



CONTROLHUB

STL ControlHub - User Guide

Version 1.2.0 For Mac & Windows

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INTRODUCTION

STL ControlHub



Experience the ultimate in signal processing with the ControlHub Audio Core. Our proprietary hybrid engine combines Tracing Technology and analog modeling to give you the most accurate recreation of an entire signal chain, from preamps to coloration, compressors, equalizers, and limiters, with the ability to tweak the settings maintaining an impressive degree of realism.

You now have the power to mix your individual tracks, mix bus, and master chains using complete signal chain emulations from world-class mixers. Each preset is a complete emulation of the original hardware or software signal chain.

Accelerate your workflow, without compromising your creativity, all within one plugin.

SYSTEM REQUIREMENTS

STL ControlHub

ControlHub comes in 64-bit VST / AU / AAX / Standalone and is compatible with the latest OS for Windows & Mac.
Minimum requirements Mac OS 10.9 or Windows 7 (64-bit).

SUPPORTED HOST SOFTWARE

STL ControlHub

To use STL Tones software you need audio software which can load “plugins”. You can also run STL Tones software as a Standalone application. This plugin officially supports the following software host:

Pro Tools 2021.12.0: Mac & PC: AAX Native

Logic Pro 9 & 10 (X): Mac: Audio Units

Cubase 9 & 10: Mac & PC: VST

Ableton Live 9 & 10: Mac: Audio Units & VST; Windows: VST

Reaper 5.x: Mac: AU & VST; Windows: VST

STL Download Center

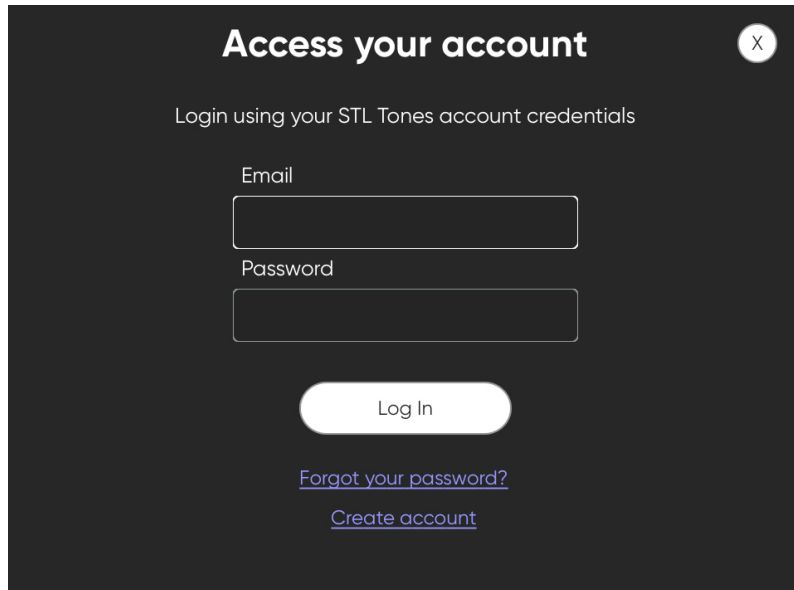
Please visit <https://www.stltones.com/pages/file-downloads> where you will find the latest installers for your product.

STL License System

License Information

- Your Activation License code will be in the confirmation email you received after your purchase.
- To login into your user account, go to www.stltones.com and click on the “Login” icon in the upper right-hand corner. If you don’t have a user account, create one by clicking “Create Account” inside the same login window.
- Multiple Machines: Each activation code can be used on up to 3 different machines, however, the associated email will always be the email entered during your first activation. If you try to activate the same code on a 2nd machine with a separate email, the activation will fail.
- To trial ControlHub and all the expansion packs for a full 10 days, simply add a *ControlHub Pro All Access* subscription license to your cart on the website and then activate your trial subscription in the plugin by selecting the “Activate Subscription” account prompt.
- Trial Limitations: Only one trial can be requested per account or machine.
- The activation process is similar for trials and full licenses and is laid out below:

Full License (Online Activation)



The screenshot shows a dark-themed login interface. At the top, the title 'Access your account' is in white, with a close button (X) to its right. Below the title, the text 'Login using your STL Tones account credentials' is displayed. There are two input fields: 'Email' and 'Password'. Below the 'Password' field is a 'Log In' button. At the bottom, there are two links: 'Forgot your password?' and 'Create account'.

Access your account X

Login using your STL Tones account credentials

Email

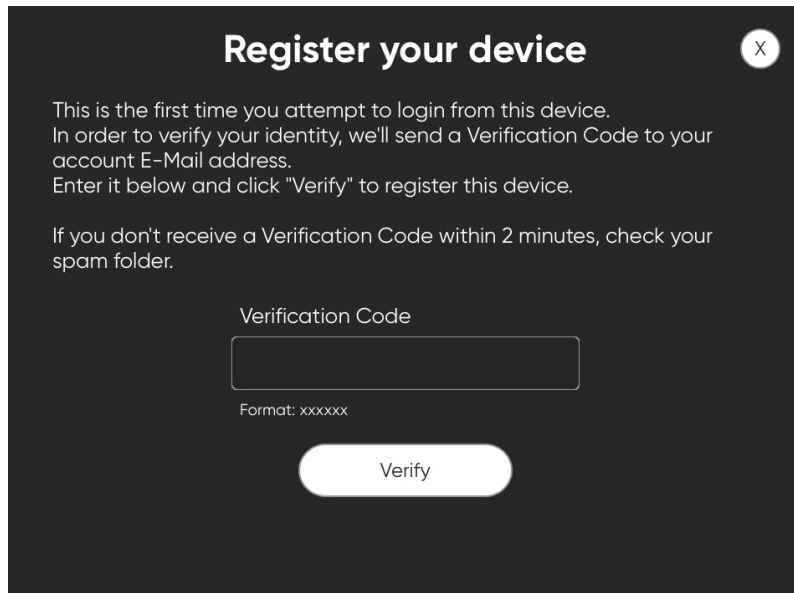
Password

Log In

[Forgot your password?](#)

[Create account](#)

- When you first open the plugin, you will be prompted to log in to your STL Tones user account.



The screenshot shows a dark-themed registration interface. At the top, the title 'Register your device' is in white, with a close button (X) to its right. Below the title, there is a paragraph explaining the verification process. Below this, there is a 'Verification Code' input field and a 'Verify' button. A note about the 2-minute timeout is also present.

Register your device X

This is the first time you attempt to login from this device. In order to verify your identity, we'll send a Verification Code to your account E-Mail address. Enter it below and click "Verify" to register this device.

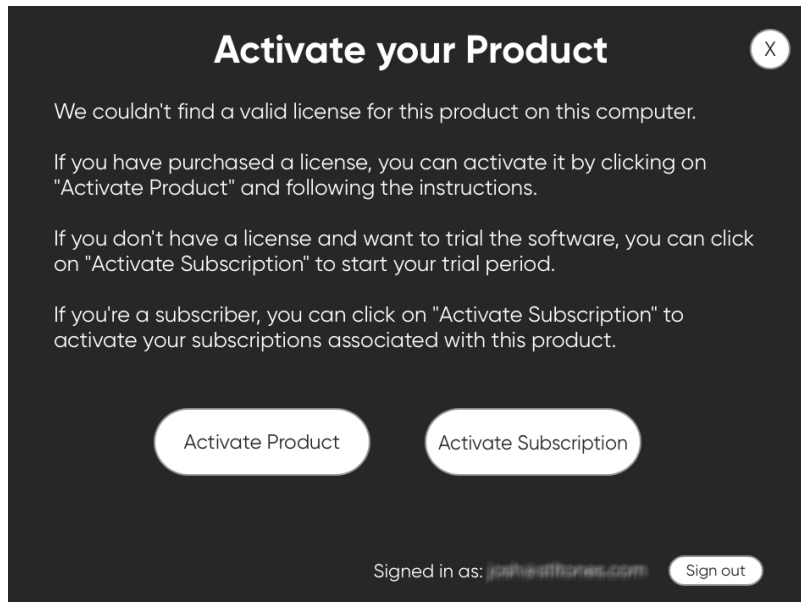
If you don't receive a Verification Code within 2 minutes, check your spam folder.

Verification Code

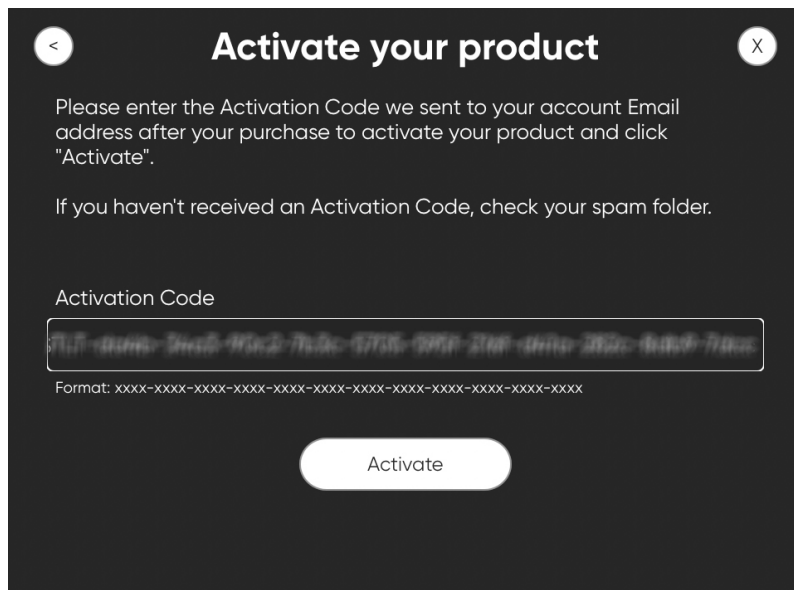
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Verify

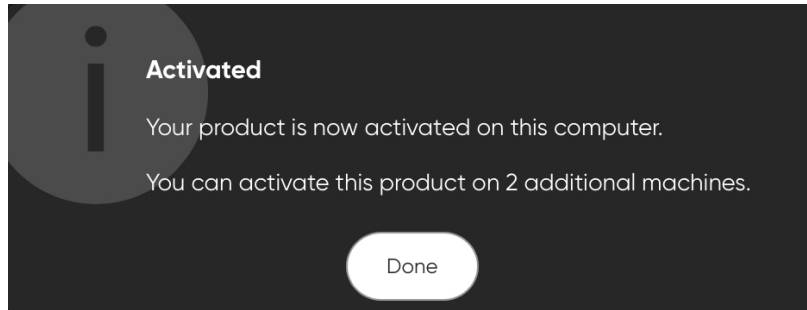
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in the menu, then click **“Verify”**.



- You then will be prompted to activate a license. Select “**Activate Product**”.

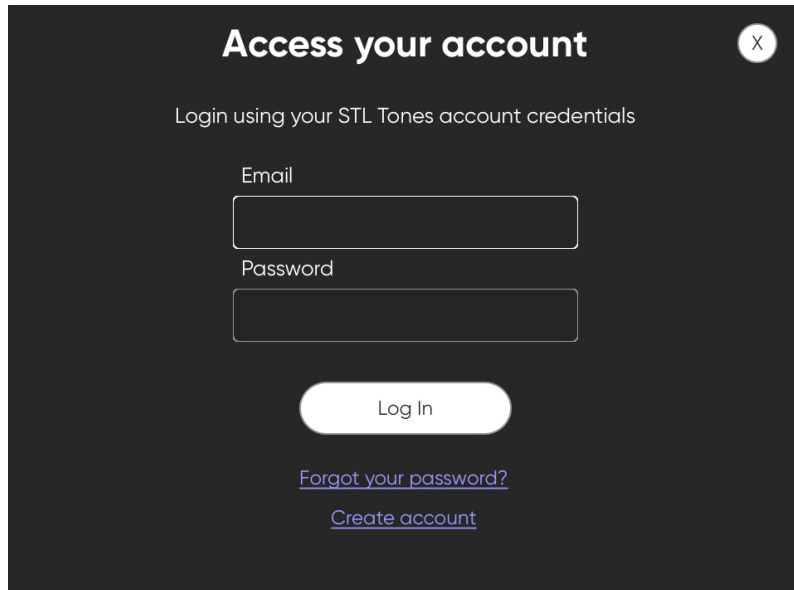


- This will take you to the activation screen. Enter your activation code and click “**Activate**”.



- You have now unlocked your full license!

Subscription License (Online Activation)



Access your account ✕

Login using your STL Tones account credentials

Email

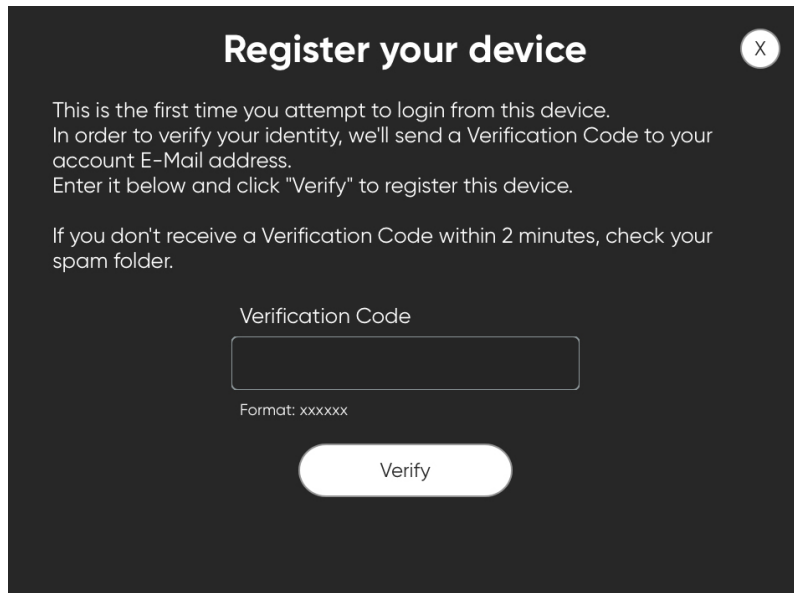
Password

Log In

[Forgot your password?](#)

[Create account](#)

- When you first open the plugin, you will be prompted to log in to your STL Tones user account.



Register your device ✕

This is the first time you attempt to login from this device. In order to verify your identity, we'll send a Verification Code to your account E-Mail address. Enter it below and click "Verify" to register this device.

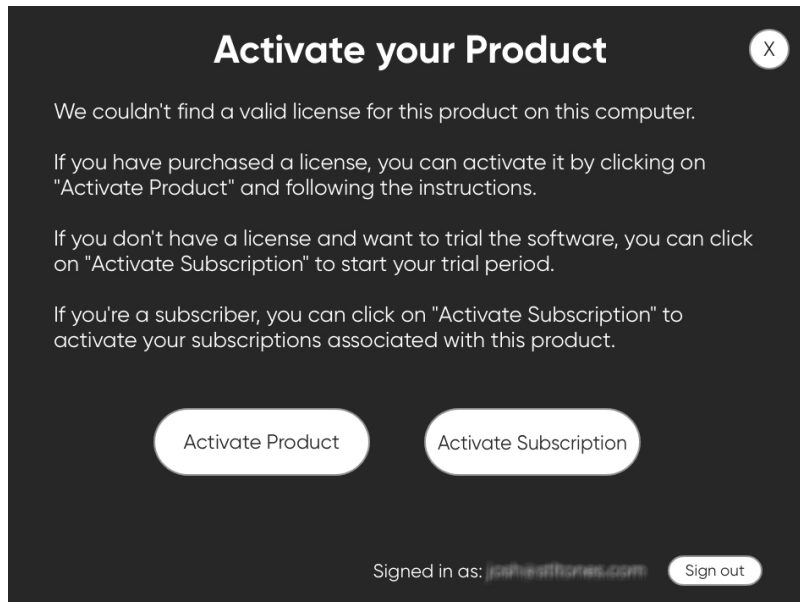
If you don't receive a Verification Code within 2 minutes, check your spam folder.

Verification Code

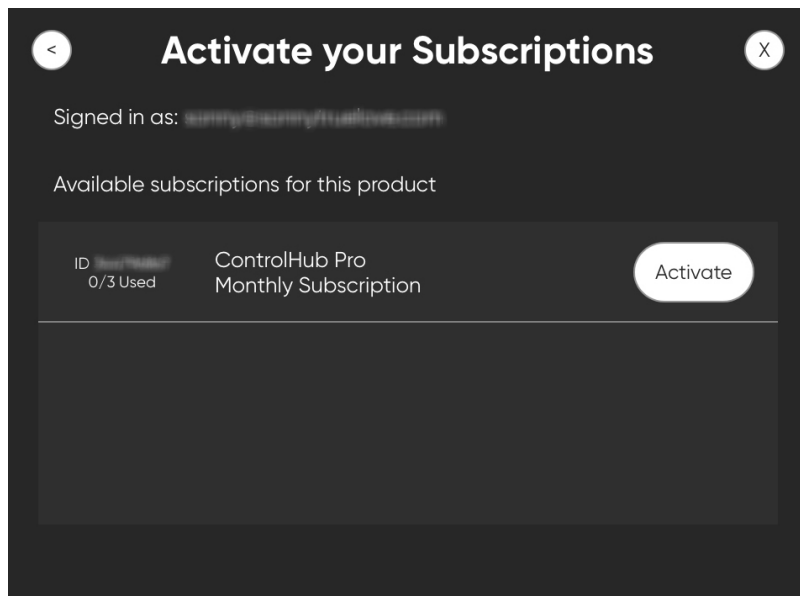
Format: xxxxxx

Verify

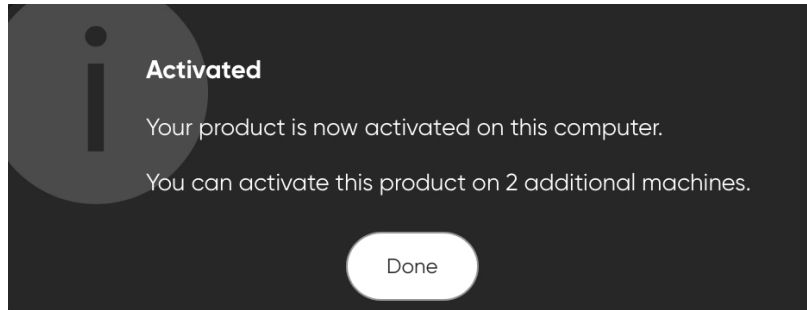
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in the menu, then click **“Verify”**.



- You then will be prompted to activate a license. Select “**Activate Subscription**”.

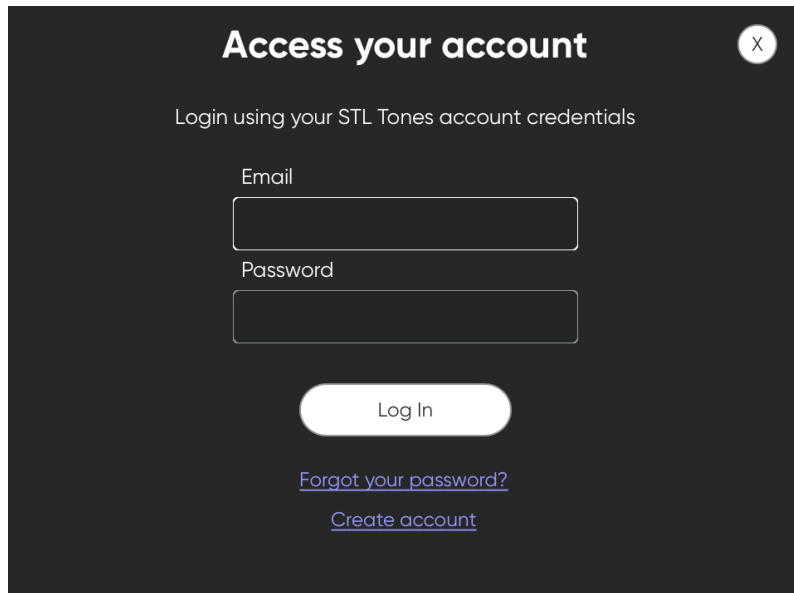


- You then will be prompted to activate the subscription license connected to your account. Select “**Activate**”.



- You have now unlocked your subscription license!

Expansion Pack Full License (Online Activation)



Access your account X

Login using your STL Tones account credentials

Email

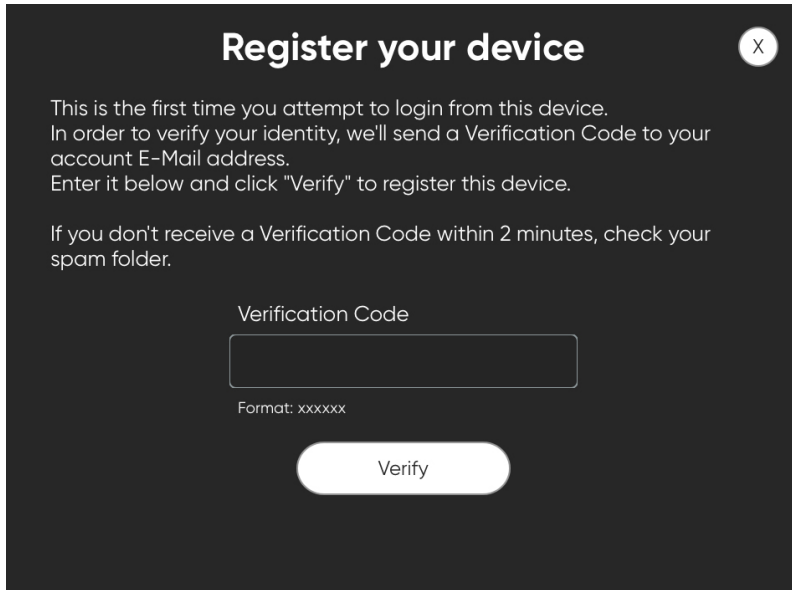
Password

Log In

[Forgot your password?](#)

[Create account](#)

- When you first open the plugin, you will be prompted to log in to your STL Tones user account.



Register your device X

This is the first time you attempt to login from this device. In order to verify your identity, we'll send a Verification Code to your account E-Mail address. Enter it below and click "Verify" to register this device.

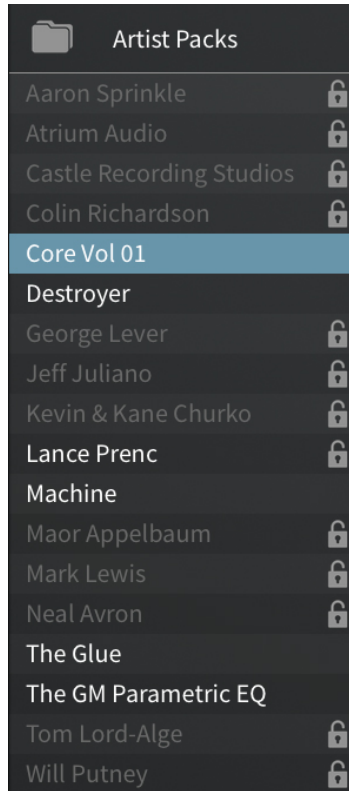
If you don't receive a Verification Code within 2 minutes, check your spam folder.

Verification Code

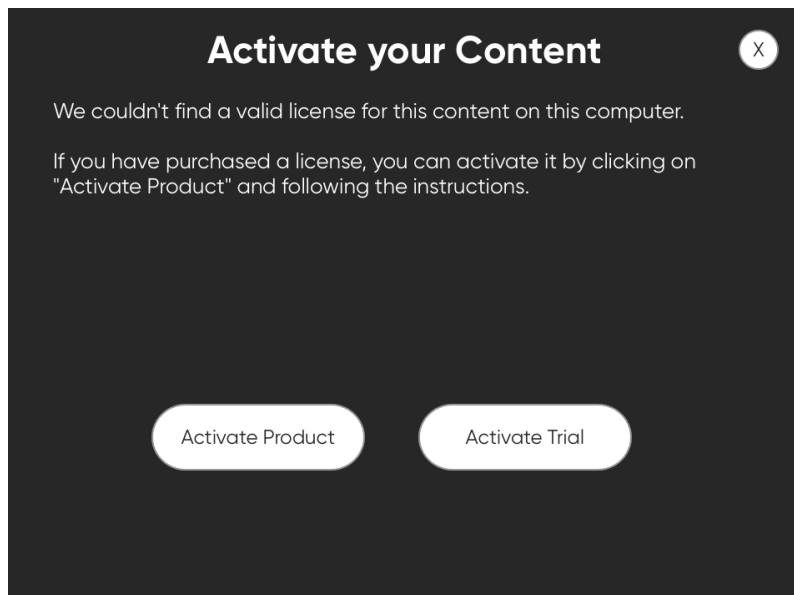
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Verify

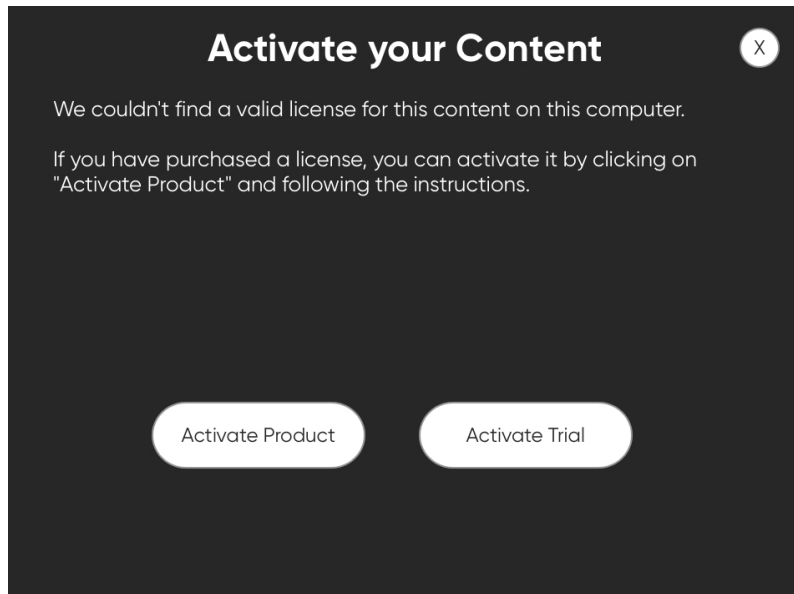
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in the menu, then click **“Verify”**.



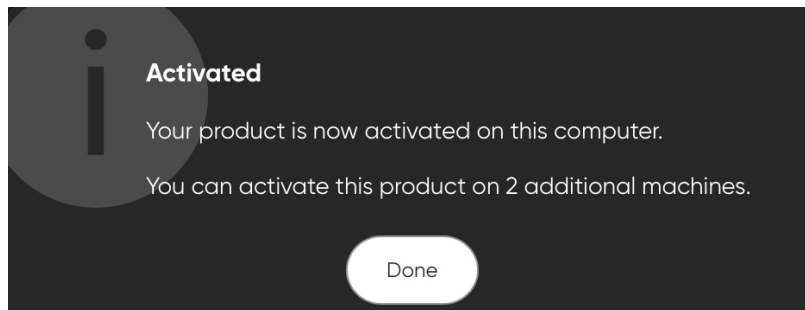
- Activate your expansion pack license by either clicking on the artist's name or clicking on the “lock” icon to bring up the activation window. *Note: The lock icon will disappear once your license has been activated.*



- You then will be prompted to activate a license. Select “**Activate Product**”.

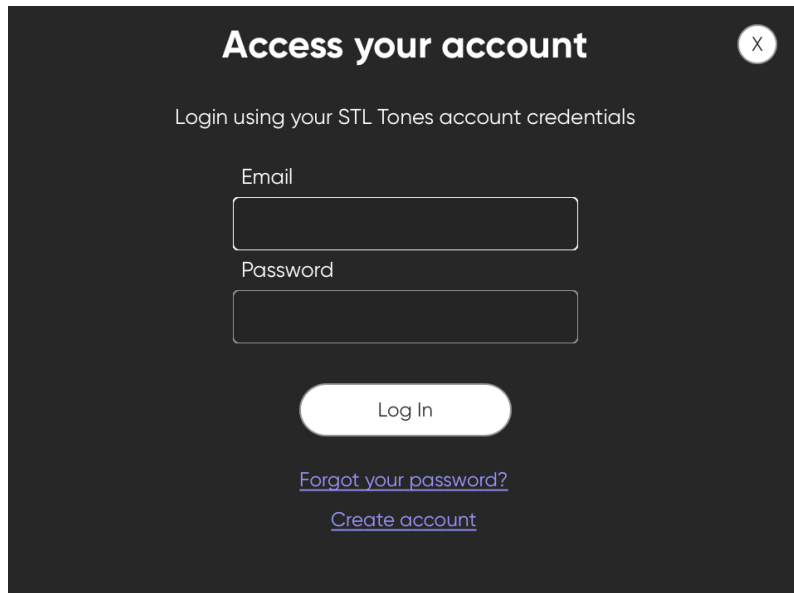


- This will take you to the activation screen. Enter your activation code and click “**Activate**”.



- You have now unlocked your full expansion pack license!

Trial License for Expansion Packs (Online Activation)



Access your account ✕

Login using your STL Tones account credentials

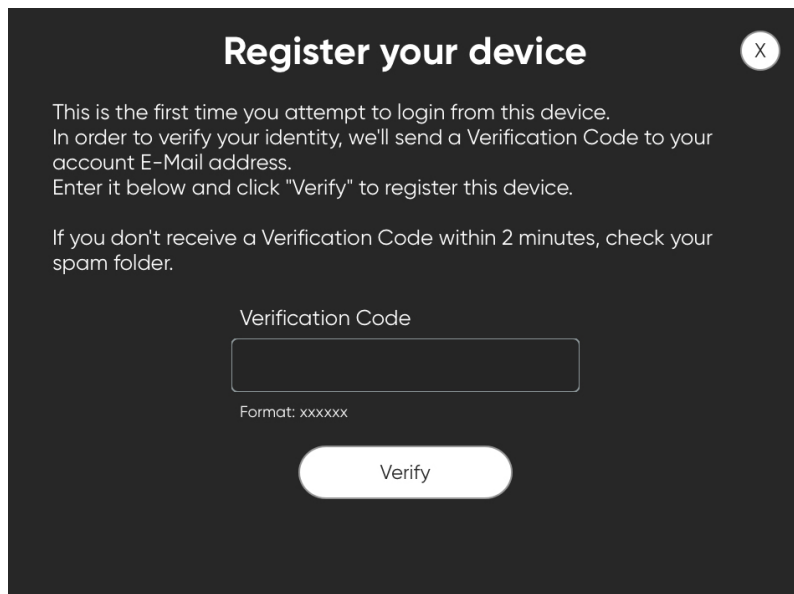
Email

Password

[Forgot your password?](#)

[Create account](#)

- When you first open the plugin, you will be prompted to log in to your STL Tones user account.



Register your device ✕

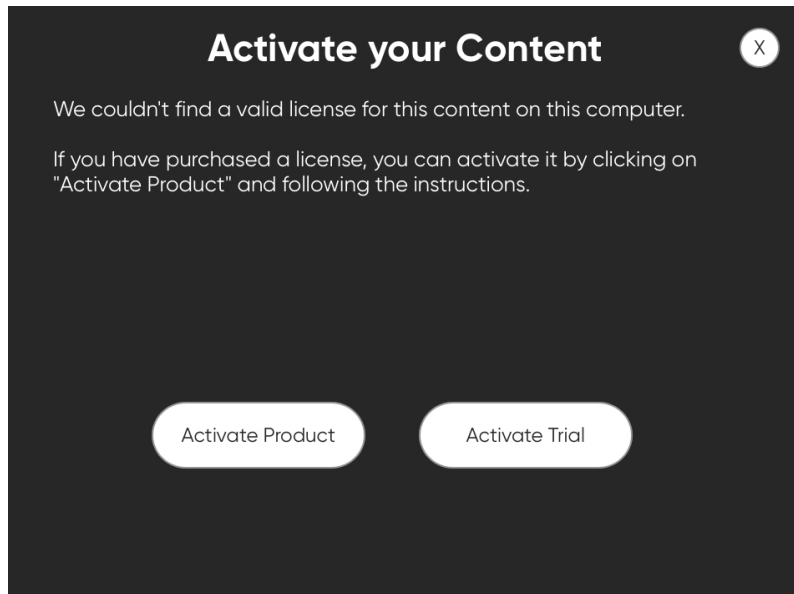
This is the first time you attempt to login from this device. In order to verify your identity, we'll send a Verification Code to your account E-Mail address. Enter it below and click "Verify" to register this device.

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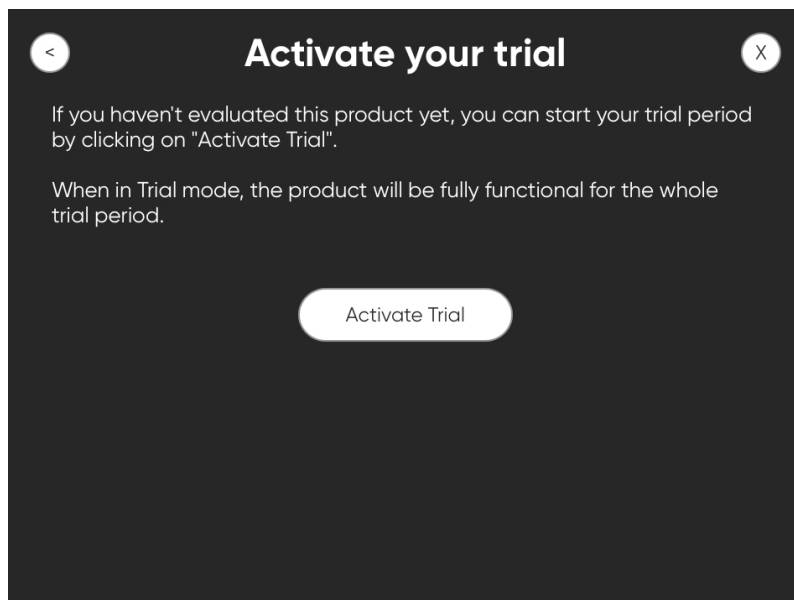
Verification Code

Format: xxxxxx

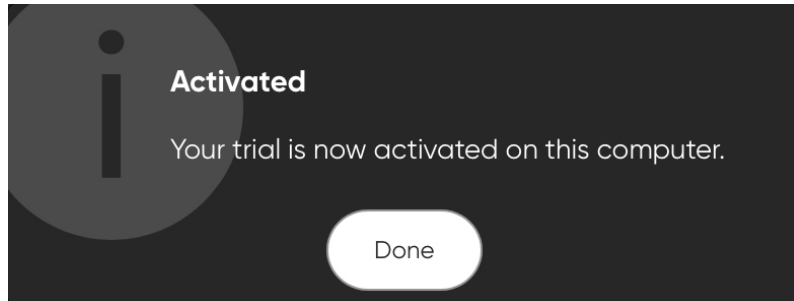
- You will receive an email to the address you provided from activations@stltones.com. This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in the menu, then click **“Verify”**.



- You then will be prompted to activate a license. Select “**Activate Trial**”.



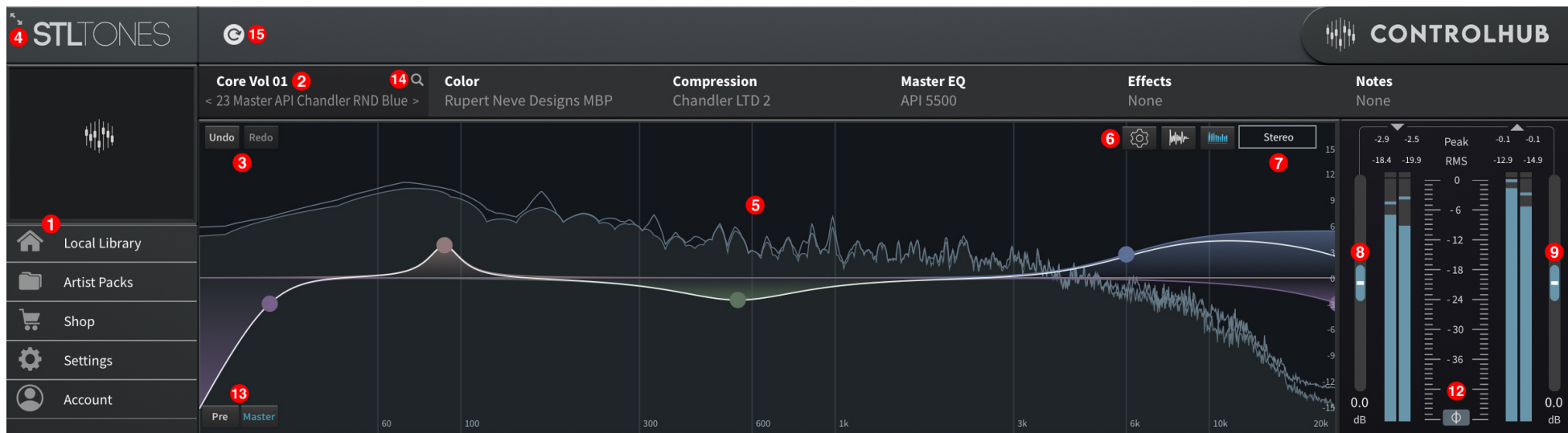
- Select “**Activate Trial**”.



- You now have a 5-day trial expansion pack license!

USER INTERFACE

STL ControlHub



1. ControlHub menu: Access the Artist Expansion Packs, saved user banks in the Local Library tab, and the STL Shop where you can browse the latest expansion packs. The Settings tab has customizable user options for the plugin and the Account tab to manage your ControlHub licenses.
2. Preset browser displaying the hardware/software used in the selected preset's signal chain.
3. Undo & Redo: Located in the left corner of the Analyzer window are the Undo/Redo buttons, allowing for quick recall of previous settings or redoing a move.
4. Resize: Located in the top left corner are the resize arrows for the plugin interface. This lets you quickly change the size to three possible values: 50%, 75%, and 100%. In addition to these 3 modes, you can fine-tune the size using the resize function in the bottom right corner of the plugin by clicking and dragging.

5. Graphical EQ/Spectrum Mode & Waveform/Gain Reduction Window: Spectrum mode displays the spectral content of the audio being processed by ControlHub, allowing you to visually analyze what's happening in your mix whilst in EQ mode, you have both precise feedback on the processing and control of the EQ modules. The waveform view represents the processed audio in a more familiar DAW-style waveform with the gain reduction applied by the Limiter module within ControlHub shown with a blue gain reduction line.

6. Analyzer Settings: The gear button allows you to manage options related to the linear spectrum analyzer. The two buttons to the right allow you to toggle between the spectrum and waveform views.

7. Routing: Selects the processing mode of the plugin (Mono, Mono/Stereo, or Stereo). Stereo Mode will double the CPU load of the plugin, as the two audio channels are being processed by two separate instances of the plugin.

8. Input Slider: Adjusts the input level of the plugin. Changing the input will affect the gain staging of the individual modules, so you may have to readjust the Compressor threshold settings for example based on the audio you are processing.

9. Output Slider: Adjusts the output level of the plugin. This slider is placed after the Limiter allowing it to be used for level matching or make-up gain.



10. Global Stereo Controls: This allows the user to switch between Stereo (L/R) processing or Mid/Side (M/S) processing.

The *Balance* control function changes depending on the mode selected, with L/R adjusting the basic stereo balance and M/S allowing you to adjust the mono/stereo information on your track.

The *Link* parameter controls the amount of gain reduction being applied to the compressor and limiter, with 100% = equal compression on both channels. 0% = L/R channels compression is independent of one another.

11. Mix: Controls the amount of unprocessed signal being blended with the processed signal, giving you the option of parallel processing. 100% = you're hearing the entire processed signal. 0% = you're hearing only the raw signal.

12. Phase Invert button inverts the polarity of the audio signal.

13. Pre & Master: Located in the bottom left corner of the Analyzer window are the Pre/Master EQ buttons, allowing for quick switching control between the Pre & Master EQ modules in graphical EQ mode.

14. Preset search icon: Allows for quick browsing and auditioning presets through all expansion packs.

15. Software update notifier. This will let you know if new expansions and plugin features are available.



1. High-Pass Filter: Turn on/off with a single click on the LED. Clicking the selectable slope button (dB/oct) shows the filter options in the dropdown menu.
2. Low-Pass Filter: Turn on with a single click on the LED. Clicking the selectable slope button (dB/oct) shows the filter options in the dropdown menu.
3. Both *Pre* and *Master EQ* modules have 3 full sweepable bands that range from 20Hz - 22kHz. The Q bandwidth is selectable, ranging from a low shelf (far left) through to a high shelf (far right) allowing subtle tone shaping or surgical equalization. Tip: Double-click to reset the parameter. Right-click to manually enter a specific Hz value. Holding Command ⌘ whilst scrolling allows for precise tuning of the Hz control.
4. Power On/Off button for the Pre EQ module.

NOTE: All modules have a dedicated power on/off button in ControlHub. Engage the modules by clicking the on/off button (illuminated when engaged) and simply re-click to bypass the module entirely.

GRAPHICAL EQ MODE

STL ControlHub

NOTE: Engaging the power On/Off button on either Pre or Master EQ will enable the EQ mode functions. The EQ mode's graphical display is tied to the module that is being adjusted, instantly switching so you always know what module is being changed.



1. High-Pass Filter: Turn on/off with a double-click on the filter's circle. Right-click and holding whilst dragging up/down will change the selectable slope (dB/oct) filter.

2. Low-Pass Filter: Turn on/off with a double-click on the filter's circle. Right-click + hold whilst dragging up/down will change the selectable slope (dB/oct) filter.

3. Frequency Bands: Both *Pre* and *Master EQ* modules have 3 full sweepable bands that range from 20Hz - 22kHz. Turn each band on/off with a double-click on the frequency curve circle. Right-click + hold whilst dragging up/down will cycle through the selectable Q bandwidth for broad tone shaping or surgical precision. The Frequency being adjusted and the amount of boost/cut (dB) is displayed above the curve circle for a faster workflow.
4. Pre & Master: Selectable buttons for quick switching between the Pre & Master EQ modules from the spectrum view window. *Note: The text will be white when an EQ module is bypassed. When engaged, the text is blue, indicating which module is currently displayed.*
5. EQ dB meter: Displays the frequency bands' dB value (+/- 15dB).



1. VOLUME control for the preamp section of the color module. This will affect the amount of saturation the color section is providing as you will be driving more or less level into the *Drive*, *Tape*, and *Tube* circuits.

2. BASS shelving filter EQ with a center frequency at 100Hz allowing for subtle low-end control.

3. TREBLE shelving filter EQ with a center frequency starting at 5kHz to help shape a tracks high-end.

Note: The preamp EQ works before the Color saturation circuits. The signal is split and goes through the Tube and the Tape effect in parallel allowing a mix of both saturation colors.

4. The DRIVE circuit is modeling preamp-style distortion.

5. The TAPE control features a sub to lower midrange EQ bump and is more aggressive in its distortion character when driven hard.

6. The TUBE control uses two cascaded stages, making for a very transparent saturation texture. Increase the Drive control to push more level into the Tube circuit for more deliberate creative distortion effects.

7. Power On/Off button for the Color module.

DYNAMICS MODULE

STL ControlHub

The Dynamics module in ControlHub houses 3 powerful dynamic processes: Transient Designer, Compression, and DeEsser. These dynamic modules are re-arrangeable in expand mode, simply click + drag to change the order of the signal chain within the dynamics module to further tailor your sound.





EXPAND CONTROLS

1. EXPAND the individual modules by clicking on any of the modules buttons TD, DS, COMP in the dynamics header.
2. Engage/Bypass the individual modules by clicking on the TD, DS or COMP's LED lights.



COMPRESSION

1. FET or VCA style compression selection buttons.
2. THRESHOLD control sets the level at which the compressor begins to attenuate the signal. This level is related to the ratio setting.
3. MAKEUP gain allows you to manually match the input levels to the output levels once the signal is being attenuated.
4. AUTO MAKEUP GAIN LED will automatically compensate for the level reduction caused by the compressor. *NOTE: MAKEUP control greys out to indicate AUTO MAKEUP mode is engaged.*
5. ATTACK controls how fast the compressor reacts to the incoming signal.
6. RELEASE controls how long the compressor holds the signal before returning to an uncompressed state.
7. RATIO determines how much gain reduction the signal above the given Threshold will be compressed. *NOTE: The VCA style module ratio is displayed as a percentage.*
8. SIDECHAIN controls a high-pass filter for the Compressors input detection circuit.
9. INPUT controls the signal level going into the compressor.



10. MIX controls the amount of uncompressed signal being blended with the compressed signal, allowing the option of parallel processing. 100% = you're hearing the entire compressed signal. 0% = you're hearing only the uncompressed signal.

11. KNEE (VCA mode only) controls how the compressor transitions between the uncompressed and compressed audio signal. 0dB = soft knee style. 30dB = hard knee style.

12. AUTO (FET mode) changes the release time to be dependent upon the duration of the program peak.

13. Click to select automated release operations (VCA mode only).

14. Gain reduction meters show the amount of attenuation (measured in dB) being applied by the compressor.

15. Power On/Off button for the Compressor module.



TRANSIENT DESIGNER

1. SIDECHAIN engages an internal sidechain filter for processing only the frequency selected, for targeted transient control. This can also be used to prevent part of the signal from being processed.
2. ATTACK allows for amplifying and attenuating the attack of an audio signal by 15 dB.
3. SUSTAIN controls the length of an audio signal sustain by amplifying (increasing) and attenuating (shortening) by 24 dB.
4. OUTPUT adjusts the output level of the module.
5. LIMITER engages an internal limiter to avoid digital clipping.
6. GAIN EXPANSION/REDUCTION METER shows the amount of gain (+/-) applied to the signal.
7. Power On/Off button for the Transient Designer module.



DEESSER

1. FREQUENCY sets the target frequency that the deesser module will process.
2. THRESHOLD control sets the level at which the deesser begins to attenuate the signal.
3. LISTEN isolates & solos the signals in the sidechain to allow for precise targeting of problem frequencies.
4. OUTPUT controls the output level of the processed signal.
5. MIX controls the amount of uncompressed signal being blended with the compressed signal, allowing the option of parallel processing. 100% = you're hearing the entire processed signal. 0% = you're hearing only the original signal.
6. GAIN REDUCTION METER shows the amount of attenuation (measured in dB) being applied.
7. AUDIO dropdown menu switches between *Wideband* and *Split* compression modes. In Wideband mode, compression attenuation is applied to the entire audio signal. In Split mode, the audio is split into low and high frequency signals, with compression attenuation only applied to the high-passed signal.



8. SIDECHAIN dropdown menu switches between a *Highpass* and *Bandpass* filter for the internal sidechain. The Highpass filter will process all the frequencies above the set frequency, with the Bandpass at a narrowed band around the set frequency.

9. Power On/Off button for the Transient Designer module.



DELAY

Two delay units have been modeled for ControlHub covering time-based effects used in every mix to create movement and depth all the way to vintage-style analog echos with textured lofi options. Currently, there are 17 different Delay Types.

1. ON/OFF symbol (top right corner) of the LCD screen engages the delay effect. You can also engage the effect by double-clicking the DELAY text on the LCD screen. The arrows allow you to cycle to the REVERB effects (see REVERB below for more information)
2. UNIT displays the delay model currently being used. Click on the UNIT text to bring up the menu displaying the delay units available. You can use the arrows left/right to scroll through the different types for quick auditioning.
3. TYPE displays the current style of delay being used. Click on the TYPE text to bring up the menu displaying the delay variations available. You can use the arrows left/right to scroll through the different types for that selected UNIT for quick auditioning.
4. TIME shows the delay time value in milliseconds (ms) by default. When the BPM SYNC LED is engaged the delay time is displayed in note values synced to the DAW. Clicking on the note values in the LCD effects screen cycles through these musical note values or you can use the TIME control knob to quickly dial in the amount of delay needed.



5. MIX controls the amount of delay effect being blended with the original signal. 100% = you're hearing only the processed signal. 0% = you're hearing only the original signal.

6. F.BACK controls the amount of delay feedback repeats.

7. DEPTH controls the modulation depth of the delay repeats from 0-100%.

8. RATE controls the modulation rate of the delay repeats from 0Hz to 5Hz.

9. HIPASS EQ filter controls the EQ of the delay repeats from 10Hz to 5000Hz.

10. LOPASS EQ filter controls the EQ of the delay repeats from 22kHz to 5000Hz.

11. BPM SYNC allows the delay to tempo synchronize with the host DAW.

12. PING PONG creates a stereo effect (mono/stereo routing required) of the delay signal bouncing between the left and right channels.

13. Power On/Off button for the EFFECTS module.



REVERB

Seven reverb units have been modeled for ControlHub with 55 different types at your fingertips, giving you access to everything from tight short room sounds too ethereal chambers.

1. ON/OFF symbol (top right corner) of the LCD screen engages the reverb effect. You can also engage the effect by double-clicking the REVERB text on the LCD screen. The arrows allow you to cycle to the DELAY effects (see DELAY above for more information).
2. UNIT displays the reverb model currently being used. Click on the UNIT text to bring up the menu displaying the reverb units available. You can use the arrows left/right to scroll through the different types for quick auditioning.
3. TYPE displays the current style of reverb being used. Click on the TYPE text to bring up the menu displaying the reverb variations available. You can use the arrows left/right to scroll through the different types for that selected UNIT for quick auditioning.
4. TIME sets the size of the reverb selected. You can use the arrows left/right to scroll through the different sizes (SHORT, MEDIUM & LONG) for that selected UNIT for quick auditioning.
5. MIX controls the amount of reverb effect being blended with the original signal. 100% = you're hearing only the processed signal. 0% = you're hearing only the original signal.



6. PRE DELAY determines the amount of time before the reverb begins.

7. LENGTH allows you to change the length range of the selected reverb time to further shape the reverb decay.

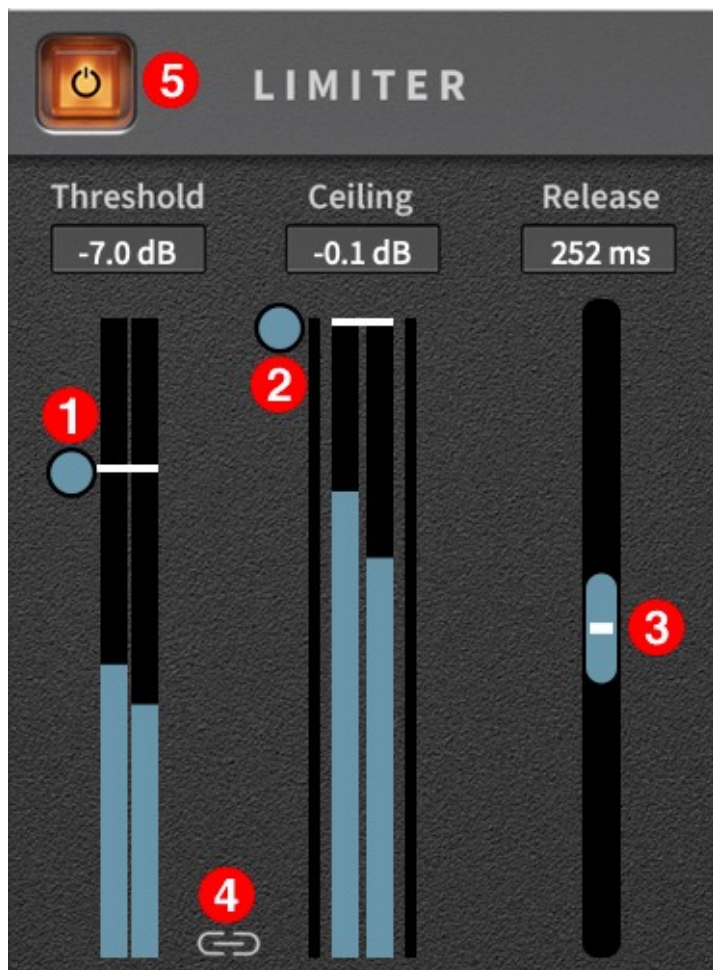
8. DEPTH controls the modulation depth of the delay repeats from 0-100%.

9. RATE controls the modulation rate of the delay repeats from 0Hz to 5Hz.

10. HIPASS EQ filter controls the EQ of the delay repeats from 10Hz to 5000Hz.

11. LOPASS EQ filter controls the EQ of the delay repeats from 22kHz to 5000Hz.

12. Power On/Off button for the EFFECTS module.



1. THRESHOLD control sets the level at which the Limiter begins to attenuate the signal. Set the threshold of the limiter by dragging the slider down. When the threshold is exceeded by the signal, you will see the gain reduction indicated in the stereo attenuation meters to the left and right of the Ceiling slider.

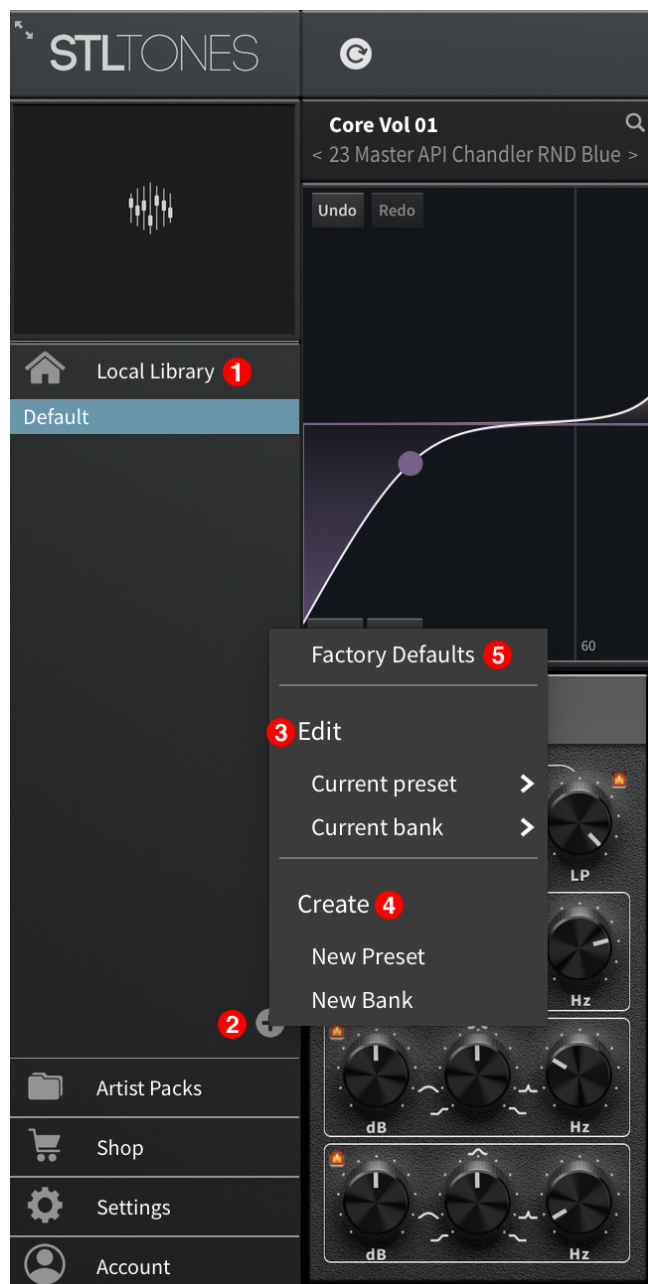
2. CEILING sets the output level of the Limiter. The default 0.0 dB is your maximum peak output.

3. RELEASE controls how long the Limiter holds the signal before returning to an uncompressed state.

4. The LINK button couples the Threshold and the Ceiling sliders in their current position. Helpful when wanting to control a signal's dynamic without increasing the volume.

5. Power On/Off button for the LIMITER module.

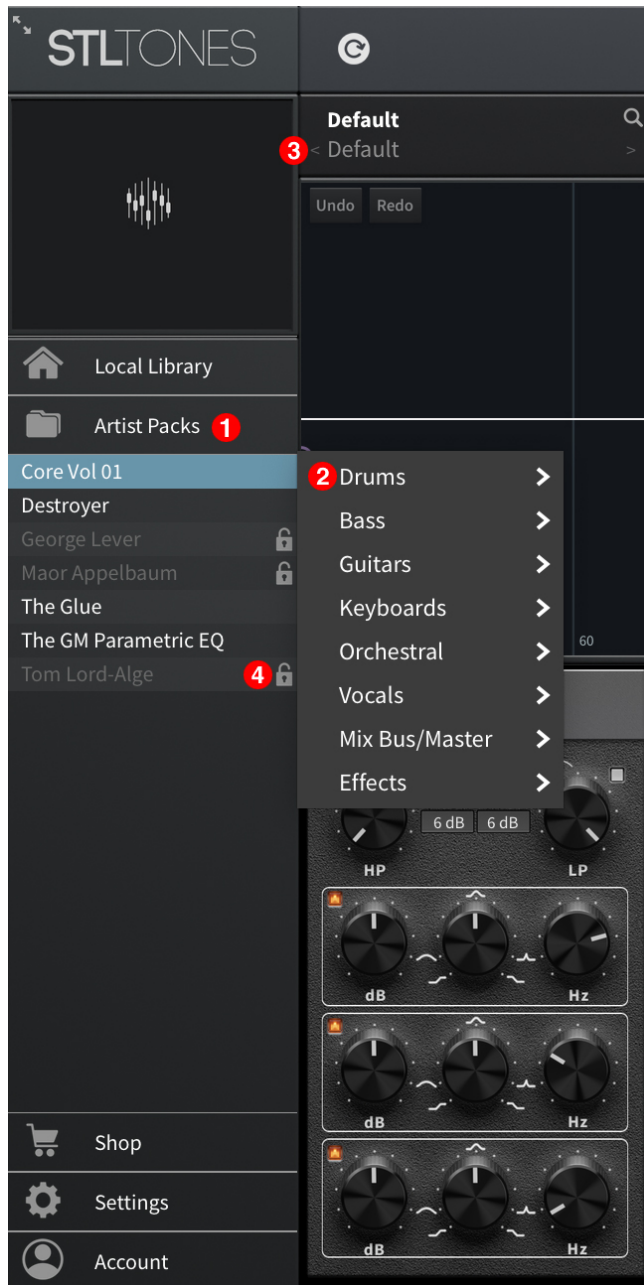
NOTE: The Limiter has a fixed attack time of 1ms with a 1.2ms look-ahead detection time.



Manage the ControlHub default and user settings by clicking on the Local Library dropdown menu. The Preset manager is divided into 3 sections: Local Library, Edit and Create.

1. Under the Local Library section you'll find all the available banks where each bank entry has a submenu featuring all the presets it contains.
2. Use the + icon to bring up the Edit and Create options.
3. Under the Edit section you can tweak the currently loaded preset or bank. *NOTE: A bank is a group of presets that can be imported or exported as files to save or recall settings or move them from one DAW to another.*
4. Under the Create section you can add a preset to the current bank or create a new bank entirely. When creating a new bank, the currently loaded preset will be copied into it however you can adjust/delete this using the Edit options after the fact.
5. Restore the plugin to Factory Default.

*NOTE: Banks and Preset files are located on your local drive. See below for locations. **Mac** - Users/Documents/STL/ControlHub/Banks **PC** - C:\Users\Documents\STL\ ControlHub\Banks*



1. ControlHub Artist Expansion packs are located in the Artist Packs folder of the menu. Once a preset is selected from the dropdown menu, it will load each module and display the signal chain used in the preset browser. You can change presets from both the Artist Packs folder & the browser.

2. Presets are organized in the following categories:


- Drums
- Bass
- Guitars
- Vocals
- Keyboards/Synths
- Orchestral
- Mix Bus/Master
- Effects
- Individual Models
- Misc

3. Toggle through different presets within a category by using the left/right arrows for quick auditioning.

NOTE: All presets within an official ControlHub Expansion pack are editable, however, they will default back to the artist's original settings if not saved to your bank. For example, if you edit a preset, and click on another preset, the settings will not be saved automatically. Please see the 'Preset Manager' section below for more information on how to save and edit presets.


4. The lock symbol indicates that a valid license for that expansion pack couldn't be found on this computer (Perpetual License users only). If you have purchased a pack license, you can activate it by clicking on “Activate Product” and following the activation code instructions. If you would like to trail the expansion pack first, click “Activate Trail” to start the free 10-day trial.


Browse our range of artist expansion packs and explore the ControlHub platform by clicking on the artist thumbnails for in-depth mix videos and interviews.





- Local Library
- Artist Packs
- Shop
- Settings
- Account


Shop Expansions





 **ATRIUM AUDIO**
EXPANSION





 **JEFF JULIANO**
EXPANSION





 **MAOR APPELBAUM**
EXPANSION





 **MACHINE**
EXPANSION





 **MARK LEWIS**
EXPANSION





 **NEAL AVRON**
EXPANSION





 **WILL PUTNEY**
EXPANSION





 **THE CASTLE STUDIO**
EXPANSION





 **GEORGE LEVER**
EXPANSION

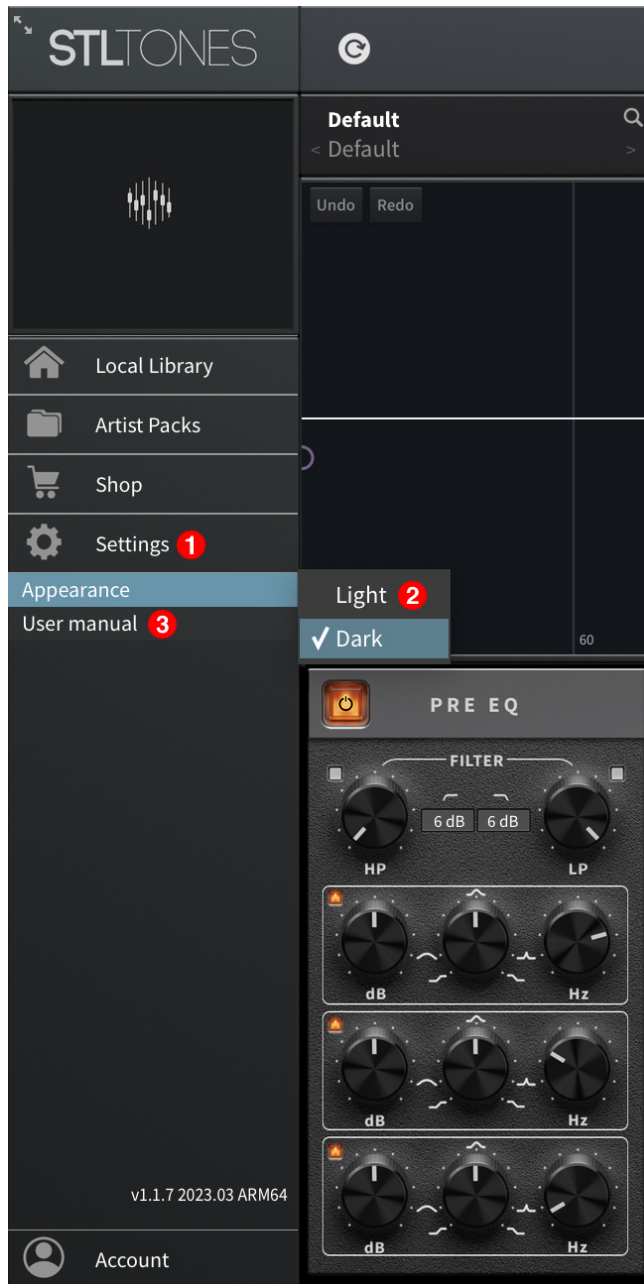


 **AARON SPRINKLE**
EXPANSION





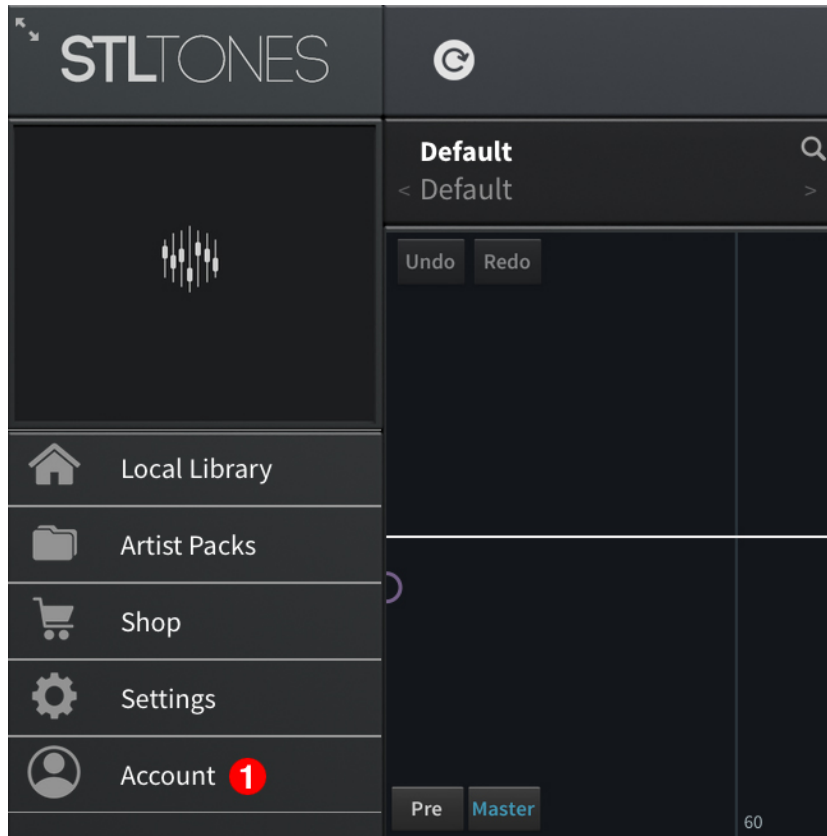




1. Plugin SETTINGS for ControlHub.

2. The APPEARANCE tab lets you change the color scheme for the plugin. Chose between Dark & Light modes.

3. ControlHub plugin user manual.



1. Manage your ControlHub perpetual licenses and subscriptions.

For technical issues or any problems experienced with our software contact us via the contact page at www.stltones.com. Before doing so, follow our Troubleshooting questions below to see if these fix your issue.

Support Information to be provided

To help us assist you in the best way possible, please provide the following information to our support team:

- Product Version Number (e.g. STL ControlHub - V1.0.0.)
- Version number of your DAW (e.g ProTools 11.2.2, Logic 10.2.4)
- Interface/hardware (e.g. Focusrite Scarlett 2i2, Universal Audio Apollo Twin, etc.)
- Computer and operating system info (e.g. Macbook Pro OS X 11.5.1, Windows 10 ver 1709, etc.)
- Please include a detailed description of your problem.

Having issues with our software?

Uninstall / Reinstall

This will repair possible broken permissions, fix corrupted files, and remove old versions of our software

Steps:

1. Close out of all host software (Pro Tools, Logic, Cubase, etc.)
2. Uninstall your plug-in.
3. Open your host software and ensure that the plug-ins no longer showing up in the inserts list. If the plug-ins are still present, locate the files on your computer and remove them manually. Once they no longer show up in your DAW (after restarting it), move on to step 4.
4. Close out of all host software.
5. Follow the installation and licensing procedure outlined in the “Installation & License Activation” section of this manual, ensuring you have the latest installers for the plug-in.
6. Run the latest installers and start your host program.
7. Follow the STL licensing prompts, ensuring that your host program is reading the latest version of our software.

Repair your computer's hard drive:

Repair permissions on your computer.

Instructions: Mac & Windows

Run your host software as an administrator (Windows-only) :

This can fix a variety of issues that result in crashing or error messages on Windows DAWs that are loading our plugins for the first time.

Steps:

- 1) Exit your host program (Pro Tools, Cubase, etc.)
- 2) Right-click on the icon for that host program and select “Run as an Administrator.” You will only have to do this once, meaning you can open up the host program normally the next time.

How do I find my plugin in Reaper?

If you cannot find your STL ControlHub plugin in Reaper, follow these steps to make the plugin available.

Step 1: Follow the installation and licensing procedure outlined in the “Installation & License Activation” section of this manual, ensuring you have the latest installers for the plug-in.

Step 2: Now check if the plugin is installed on your computer in the default folder.

File Locations: Mac

VST: Macintosh HD/Library/Audio/Plugins/VST/STL ControlHub

File Locations: Windows

64-bit VST: C:\Program Files\VSTPlugins\STL ControlHub

If you don't find the respective files please reinstall your STL ControlHub Product. If the relevant plugin files are in the above folder, perform a rescan:

In Reaper, press [Ctrl] + P (Windows) / [Cmd] + [,] (Mac) to access Preferences.

Go to Plugins > VST.

Under “VST Plugin Path,” make sure that the following path is listed (if not, add it):

Windows:

64-bit VST: C:\ Program Files \ VSTPlugins \ STL ControlHub

Mac:

System HD > Library > Audio > Plugins > VST

Click on Clear Cache/Re-Scan. Create a new session with a supported sample rate, add a track, and load your STL ControlHub plugin. If the pop-up window tells you to activate please press the “activate” button and insert your Full license serial code.

How do I find my plugin in Pro Tools?

If you cannot find your STL ControlHub plugin in Pro Tools, follow these steps to make the plugin available.

Step 1: Follow the installation and licensing procedure outlined in the “Installation & License Activation” section of this manual, ensuring you have the latest installers for the plug-in.

Step 2: Now check if the plugin is installed on your computer in the default folder.

VST: Macintosh HD / Library / Audio / Plugins / VST / STL ControlHub

AAX: Macintosh HD / Library / Application Support / Avid / Audio / Plugins / STL ControlHub

File Locations: Windows

64-bit VST: C:\Program Files\VSTPlugins\STL ControlHub

64-bit AAX: C:\Program Files\Common Files\Avid\Audio\Plugins\STL ControlHub

If you don't find the respective files please reinstall your STL ControlHub Product. If the relevant plugin files are in the above folder, perform a rescan:

To do a Rescan you need to delete certain files on your computer depending on your Pro Tools version. Please follow the official Avid website to do this.

The plugin makes no sound at all, why is this happening?

You have most likely not activated the software yet, or the license file has moved to a different location and the software can't find it anymore. Follow the installation and licensing procedure outlined in the "Installation & License Activation" section of this manual, making sure you have the latest installers for the plug-in.

Where do I find the installers?

Visit <https://www.stltones.com/pages/file-downloads> where you will find the latest installers for your product.

Where is the STL ControlHub Plugin located on my computer?

Mac:

AudioUnits: Macintosh HD / Library / Audio / Plugins / Components / STL ControlHub

VST: Macintosh HD / Library / Audio / Plugins / VST / STL ControlHub

AAX: Macintosh HD / Library / Application Support / Avid / Audio / Plugins / STL ControlHub

Windows:

64-bit VST: C:\ Program Files \ VSTPlugins \ STL ControlHub

64-bit AAX: C:\ Program Files \ Common Files \ Avid \ Audio \ Plugins \ STL ControlHub

LEGAL DISCLAIMER

STL Controlhub

All names of gear and/or accessory brands are trademarks owned by their respective manufacturers and are in no way affiliated with STL Tones or ControlHub. Product names are simply used for the purpose of identifying the hardware chain that was used to create the digital presets.

CREDITS

STL Controlhub

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GUI Design - Sonny Truelove, Dan Dankmeyer & Joshua Harris.

Sincerely
STL Tones Team!