

# Source-Connect® Standard 3.5 User Guide



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## 1. Introducing Source-Connect

Source-Connect Standard 3.5 is a standalone application for Mac OSX 10.4 – 10.6 that supports high-quality recording and monitoring of audio signals over the internet.

### About Source-Connect

Source-Connect provides professional studio access to the encoding and decoding of 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.



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

## What's new in Source-Connect Standard 3.5?

Source-Connect Standard 3.5 is now a fully standalone application.

For an overview of the new features in Source-Connect 3.5 see:

<http://www.source-elements.com/source-connect/standard>

For a general overview of the Source-Connect versions and features see:

<http://www.source-elements.com/source-connect/features>

## 2. Installation

### 2.1: System requirements

#### Supported Host Versions and Hardware

Currently only support for Mac OSX 10.4 (Tiger), 10.5 (Leopard) and 10.6 (Snow Leopard) is available.

Source-Connect Standard supports all core-audio drivers as of the writing of this manual.

#### Minimum recommended configurations:

Minimum support is available for:

1ghz G4, 2GB RAM, OSX 10.4 or higher.

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

#### Source-Connect supported sample-rates:

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

#### Source-Connect supported bit-rates:

Source-Connect supports 16bit and 24bit sessions.

#### Compatibility

Source-Connect Standard 3.5 is compatible to connect with all available versions of Source-Connect, including Pro. See section **X for connection limitation when working with Source-Connect Pro.**

### 2.2: Network configuration

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 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:

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

## **Bandwidth:**

Source-Connect requires an Internet connection with bandwidth of **at least** 300 kbps in both directions. 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 bandwidth via Internet Speed test sites, such as <http://www.speakeasy.net/speedtest>. However, please note that a report from a site in California does not mean that you will be getting the same bandwidth when connecting to a peer in, say, Australia.

## **Additional firewall information:**

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

## **For additional information on configuring your network, please refer to:**

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

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

For detailed assistance please contact Support.

## **2.3: Downloading and Installing Source-Connect**

All Source Elements software is obtained by download directly from your account on the website.

### **To get access to the Downloads page you will need:**

1. A physical iLok dongle
2. A valid evaluation or purchased license for Source-Connect

For more information on the iLok:

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

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 please contact Support.

## **Installing Source-Connect**

You should now have downloaded the correct software for your iLok license.

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

## **Installing InterLok Extensions:**

You must have the InterLok Extensions installed to allow Source-Connect to recognise your iLok. InterLok extensions are installed with the Installer Application. The installer will not overwrite extensions which are more recent, and will only upgrade older versions. You may need to restart the computer if this is the first time you have installed the InterLok Extensions.

## **Installing ReWire**

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. To install Source-Connect you can choose to either not include ReWire in the install process via unselecting it from the 'Custom' panel of the installer, or remove any previous ReWire components from your system. Remove the following folder:

**/Library/Application Support/Propllerheads Software**

And Source-Connect will 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.

## **Uninstalling on Mac OSX**

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 Source-Connect and Q Manager data delete this folder:

**/Library/Application Support/SourceElements**

## 3. Setup and Settings

### 3.1: Basics

The following is a quick guide, which does not include working with Auto-Restore or Remote Transport Sync. See the section 7 in this guide for information on working with these technologies.

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

1. Launch the Source-Connect application.
2. Log in with your username and password.
3. Select your send quality and sample-rate.
4. Set up your audio I/O in your System Preferences. Source-Connect Standard 3.5 uses your System Preferences audio to determine which audio device to use.
5. Select an online contact in your Contacts list and press 'Connect' in the Status (top) panel. This will connect both studios with a real-time streaming-audio session. Instant Messaging will be activated between the connected partners, and if the sample rate and channels are the same (e.g. 48khz mono), RTS (Remote Transport Sync) will also be enabled. During the session, you send compressed audio data to each other over the Internet. Be advised that if either user does not have sufficient bandwidth or has excess packet loss there is a possibility of an audible dropout. To minimize dropouts, see the support documentation online. You can also work with the Q Manager to ensure Auto-Restore provides clean recordings every time. Your connection partner must be using Source-Connect Pro for this.
6. Disconnect. This will end your audio session with the remote studio.
7. Log out.

### 3.2 Audio Input and Output

Source-Connect Standard 3.5 uses your System Preferences audio to determine which audio device to use. Simply open your System Preferences from the Apple menu at the top left of the computer, and choose Sound. Then select your audio I/O device for both input and output.

Contact our support team for assistance if required.

### 3.3: 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 Source-Connect Pro':

### Opening the About Box:



## 3.5: Setting session parameters – Overview

To modify your settings, select the Settings tab.

### Audio Options

You will set your Audio I/O settings here, including what bitrate to send, whether to send and receive in Mono or Stereo, and the sample rate of 44.1khz or 48khz.

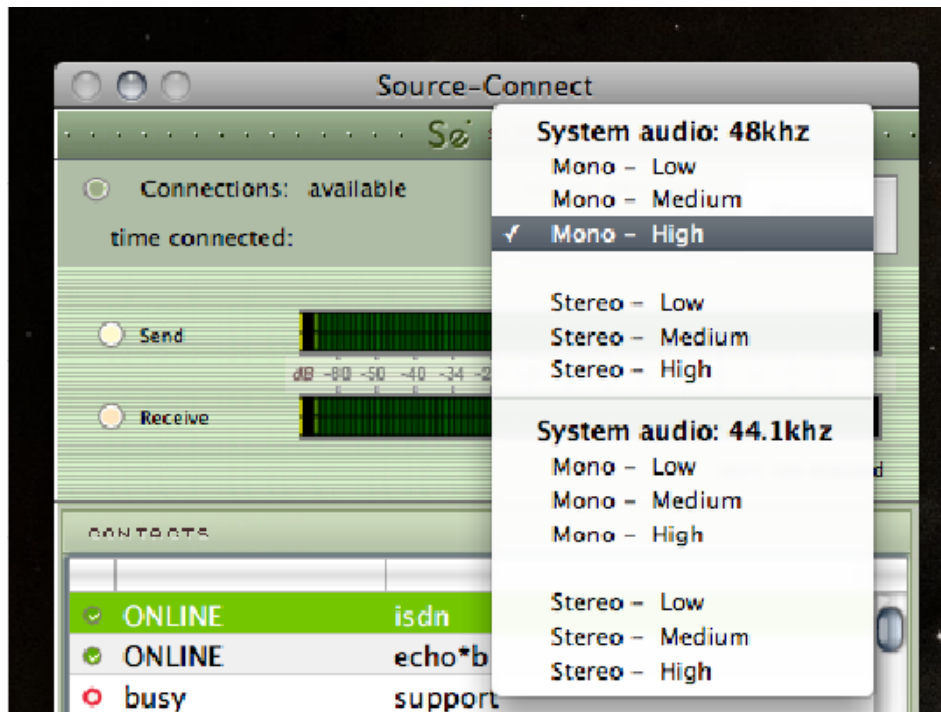
### Multi-Channel Devices

**IMPORTANT:** Working with multi-channel audio devices means that you must have your input/microphone signal in Channel 1 of your device for Mono, and Channel 1 & 2 in your device for Stereo. Source-Connect only listens to channels 1 and 2.

### A note on network capacity / bandwidth

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

See next page for a screenshot and overview of the Audio Options menu.



The following parameters can be specified:

- **Sample rate** (44.1khz or 48khz)
- **Send quality** (Low, Medium, High)
- **Mono or Stereo**

### **Sample rate**

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

### **Send quality**

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

#### **Low: 48kbps AAC.**

Use when you are monitoring, or if there is insufficient bandwidth for higher quality settings.

#### **Medium: 64kbs AAC.**

Use when monitoring, or your connection partner does not need high quality audio.

#### **High: 96kbps AAC**

ISDN-standard compatible. Recommended for most cases.

### **Mono / Stereo**

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

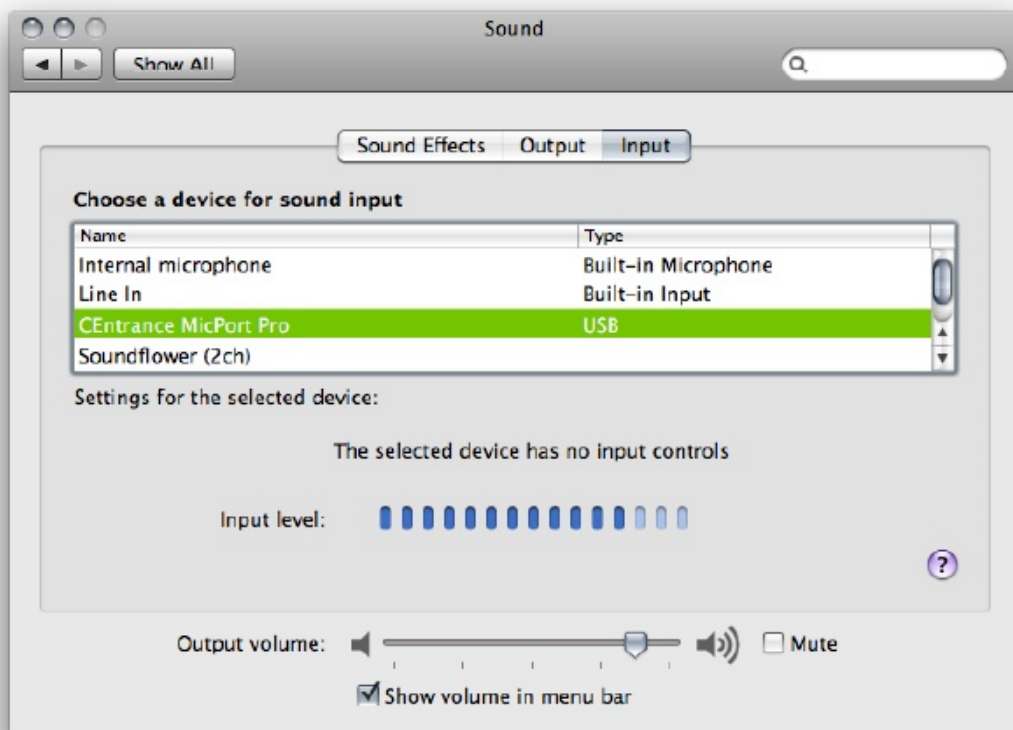


## 3.6 Setting up your Audio Device in System Preferences

Setting up your audio settings is simple – Source-Connect uses whatever is set in your System Preferences.

You can change your audio device on the fly, while connected, as long as the device supports your current sample rate as set in Source-Connect.

1. **Open your System Preferences and go to the Sound panel.**
2. **Choose the audio I/O device you wish to use and make sure you are getting a signal. Adjust the levels as needed on your device.**



### Multi-Channel Devices

#### **IMPORTANT:**

Working with multi-channel audio devices means that you must have your input/microphone signal in Channel 1 of your device for Mono, and Channel 1 & 2 in your device for Stereo. Source-Connect only listens to channels 1 and 2.

## 4. Your Profile and Contacts

### 4.1: Configuring your Profile

Your Contacts list and profile is managed on the Source-Connect 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.

**See the Account and Profile pages for available options:**

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

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

### 4.2: Managing your Contacts list online

**To add a new Contact**, 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.

## 5. Using Source-Connect

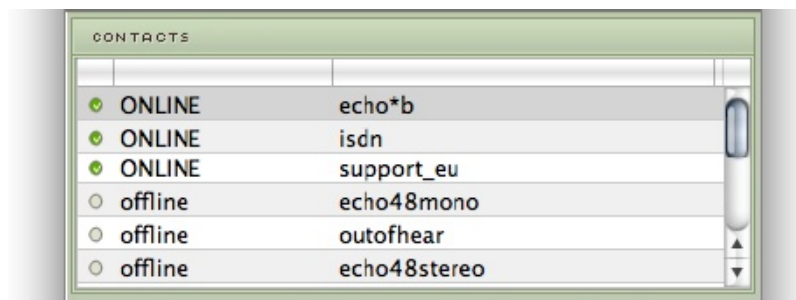
### 5.1: Logging in

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.



### 5.2 Establishing a session

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.

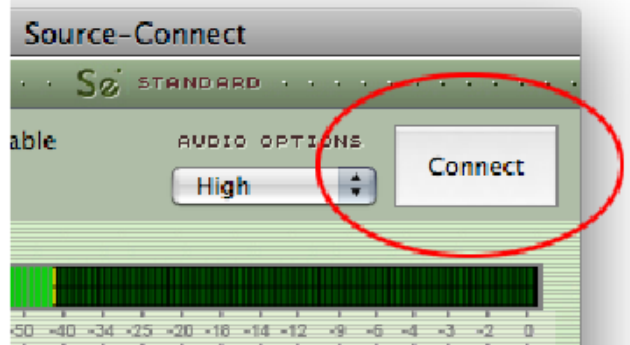


Before connecting to a user and establishing an audio session, it is always recommended that you check your settings.

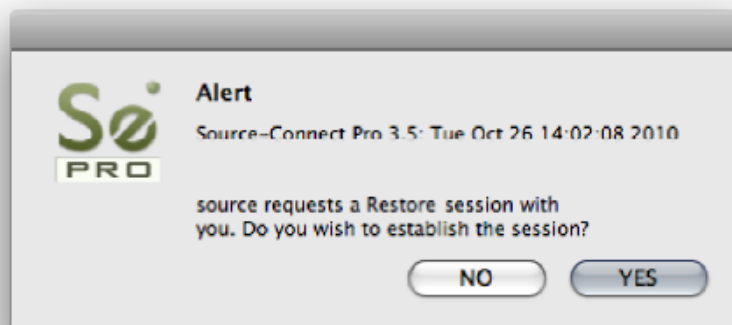
To initiate an audio session, select the user in the Contacts panel with whom the session is to be established. It is only possible to connect to users who have Online status: that is, the users who are online and not already engaged in a session. Upon selecting a user in the list, double click on the username in your Contacts panel. You will see that their name, email address and any personal details they may have provided appear a new sliding window from the Contacts panel. This can help you to 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 meter. 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 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:

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

## 5.3 Network timeouts

### **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 and resilience setting.

### **Source-Connect session timeout**

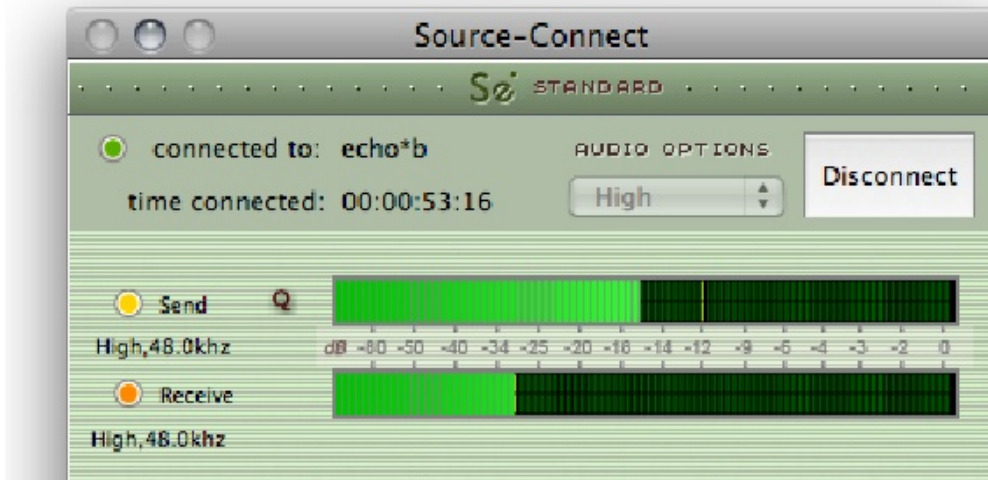
Source-Connect keeps your connection alive indefinitely, until you either log out, close your Pro Tools session or disconnect your network. In some cases you may receive a dialogue 'Connection reset by peer': this means you were unexpectedly disconnected – usually because your network was no longer responding.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

## 5.4 Session status

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 Connection Test is successful on both sides. See the online Network Guide for more information.

**Sample-rate:** The sample-rate that Source-Connect is sending and receiving  
The sample-rate listed below the sending and receiving status indicate the sample-rate that the codec within Source-Connect is working at and not necessarily the same sample-rate that your connection partner is receiving. If they are different Source-Connect will indicate that it is sample-rate converting and certain functions are unavailable.

**NOTE: Sample-rate converting is not compatible with Auto-Restore and Auto-Replace 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.

To use Auto-Restore you must be at 44.1khz, or use Medium or High quality at 48khz, as the Low setting at 44.8khz is down-sampled to 44.1khz due to codec compatibilities.

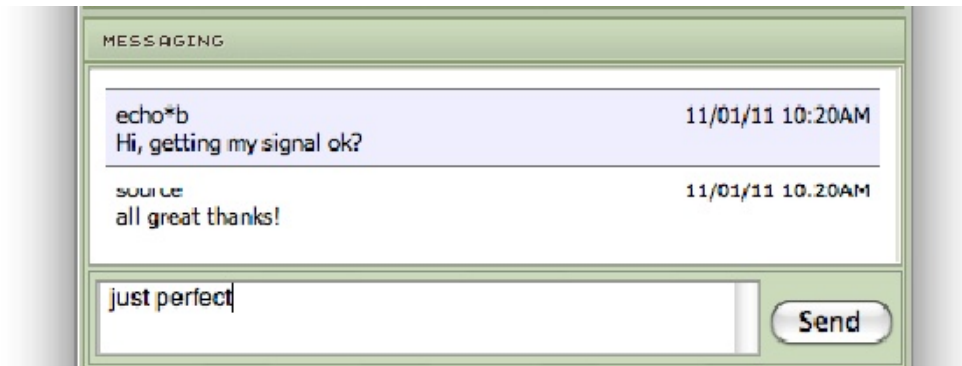
### Q Manager – IMPORTANT:

If the Q icon has a red slash through it means that the Q Manager is not correctly configured. Please review the section on Auto-Restore and Replace.

## 5.5 Instant Messaging

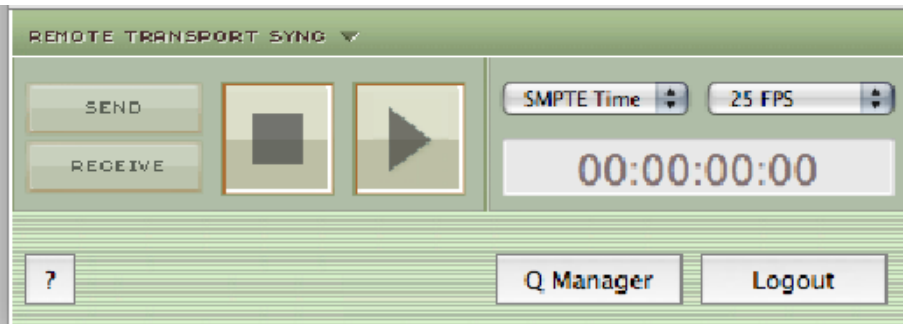
During an audio session it is often useful to exchange instant messages with remote user, for example if you are not able to send or receive a signal for any reason, or you do not wish to interrupt the audio signal with a message to the other side.

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 above.



## 5.6 Remote Transport Sync (RTS)

Access the RTS panel by clicking on the RTS bar.



RTS is an integrated method of synchronizing remotely connected Pro Tools transports. Purpose-built for ADR, over-dubbing and remote monitoring RTS makes distance collaboration easier and more efficient than it's ever been. Source-Connect 3.5.1 implements several new features and now includes support for Tempo maps.

The following is a very brief overview. For specific instructions and screenshots, **please see the comprehensive Remote Transport Sync FAQ:**

<http://source-elements.com/support/rts>

### How to enable RTS:

1. Create a new mono Audio track.
2. From the Inserts->RTAS-> Instruments menu, instantiate 'Se ReWire'. (Note: you do not have to select an output in this plugin).
3. When you establish a session over Source-Connect the SEND and RECEIVE buttons will now be enabled in the RTS panel.

### Using RTS

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

**Source-Connect Standard can only send ADR mode, but can receive both ADR and Mix/Review modes.**

**Source-Connect Pro can send both ADR or Mix/review modes.**

This means that to use RTS with Source-Connect Standard when sending, you must press Play on the RTS panel in Source-Connect. You cannot press play in your host / DAW application.

Please review the Remote Transport Sync FAQ for details on ADR or Mix/review modes and running an RTS session: <http://source-elements.com/support/rts>



## 5.7 Closing a Source-Connect session

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

## 5.8 Logging out of Source-Connect

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.

## 5.9 Privacy

Once you have established a connection and you are sending and receiving audio, you are sending data directly to and 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>

## 6. The Q Manager: Auto-Restore

This section provides a complete overview on using Source-Connect 3.5.1 with Auto-Restore. With Source-Connect 3.5 and 3.2, a new version of the Q Manager is installed, providing easier and faster Restore and Replace operations, plus several additional back-up options.

This section is divided into 12 parts:

- 6.1 Ultra-QuickStart Guide**
- 6.2 Lifecycle of a recording**
- 6.3 Launching the Q Manager**
- 6.4 What is Auto-Restore?**
- 6.5 Comprehensive Q Manager interface overview**
- 6.6 Activity: Cancel all**
- 6.7 Q Menubar options**
- 6.8 Invalid Q Manager settings and warnings**
- 6.9 Troubleshooting**
- 6.10 Common Q Manager issues**

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, or feel free to contact support for an overview and demo session.

**If you have any questions on working with the Q Manager and Auto-Restore and Auto-Replace please contact Support.**

## 6.1 Ultra-QuickStart Guide

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

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

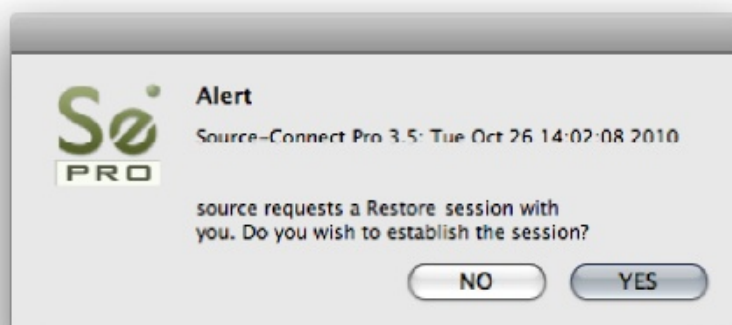
In cases where your connection is not the most stable, or you are recording very long files where the chance of a drop-out is more possible, your connection partner’s status should come back saying Restored, and you’re good to go!

## 6.2. ‘Lifecycle’ of a recording

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

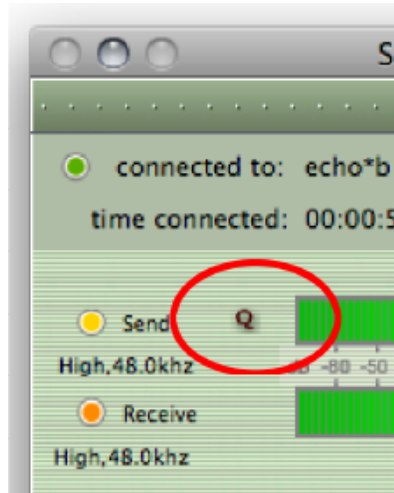
### 1. Request a Source-Connect session

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



## 2. Ready to record

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



## 3. Recording an audio file

In this example we are sending a sine-tone signal via the Signal Generator plug-in to be recorded, and for the 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: this is the audio received by your connection partner that they are recording from you, and the drop-outs are caused by an unstable internet connection.

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



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

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

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

#### 5. Taking a look at the restored file

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

Before and after the restore process:

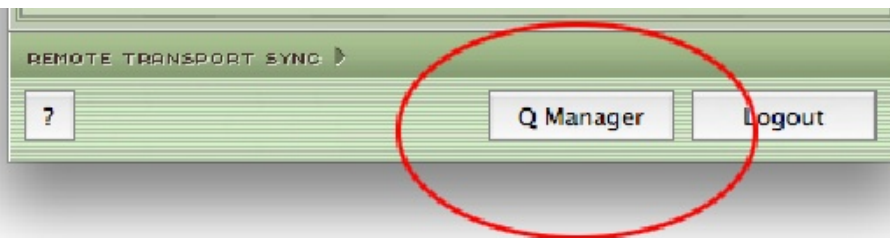


They can now see (and hear on playback) that they have a completely restored audio file with perfect playback.

## 6.3 Launching the Q Manager

### Launching Source-Connect and the Q Manager

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



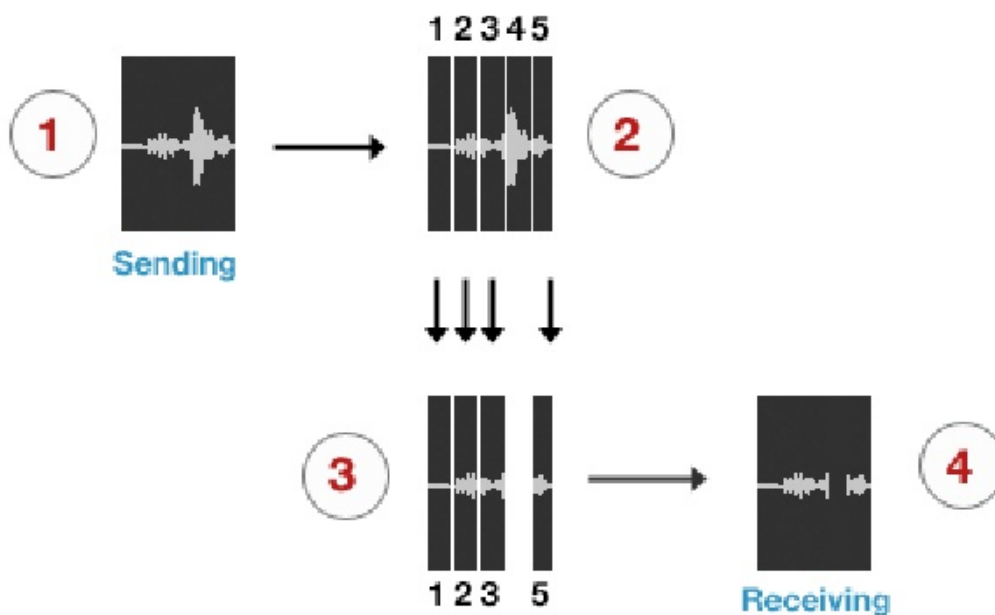
## 6.4. What is Auto-Restore?

With traditional long-distance recording, whether with Source-Connect, ISDN or any network-based 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.

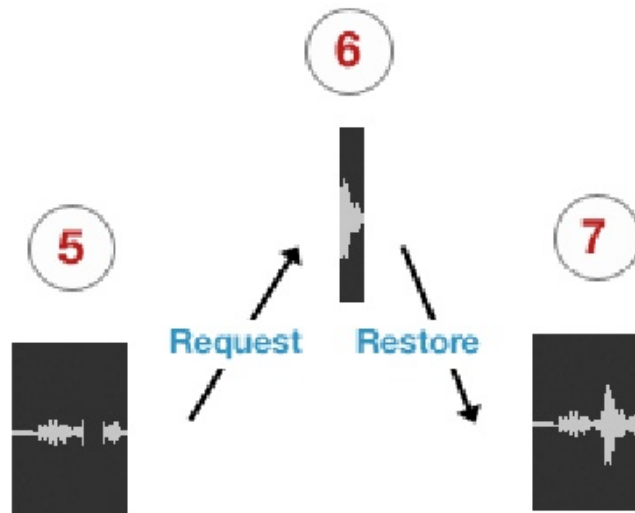
### How does it work?

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.
- Source-Connect has built-in error correction modes to try and resolve these dropped packet issues in realtime, 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.

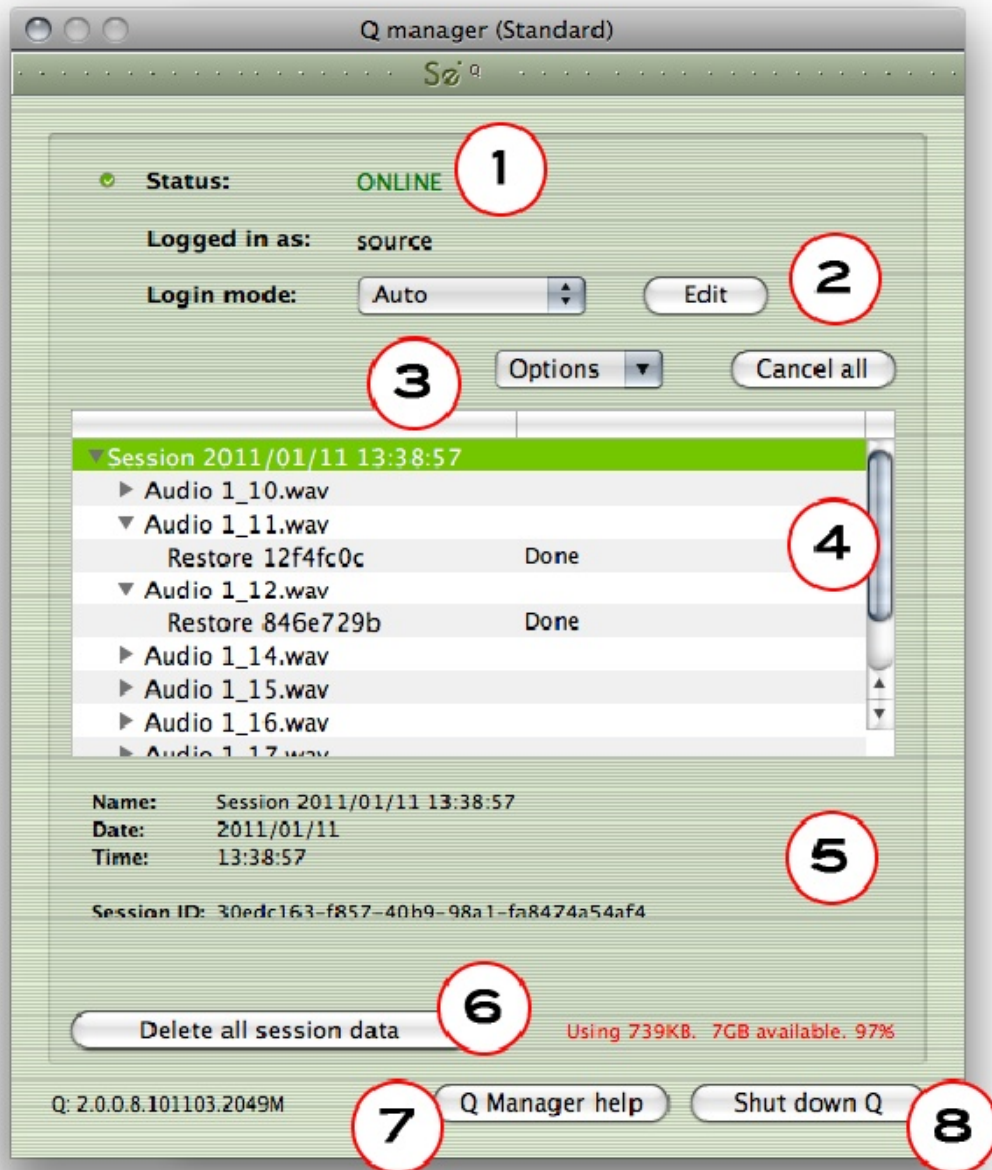


5. The audio file is scanned when recording completes.
6. If any missing packets are detected they are requested from your connected partner, who has stored them during the connection.
7. Your file is restored and is now available for flawless playback.

## 6.5. Comprehensive Q Manager interface overview

This section is a complete overview of all available options and their functions.

### Settings panel



### 1. Login status

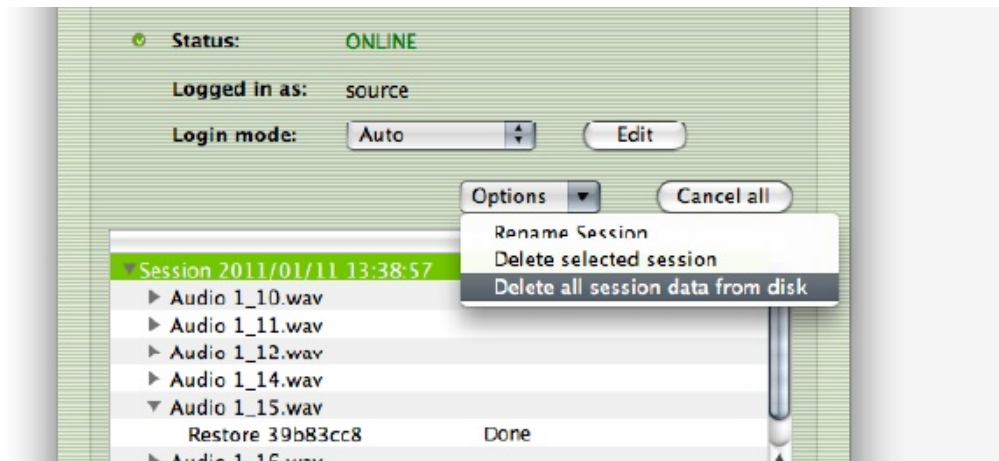
Verify that your account is logged in. If you have a login error, check your internet settings or contact support.



## 2. Login mode

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

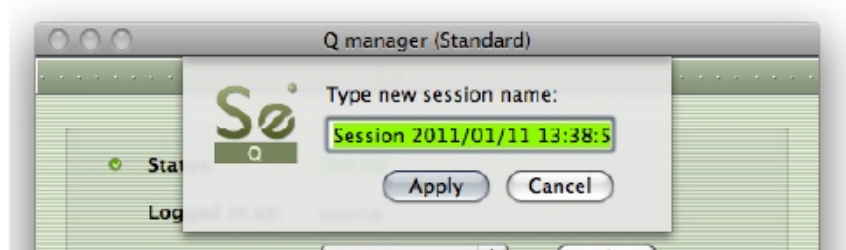
## 3. Options



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

### Rename Session

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



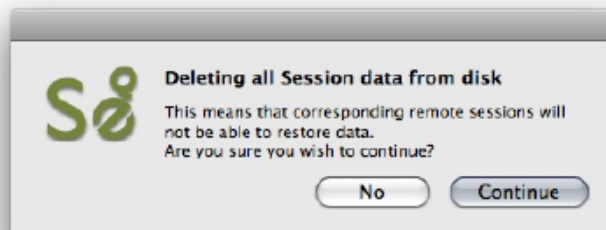
### Delete selected session

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



### Delete all session data from disk

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



## 4. Session and file history

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

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

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

## 5. File and session info

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

## 6. Delete all upload session data

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

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

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

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

## 7. Q Manager version and Help

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

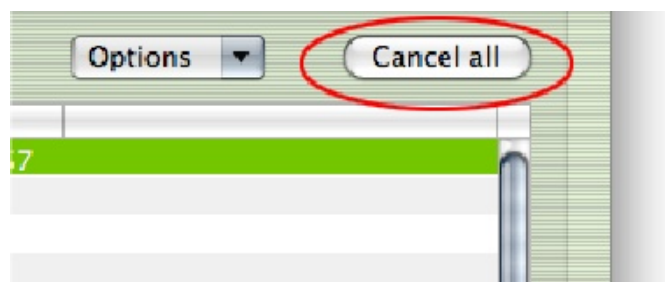
To get more online help about the Q Manager, click on the Help button to open the specific support site for Source-Connect Standard and the Q Manager.

## 8. Shut down Q

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

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

### 6.6 Activity: Cancel all

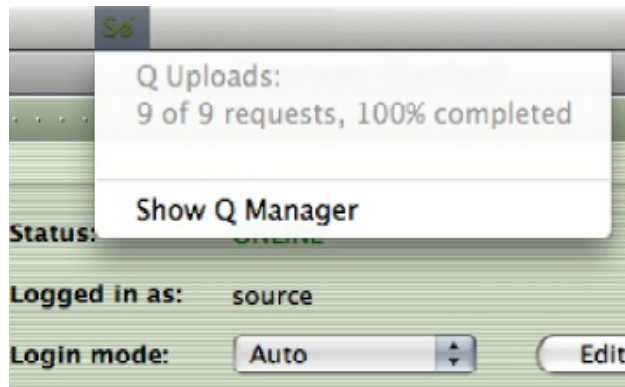


If a transfer is in process and you need to conserve bandwidth or no longer wish for the process to continue, the Cancel All button will pause all transfers currently in process.

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

## 6.7. Q Menubar options

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



**Q Uploads processes / status**  
Request statistics

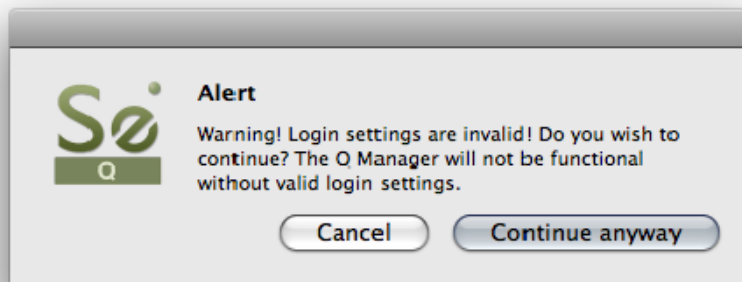
**Show Q Manager**  
Open the Q Manager window.

## 6.8 Invalid Q Manager settings and warnings

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

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

### Invalid username or password

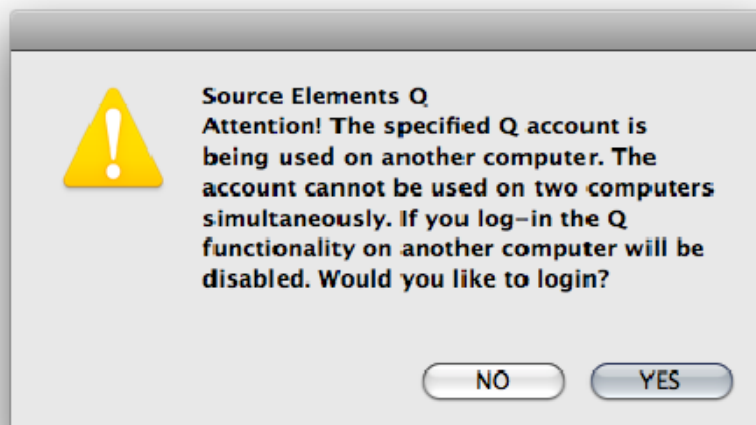


This means that your username and password are incorrectly entered, or your username has not been validated to work with Source-Connect 3.0. If you are sure that your username and password are correct, you can validate your details for 3.0 simply by visiting the Download page on the Source Elements website:

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

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

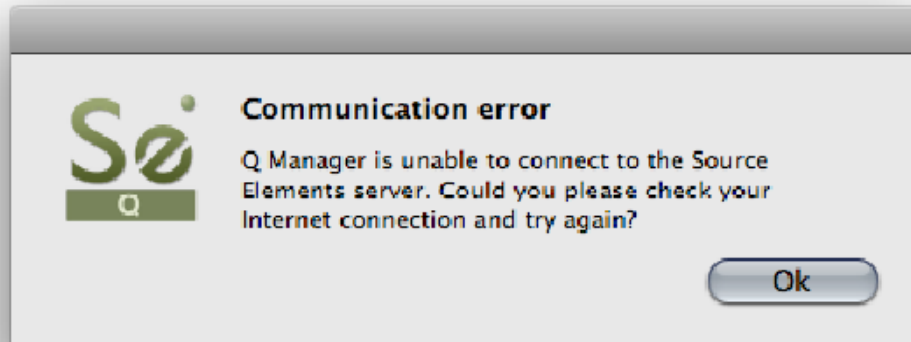
### Duplicate login on different machines



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

### **Q Manager cannot connect to the Internet**

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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.

## 6.9 Troubleshooting

For each file and process there is a status. For successful files the status will be 'Done'. If you see that the status for a file, or files, is 'Failed' it means that either you or your connection partner has invalid settings or a component is not properly installed or configured.

There are various reasons as to why a file may fail to replace or restore. Usually the issue is due to incorrect Network settings on your connection partner's end – have them verify their FTP settings or contact Support.

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

## 6.10 Common Q Manager issues

A comprehensive guide is available online:

<http://source-elements.com/support/q>

The following are common reasons why Auto-Restore 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 your connection partner using Source-Connect properly understands how to use the Auto-Restore feature with their recording host.**
- 3. Q Manager should be launched:** make sure you can view the Q Manager via the MenuBar icon and see the Q Manager window when the Q Manager is the front-most facing application.
- 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 your connection partner's Q Manager.
- 7. Sample-rate converting is not supported.** Verify your connection is not sample-rate converting.

## 7. Troubleshooting Source–Connect and Known Issues

### 7.1 Known Issues

#### **CPU speed / RAM configurations:**

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

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

#### **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.

### 7.2 Reporting Issues

To report an issue, please provide the following information:

1. Source–Connect build number (available from the About box)
2. System configuration (Operating system, computer hardware)
3. DAW version and hardware e.g. Pro Tools HD 8.0.1, Digi192
4. Network configuration i.e. LAN, DSL, wireless etc
5. Source–Connect settings: username, bitrate, buffer and port.
6. Bandwidth report, for example from <http://speakeasy.net/speedtest>
7. 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.



## 8. Contact Support

### Contact Source Elements for technical and general support:

Please use the online support available on our website as the first stop for all technical and other questions. If your question is not answered you may contact us via telephone or email.

#### Online support:

<http://www.source-elements.com/support>

#### Online forum:

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

#### Telephone:

Chicago: +1 312 706 5555

London: +44 (0)20 7193 8755

Sydney: +61 (02) 8005 5903

Telephone hours: 6am – 6pm Central Time US (Chicago time).

#### 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:

Technical support: [support@source-elements.com](mailto:support@source-elements.com)

Sales: [sales@source-elements.com](mailto:sales@source-elements.com)

General: [info@source-elements.com](mailto:info@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.

#### Mailing address:

Source Elements LLC  
515 N. State St  
25th Floor  
Chicago, Illinois 60654  
United States