

Source-Connect Pro and Pro X 3.9 for Mac **User guide**

S●URCE
ELEMENTS

Introduction to Source-Connect 3.9 Pro

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

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

Source-Connect Pro 3.9 is a standalone application for Mac OSX 10.7 – 10.11 that supports high-quality recording and monitoring of audio signals over the internet and allows for input and output directly into your DAW of 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 communications, Source-Connect uses a state-of-the-art AAC codec developed by Fraunhofer IIS. Source-Connect Pro 3.9 no longer includes the Apt-X Extended algorithm from APT.



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 Pro 3.9?

Source-Connect Pro 3.9 supports “Source-Stream”, a method for bypassing firewall restrictions. This means you can travel and use Source-Connect almost anywhere you can get broadband internet (some firewall restrictions may still apply, [contact our Support team](#) for details).

Source-Connect Pro 3.9 is a fully standalone application and features Source-Connect Link, a set of AAX, Audio Units and VST plugins that directly send audio to many supported hosts.

Since version 3.7.0, Source-Connect Link supports 32-bit AAX sessions and 64-bit Audio Units.

Source-Connect Pro now also allows you to connect using your audio settings at the higher sample rates of 88.2 kHz, 96 kHz, 176.4 kHz and 192 kHz. This functionality works with both Source-Link and built-in audio.



For documentation specific to using Source-Connect Link see page 142 (Source-Connect Link and Source-Connect 3.9 Pro).

For a general overview of the Source-Connect versions and features see: [Source-Connect Versions: Downloads and Pricing](#)

Source-Connect 3.9 includes integrated debugging features, to help you work with our Support team. See the Troubleshooting section for more information.

Source-Connect 3.9 Pro - System Requirements

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

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

Supported Host Versions and Hardware

Support for Mac OSX from OSX version 10.8 and up.

Source-Connect Pro supports most core-audio and ASIO drivers as of the writing of this manual.

Source-Connect requires an audio driver to launch. If your computer does not have one, you can install the free Source-Nexus I/O driver from [here](#).

Clock issues with certain digital audio connections

The Mac Pro computers known as 'Nehalem' and 'Westmere' do not always support correctly locking to an external clock source. This can be problematic when connecting via an optical/digital method to external hardware such as the Digi192. [Please contact Support for other options](#).

Source-Connect supported sample-rates

Source-Connect currently supports 44.1 kHz, 48 kHz, 88 kHz, 96 kHz, 176.4 kHz and 192 kHz.

Source-Connect supported bit-rates

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

Compatibility

Source-Connect 3.9 is compatible to connect with all 3.0 versions and up, except for some Remote Transport Sync, Q Manager and codec limitations. Source-Stream requires that both sides of the connection are on Source-Connect 3.9 and have Source-Stream enabled.

[Contact Support](#) if you have connection questions.

Source-Connect 3.9 Pro - Network Configuration

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

This article is part of the Source-Connect Pro and Pro X 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** 10mbps kbps 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). 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 Pro

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

This article is part of the Source-Connect Pro and Pro X 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

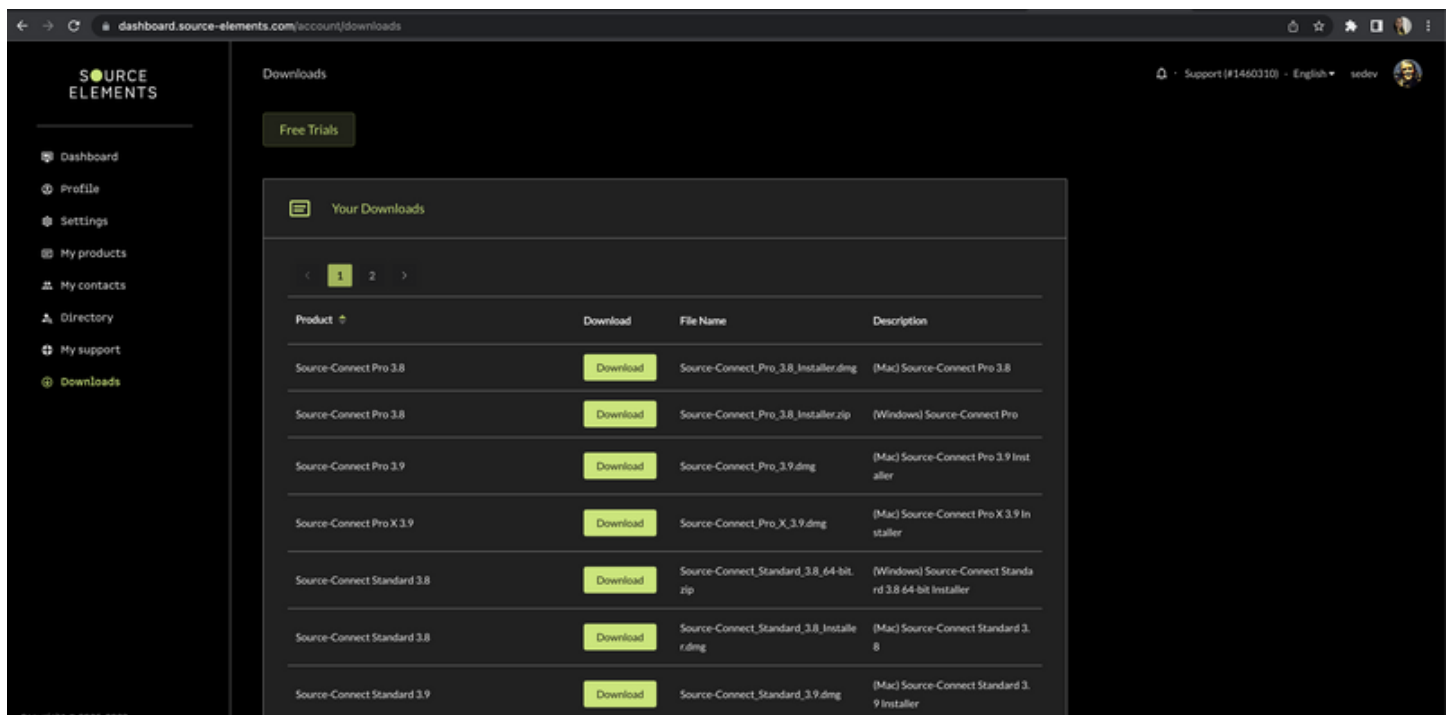
For more information on the iLok, visit [this webpage](#).

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

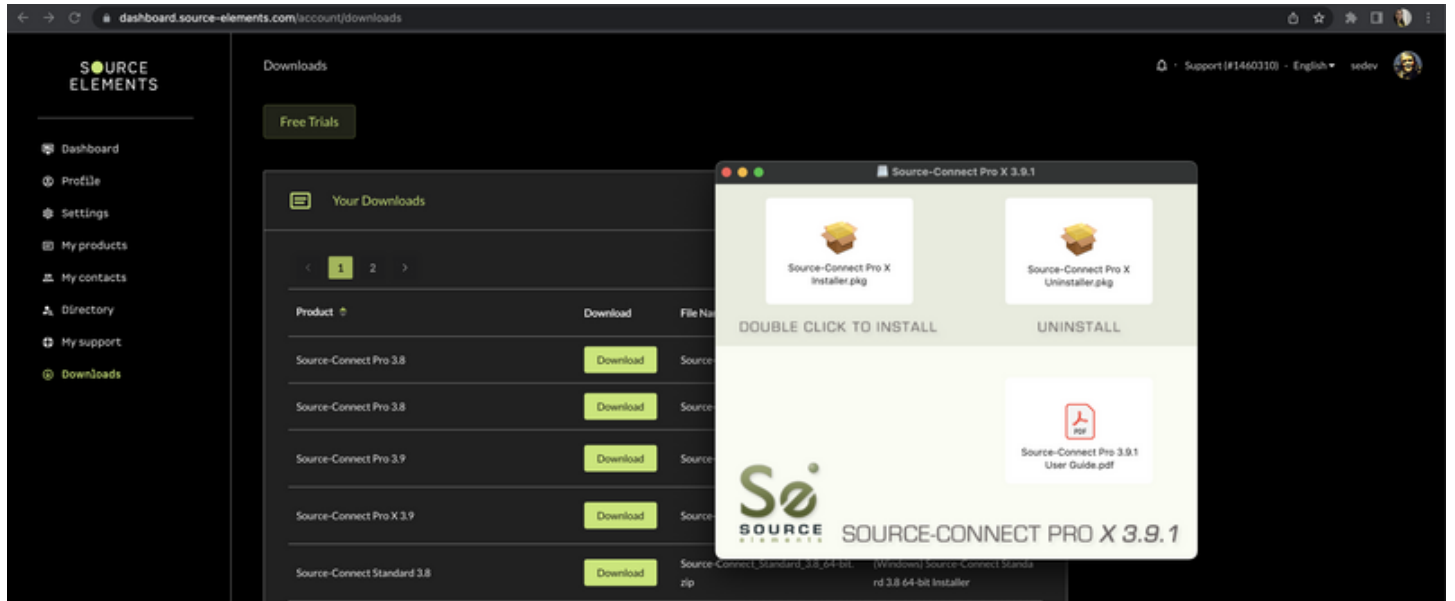
Download the latest available software from the [Downloads](#) website.



The screenshot shows the Source Elements dashboard with the 'Downloads' section active. The dashboard includes a sidebar with navigation options: Dashboard, Profile, Settings, My products, My contacts, Directory, My support, and Downloads. The main content area displays 'Your Downloads' with a table of software products. The table has columns for Product, Download, File Name, and Description. The products listed are Source-Connect Pro 3.8, Source-Connect Pro 3.9, Source-Connect Pro X 3.9, Source-Connect Standard 3.8, and Source-Connect Standard 3.9. Each product has a 'Download' button and a corresponding file name and description.

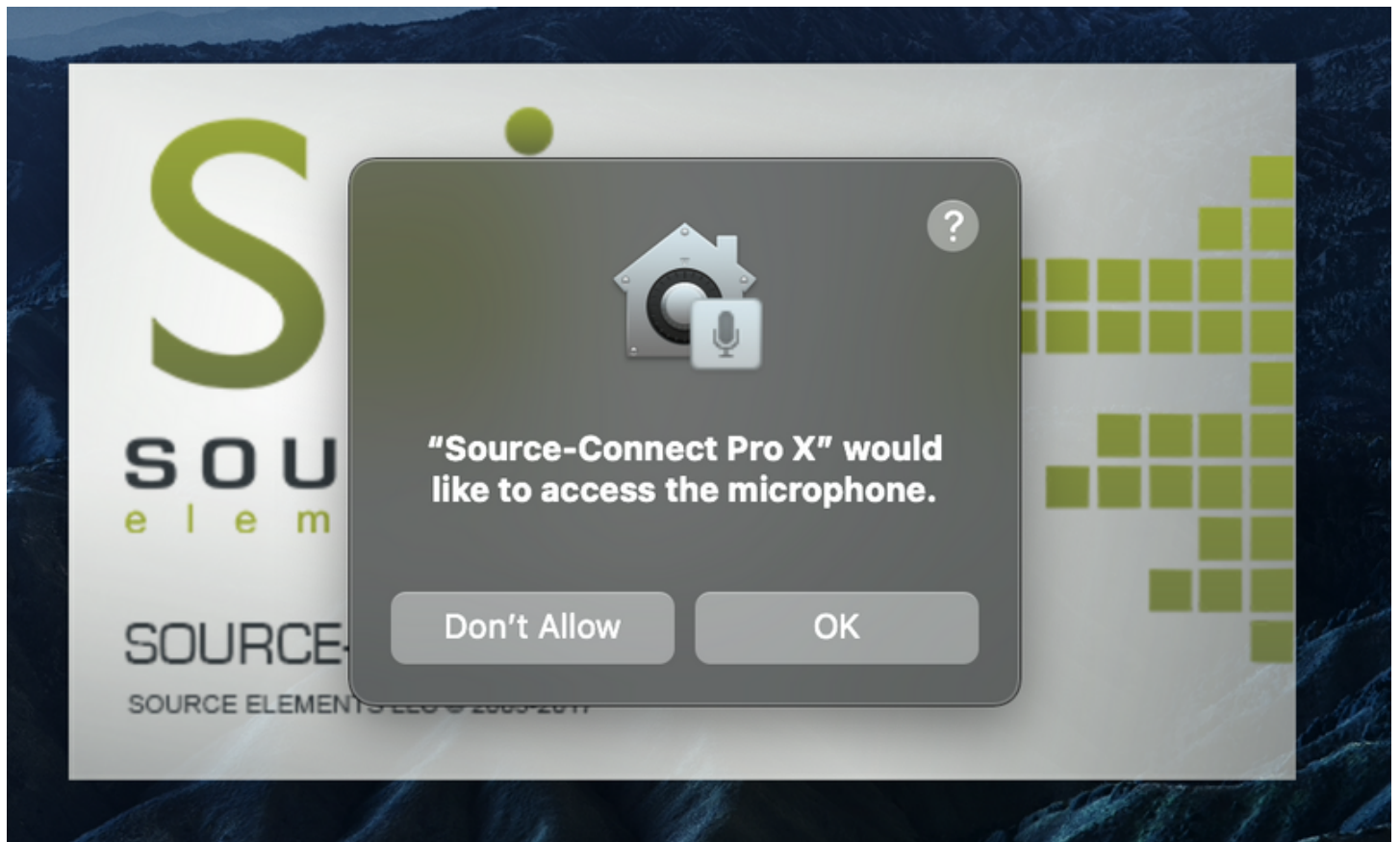
Product	Download	File Name	Description
Source-Connect Pro 3.8	Download	Source-Connect_Pro_3.8_Installer.dmg	(Mac) Source-Connect Pro 3.8
Source-Connect Pro 3.8	Download	Source-Connect_Pro_3.8_Installer.zip	(Windows) Source-Connect Pro
Source-Connect Pro 3.9	Download	Source-Connect_Pro_3.9.dmg	(Mac) Source-Connect 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.



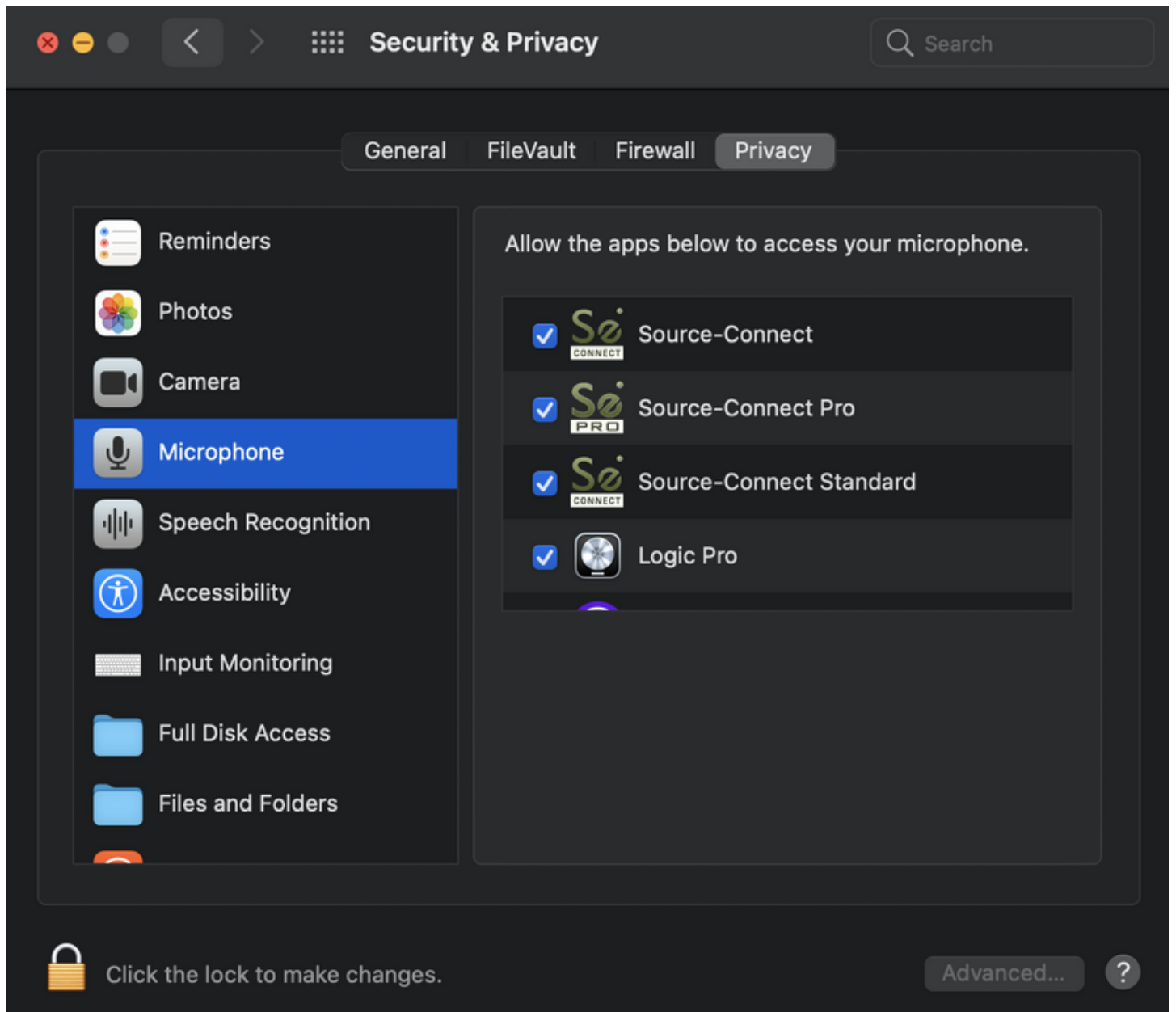
Microphone Permissions

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 'OK' 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

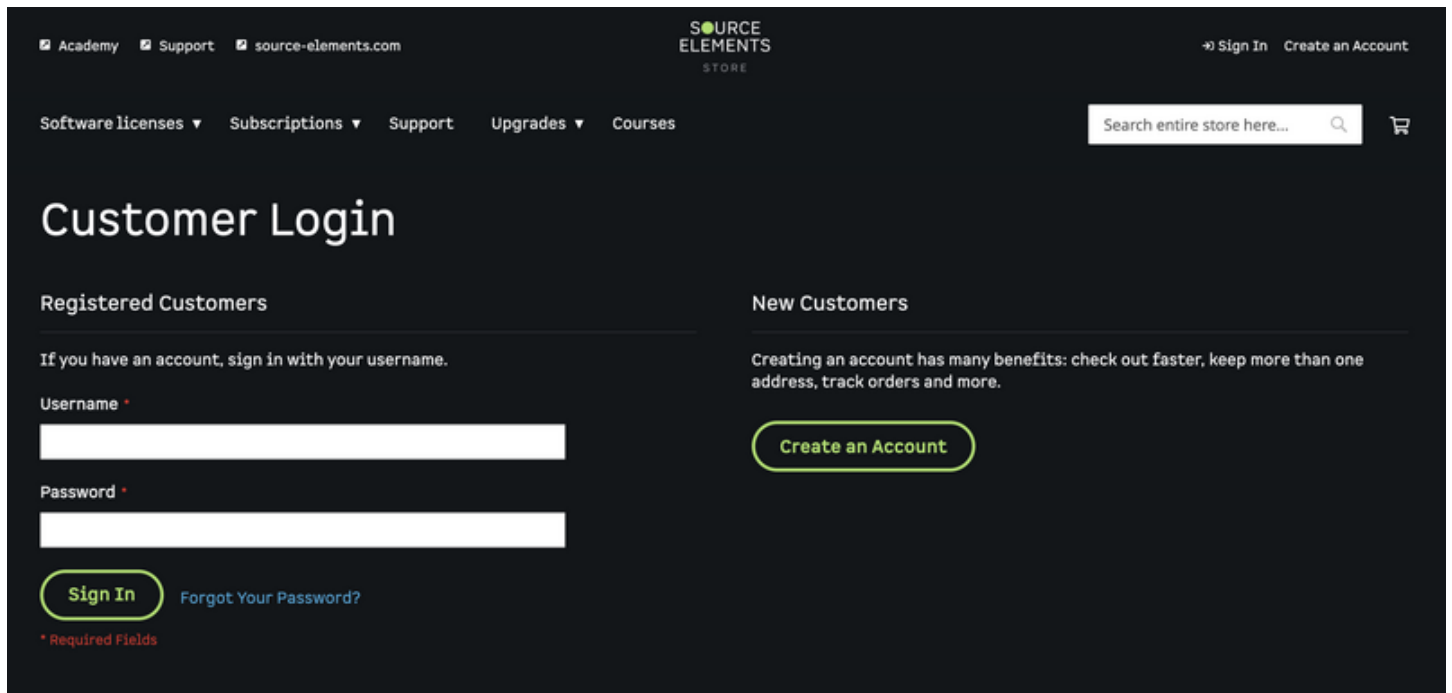
Written by Source Elements | Last published at: August 17, 2023

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.

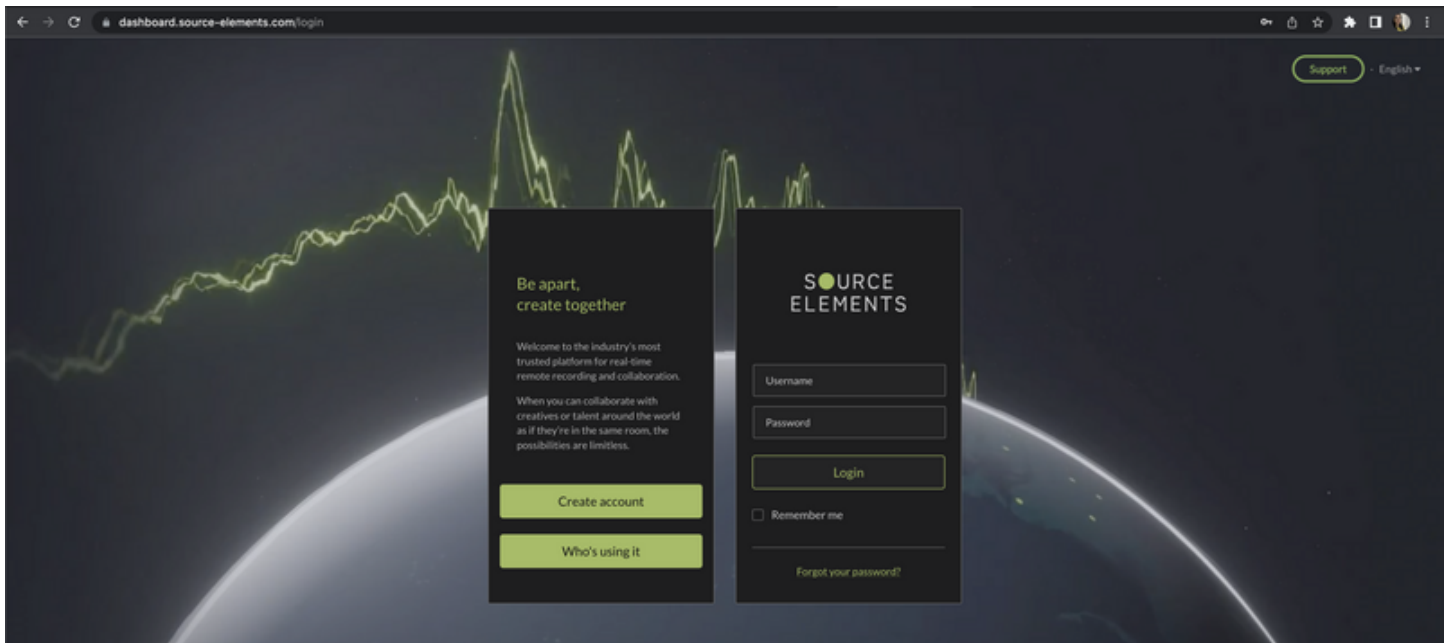
Go to <https://store.source-elements.com/customer/account/login/>

Click NEXT>> 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 menu items 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 text prompt 'If you have an account, sign in with your username.' followed by input fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot Your Password?'. The 'New Customers' column has a text prompt 'Creating an account has many benefits: check out faster, keep more than one address, track orders and more.' followed by a 'Create an Account' button. A red asterisk indicates required fields.

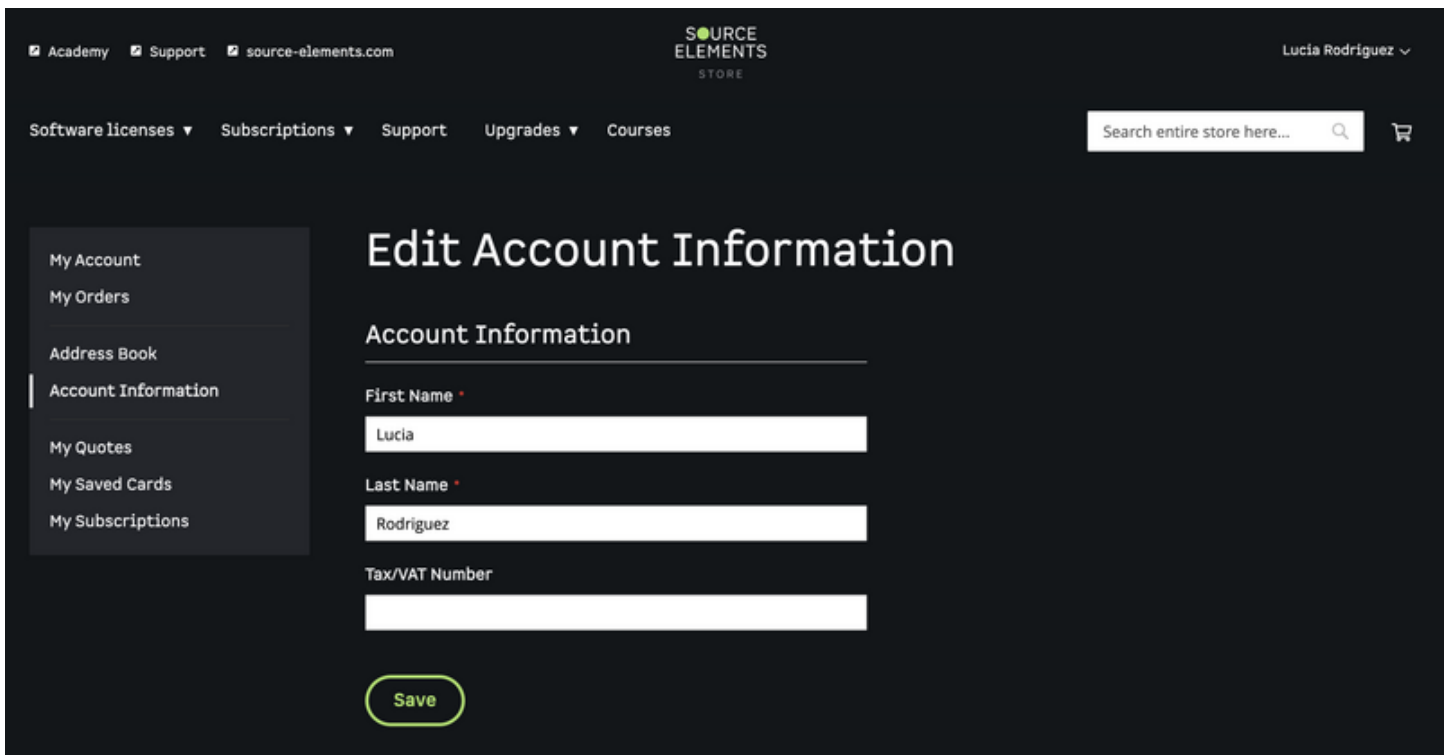
Sign in with your Source Elements account.



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.

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

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

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.

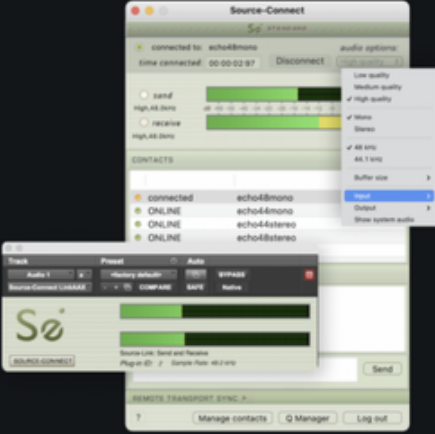
Academy Support source-elements.com SOURCE ELEMENTS STORE Lucia Rodriguez

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

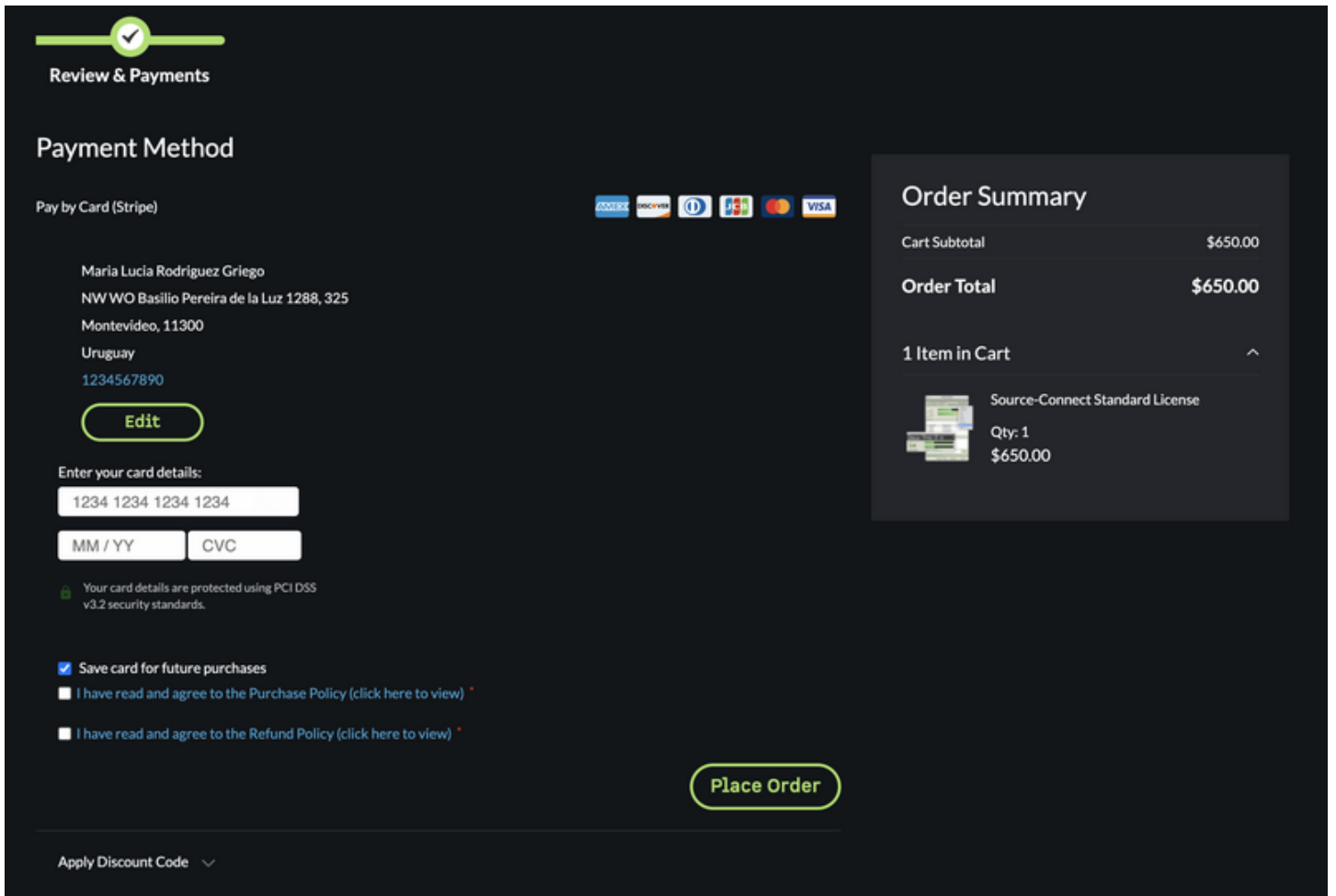
Order Total: \$650.00

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.

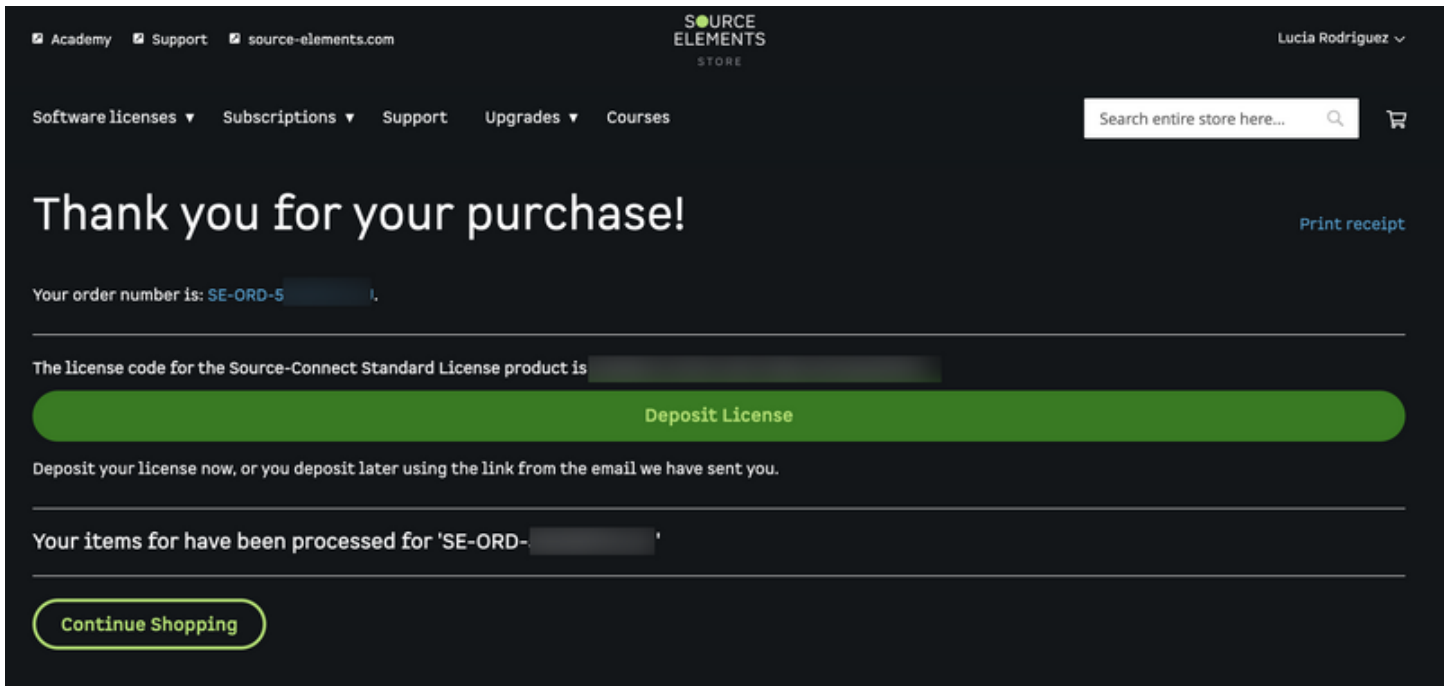
An email with instructions on how to deposit your newly purchased license in your iLok will arrive to your email inbox. If nothing arrives, check your SPAM folder.

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).

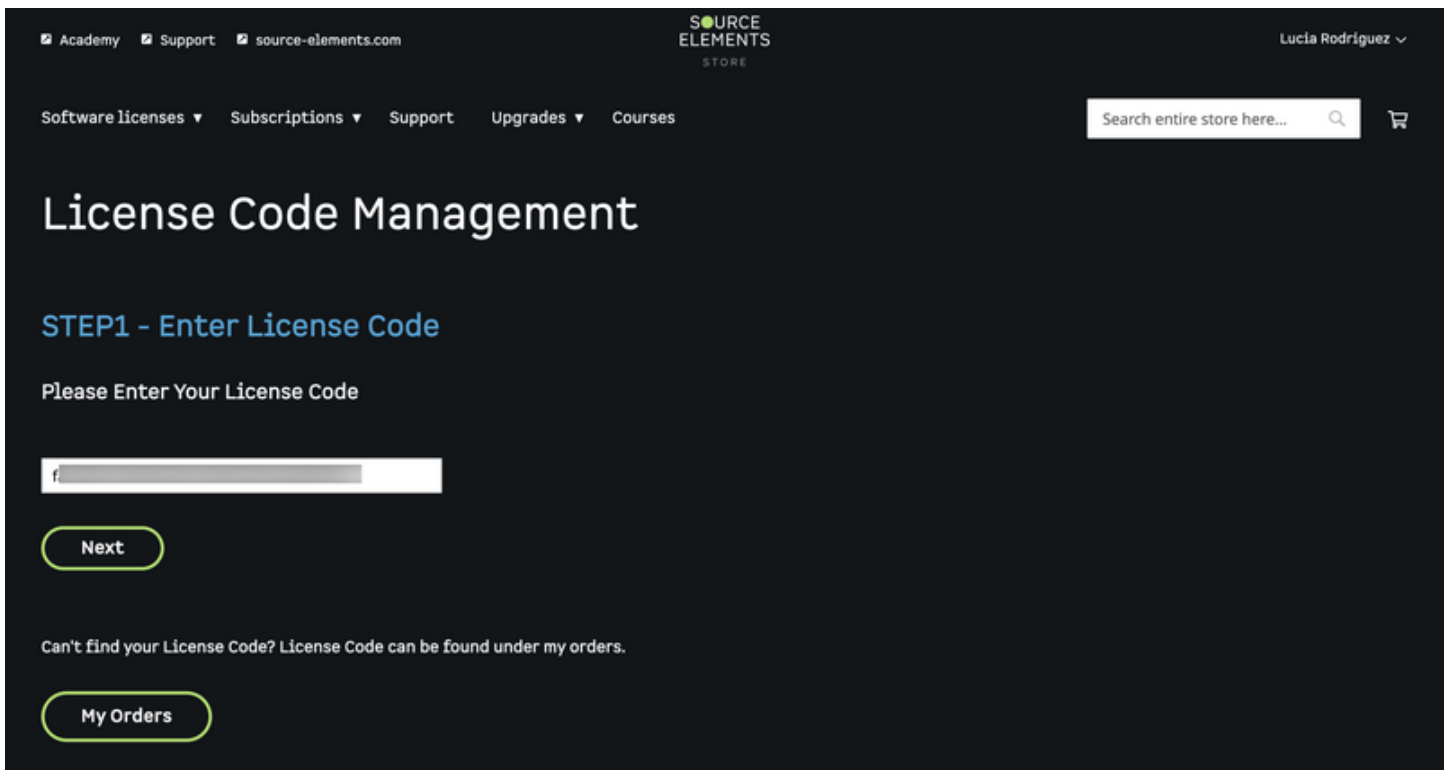
The code you're looking for has this format: **XXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXXXX**

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.

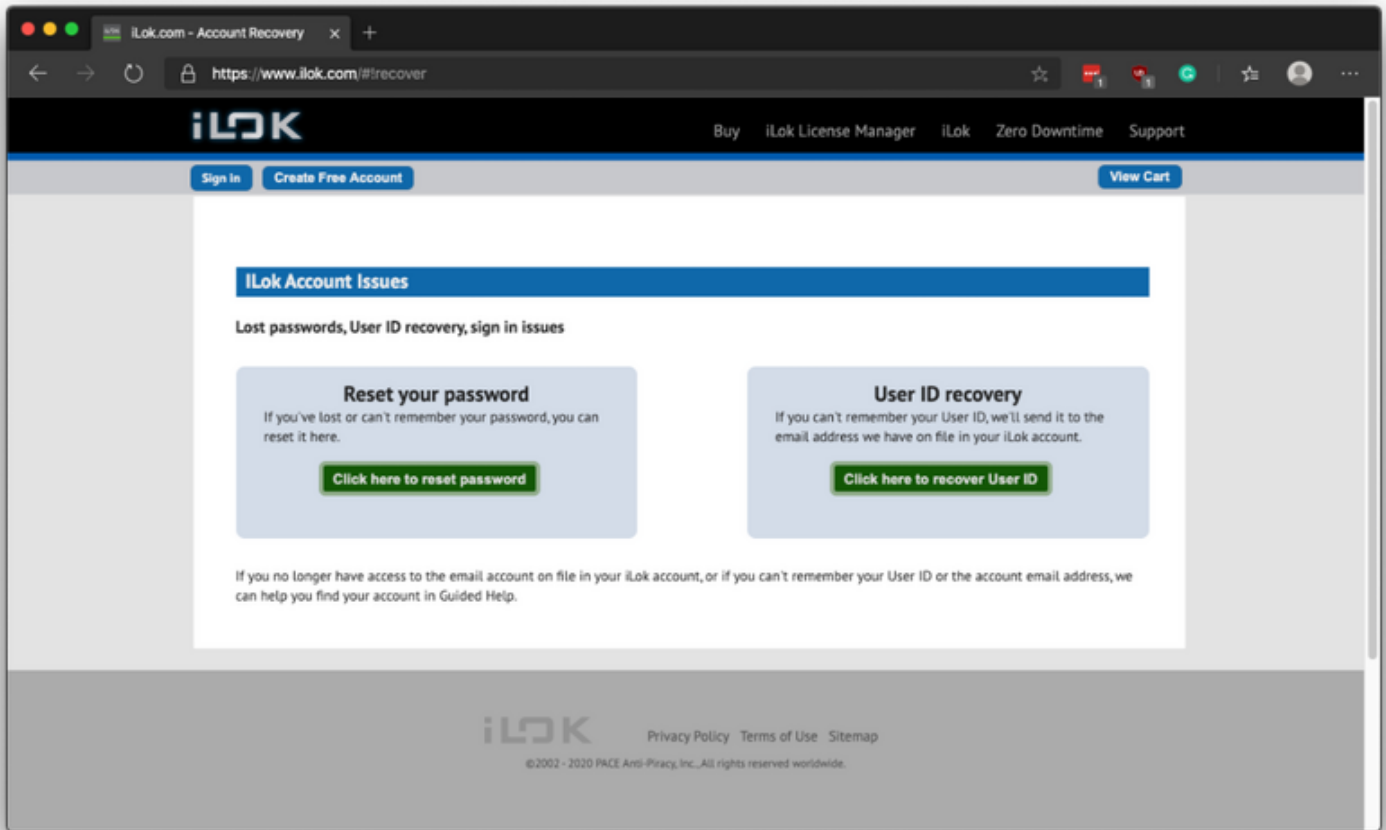
The screenshot shows the 'License Code Management' page at Source Elements. The header includes navigation links for Academy, Support, and source-elements.com, along with the user name 'Lucía Rodríguez'. A search bar and a shopping cart icon are also present. The main heading is 'License Code Management', followed by the sub-heading 'STEP2 - Please provide your iLok Account ID'. The page displays a license code starting with 'f', the date 'Jun 27, 2022', and the license type 'Source-Connect Standard License'. A text box for the iLok Account ID is shown, followed by a 'Next' button. A link for 'Don't have iLok account?' leads to a 'Create My iLok Account' button.

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

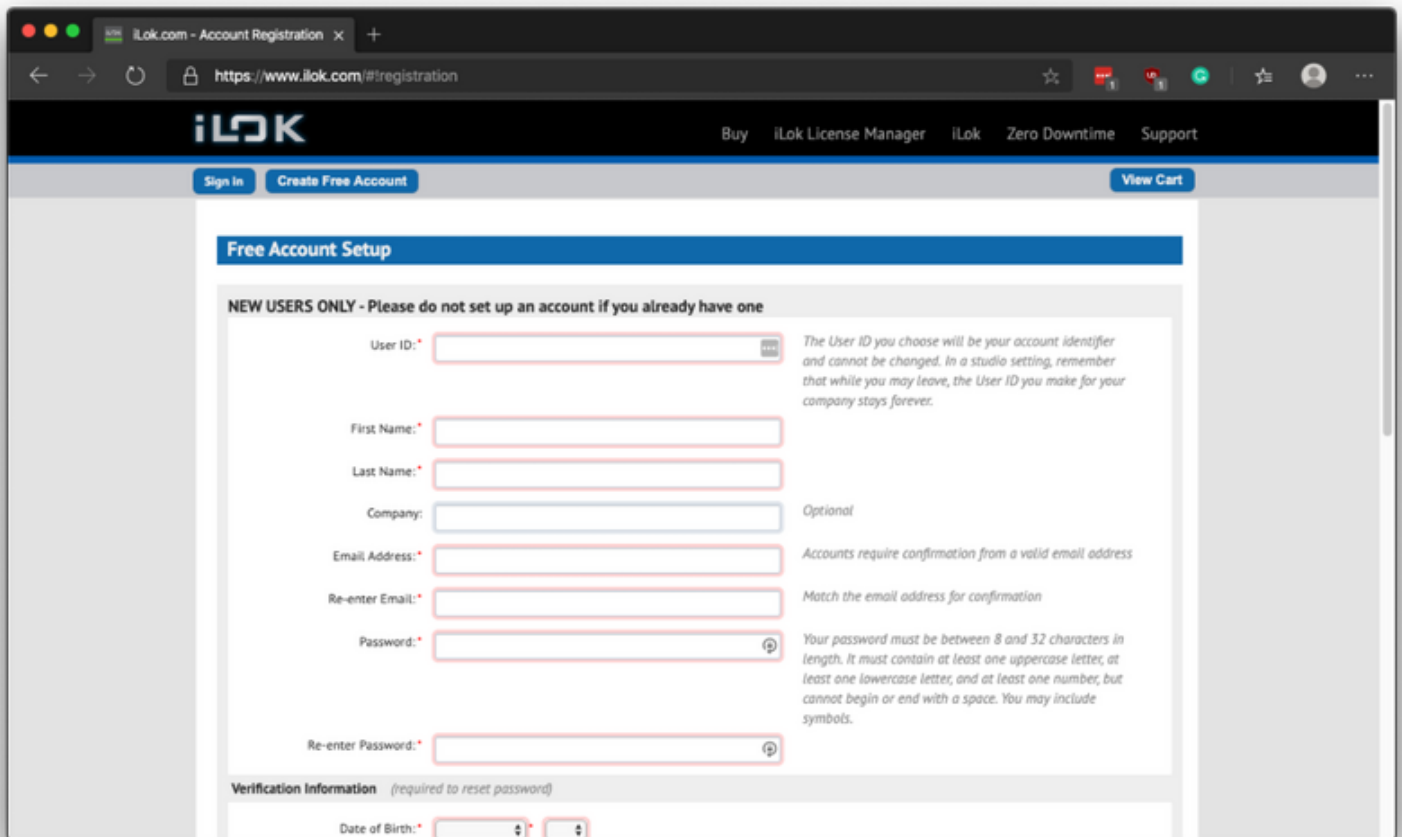
The screenshot shows the 'License Code Management' page at Source Elements, Step 3: Review and Deposit License Code. The header is identical to the previous screenshot. The sub-heading is 'STEP3 - Review and Deposit License Code'. It displays the same license code and date. The text indicates that the license will be deposited to the iLok Account ID. A question 'Do you want to continue?' is followed by two buttons: 'Yes, please deposit my License' and 'Start over'.

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>

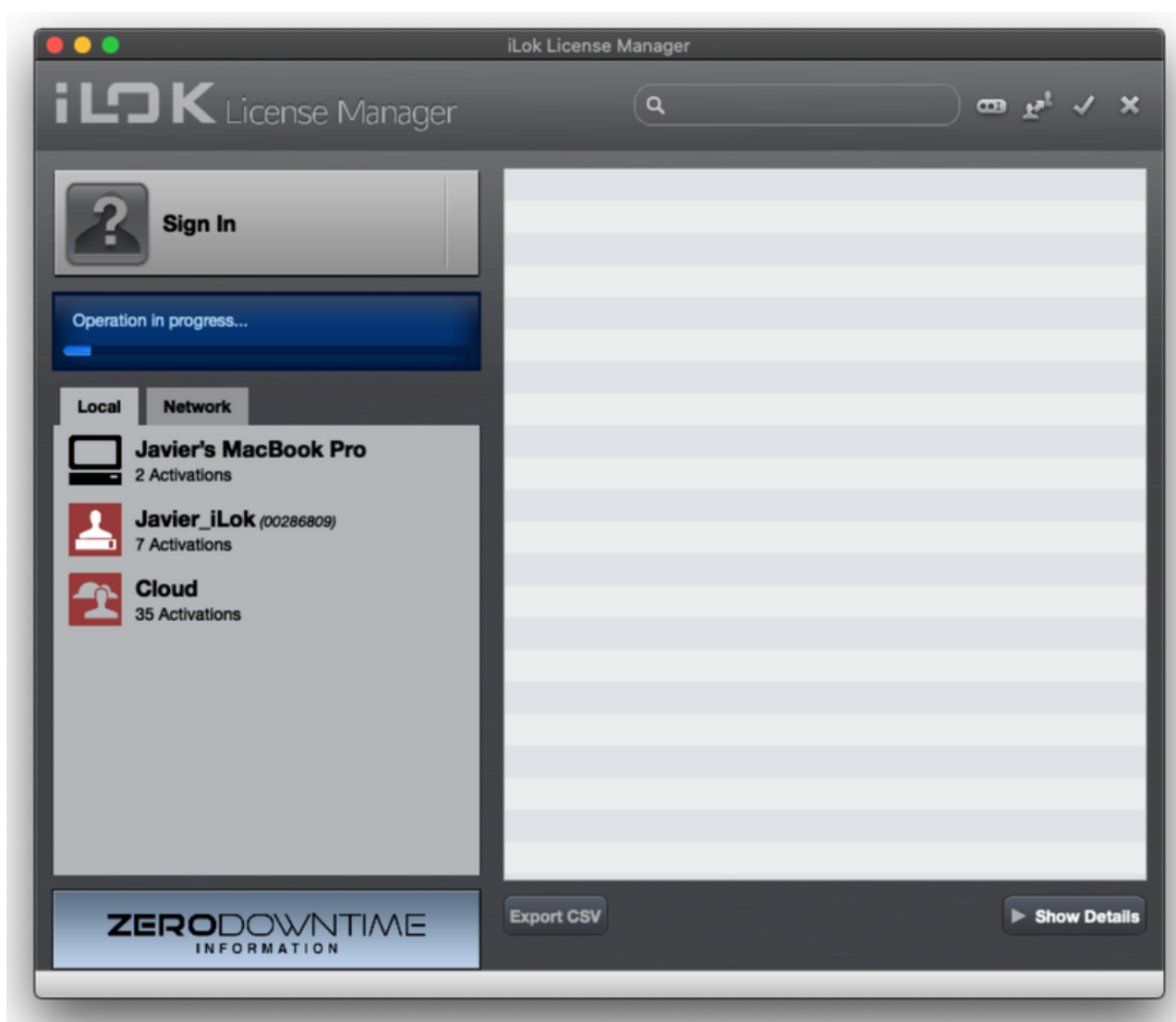


Click the **ACTIVATE LICENSE** button to finish.

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

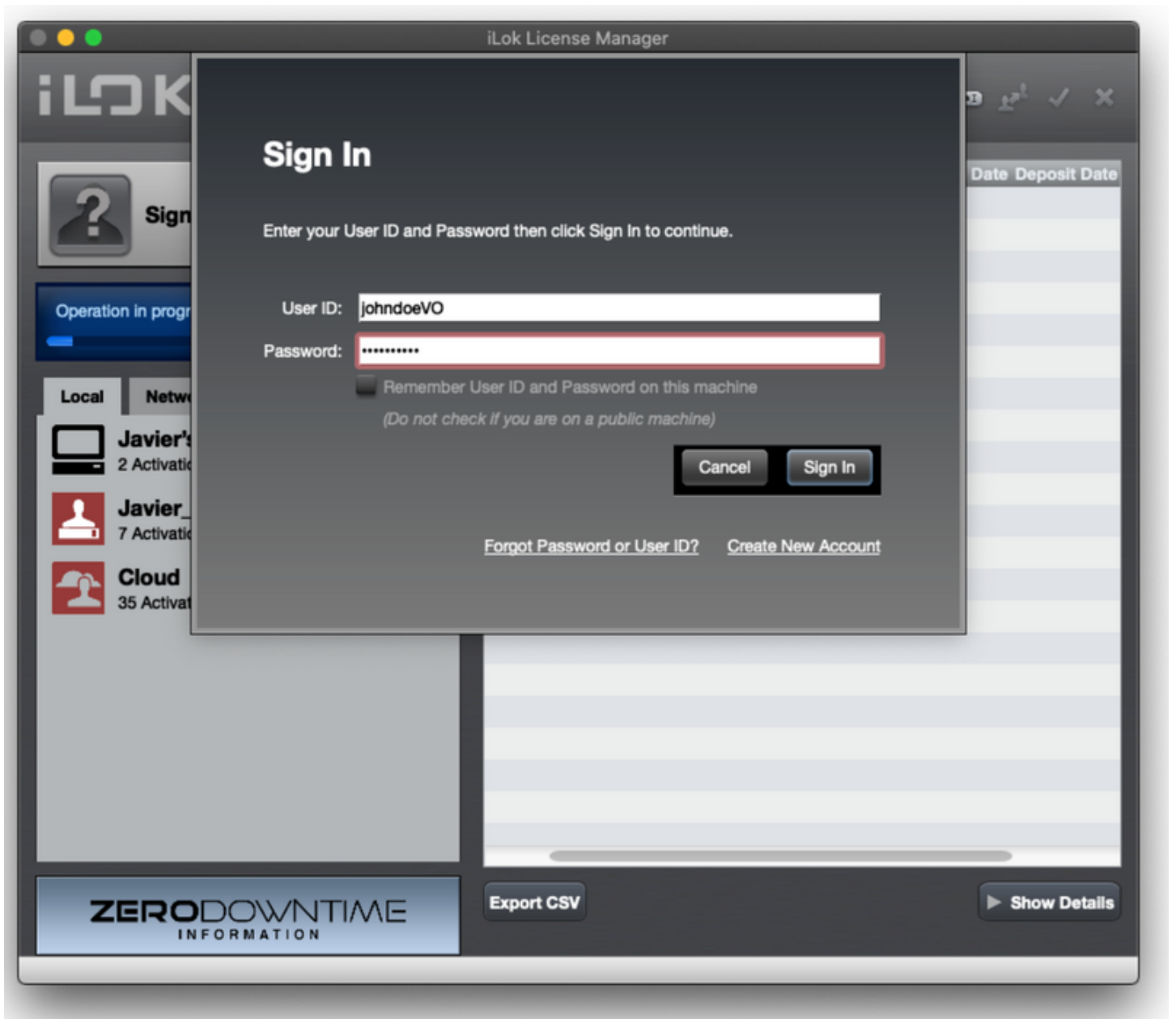


If you haven't installed the iLok License Manager application, download it from here <https://www.ilok.com/#!/license-manager> and install it.



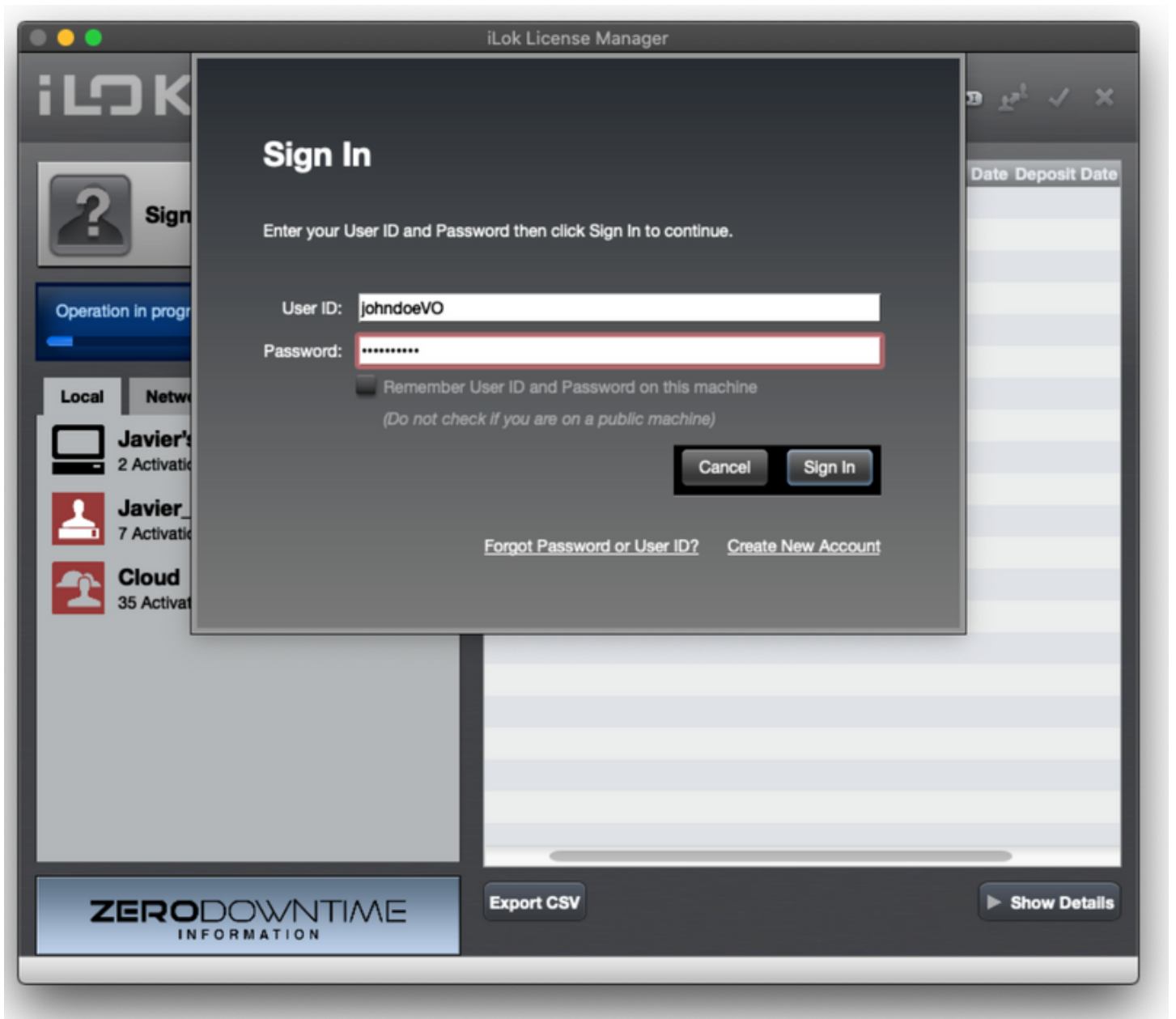
STEP 10.

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

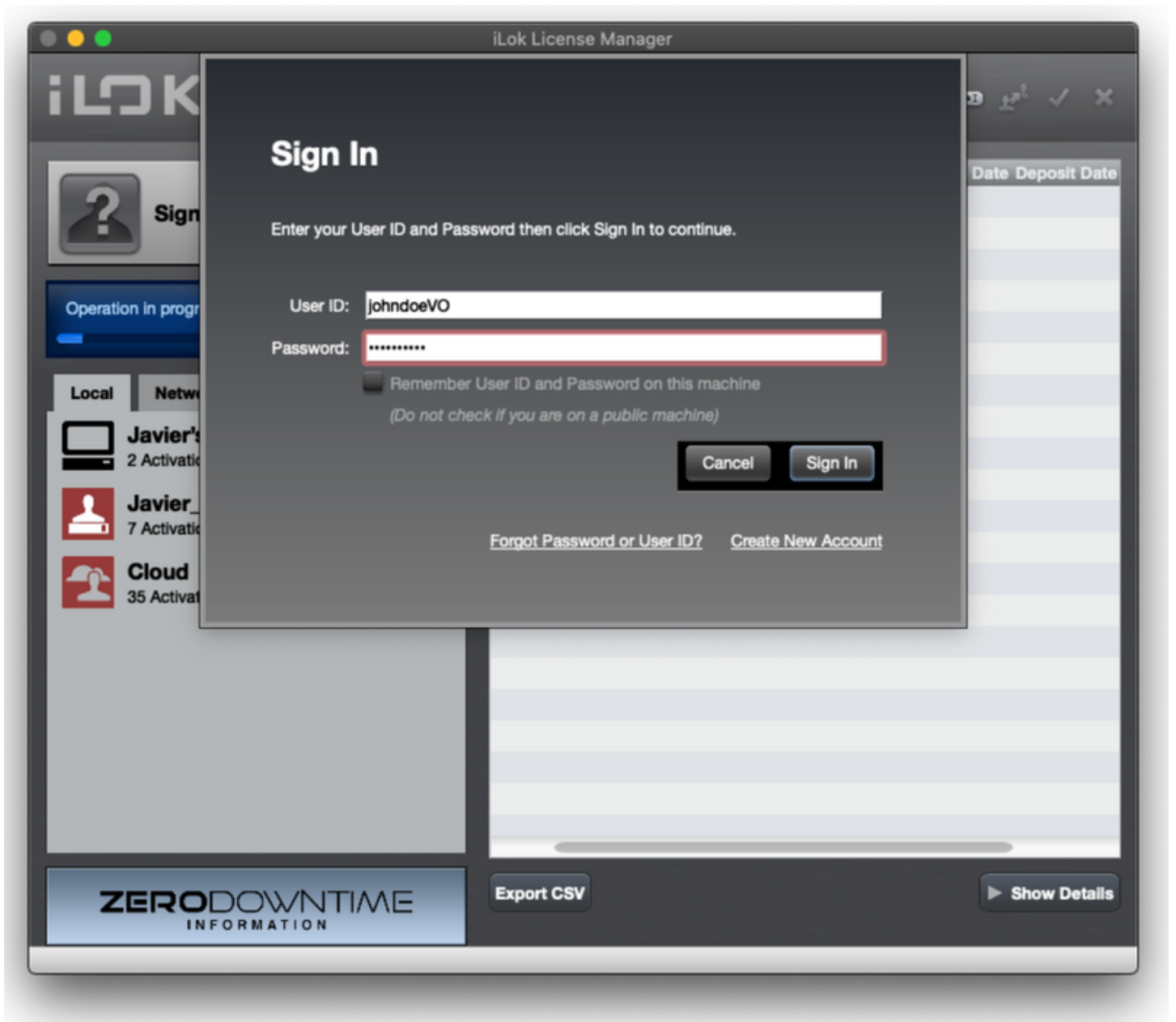
ZERODOWNTIME
INFORMATION

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 Pro/Pro X license with iLok

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

This article is part of the Source-Connect Pro and Pro X 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 Pro X 3.9	Trial Extension	Product	Yes		18/5/21 22:06

Allowed Locations:



Limits and Expiration: License expires 2 days after first activation

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 Pro X 3.9 has been activated!

Continue

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

Installing ReWire for Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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

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

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.

Source-Connect Pro Compatibility

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

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

Minimum System Support

Version 3.9 (Mac OSX only)

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

Version 3.8 (Mac OSX & Windows)

- **Source-Connect Pro X is only available for Mac.**
- 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 Pro version 3.8 supports any Pro Tools version from 10.3.5 (needs to run in 32-bit mode) and up on Mac OSX.
- Source-Connect Pro version 3.8 supports Pro Tools 7 and up on Windows 8.1 and up.

Network Requirements

[See Network Guide](#)

Plug-in Type

- Windows: AAX / VST / RTAS (Pro Tools 7 and up).
- OSX: AAX / VST / AudioUnits / RTAS / HTDM (Pro Tools 6.4 and up).
- Or as a Standalone application:
 - Mac OSX 10.4 and up
 - Windows 8.1 and up
- Any VST 2.3 compatible host.
- Any compatible Audio Units host on 10.5 and up.

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.

Getting Started with Source-Connect Pro and Pro X 3.9

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

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

The following is a quick guide, which does not include working with page 91 (What is Auto-Restore and Auto-Replace?) or Remote Transport Sync (page 148).

Basic steps in using Source-Connect are as follows:

1. Launch the Source-Connect application.
2. Log in with your username and password.
3. Set up your audio I/O. See the documentation specific to your DAW from our support page or contact our support team for assistance. See page 142 for documentation on using Source-Connect Link.
4. Setup your audio session parameters. Parameters that can be set are bitrate, resilience and buffer size. You may also need to specify a port. If in doubt, use the default settings.
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 full-quality recording is achieved.
6. Disconnect. This will end your audio session with the remote studio.
7. Log out.

Getting Around

Source-Connect consists of multiple tabs. Simply click on the Tab title in the center section of SourceConnect to show that tab. You can collapse Source-Connect to its minimum size by clicking on the open tab header.

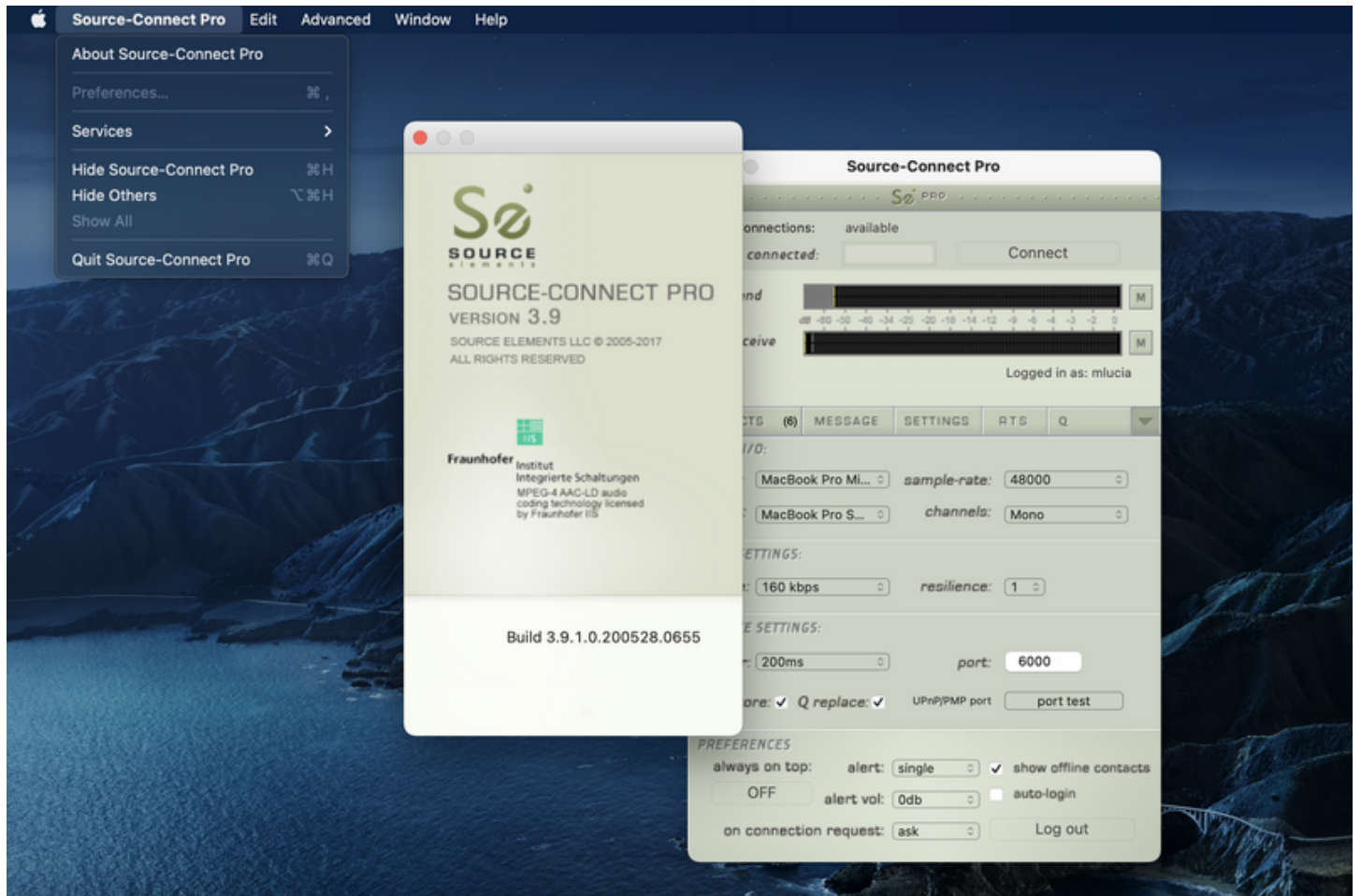
About Source-Connect

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

Pro'.

Opening the About Box

In order to open the About box, go to the Source-Connect Pro menu in the top left-hand corner and click "About Source-Connect Pro".

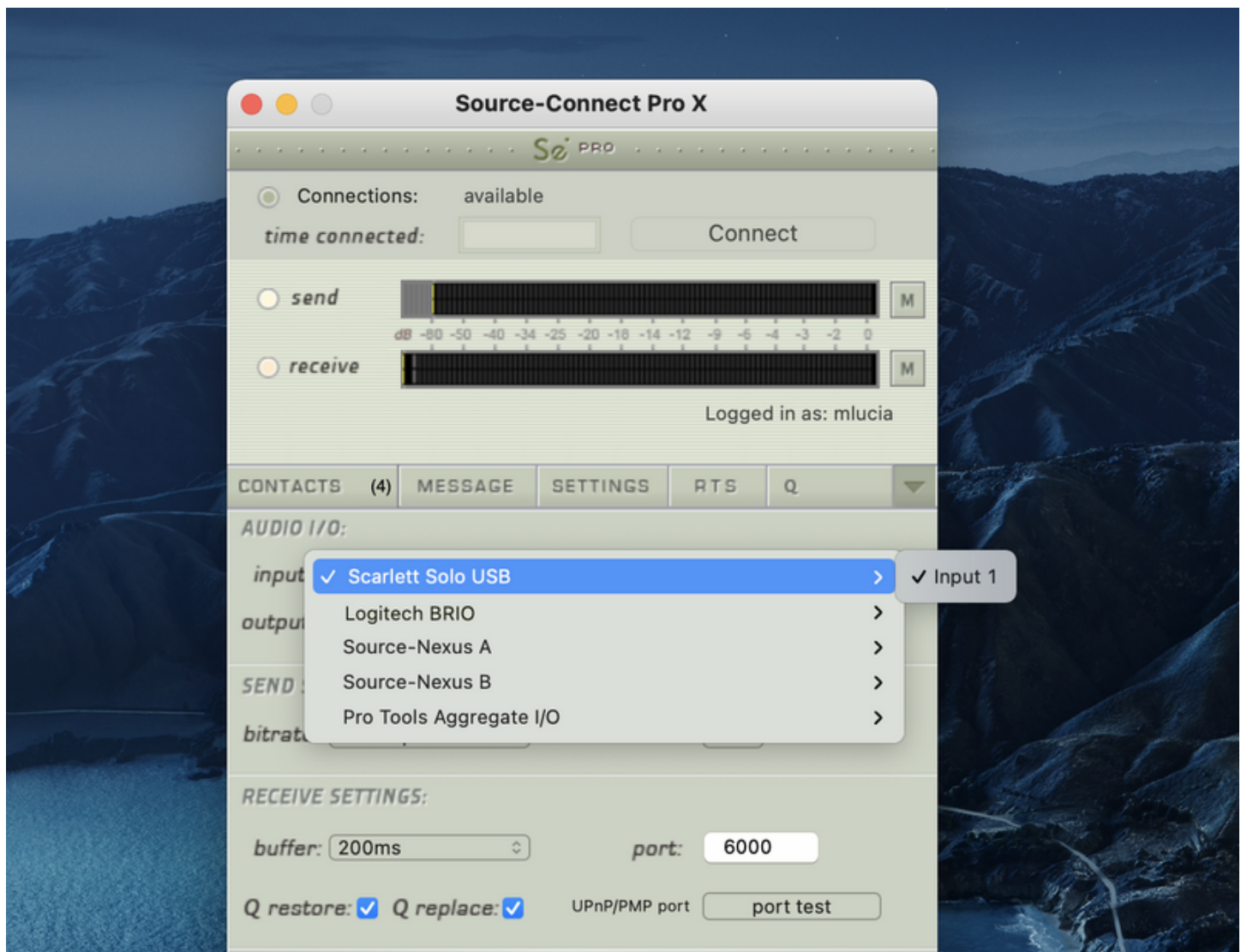


Source-Connect 3.9 Pro - Audio Input and Output

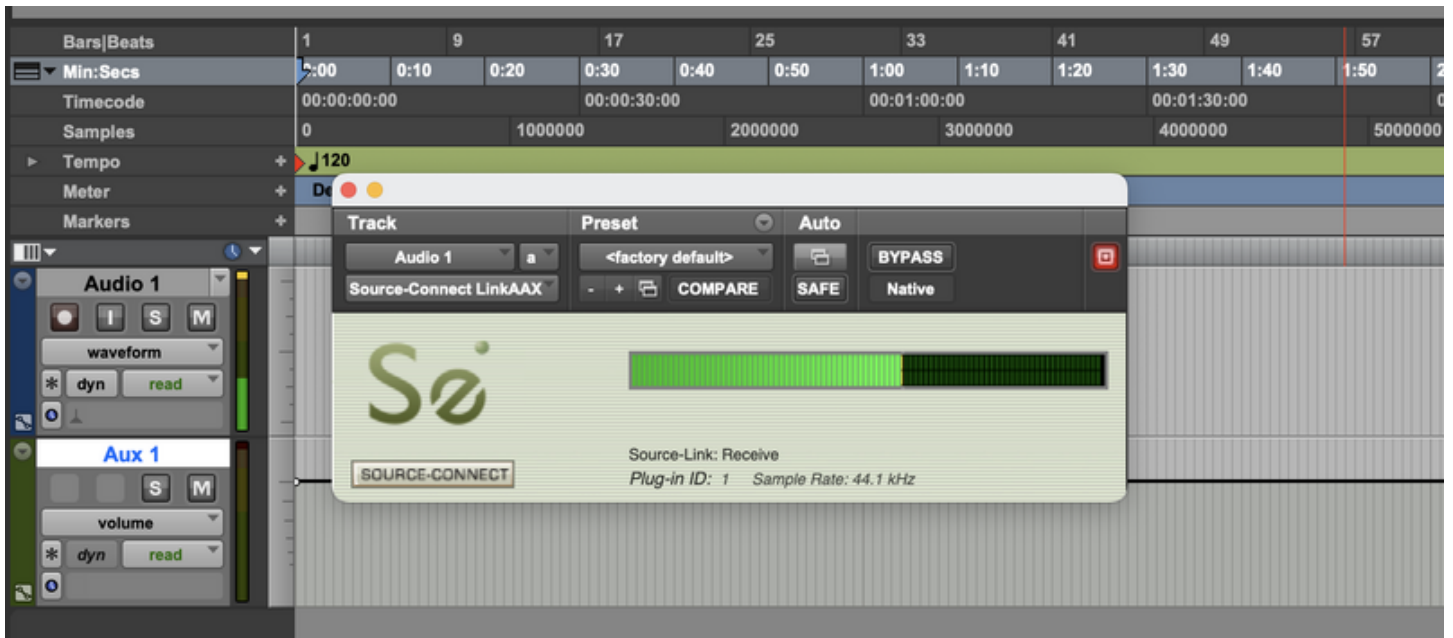
Written by Source Elements | Last published at: June 14, 2023

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

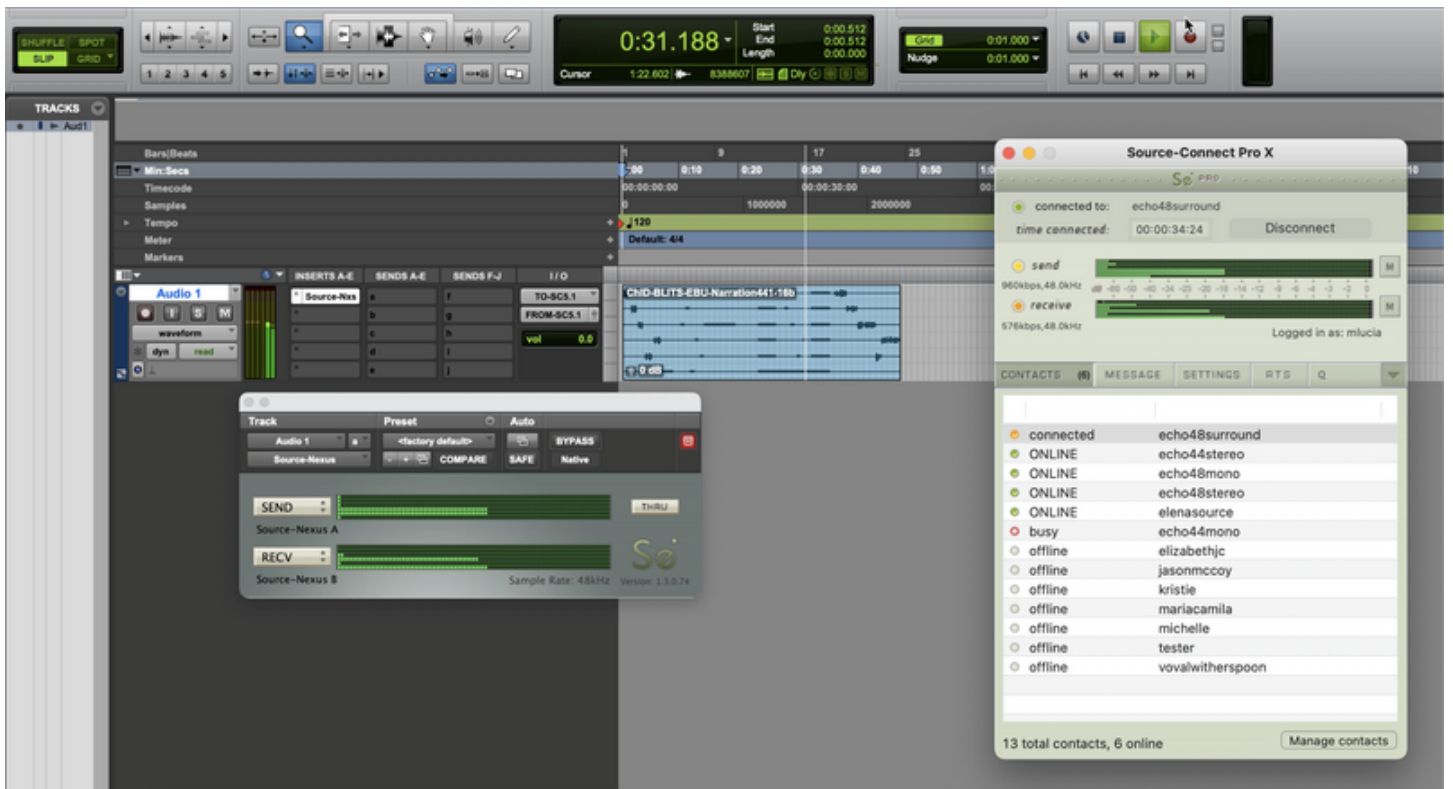
Source-Connect Pro/Pro X 3.9 have their own audio i/o selection. Simply select the device to use for input and output in the Audio Options dropdown menu.



To record in a host such as Pro Tools or Logic, you will need to route the signal to and from Source-Connect to your DAW. For best practices, we suggest using the optical port on your hardware, or you can use Source-Connect Link. See page 142 (Source-Connect Link and Source-Connect Pro) for more information.



Source-Connect also supports Source-Nexus I/O for low-latency multi-channel links. See the [Source-Nexus I/O online guide](#) for examples of how to use Source-Nexus I/O with your DAW.



See the documentation for your DAW on the main Source-Connect Pro support page, or [contact our support team](#) for assistance.

Source-Connect Pro: Setting session parameters - Overview

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

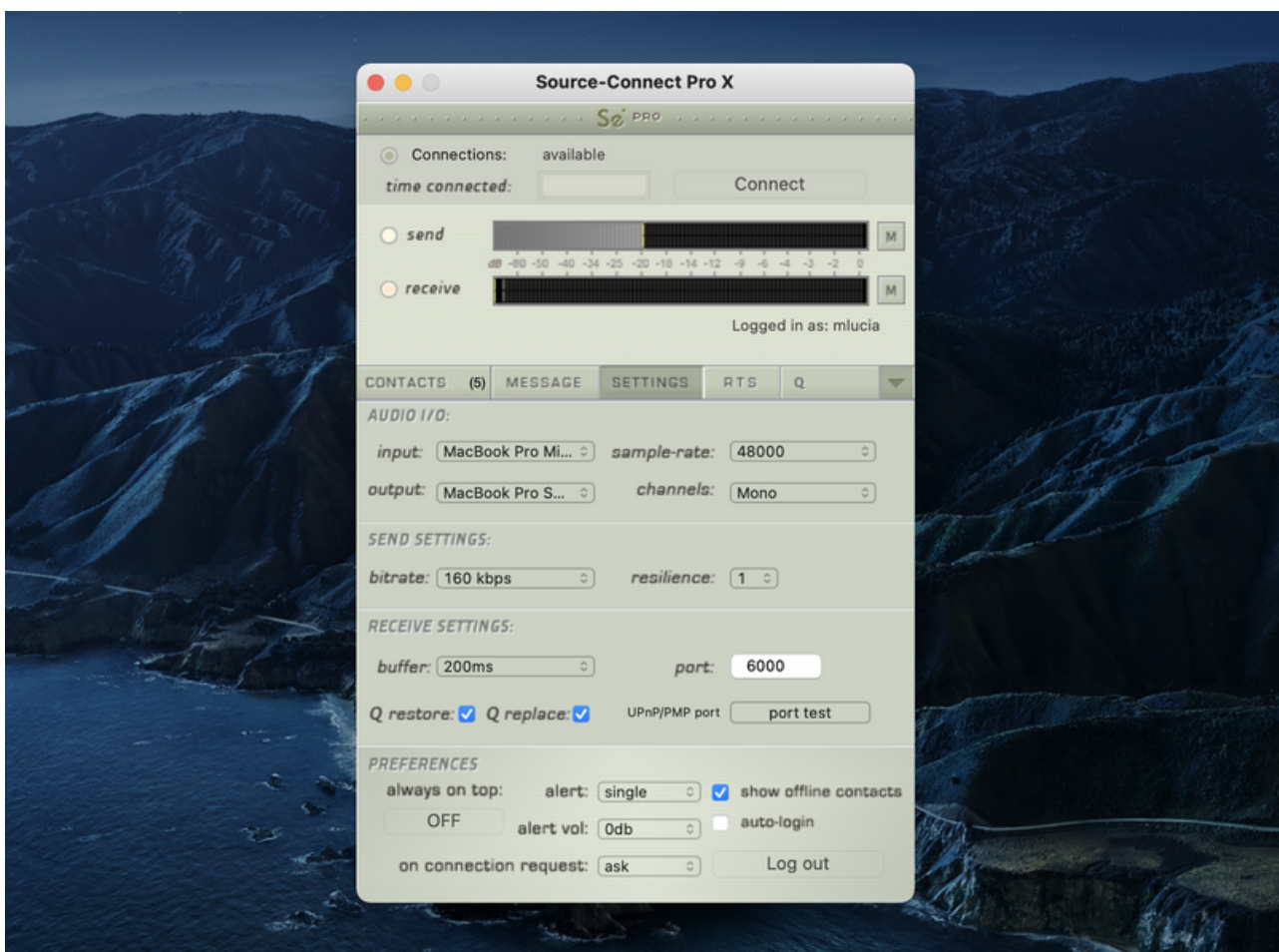
To modify your settings, select the Settings tab.

Audio I/O

You will set your Audio I/O settings here, including whether to send and receive in Mono, Stereo, or Surround, and the sample rate of 44.1 kHz, 48 kHz, 88.2 kHz, 96 kHz, 176.4 kHz and 192 kHz. See page 142 (Source-Connect Link and Source-Connect Pro) for instructions on using Source-Connect Link.

Network Settings

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 bitrate (page 41), buffer (page 43) and resilience (page 44) settings you choose to use.



The following network parameters can be specified:

- **Send Settings** (Bitrate and Resilience)
- **Receive Settings** (Port, Buffer, Restore and Replace)

You can also test and view the status of the specific UDP ports via the Port Test button.

General Preferences

You can choose to have Source-Connect as a floating window with the Always on Top option. This is useful when you are working in Pro Tools for example, and want to monitor the connection. This option helps to make Source-Connect 'feel' like a plug-in.

You also have several alert options:

- **Alert repeat: single, repeat (until connection time-out), or none**
- **Alert level: 0db to -25db**
- **On request: ask, accept last or accept all**

The 'on request->accept last' will automatically allow the last connection partner to reconnect. This can be helpful during debugging or sessions that may be having network difficulties. 'Accept all' is useful if you are not going to be in front the computer to accept the connection request.

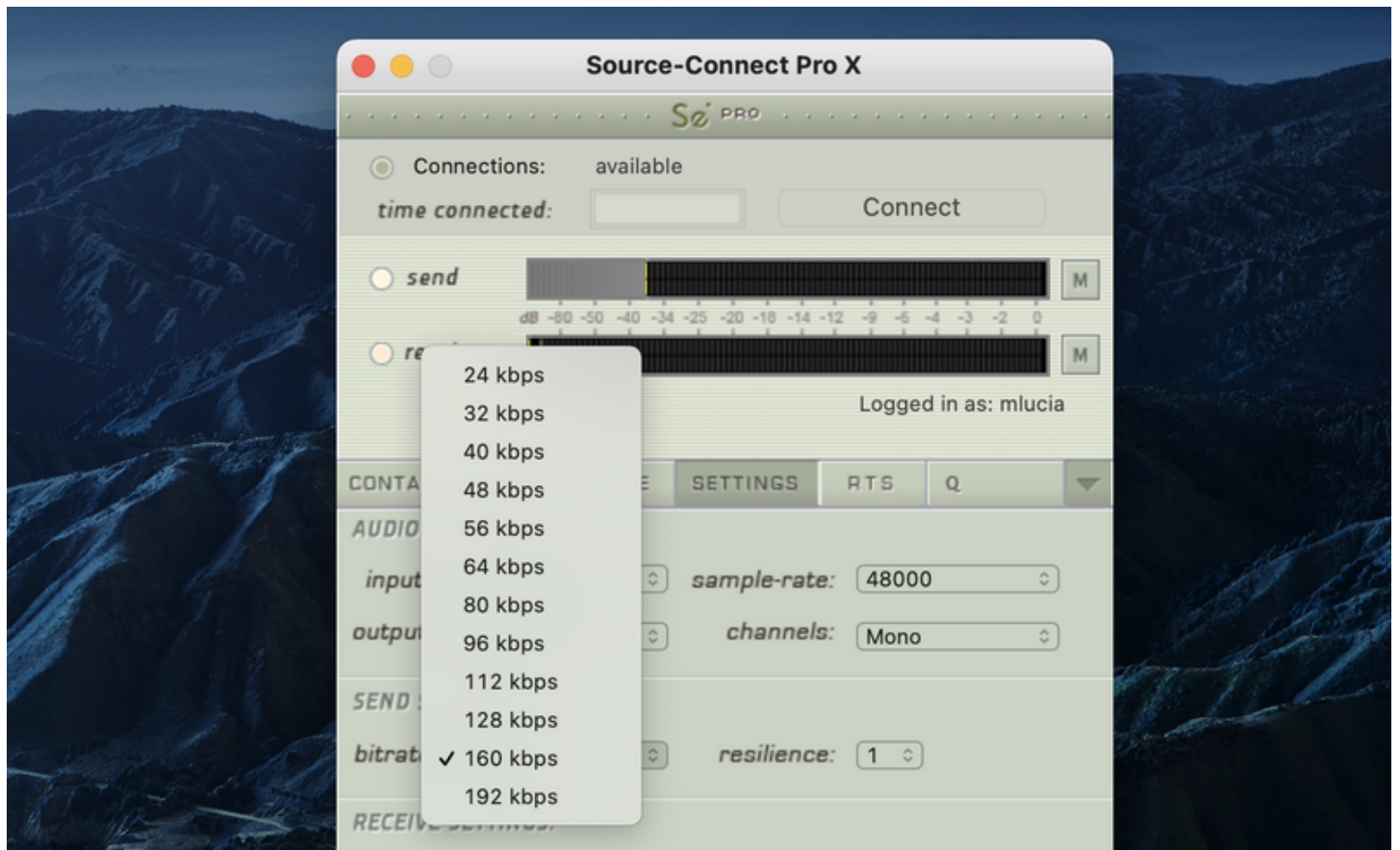
Setting session parameters - Bitrate

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

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

These settings affect the audio stream that you will be sending. Note that you cannot change these settings while you are connected to a remote user. To change your settings you must first disconnect, make your changes, and then reconnect.

IMPORTANT: With sessions at 48khz, sending bitrates below 64kbps mono and 128kbps stereo will require sample-rate conversion as we cannot transfer the lower bitrates at the native sample-rate. If you are working with RTS or Restore or Replace and your session is at 48khz sample-rate you must work with at least 64kbps mono or 128kbps stereo minimum.



Source-Connect Pro bitrates

- **Mono:** AAC 32, 48, 56, 64, 56, 96, 112, 128, 160, 192 kbps
- **Stereo:** AAC 64, 56, 112, 128, 192, 224, 256, 320 kbps

The higher the bitrate, the higher the quality of the stream at sending side. However, higher bit rates require more resources as they increase the network load. For example, using a bitrate of 64 kbps (kilobits) will require approximately 20 KB (KiloBytes) of data per second on your actual network which corresponds to about 200k in required network speed.

In an ideal world, you should be able to achieve a rate equal to your purchased speed (divided by 8 (to get bytes), less 10% (TCP/IP and general Internet overhead). It is unlikely you will ever see that speed however, due to issues including network congestion or overloading on your local network, ISP level, or backbone, and extended hop counts. Generally, therefore, we recommend a minimum of 300 kbps up and down to achieve a reasonable stream at 64 kbps.

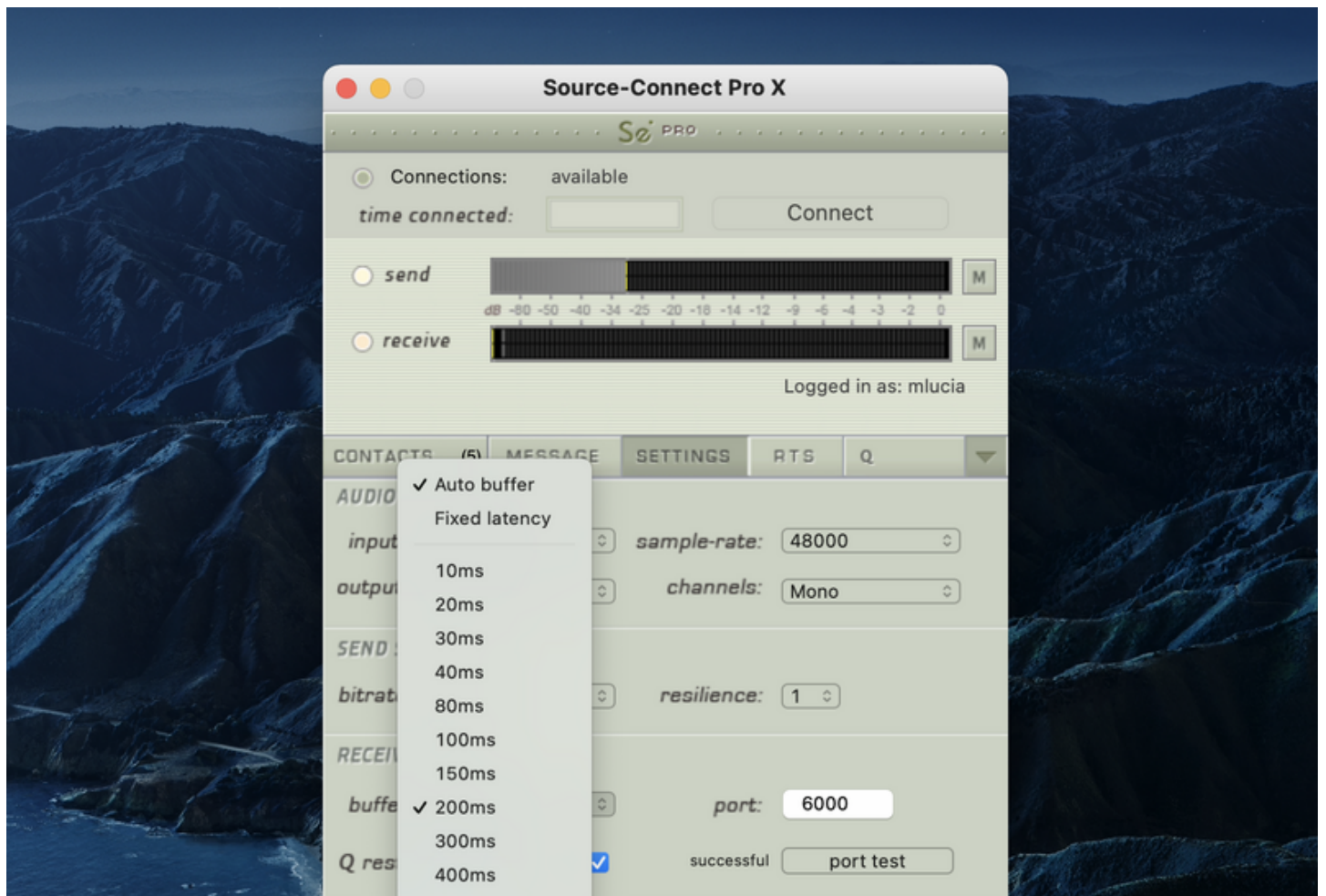
For higher bitrate transfers you will need more resources - with business cable (1.5mb up/down) or a T1 you may find you are able to transfer multiple streams of 320kbps stereo!

Setting session parameters - Buffer

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

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

The higher the buffer value, the higher the possibility of avoiding audible packet loss. On the other hand, a higher buffer value means a longer communication delay. If you are on a T1 or higher connection (both remote plug-ins) you may find that reducing the buffer size offers lower delay with the same quality experience. If you or your remote connection are on cable or DSL, a higher buffer is recommended.



A value of at least 200ms is recommended, as values lower than this disable additional recovery algorithms designed to avoid packet loss.

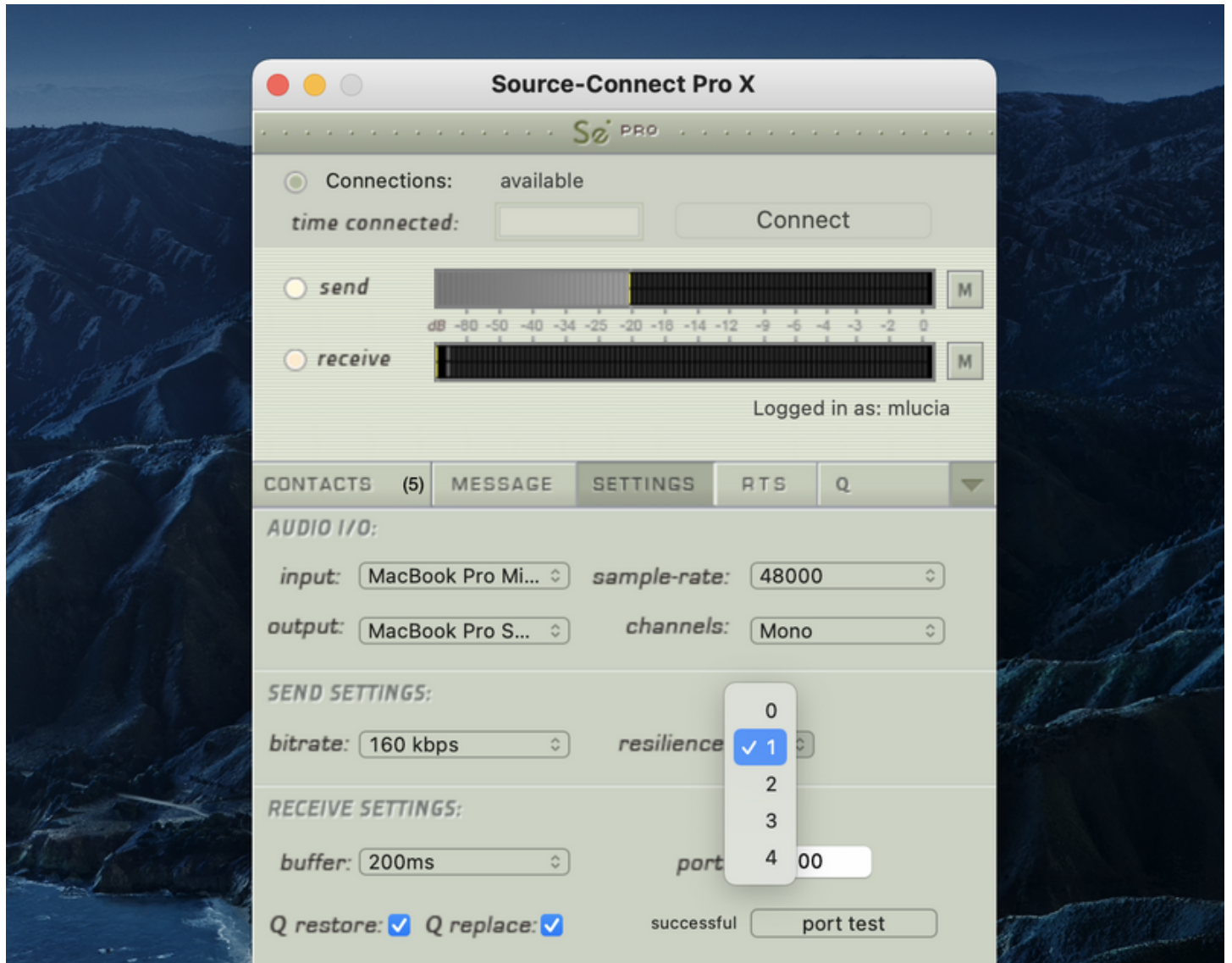
Additionally, the ideal setting for our recovery algorithms to work is to set the buffer to at least double the ping time between you and your connected user. If your latency increases too much you can set a higher buffer on the side of the connection that needs to receive the highest quality stream.

Setting session parameters - Resilience

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

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

In general a resilience setting of '1' should be used. Higher resilience settings than '1' are generally more effective over very high speed connections.



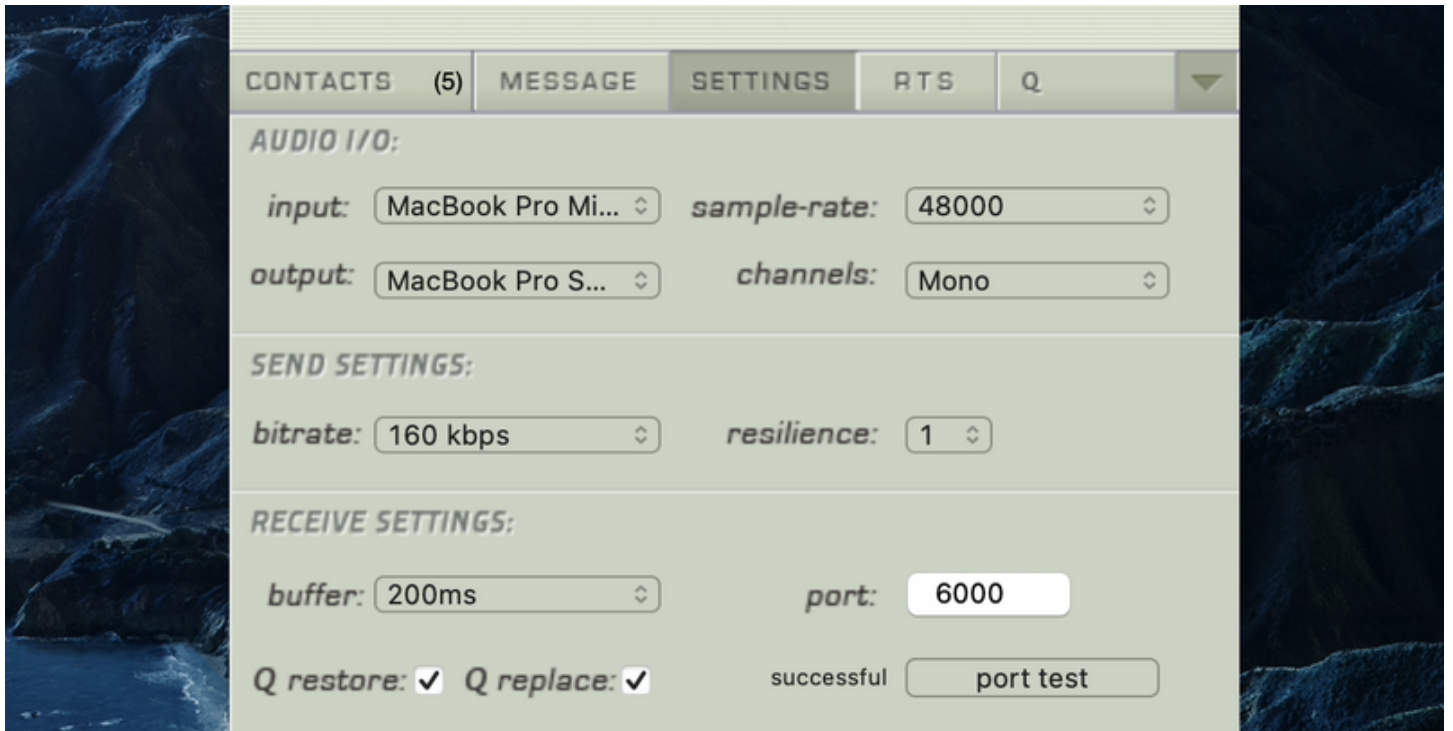
A resilience setting of '0' is not recommended unless you are on the same LAN or you have a dedicated network with no other traffic interference.

Setting session parameters - Port

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

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

Source-Connect requires a set of UDP ports to be available to establish a connection. This should be a number between 1024 - 65534. For proper operation, 2 successive UDP ports should be opened in your firewall and/or mapped in your router (where the first port is the number you specify in the Port field in the Settings panel).



For example, if you wish to use port 6000, ports 6000 and 6001 should be opened and mapped to your computer's internal IP address.

Verify the port status with the Port Test button. It should return 'successful'. Please see the [online Network Guide](#) for more information on the Port Test.

Setting session parameters - Recommended defaults

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

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

Setting the bitrate at 96kbps, resilience of 1 and a receiver buffer of 200ms is the ideal setting for most voice situations as it requires the least resources, consumes less bandwidth and provides excellent audio quality. Lower bitrates provide easier transmission in less-than-ideal network situations.

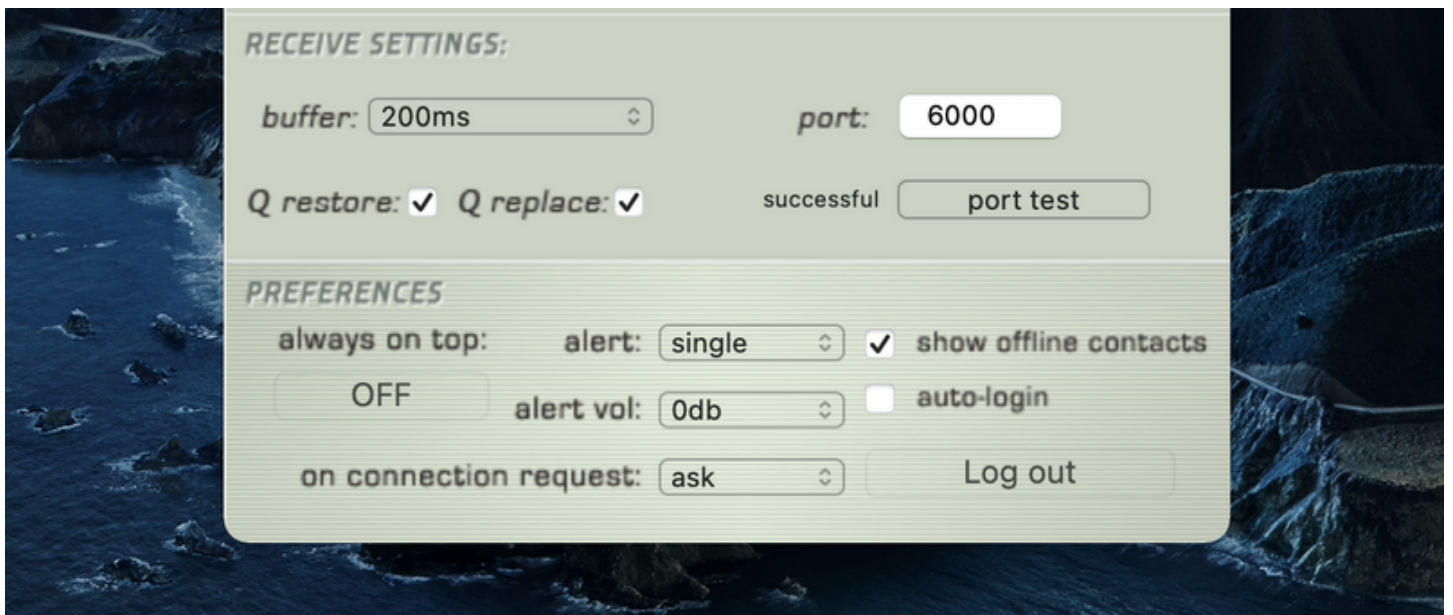
We recommend understanding your network resources as much as possible, as this allows you to achieve optimal results.

Auto-Login in Source-Connect Pro and Pro X

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

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

When auto-login is checked, you are automatically logged in with your existing settings intact upon initializing Source-Connect. Each time you open a session with Source-Connect enabled, and auto-login checked, you will be automatically logged in and be ready to connect.

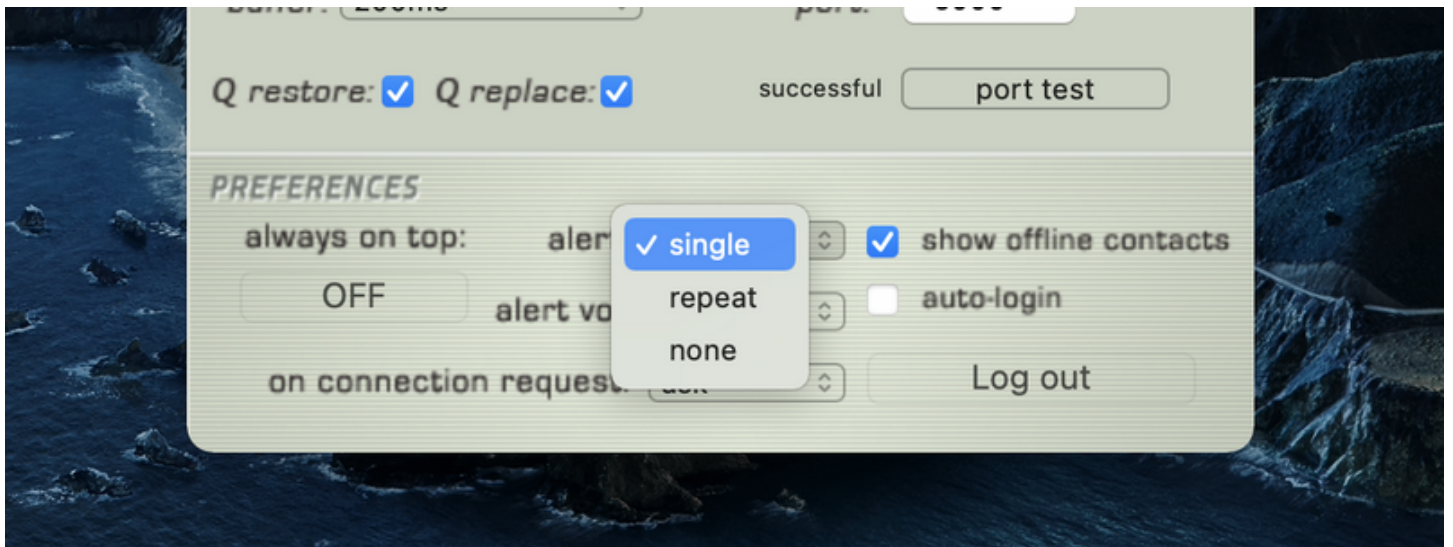


Alerts in Source-Connect Pro and Pro X

Written by Source Elements | Last published at: July 24, 2023

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

Not staring at your monitor? Source-Connect will let you know with a brief aural alert when someone is requesting a connection. To have the alert repeat for 30 seconds, select 'Repeat'. It will stop once any connection request made to you times out. If you prefer to switch this off, simply select the option 'None' in your Settings panel.

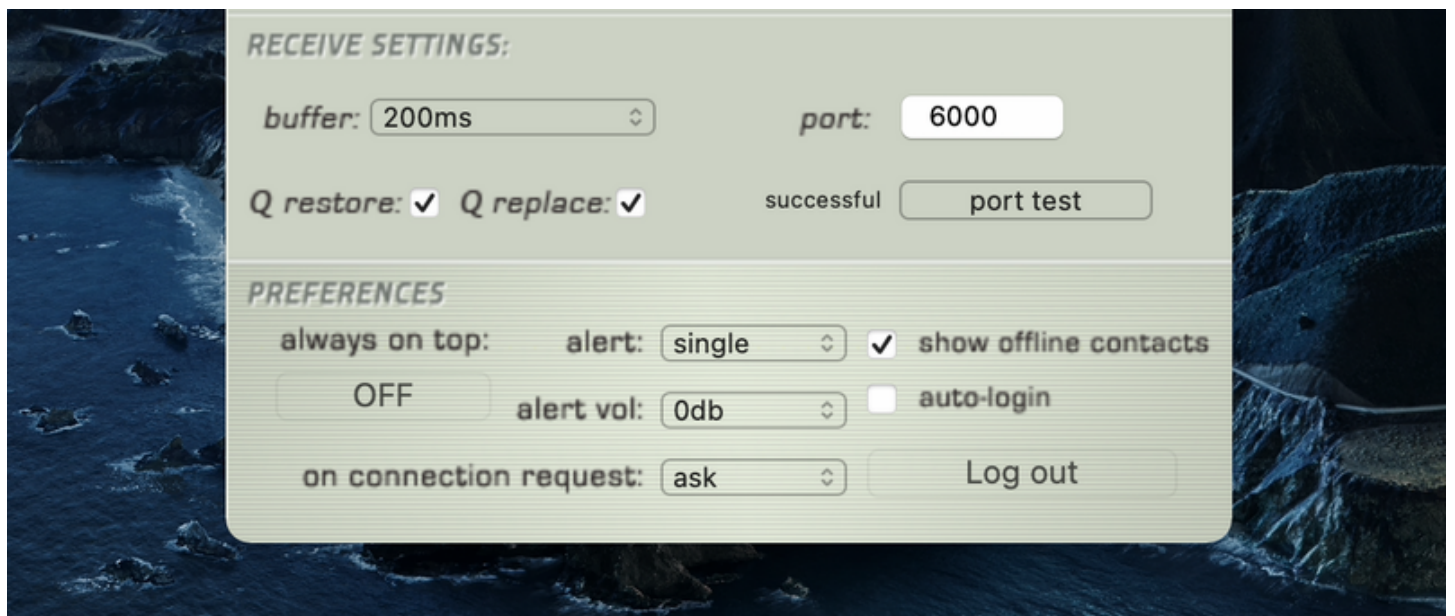


Show offline contacts in Source-Connect Pro and Pro X

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

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

If you find your Contacts list has become rather long, you can make it more manageable by unselecting the 'Show offline contacts' checkbox. This will now only show any of your Contacts who are logged in and can make it much easier to find the Contact you are looking for when starting a session. See the next section for more about managing Contacts.



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.

Source-Connect 3.9 Pro and VPN Mode

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

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

Source-Connect operates as a peer-to-peer type application over the UDP protocol, and this can cause connectivity problems when attempting to establish a two-way data connection in an unconfigured or very strict network. Factors such as firewalls and multi-layer subnets will generally make it difficult to walk into a venue and be confident of establishing a two-way Source-Connect session. Additionally, certain environments have strict security policies, so allowing firewall and network configurations are not possible.

As a solution, Source-Connect Pro can operate in VPN mode. This solves three problems: connectivity confidence, security, and privacy.

VPN mode and connectivity confidence

VPN connections operate over the TCP protocol and can function even within strict networks and proxy servers because it is possible to tunnel over HTTP. If a suitable VPN solution is implemented, all the enduser requires is a software client that they need to run when they wish to connect. Access can be strictly managed with unique, time-critical passwords. Cisco, for example, has such a VPN solution available where the client software is freely distributable and operates transparently. Or, solutions utilizing IPSEC may be suitable, which can be activated with built-in Mac OSX software for example.

VPN Security / Privacy

Where security and privacy are concerns, the best solution is one where you have complete control over the security methods. When Source-Connect Pro is in VPN mode it is configured to disallow connections to external IP addresses, so you can be confident that your network is secure.

Unsupported VPN clients

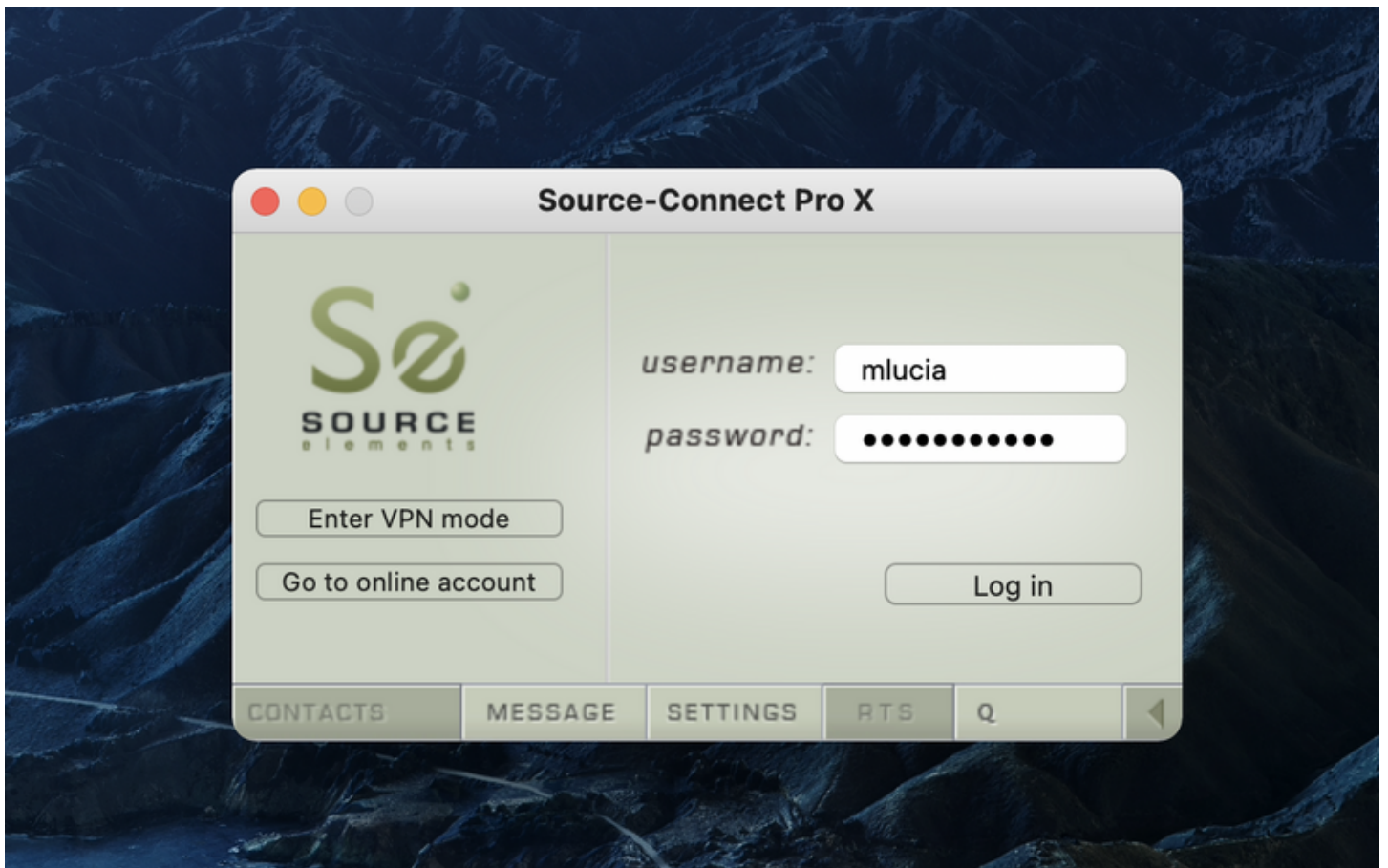
VPN clients such as NordVPN, ExpressVPN and Hamachi, generally used to mask your IP address, are not supported. Please visit the [Zero Tier One article](#) to see an example of a supported service.

Activating VPN mode in Source-Connect Pro and Pro X

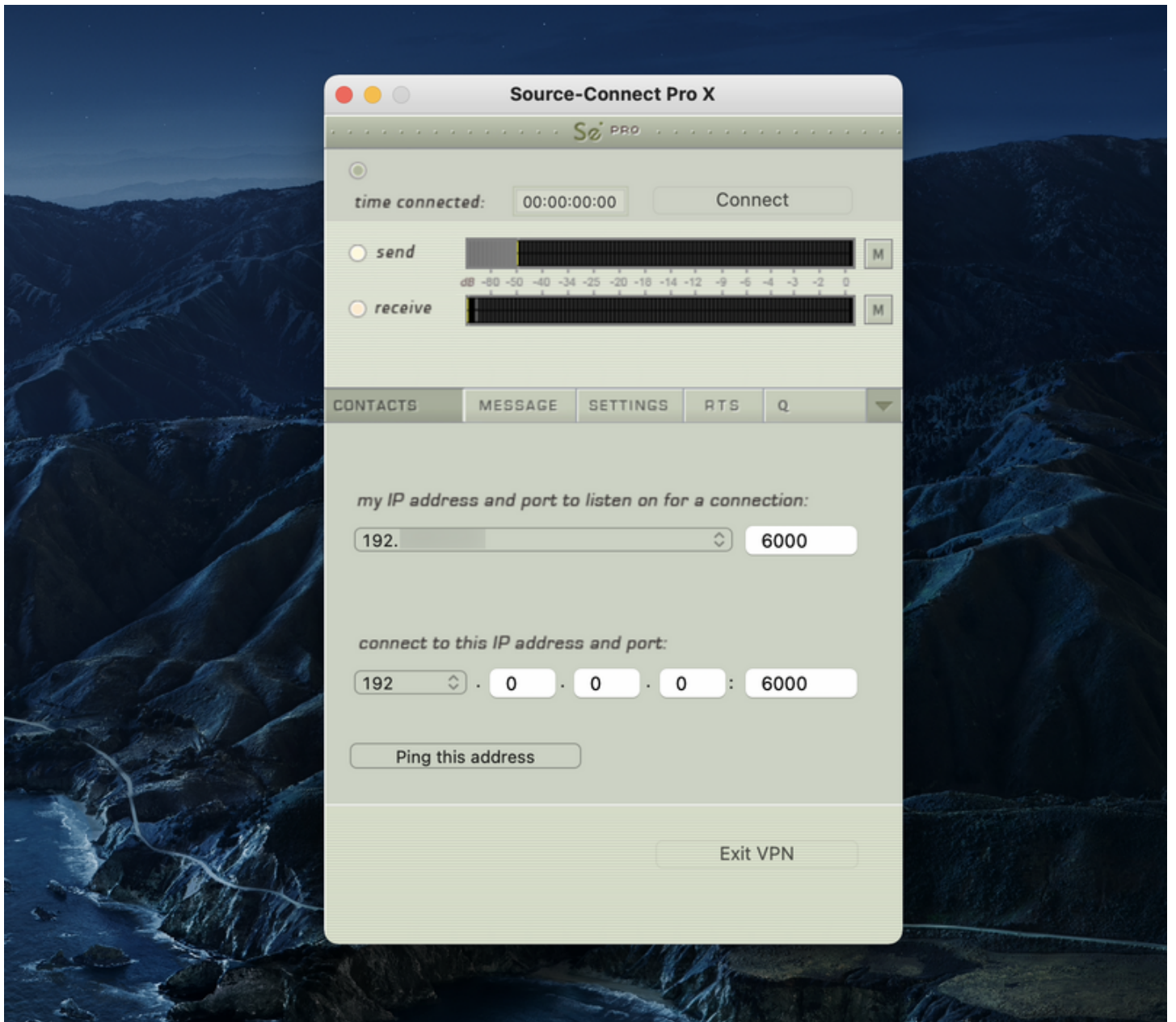
Written by Source Elements | Last published at: January 19, 2023

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

When launching Source-Connect, instead of logging in with your username and password, press the 'VPN mode' button on the left of the login panel. Source-Connect will now open in VPN mode.



When VPN mode is activated, your own private IP address is available under the 'this address' menu. To connect to a user on your private network, simply enter their IP address and port in the 'connect to' section.



When your settings are correctly entered, simply connect as you would in Source-Connect. The remote user will be asked if they wish to connect. Upon accepting the request your session now begins.

Using VPN Mode

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

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

1. First, ensure that your VPN network is running then login into 'VPN Mode' instead of logging in with your username. You should see that your VPN IP address is available via the drop down menu in the Contacts panel. Generally, you can check that your VPN is active and your connection partner is available by entering the IP address of the user you are connecting to and running the 'ping' test. If you can't ping that computer, you may not be able to connect via Source-Connect VPN. Some networks may not support the 'Ping' test so check with your IT administration where possible.
2. If you are on an active VPN you should be ready to make and accept a connection. If VPN mode cannot find a valid private IP address you will receive a dialog informing you of this. Please quit SourceConnect and check your Internet Connection if this occurs.
3. Once you are ready to connect, you will see your IP address listed in the 'My IP address and port' menu. If you have more than one IP listed, select the IP address that corresponds to the network interface you intend to use. At least one side of the connection needs to communicate their IP address to the other connecting computer. You should also let them know what base port you are using (if it is not the default 6000).
4. To connect to another user, simply type in their IP address in the 'connect to' section. Note that this can only be a private IP address. This is to ensure complete security on your part, so you are confident knowing VPN mode will never send traffic to an unauthorized network.
5. If you are on a complex network, for example you are on different subnets, you may need to administer your common router so it knows to connect you. For information on managing your network, contact your IT personnel or get in touch with us at support.
6. When you are ready to connect press the 'CONNECT' button in the Status panel. If the network is properly configured, you will be immediately connected and your session will run like a normal SourceConnect session.

For technical support, you are welcome [contact us](#). Please note, however, that when working with private networks we are unable to offer assistance directly on Source-Connect without being given access credentials to your VPN.

VPN mode and Zero Tier One

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

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

Source-Connect Pro supports the free Zero Tier One® VPN application. This allows you to make a secure connection over most firewalled networks without requiring any previous setup. A full guide on using Zero Tier One is available [here](#).

Source-Stream: Firewall & Network traversal

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

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

This article explains what Source-Stream is, and how to use it for two purposes: achieving a connection when you are behind a strict firewall or complicated network, and making a long-distance connection over the Public Internet.

What is Source-Stream?

Source-Stream is a service for Source-Connect 3.9. When you don't have the ability to establish a direct connection due to firewall-related issues, Source-Stream will route the signal for you.

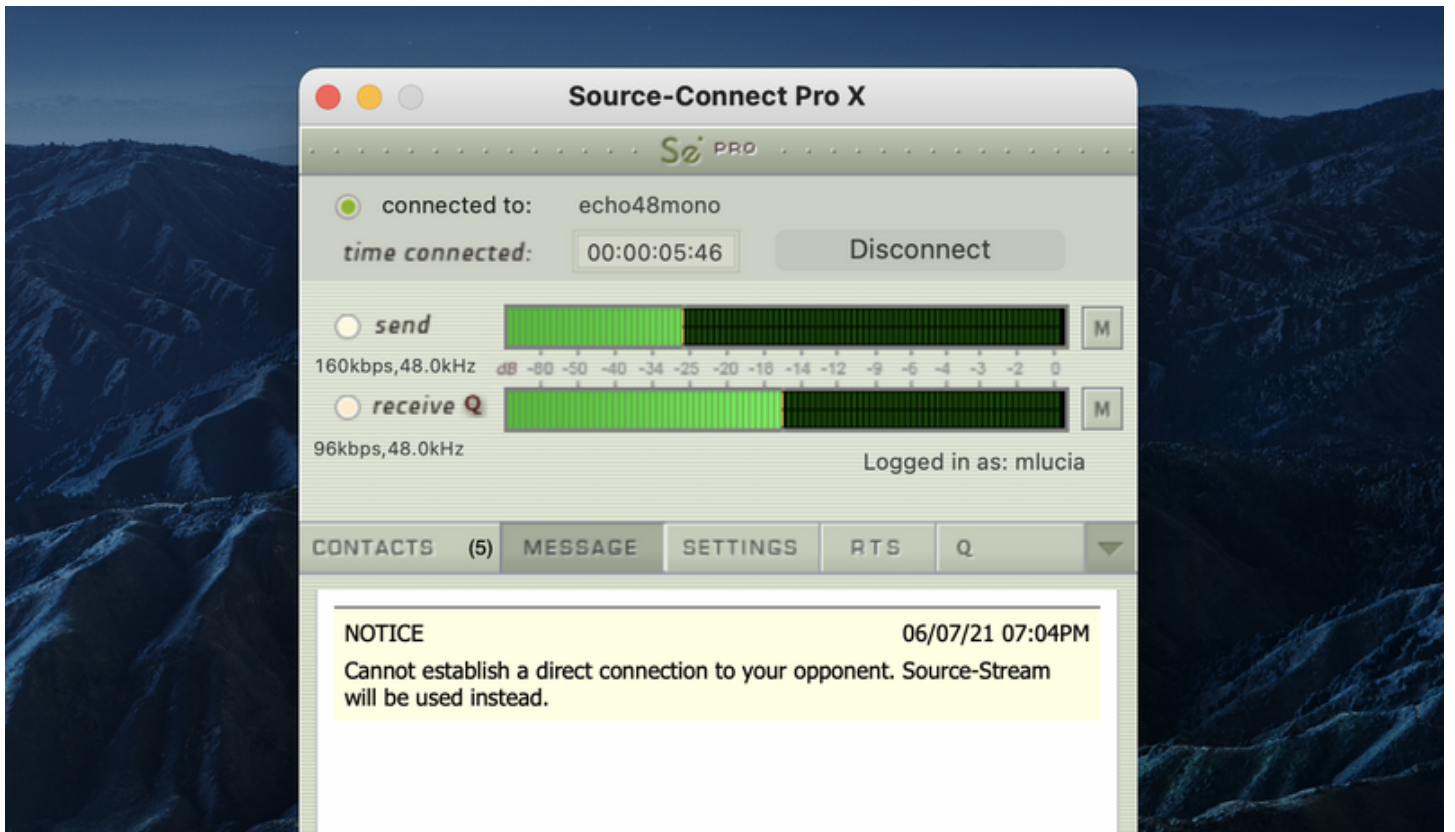
Configure Source-Stream

You must meet these conditions to use Source-Stream:

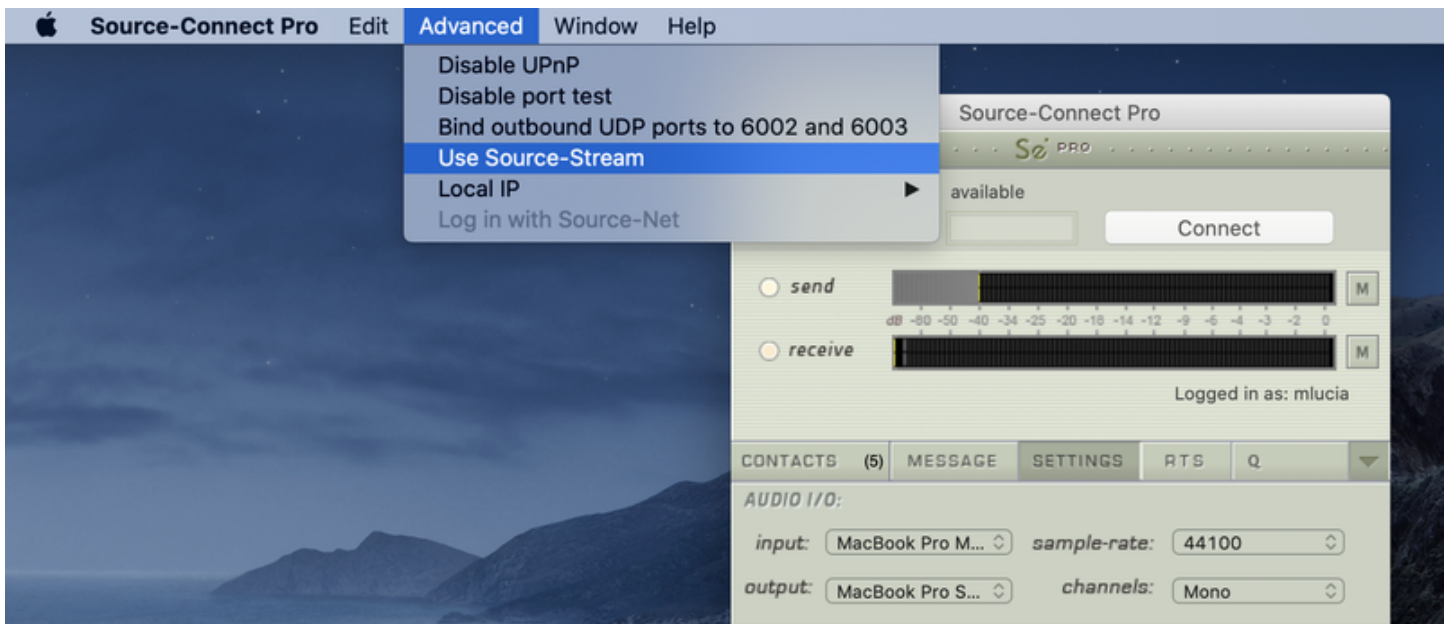
1. You must have Source-Connect 3.9 (Pro or Standard).
2. The person you are connecting to must also have Source-Connect 3.9 Pro or Standard.

How to use Source-Stream

Source-Stream will be used automatically if your network does not allow direct connections and both partners have Source-Stream available. You will be notified that Source-Stream is in use via the Message panel after the connection is established.



To force the use of Source-Stream in order to make use of global traffic traversal, select "Use Source-Stream" under the Advanced menu of Source-Connect Pro.



This can be helpful for making faster connections, when you know for sure you have a firewall.

IMPORTANT NOTES:

Using Source-Stream may result in a connection with additional latency than a direct connection. It is not expected that latency will be noticeable.

Logging into Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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.

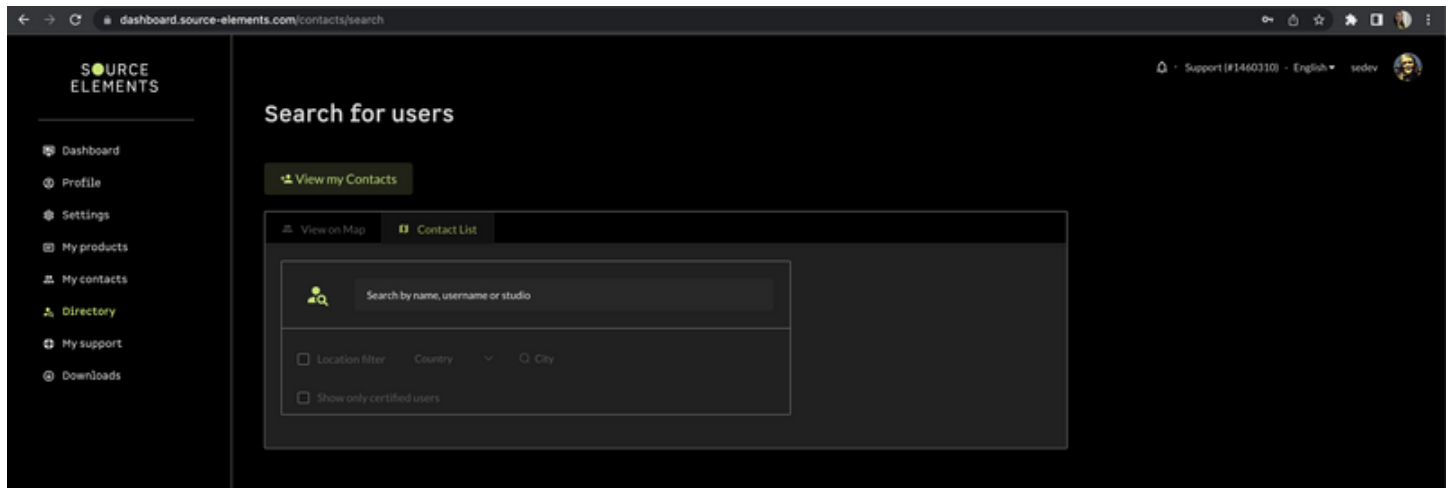


Configuring your Profile

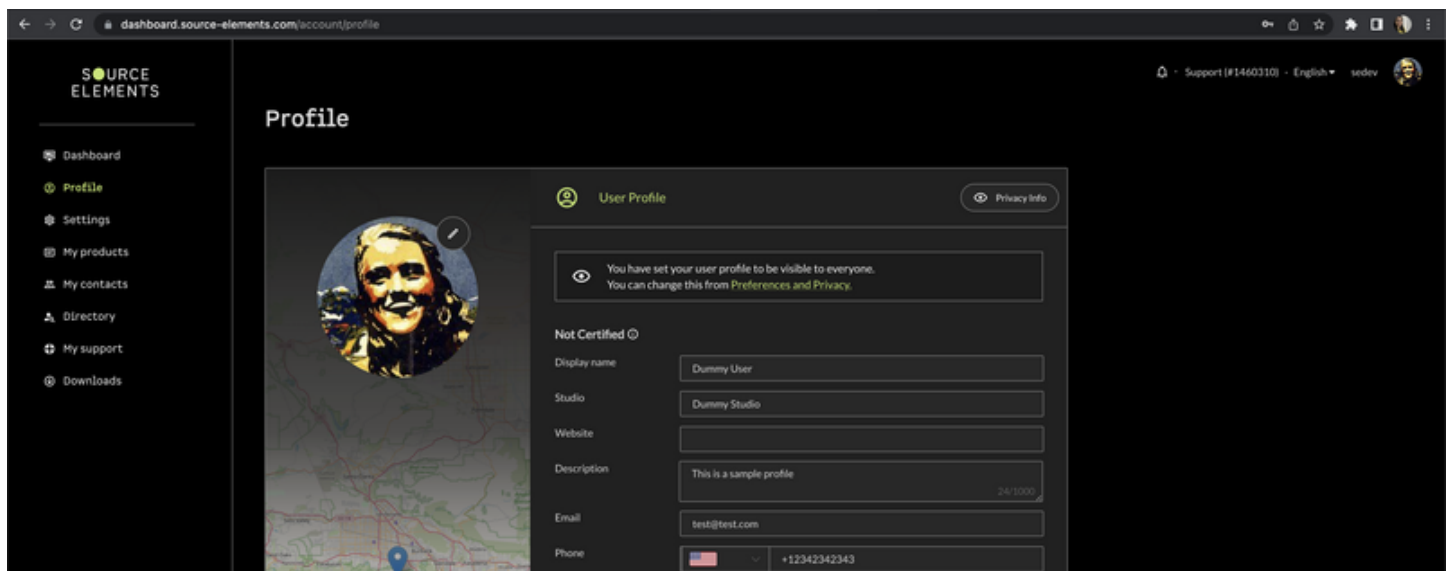
Written by Source Elements | Last published at: August 04, 2023

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.



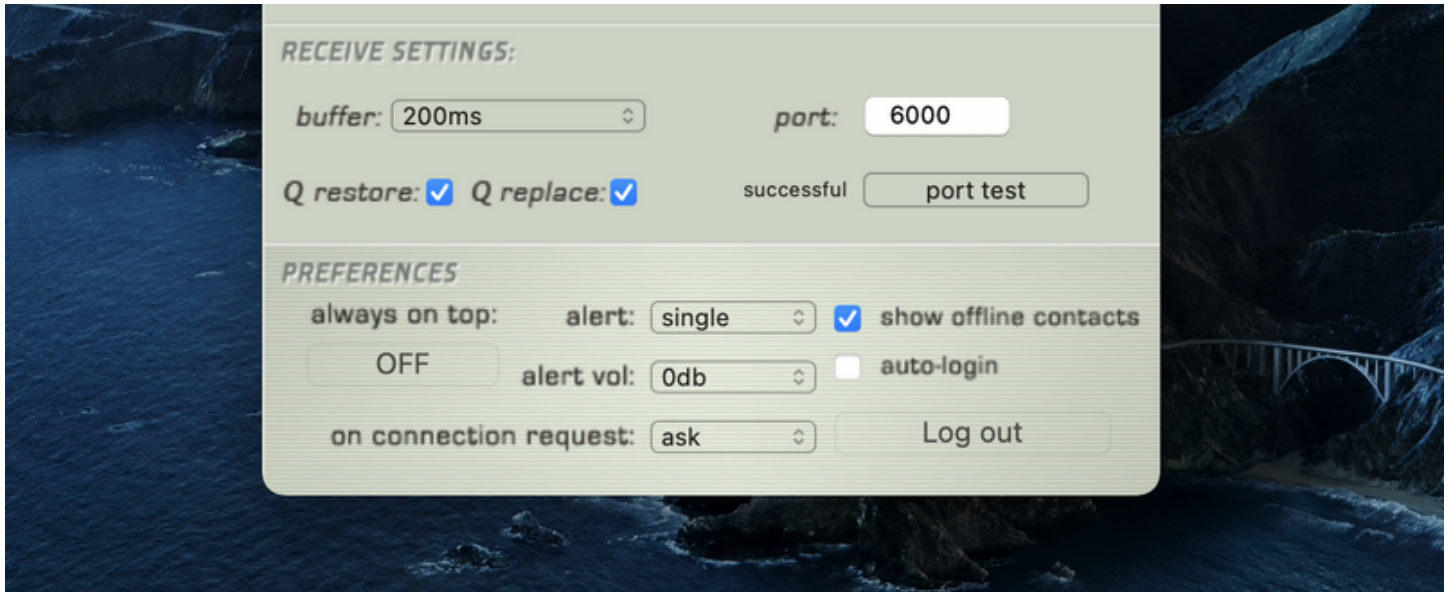
[Click here to see the Account and Profile pages for available options.](#)

Logging Out of Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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 Policy for Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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:

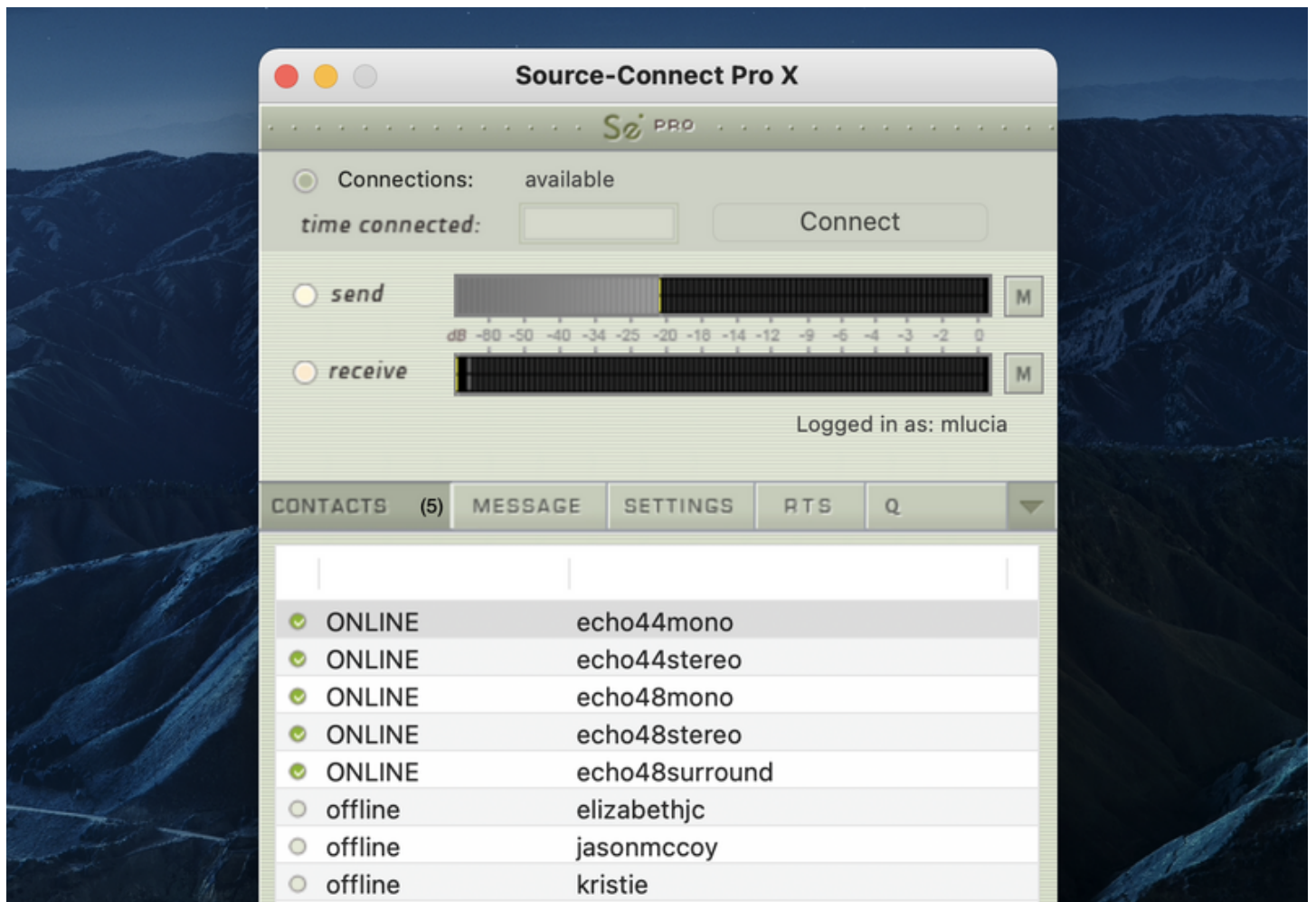
<http://source-elements.com/privacy>

Establishing a session in Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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.

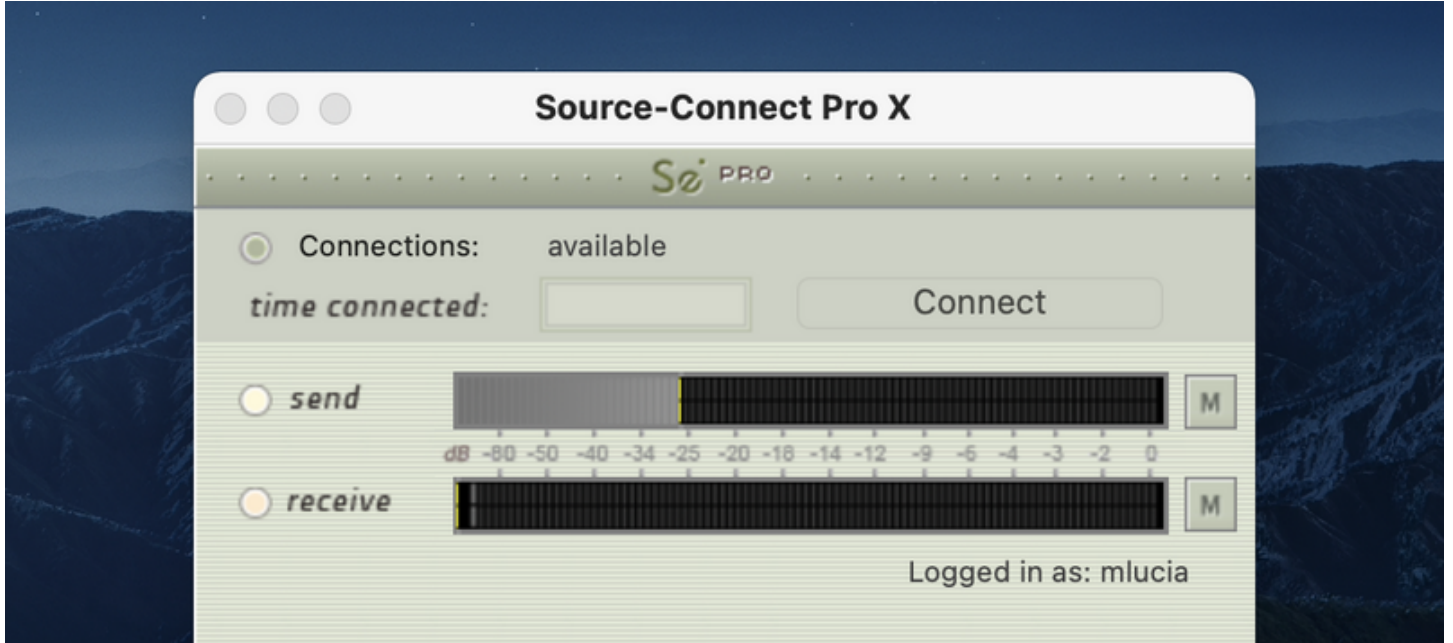
To initiate an audio session, select the user in the Contacts panel with whom the session is to be established. It is only possible to connect to users who have Online status: that is, the users who are online and not already engaged in a session.

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 a

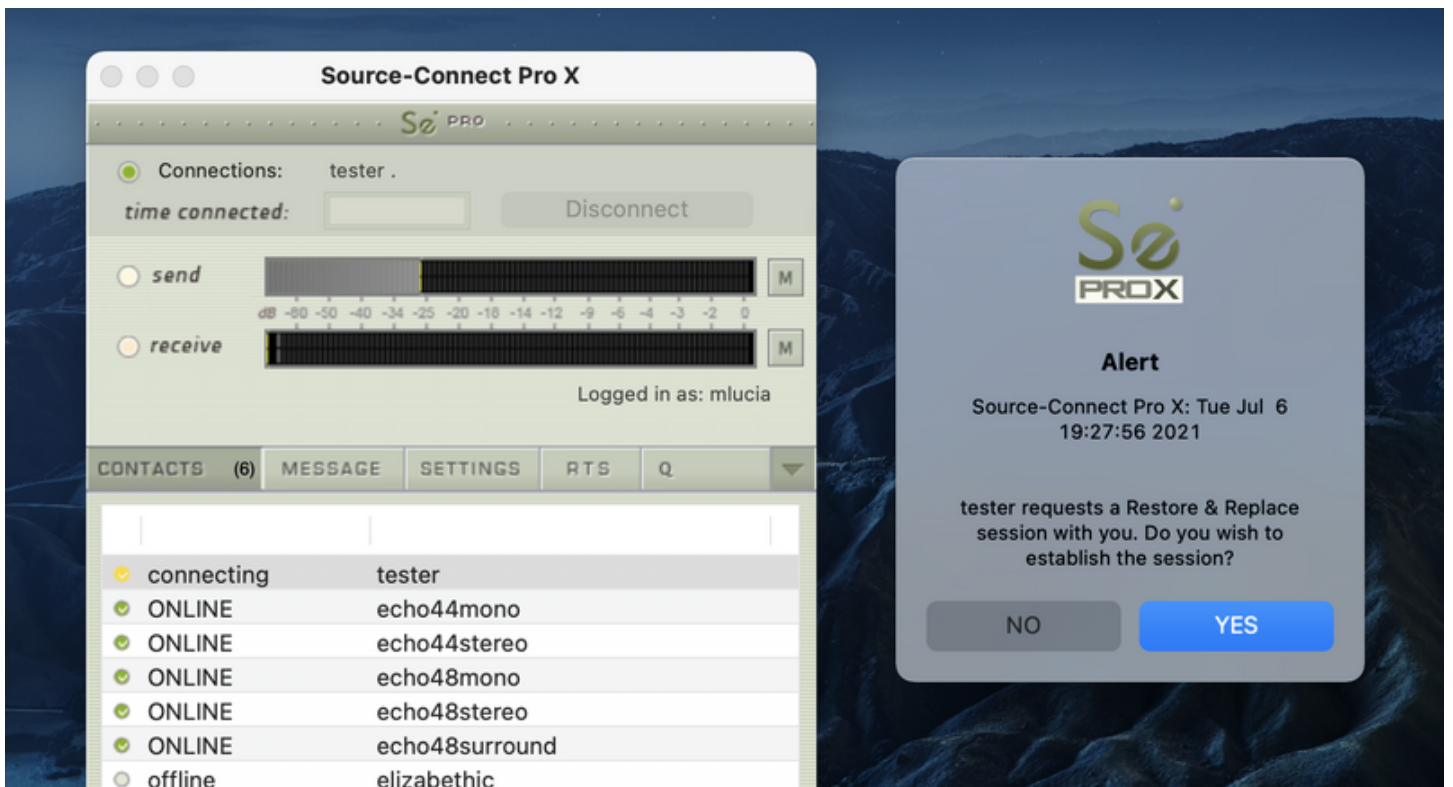
sliding window from the Contacts panel. This can help you confirm that you are actually connecting to the user you want. Click on the new panel window to close the sliding panel.

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

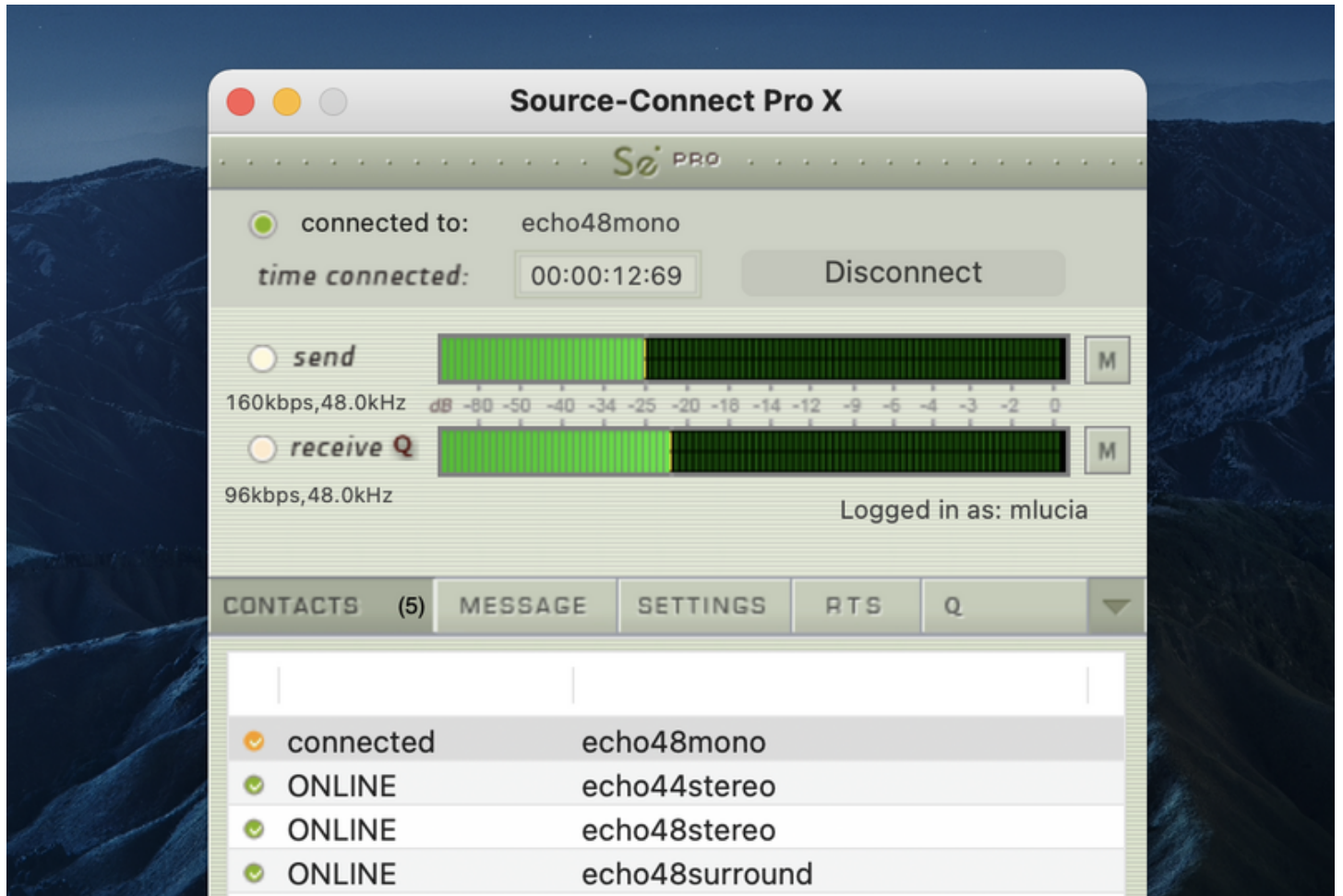
If you do not see a blinking **'sending'** or **'receiving'** light at the top left of the plug-in it means that there is a problem with the network. Please review the [Network Guide](#) for information on how to resolve this.

Closing a Source-Connect Pro session

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

This article is part of the Source-Connect Pro and Pro X 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

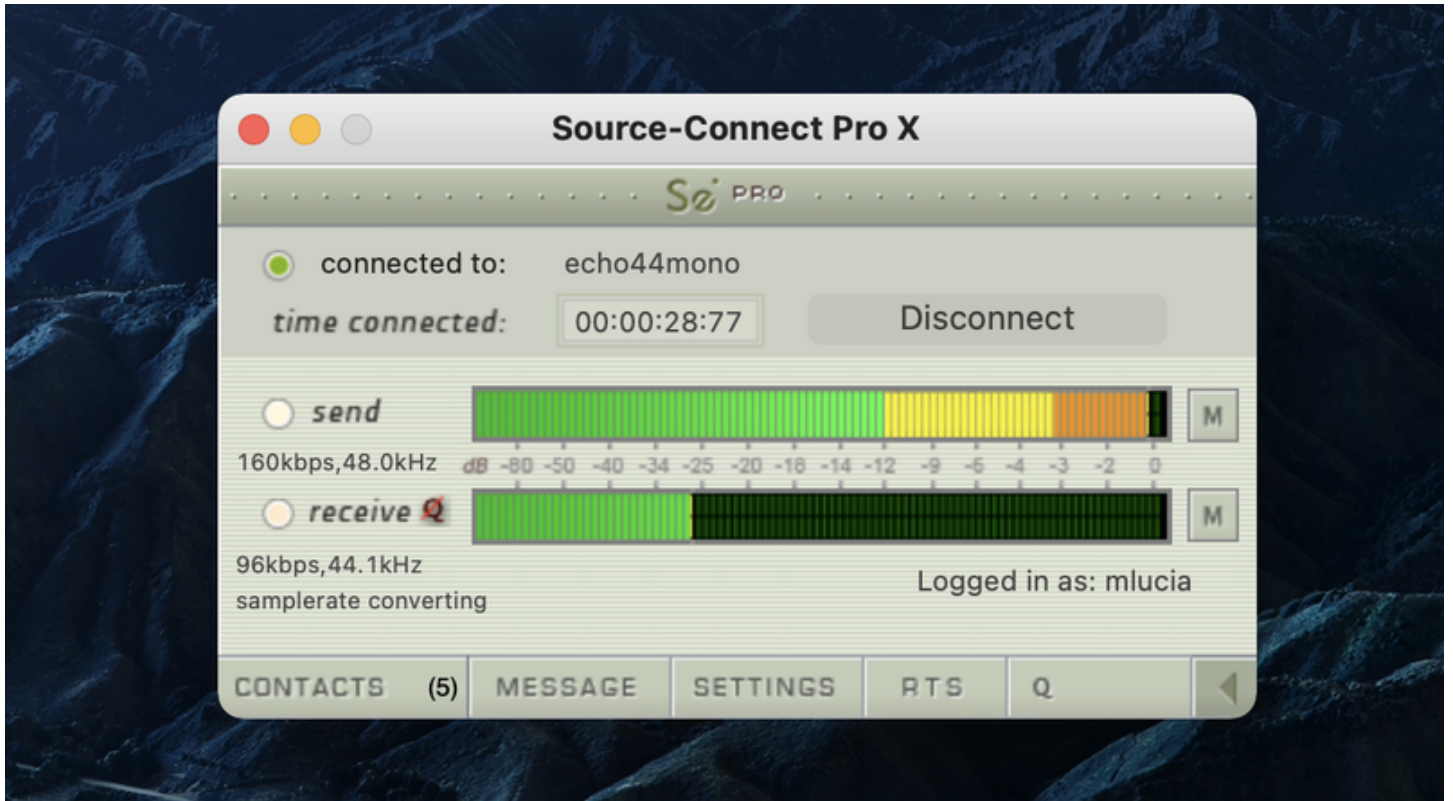
Source-Connect will also recognize if the connection has been lost with the Source-Connect servers. If this is the case, it will not disconnect your session automatically, but continue to assume that your Contact partner is still available. Once the server connection is restored you will see an Instant 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.

Source-Connect 3.9 Pro - Session Status

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

This article is part of the Source-Connect Pro and Pro X 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 test is successful on both sides. See the [online Network Guide](#) for more information.
- **Sample-rate:** The sample-rate that Source-Connect is 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 the host application is set at. If they are different Source-Connect will indicate that it is sample-rate converting.

NOTE: Sample-rate converting is not compatible with Auto-Restore and AutoReplace or with Remote Transport Sync.

- **'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. 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.
- **'Q' icon on receiving meter:** You have 'Restore' or 'Replace' checked in your Settings panel and are capable of requesting Restore and Replace processes.
- **Q Manager - IMPORTANT:** If the Q icon has a red slash through it means that the Q Manager is not correctly configured however this will not affect your Source-Connect audio connection in any way. Please review Section 8 on Auto-Restore and Replace.

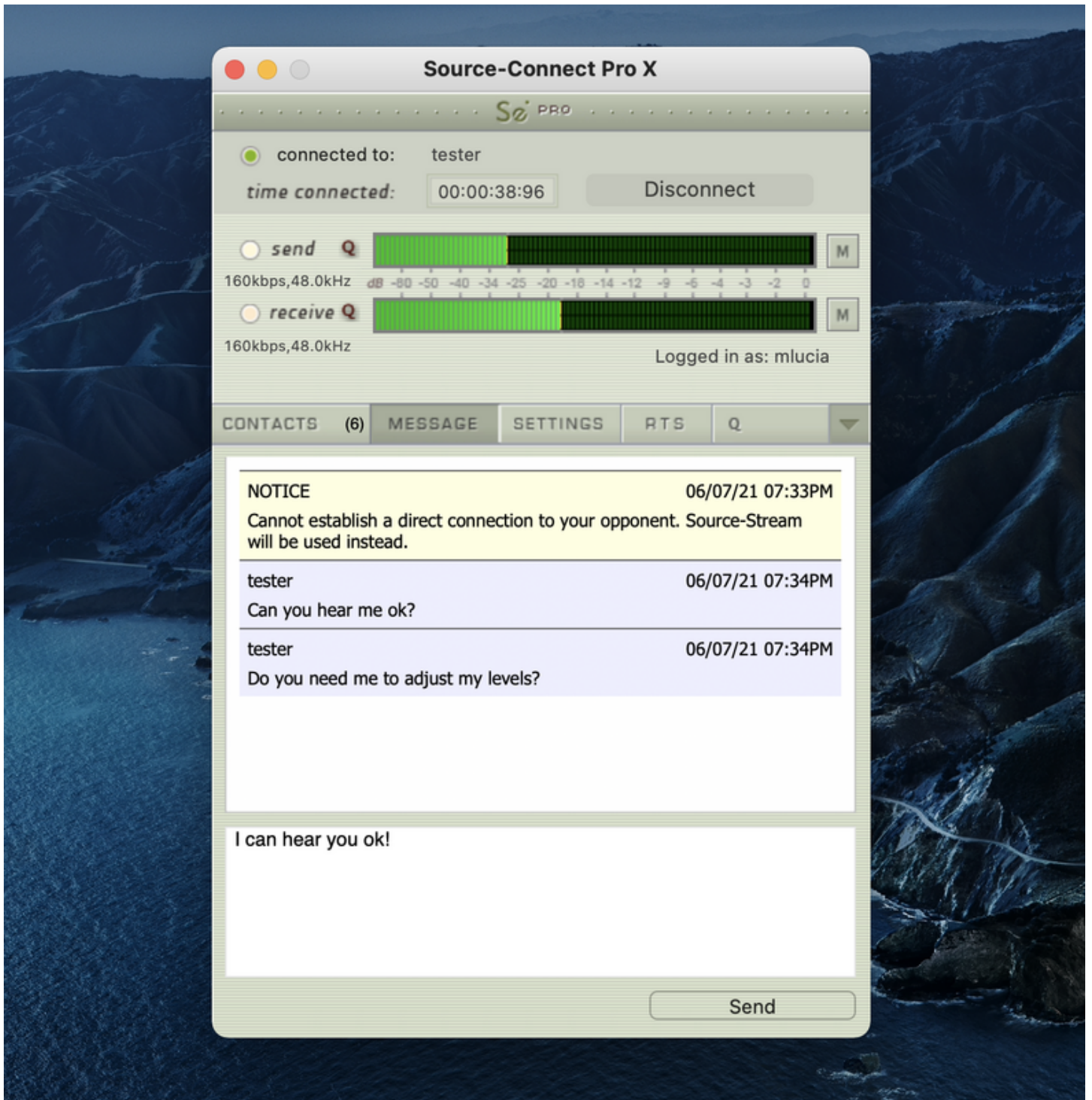
Source-Connect 3.9 Pro - Instant Messaging

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

This article is part of the Source-Connect Pro and Pro X 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 textbox 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.



Messaging Focus

Note that after sending a message, the keyboard focus will be in the messaging panel. You will need to ⌘+Tab back to your audio host or click back with the mouse.

Remote Transport Sync (RTS) and Source-Connect Pro

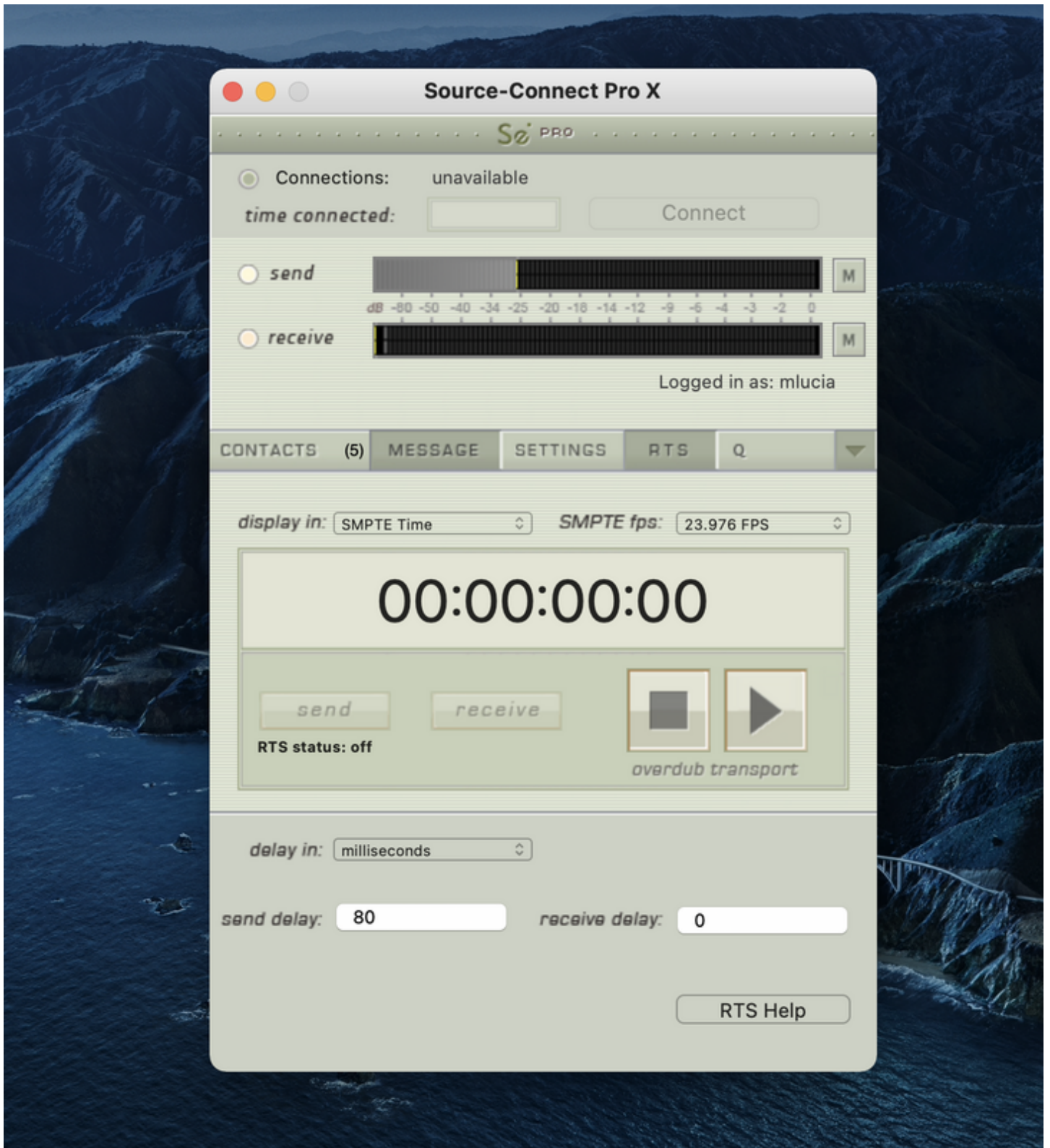
Written by Source Elements | Last published at: February 23, 2023

This article is part of the Source-Connect Pro and Pro X 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.

Accessing the Remote Transport Sync (RTS) module

You can access the RTS panel by clicking on the RTS bar in Source-Connect Pro.



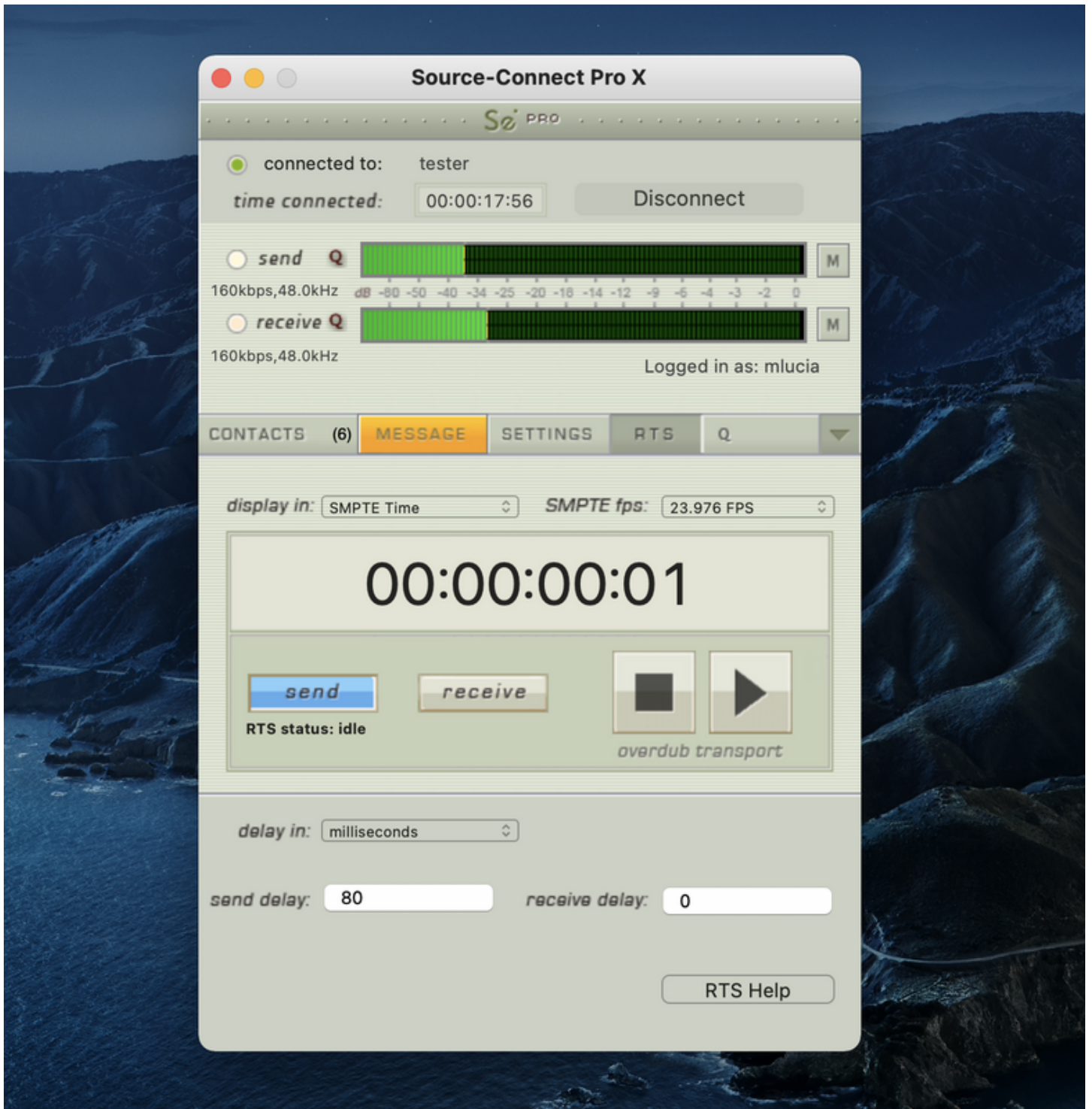
The following is a very brief overview. For specific instructions and screenshots, please see the [comprehensive Remote Transport Sync FAQ](#).

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

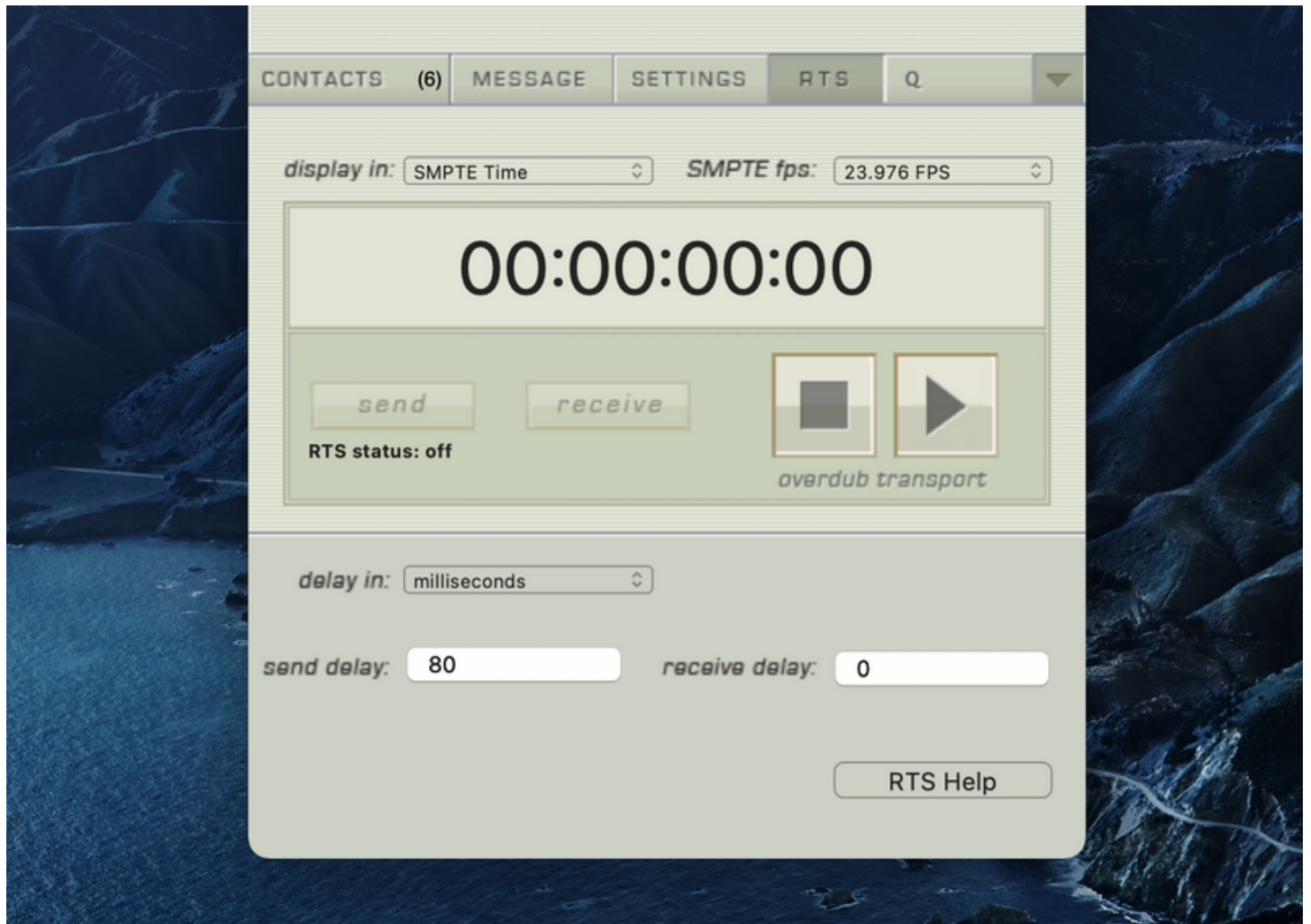
To use RTS, one user must be in SEND mode and the other in RECEIVE. The RECEIVE user has no transport controls - effectively they now follow the SEND user who has 2 possible types of operation: ADR mode or Mix/review mode. Please review the [Remote Transport Sync FAQ](#) for details on ADR or Mix/review modes and running an RTS session.

For support while using RTS please see the comprehensive [Remote Transport Sync Checklist](#)

Note: RTS does not work with looped recordings.

RTS Settings

In Source-Connect Pro and Pro X, there are 5 settings you can configure:



- The **timecode format** you will display in Source-Connect (Min:Secs, SMPTE Time or Samples).
- The **SMPTE frames per second** (23.976fps, 24fps, 25fps, 29.97fps, 29.97fps drop, 30fps, 30fps drop).
- **Delay settings:** delays or advances the play command being sent or received. Negative numbers can be included. The send and receive delay in RTS is only active if your are NOT using Source-Nexus I/O or Source-Connect Link. It is there to fine tune the sync resolution if needed. When using Source-Nexus I/O or Source-Connect Link, RTS is often a little off.

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 Pro and QManager: Auto-Restore and Replace

Written by Source Elements | Last published at: March 22, 2023

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

This section provides a complete overview on using Source-Connect from version 3.2 and up with Restore and Replace. Q Manager version 2 provides easier and faster Restore and Replace operations, plus several additional back-up options.

This section is divided into 12 parts:

1. Ultra-QuickStart Guide
2. Lifecycle of a recording
3. Launch and Configure the Q Manager for recording
4. Login mode
5. FTP settings
6. Using Auto-Restore and Auto-Replace: Details
7. What is Auto-Restore and Auto-Replace?
8. Comprehensive Q Manager interface overview
9. Invalid Q Manager settings and warnings
10. Q Activity panel
11. Troubleshooting
12. Common Q Manager issues

This section starts with a step-by-step guide to using Auto-Restore and Auto-Replace. It is important that you understand what settings need to be verified. This is briefly covered in section 8.1: Ultra-QuickStart Guide, so please review section 8 .3. Launch and Configure the Q Manager for recording if your recording needs are outside of the scope of the QuickStart guide.

The online Q Manager Help guide is also available directly from on 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.

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

Ultra-QuickStart Guide for Source-Connect 3.9 Pro

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

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

This section is provided for the most common case uses.

1. Launch Source-Connect Pro and connect using 44.1khz or 48khz, with bitrate of 64kbps mono or higher.
2. The Q manager will login automatically. Check that your FTP service is active. If you get an FTP error see the FTP error section of this manual or contact Support.
3. Set your audio files folder / session folder in the Q Manager Setup panel. This is the folder where you will record your actual files to.
4. Make sure you have Restore and Replace checked in the Source-Connect settings panel.
5. Connect with Source-Connect to your connection partner and check that you have a Q icon on the Receive status, next to the blinking Receive light.
6. Record a test file – it should show up immediately in your Q Requests. If it says Restored, select and choose Replace Now from options menu.

If it progresses and comes back saying Replaced, you're good to go!

Lifecycle of a recording in Source-Connect 3.9 Pro

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

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

This section is a step-by-step guide to using Source-Connect Pro for Auto-Restore and Auto-Replace. 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.

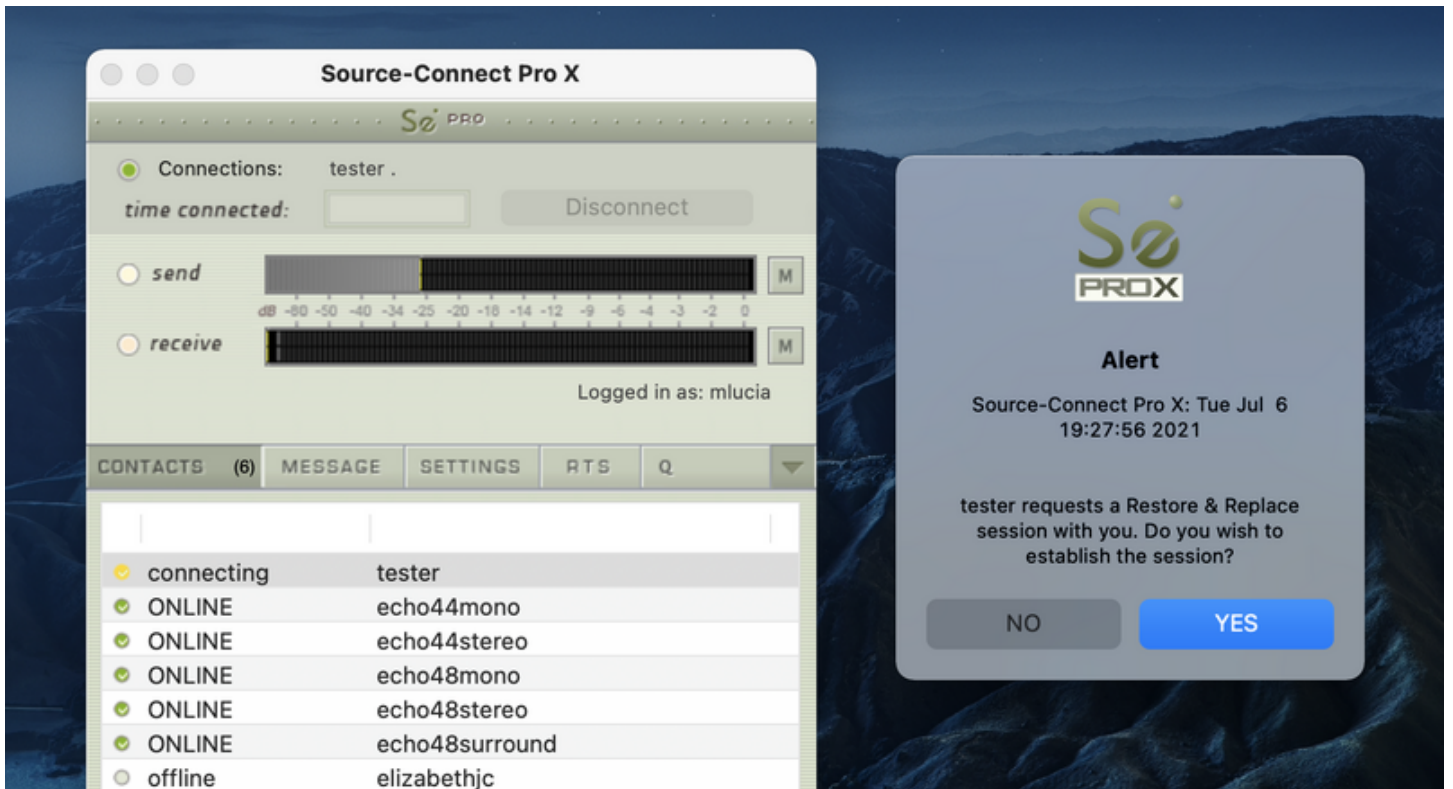
1. Enable Restore and Replace in your Source-Connect Pro settings

To request Restore data you must have the 'Q restore' checkbox checked in the Source-Connect Pro Settings panel. To request Replace data you must have the 'Q Replace' checkbox checked. You can use either or if you need, or disable both if you are just monitoring the connection.



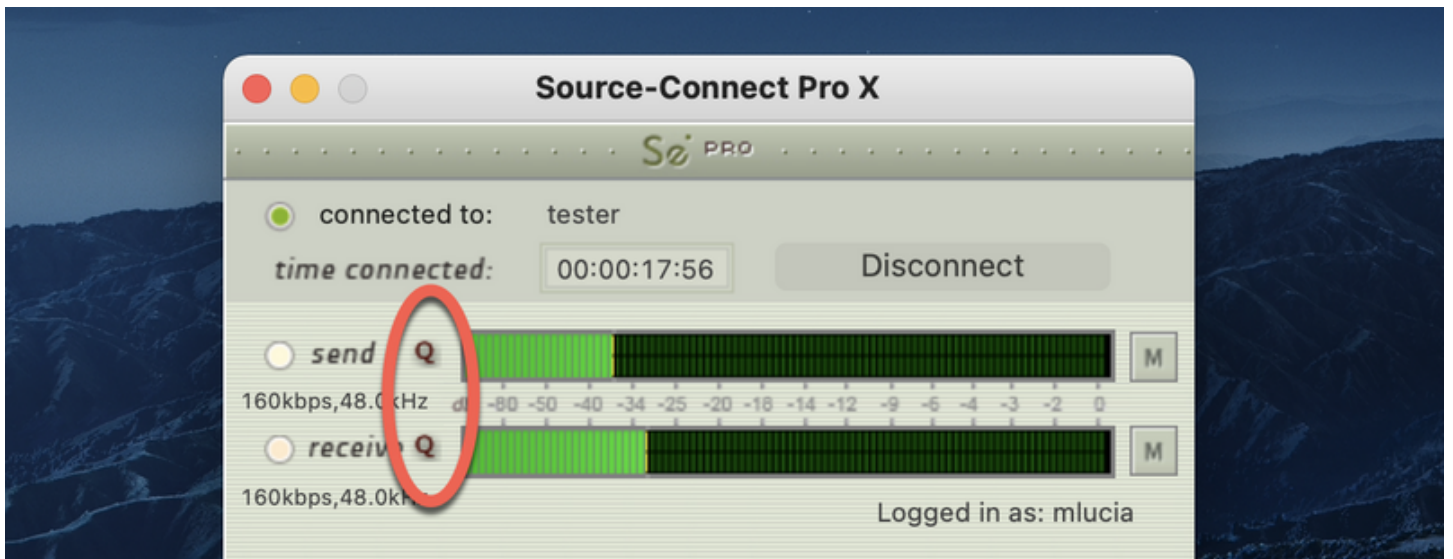
2. Request a Source-Connect session

When you request a Source-Connect session with Restore or Replace checked, your connection partner will be show a dialog indicating that you wish to receive Restore or Replace data.



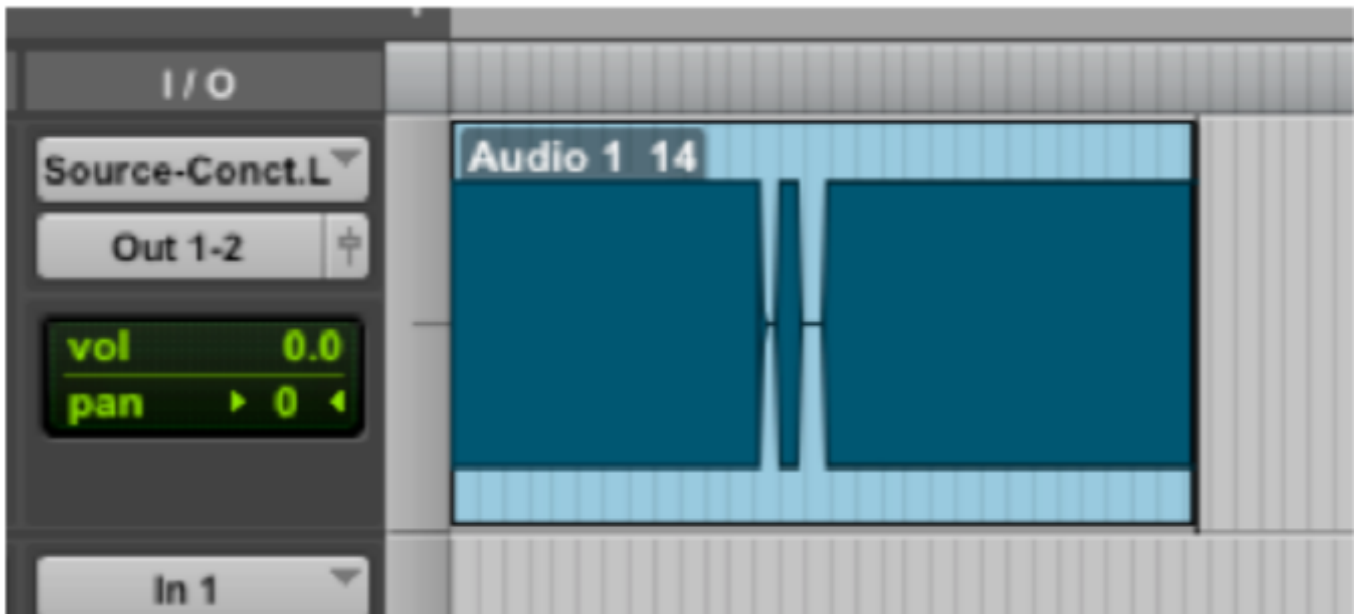
3. Ready to record

If your partner accepts you have now established a Source-Connect session with Restore and Replace enabled. You should now see a Q icon to the left of the Receiving meter, indicating that you can receive Restore and Replace data. If your connection partner also has Source-Connect Pro and has the Restore/Replace boxes checked you will see a Q by your Sending meter also.



4. Recording an audio file

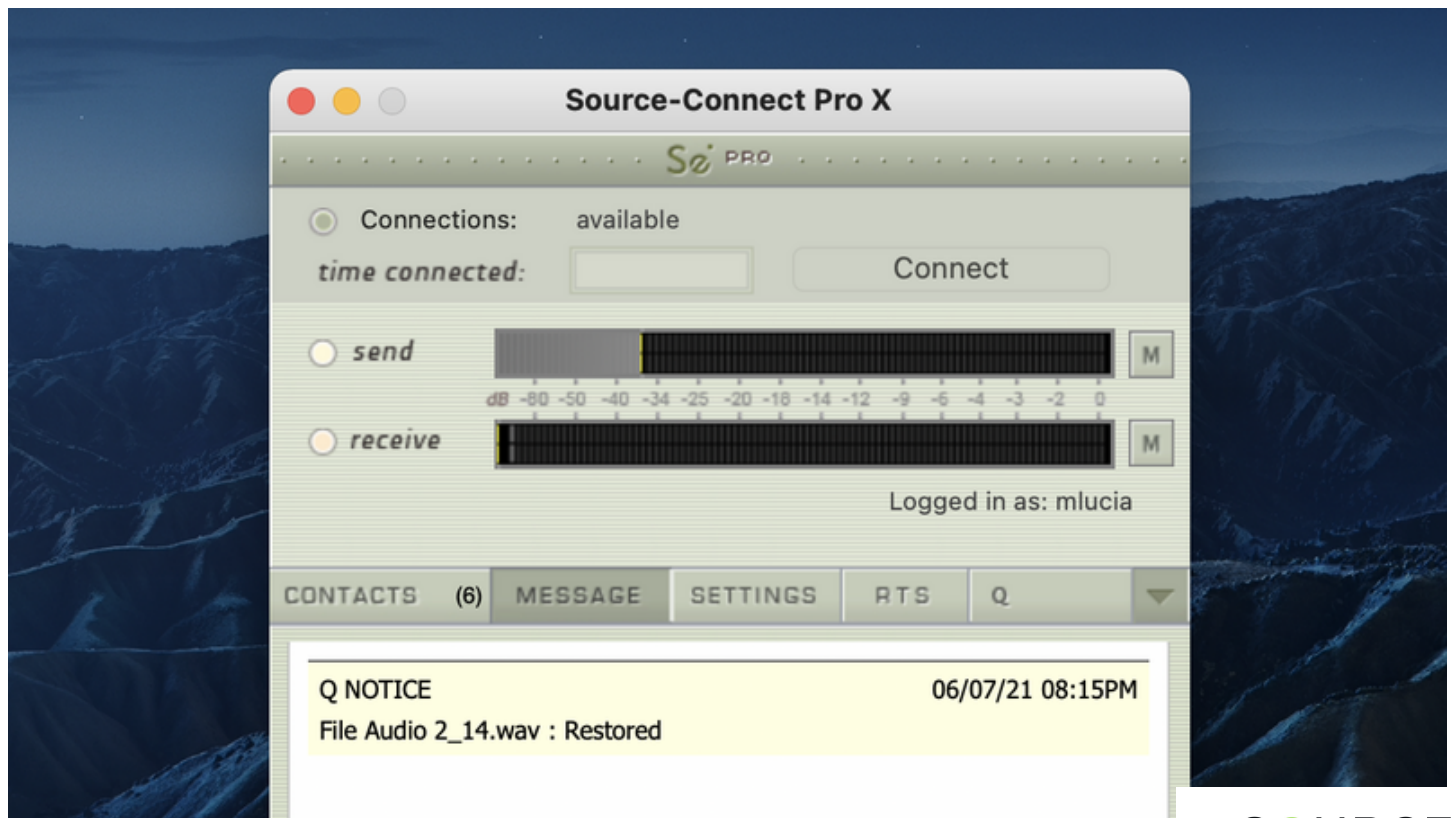
In this example we are sending a sine-tone signal via the Signal Generator plug-in to be recorded, and for the purposes of demonstration we are causing a significant number of dropped packets. You can see on the waveform in the timeline when the recording is significantly degraded:



IMPORTANT: As noted previously in this document it is **necessary** to ensure that your recorded signal is **passed directly** to your record track, with no volume changes or other plug-in processes in between Source-Connect and the record track. This ensures that the Q Manager will be able to fully restore and replace your recordings.

5. Restoring the audio file in the background

Once you stop recording the Q Manager will start the restore process. You can continue recording multiple files as the restore process does not interrupt your session in any way. If you have the 'Send status notifications to Source-Connect IM' option enabled in the Advanced settings of the Q Manager, you will see the result of the process in your Source-Connect Instant Message window as files are processed:



6. 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. Select the filename in the Pro Tools bin and choose 'Recalculate waveform overviews'. We can now compare the files before and after the restore process visually:

Before and after the restore process:



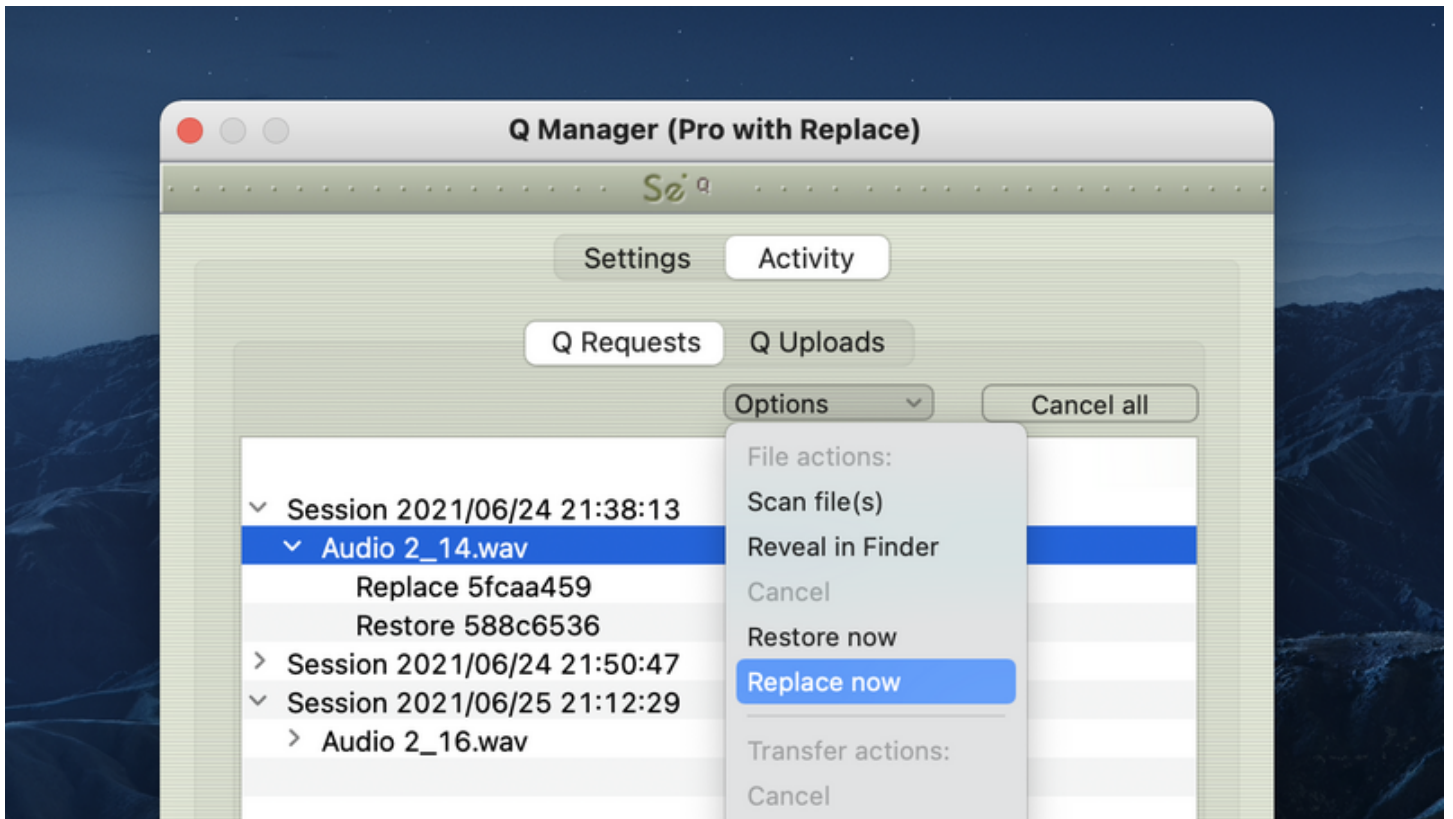
We can now see (and hear on playback) that we have a completely restored audio file with perfect playback.

7. Replacing the file with full resolution PCM data

It is not necessary to restore your audio files if you only need the replace process. However, if your files are currently being restored you'll need to wait until this process completes before activating the replace process. To activate the replace process there are two options: manually per file or all available files at once.

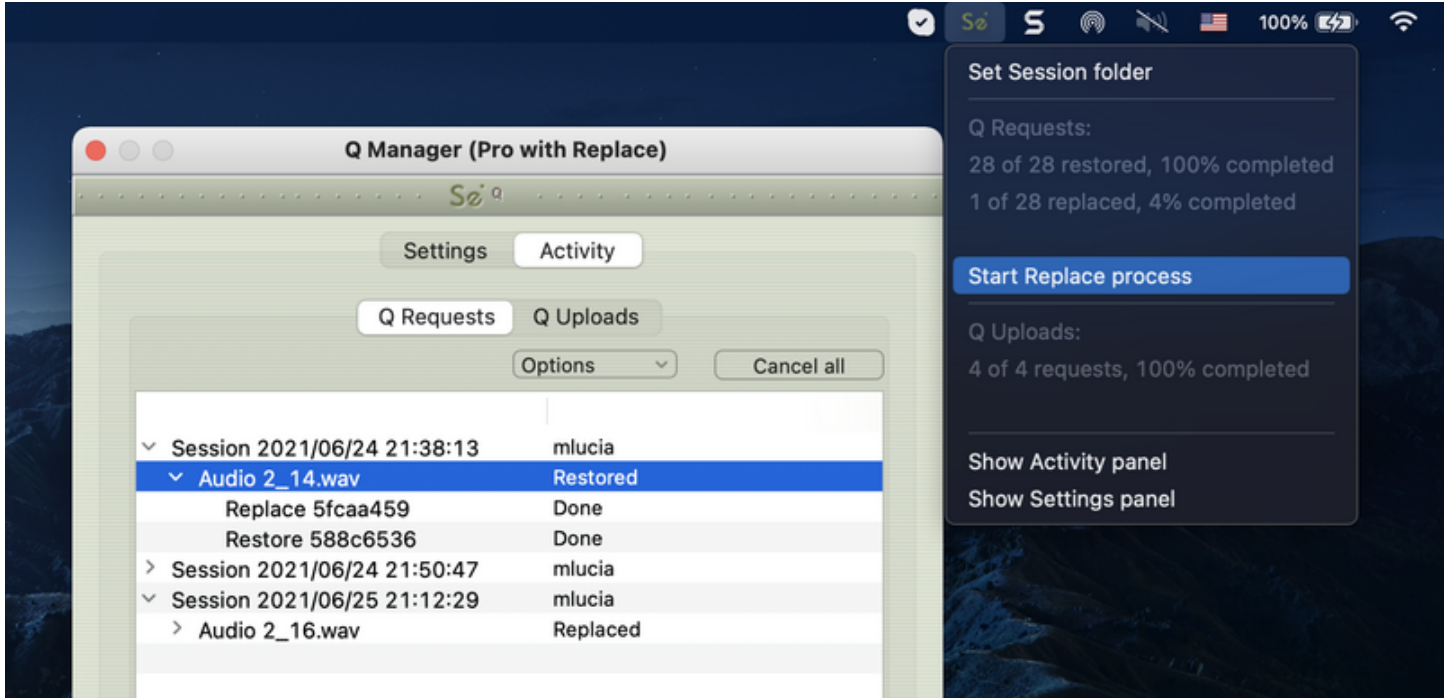
Replace now

To process files individually, highlight that file in the Q Requests panel and select 'Replace now':

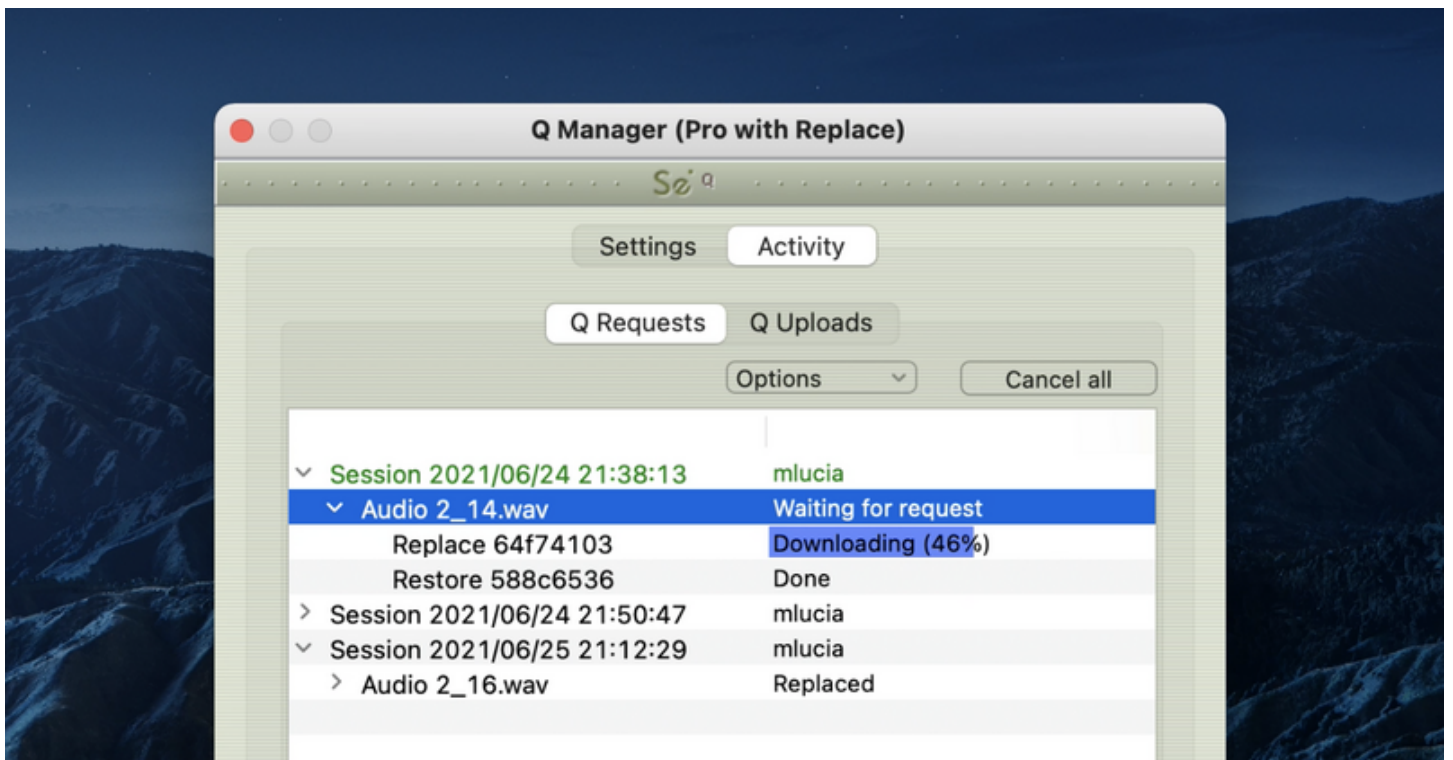
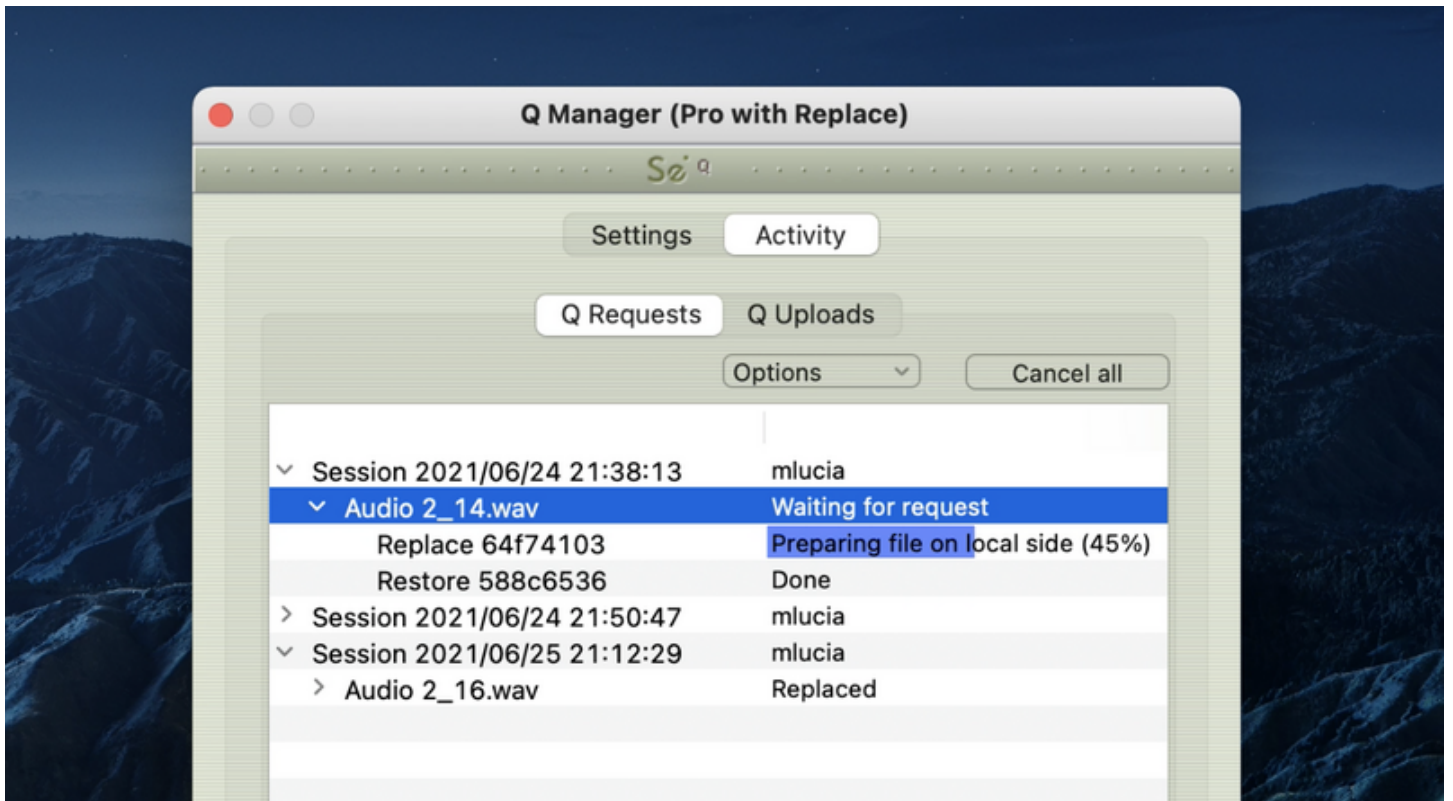


Start Replace process

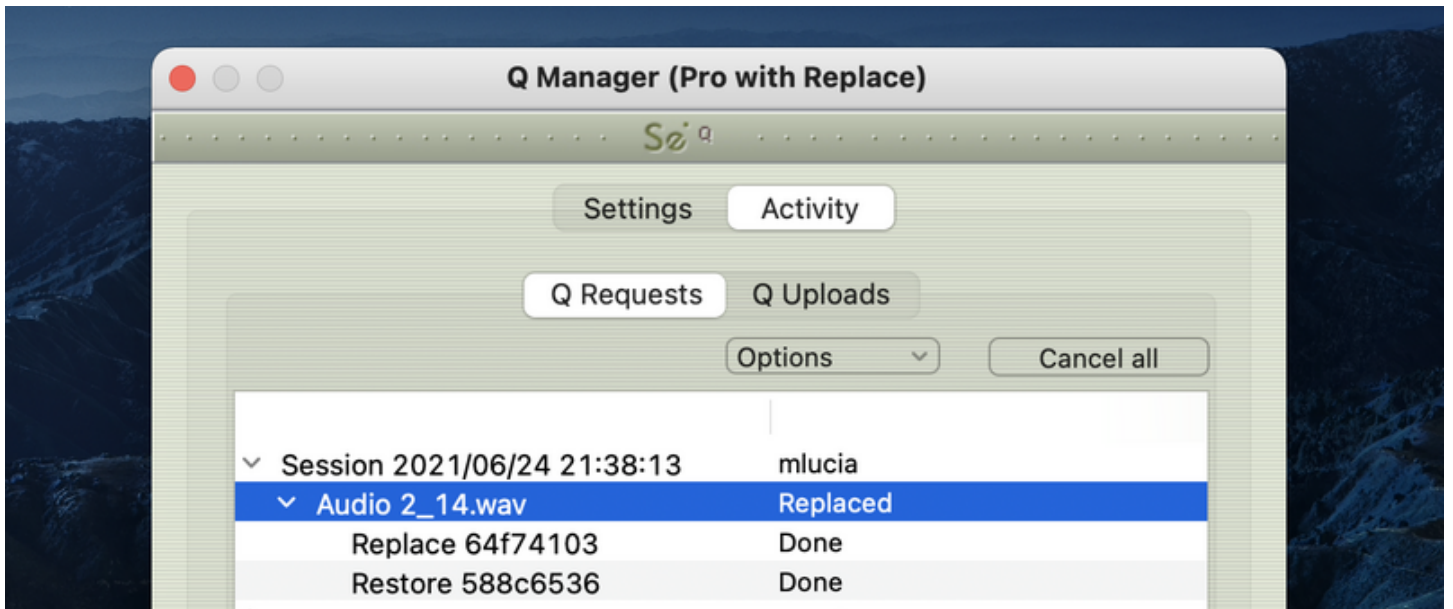
To process all available files in the Q Requests menu, select the 'Start Replace process' from the Q Menubar dropdown menu:



You will see an Instant Message (if IM notifications are enabled) to let you know that the Replace process has completed and the status of the file in the Q Requests panel will be 'Replaced'. Depending on the size of your files and the available bandwidth between you and your connection partner, this process will take some time, and longer than the restore process. Click on the arrow next to the filename to show the current progress. If the file is very large you will see a percentage of the progress.



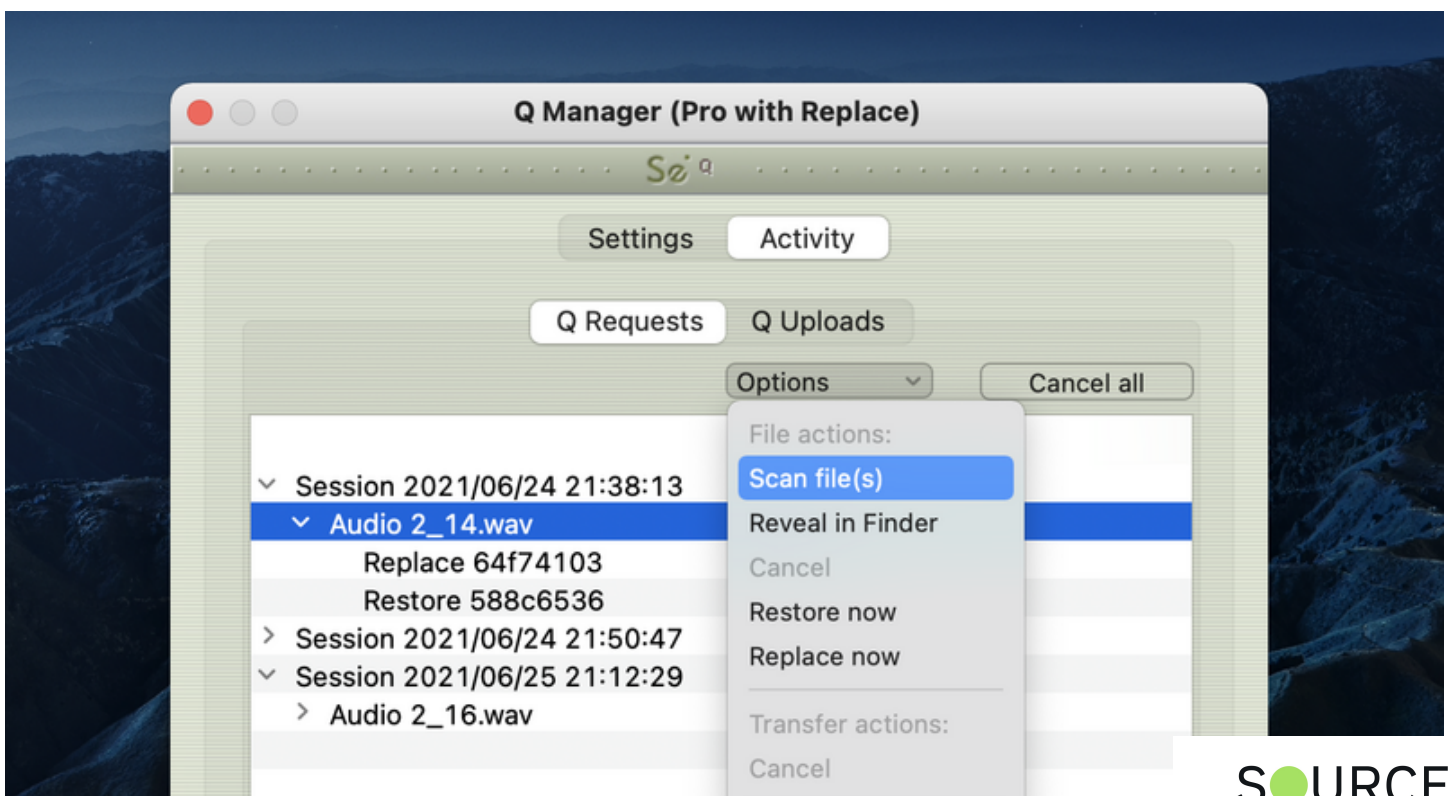
Once the process is complete you now have the full resolution PCM files in your edit window of your DAW.



8. Detecting whether your audio files are ready for Restore and Replace

It is possible that because of your audio I/O routing, the Q signal is not being detected in your recorded Source-Connect audio - even though you have the Q icon displayed. Often this is because the I/O you are sending audio through is also used with other input sources. To verify whether this is the case, or if you have set the wrong Audio Files folder in the Q Manager you can try manually scanning a file. If the file status comes back 'Q not present' it means that it was either not recorded from Source-Connect, or the aux you used was not a clean aux. We recommend creating a brand new aux channel in the I/O settings of Pro Tools and testing your record again.

To manually scan a file choose Scan file(s) from the Requests options menu, then select a file that has been recorded via the Source-Connect connection.



Launch and configure the Q Manager for recording

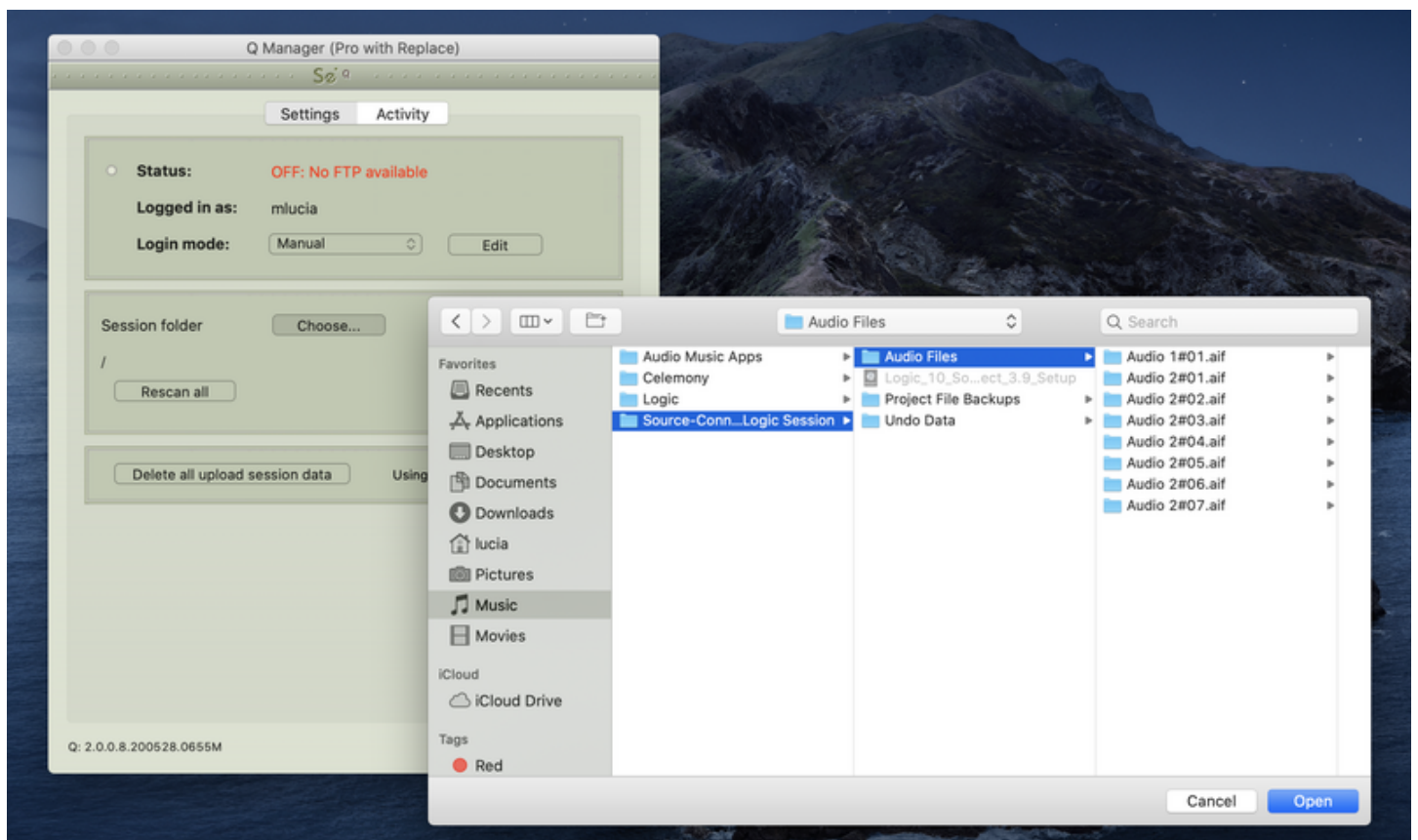
Written by Source Elements | Last published at: January 19, 2023

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

When you launch Source-Connect, the Q Manager will also launch. By default, the Q Manager will login with the Source-Connect username and password that is entered in Source-Connect. If you logout and login to Source-Connect with another account, the Q Manager will also be logged in to that new account.

Setting your Session Record directory

Generally, the only step you will need to take is to set your Session folder directory. This is the actual folder where you record your audio files, e.g. the 'Audio Files' folder in Pro Tools and Logic.



Login Mode

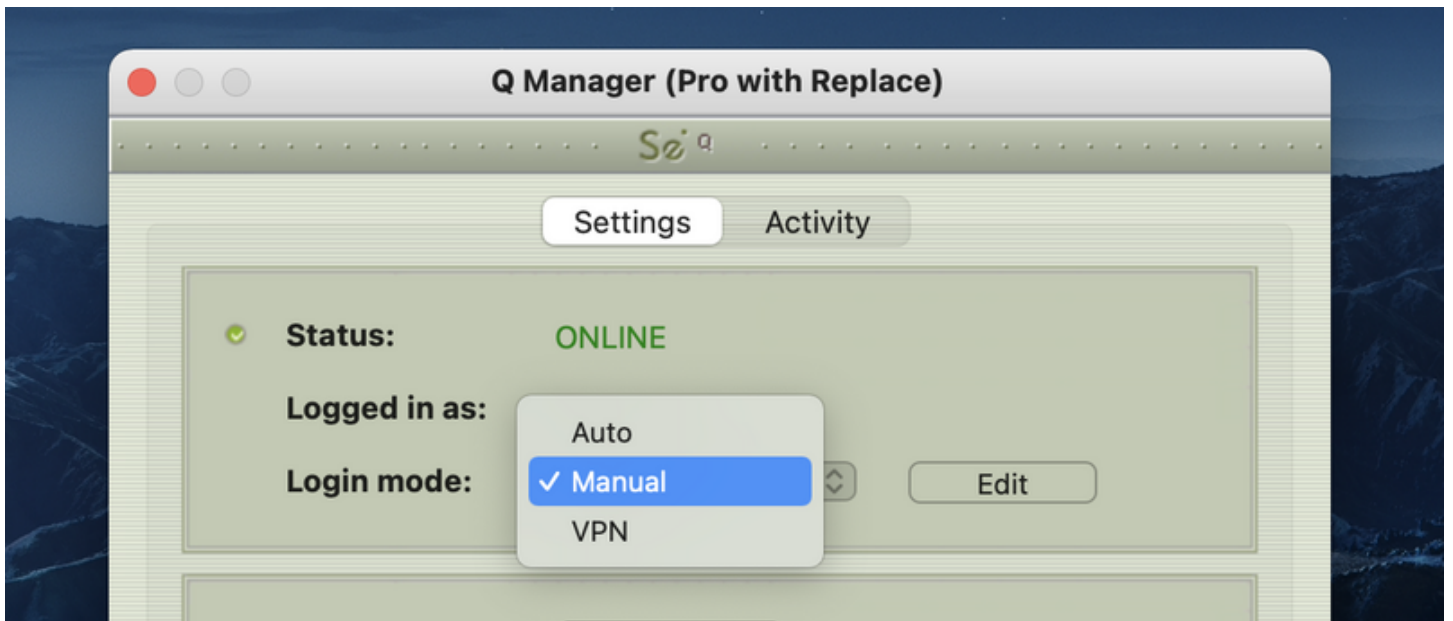
Written by Source Elements | Last published at: January 19, 2023

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

The Q Manager is designed to automatically login to your Source-Connect account you are currently working with for ease of use. However under some situations you may need to modify your Login settings.

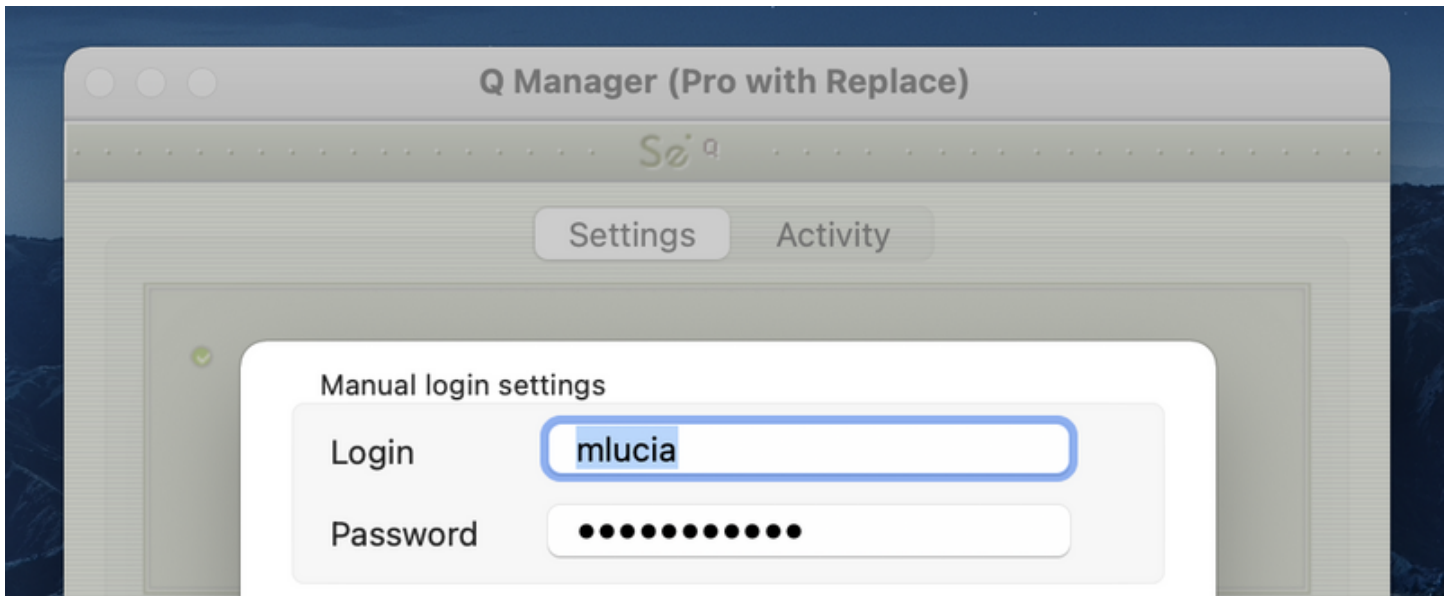
Login Mode: Auto

Under Auto Mode, the Q Manager will login to the Source-Connect currently used. If you log out of Source-Connect and login to another account, the Q Manager will also login to this new account. When using Auto mode, take care you are not using an account that may also be used in another computer, if you have multiple rooms. It is important that the same Q Manager account is logged in to the same computer that the original Source-Connect session was recorded on, due to the local data storage.



Login Mode: Manual

You can set a permanent account to be used by the Q Manager. When launched it will only login to this account and not switch when Source-Connect may use a different account. This is useful, for example, in a large studio where you don't have a fixed account per computer. You can use as many Q Manager accounts as you have multi-connect accounts (See your Profile on the Source-Connect website or ask Support).



The Q Manager will try to login to your Source-Connect when you click the Save button.

Login Mode : VPN

Mode When using VPN Mode in Source-Connect, you must have the Q Manager in VPN Mode also, as it uses a different protocol to communicate with your remote Source-Connect connection partner. If you are in Auto Login Mode, the Q Manager will automatically switch to VPN Mode if you are in VPN Mode in Source-Connect. If you are set to Manual mode, you will need to manually switch to VPN Mode.

FTP Settings

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

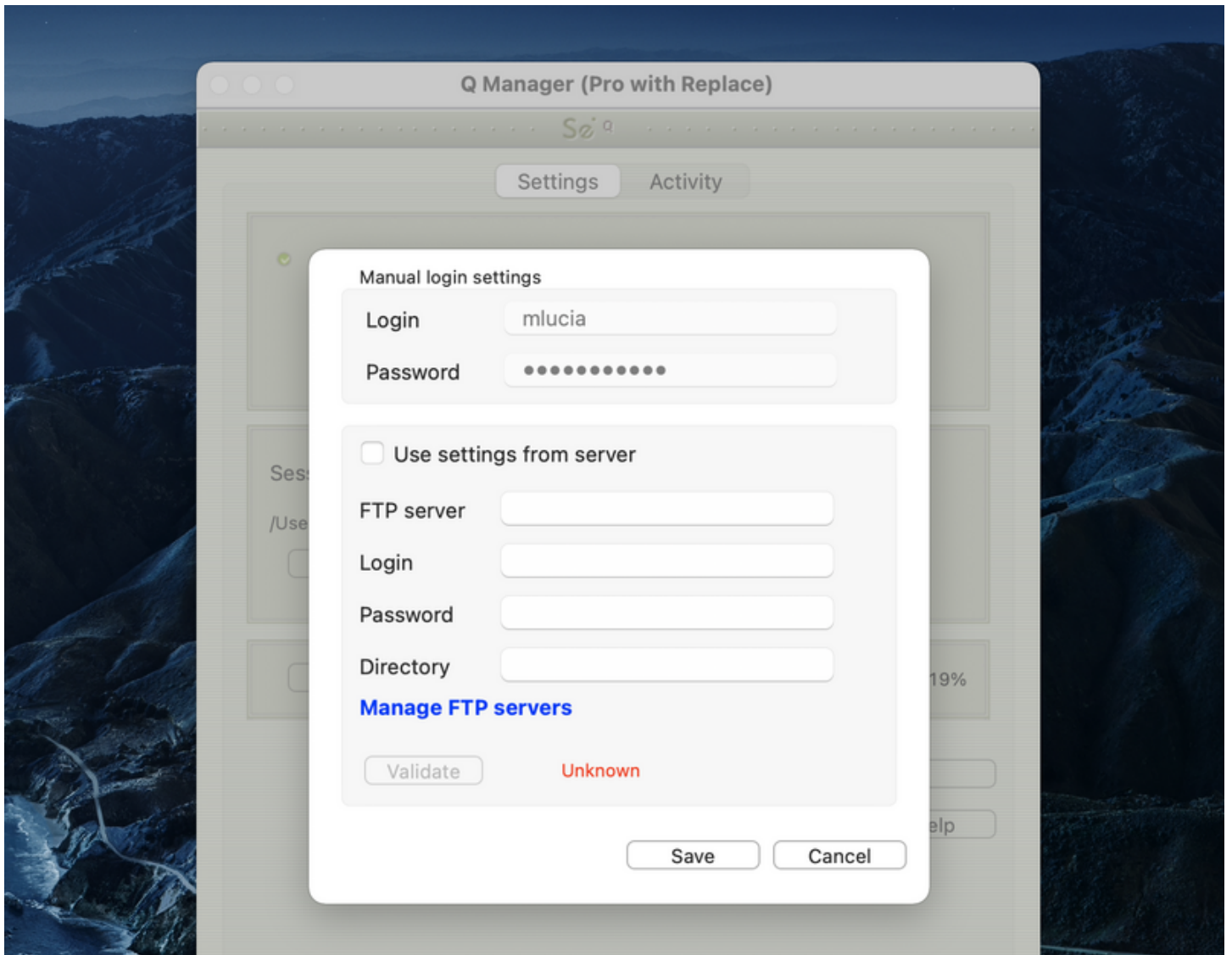
This article is part of the Source-Connect Pro and Pro X 3.9 User Guide

The Q Manager only transfers audio and Q data via the FTP protocol. This requires that you have an active FTP account to request Q data from your connection partner. The FTP account you use should not be a highly secure account: in order to transmit data to each other this account information will be communicated to the other side. While SourceConnect and the Q Manager do this silently, it may be possible for the other side to 'listen' and detect your FTP login information.

Because the Q Manager communicates your FTP login, **only the side requesting data** will transmit the FTP login information to be used. It is not important that the other side has a valid FTP account. The same is for Source-Connect Standard – because Standard cannot request Restore or Replace data it does not have any FTP login information stored to use. So, if you are the side requesting Restore and Replace, your FTP account will be used for those data transfers.

Setting your FTP account

You can set your FTP account manually via the Q Manager login settings.



Testing your FTP account

The Q Manager will validate your FTP account by sending a test file on each login or on changing your login settings. The test file will need to be written and downloaded from your FTP site. This means your FTP account must have read and write permission. You can also set a specific FTP path if you need to do so.

What is Auto-Restore and Auto-Replace?

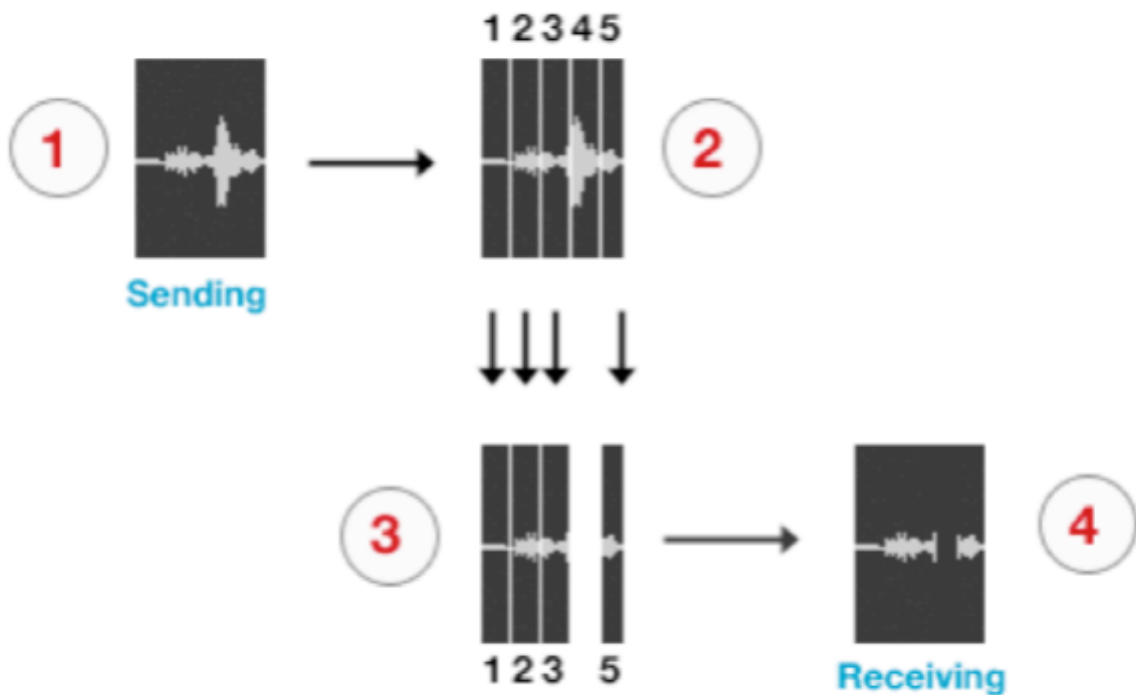
Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Pro and Pro X 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.

Auto-Replace

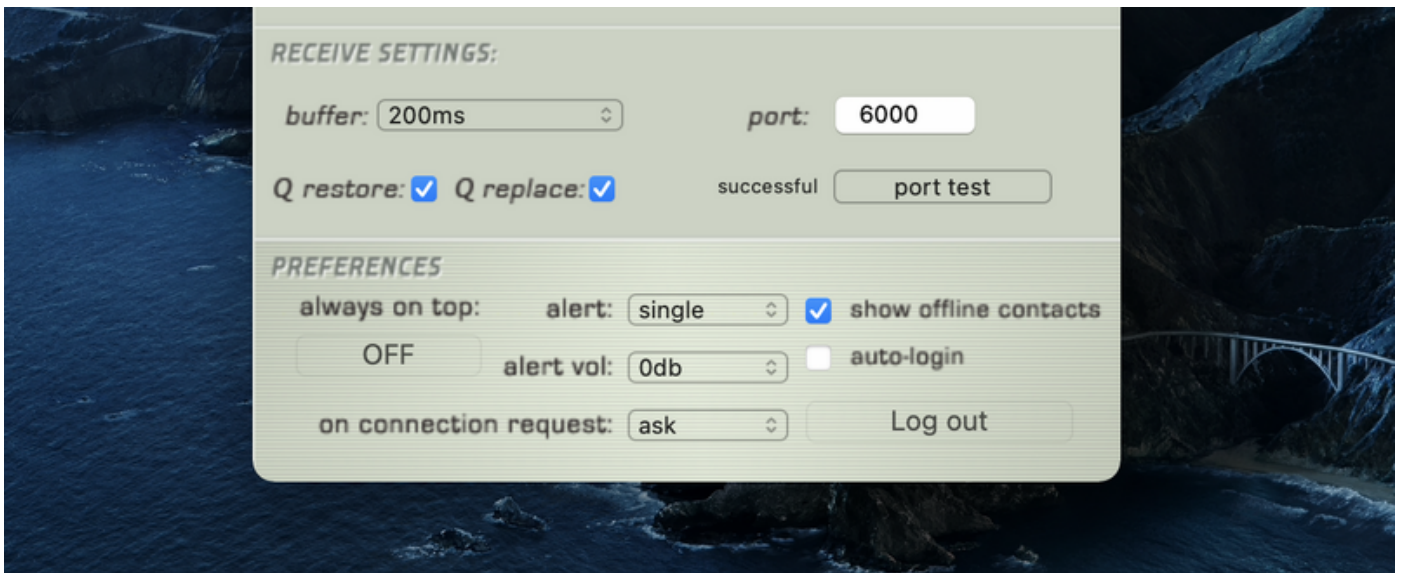
Auto-Replace works in a similar way, except the packets which are requested from your connected partner are of the original PCM data which was sent into the Source-Connect plug-in, and instead of only requesting those packets which did not arrive in time, all packets are requested. A complete replacement of the decoded AAC audio is then made with the full resolution PCM audio. An important distinction between Replace and Restore, is that Replace operations will take longer to transfer due to PCM being uncompressed data. Generally we would recommend you activate the Replace process once your session is complete.

Using Auto-Restore and Auto-Replace: Details

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

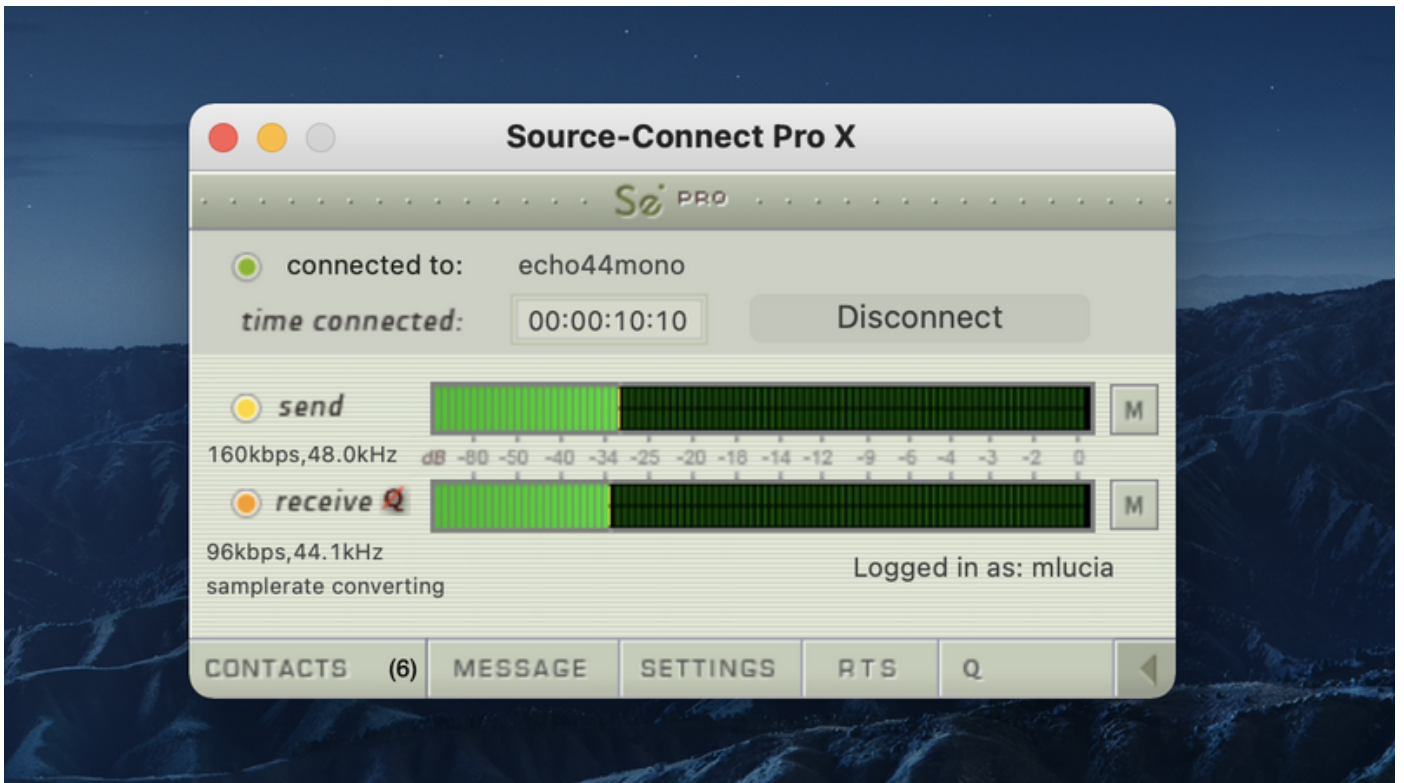
This article is part of the Source-Connect Pro and Pro X 3.9 User Guide

1. To enable Auto-Restore and Auto-Replace recording on your end, make sure 'restore' and 'replace' is checked in the Settings panel. If your remote contact wishes to record with Auto-Restore/Replace enabled, they should also enable these settings. It is not necessary to both sides to enable restore, only the side which will be recording. Also, you don't need to enable Restore if you just want Replace.



2. Connect to your remote contact over Source-Connect. If Auto-Restore and/or Replace is enabled, you will see a 'Q' icon on your receiving meter, meaning that you can record and receive Auto-Restore and Replace data.

Note: sample-rate converting or stereo to mono converting is not supported. You will receive a message and your Q will have a red slash if sample rate and channel count are not the same on both sides.



3. Record the original signal received from Source-Connect.

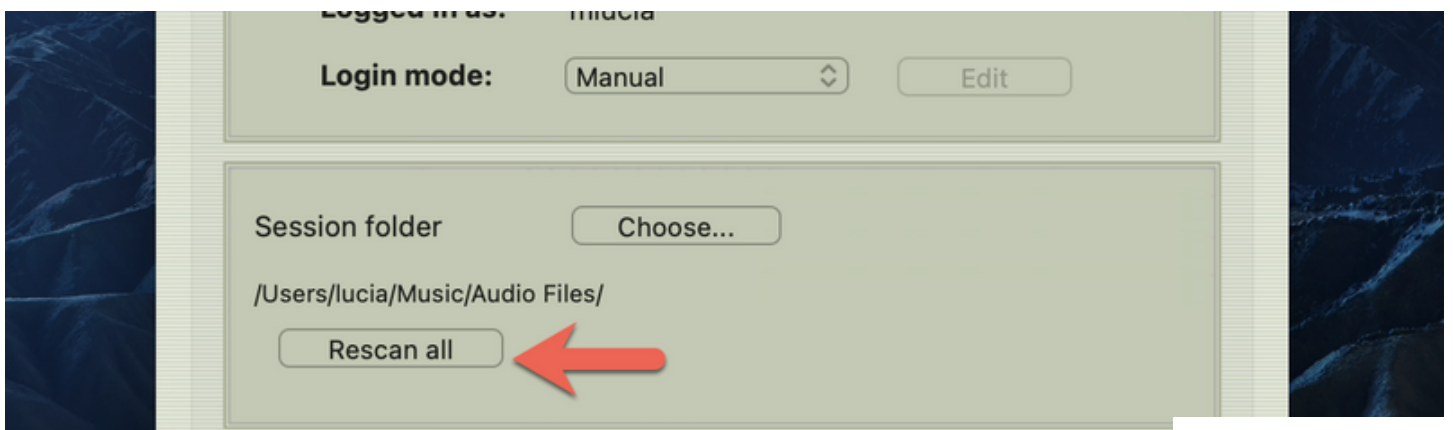
IMPORTANT: If you pass the Source-Connect signal through any filters, reverbs or any other kind of signal processing including changes in volume the file will NOT be restored or replaced. We recommend you use bussing to send the signal from Source-Connect or Source-Connect Link plugin to your record track unaltered. Source-Connect Pro fully supports mono and stereo recordings.

4. If any dropped packets occurred during your recording, the Q Manager will repair your recorded file in the background and send an Instant Message to the IM window of SourceConnect with the status of the file process.

You can disable the Instant Message option in the Advanced settings of the Q Manager.

Configuring your Q Session folder

Your Session folder is very important – you must select the folder you are going to be recording into or the Q Manager will not be able to detect the files to be processed. Choose the Audio Files folder of your DAW session. You can either click the Choose button and find your Audio Files folder in the dialog that pops up, or you can drag the folder from your Finder window.

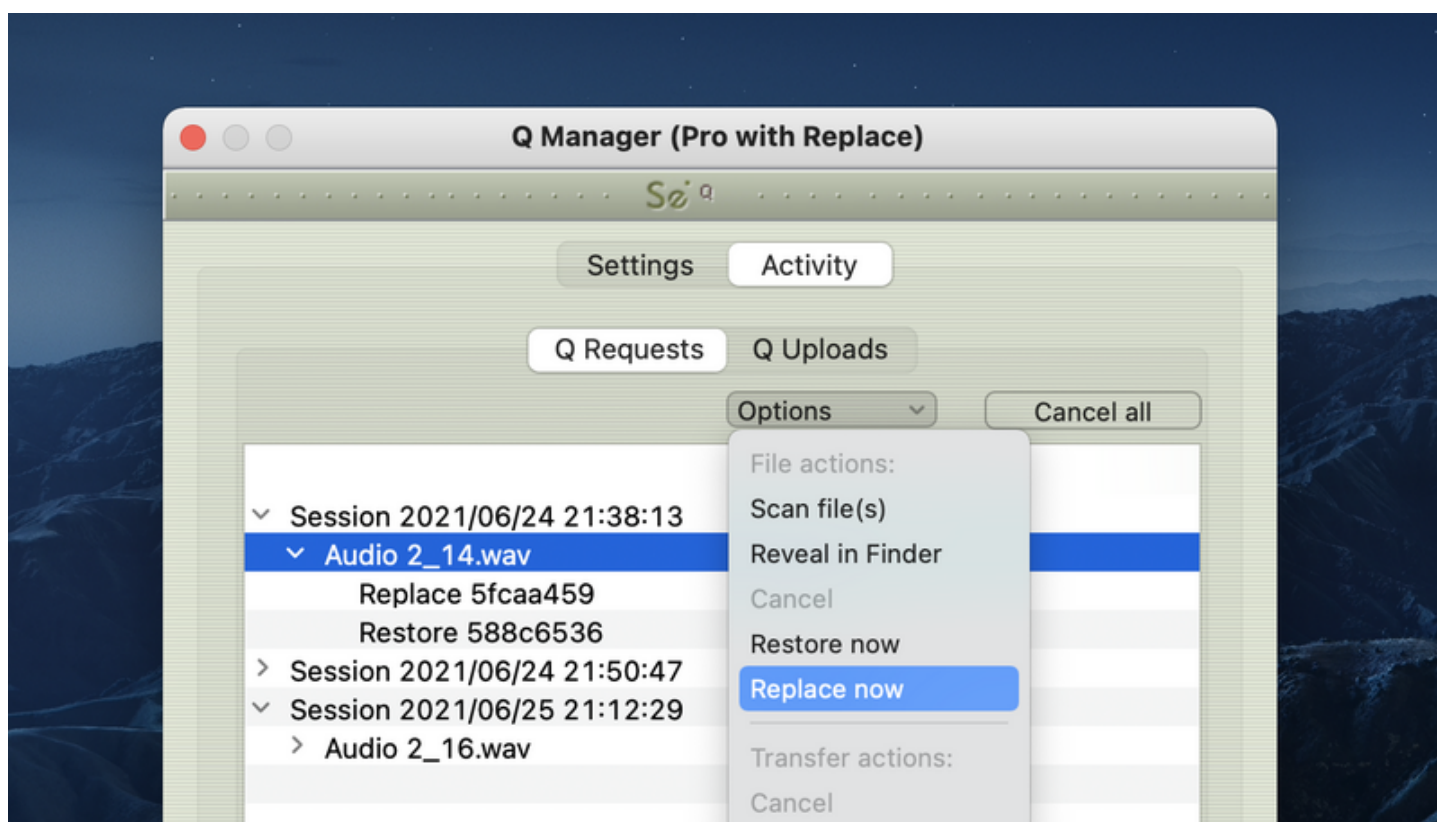


Activating Auto-Replace

If the 'replace' option was enabled in Source-Connect, you will be able to easily replace the encoded and decoded recorded audio with the original PCM audio from your remote contact. There are two ways you can replace recorded audio files: per file individually, or all available files at once.

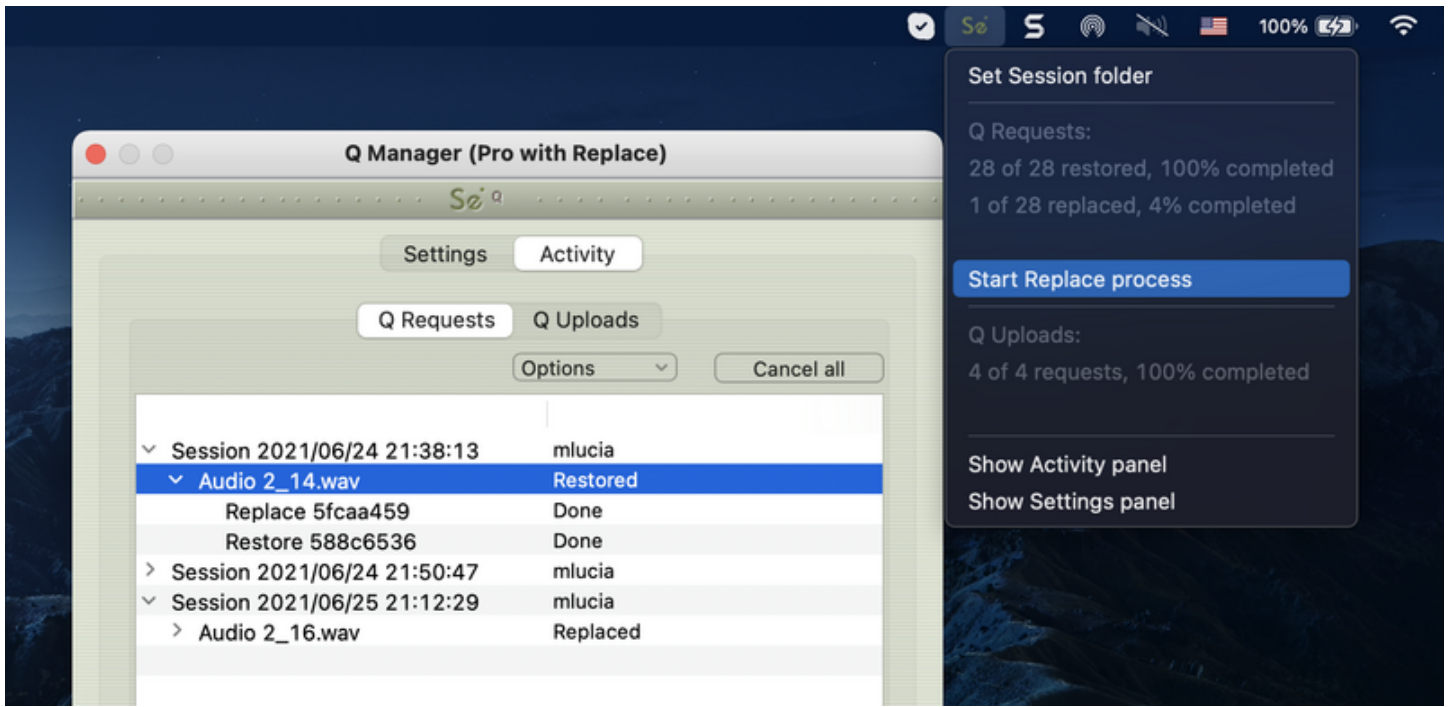
Manual Auto-Replace

To activate the Auto-Replace process for a single recorded file, simply select the audio file you wish to replace in the Q Requests menu of the Activity panel and select 'Replace Now' from the drop-down menu. The time required to replace the file with the original PCM depends on the size of the file and the available bandwidth. We recommend that you wait until your session is complete before activating the Auto-Replace process, as the process will be much faster and will utilize all your bandwidth without disrupting your Source-Connect session.



Auto-Replace all

To Auto-Replace all available files at once, select the 'Start Replace process' from the menubar dropdown menu. All available recorded files will be processed, and if your remote contact has not paused transfers, deleted that particular Q Uploads session, or shut down the machine or the Source-Connect Q Manager, you can activate the Auto-Replace process at any time after your session, whether it is an hour later or a week.



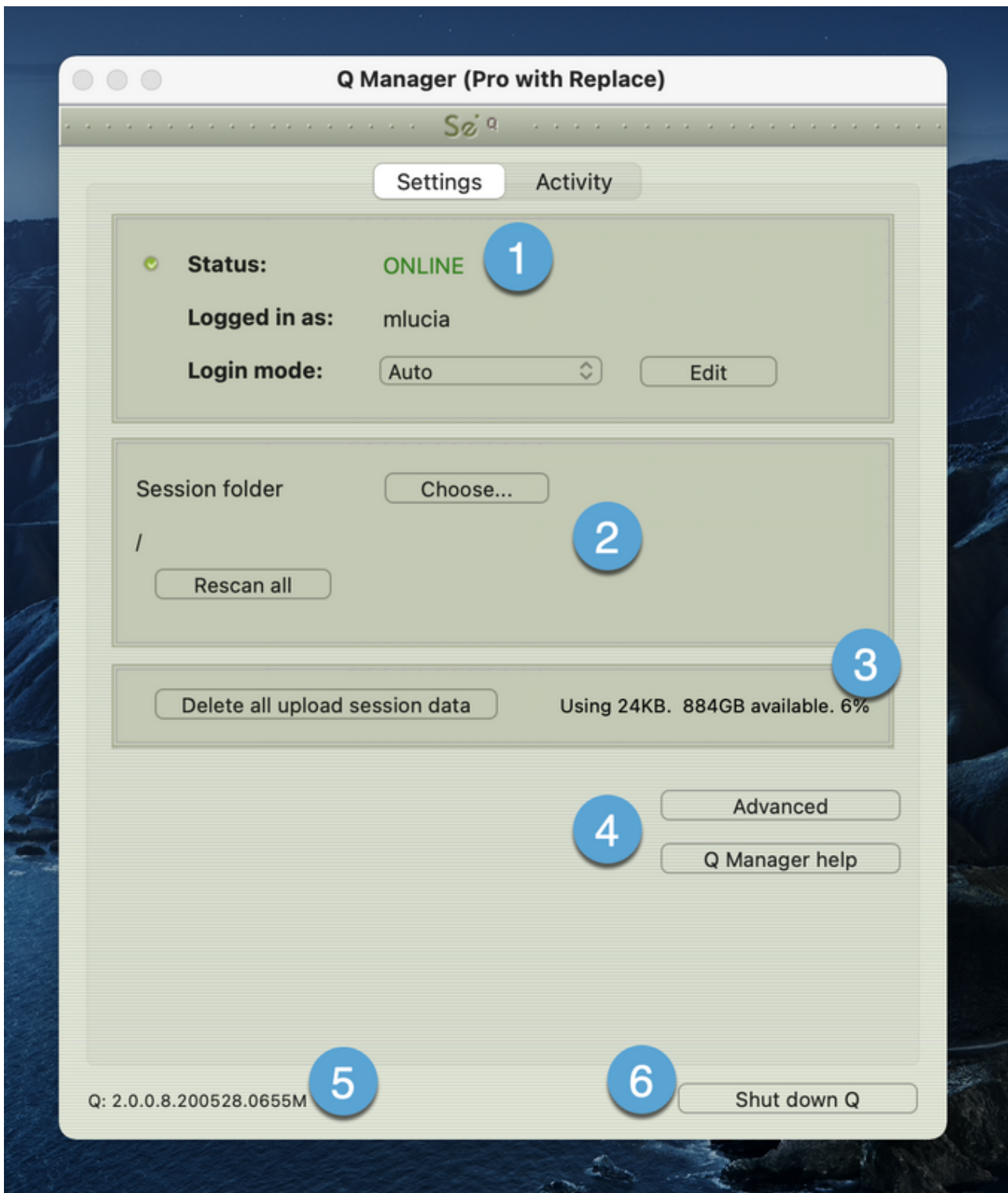
Comprehensive Q Manager interface overview with Source-Connect 3.9 Pro

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

This article is part of the Source-Connect Pro and Pro X 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. Status and Login

Choose which Login mode to use. If your login details are correct you will see that the Q Manager successfully logs in with Status: Online. The Q Manager will take 5-30 seconds to login, depending on the availability of your FTP service.

2. Session folder

Your Session folder is very important – you must select the folder you are going to be recording into or the Q Manager will not be able to detect the files to be processed. Choose the Audio Files folder of

your Pro Tools session. You can either click the Choose button and find your Audio Files folder in the dialog that pops up, or you can drag the folder from your Finder window.

Once you have chosen your Session folder, any newly recorded files will be processed automatically by the Q Manager. If you have existing files that you would like processed, press Rescan All and see your Activity – Requests panel for details.

This option is useful for when you have existing files in your Audio Files folder which require processing. For example, you may not have restored or replaced your Source-Connect recorded files, or there may have been an error which required a reboot, for example.

Rescan all files can also be used to reload a session which contains multiple files for which processing has been delayed for some reason, for example you are using FTP mode and you wish to Replace all files at the end of the day in a batch.

3. 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 and/or PCM form. This can quickly fill a hard drive: at the rate of 56MB per hour for Restore and 700MB per hour for Replace.

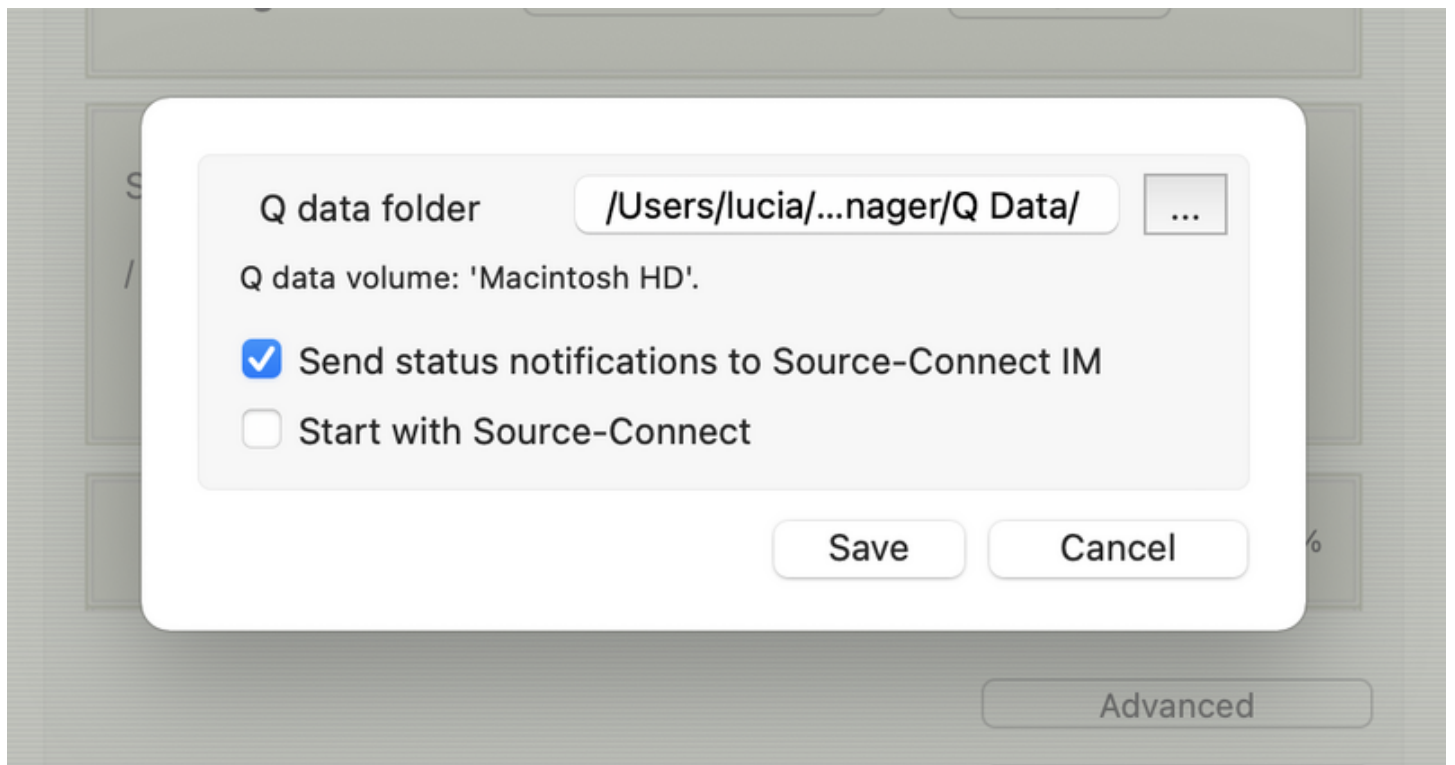
The Q Manager helps you keep track of your hard drive availability by letting you know when you have less than 20% available.

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.

4. Advanced

Additional settings are available under Advanced:



Q data folder

The default location for the Q data folder where all your upload stored data is saved to is:

[/Library/Application Support/Source-elements/Q data/](#)

You can choose to store this data in any location, however we strongly suggest that you set this once and leave it. If the Q Manager attempts to send Restore or Replace data to your connection partner, and this folder location has been changed, the process will fail.

Send status notifications to Source-Connect IM

For each available recorded file in your Audio Files folder, the status of the file can be sent as an IM message to your Source-Connect Instant Messaging panel. This can be useful for quickly monitoring the status of your recorded files. Note that this feature requires that you are logging into Source-Connect as the same username as entered in the Q Manager. For example, if you are logged in as 'username' in the Q Manager, you cannot be logged in as 'username*b' in Source-Connect or you will not receive the IM messages. If this is the case, the next time you login as 'username' into Source-Connect your IM messages will be shown to you.

Start with Source-Connect

If this is checked, the Q Manager will always launch automatically with Source-Connect. If you are not intending to use the Q Manager in any way, for example you use Source-Connect primarily for bridging, you can disable this option.

5. Q Manager version

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.

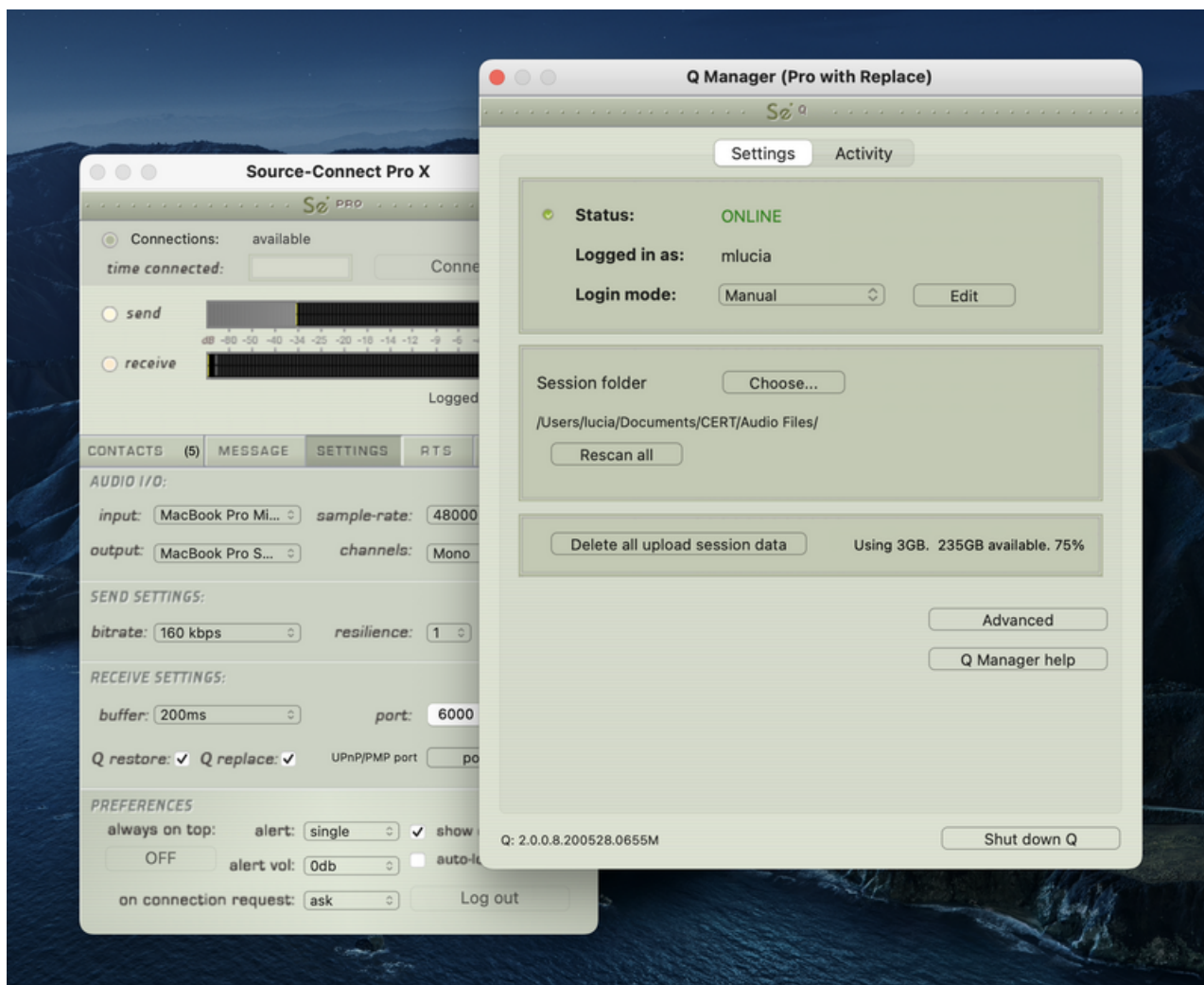
6. Shutdown Q

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.

Q Manager: Locating your session audio files folder

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

The Q Manager needs to find the folder where audio files are recorded to for your DAW. This is the folder you configure as a “Session folder” in the Q Manager standalone app:



For Pro Tools, for example, the folder is always called 'Audio Files' by default. If you use a custom record folder setup, find the folder where session audio files are recorded to and set it on the Q Manager. In the screenshot above, for example, we have created a “CERT” session on Pro Tools, and the Audio Files are located in /Users/lucia/Documents/CERT/Audio Files.

Finding your Audio Files folder in Pro Tools

Please note that, when creating a new project, there is a “Location” setting at the bottom of the new session screen, where you can change the location of your audio files.

2. Go to the “Operation” tab.
3. Check the “User Media and Settings Location” section.
4. In the “Documentation and Settings” folder, you will see the path to where the project's files are saved.
5. Open a Finder window.
6. Navigate to the path from step 4.
7. Double click the folder for your current project. You will see the “Audio Files” folder there.

Finding your Audio Files folder in Logic Pro

Logic manages your projects as packages. Therefore, you will need to locate where the .logicx file is saved for the session.

1. Open your Logic session.
2. Press “cmd+s”.
3. Check where the .logicx file is saved.
4. Open a Finder window.
5. Navigate to the path from step 3.
6. Right click the file.
7. Select “Show Package Contents”.
8. Go to Media > Audio Files.

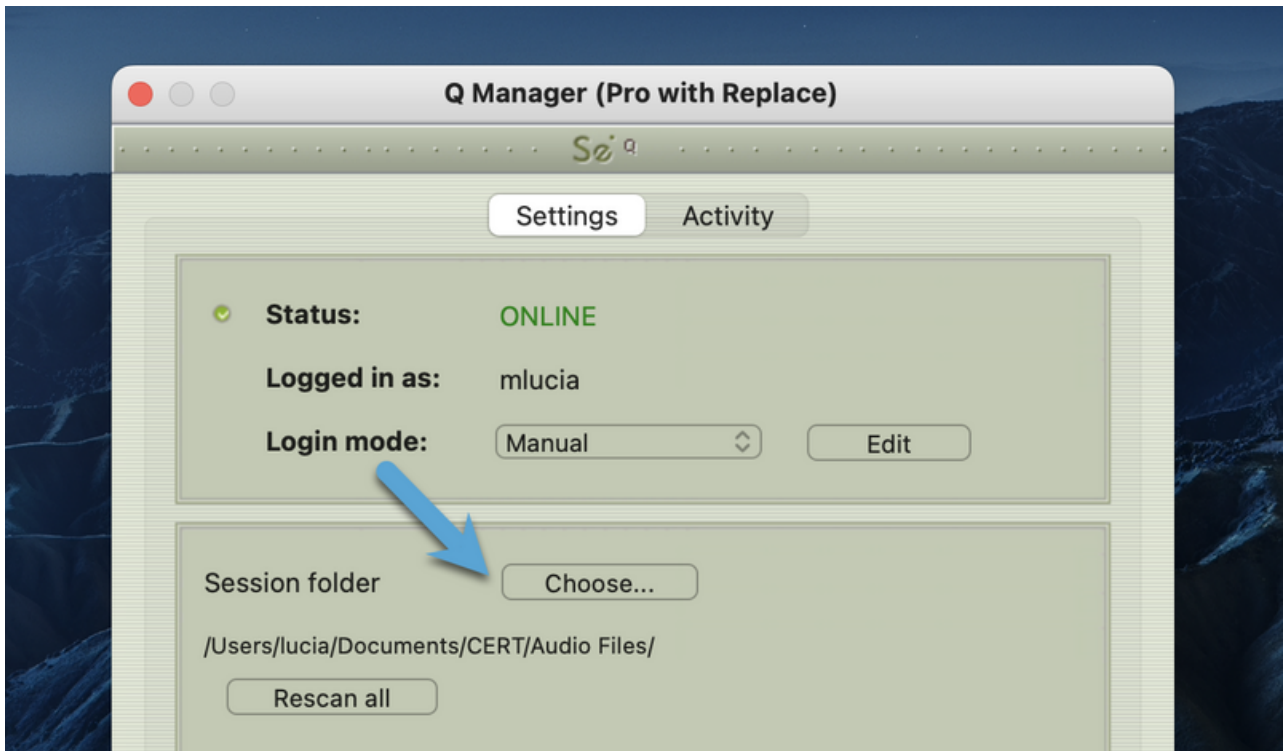
Finding your Audio Files folder in Cubase/Nuendo

Each Cubase or Nuendo project has a separate Audio folder (which is, by default, where the audio files are saved). You can change or check where the folder is by [following these instructions](#).

However, you can also set where each individual track is recorded to.

Setting your Audio Files Folder on the Q Manager

Once you are sure of your project's audio folder location, open the Q Manager and click the “Choose” button in the “Session folder” section:



Source-Connect 3.9 Pro - Invalid Q Manager settings and warnings

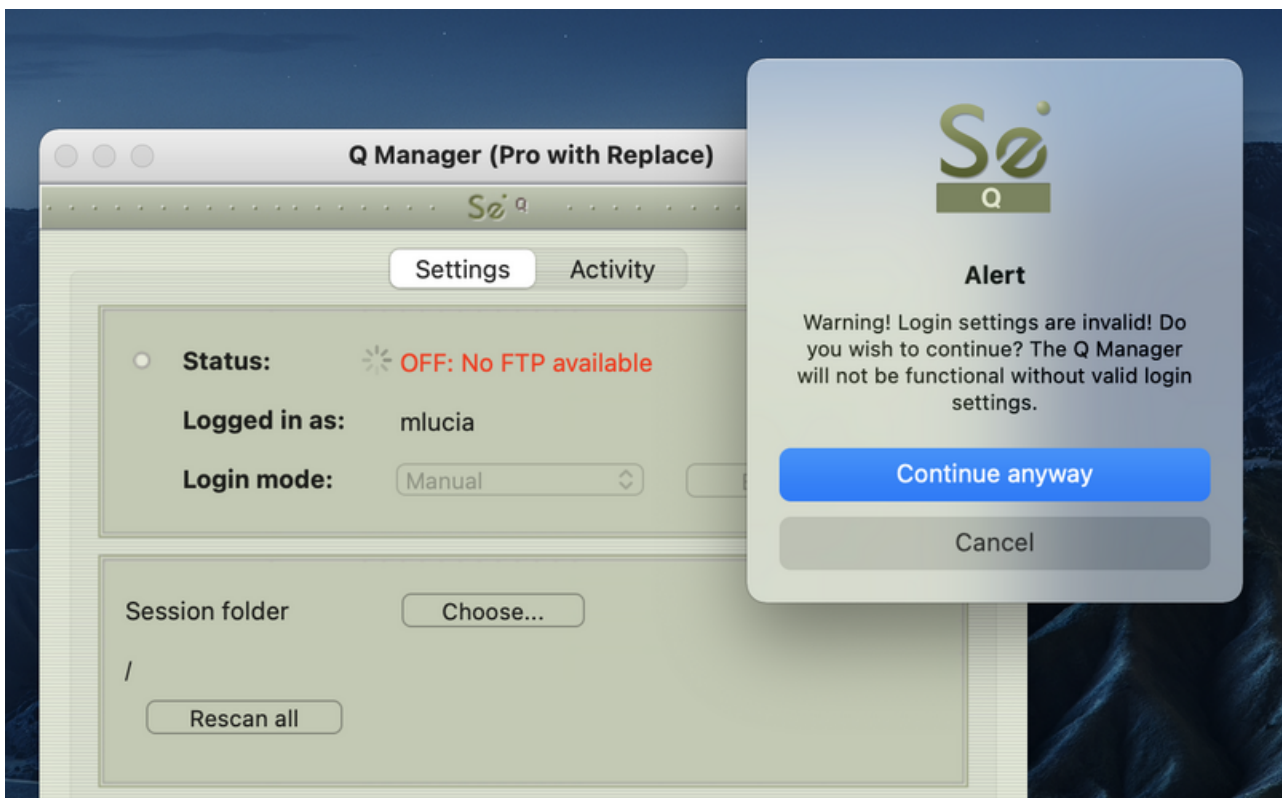
Written by Source Elements | Last published at: January 19, 2023

This article is part of the Source-Connect Pro and Pro X 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
- Invalid FTP settings
- Duplicate login, possibly on different machines
- Q Manager is unable to connect to the internet

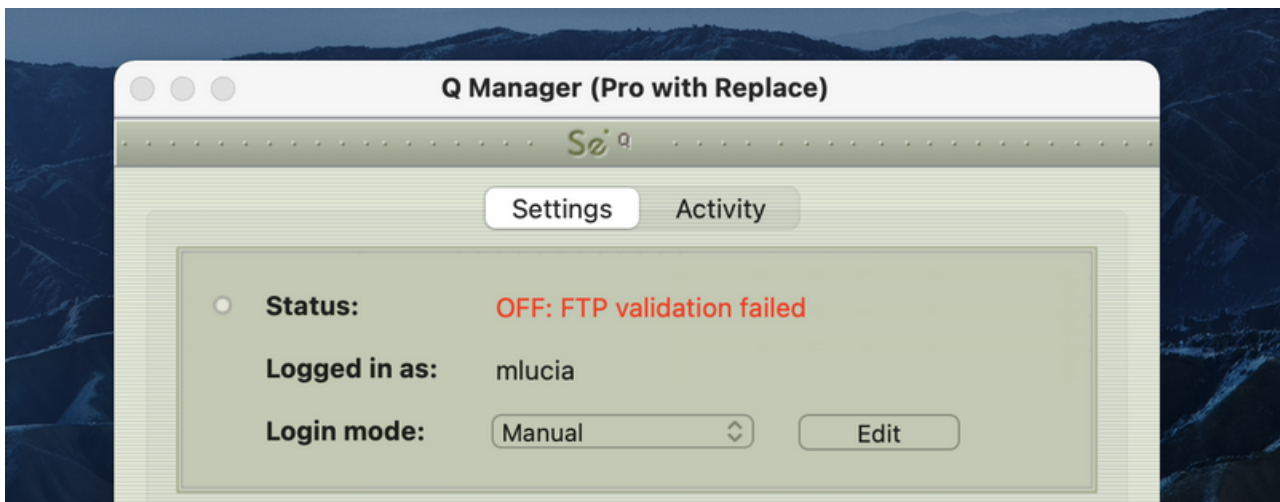
Invalid username or password



This means that your username and password are incorrectly entered, or your username has not been validated to work with Source-Connect 3.9 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.

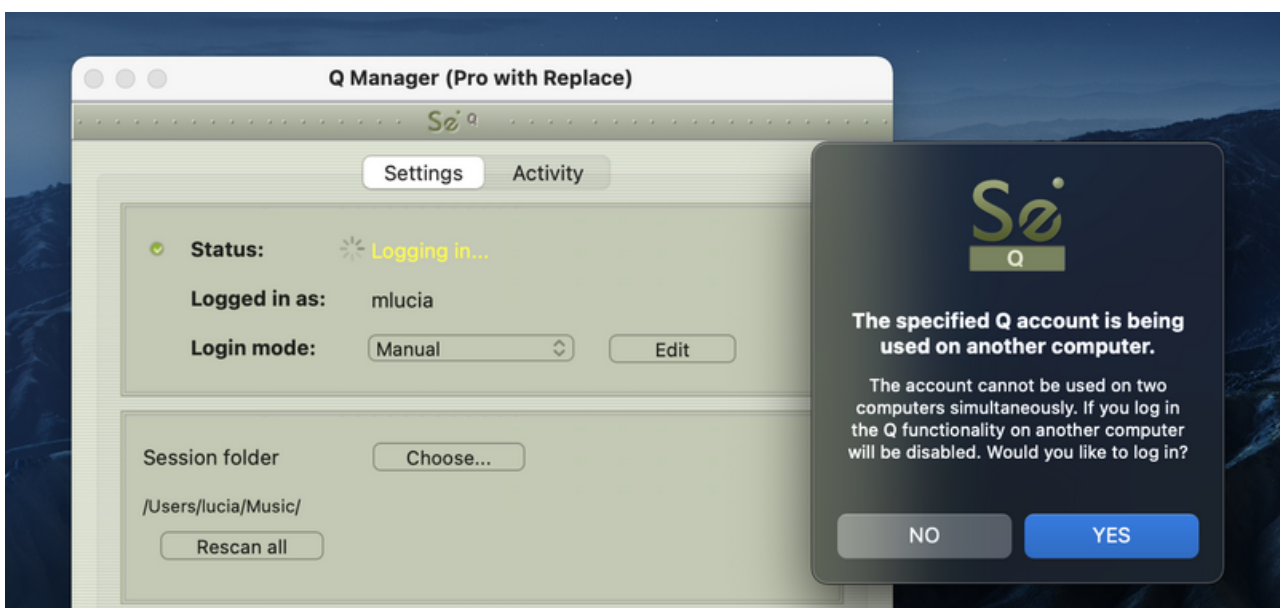
Then click on the Download page for your Source-Connect version. The username and password that you are logging into Support with will now be validated to work with the Q Man

Invalid FTP settings



This means that you entered either none or incorrect FTP settings in your Network Profile. It is important that you have a valid FTP account, or the Q Manager will not login.

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 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.

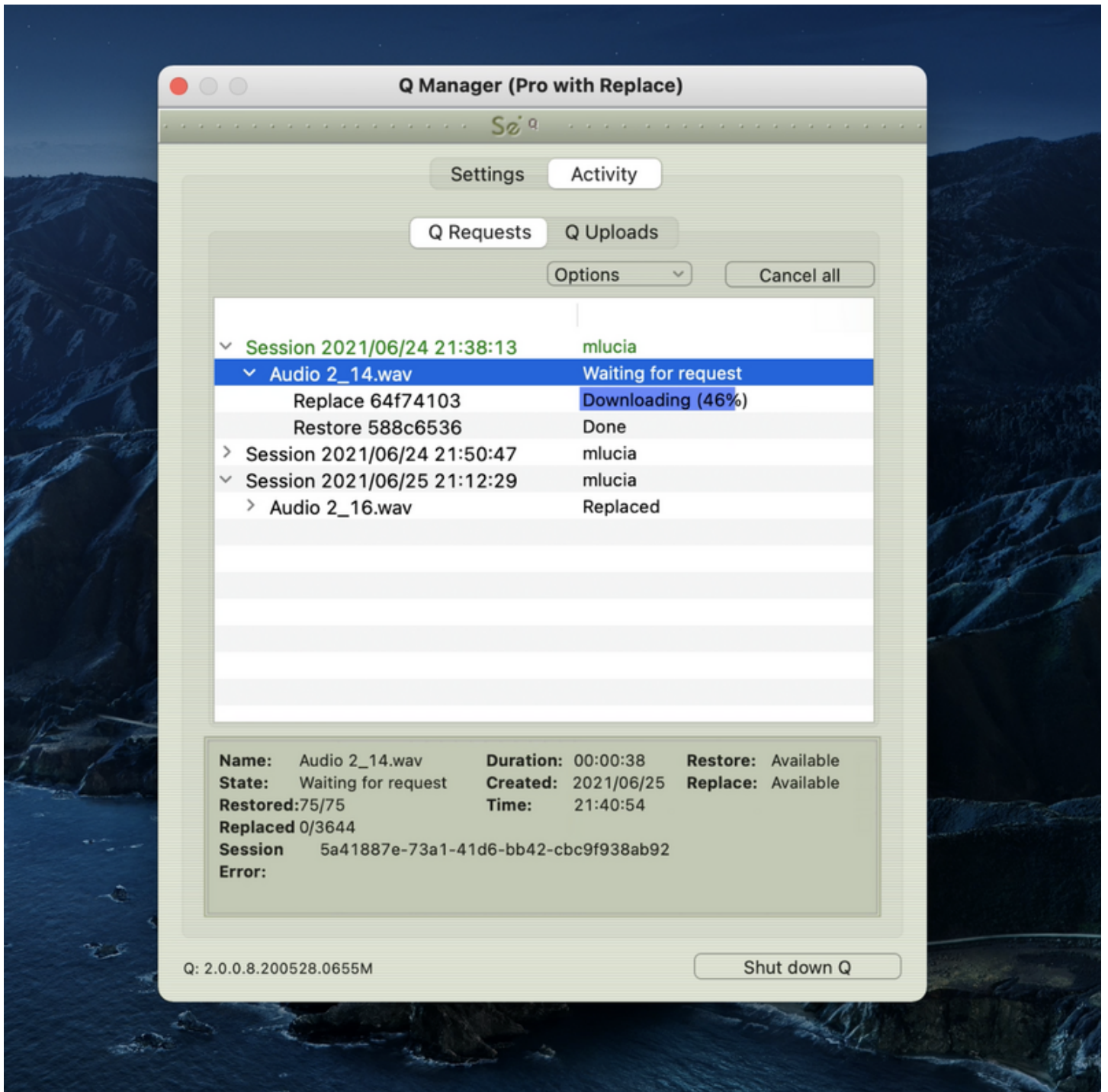
Q Activity Panel

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

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

This panel gives you a full overview of what files are being processed, what the result was, and allows you to fully manage your restore and replace processes.

When you record a file in your Audio Files folder, the Q Manager will analyze the file to determine whether it is suitable for processing. If the recorded file was created with Source-Connect and the Q Manager is set to 'listen' to the Audio Files folder that this file was recorded to, the Q Manager will list it immediately after the recording is completed and, if needed and the settings are at the default, a restore process will take place. Depending on the length of the file, the number of dropped packets, and the available bandwidth, the file can be fully restored within a few seconds. All files are subsequently listed in the Activity panel with the corresponding process status.



Check out the following sections for each of the activity panel settings.

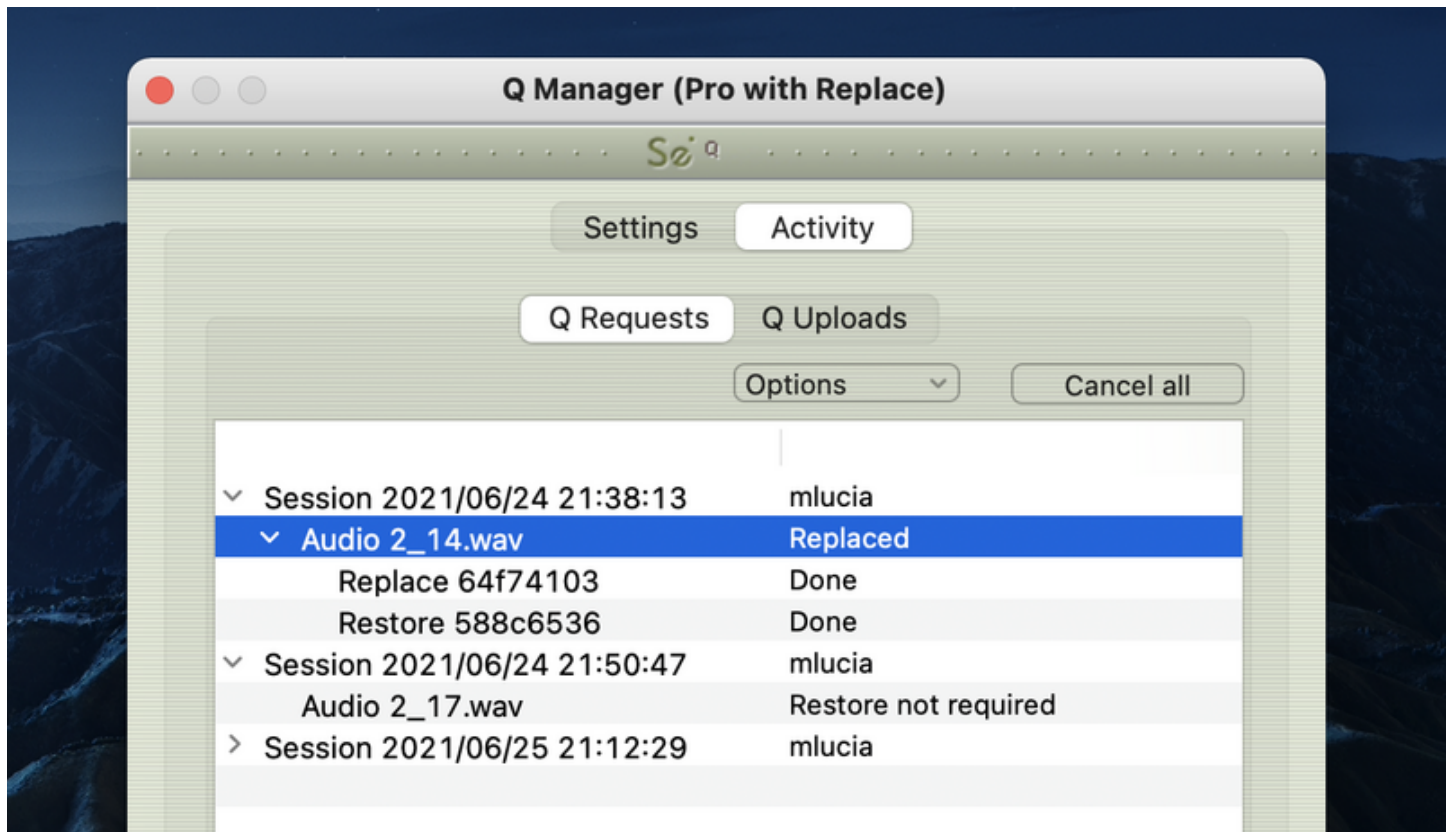
- Activity panel: Q Requests
- Q Requests: Options menu
- Activity panel: Q Uploads
- Activity panel: Export session options
- Activity panel: Cancel all
- Activity: Q Requests Information panel
- Activity: Q Uploads Information panel
- Q Menu bar options
- Q Manager Menu options

Activity panel: Q Requests

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

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

Each time you establish a Source-Connect session, the Q Manager will create a new Session in the 'Q Requests' panel. All files recorded during this particular session will be listed under this session, allowing you to manage your files per connection. A new session is created each time you connect with Source-Connect.



File status

Next to the filename will be the status of that file. When the Q Manager first detects a file, it is scanned to see if any restore operations are required. If not, the file status will be 'Restore not required'. Otherwise, the file proceeds to be restored, or if you or the other side has transfers paused, the file will remain 'Waiting for requested' until transfers are resumed. Additionally, if you manually scan a file (see page 112) and the audio file was not recorded with Source-Connect the status will be 'Q not present'.

File process status

There are two possible processes for files: **Restore** and/or **Replace**. Each process can be viewed by clicking on the arrow next to the filename. The status will change according to the

process. When a process is complete the status is 'done'.

For each process, a progress bar will show to indicate the process is underway. Depending on the length of the recorded file and the transfer speed between you and the other side, the progress bar can be an indication of how much time the process will take. Note that there are many factors involved and the time required will vary depending on the size, bandwidth and requested process type. Restore processes are generally very fast. For Replace processes a full replacement of the decoded AAC audio is made with the full resolution PCM audio. Thus the transfer of an entire Replace session this may require some time.

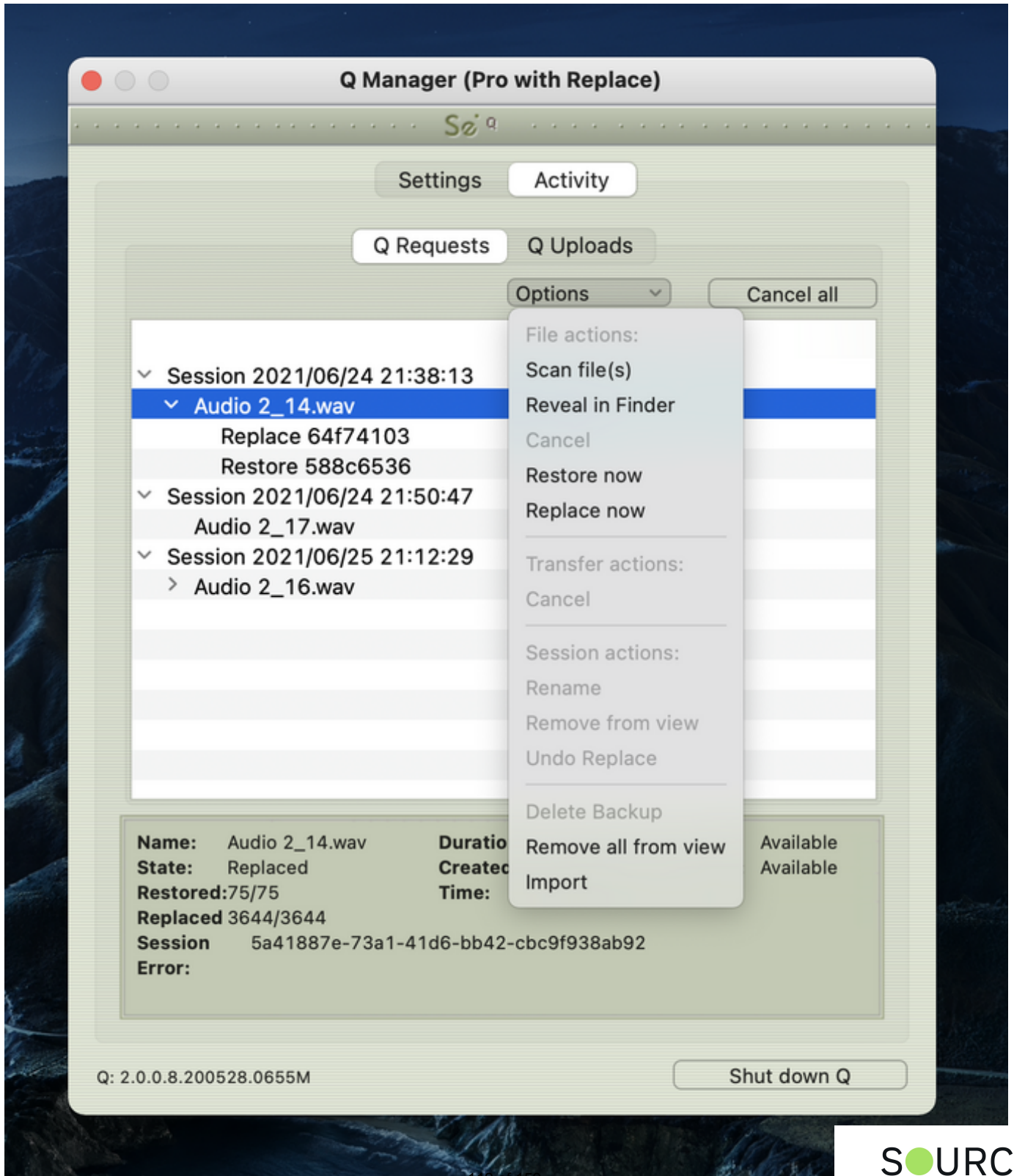
For more information on the Q Requests Options menu, check out page 112.

Q Requests: Options menu

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

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

For each file and session, you have additional options available to you via the Options menu. Depending on what you have highlighted, various options will be available to you.



File actions

Scan file(s)

This option allows you to scan a particular file or files which have not been processed. This can be useful if there has been a system error and certain file processes have not been completed, or if you have a very large number of files from a previous session and only need to process particular files. This option can also be useful when there are certain errors which result in a newly recorded file not showing up in the Requests menu, for example a Pro Tools CPU error may result in new files remaining undetected. Multiple files can be selected in the File dialog by holding down the 'Shift' or 'Command' keys.

Reveal in finder

Reveal the highlighted file in the Mac OSX finder

Cancel

This option is available to use when a file is currently being processed. This option is useful, for example, when you have a very large file which is being processed or a transfer is underway and you prefer to cancel the process. You can restart the process by selecting Restore or Replace now.

Restore now

To start the Restore process on an individual file, highlight the file to be processed and select Restore now. If the file has not been restored already, and the other side has not deleted or moved the corresponding data and is online, your file will be restored.

Replace now

To start the Replace process on an individual file, highlight the file to be processed and select Replace now. If the other side is compatible with the Replace process and has not deleted or moved the corresponding data and is online, your file will be replaced.

Transfer actions

These options apply to your overall network transfers, not to individual files.

Cancel

Cancel all current Request transfers. Any current file transfers underway will be cancelled. You can restart transfers by using the appropriate Restore or Replace option.

Session actions

Rename

It is highly recommended that you rename the Session name for easier management. You can do this by highlighting the Session name and selecting 'Rename' from the Q Requests Options menu. You can rename the session at any time.

Remove from view

Over time your Q Requests panel will become full of session data. Once your session is complete and your data transfers are successful, you can remove a session from view. This does not delete existing files or data, it only 'hides' the session.

To show a session again, select the Audio Files folder in the Setup panel with 'Rescan all files' selected and Apply. Your session will show up again in the Requests panel.

Undo Replace

To ensure the integrity of your recorded audio files, the Q Manager allows you the option to undo the Replace process in the event of a corrupted process.

NOTE: This option requires that 'Backup before replace' is checked in the Advanced panel.

Delete Backup

This option deletes the Replace data backup for your highlighted session. Once your session is fully replaced or other processes are completed successfully as required, you can delete the backup to preserve disk space.

Remove all from view

This is the same as 'Remove from view', however it will remove all visible sessions in your Requests panel. This is a great way to quickly clear the panel.

Import

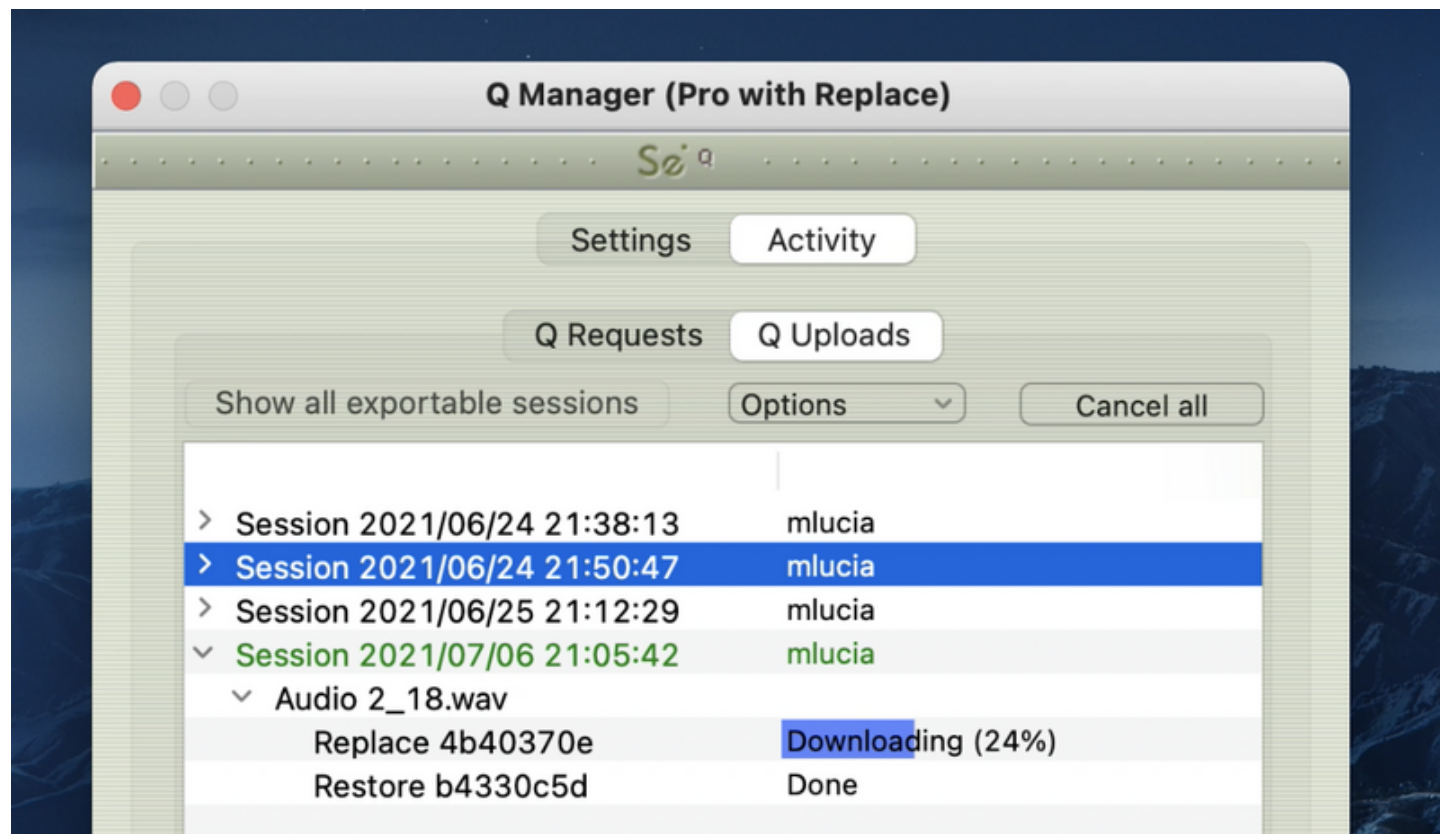
If a transfer has failed, or if you choose to have the remote connection partner manually transfer the Q session, use this menu to import that data file, or you can simply drag the data file onto the Activity panel.

Activity panel: Q Uploads

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

Q Uploads Overview

If your connected partner is recording and requesting Restore or Replace data, you'll be storing data on your side to enable the Restore and Replace processes. You will see the status of this data storage and any requested transfers in the 'Q Uploads' panel.

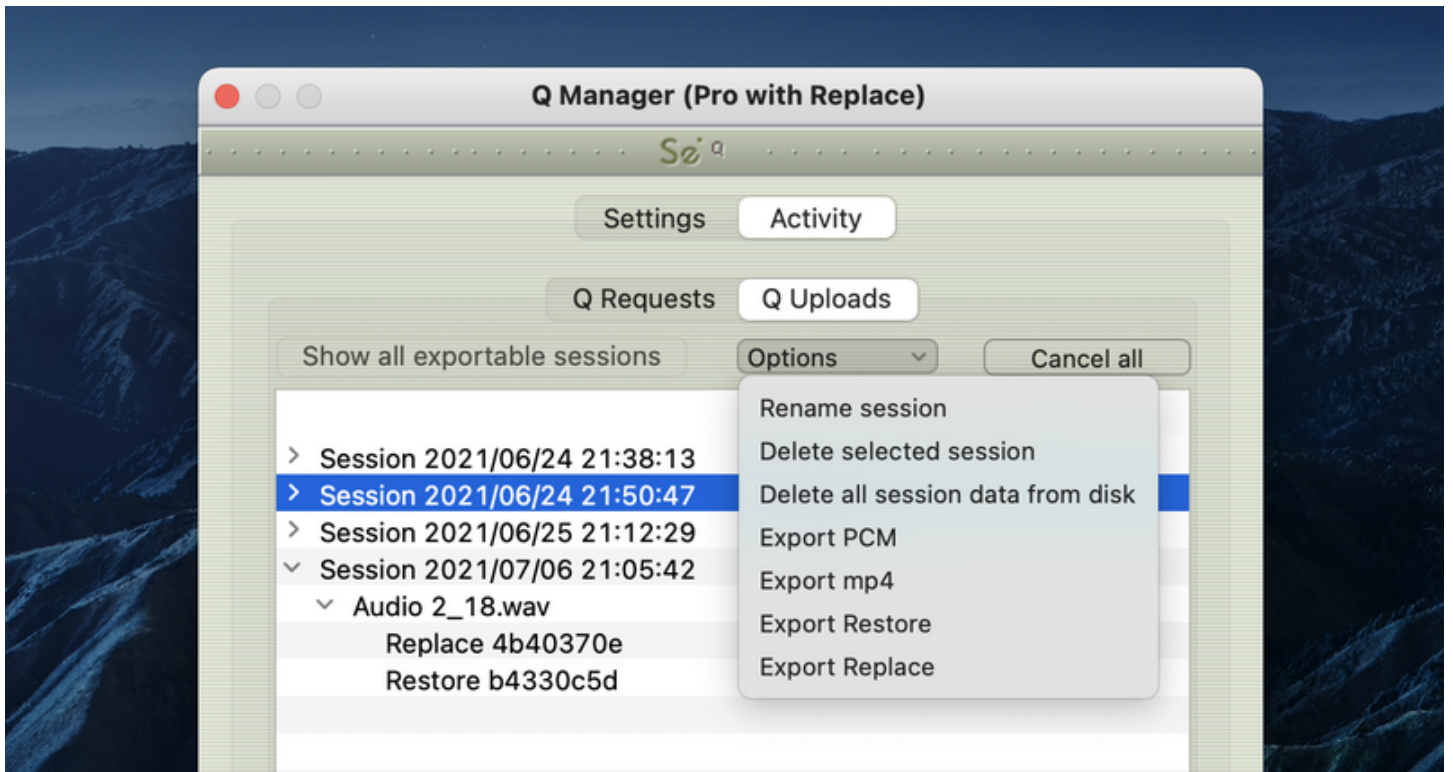


Each upload process will show a progress bar and the current status. The currently active session will be displayed in blue lettering, for easy viewing. When the upload is completed successfully the status will be 'Done'.

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 "Delete all session data from disk" further down).

Q Uploads : Options menu

For session you have additional options available to you via the Options menu.

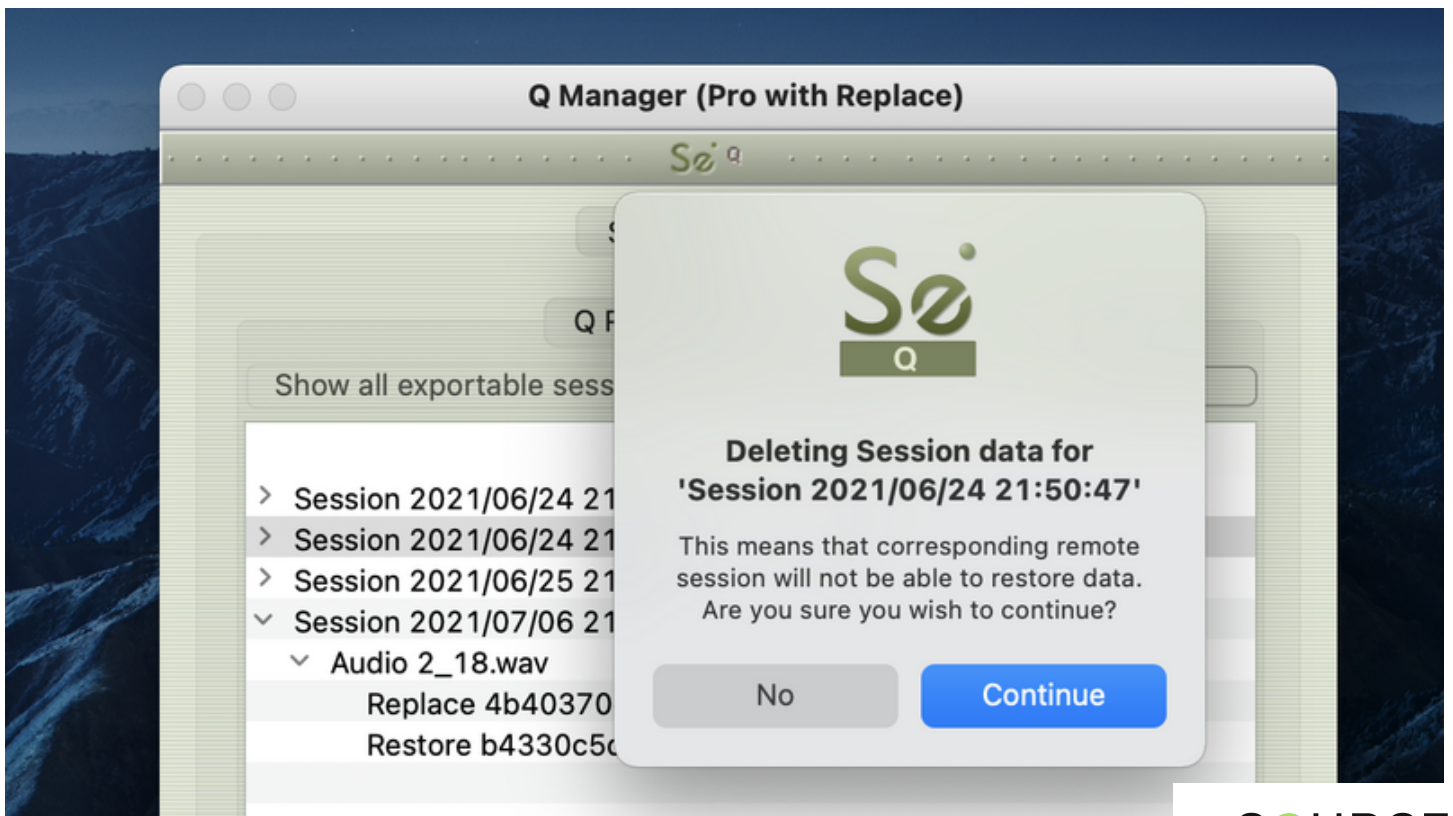


Rename session

For easier session management and later session recognition you can rename the session.

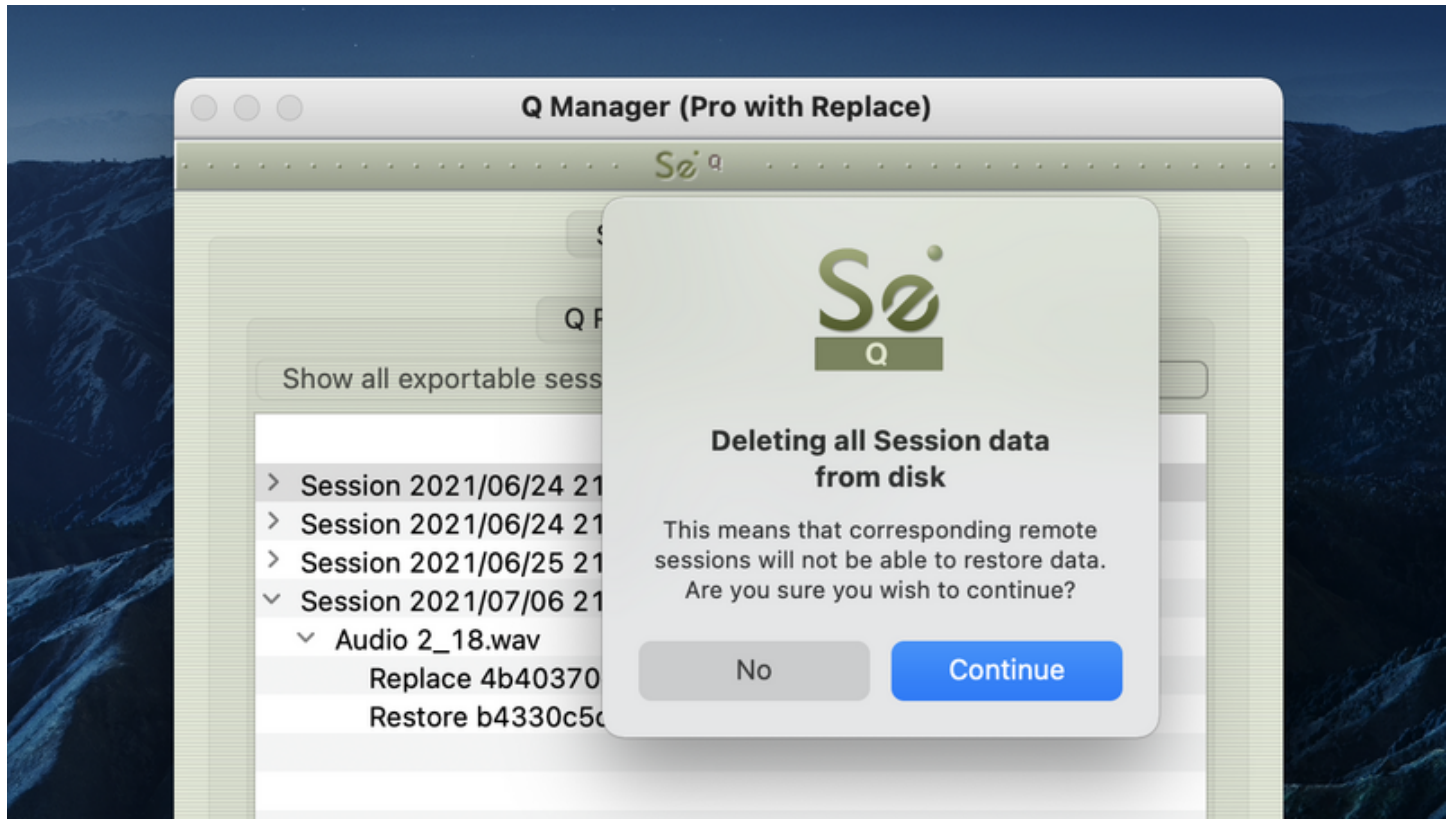
Delete selected session

Once your connected partner has successfully completed all required transfers you can delete the Uploads session to preserve disk space. Note that this option is not undoable. It will mean that your connected partner will no longer be able to request any further restore or replace operations.



Delete all session data from disk

If you know that your recording partner has successfully completed all Restore and Replace processes, you can now delete all session data from disk. This will permanently remove all stored data to date. You will be asked to confirm this action. After deleting all data you will see that the disk usage at the bottom of the panel has gone down to a small number.



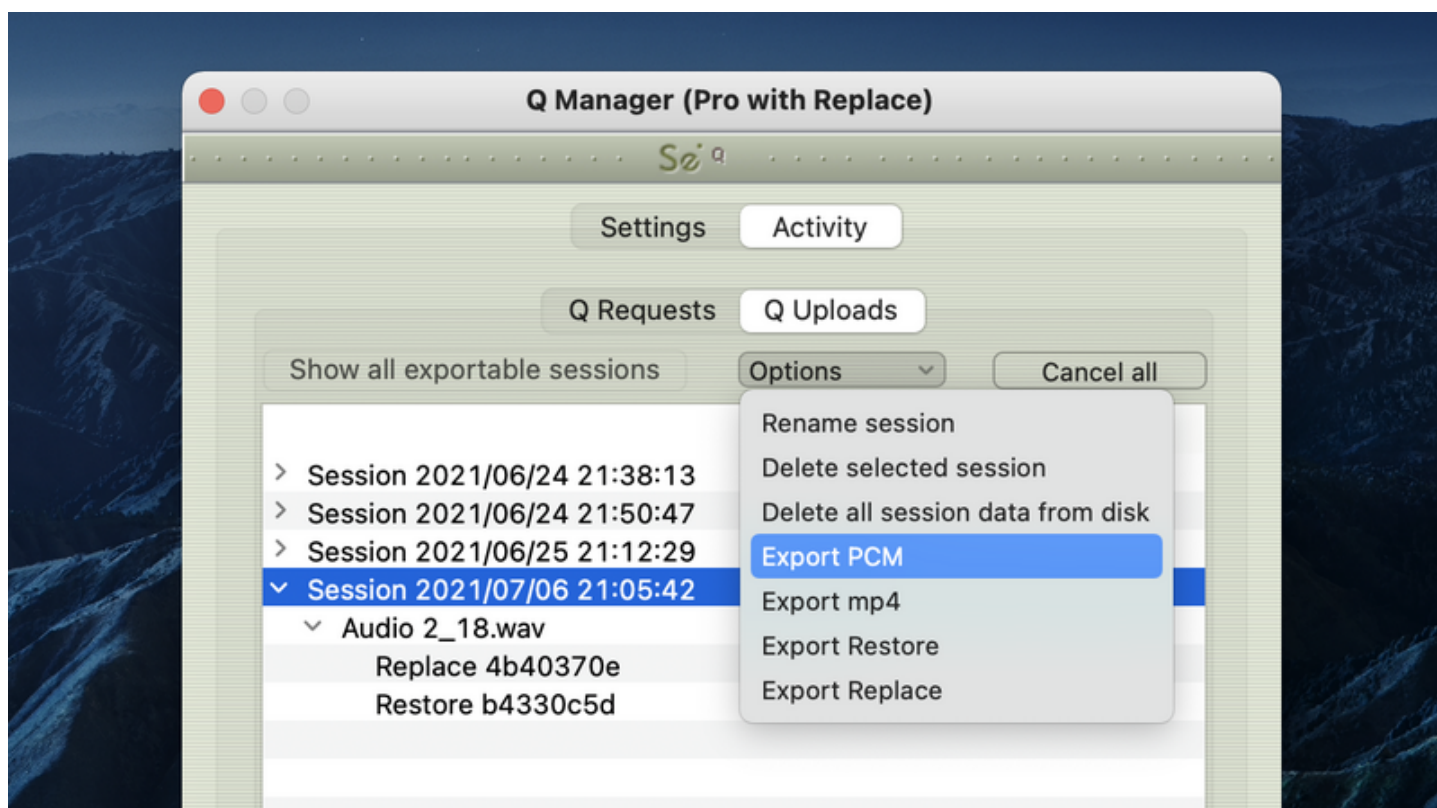
This option is not available to you while currently connected via Source-Connect. The remaining Export options are explained in this article.

Activity panel: Export session options

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

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

This powerful feature of the Q Manager allows the export of the stored session data from the Sending side. What this means is that if Auto-Restore or Replace fails for any reason, you'll always have a perfect back up of the entire session from the moment you were connected. The session is provided in various formats depending on what method is preferred.

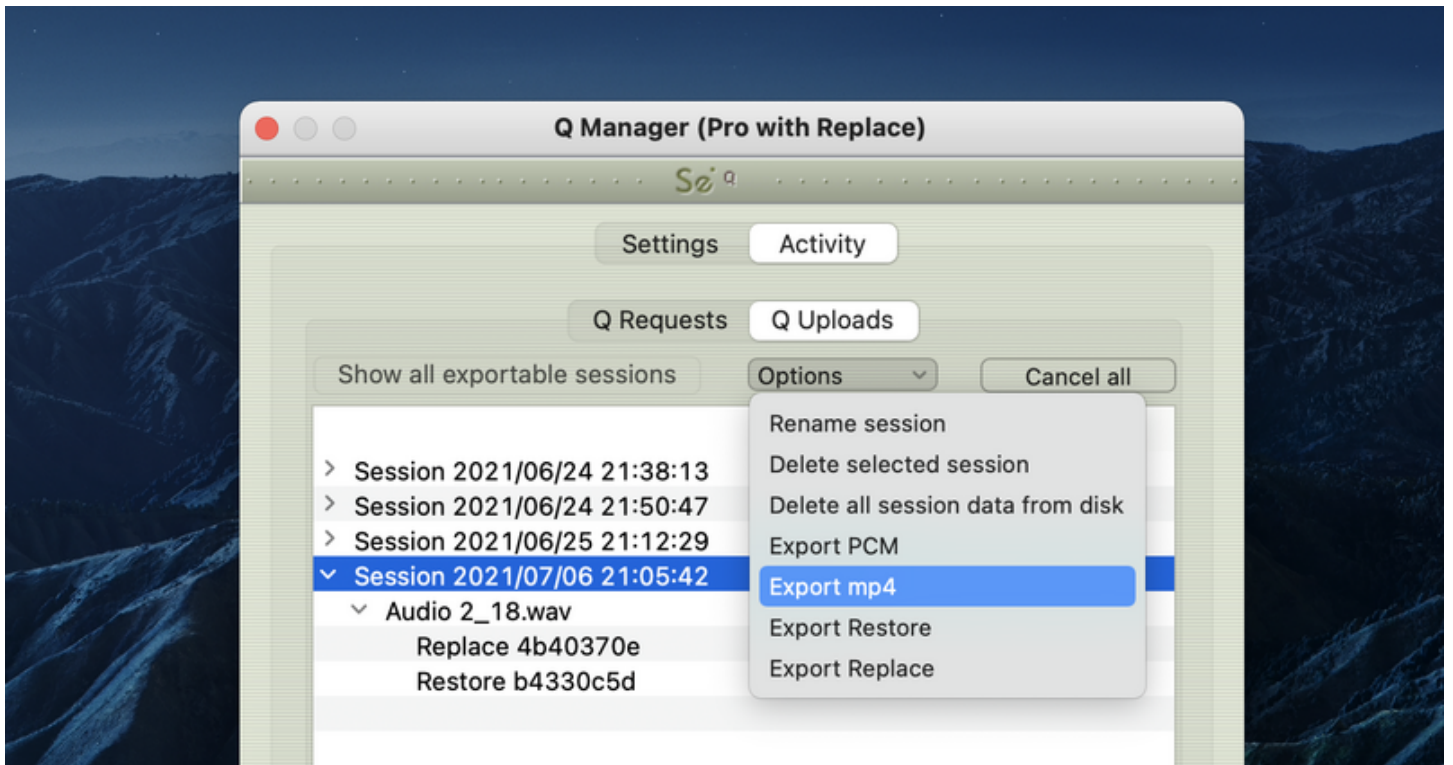


Once there are drop-outs (if any!), the Sending side will see that a Session has been created in the Uploads panel of the Q Manager Activity. Once you disconnect the session is now available to be exported.

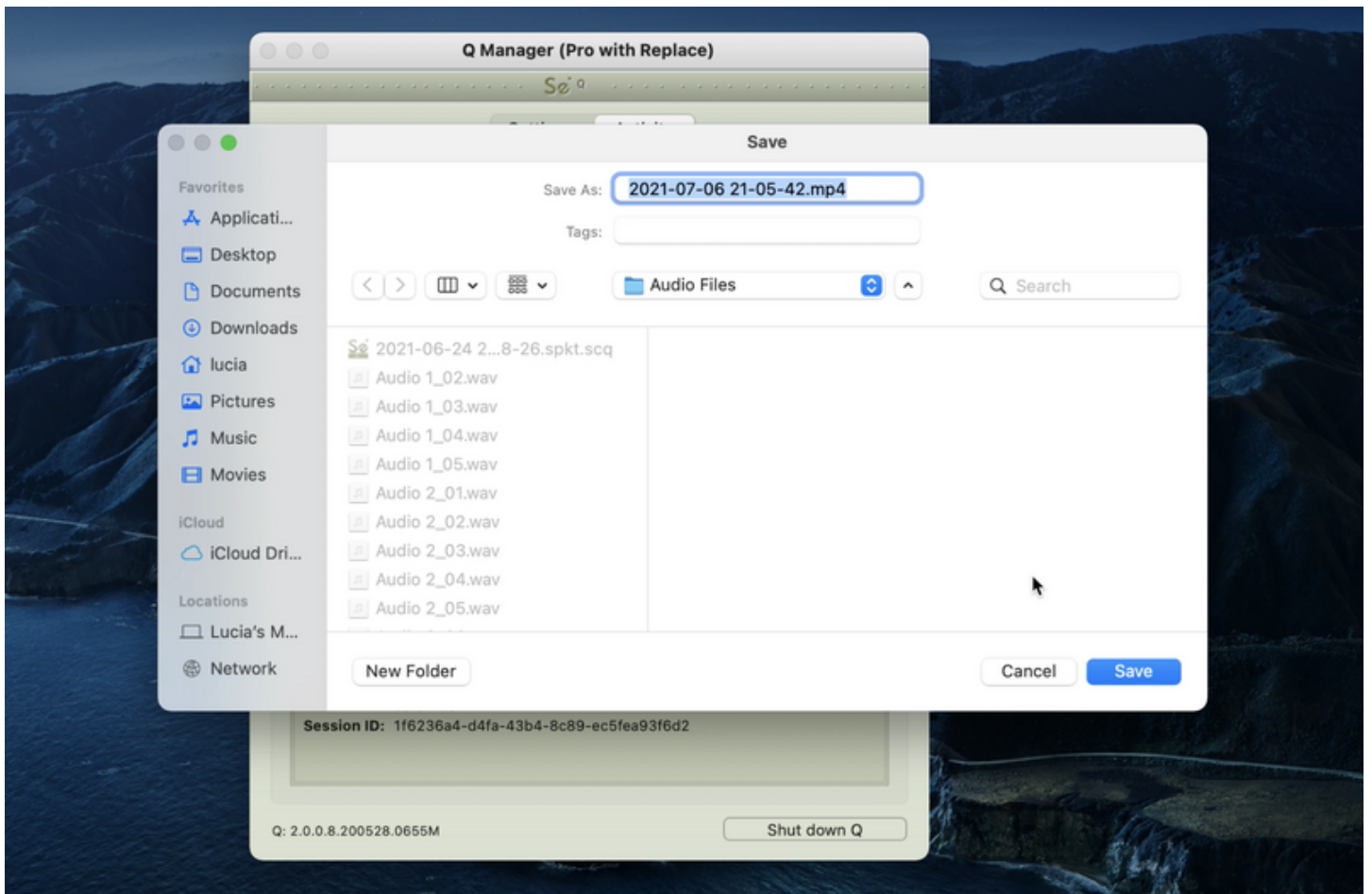
These options are available for all Source-Connect Pro users assuming the Q Manager was correctly configured for both sides while during the connection, i.e. there was no red slash in the Q icon in the Source-Connect connection status.

Export MP4

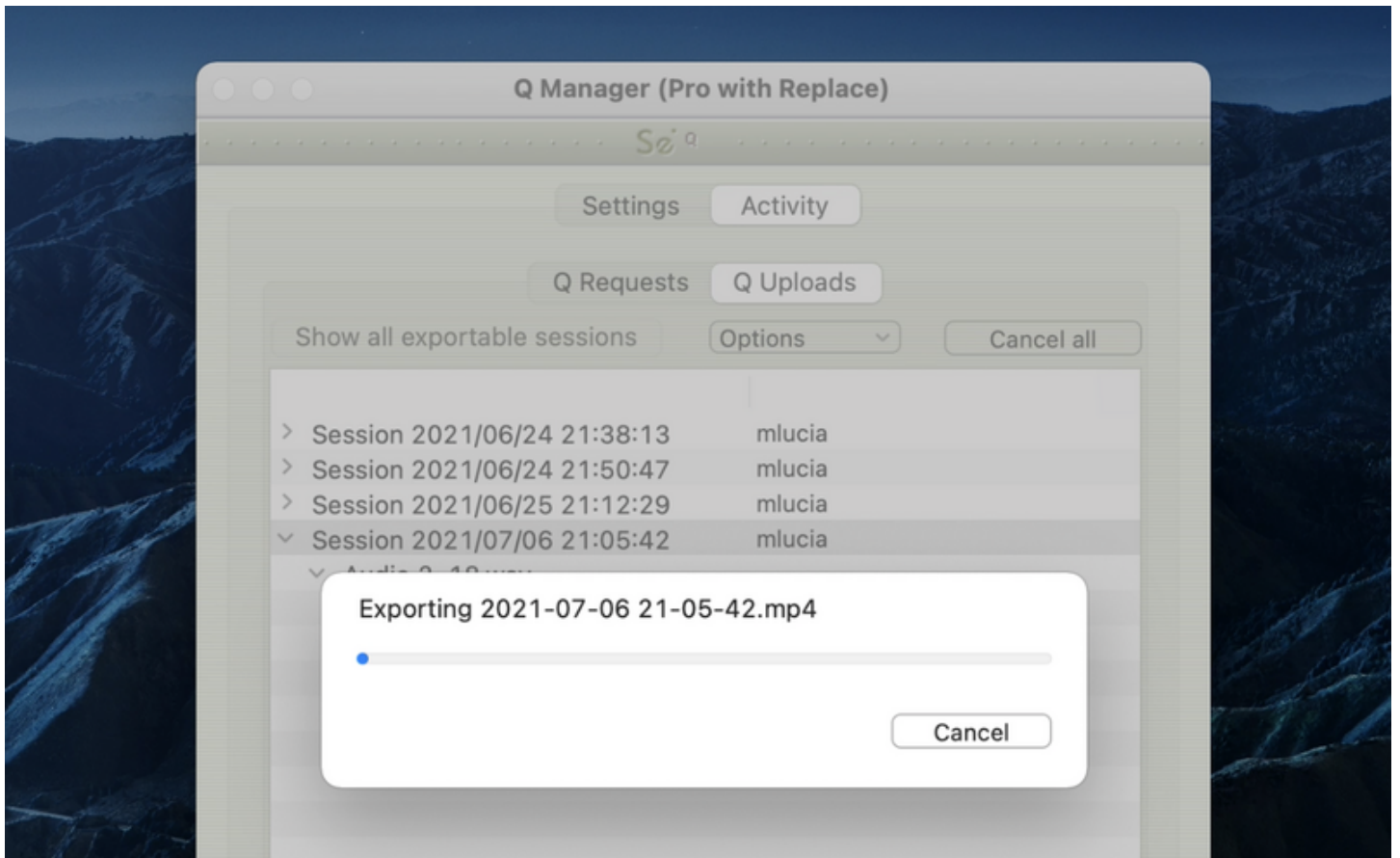
To export the session as an mp4, select the Session name in Q Uploads, and choose 'Export mp4' from the Uploads options menu.



The export helper application will launch, and you will be asked to save the file.



By default the filename is the date and time of the session connection. You can rename the file as required. This file can be played in any MP4 player, such as Quicktime or iTunes, or it can be imported directly into most editors.

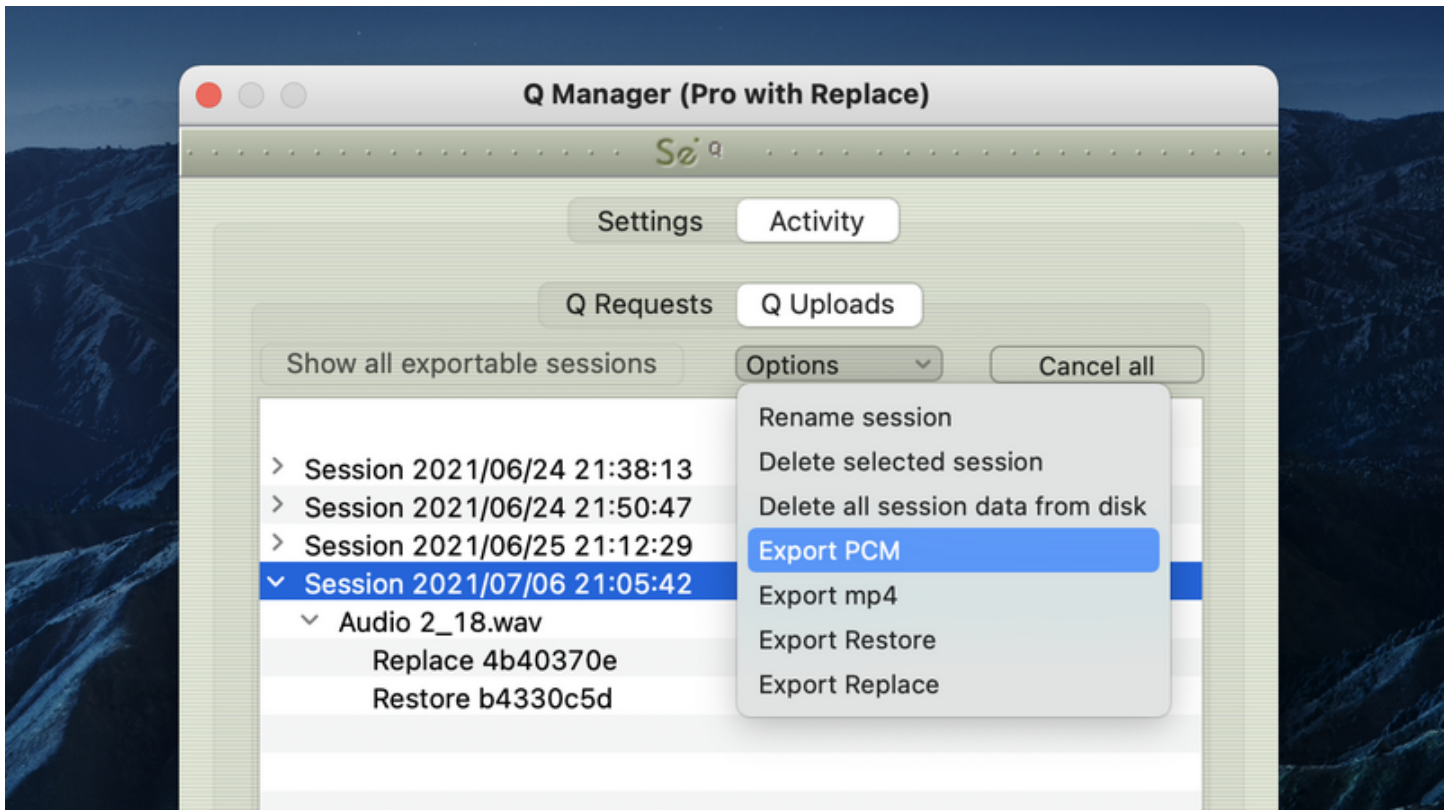


You can choose to cancel the export process by hitting the Cancel button.

Once the Export is complete you can now play back your complete session without network dropouts, and email or FTP this to your connection partner.

Export PCM

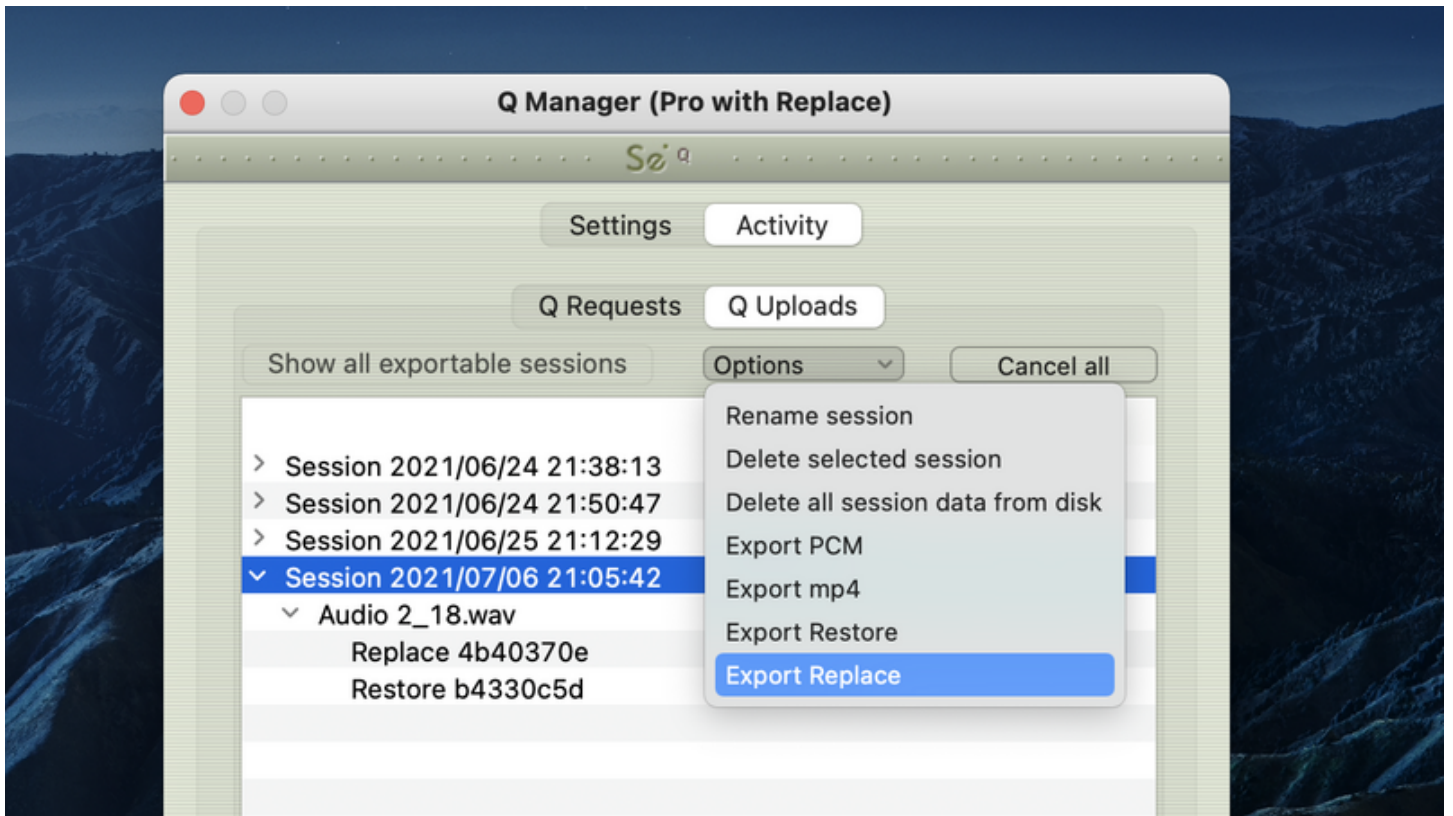
This option is only available for Source-Connect Pro, if the Receiving side has the Replace option for Source-Connect Pro, and the Replace checkbox was enabled for that connection. The same method applies as for Export MP4 above.



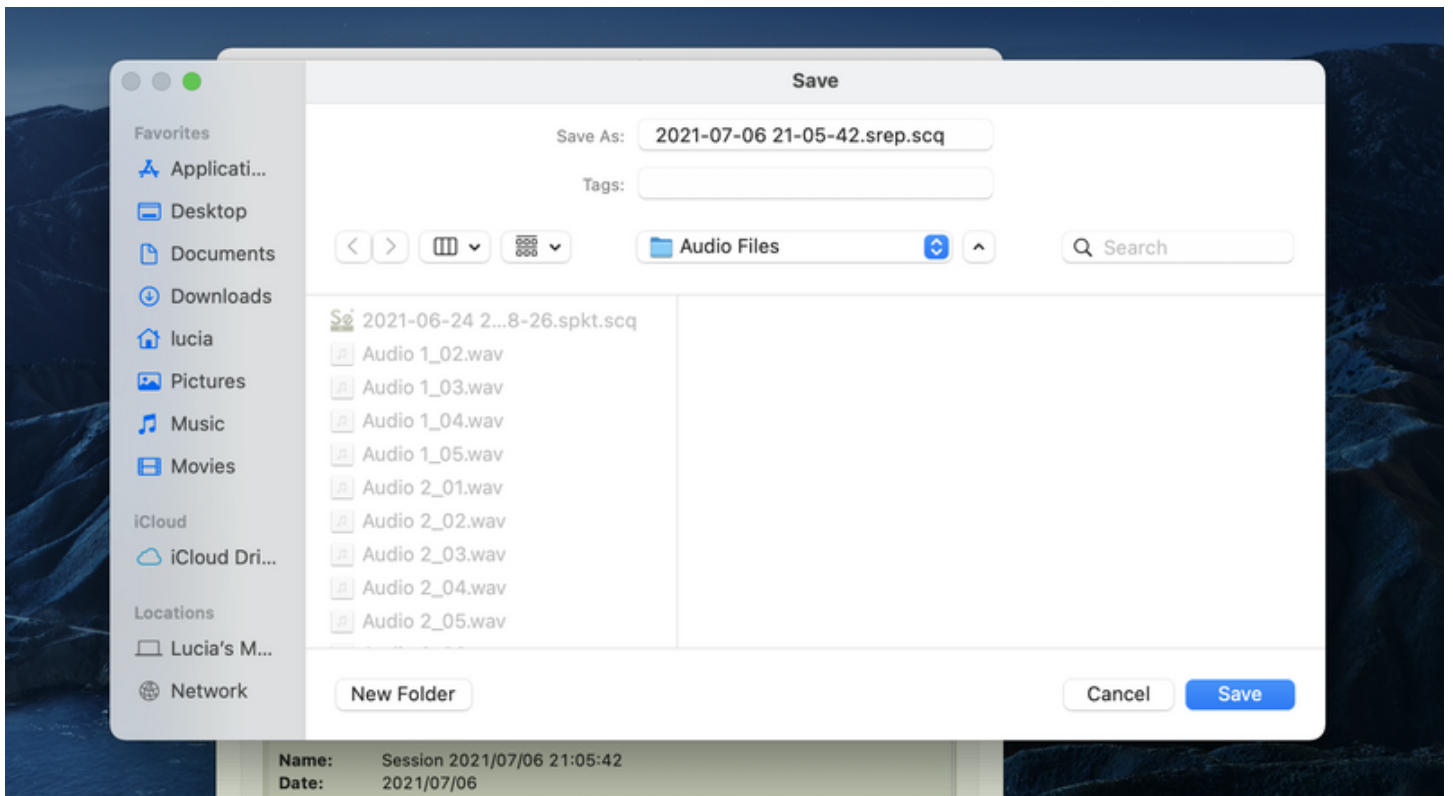
Export Restore and Replace

Export Restore and Replace is highly useful in case of issues of your connection partner not receiving your data due to network errors or FTP failure. Essentially this is a manual process of transferring the Restore and Replace data, instead of automatically having it transferred by the Q Manager on request.

When you are disconnected from your session, select Export Restore or Replace: Restore will export the AAC data and Replace will export the PCM data. The Replace export process will require additional disk space and transfer time.

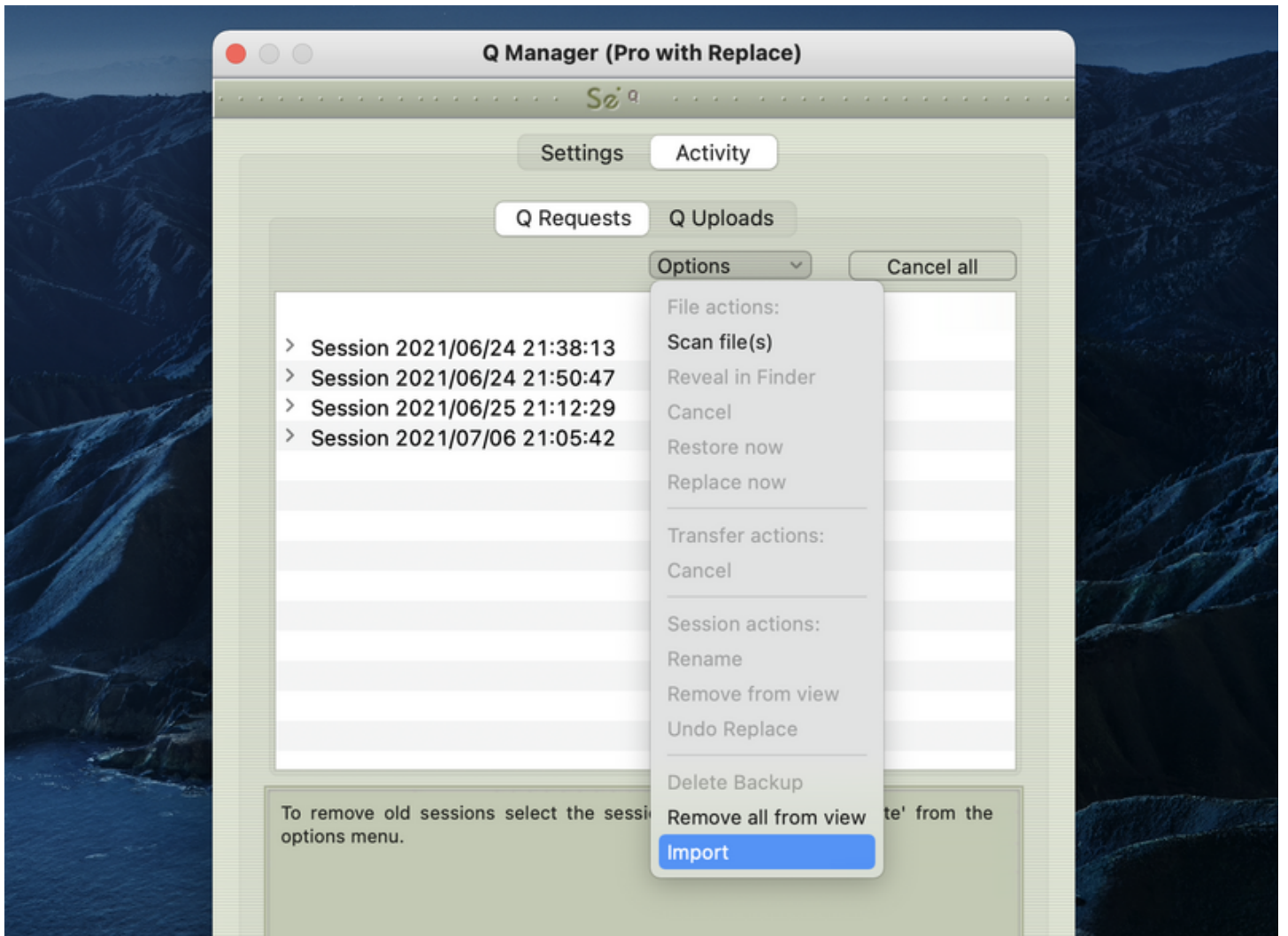


You will be prompted to save the data file:

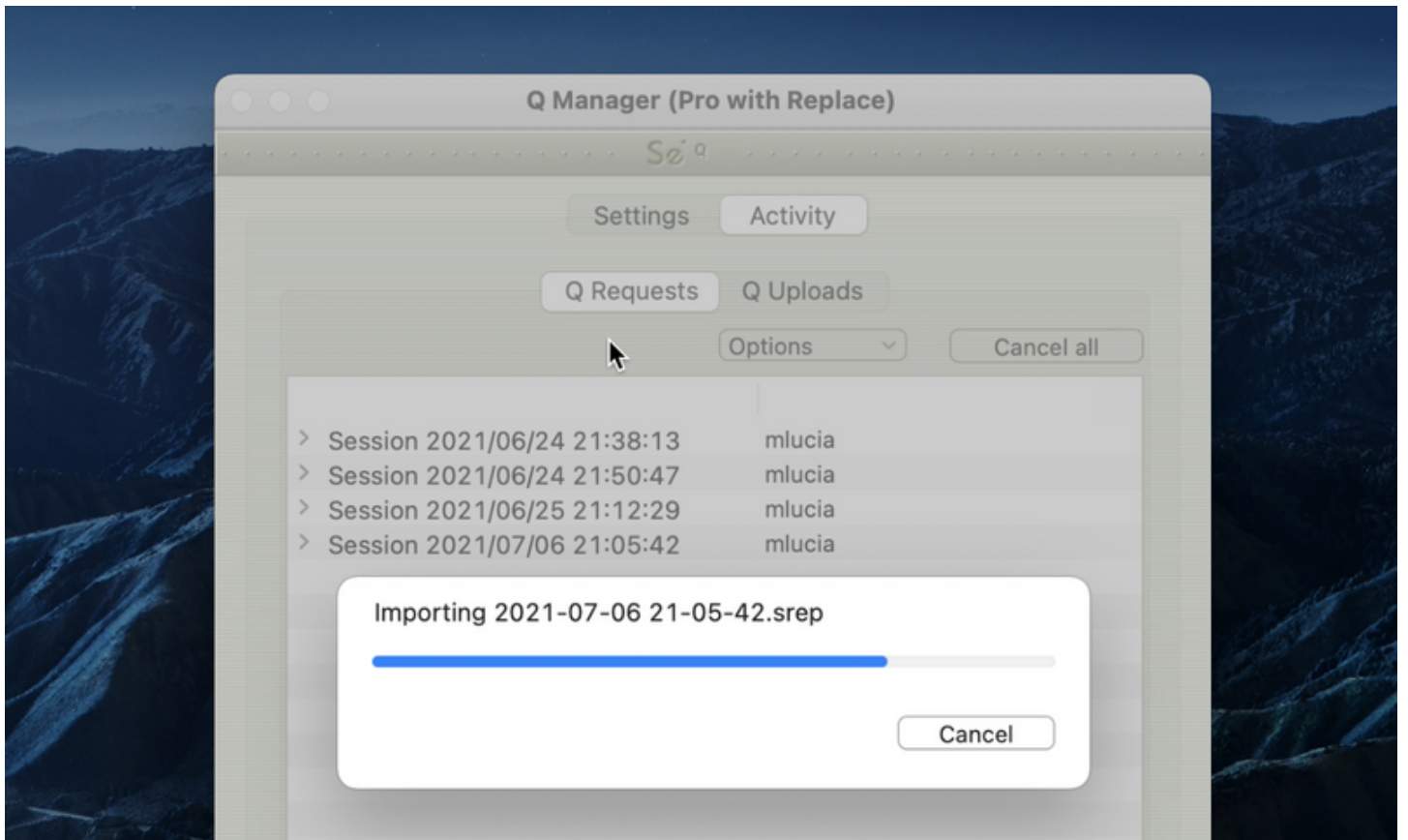


You can now manually transfer this data file to your remote connection partner, by email or FTP for example.

Your connection partner will receive this data file and import it by using either the Import option on the Q Requests menu, or dropping the file onto the Requests panel.

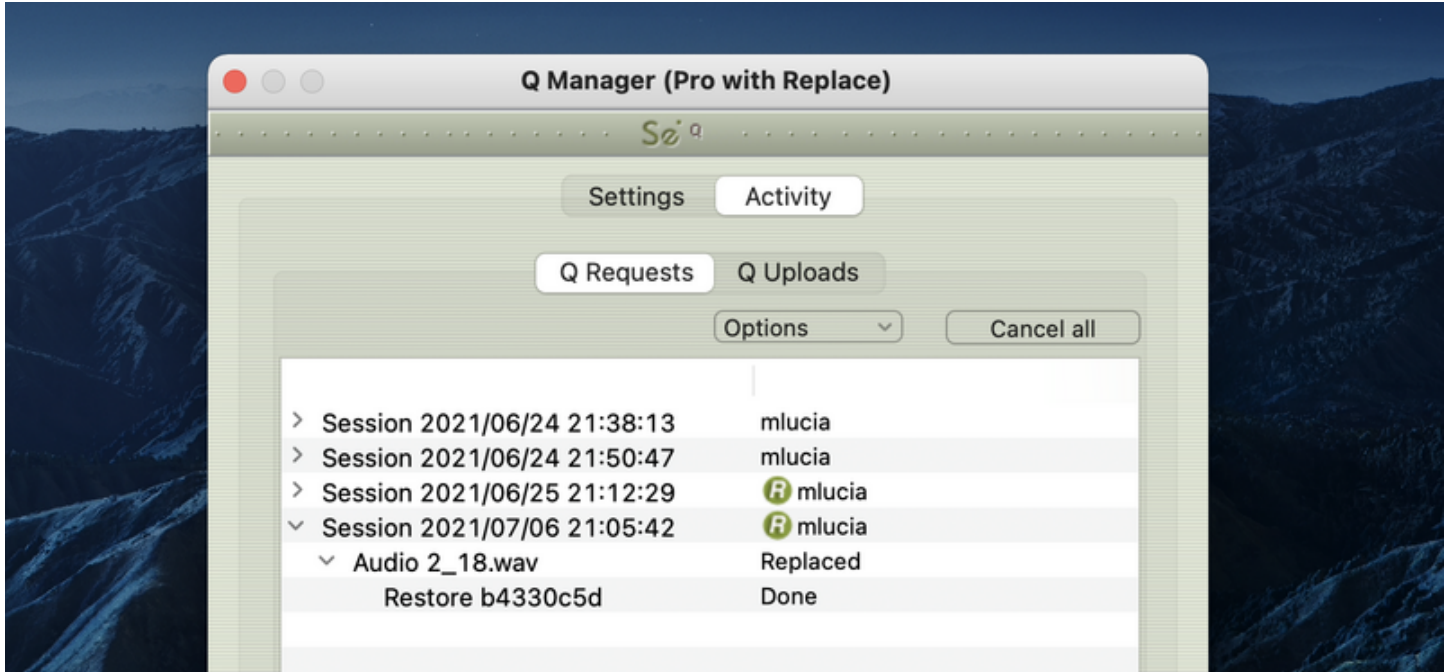


The Q Manager will import the data:



When a Restore or Replace session has been exported and successfully imported, that session will have a green R icon (for Restored) or orange R icon (for Replace).

This indicates that all files for the session have been successfully Restored or Replaced and no more operations are required for this session.

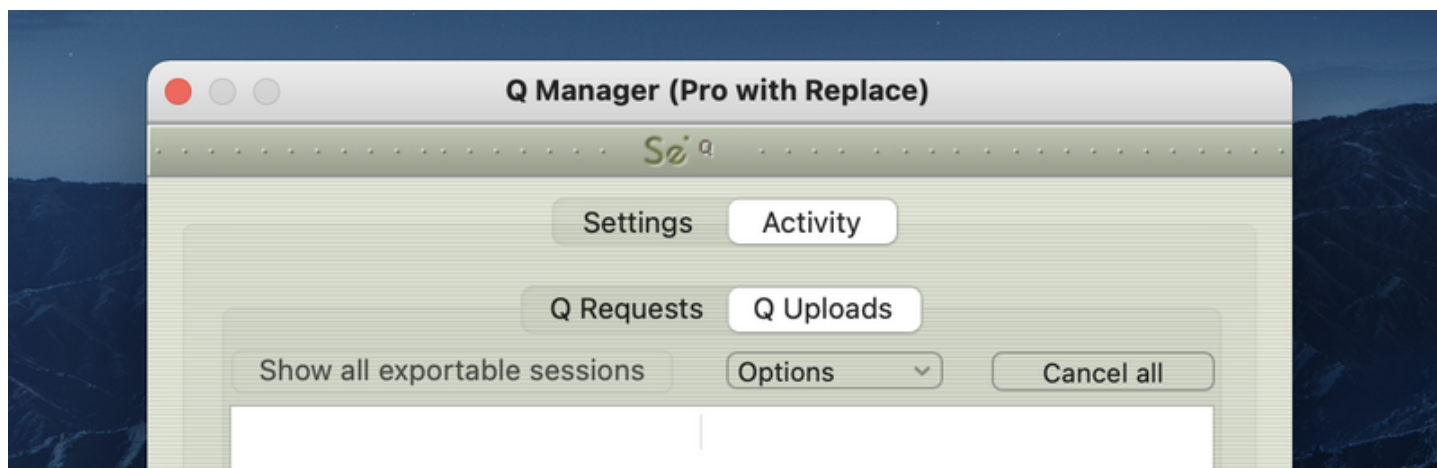


Activity panel: Cancel all

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

This article is part of the Source-Connect Pro and Pro X 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.



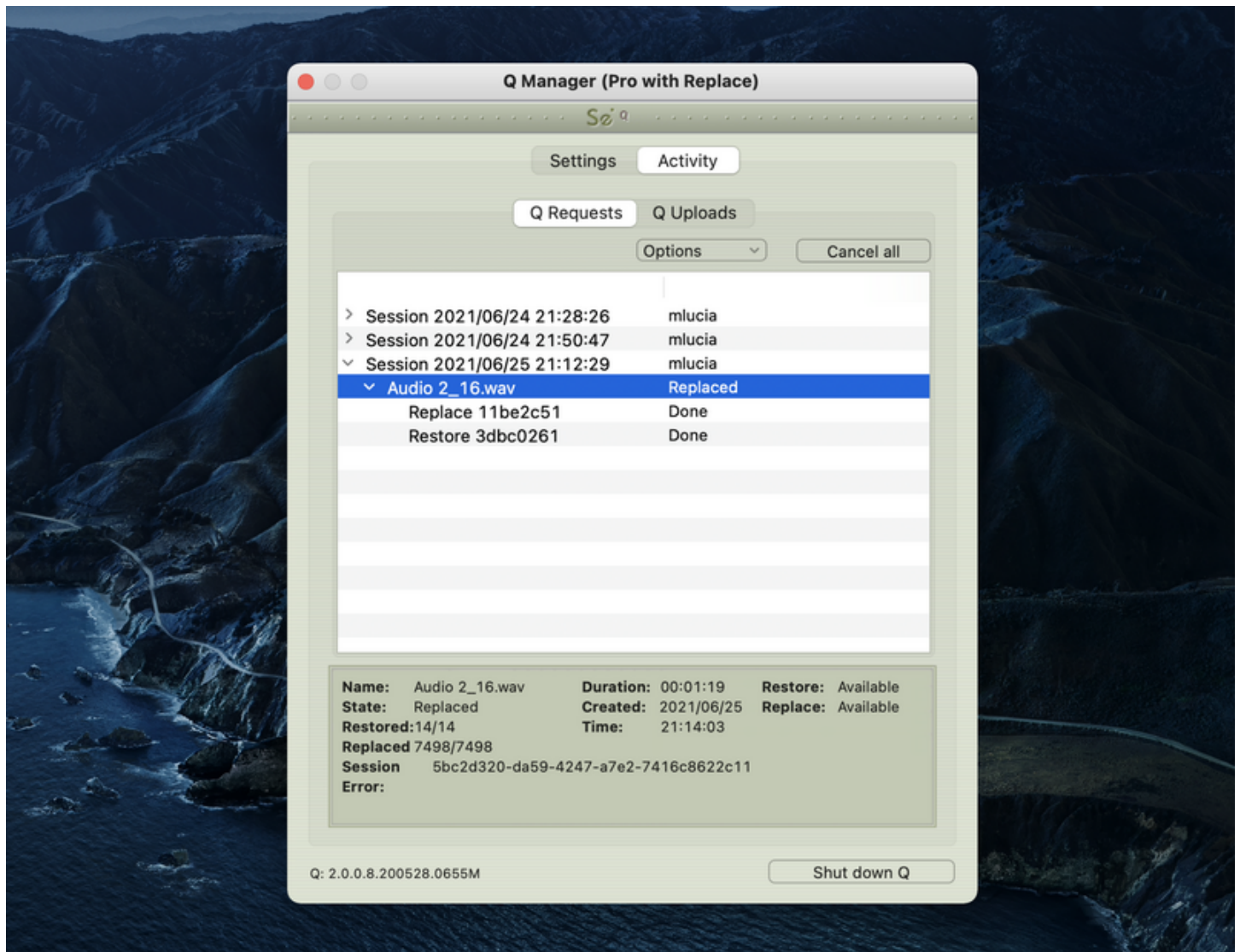
You can resume any transfers again at any time, however transfers will be reset so any data that has been uploaded or downloaded will begin again.

Activity: Q Requests Information panel

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

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

Information about each session, file and transfer process is available by highlighting a line in the Q Requests panel and viewing the info panel underneath the session list.



The information available is:

- **Name:** Name of the file.
- **State:** Current status of the file.
- **Restored:** How many packets (or 'drops') were detected and recovered by the restore process.
- **Replaced:** How many replace 'pieces' are to be transferred and processed.
- **Session ID:** The session ID used for file management.
- **Error:** For successful processes the error number is blank. If an error occurred the number will indicate the nature of the error. See Troubleshooting and Error reporting for mo

finding out what the possible errors are and how to resolve them.

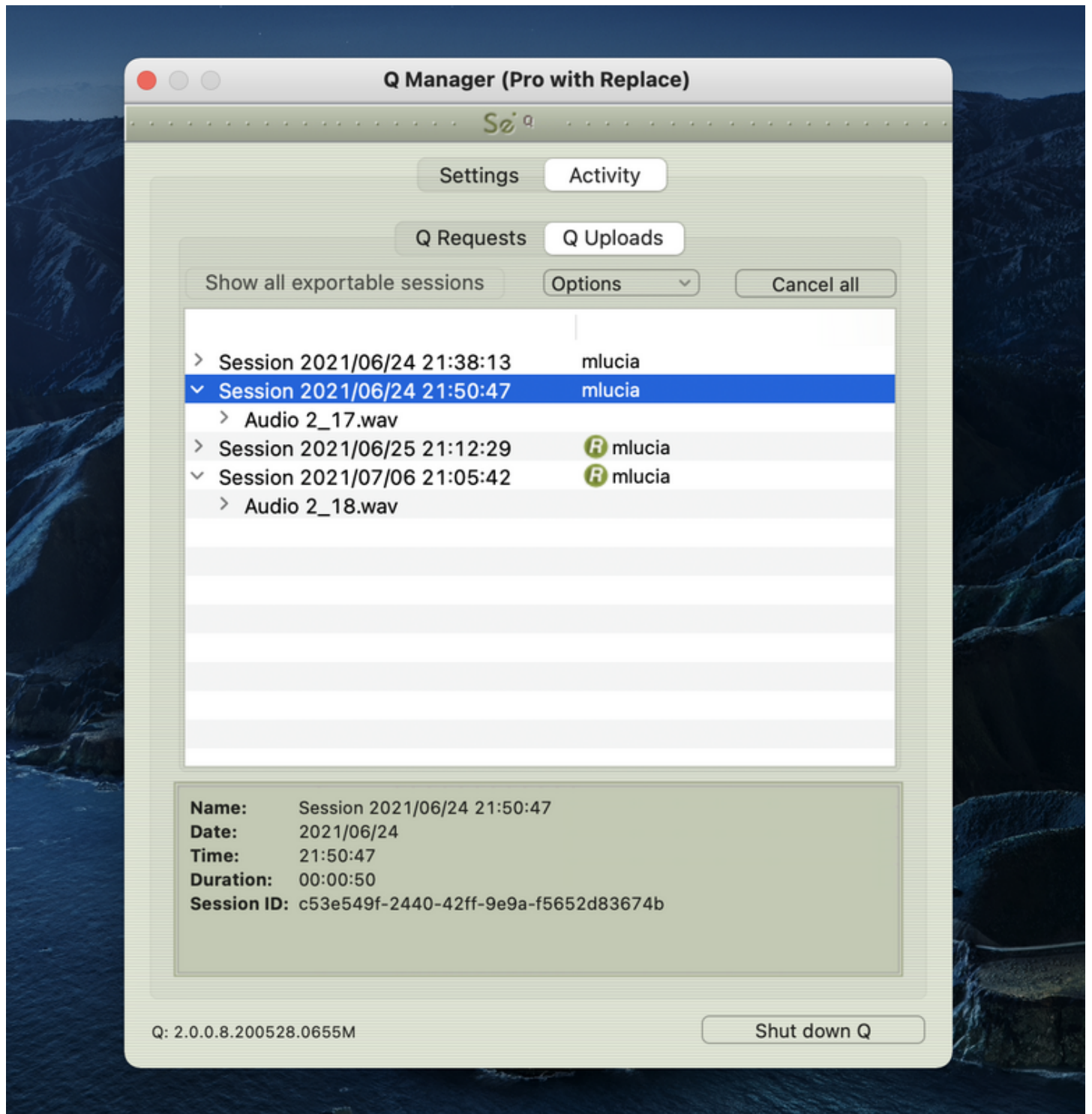
- **Duration:** Duration of the file.
- **Created:** Date that the file was recorded.
- **Time:** Time that the file was recorded Restore: Whether the restore process is available to you.
- **Replace:** Whether the replace process is available to you.

Activity: Q Uploads Information panel

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

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

Similar information about each session transfer process is available by highlighting a line in the Q Uploads panel and viewing the info panel underneath the session list.



The information available is:

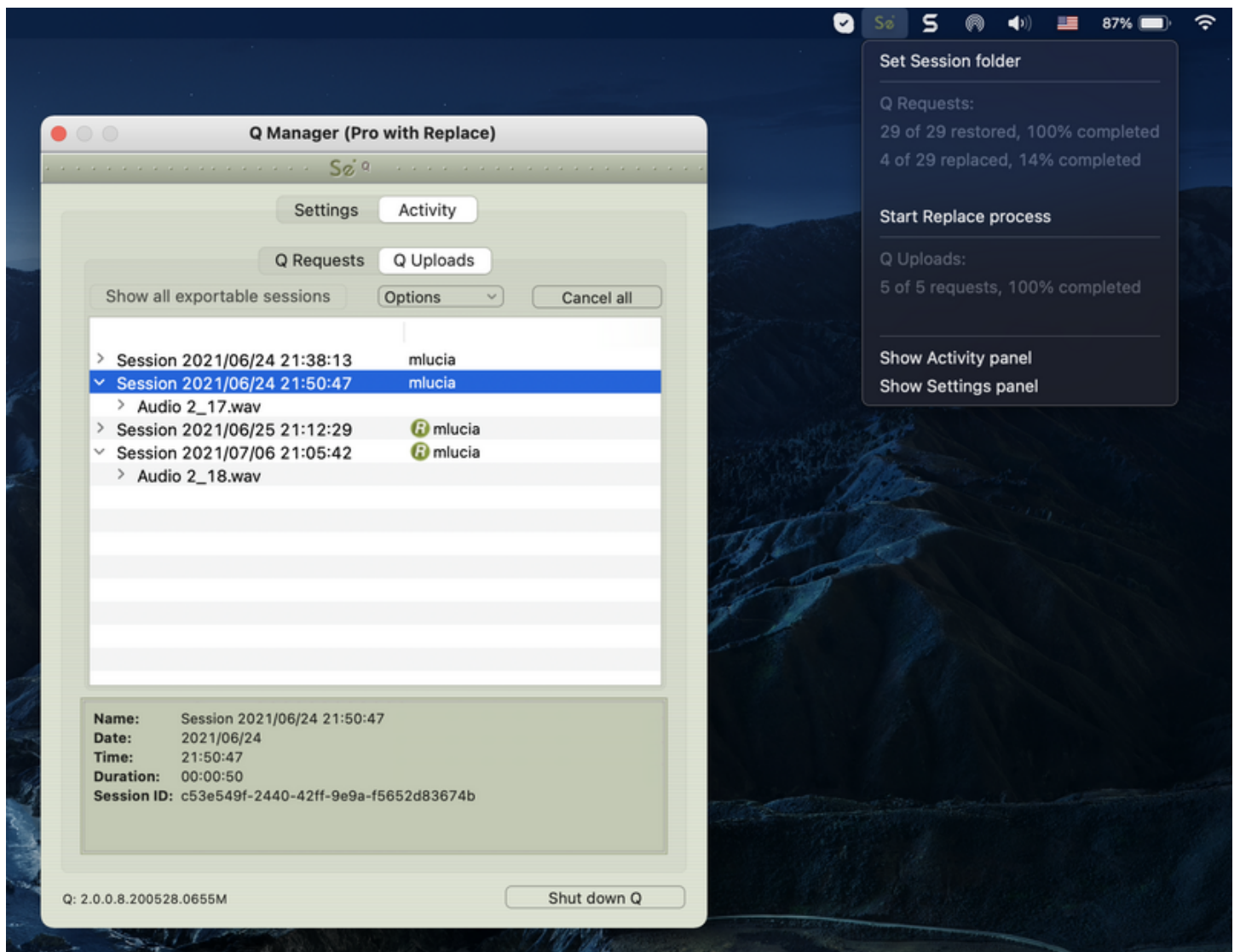
- **Name:** Name of the file.
- **Date:** Date when the upload was created.
- **Time:** Time that the file was uploaded.
- **Duration:** Duration of the file.
- **Session ID:** The session ID used for file management.

Q Menu bar options for Source-Connect 3.9 Pro

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

This article is part of the Source-Connect Pro and Pro X 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.



Set session folder

Use this option to quickly change your Audio Files folder between sessions. After you select the folder the Setup panel will show and you'll need to click on Apply to save the new folder setting.

Q Requests

This shows all files available for restore and replace and the total overall percentage processed.

Start Replace process

This option is only available to you via this menu: it will start the replace process for all available files in your Q Requests menu. Note this may take some time if you have a large number of files.

Individual or all processes can be cancelled as needed via the Q Requests option menu.

Show Activity / Settings panel

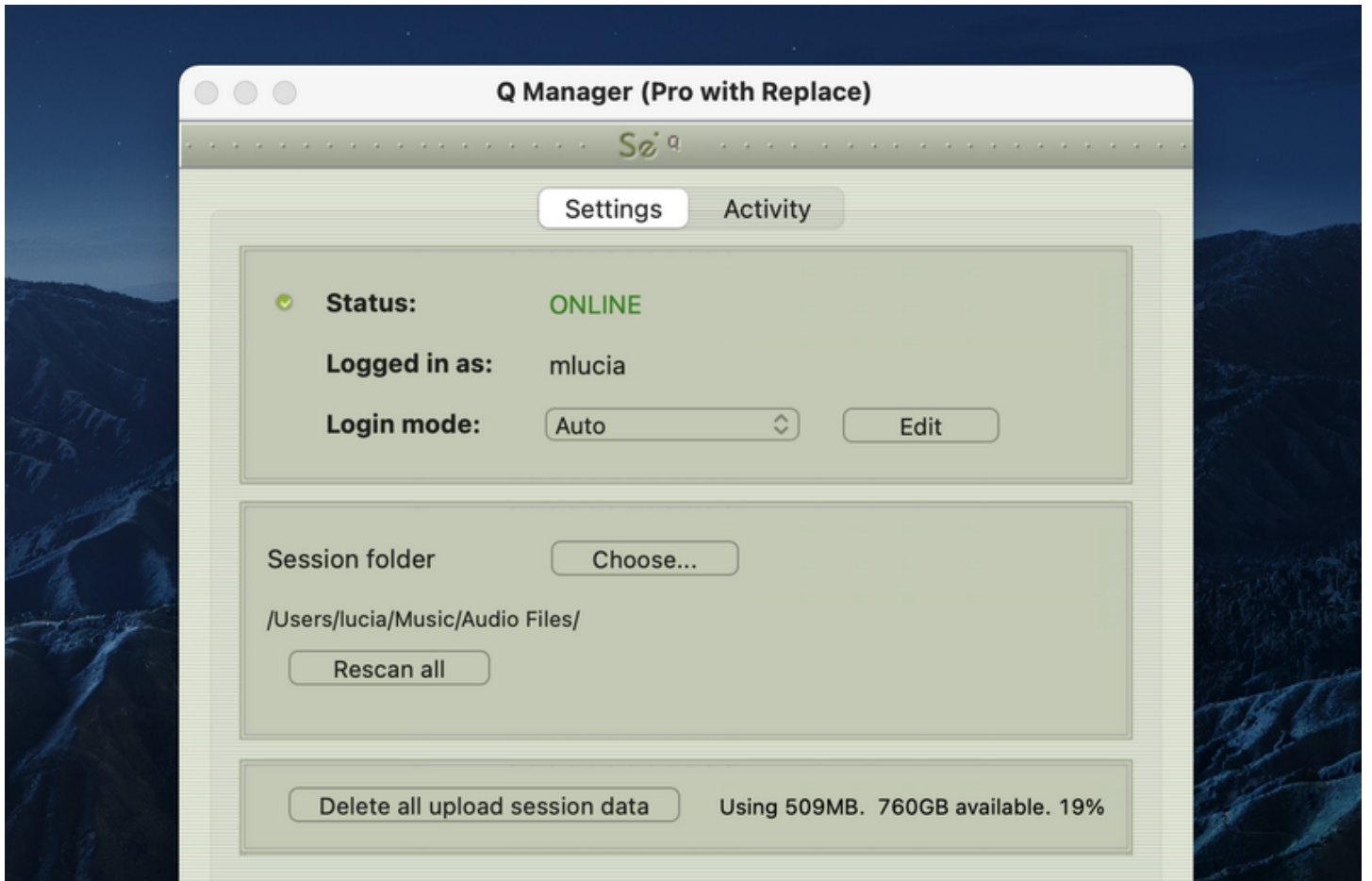
Open the Activity or Settings panel.

Q Manager Menu options

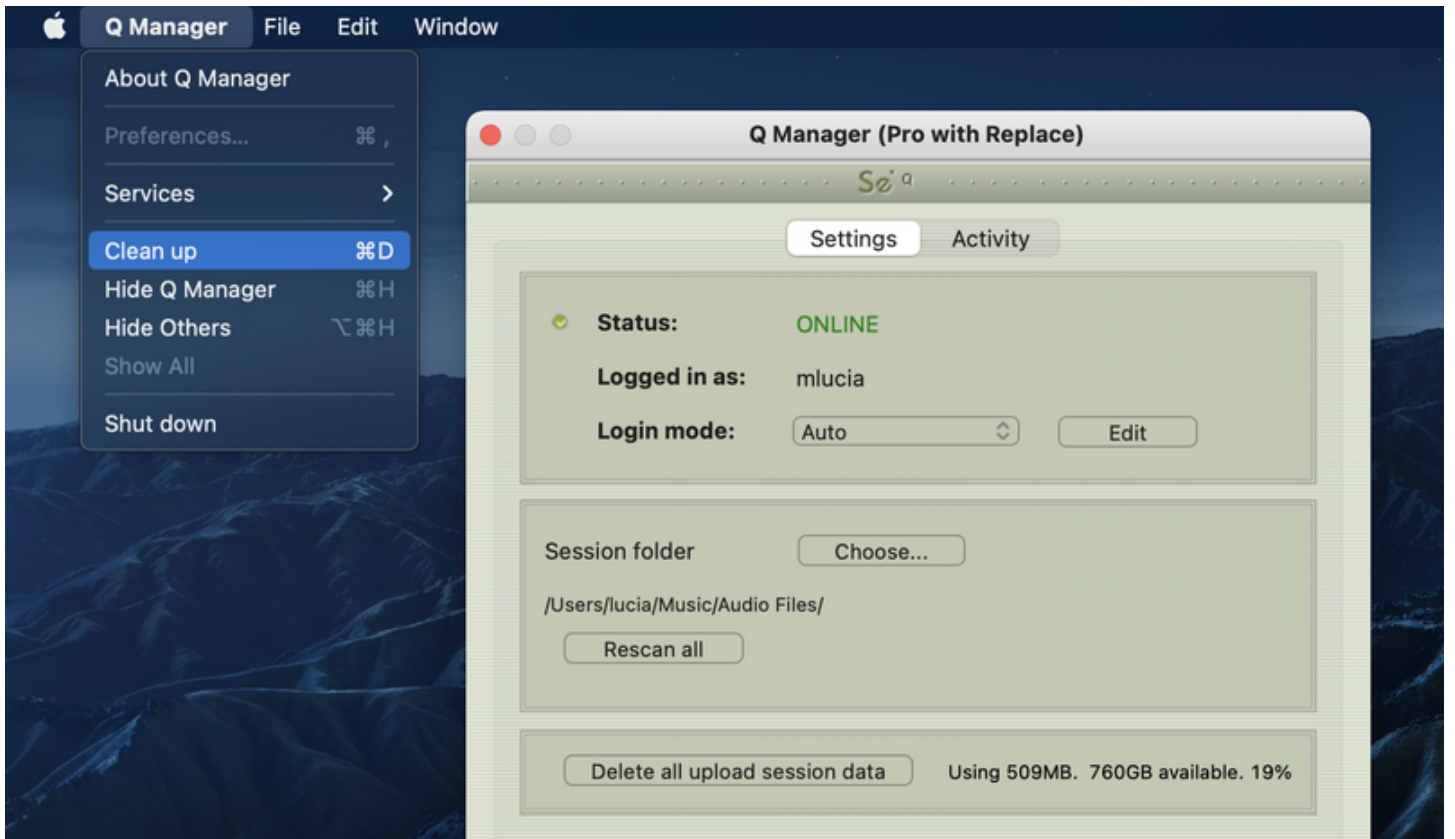
Written by Source Elements | Last published at: January 19, 2023

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

The Q Manager menu offers a 'Clean up' process. Over time your sessions, while being removed from view, may cause your Q Manager database to become very large. Cleaning up your database is recommended once in awhile, you will be warned if your disk usage is less than 20% on the Q Manager by a red bold text notification.



Simply choose 'Clean up' from your Q Manager menu and any sessions no longer in view in your Activity panel will be permanently removed.



Source-Connect Pro and Multi-Connect

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

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

Multi-connect is only available as of version 3.9. You will therefore only be able to use this feature on Mac only.

With Source-Connect Pro, you can use the full features of Multi-Connect to create multiple connection points within one session, to hook up with more than one location and/or send more than one channel simultaneously. You can run up to 3 additional Source-Connect plug-ins in each session, giving you up to 3 stereo or 6 mono channels of audio, or 3 points of presence.

The possibilities of Multi-Connect are endless - contact us for more information.

[Download an example Multi-Connect session for Pro Tools](#)

How to set up and use Multi-Connect

Engineer Side

To be able to Source-Connect to multiple locations simultaneously, you will need to follow the steps below:

1. Go to <https://dashboard.source-elements.com/products>.
2. **Every Source-Elements account can have three additional sub-accounts, so your accountname can have sub accounts accountname*a, accountname*b and accountname*c. This will give you the ability to have 4 Source-Connect connections per account (if you want to connect with more than 4 people, you will need more than one account).**
3. **Copy and Paste the Source-Connect Pro application multiple times in your applications folder** and rename each copy Source-Connect A, Source-Connect B, Source-Connect C, etc.
4. **Open Each copy and log in with the corresponding user name.** For example, log in to Source-Connect A with username*a. The password will always be the same as the main accounts password.
5. **Assign separate ports and port forwarding rules for each copy of the program.** For example, Source-Connect A might be username*A and using ports 6000 and 6001 (just enter 6000 in the application itself but port forward both UDP rules). Source-Connect B might be username*b and using ports 6002 and 6003 (just enter ports 6002 in the application itself but port forward both UDP rules)

6. Since you can assign multiple Source Elements accounts to one iLok account, and each Source Element account can have 3 sub accounts, **you can have as many instances of Source-Connect Pro active as your computer and network have the capacity to run.**

Read the following chapter for instructions on how to set up Source-Connect with 5 actors.

Talent Side

Make sure each of the talent's that connects is on a separate talent account, NOT a sub account like Talent, Talent*a etc); it is advisable to set and test these ahead of session time. Therefore, if you are connecting to five separate locations, you will need five separate talent accounts. In the sample below, one engineer (Mr Account Name) connects to 8 talents:

- **accountname** connects to **JOHN L**
- **accountname*a** connects to **PAUL M**
- **accountname*b** connects to **GEORGE H**
- **accountname*c** connects to **RINGO S**
- **accountname2** connects to **ROGER D**
- **accountname2*a** connects to **PETE T**
- **accountname2*b** connects to **JOHN E**
- **accountname2*c** connects to **KEITH M**

Notes

- The Q Manager can connect to multiple talents (i.e the Beatles and The Who) at once. Each talent must be on a separate individual account (i.e in a separate location) so that they are seen as discreet people.
- Only one instance of the Q Manager can be open at a time. The Q Manager won't take into account that **accountname** and **accountname2** and all the sub-accounts are doing the connections at your end; it will just look at whether or not your session audio files is recording from all the discreetly different members of The Who and The Beatles.
- The Q Manager only works on stereo (multi-channel).

Example Use: Source-Connect with 5 actors

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

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

As an engineer, follow the steps below to create a Source-Connect session with 5 actors.

Make sure you have your account ready

First, you will need to have your own account (the engineer) so you can connect to all actors at once. If you already have an account, you can skip this step. If not, [refer to this article](#) for instructions on how to create one.

This account will include auxiliary accounts (*accountname*a*, *accountname*b* and *accountname*c*, *accountname*d*, etc). This will give you the ability to have at least 4 connections per account.

Create duplicate Source-Connect Pro applications

1. You will need to duplicate your Source-Connect Pro applications to reflect the number of connections you're using.
 - Go to your applications folder, and find the Source-Connect Pro application
 - Right click (or control click) on the application in that folder and select duplicate
 - Continue this process until you have 5 Source-Connect applications to use. Launch each instance of the Source-Connect application, and as they launch, log in to each one using the variations of the usernames as mentioned above.
2. For the first application, the username is your original account name; for the second application, the username is *accountname*a*, the third is *accountname*b*, and the fourth is *accountname*c*. All of these will use the same password as the original account.
3. For the 5th application, you will use *accountname*d*.

Configure Port Forwarding

1. Change your port forwarding rules for each application, as every connection will need to be assigned to ports of their own. If you're to start with our standard port rules, you'll start with the first application as port 6000 and then alter the remaining applications to have 6002, 6004, 6006 and so on.
 - Source-Connect 1: 6000
 - Source-Connect 2: 6002
 - Source-Connect 3: 6004
 - Source-Connect 4: 6006
 - Source-Connect 5: 6008

2. In your router, instead of forwarding only 6000-6001 as you might normally do, you'll forward a larger port range, so 6000-6010 would be a good place to start for instance. (this is something our support staff can help you with if you have trouble)
3. Once completed, you'll be able to test your ports successfully in the applications, and connect to your talent without issue.

Configure Source- Nexus I/O drivers

1. Before connecting with your talent, you will need to open the Source-Nexus Control Panel application, and start to create the Nexus I/O drivers that are needed for the session.
2. Create Mono devices named
 - To SC1
 - From SC1
 - To SC2
 - From SC2
 - To SC3
 - From SC3
 - To SC4
 - From SC4
 - To SC5
 - From SC5
 - To Chat
 - From Chat
3. In each Source-Connect application, you'll be setting our inputs and outputs to the corresponding Source-Nexus I/O driver.
 - Source-Connect 1
 - Input = To SC1
 - Output = From SC1
 - Source-Connect 2
 - Input = To SC2
 - Output = From SC2
 - Source-Connect 3
 - Input = To SC3
 - Output = From SC3
 - Source-Connect 4
 - Input = To SC4
 - Output = From SC4
 - Source-Connect 5
 - Input = To SC5
 - Output = From SC5

Configure the inputs and outputs

1. Finally, you'll set the inputs and outputs of Zoom or Source-Connect Now or whichever web conferencing system you use to connect.
 - Input = To Chat
 - Output = From Chat

Final Notes

- In Zoom (web conferencing) make sure to mute your microphone, as you'll be communicating with the actors via Source-Connect in most cases, sending your microphone to both places may cause echos or confusion for the actors. Or you can mute your send in each Source connect application to make that easy as well.
- The same will go for your monitoring of the connections, there will be a latency difference between Source-Connect and Zoom/SCNow/web conferencing. Keep that in mind when deciding what you're monitoring from.
- If all of your talent are on Mac computers, Source-Stream will be available to you, and you may not have to worry about your port forwarding.
- Make sure to log in to the Q manager, and to have the talent log into theirs as well. You'll then show the Q-Manager your ProTools Session Audio files folder. Record EXACTLY what comes out of Source-Connect, do not change the routing or faders going to the record tracks.
- In Source-Connect, make to select Q-Restore and Q-Replace, your talent needs to uncheck those if checked.

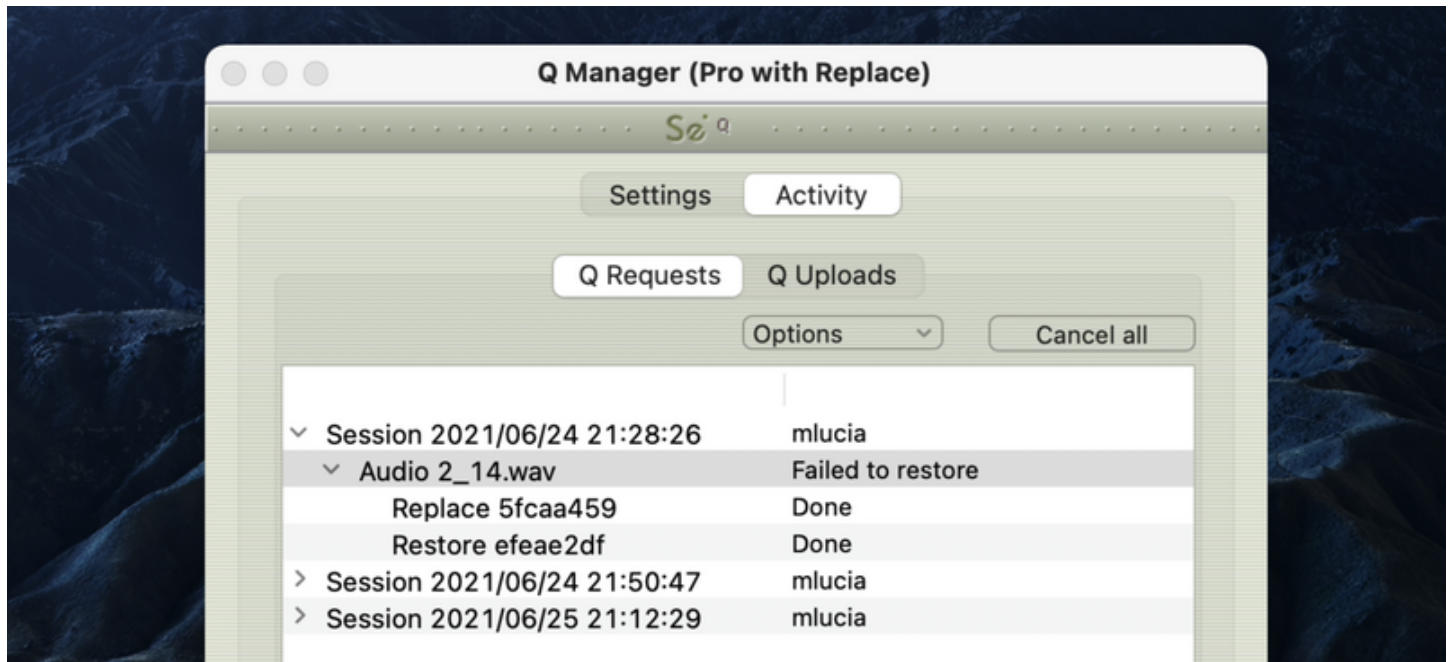
Troubleshooting Auto-Restore and Replace

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

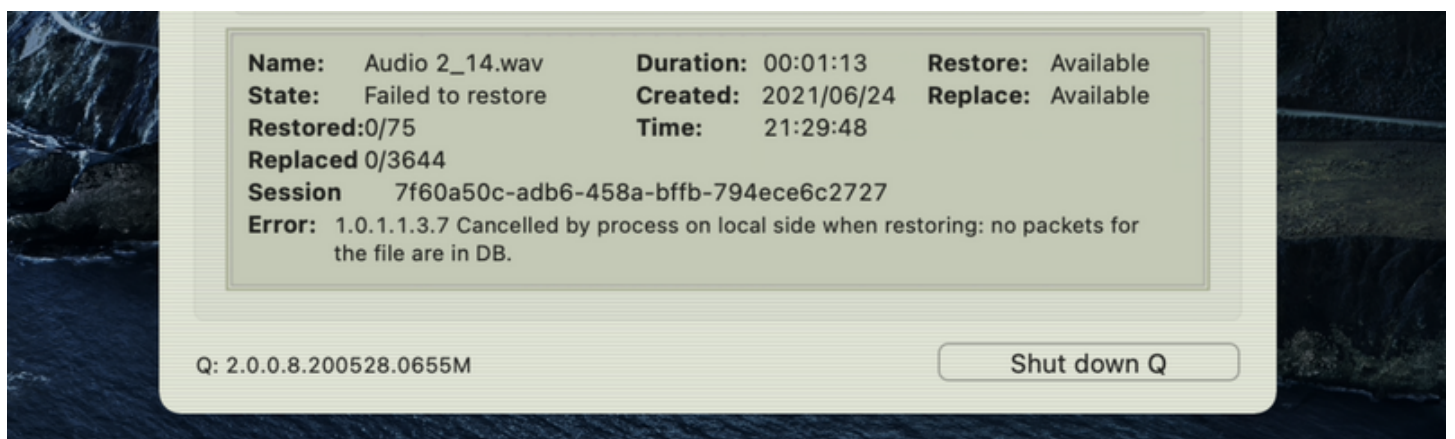
This article is part of the Source-Connect Pro and Pro X 3.9 User Guide

For each file and process there is a status. For successful files the status will be Restored or Replaced depending on the type of process last completed. If you see that the status for a file, or files, is 'Failed to restore' or 'Failed to replace' 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. To find out the exact reason for a failed process, select the file in the Q Requests panel:



Now, look at the error code message to the very bottom:



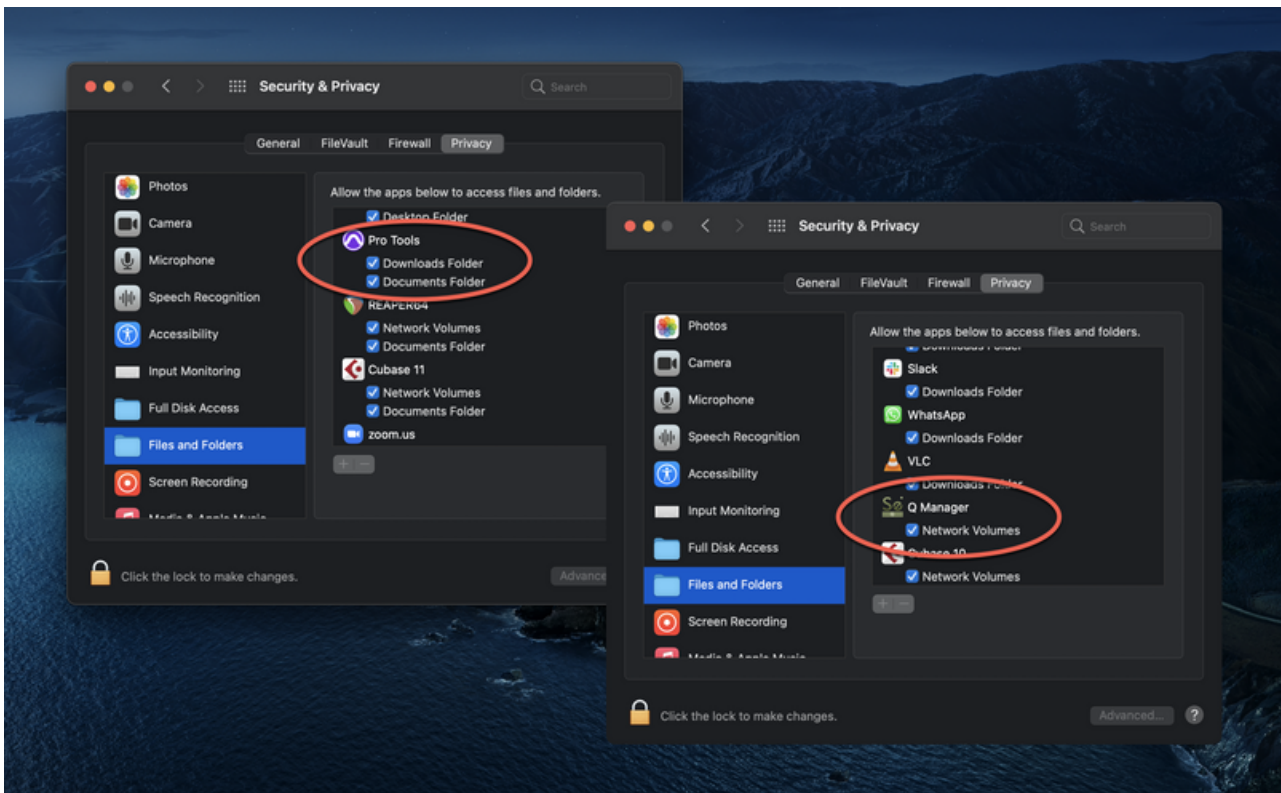
For example, this error tells us that the Q Manager was quit before the process could be completed. To resolve this, simply restart the process.

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 Q Manager issues for Source-Connect 3.9 Pro

Written by Source Elements | Last published at: June 09, 2023

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

A comprehensive guide is available online on page 76.

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

Verify the following:

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 you do not have any audio plug-ins or volume level changes** between the signal from Source-Connect and your record channel. You must have both the Source-Connect Link aux track and your record track set to 0dB or the Q Manager will not be able to process your files, and you cannot insert any other plug-ins between Source-Connect and your record track.
3. **Pro Tools errors, for example CPU errors, may cause the Q Manager to not detect the file.** If this is the case, reapply the Q Manager with 'Rescan all files' selected or select 'Scan file(s)' from the Q Requests menu in the Activity panel.
4. **Verify your Q Manager settings:**
 - Your username and password should be correctly entered
 - Ensure that you have selected the correct Audio Files folder for your current Pro Tools session
 - Ensure that your FTP settings are correct and accessible to the Q Manager.
5. **Q Manager should be launched:** make sure you can view the Q Manager via the MenuBar icon. NOTE: Files which are recorded with Source-Connect when the Q Manager is not launched can be later processed by rescanning the Audio Files directory.
6. **Files should be recorded while Source-Connect session was established.** Files recorded when Source-Connect is not established will not appear for processing in the Q Manager.
7. **Sample-rate converting is not supported.** Verify your connection is not sample-rate converting.

Source-Connect Link and Source-Connect 3.9 Pro

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

This article is part of the Source-Connect Pro and Pro X 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, Nuendo etc.

Source-Connect 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 an appropriate audio interface to use Source-Connect with its own audio device.

This enables 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.

Source-Connect Link with Pro supports the following sample rates:

- 44.1 kHz
- 48 kHz
- 88.2 kHz
- 96 kHz
- 176.4 kHz
- 192 kHz

Using higher sample rates

While the higher sample rates of 88.2 and 96khz are supported, Source-Connect will downsample these to 44.1 and 48khz respectively for transmission. For this reason, you cannot use RTS or the Q Manager with these sample rates.

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

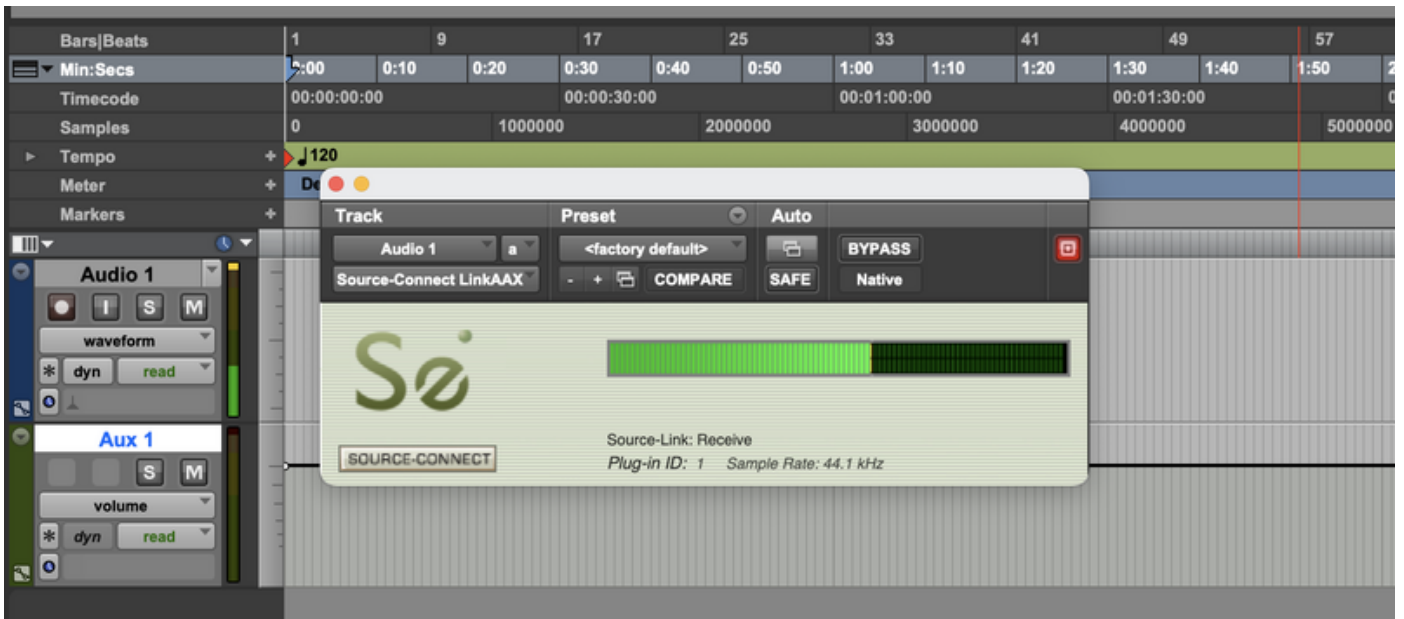
Quick-Start: Using Link in Source-Connect Pro 3.9

Written by Source Elements | Last published at: August 21, 2023

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

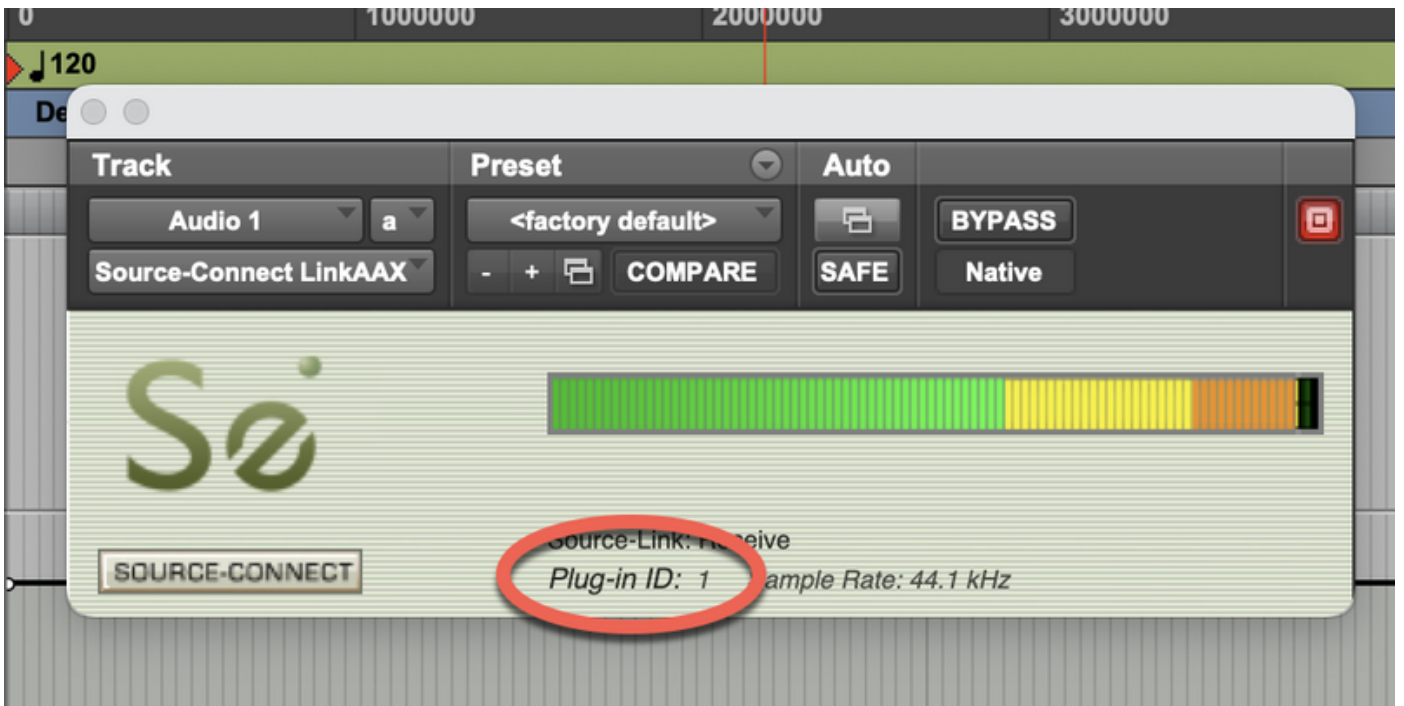
A video introduction is available [here](#).

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

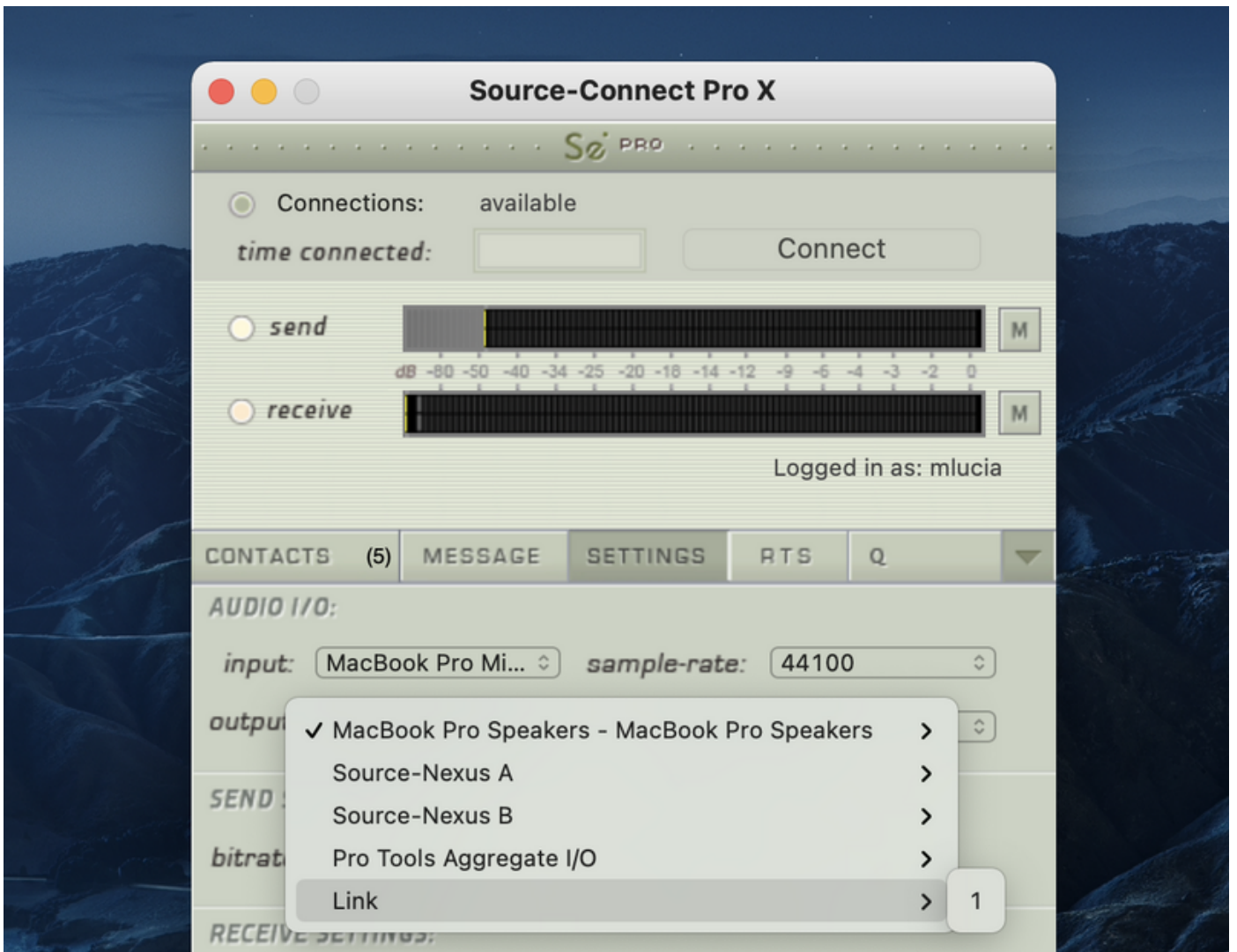


In Pro Tools, for example, this plugin is under the ‘Other’ menu, or listed under ‘Source Elements’. Follow the user guide of your DAW to learn how to insert plug-ins, or see our available guides [here](#).

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



3. Select this ID in the Source-Connect Settings->Audio I/O menu.



To determine where in your Audio I/O you choose to use the Link plug-in see next page.

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 and RTAS

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

This article is part of the Source-Connect Pro and Pro X 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 Pro. While the Source-Connect Link RTAS 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.

Read more about this issue [here](#).

Remote Transport Sync and Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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 145. Then initiate the SeRewire device in your DAW's rewire feature set. Please refer to your DAWs Rewire instructions as well as the specific RTS article (page 71) 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 [here](#).

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

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.

Troubleshooting for Source-Connect 3.9 Pro

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

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

The Support section of the website provides much more detail on troubleshooting.

Most issues are network related, you should follow the [Network Guide](#).

A quick overview of common issues follows:

Low audio quality, many artifacts

Try to reduce your bitrate and increase the buffer size. You may also be experiencing hardware issues: for example, check that your hardware matches your session sample-rate and try increasing your hardware playback buffer size.

Audio is clicking on a regular basis

Because Source-Connect 3.9 is outside of Pro Tools and has a low processor footprint, you should not see any CPU-related recording issues. Most Pro Tools HD issues are related to clock source inconsistencies. Verify that your clock is set correctly, and that the Mac's I/O is set up to sync with the correct clock source.

The clock source settings can be found under the Audio Midi Setup application in [Applications](#) > [Utilities](#).

Automatically disconnected, 'Connection reset by peer' dialogue

There may be severe network congestion occurring. 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.

User has suddenly gone offline

In the event of an unexpected disconnect, due to hardware, software or network failure, your remote user may not re-appear until the server has recognized that they have timed-out. This can take up to 60 seconds. To expedite the process of the server recognizing that a user has inadvertently logged out, users can log out and log back in.

See the following section on Known Issues for additional information.

Source-Connect Pro 3.9 - Known Issues

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

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

CPU speed / RAM configurations

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. If your computer is configured with insufficient resources, you may experience difficulty while reading and writing to disk, and your DAW may tell you that you have insufficient resources.

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.

Negative values RTS send/receive delays

There is a known issue where any negative values entered in the send/receive delays will get converted to a different, large integer upon restarting Source-Connect Pro. If you run into this issue, please either configure the delay on your DAW or contact the Support team.

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](#).

Some networks may cause Source-Connect Pro X to crash when sending 7.1 channels at high bitrates

This is a known MTU (maximum transmission unit) bug. The AAC codec packages more data in the packet than most standard routers can manage. In order to resolve this:

1. Lower the bitrate you are using in Source-Connect Pro X. The quality will not be affected. See page 41 for bitrate information.
2. Request an MTU increase from your IT support.

Source-Connect Pro X 3.9 at the highest bitrate, 1344kbps

Source-Connect Pro X 3.9 has been proven to disconnect and sometimes crash when connected at the highest possible rate, since MacOS Mojave, Catalina and Big Sur.

The workaround is to connect at the 2nd lowest bitrate, 1280kbps. There is very minimal difference in sound quality.

Source-Connect 3.9 takes over the 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.

Unsupported Pro Tools versions

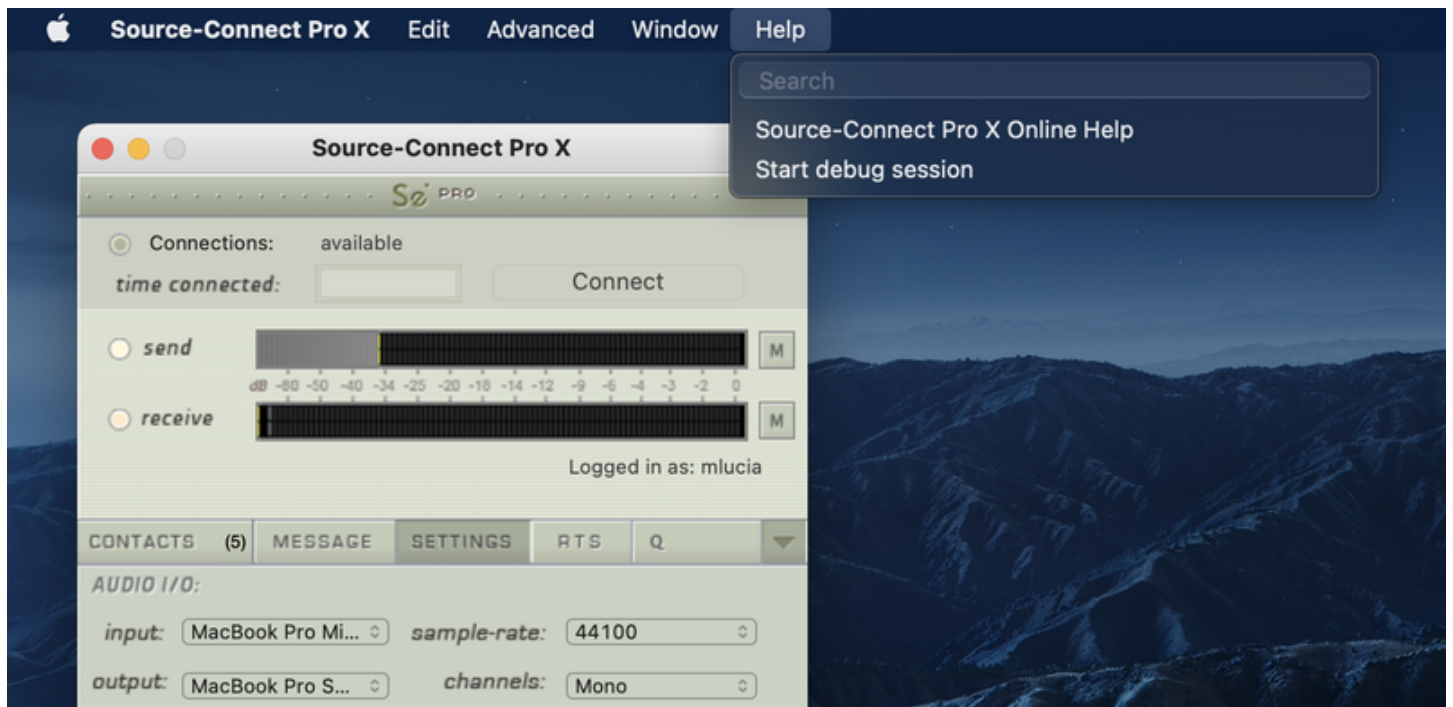
The Q Manager with Auto-Restore and Replace is not available for any Pro Tools 6 version.

Source-Connect 3.9 Pro - Integrated debugging with Support

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

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

Source-Connect 3.9 comes with a new integrated debugging method to send connection information to Support when requested. 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'.



After a few seconds your Support person will be provided with the following information:

- Source-Connect build number
- Audio device and selected parameters
- Login status
- Selected ports
- Connection test result
- Local and external IP address for you and your connection partner (if you have established a connection)
- Q Manager status
- Any connection error messages

This information is sent over an encrypted channel and can be permanently deleted and shared on request.

Reporting Issues for Source-Connect Pro

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

This article is part of the Source-Connect Pro and Pro X 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.

Source-Connect 3.9 Pro - Contact Support

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

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

Contact Source Elements for technical and general support

Comprehensive documentation is available on our website. If your question is not answered please contact us via telephone, email or we can arrange communication over other methods such as Skype on request.

- [Online support](#)
- [Telephone](#)
- **After hours:** Please leave a message with your name and phone number and we will return your call as soon as possible. If we can't take your call immediately we call back at least the same day, if not earlier. We can also schedule an appointment for a convenient time for you.
- **Email:** support@source-elements.com. When emailing Support, please provide us with the information required to resolve the issue: for example, your Source-Connect login, computer type, host version, and as much detail about the problem you are having as possible. This will assist us in responding to you with relevant assistance more rapidly.