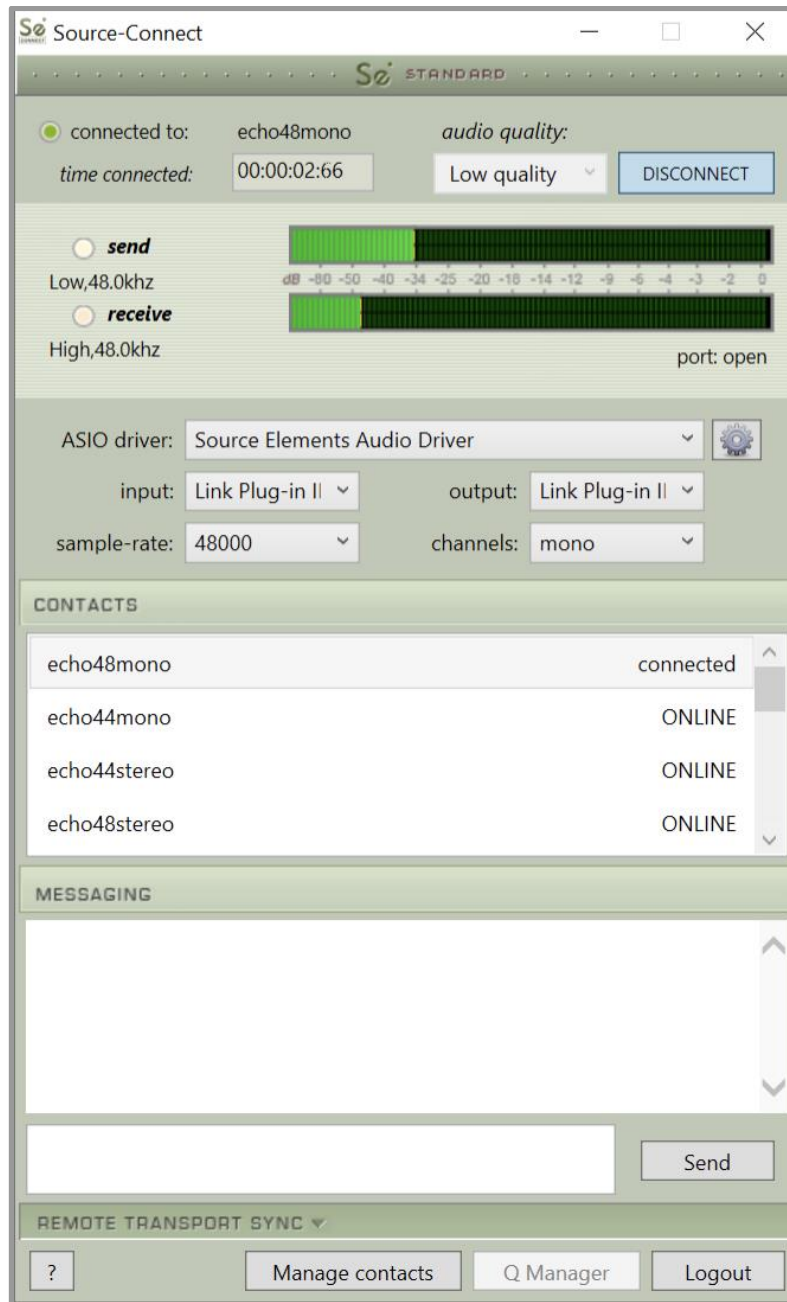


Source-Connect® Standard 3.8

Windows User Guide



Source-Connect® Standard 3.8 for Windows

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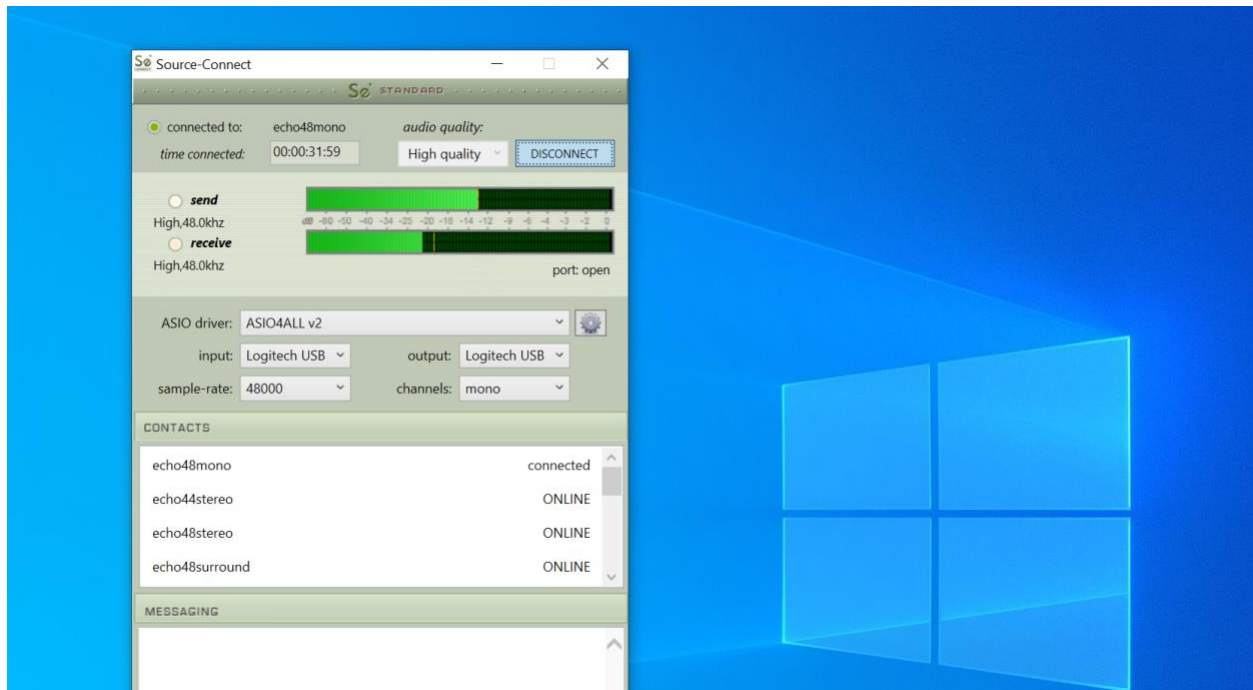
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1. Introducing Source-Connect®

Source-Connect Standard 3.8 is a standalone application for Windows 64-bit that supports high-quality recording and monitoring of audio signals over the internet and allows for input and output directly into the DAW of your choice.



It is also supported for Mac OSX 10.7 - 10.10, but we recommend using the latest Mac version, [Source-Connect 3.9](http://source-elements.com).

1.1 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 Elements dashboard](#).

1.2 What's new in Source-Connect Standard 3.8?

Source-Connect Standard 3.8 is a fully standalone application and features Source-Connect Link, a set of AAX, RTAS, VST and Audio Units plug-ins that send audio directly to many supported hosts.

2. Installation

2.1. System Requirements

Currently, there is support for Windows 8.1 64-bit onwards.

Source-Connect Standard supports most core-audio drivers as of the writing of this manual except for those noted here: <https://support.source-elements.com/show/compatible-interfaces-that-provide-audio-drivers-that-share-between-programs-in-windows>

2.2 Minimum recommended configurations

Minimum support is available for: 1ghz G4, 2GB RAM.

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.

2.3. Compatibility

Source-Connect Standard 3.8 is compatible to connect with all available versions of Source-Connect, including Pro.

See [Appendix I](#) for connection limitations when working with Source-Connect Pro. For known hardware issues see: <https://support.source-elements.com/show/known-hardware-issues>.

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

If you want to acquire basic networking concepts to work better with Source-Connect, check out the [Source-Connect 3.9 Certification](#). Some of the concepts are also applicable for Source-

Connect 3.8 on Windows; there is a detailed PDF with step-by-step instructions on how to configure port forwarding.

2.4.1. Network Configuration

Source-Connect requires an Internet connection with bandwidth of at least 10 mbps 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.

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

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

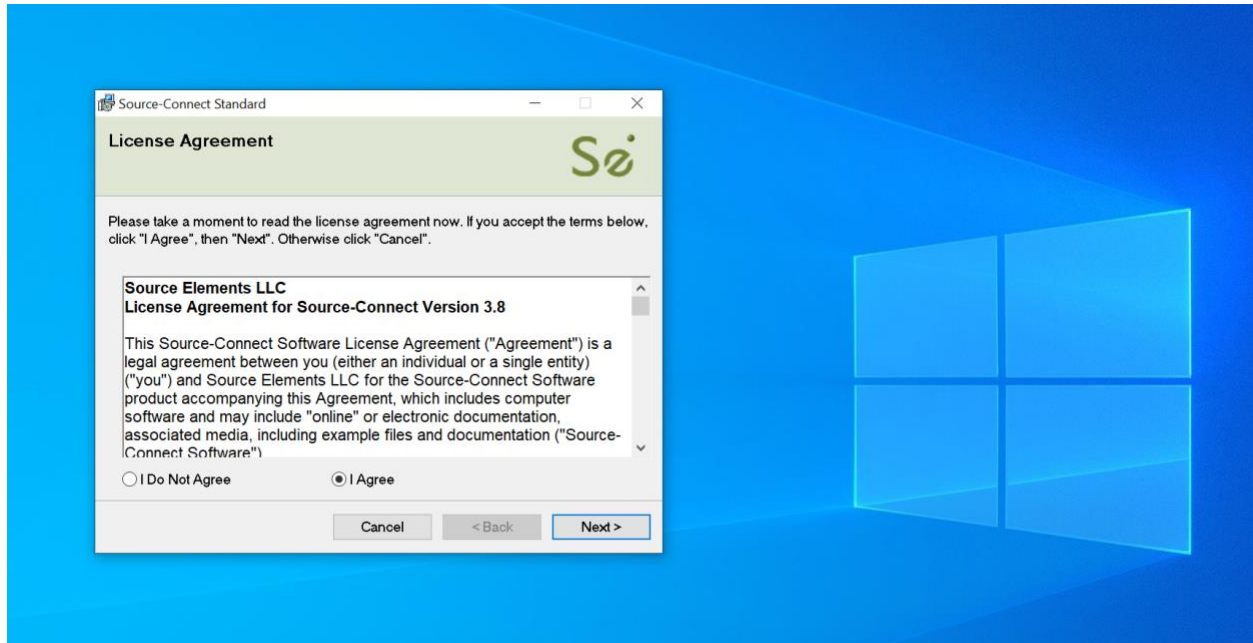
2.5. Downloading and Installing Source-Connect

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 a valid evaluation or purchased license for Source-Connect

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: <http://source-elements.com/login/create>

2.5.1. 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.

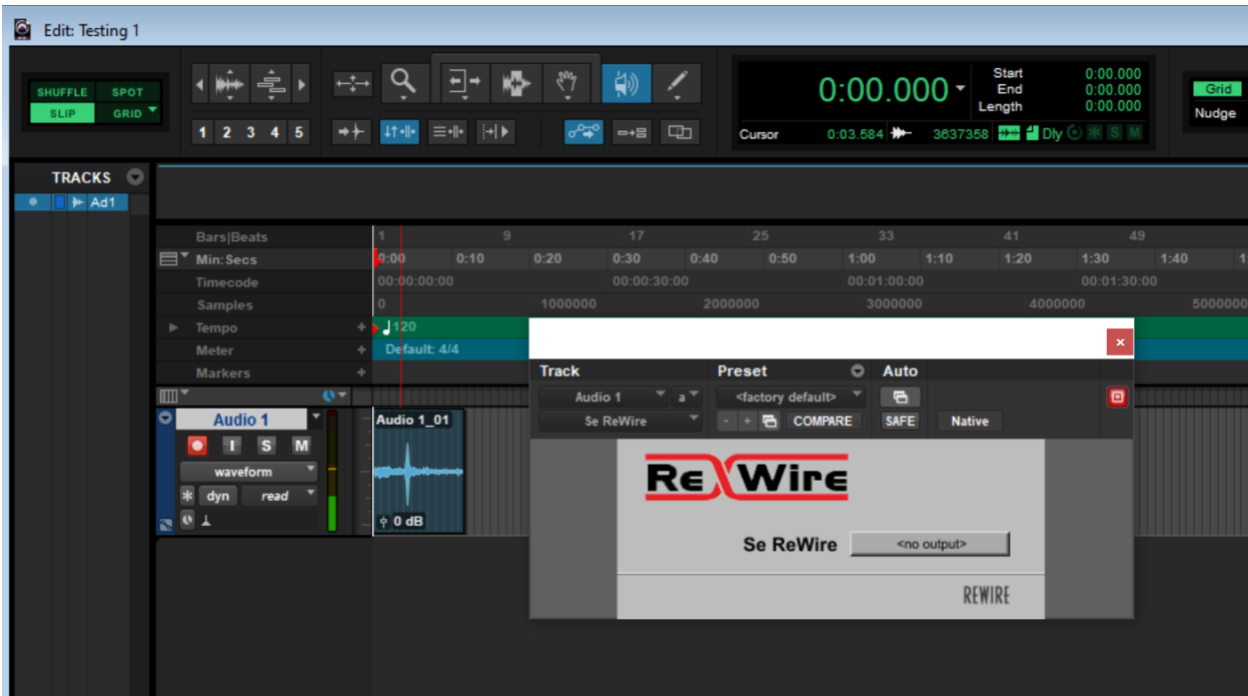
2.5.2. Installing InterLok Extensions

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.

2.5.3. Installing ReWire

The ReWire 64-32 Bridge enables the use of Source-Connect's RTS feature in 64bit DAWs (such as newer versions of Pro Tools) running on Windows.

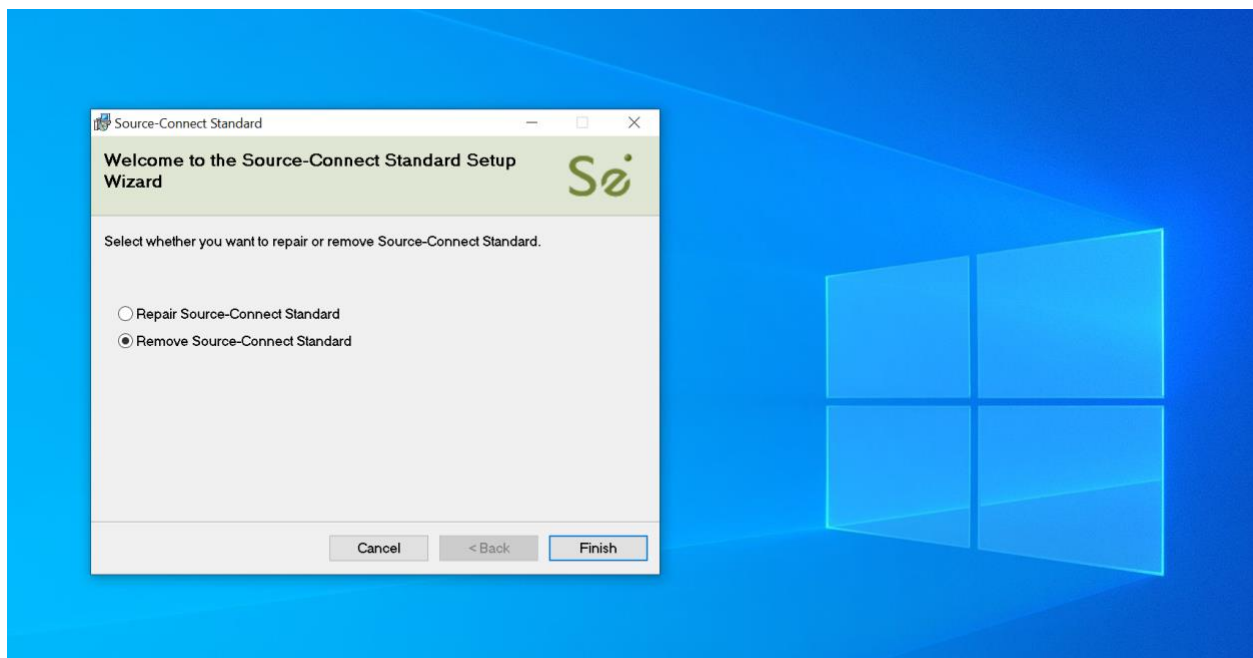
1. [Download the ReWire 64-32 Bridge](#) (by ALIPAPA).
2. Extract the files from the archive and run Setup.exe, install.
3. A window will open showing available 32bit ReWire devices and Se ReWire will be visible. You can close this window.
4. Open your 64bit DAW and insert the Se ReWire plugin on an audio track.



If you had your DAW open before installing the ReWire, make sure to re-scan for plugins for the DAW to detect it.

2.5.4. Uninstalling on Windows

To uninstall Source-Connect, open the Installer image and select the “Remove Source-Connect Standard” option.



3. Setup and Settings

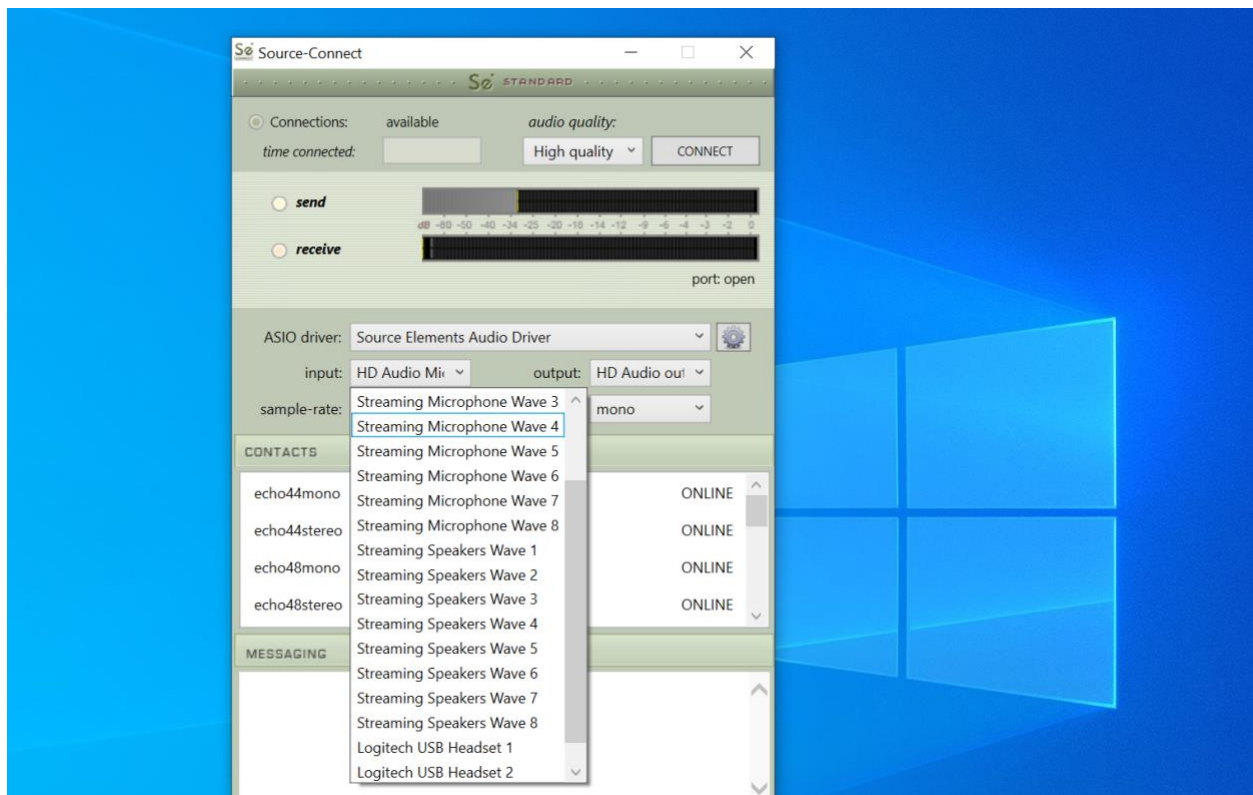
The following is a quick guide, which does not include working Remote Transport Sync. See [section 6.8](#) for more information on working with these technologies.

3.1. Basic steps in using Source-Connect are as follows:

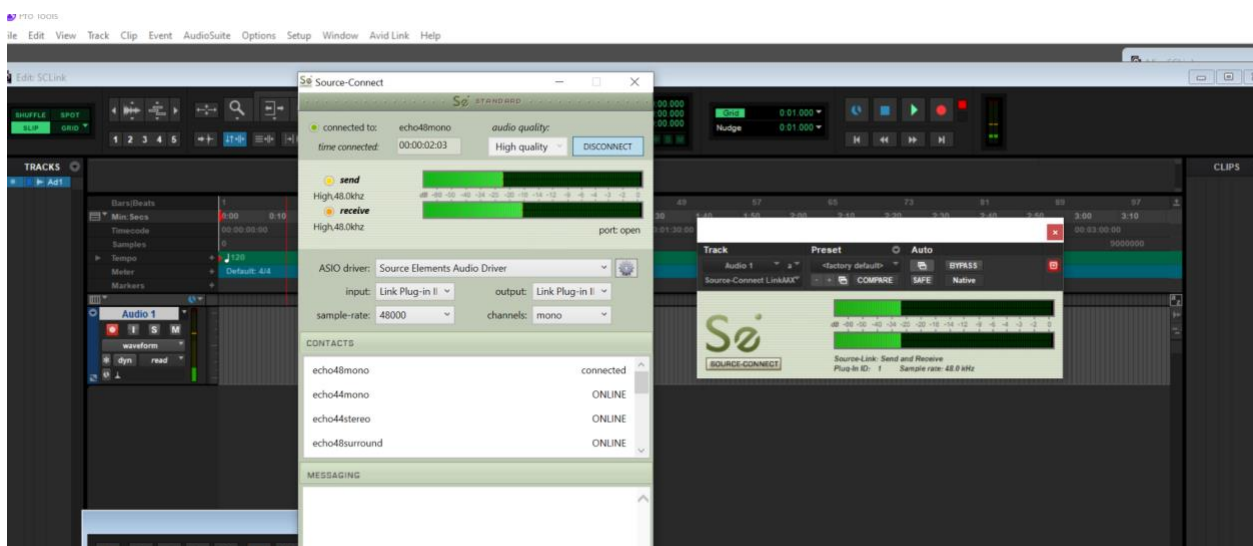
1. Launch the Source-Connect application.
2. Log in with your username and password.
3. Select your send quality and sample-rate.
4. Set up your audio I/O in your System Preferences. Source-Connect Standard 3.8 uses your System Preferences audio to determine which audio device to use.
5. Select an online 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.
6. Disconnect. This will end your audio session with the remote studio.
7. Log out.

3.2 Audio Input and Output

Source-Connect Standard 3.8 has its own audio i/o selection. Simply select the device to use for input and output in the Audio Options dropdown menu.



You can also choose to send audio directly to supported AAX, RTAS and VST hosts with Source-Connect Link.



Contact our support team for assistance if required.

<https://support.source-elements.com/show/compatible-interfaces-that-provide-audio-drivers-that-share-between-programs-in-windows>

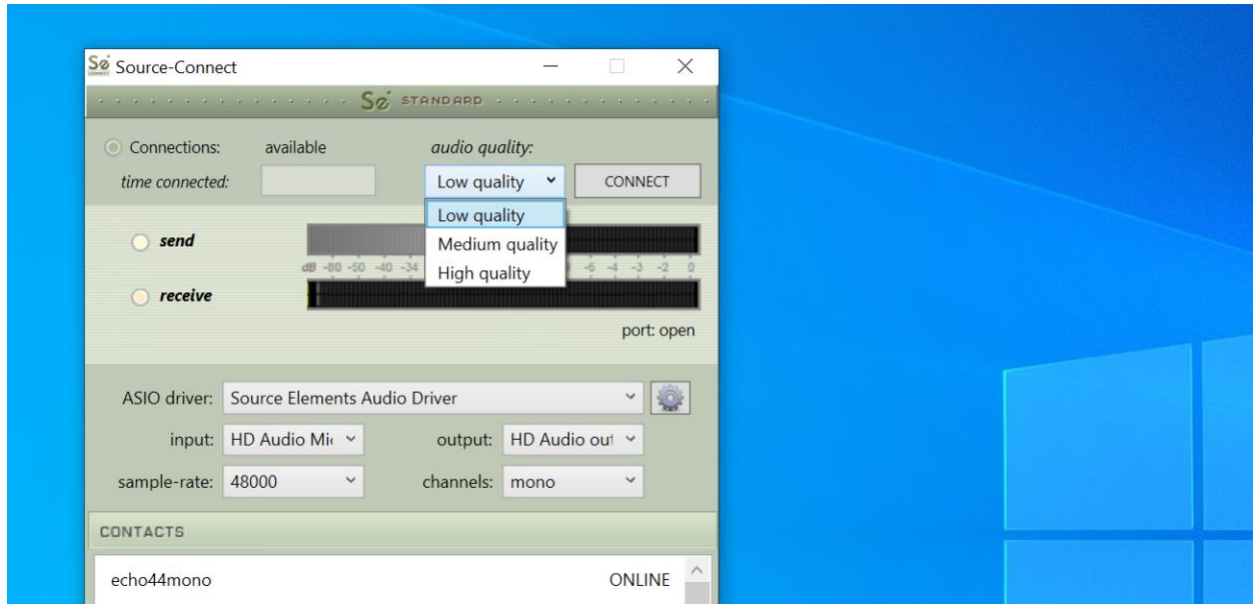
3.3. Getting Around

Source-Connect consists of multiple sections:

- The **Audio** section.
- The **Contacts** section.
- The **Messaging** section.
- The **Remote Transport Sync (RTS)** module. In order to expand this section, simply click the RTS button.

4. Setting Session Parameters - Overview

To modify your settings, click the “Audio quality” dropdown, or access the audio section. 3.8 features a streamlined section that shows you all of your settings at a glance.



4.1. Audio Options

You will set your Audio I/O settings here, including what bitrate to send, whether to send and receive in Mono or Stereo, whether the sample rate is 44.1khz or 48khz and whether to use System audio and/or Source-Connect Link.

4.2. 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.

4.3. A note on network capacity / bandwidth

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

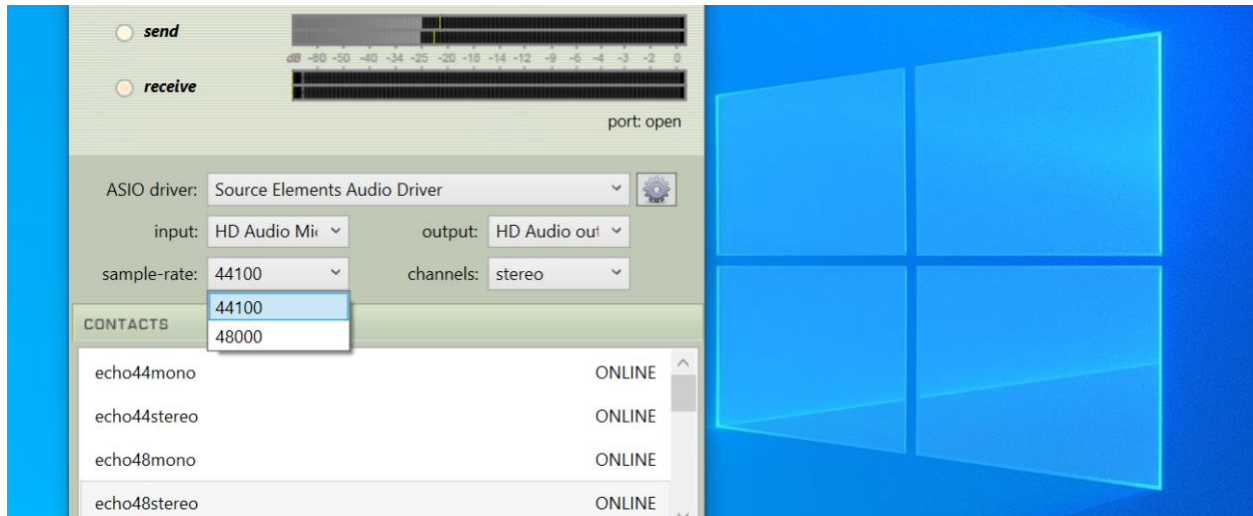
The following parameters can be specified:

- Sample rate (44.1khz or 48khz)

- Send quality (Low, Medium, High)
- Mono or Stereo channels
- System audio and/or Link for Audio I/O

4.4. Sample Rate

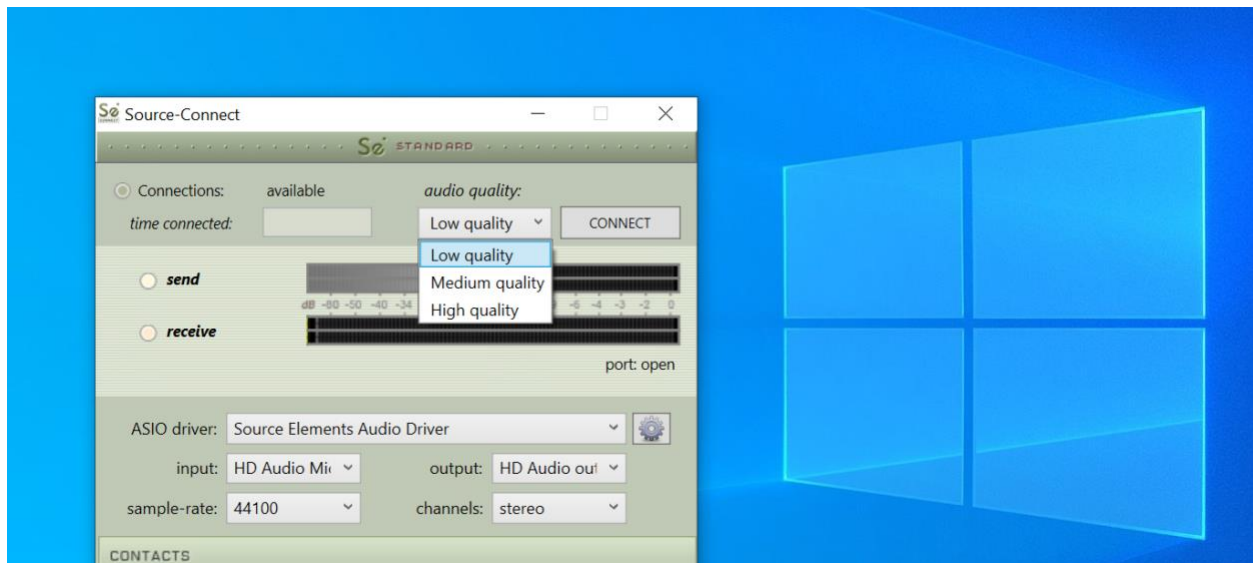
Source-Connect will try to switch the hardware sample rate automatically to the setting you choose.



If the audio sounds as if it is pitch-shifted, you should set this to the specific sample rate of your audio device.

4.5. 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: 64kbps 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.

4.6. System audio / Link audio

If you choose an active Link plugin for input only, the output will be your system audio, and conversely for choosing Link for the output only. The following section covers how to configure your System audio settings. See [Section 7](#) for using the new Link plugins with your DAW.

5. Your Profile and Contacts

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 SourceConnect.

See the Account and Profile pages for available options:

- <https://source-elements.com/account>
- <https://phoenix.source-elements.com/dashboard/profile/?profile>

5.1. Managing your Contacts list online

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.

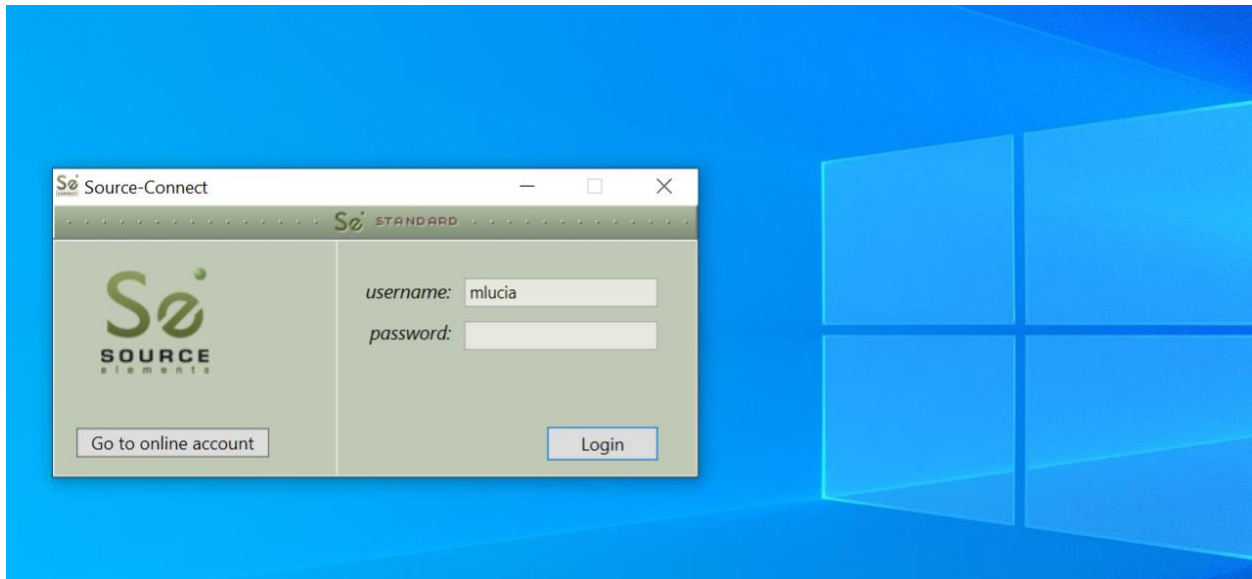
Simply search or browse for the contact you wish to add and click on the 'Add contact' button:
<http://source-elements.com/contacts>

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.

6. Using Source-Connect

6.1. Logging in

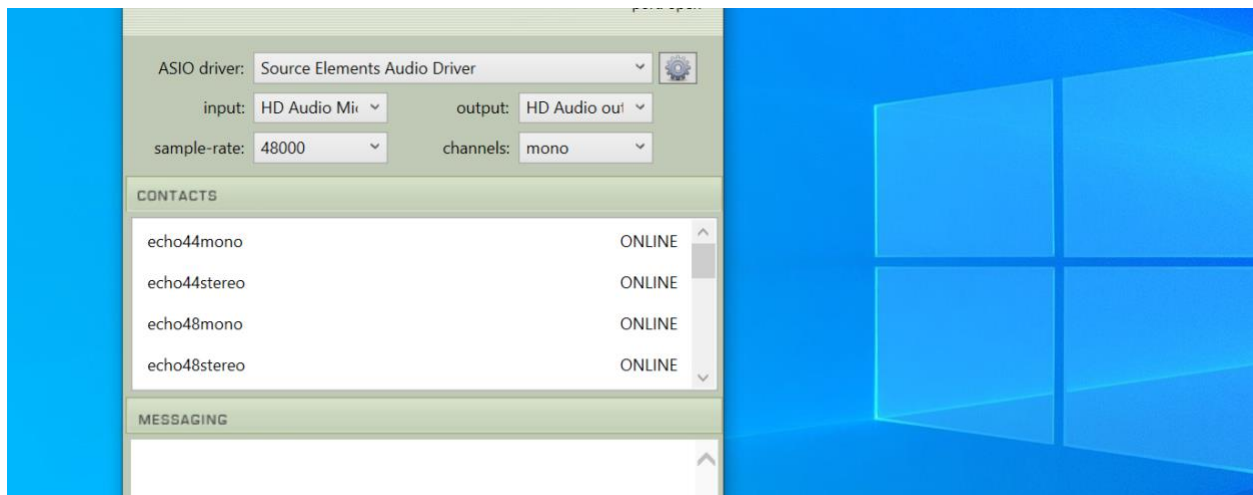
To login, enter your username and password and press the “Log in” button. If your login is successful, the Status panel will change its view: it will now show that you are able to establish an audio session.



If your ports are not mapped, the login process will take longer. If you want to acquire basic networking concepts to work better with Source-Connect, check out the [Source-Connect 3.9 Certification](#). Some of the concepts are also applicable for Source-Connect 3.8 on Windows; there is a detailed PDF with step-by-step instructions on how to configure port forwarding.

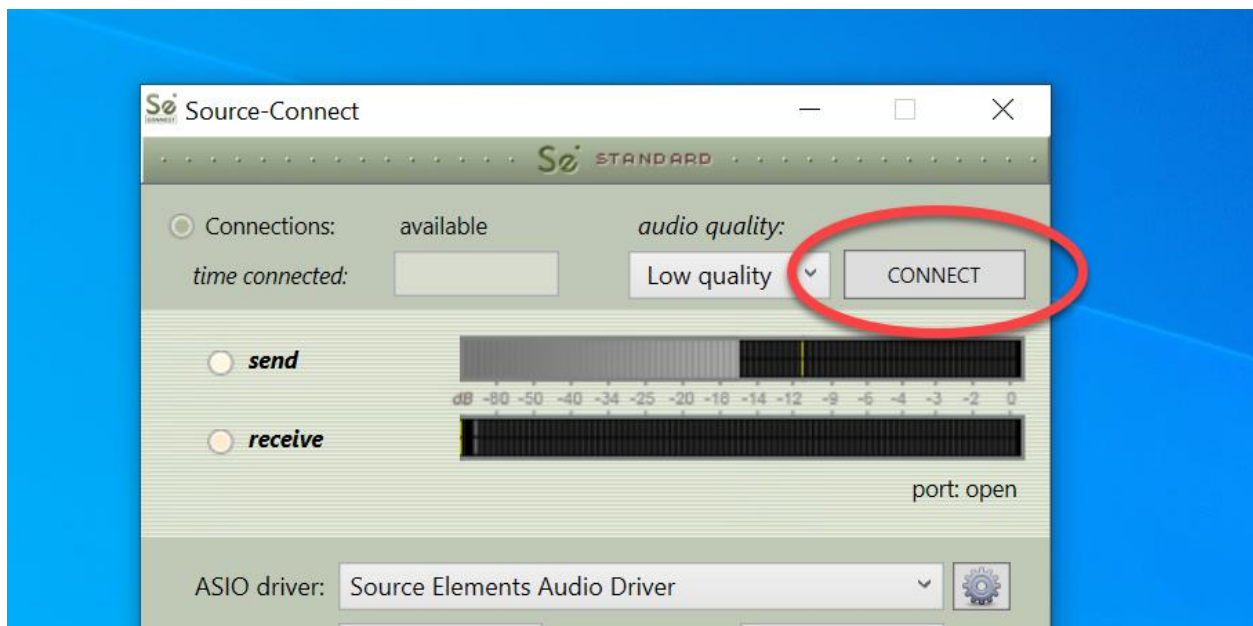
6.2 Establishing a Session

Upon logging in, the Contacts panel will list all the users you have in your Contacts list.

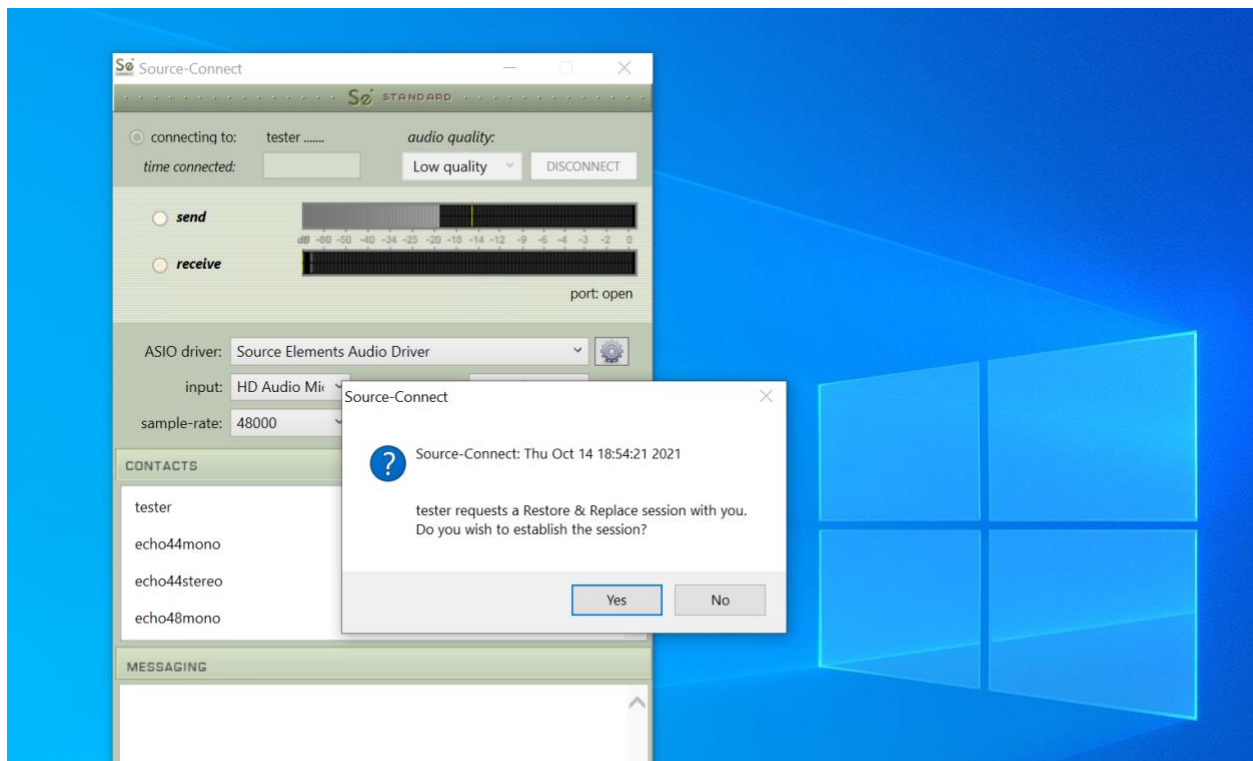


Before connecting to a user and establishing an audio session, it is always recommended that you check your settings by connecting to any 'echo' user. To initiate an audio session, select the user in the Contacts panel with whom the session is to be established. It is only possible to connect to users who have Online status: that is, the users who are online and not already engaged in a session.

Then, 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 in the "MESSAGING" section.

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

6.4 Network timeouts

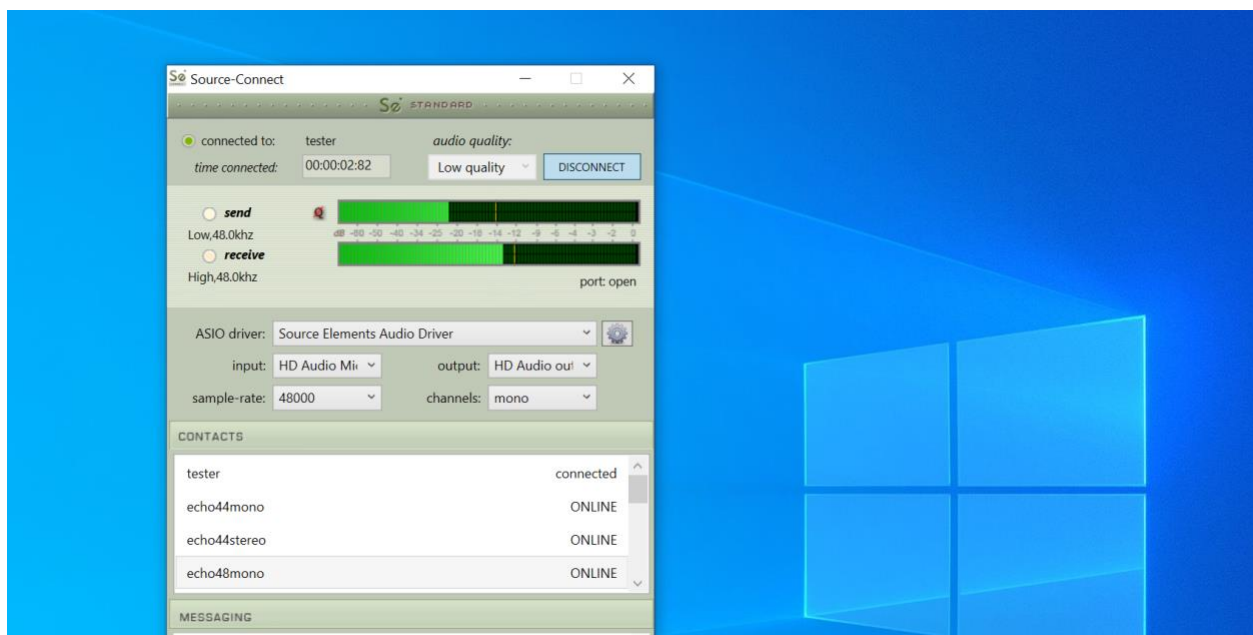
- **Request timeout: 30 seconds.** This is the time required to reply to the confirmation dialog when establishing an audio session. If you make a request, and see that your user stays listed as 'busy', you know that they are online, but are away from their computer. You can cancel your request at any 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.

6.5. 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.



6.6. Session Properties

Sending light: If the connection is successful your sending light will blink. If you do not have a sending light blinking but you do have a receive light, it is likely to be an audio application/hardware problem. Try restarting and verify your host settings.

Receive light: If the connection is successful your receiving light will blink. If you do not have a receiving light blinking it is likely to be a firewall or other network problem. You should verify that

the Port message is successful ('Open' on your Standard status panel). See the online Network Guide for more information.

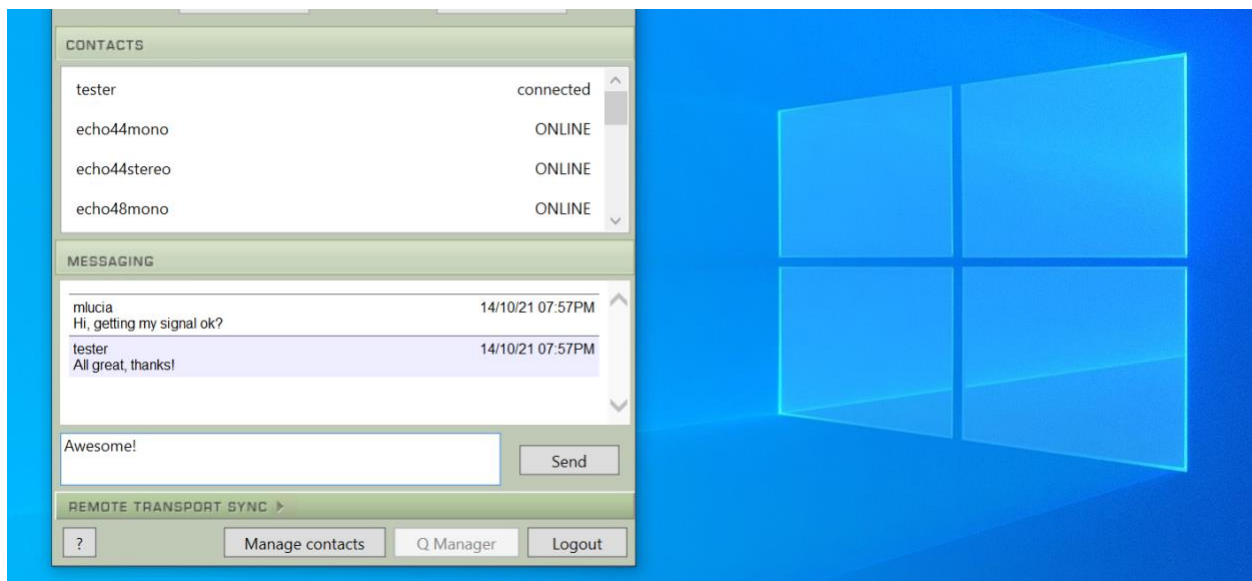
Sample-rate: The sample-rate that Source-Connect is sending and receiving. The sample-rate listed below the sending and receiving status indicate the sample-rate that the codec within Source-Connect is working at and not necessarily the same sample-rate that your connection partner is receiving. If they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

'Q' icon on sending meter: The other side has 'Restore' or 'Replace' checked in their Settings panel and is capable of requesting Restore and Replace processes. To use Auto-Restore you must be at 44.1khz, or use Medium or High quality at 48khz, as the Low setting at 44.8khz is down-sampled to 44.1khz due to codec compatibility. **Source-Connect 3.8 on Windows does not support Q Manager.**

6.7. Instant Messaging

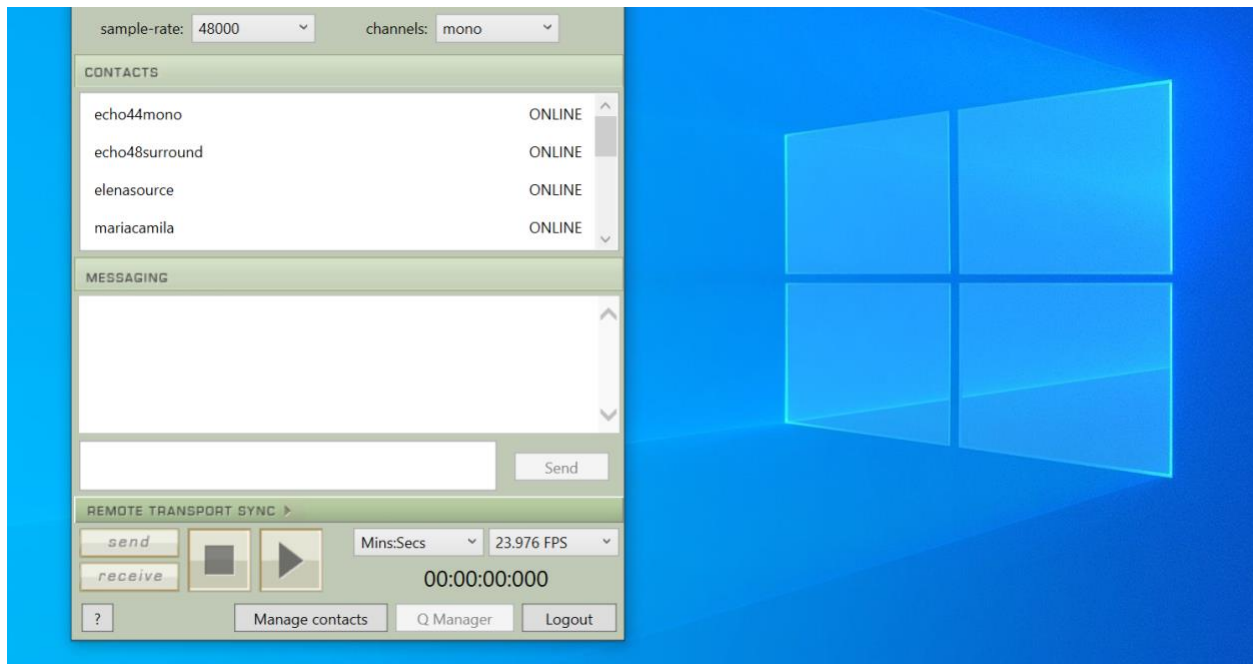
During an audio session it is often useful to exchange instant messages with a remote user, for example if you are not able to send or receive a signal for any reason, or you do not wish to interrupt the audio signal with a message to the other side.

To send a message, type in the lower textbox at the bottom of the 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.



6.8. Remote Transport Sync (RTS)

You can access the RTS panel by clicking on the RTS bar.

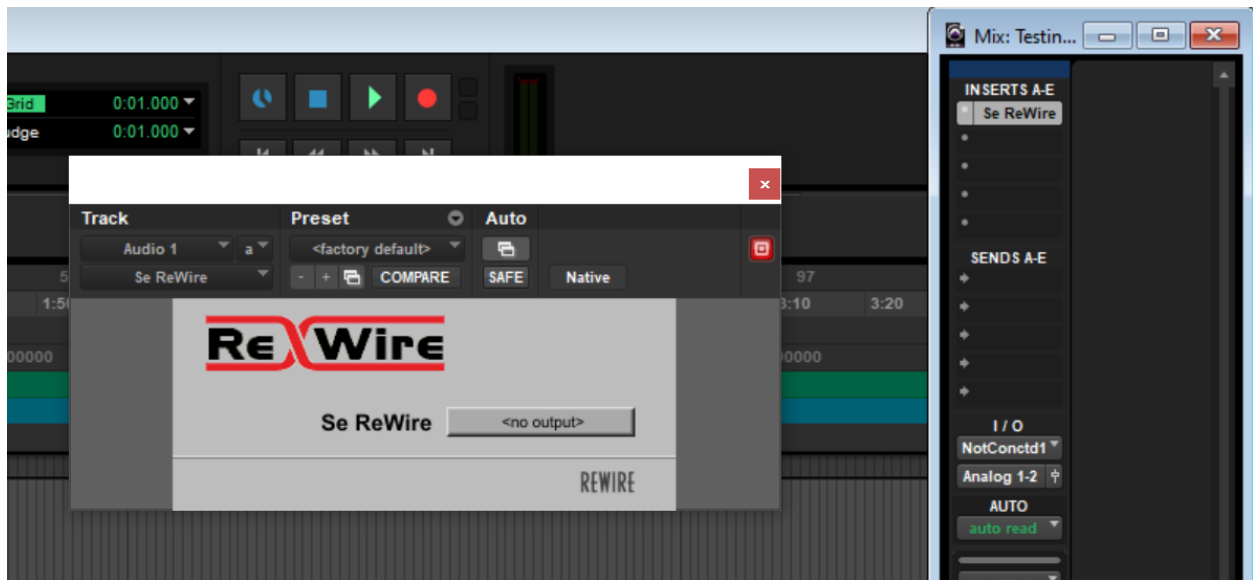


RTS is an integrated method of synchronizing remotely connected Pro Tools transports. Purpose-built for ADR, overdubbing and remote monitoring RTS makes distance collaboration easier and more efficient than it's ever been. Source-Connect 3.8 implements several new features and now includes support for Tempo maps.

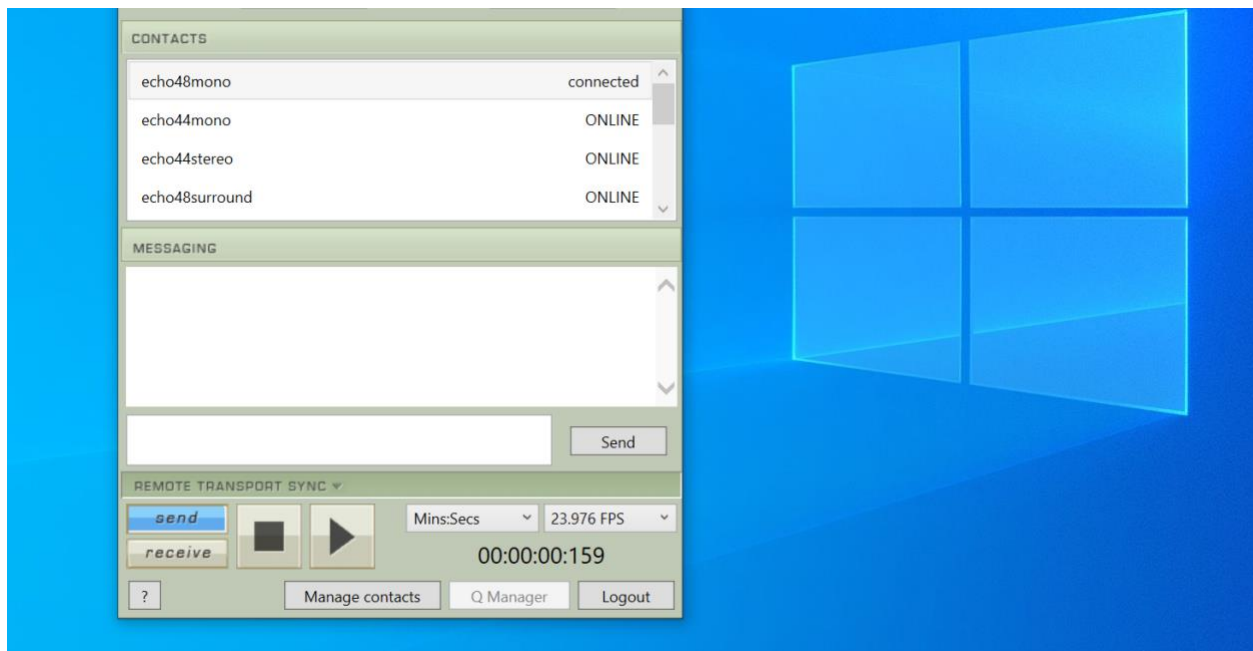
The following is a very brief overview. For specific instructions and screenshots, **please see the comprehensive Remote Transport Sync FAQ:** <https://support.source-elements.com/show/remote-transport-sync-rtS-and-pro-tools>

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 slaves to the SEND user who has 2 possible types of operation: ADR mode or Mix/review mode.

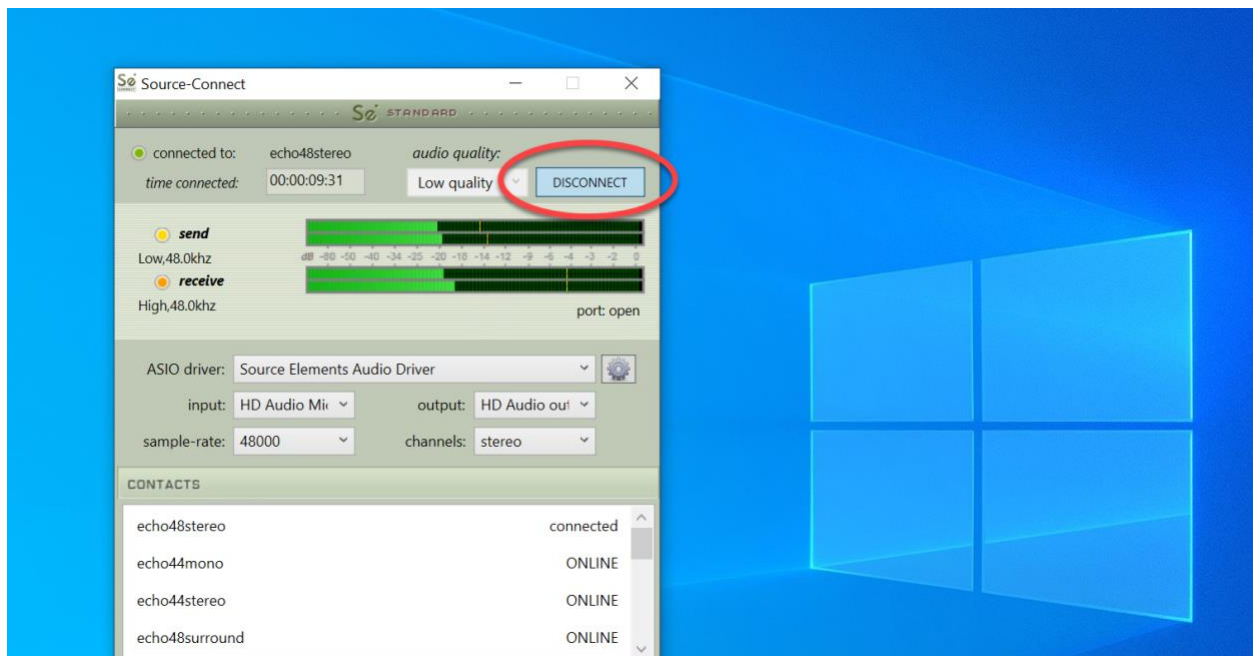
Source-Connect Standard can only send ADR mode, but can receive both ADR and Mix/Review modes.

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/rtts>

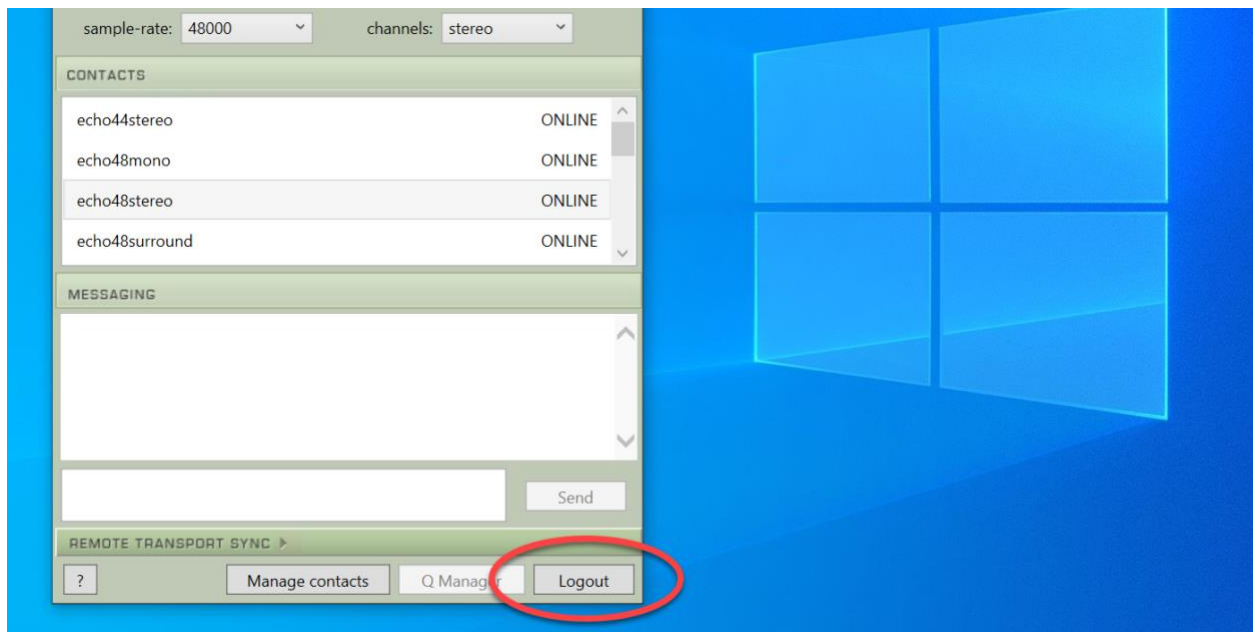
6.9 Closing a Source-Connect session

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



6.10. 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.

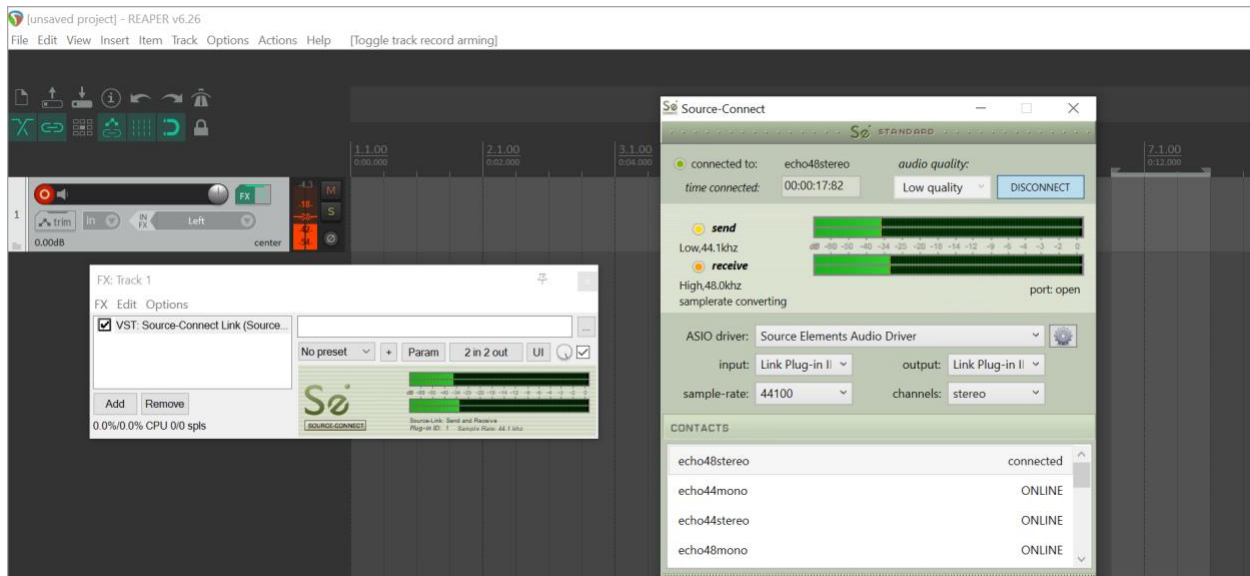
6.11. Privacy

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>

7. Source-Connect Link

Source-Connect Link provides a direct, internal connection via AAX, RTAS, 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 or Reaper.



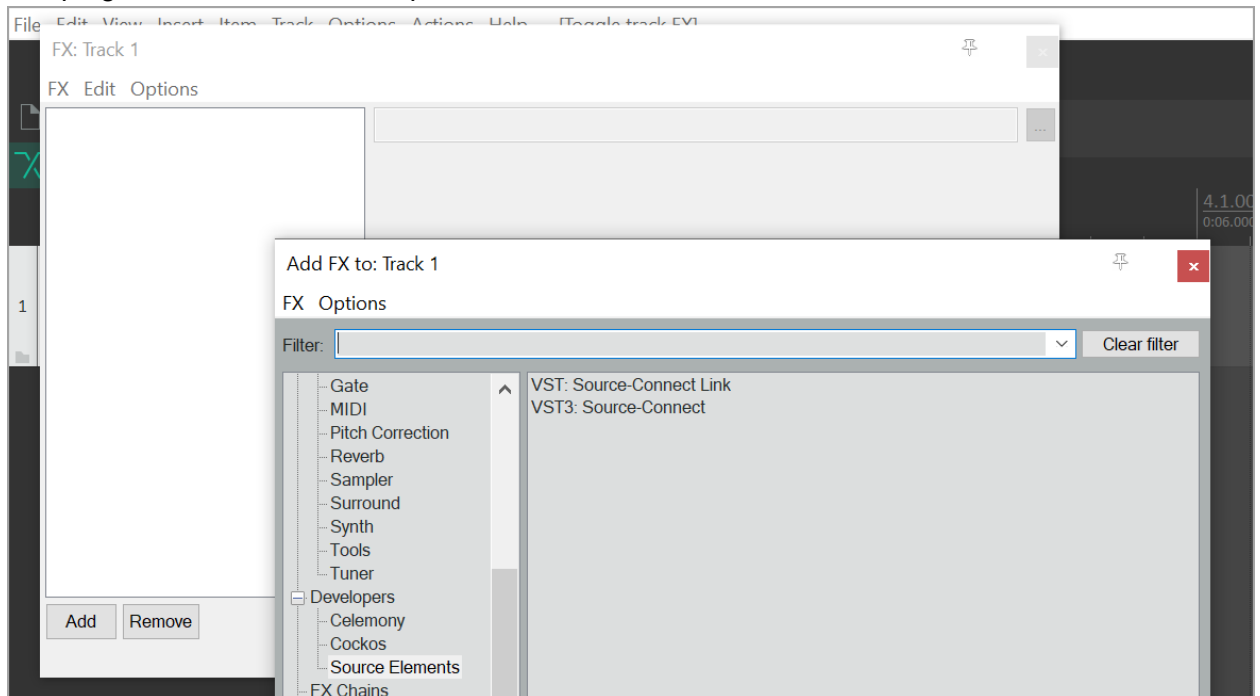
Source-Link is a quick, easy way to use Source-Connect, Remote Transport Sync, and the Q Manager with your DAW when you don't have the external equipment and/or a big enough audio interface to use Source-Connect with its own audio device.

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

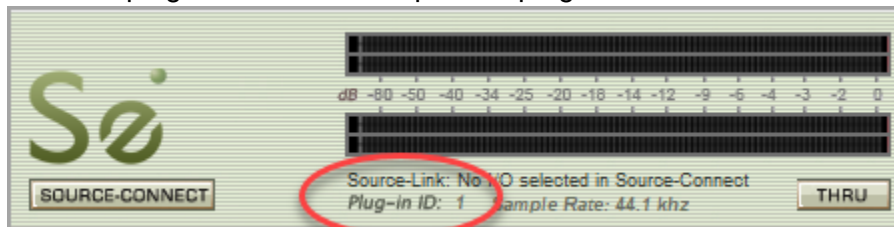
7.1. Quick-Start: Using Link

A quick-start guide follows:

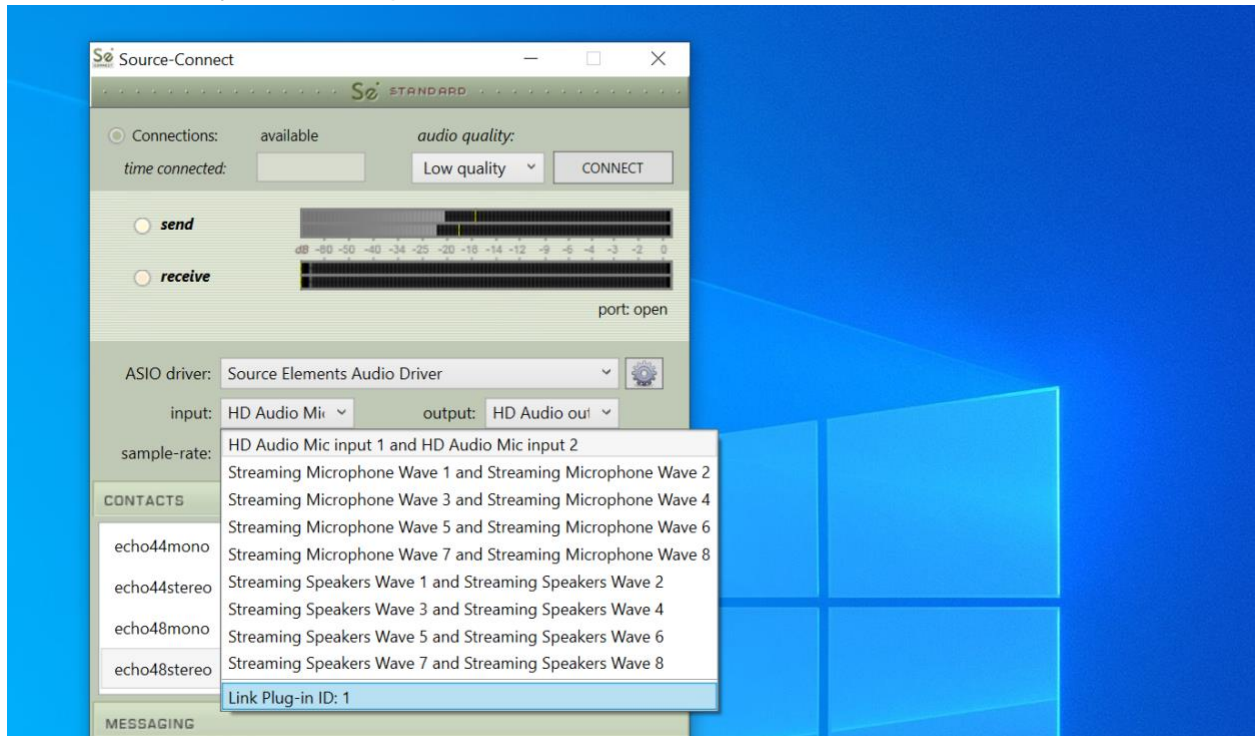
1. Insert “Source-Connect Link” into your DAW on an Aux track. In Reaper, for example, this plugin is under the “Developers” > “Source Elements” menu.



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



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



7.2. Example uses

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 Source-Connect Link in this way, there are two basic options.

- a. 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 3.0 RTAS/VST.
- b. 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 plug-ins are required the user 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.

7.3. Pro Tools HD

Pro Tools HD does 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 SourceConnect Pro. While the Source-Connect Link plug-in will work in Pro Tools HD, because of various issues with the RTAS engine in Pro Tools HD, certain intermittent performance situations can arise.

More information: <https://support.source-elements.com/show/sourceconnect-pro-standalone>

7.4. Remote Transport

Sync Sync to Picture, ADR and for overdubbing

You can use Link in any of the three scenarios above. 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 section of this guide for further information.

7.5. Supported DAWS / Audio Hosts

This is not a comprehensive list, please contact us if your DAW is not listed here.

- Pro Tools
- Logic
- Nuendo
- Cubase
- Reaper
- Digital Performer
- GarageBand
- Ableton Live
- Adobe Audition

Sample sessions to help you get started with Link here: <http://source-elements.com/support/link>

Unsupported hosts

These hosts have been found to not work with Source-Connect due to the way that they are configured to use plugins or due to incompatibilities.

- Twisted Wave
- Bias Peak
- Tracktion
- Audacity

7.6. Troubleshooting

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.

If Pro Tools is crashing with the Source Elements Audio Driver, check out the following article: <https://support.source-elements.com/pro-tools-crashes-when-using-source-connect-audio-driver>

8. Troubleshooting Source-Connect and Known Issues

8.1 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.

Source-Connect 3.8.1 and lower require simple passwords:

All Source-Connect versions lower than 3.8.2 require lowercase and alphanumeric passwords; the restriction has been lifted on newer software. If you continue to get error #123 when logging into Source-Connect, download the most recent version, set a simple password, or contact the support team.

8.2 Reporting Issues

To report an issue, please provide the following information:

- Source-Connect build number (available in the splash screen).
- 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.

9. Contact Support

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](#)
- [Online forum](#)
- [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.

Appendix I

Connection Limitations with Source-Connect Pro

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

Bitrate/quality

Higher than 96kbps mono / 192kbps stereo

VPN Mode

Not available in Source-Connect Standard.

Remote Transport Sync (RTS)

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

Multi-Connect

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

Sample Rates

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