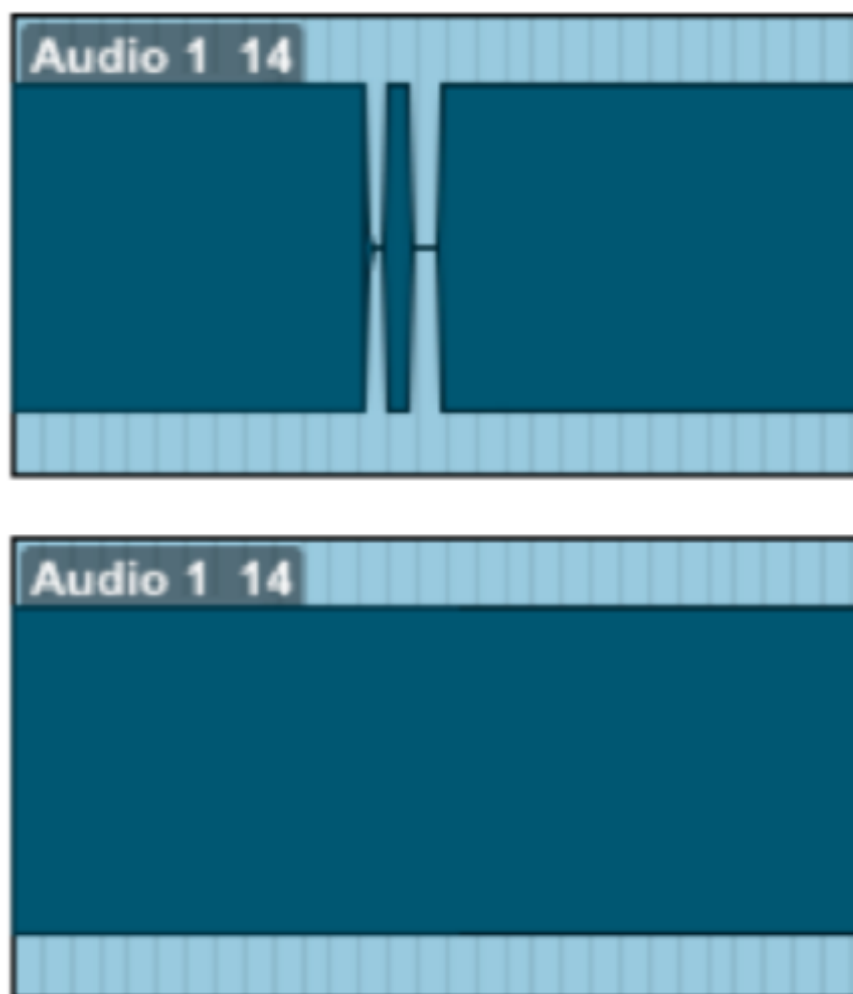
### 4. Restoring the audio file in the background

Once you stop recording the Q Manager on the other side will start the restore process if required. Your connection partner can continue recording multiple files as the restore process does not interrupt your session in any way.

## 5. Taking a look at the restored file

Since we have recorded a sine-tone signal, it is simple to see visually how the restore process works. If your connection partner selects the filename in the Pro Tools bin and chooses 'Recalculate waveform overviews' they can now compare the files before and after the restore process visually:

Before and after the restore process:



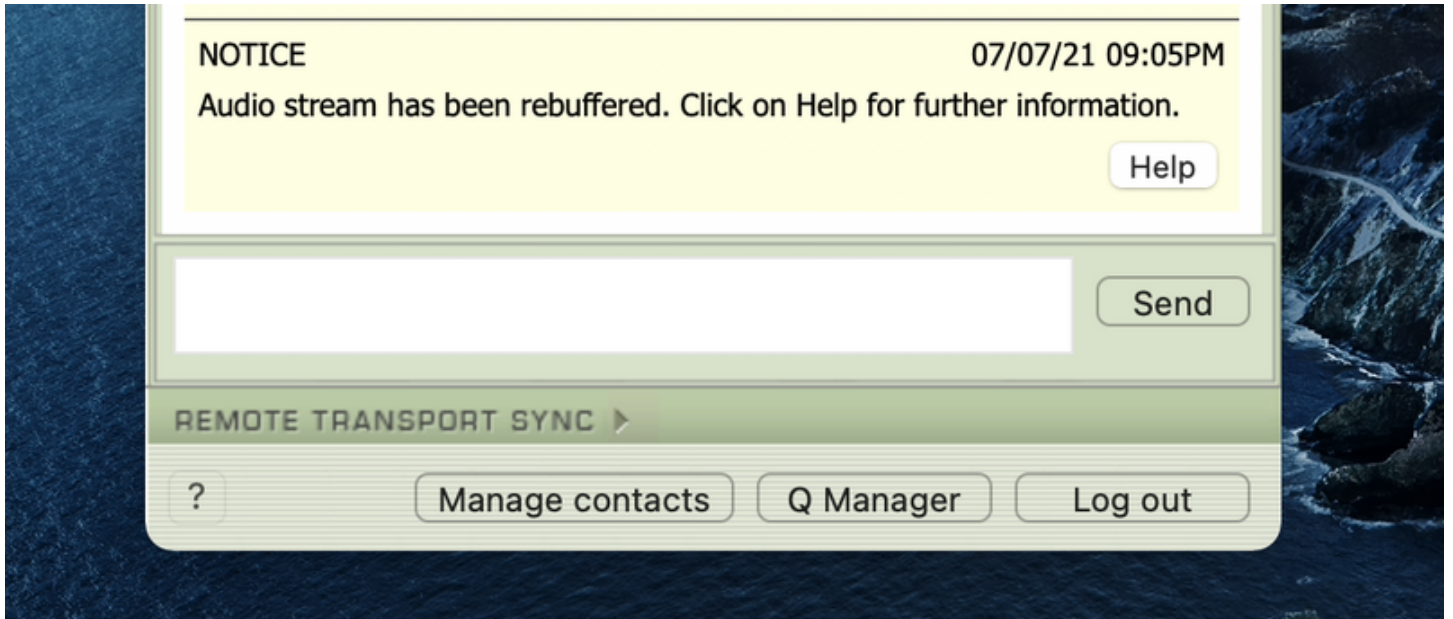
They can now see (and hear on playback) that they have a completely restored audio file with perfect playback.

# Launching Source-Connect and Q Manager

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

When you launch Source-Connect and login, open the Q Manager via the 'Q Manager' button at the very bottom. The Q Manager will open, and automatically login to your Source Elements account. You can then establish a connection with your Source-Connect partner.



# What is Auto-Restore?

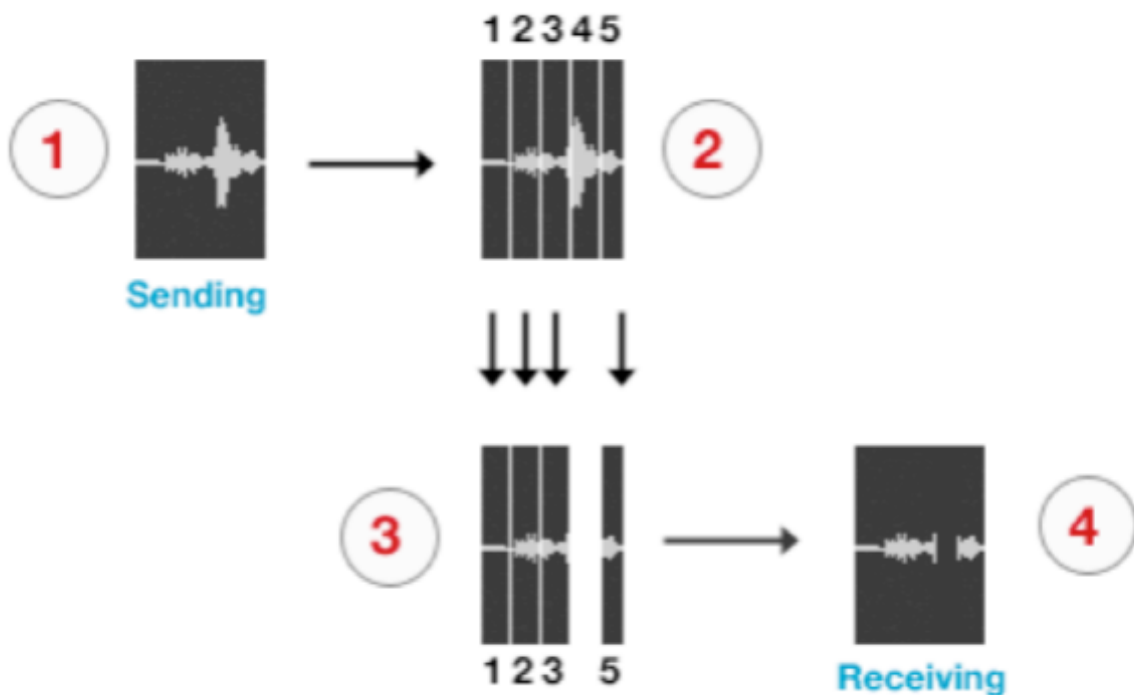
Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

With traditional long-distance recording, whether with Source-Connect, ISDN or any networkbased transmission, the send signal is subject to various issues which may cause dropped packets and therefore 'glitches' in your recorded audio. Previously the only method to ensure a fully complete recording was to ensure your connection partner was also recording locally, so you could transfer this audio after your session and manually replace it in your edit. Source-Connect with Q is the only available automated method to ensure that your recordings are perfect every time, with our Auto-Restore functionality.

## How does it work?

First, an overview of how audio is transferred and recorded over packet-based transmission lines.



1. The audio signal is sent through Source-Connect, and is split into packets.
2. These packets are sent sequentially to your connected partner over the internet.
3. If a network error occurs, a packet may not arrive in time.
4. If this occurs you will hear a minor glitch in the received audio signal.
5. The audio file is scanned when recording completes.
6. If any missing packets are detected they are requested from your connected partner, who has stored them during the connection.
7. Your file is restored and is now available for flawless playback.



Source-Connect has built-in error correction modes to try and resolve these dropped packet issues in real time, however under certain circumstances a packet may not be retrieved in time to recover the signal before it is recorded.

Auto-Restore resolves this problem by working in the background in non-realtime and restoring your recorded audio files.

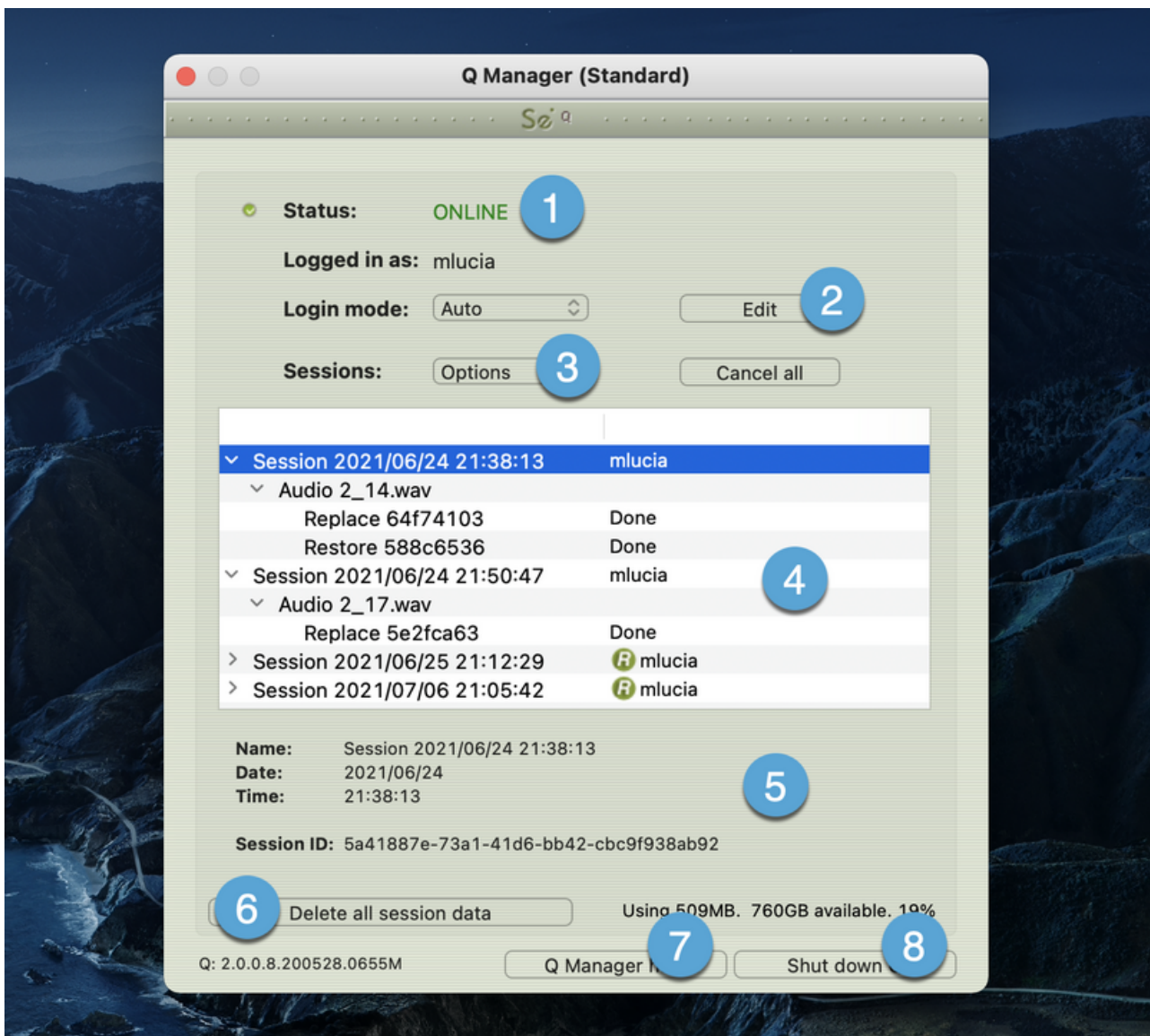
# Comprehensive Q Manager interface overview

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

This section is a complete overview of all available options in the "Settings" menu of the Q Manager and what you can do with each setting.

## Settings panel



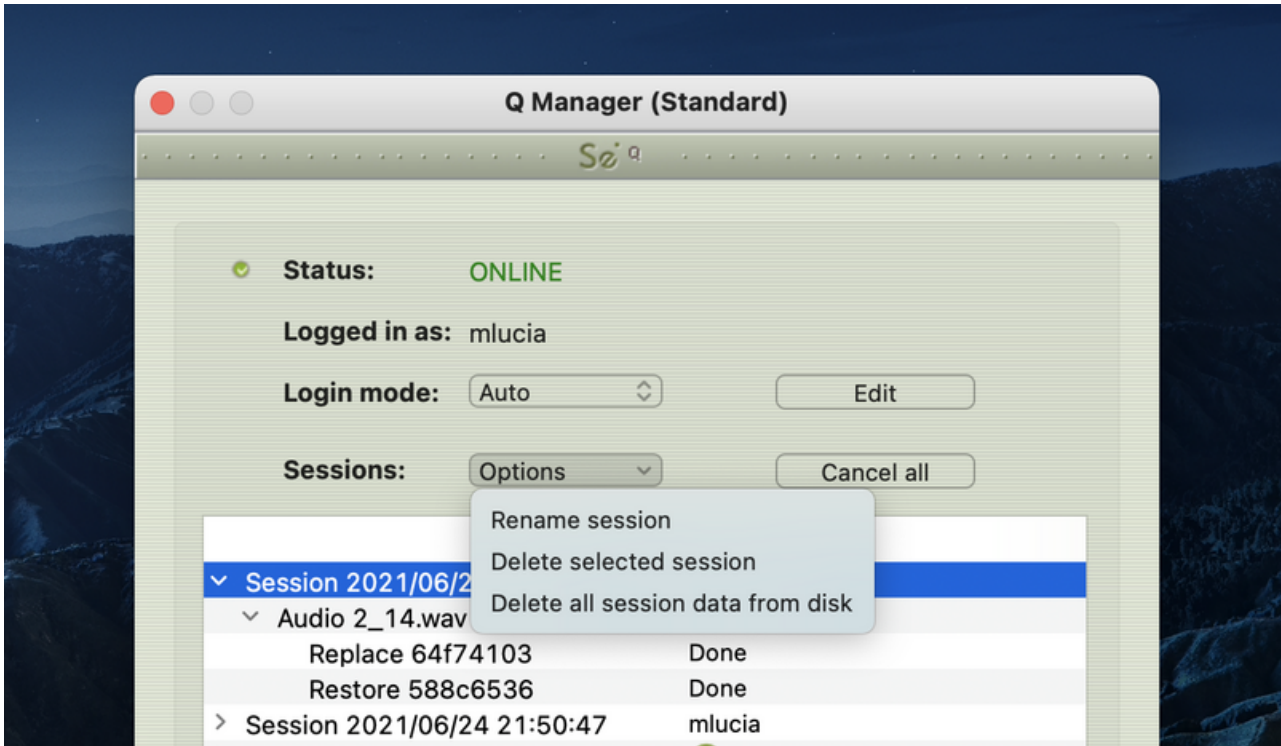
### 1. Login status

Verify that your account is logged in. If you have a login error, check your internet settings or contact support.

## 2. Login mode

In most cases you will leave Login mode on Auto. If your system is used by other users, you may wish to set a Manual login mode so that a single Source Elements account is used for all Q processes. This means that if another Source-Connect user was using your system for a session, previous session data will still be able to be accessed by their connection partners after you have logged in to Source-Connect.

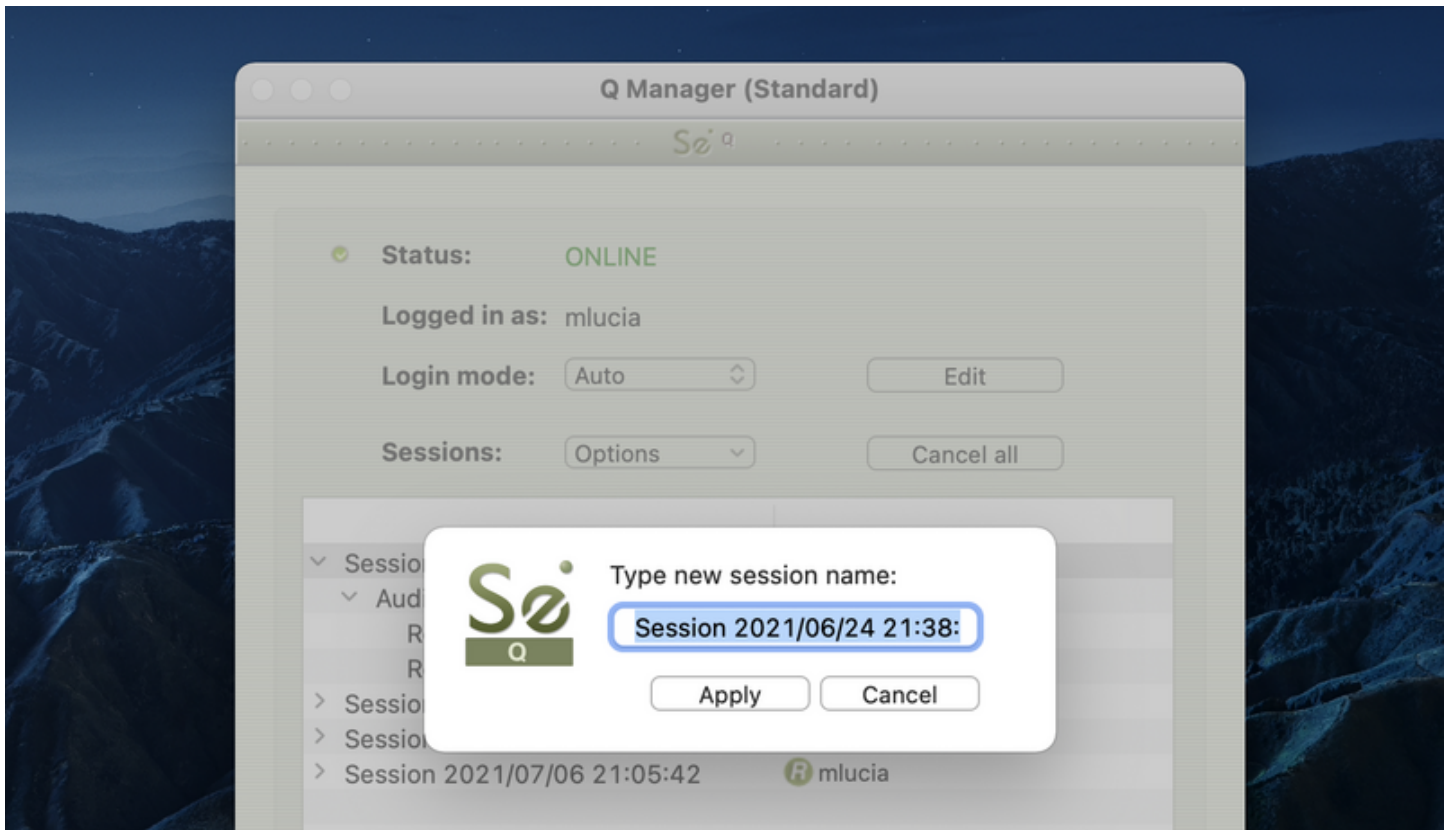
## 3. Options



The options menu applies to the Session and Files that have accumulated as your connection partner on Source-Connect Pro is recording you.

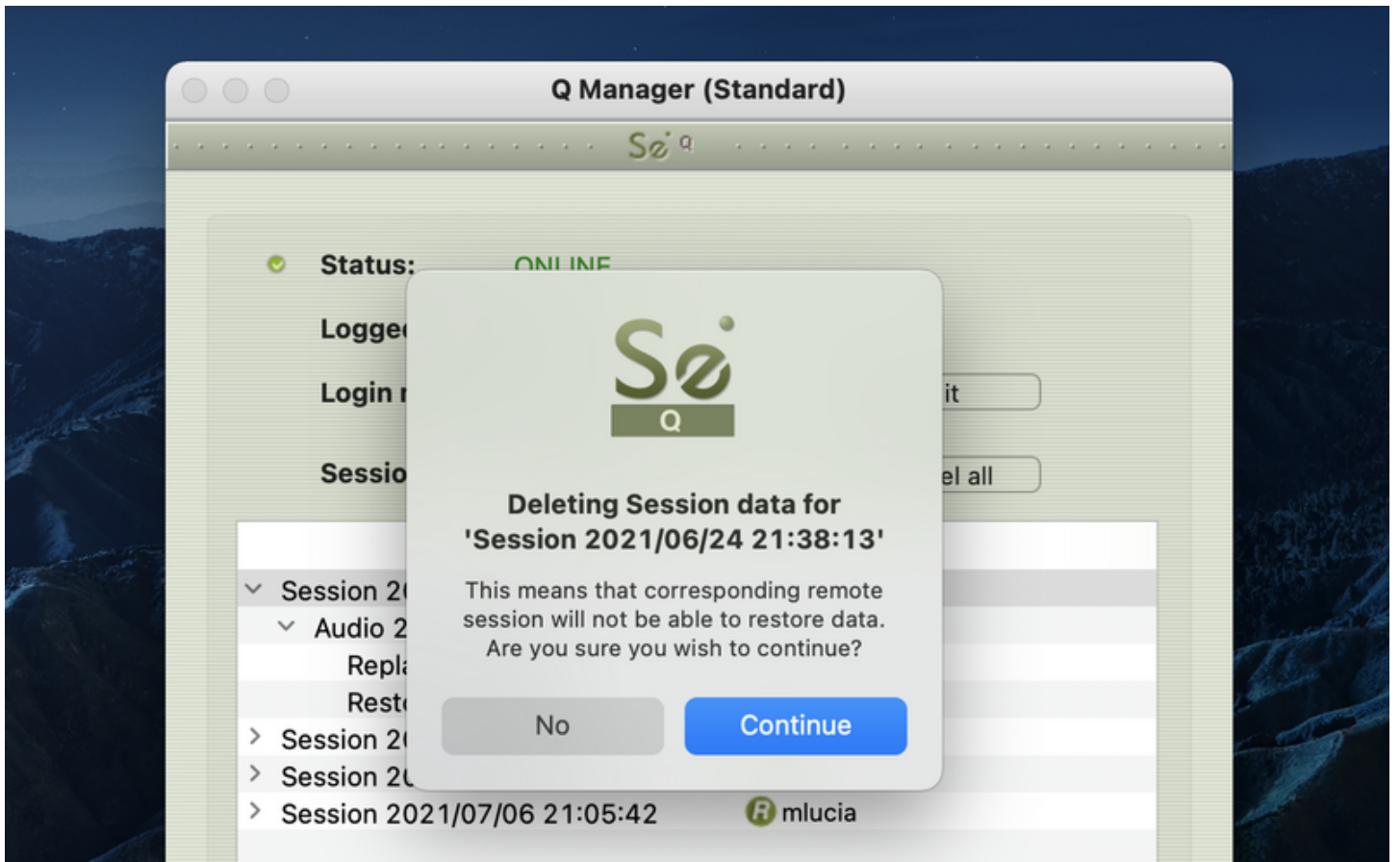
### Rename Session

The default session name is the date and time it was created. Rename it here.



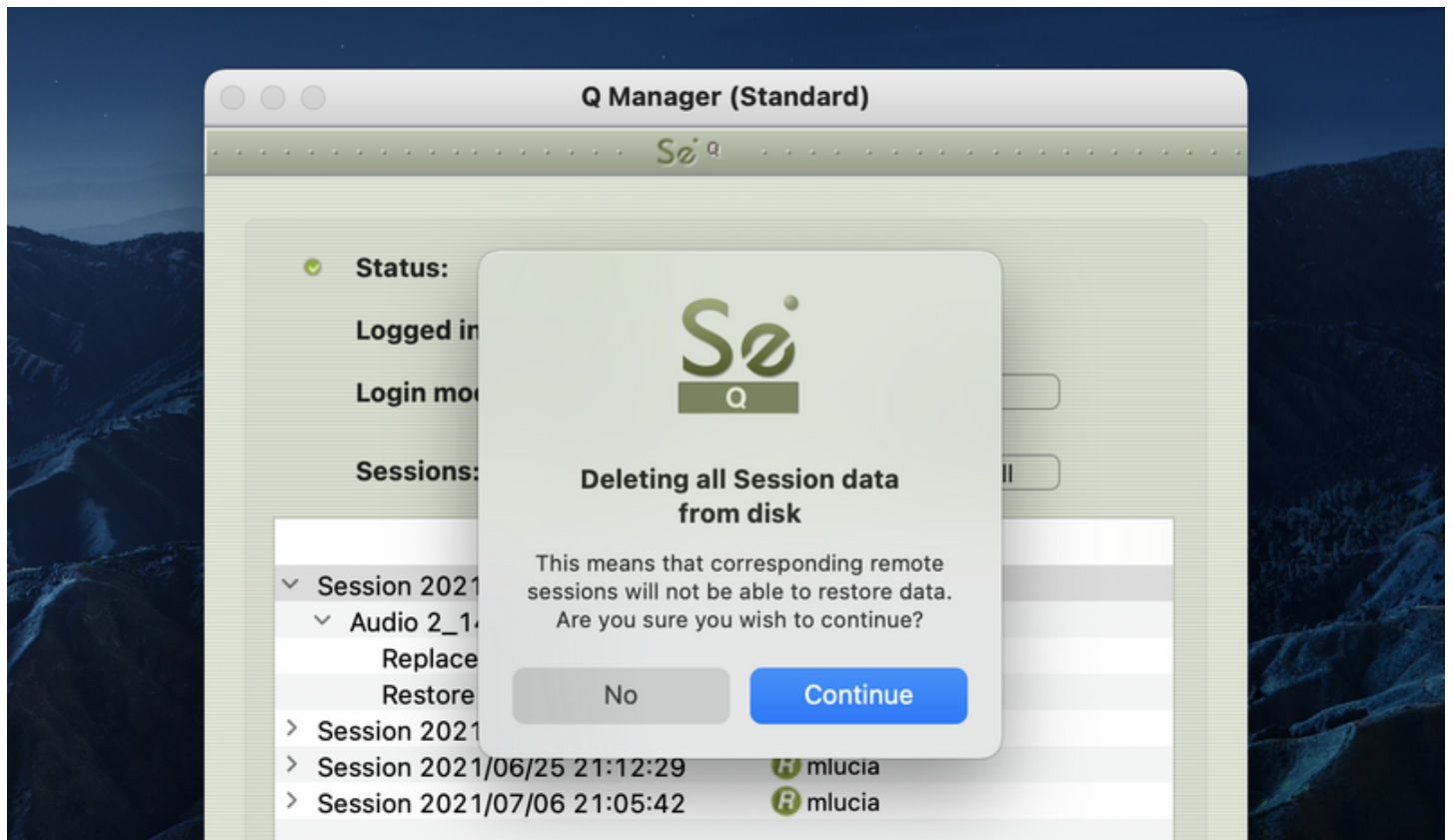
### Delete selected session

This removes the session from the disk – once it has been removed your connection partner can no longer request Restore data for this session. Useful for freeing up disk space if required, without deleting newer sessions.



### Delete all session data from disk

Same as the Delete all Session Data button on the lower section of the panel. This option is not available when you are currently connected with Source-Connect.



## 4. Session and file history

Each time you establish a connection with Source-Connect a new session is created in the Q manager. If Restore data is requested, that session becomes visible so you can verify the status of the request. If any network issues are encountered you will be given an error. For support with any errors encountered please contact support.

Each upload process will show a progress bar and the current status. The currently active session will be displayed in blue lettering, for easy viewing. When the upload is completed successfully the status will be 'Done'.

The current disk usage is displayed to help you know when you may need to allocate additional resources, or delete the session data from disk (see further in this section).

## 5. File and session info

Detailed information about the session, who it was with, time information and length of session. Useful if you are looking for a particular session to get its status.

## 6. Delete all upload session data

Each time that you establish a session where your connection partner has selected Restore and/or Replace, Source-Connect will immediately begin storing all session data in compressed form. This could fill a hard drive: at the rate of 56MB per hour.

The Q Manager helps you keep track of your hard drive availability by letting you know when you have less than 20% available.

You can choose to delete this stored upload data at any time, and once you have deleted this data your connection partner will not be able to request any Restore or Replace processes. Please ensure that your connection partner has received everything they need before you delete this data.

If you choose to delete your session data while connected, your current session will not be deleted. This can be useful if you find you are running out of drive space and cannot reestablish the session.

## 7. Q Manager version and Help

This shows your installed version of the Q Manager. Source Elements periodically releases updates, so if you are having any issues please contact Support with this information.

To get more online help about the Q Manager, click on the Help button to open the specific support site for Source-Connect Standard and the Q Manager.

## 8. Shut down Q

Press this to shut down the Q Manager. You can also Quit via the icon on the Dock, or use the File menu.

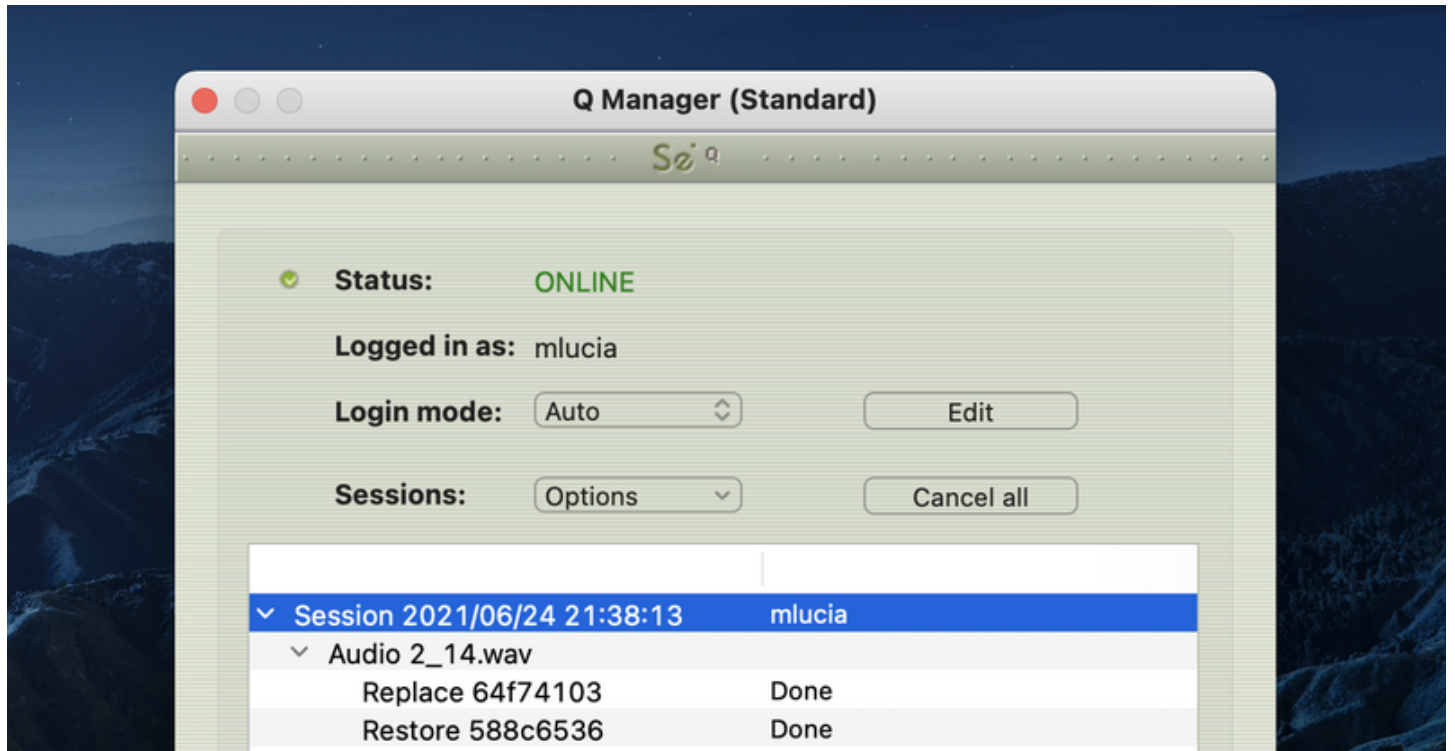
Once the Q Manager is shut down, any requests made to you from your connection partner will not be communicated and they will receive a process error.

# Activity: Cancel all

Written by Source Elements | Last published at: January 18, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

If a transfer is in process and you need to conserve bandwidth or no longer wish for the process to continue, the Cancel All button will pause all transfers currently in process.



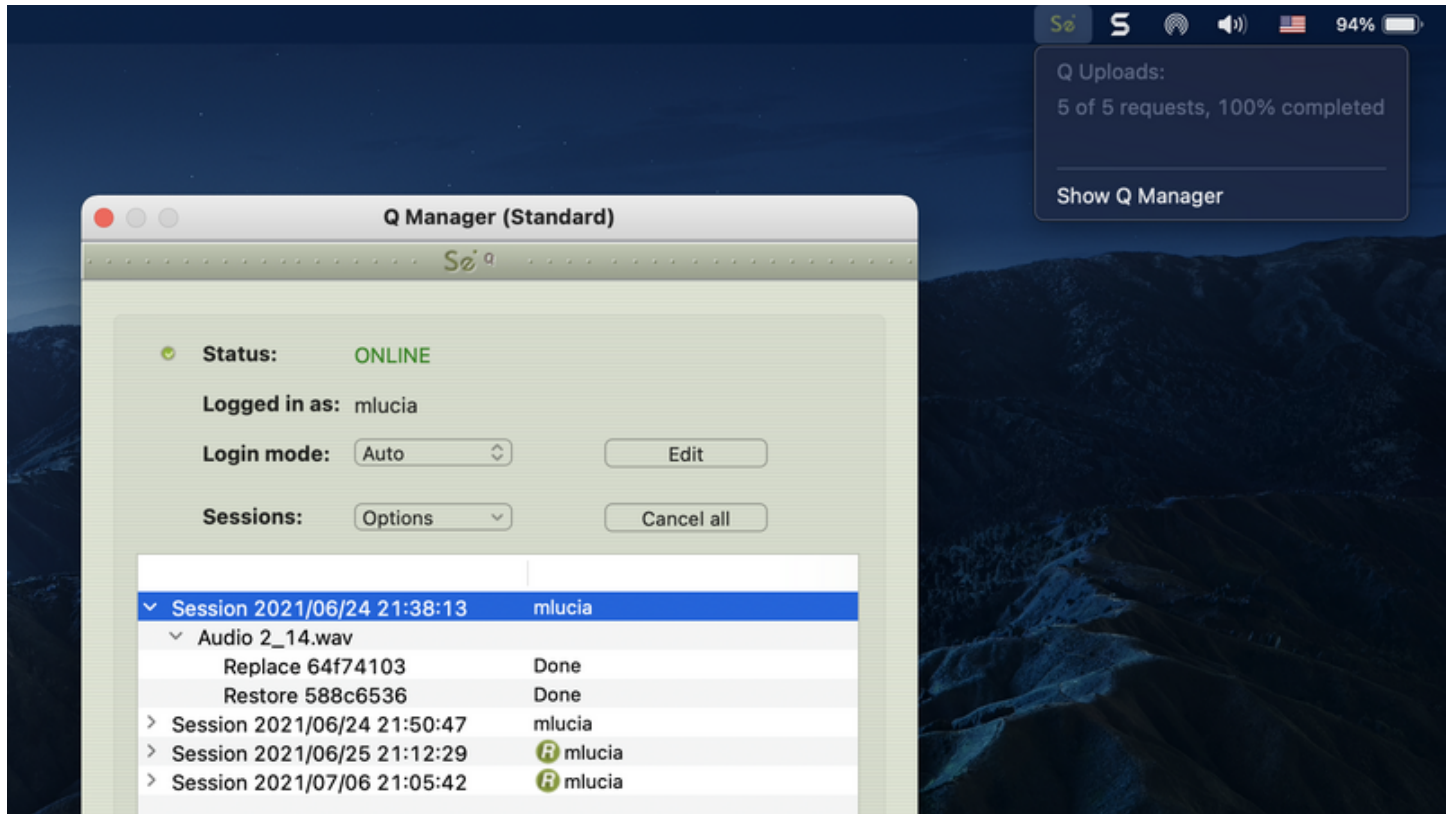
Your connection partner can request to resume any transfers again at any time, however transfers will be reset so any data that has been uploaded or downloaded will begin again.

# Q Menubar options

Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

The Q Manager has several functions available to you via the Menubar and also provides a quick glance at what processes are active.



## Q Uploads processes / status

Requests statistics

## Show Q Manager

Opens the Q Manager window.



# Invalid Q Manager settings and warnings

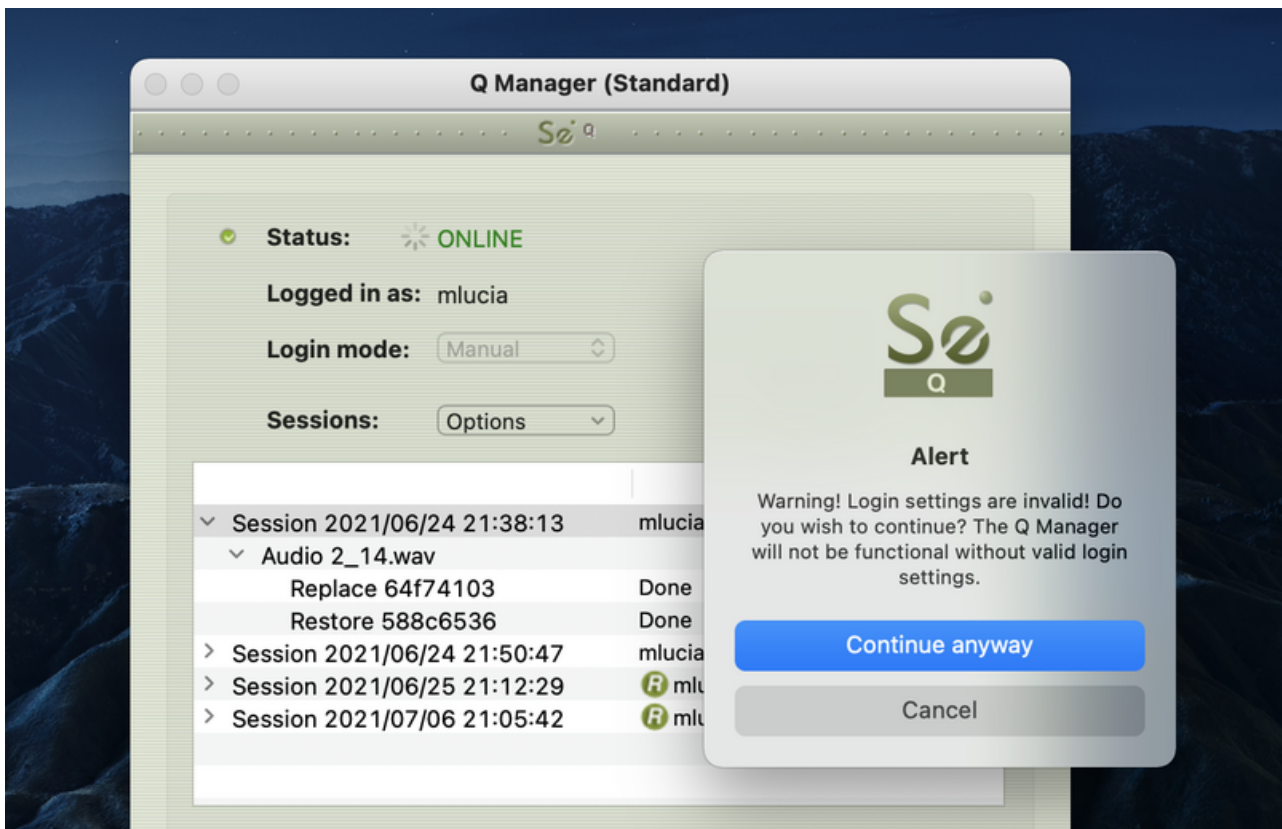
Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

If your Q Manager settings are invalid for some reason, you'll be given a dialog warning. Possible warnings are:

- Invalid username or password
- Duplicate login, possibly on different machines
- Q Manager is unable to connect to the internet Invalid username or password

## Invalid username or password



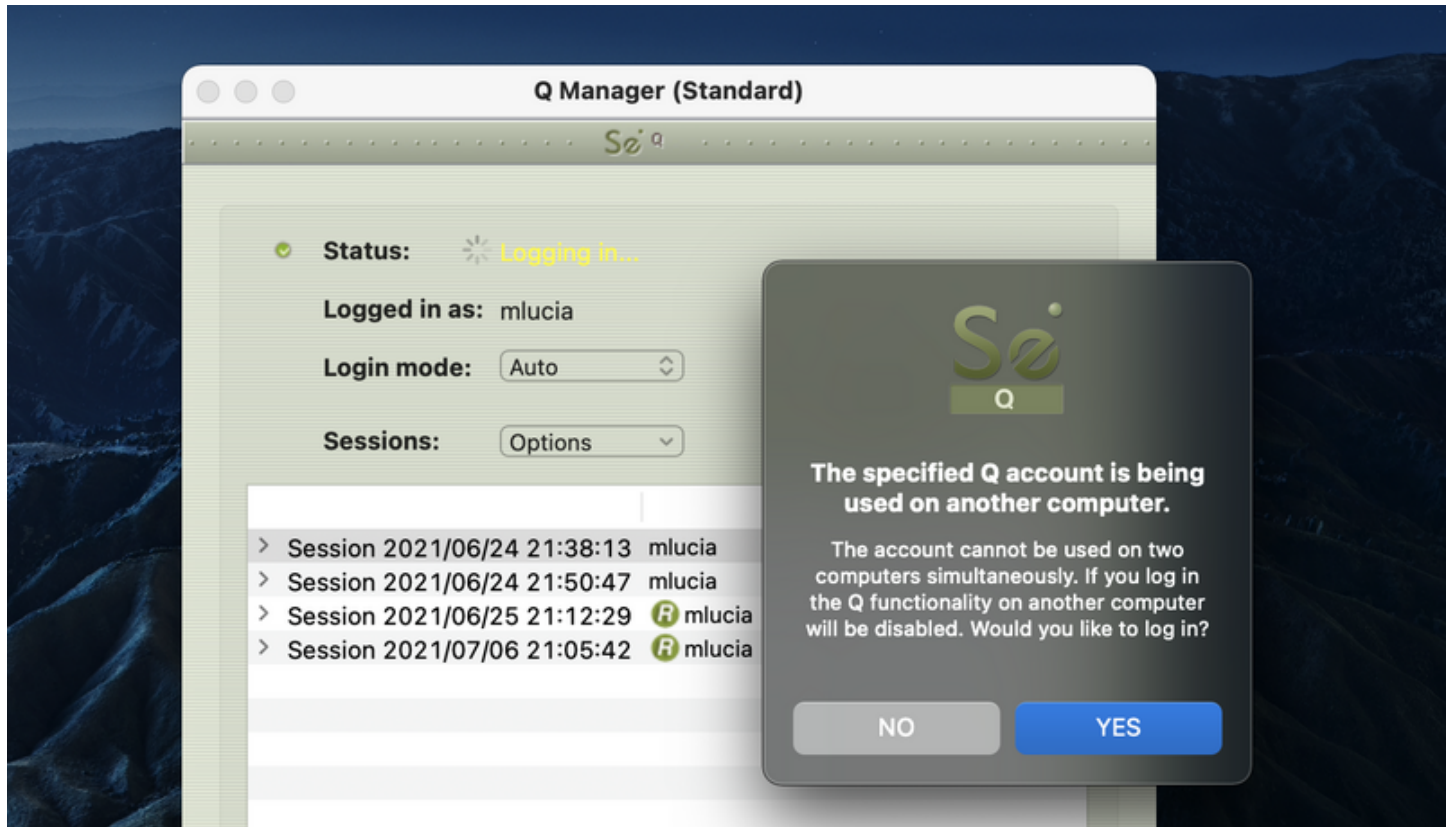
This means that your username and password are incorrectly entered, or your username has not been validated to work with Source-Connect 3.0 and up. If you are sure that your username and password are correct, you can validate your details simply by visiting the Download page on the Source Elements website:

<http://source-elements.com/downloads>

Then click on the Download page for your Source-Connect version. The username and password that you are logging into the website with will now be validated to work with the Q Manager.

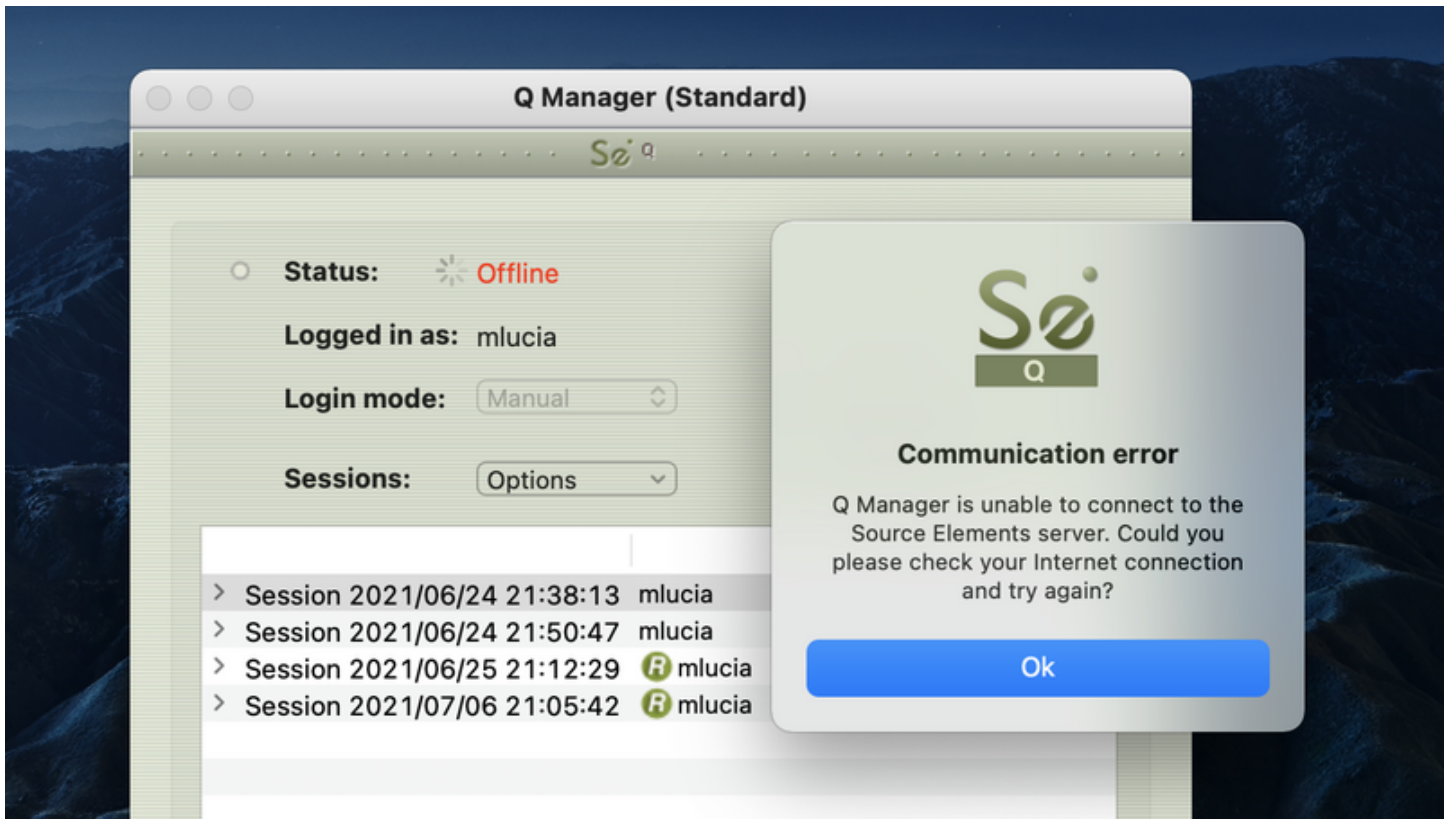
# Duplicate login on different machines

If you see this error, it means that another computer is currently logged in with your username and password. If you choose to continue the other machine will be logged out. It will get this same message, so be aware that if someone else is seeing this you may have an issue of both of you not being able to login. It can also mean that your computer restarted unexpectedly, and the Q Manager did not manually log out, in which case you can ignore this message and continue with your login.



# Q Manager cannot connect to the Internet

If the Q Manager cannot connect to the internet, perhaps due to a firewall settings or other network configuration issues, the status will be Offline. Check that your internet connection is working, and if you have a built-in firewall you will need to allow access to the Q Manager and Q Daemon.



# Troubleshooting Q Manager on Source-Connect Standard 3.9

Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

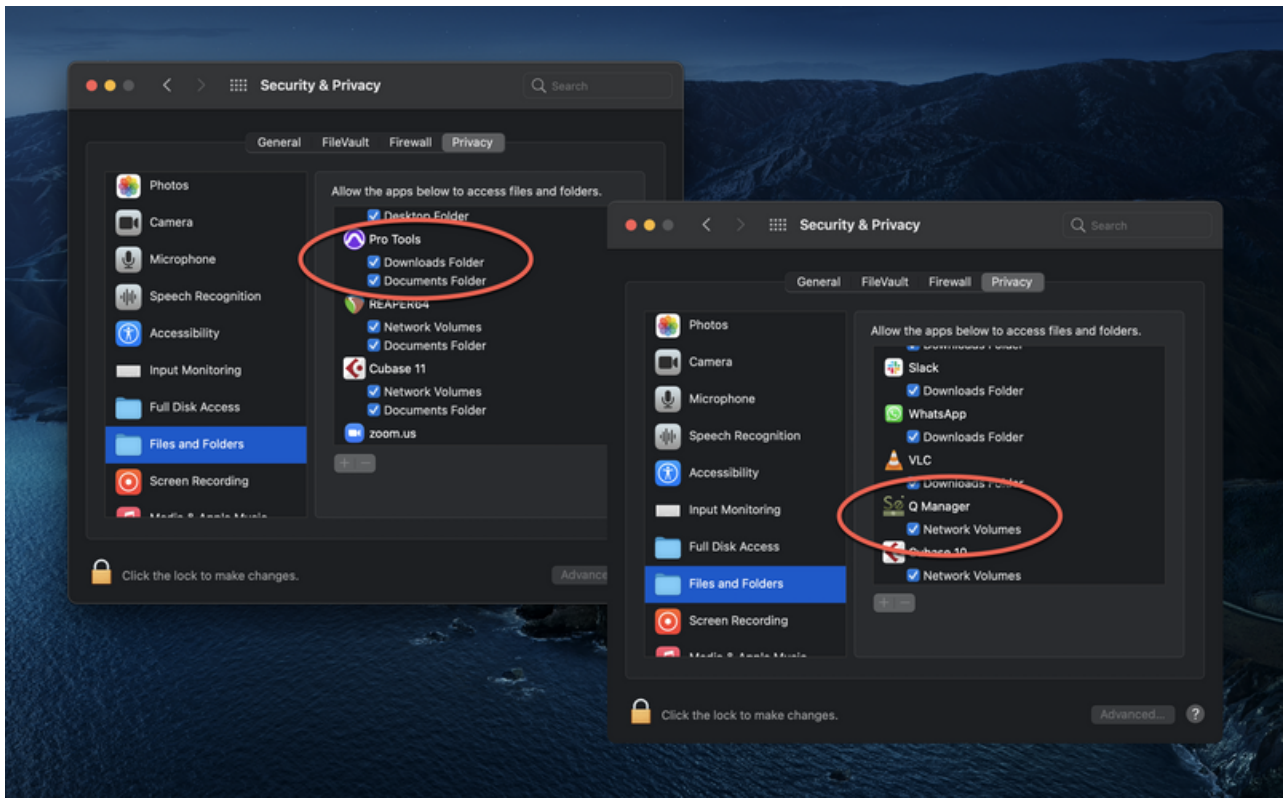
For each file and process there is a status. For successful files the status will be 'Done'. If you see that the status for a file, or files, is 'Failed' it means that either you or your connection partner has invalid settings or a component is not properly installed or configured. There are various reasons as to why a file may fail to replace or restore. Usually the issue is due to incorrect Network settings on your connection partner's end – have them verify their FTP settings or contact Support.

**Q Manager errors are rare, and generally mean that the other side is offline, or has moved or deleted the Q data. Contact support with any specific questions, we will be able to provide detailed information on a case-by-case basis.**

## Network Volume Permissions

If files are not showing up on Q Manager after recording a session on your DAW (for example, Pro Tools, Logic Pro or Cubase/Nuendo), it might be related to any of the applications not having access to the music files from your recording. In order to attempt to solve this, check the following:

1. Open the Security & Privacy menu.
2. Go to "Privacy".
3. Scroll down to "Files and Folders".
4. Make sure that **both** Q Manager and your DAW have access to "Network Volumes".



# Common QManager issues

Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

[A comprehensive guide is available online.](#)

The following are common reasons why Auto-Restore may fail.

1. **Check that Q is enabled.** You should have a Q icon to the left of your Source-Connect receiving meter if you are the recording end, and on the Sending meter if you are the sending end. Verify that the Restore and/or Replace checkboxes are checked in the Source-Connect Pro Settings panel before establishing a connection.
2. **It is important that your connection partner using Source-Connect Pro properly understands how to use the Auto-Restore feature with their recording host.**
3. **Q Manager should be launched:** make sure you can view the Q Manager via the MenuBar icon and see the Q Manager window when the Q Manager is the front-most facing application.
4. **Files should be recorded while Source-Connect session was established.** Files recorded when Source-Connect is not established will not appear for processing in your connection partner's Q Manager.
5. **Sample-rate converting is not supported.** Verify your connection is not sample-rate converting.
6. **Post-processed audio files will not be restore or replace compatible.** It is strongly recommended that you avoid post-processing any files recorded by SourceConnect until you have fully restored or replaced the files you need. This also means not modifying the level of the track with the Link plugin whose output is routed to your record track.

# What's Source-Connect Link?

Written by Source Elements | Last published at: June 13, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Source-Connect Link provides a direct, internal connection via AAX, Audio Units and VST plugins to and from the Source-Connect application directly to your supported DAW of choice , such as Pro Tools, Logic or Nuendo.

Source-Link is a quick, easy way to use Source-Connect, Remote Transport Sync, and the Q Manager with your DAW when you don't have the external equipment and/or a big enough audio interface to use Source-Connect with its own audio device.

This affords you to use the full features and stability of the Standalone application while taking advantage of the flexibility and recording/mixing features of your DAW without needing additional cables or audio interfaces.

**Note: the Source-Connect Link plug-in is for two channels max. [Source-Nexus I/O](#) is required for more than two channels.**

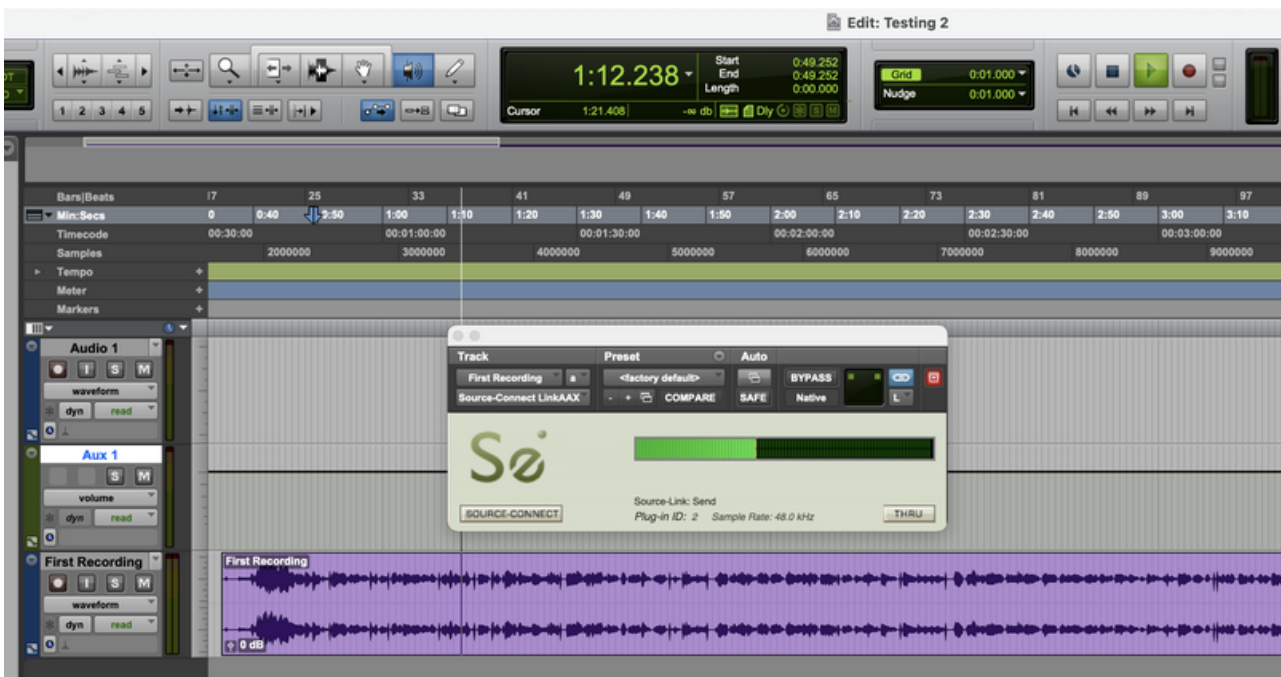
# Quick-Start: Using Source-Connect Link

Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

A quick-start guide to start using Source-Connect Link follows:

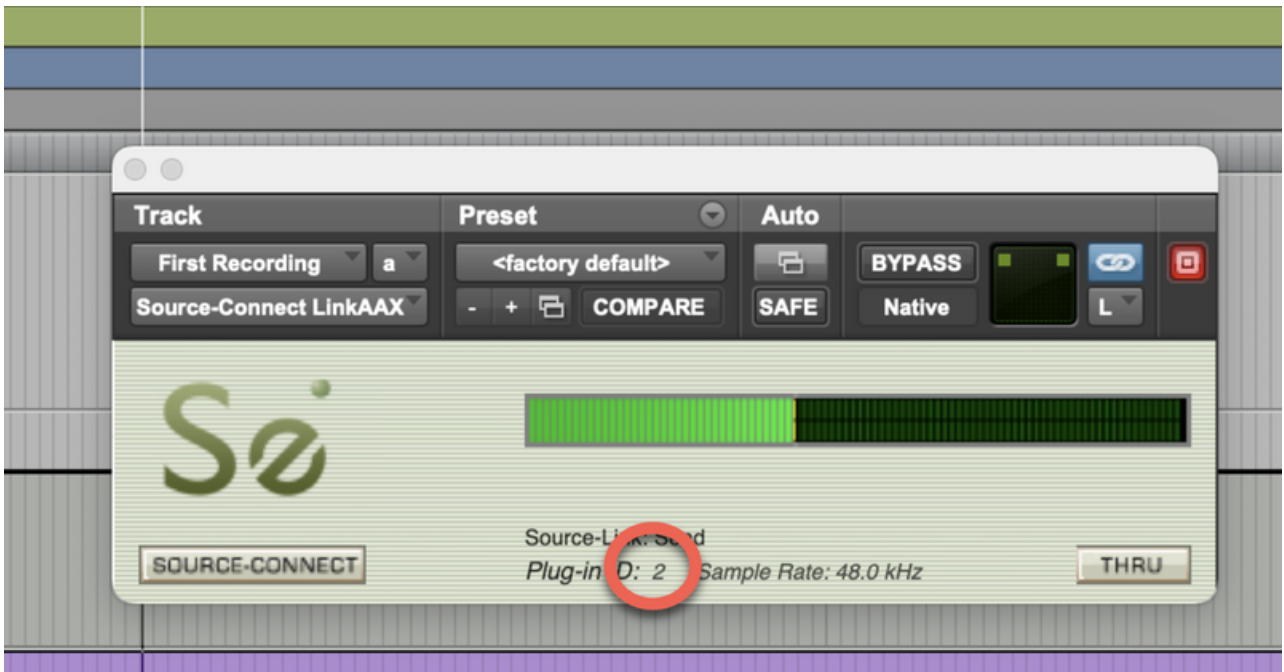
## 1. Insert “Source-Connect Link” into your DAW on an Aux track.



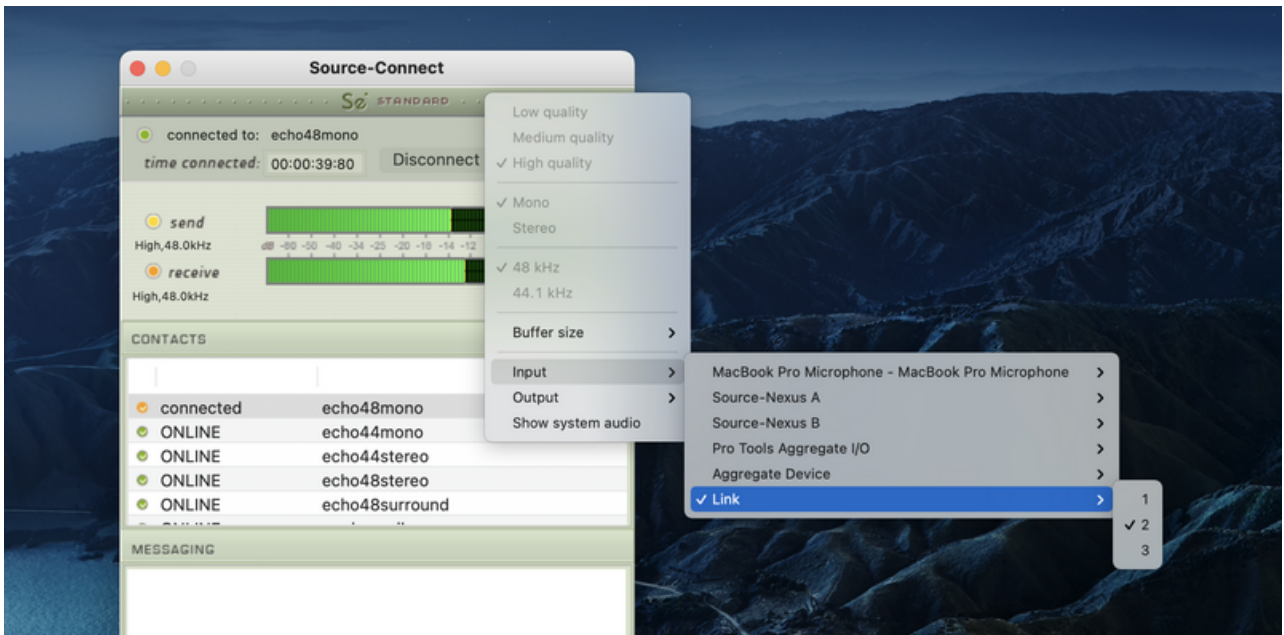
In Pro Tools, for example, this plugin is under the ‘Other’ menu, or ‘Source Elements’ for HD.

## 2. Note the plugin ID that shows up in the plugin window.





3. Select this ID in your Audio Options -> Link menu.



To determine where in your Audio I/O, see the example scenarios presented in the following chapter.

# Example use cases for Source-Connect Link

Written by Source Elements | Last published at: August 04, 2023

This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guides

There are four common use cases for using the Link plugin:

## 1. Record

You want to record your connection partner from Source-Connect into your DAW: Place the link plug-in in your DAW so it is the last item in the path prior to your record track. Then select Link as your output in the Audio I/O Settings in Source-Connect. For talk back use any direct audio input of your choice for the into Source-Connect

## 2. Send a mix

You want to send a live audio mix from your DAW to your Source-Connect partner: In your DAW create a duplicate channel that has your main mix for as its input, Route your talk back through your DAW and into this channel. Then place the link plug-in on this channel. Select Link as your input in the Audio I/O Settings in Source-Connect. Select a direct audio output of your choice so you can hear your connection partner.

## 3. Send a processed microphone signal

You want to use plugins or processing built-in to your DAW before sending your microphone signal to Source-Connect: Place the link plug-in in your DAW so it is the last item in the path, after any plugins or processing you need to do. Then select Link as your input in the Audio I/O Settings in Source-Connect. To hear your connection partner, in Source-Connect use any direct audio output of your choice in Source-Connect

## 4. Send and receive through your DAW

In certain cases you may wish to use Link for both sending and receiving to your DAW. This may be the case where record and monitoring is being switched several times during the session, or in a large session where the engineer may want all their I/O integrated in one mixer. To set up link in this way there are two basic options.

- One link plugin for Input and Output. In this mode Select the same link ID in Source-Connect for input and output. In your DAW place Source-Connect in the same routing configuration as you would have with Source-Connect 3.9 AAX/VST/AU.

- One link plugin for Input and one link for Output. Some DAWs do not allow the routing flexibility for the convenience of an integrated send/receive plug-in. In the case where separate link plugins are required, you should combine the routing for methods 1 and 2.

**Please note:** when using Link for both send and receive additional latency can cause an extra delay of up to 150ms depending on your DAW settings. Use digital audio I/O where possible.

# Pro Tools HD

Written by Source Elements | Last published at: January 19, 2023

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This article is part of the Source-Connect Standard 3.9 User Guide

Older Pro Tools HD with simple RTAS and no AAX support do not support the use of the Source-Connect Link plug-in for reliable performance. Pro Tools HD users should use the proper external digital I/O setup with Source-Connect. While the Source-Connect Link plug-in will work in Pro Tools HD, because of various issues with the RTAS engine in Pro Tools HD, certain intermittent performance situations can arise. You can find more information [on this article](#).

# Remote Transport Sync

Written by Source Elements | Last published at: August 04, 2023

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This article is part of the Source-Connect Standard 3.9 User Guide

## Sync to Picture, ADR and for overdubbing

You can use Source-Connect Link in any of the scenarios mentioned in page 82. Then initiate the SeRewire device in your DAW's rewire feature set. Please refer to your DAWs Rewire instructions as well as page 56 -Remote Transport Sync (RTS)- for further information.

# Supported DAWs / Audio Hosts and the Source-Connect Link plugin

Written by Source Elements | Last published at: August 04, 2023

This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guides

This is not a comprehensive list, please [contact us](#) if your DAW is not listed here.

- Pro Tools
- Logic
- Nuendo
- Cubase
- Reaper
- Digital Performer
- Ableton Live
- Studio One

Sample sessions to help you get started with Link on page 88.

## Send-only DAWs

The following DAWs only send audio OUT via Source-Connect Link; they are not able to receive the audio from the remote party to record them:

- GarageBand (not recommended as will pin your session at 44.1khz, when most connect at 48khz as the current standard)
- Adobe Audition

## Unsupported hosts (will not work with the LINK plugin)

These hosts have been found to not work with Source-Connect Link plugin due to the way that they are configured to use plugins or due to incompatibilities. Note these are NOT DAWs - they are audio editing programs and therefore do not run plugins real-time. These can only be used to record on VO side for backups (on MAC) and without the use of the link plugin. On Windows, whether or not you can record with these while using Source-Connect will depend on the audio interface and if a true multi-client ASIO driver has been provided by the interface manufacturer. Windows will not share most plug and play audio drivers that install automatically when you plug the interface in.

- Twisted Wave
- Bias Peak
- Tracktion

- Audacity
- FL Studio

## How to set up Source-Connect Link and Reaper for recording

The following articles include instructions on how to set up Reaper and Source-Connect Link:

- [Using Source-Connect and Reaper for recording on Mac for Studios](#)
- [Using Source-Connect and Reaper as a backup recording on Mac for Voice-Over Talents](#)
- [Using Source-Connect and Reaper as a backup recording on Windows for Voice-Over Talents](#)
- [Using Source-Connect and Reaper to record on Windows for Studios](#)

# Sample Sessions with Source-Connect Link

Written by Source Elements | Last published at: August 04, 2023

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Sample sessions and tutorials for these platforms are available below, just click to download.

Contact us if you would like to check out other supported platforms while we are working on these for you.

- [Adobe Audition v2022](#)
- [Ableton v11](#)
- [Cubase v11](#)
- [Digital Performer v10](#)
- [Garageband v10](#)
- [Logic Pro v10](#)
- [Nuendo v10](#)
- [ProTools v2020](#)
- [Reaper v6](#)
- [Studio One v5](#)
- [Supported VST Hosts Tutorials](#)
- [Supported Audio Units Hosts Tutorials](#)



# Troubleshooting Source-Connect Link

Written by Source Elements | Last published at: August 04, 2023

This article is part of the Source-Connect Standard and Source-Connect Pro/Pro X 3.9 User Guide

The main issue with Source-Connect Link may be additional latency. To mitigate latency between Source-Connect and your DAW try setting your plugin buffers and DAW host processing buffers to the lowest possible setting.

For example in Pro Tools open Playback Engine settings and lower the Host Processing buffer to 256 or lower. Source-Connect Link is a slim-line plugin and should not incur much additional CPU usage.

Another issue may be that you are not receiving audio from Source-Connect to Link on Mac OSX. To resolve this make sure that Source-Connect and your DAW launch with the same sample-rate; you may also delete the Audio Midi preferences and restart your computer.

## Inserting Source-Connect AAX Link on a Pro Tools track crashes Pro Tools

If Pro Tools is crashing when inserting the Source-Connect AAX Link plugin into an aux channel, and you have followed the steps above to no avail, make sure there are no Mac security or OS updates pending. If there, please install the updates and try again.

## Feedback on Pro Tools with Apogee + Maestro and Source-Connect Link in macOS Mojave

When using an Apogee interface (such as the Apogee Duet and the Apogee Quartet USB) together with Maestro, with Source-Connect Link and Pro Tools, there might be feedback when turning the volume knob on while recording. This is a known issue on Mojave acknowledged by the Apogee support team. To resolve it, try to uninstall the Maestro and install the Apogee Control software.

# Source-Connect Standard 3.9 - Known Issues

Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

## CPU speed / RAM configurations

Source-Connect performs best on a minimum of a 1ghz G4 with at least 1GB RAM. If your computer is configured lower than this, you may experience difficulty while reading and writing to disk, and your Pro Tools or VST host may tell you that you have insufficient resources. Because USB devices (for example, if you are using an Mbox for your audio I/O) also require additional resources we recommend running Source-Connect on newer machines.

It is not recommended that you connect your audio devices via a USB hub unless the hub is self-powered.

## Eero routers will cause Source-Connect to crash when ports are not forwarded

Due to a UPnP bug, any Source-Connect installations lower than 3.9.1 will crash. To avoid any issues, install the latest 3.9.1 Mac OSX version available in the Downloads page.

## Network bandwidth

The most common cause of difficulty is insufficient network resources. Assuming your network has sufficient bandwidth the issue may be due to internal congestion, for example an FTP server is running or other people are heavily using the network. A common fix for this is to install a dedicated DSL line, or apply QoS ('Quality of Service') settings on the router.

For further details and tools see the [Support section](#) online or [contact Support](#).

## Source-Connect 3.9 takes over Cmd + Shift + P shortcut

When Source-Connect 3.9 is running, it takes over the Cmd + Shift + P shortcut and overrides any other running applications. If the combination is selected, it will display a round-trip latency calculator window. If you are using the shortcut in any other applications, you will need to update them and select different shortcuts.

# Source-Connect 3.9 Standard - Integrated debugging with Support

Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Standard 3.9 User Guide

Source-Connect 3.9 comes with an integrated debugging method to send connection and audio device information to our support team. To send a debug session, click on the Help menu and choose 'Start debug session'. Once the issue has been reproduced, click on 'Stop debug session' and your support advisor will work with you to resolve issues with more detailed information.

# Source-Connect 3.9 - Reporting Issues

Written by Source Elements | Last published at: January 19, 2023

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This article is part of the Source-Connect Standard 3.9 User Guide

To report an issue, please provide the following information:

- Source-Connect build number (available from the About box)
- System configuration (Operating system, computer hardware)
- DAW version and hardware e.g. Pro Tools HD 8.0.1, Digi192
- Network configuration i.e. LAN, DSL, wireless etc
- Source-Connect settings: username, settings
- Bandwidth report, for example from <http://speedtest.net>
- Description of what action(s) you were taking when the issue occurred, for example who you were connected to and what the settings were Technical Support is available via email, telephone and directly over Source-Connect.