STL ToneHub - Plugin User Guide

Version 1.6.0 For Mac & Windows

STL Tonehub is an expansive plug-in platform that hosts guitar and bass preset packs from the biggest names in the music industry. No longer do you need the comparable hardware units to get access to incredible sounds. Get hardware-class sounds without the hardware.

This is the most powerful plug-in we've ever made. You can access our ever-growing roster of artists and producers in one easily accessible platform in addition to our entire range of Kemper & Axe-Fx packs in plug-in format.

• Low Latency Audio Interface (ASIO / Core Audio compatible). • High-Z (high impedance) instrument input.
• Digital Audio Workstation (**DAW**) or a standalone plugin host.

Minumum Windows requirements:

• Windows 7+ 64 bit.
• Intel Core 2 Processor Family or better.

Minimum Mac requirements: • OS X 10.9.0 +

• Intel Core 2 Processor Family or better.

We recommend an Intel Core i5 processor or better for the best user experience.

During recording or monitoring we recommend a buffer size of 128 samples or lower, this is to minimize latency and improve the play through experience. This can be set in your audio interface setup utility or in your current DAW audio settings.

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 11 + : 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.

- Always use the high impedance (Hi-Z) input of your sound-card/interface. This will ensure less noise and signal loss. Most real (pre)amplifiers and stomp boxes, have an input impedance of 1MegaOhm, so it would be a good idea to get a sound-card with 1MegaOhm input impedance to use this plugin.

- Always make sure to have the highest input signal before the AD conversion, avoiding clipping.

- Amp sims and stomp box simulators are not noisy, they do not add noise. In fact, they're a lot less noisy than real hardwares. If you have noise issues, check your guitar electronic circuit, cables and sound-card settings.

- In almost all cases, amp sims and stomp box simulators don't introduce noticeable latency. STL ToneHub doesn't introduce any noticeable latency. If you're experiencing latency issues, check your interface's settings. Experiment with your input's buffer size. We recommend a setting of 128 samples.

STL Tones User Account

In your STL Tones User Account, you will have access to your product installers, and latest software updates. To login to your user account, go to http://www.stltones.com and click the 'Login' button in the upper right-hand corner of the window. If you don't have a user account, please create one by clicking 'Create Account' inside the same login window. Please note, by purchasing a product with STL Tones, you aren't automatically assigned a user account, you need to manually sign up in order to have access to your downloads and logging in.

License Location

- In your STL Tones account you will have access to your product installers and latest updates. By clicking your product download link, a new window will open that will show your Activation License

- To login into your user account, go to http://www.stltones.com and click on the "Login" button 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.

Please create an iLok account by visiting http://www.ilok.com and download the latest version of the iLok license manager application. This will allow you to register your serial number and deposit your license to your computer or an iLok USB key. NOTE:- **You DO NOT need an iLok USB Dongle in order to use this plugin. You can simply register your iLok license code to your computer that you intend to use the plugin on.**

Install the **iLok License Manager**, open the program on your computer, and sign in with the iLok User ID information that you created at http://www.ilok.com. When logged in, a list of available destinations for license placement will be displayed under your

User ID, such as your computer, or your iLok USB Keys. A list of all currently activated products will be shown in the main right list window. Inactive licenses will be shown in the "available" tab on the top.

You can drag and drop licenses to deposit them in your computer or iLok USB Keys.
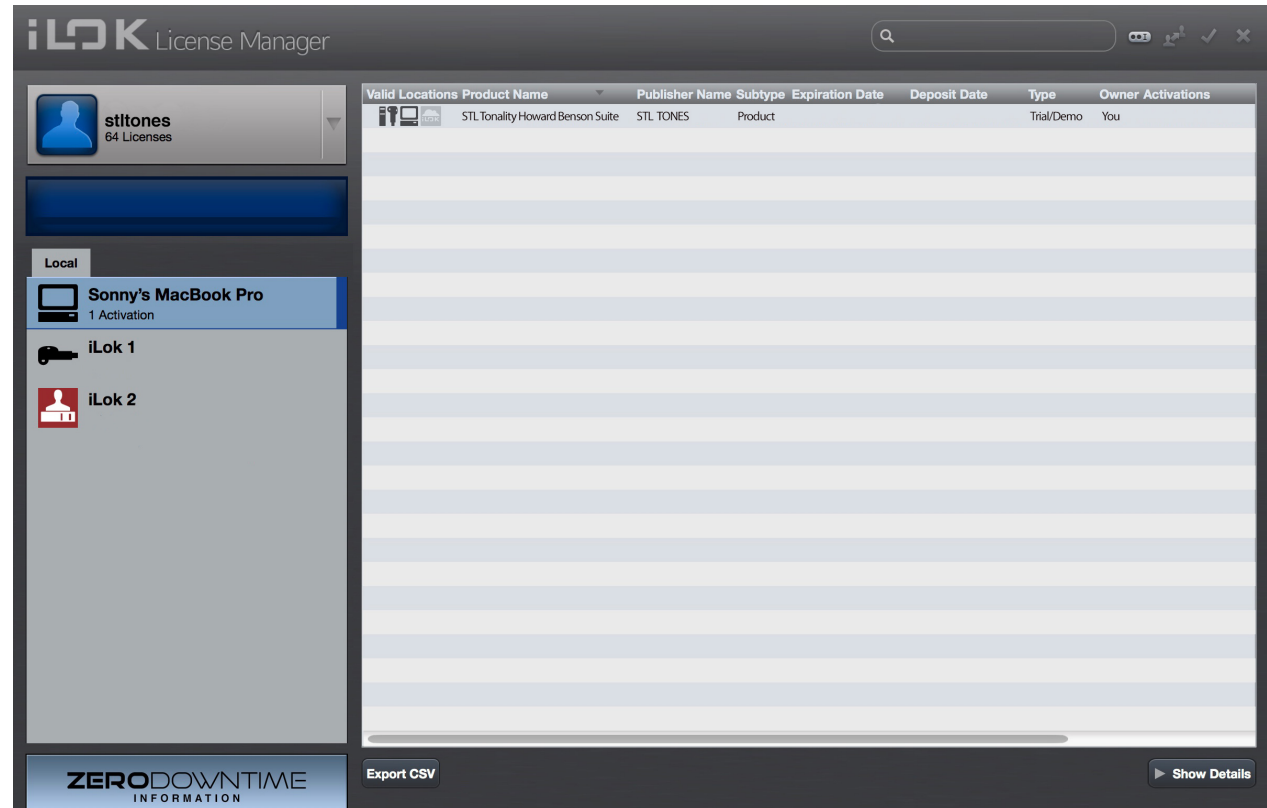
- Run the provided installer which you will receive via email, follow the on-screen instructions given by the installation software. NOTE - both PC and Mac installers are provided within in the same folder.
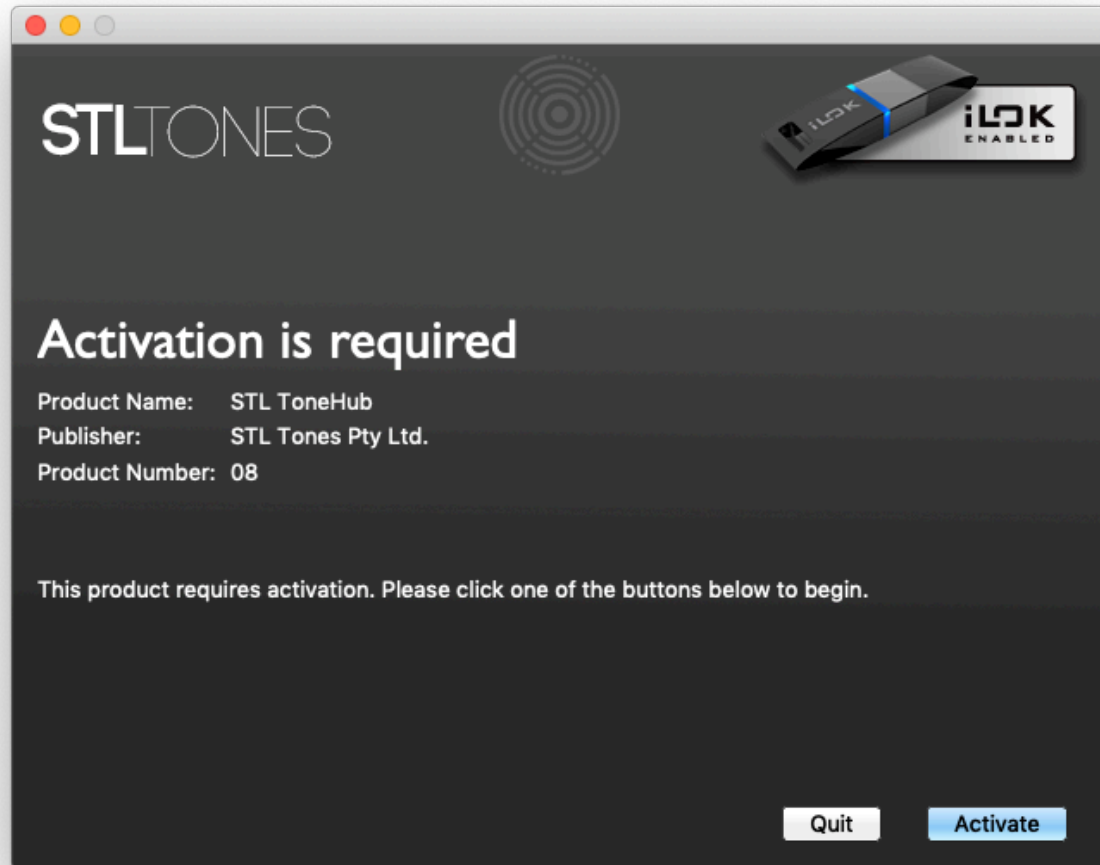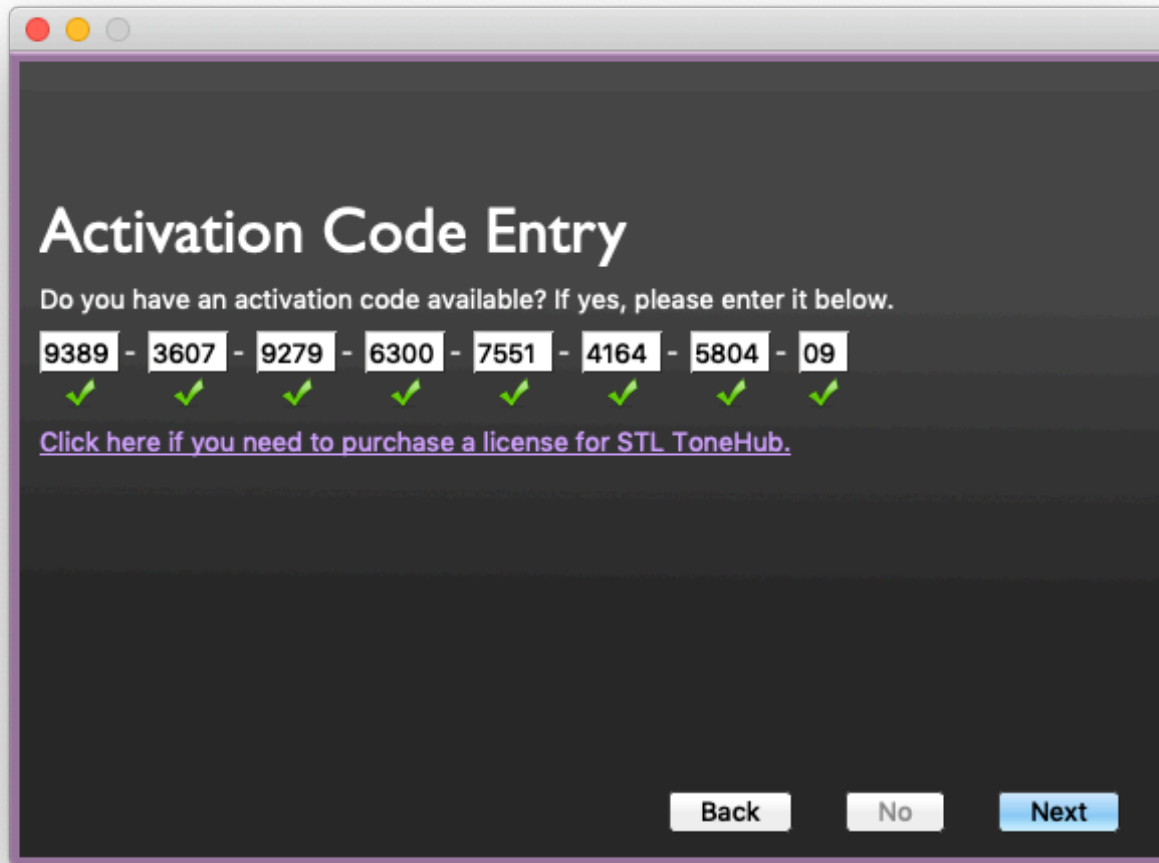

License Activation

The plugin won't be functional until you activate it with a valid iLok license.

Follow these steps to complete the software activation.

STEP 1 -

After logging in to your iLok Account, click on the "Activate" button and go through the process to authorise your software.

Activation Code Entry

Do you have an activation code available? If yes, please enter it below.

9389 - 3607 - 9279 - 6300 - 7551 - 4164 - 5804 - 09
✓   ✓   ✓   ✓   ✓   ✓   ✓   ✓

Click here if you need to purchase a license for STL ToneHub.

Back   No   Next

STEP 2 - Enter your activation code and if valid, green ticks will appear, as seen in the image below.
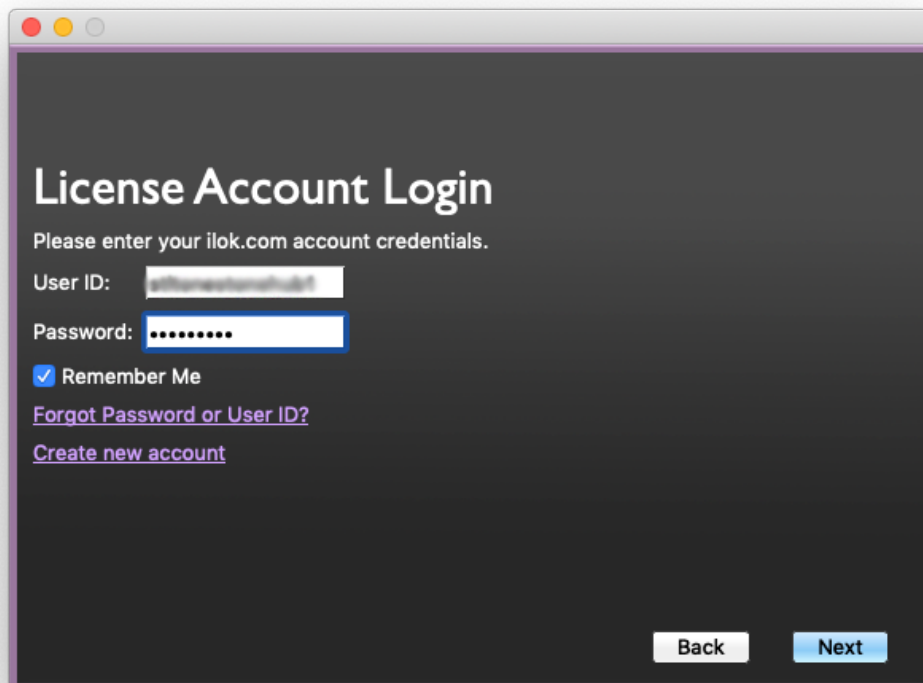
STEP 3 - Sign in to your iLok user account. If you haven't yet created one, click on the 'Create new account' link, and you will be directed to <u>ilok.com</u> to create an account, which is free.
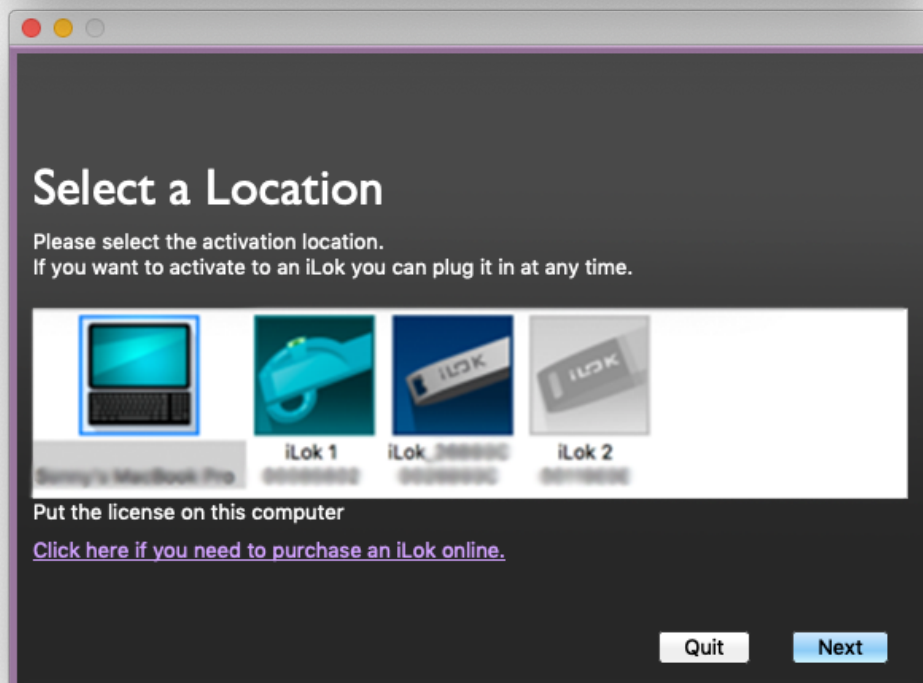
STEP 4 - Here you will see all available locations to place your license. Select either your computer, iLok Cloud, or iLok USB key.

Successful Activation

Congratulations, STL ToneHub has been activated!

Continue
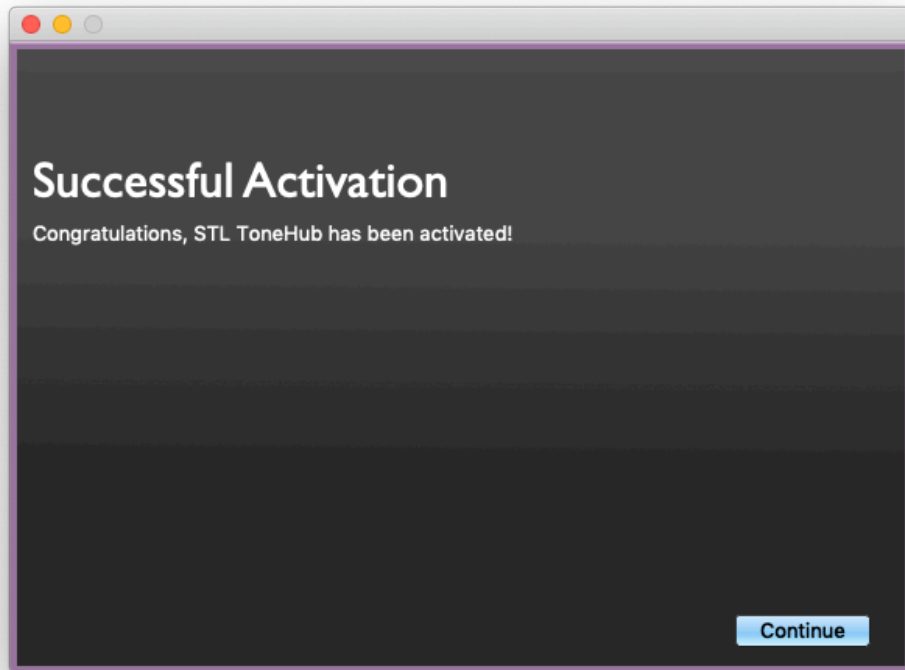
STEP 5 - Successful Activation window will appear, confirming you have registered your product correctly.
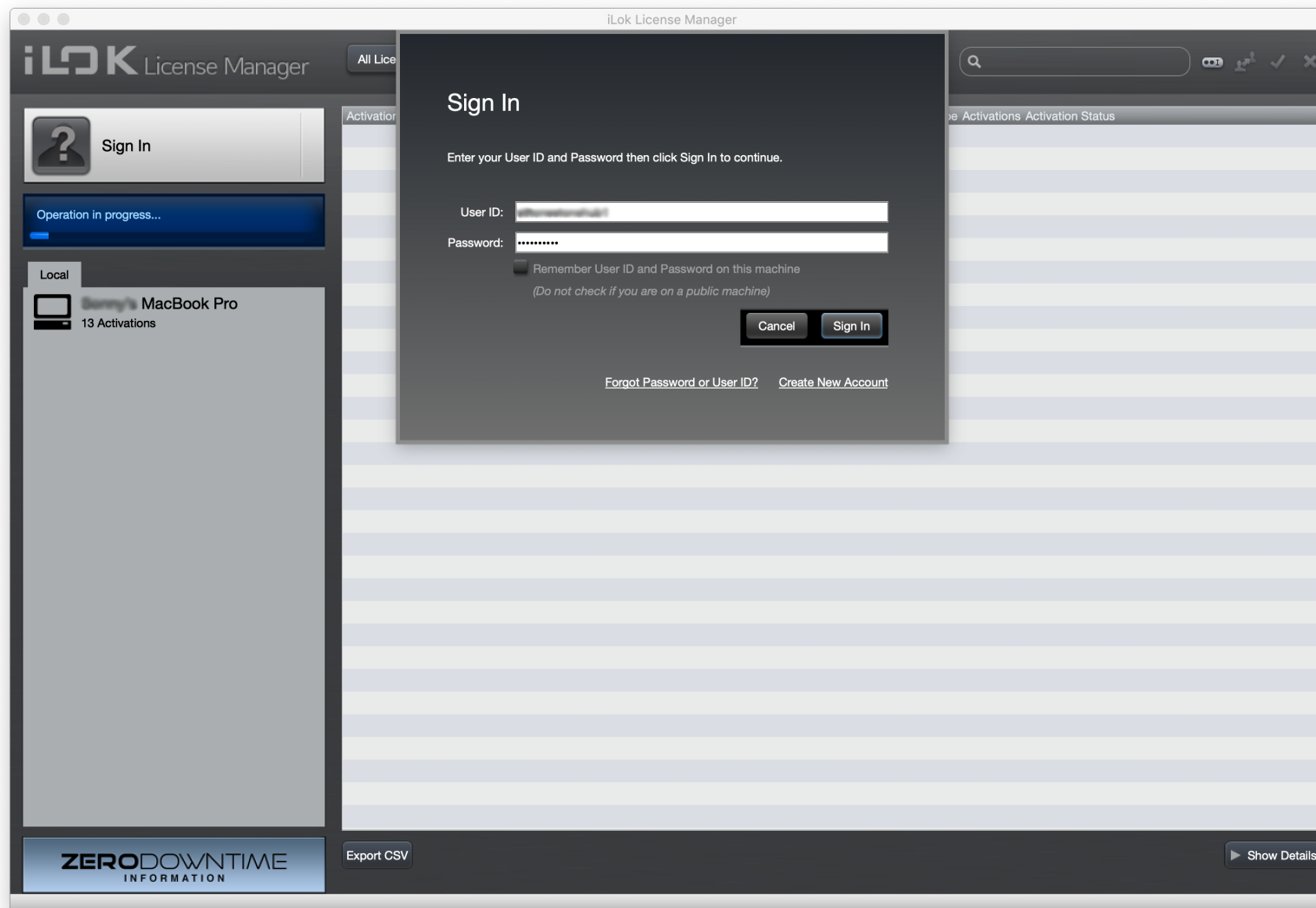
Step 1: download your ToneHub Artist Preset pack installer that is sent to you via email. *Both PC and Mac versions are in the same downloaded folder.*

Step 2: run the Preset Pack installer.

Step 3: If your DAW is currently open, close the daw.

Step 4: Open iLok License Manager and click the Sign In button on the top left.
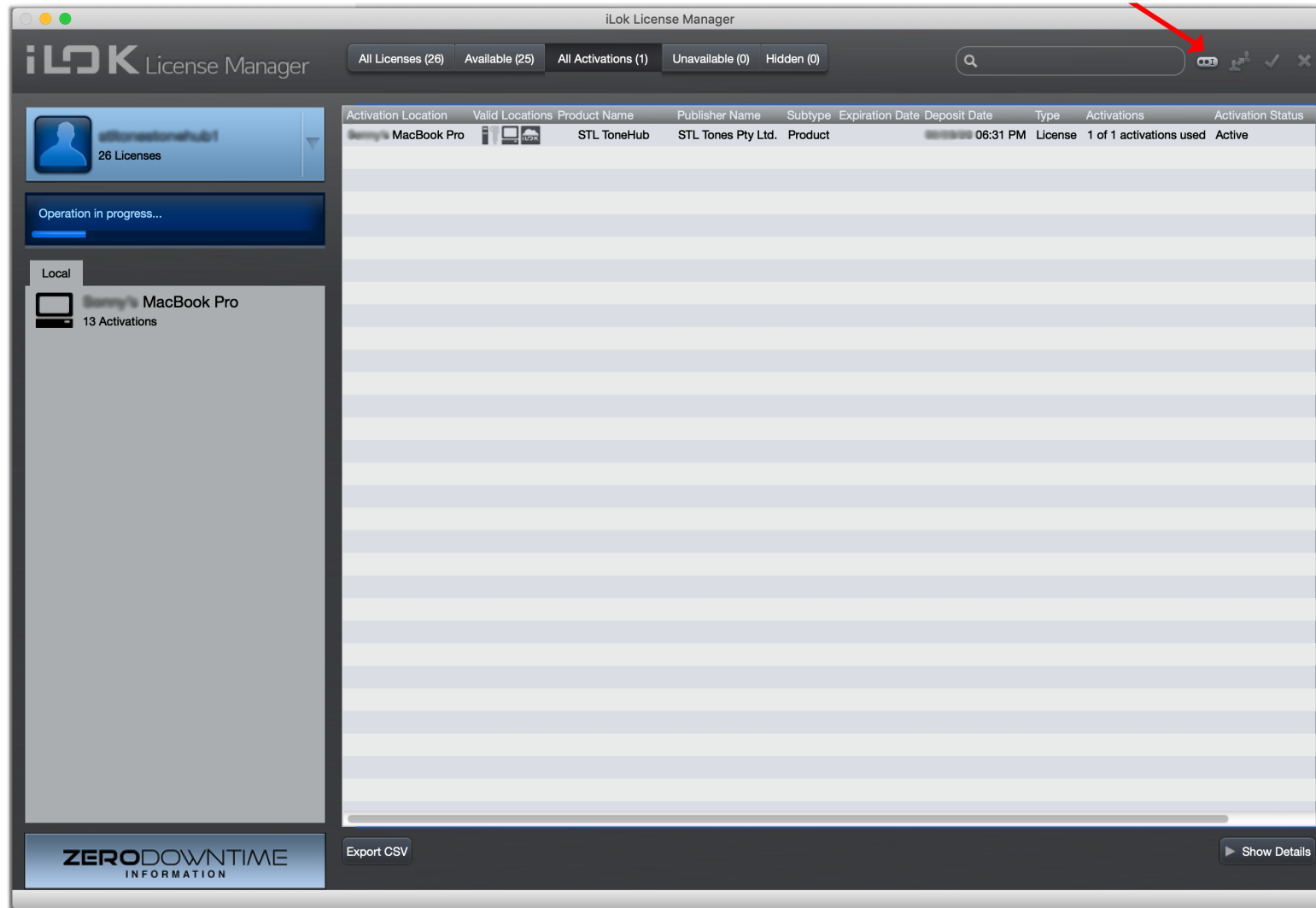
Step 5: locate your activation code which is sent to you via email.

Step 6: Click the two dots up the top right-hand corner within iLok License Manager.
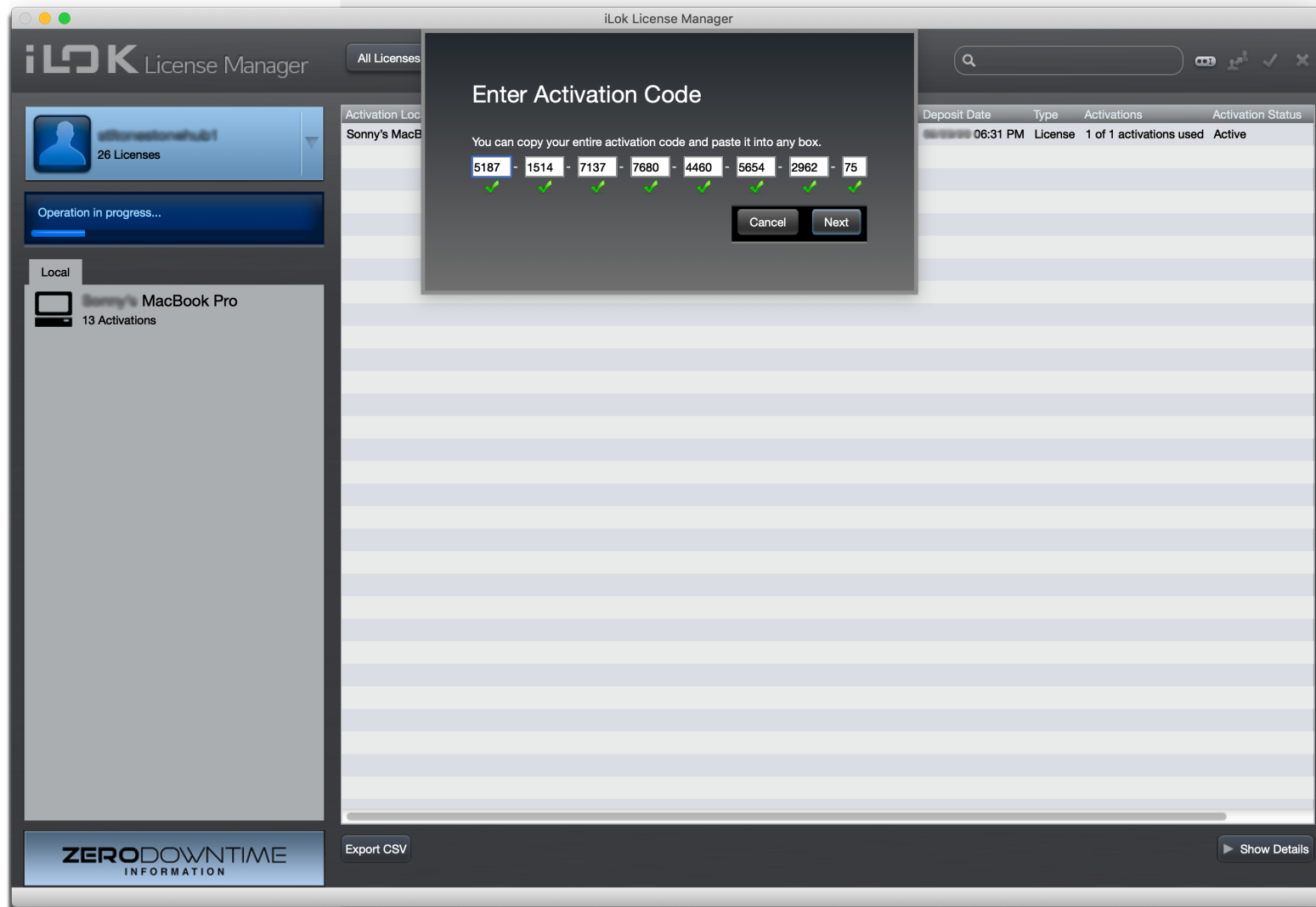
Step 7: Once your code has been entered, click the Next button.
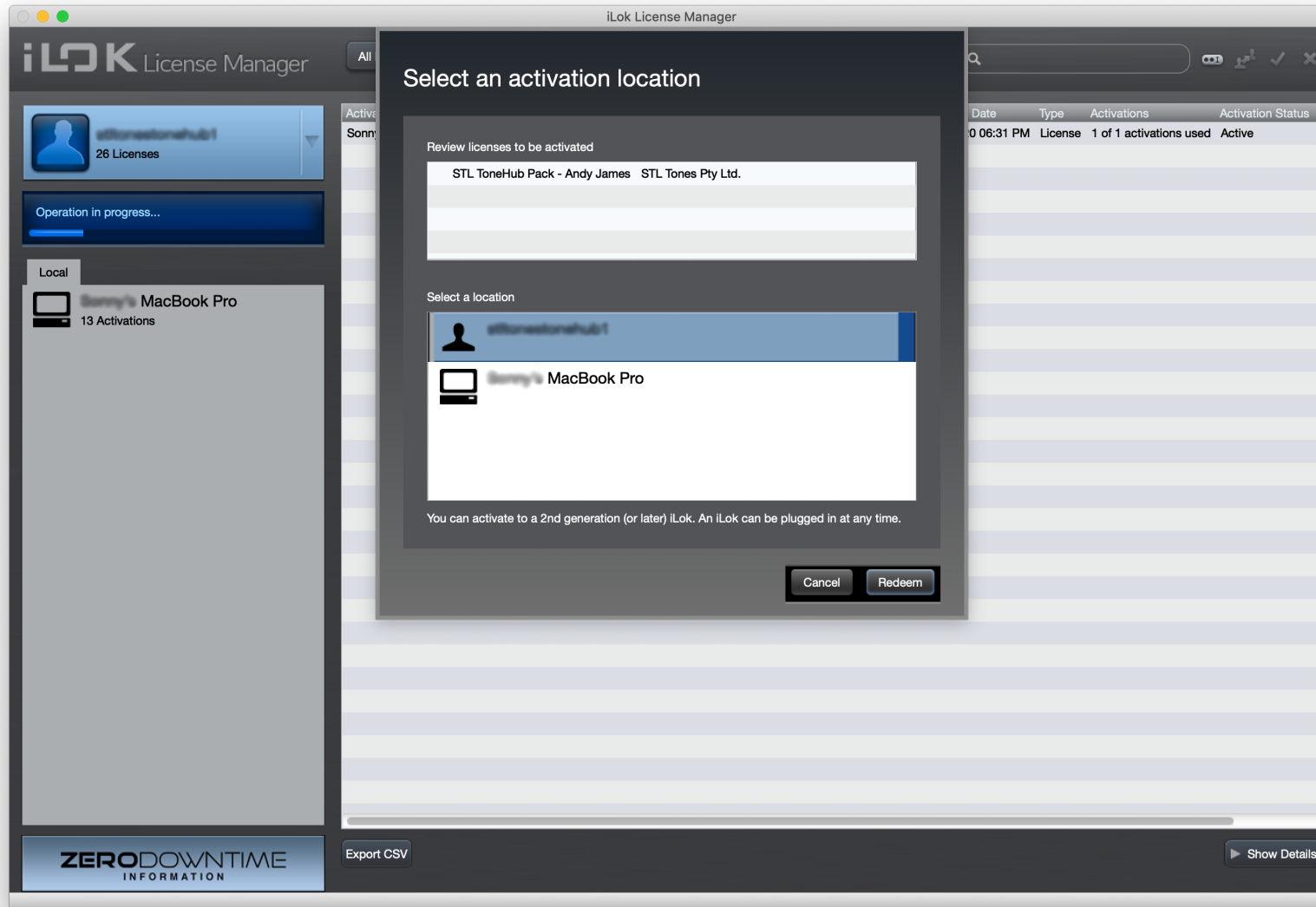
Step 8: select where you would like to activate your Preset Pack to. Here you can select to activate to your computer, iLok Cloud, or your physical iLok USB dongle.

Step 9: Open your DAW, and your pack will now be readily available to use within the STL Tonehub plugin.

Input Control: will affect how much signal the plugin will receive. This will affect the amount of distortion range of the Gain pots in the Amplifier and Stomp Sections. *TIP: In order to make the virtual circuits react naturally to your guitar playing, it is vital to use the correct signal level, so we suggest using the Input Level Listener feature located below the tuner icon.*

Output Control: will affect how much signal the plugin will feed out to your DAW channel.

Gate: Cuts unwanted noise spill, hiss or hum by setting a threshold at which the input signal needs to be above for processing.

Tuner: Click to open. The tuning indicator light will span from left to right and turn green when the note is in tune (middle position). Please note, all the other controls in Tonehub are disabled until the Tuner window is closed.
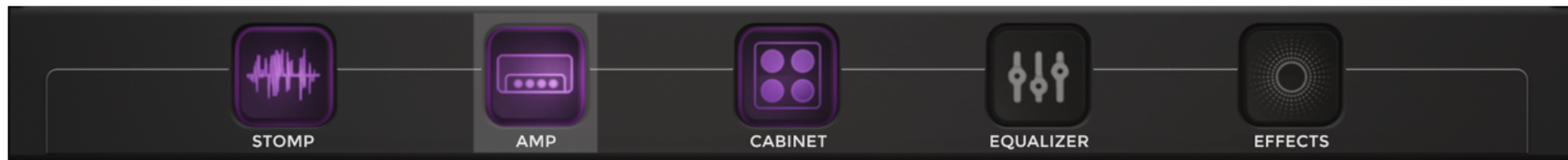
Stomp Button: This button will navigate you to Stomp section.

Amp Button: This button will navigate you to the Tracing Amplifier Module.

Cab Button: This button will navigate you to the 3d Cabinet Mixer.

Equalizer Button: This button will navigate you to the Master Eq module.

Effects Button: This button will navigate you to the Effects section, where you will find all the plug-ins time based effects such as Delay, Reverb, Chorus, Flanger, Phaser, and Tremelo. Right-clicking the Effects button will bring up the Spillover FX Tail function, which allows Reverb, Delay and Space Verb tails to continue when you turn an effect on/off or switch to a different preset.

On / Off functionality: When each of the modules is powered on, you will notice the button will be **purple**, when the module is off, it will be **white**. The module you are currently browsing will have a white shape around it, as seen in the image above (Amp module).

The Stomp section is where you will find a Compressor, six different Overdrive pedals, a 6-band graphic EQ as well as Volume and Wah pedals.

The core amplifier behind the scenes of the Tonehub plug-in, is the incredibly powerful Tracing Amplifier. We spent over 2 years designing this amplifier from the ground up, to not only be able to capture the precise characteristics of the huge variety of hardware amplifiers in todays market, but also have the important real-feel when playing.

The Tonehub audio core is based on a hybrid engine, combining STL proprietary Tracing Technology and analog modeling at its finest to get the most accurate sounding snapshot of a guitar or bass chain, from pedals to amps, cabs, mics and preamps with the possibility to change the settings maintaining an impressive degree of realism. This is an unprecedented leap in algorithm advancement.

The cabinet plays an integral role in a complete rig's overall tone and character. The Cabinet Module within Tonehub gives you the flexibility to not only move the microphone position vertically & horizontally, but also the user can adjust the angle up to 45 degrees. The main point mixer is scaled in size to give you the ability to make very small, distinctive adjustments. You can now get more creative control than ever with the 3D mixer.

Distance: this controls how close/far away the microphone is from the speaker cone.

Angle: this controls the angle of the microphone, from 0 to 45 degree's in motion.

Resonance: this control simulates the power amp + speaker interaction in tube amplifiers. It provides a boost in the guitar cabinet speaker resonant frequencies.

Hi Pass: lets you select the frequency range of the high pass filter. It ranges fro 10Hz to 400Hz, and can be useful to control the low-end response of the speaker.

Lo Pass: lets you select the frequency of the low pass filer. It ranges from 6KHz to 22KHz and can be useful to control the high end response.

The Master EQ module within Tonehub is an indispensable tool for shaping your tone. With an extended frequency range, you can add air and sheen. Featuring classic Hi-Pass and Lo-Pass controls, paired with 36dB excursion Hi-Shelf and Lo-Shelf filters in addition to two fully parametric peak controls with adjustable bandwidth, whether you need tone shaping or surgical equalization, this module allows you to craft any type of tone and fit it into your mix with ease.

Delay: There are 9 controls for the Delay Pedal.

1) Mix, which controls the mix of your signal, from 0-100%. 100% is for an equal mix. The dry signal always passes unprocessed, when the mix is at 100%, the delayed signal has the same amplitude, therefore at 50%, the delayed signal is lower. **2) Feedback**, controls the feedback and repeats of the Delay. **3) Time**, which sets the delay time note. This value can be synced to the Daw by clicking the **(9)'BPM Sync'** button. You can also use the **'Tap'** button to Tap a specific delay time of your choice. **4) Lo Pass**, this controls the eq of the delay repeats from 1000Hz to 22050Hz. **5) Hi Pass**, this controls the eq of the delay repeats from 20Hz to 1000Hz. **6) Depth**, this controls the modulation depth of the delay repeats from 0-100%. **7) Rate**, this controls the modulation rate of the delay repeats from 0Hz to10Hz. **8) Pre/Post Switch**, this switch allows you to choose the delay position in the chain. Use Pre if you want the delay in front of the amp, or Post if you want it in the loop of the Amp. *NOTE, you can only use the effect in Stereo mode when the switch is in Post Mode.*

Reverb: There are 9 controls for the Reverb Pedal. **1) Wet 2) Dry**, which controls the balance of the dry and wet signal. **2) Delay**, controls the delay time before the reverberated signal appears. **3) Length**, which sets the time of the Reverb, from 0-10seconds without temporal reference. **4) Lo Pass**, this controls the eq of the delay repeats from 1000Hz to 22050Hz. **5) Hi Pass**, this controls the eq of the delay repeats from 20Hz to 1000Hz. **6) Depth**, this controls the modulation depth of the delay repeats from 0-100%. **7) Rate**, this controls the modulation rate of the delay repeats from 0Hz to10Hz. **8) Pre/Post Switch**, this switch allows you to choose the reverb position in the chain. Use Pre if you want the reverb in front of the amp, or Post if you want it in the loop of the Amp. **9) Hall / Plate Knob**, selects the type of reverb effect. *NOTE, you can only use the effect in Stereo mode when the switch is in Post Mode.*

Space Verb: There are 11 control for the Space Verb Pedal. **1) Wet 2) Dry**, which controls the balance of the dry and wet signal. **3) Delay**, controls the delay time before the reverberated signal appears. **4) Length**, which sets the time of the Reverb. **5) Mix (Shimmer)**, which controls the mix of the Shimmer effect from 0-100%. **6) Mode**, switches between the different Shimmer modes. **7) Delay (Shimmer)**, controls the delay shimmer delay time. **8) Depth**, this controls the modulation depth of the delay repeats from 0-100%. **9) Rate**, this controls the modulation rate of the delay repeats from 0Hz to10Hz. **10) Lo Pass**, this controls the eq of the delay repeats from 1000Hz to 22050Hz. **11) Hi Pass**, this controls the eq of the delay repeats from 20Hz to 1000Hz.

Page 2: on page 2 of the effects module you will find 4 additional effect pedal.

Chorus: there are 3 controls for the Chorus Pedal. **1) Depth:** this controls the depth of the effect from 0-100%. **2) Rate:** this controls the rate from 0.1Hz to 5.0Hz. **3) Level:** controls the overall mix of the effect. **Flanger: 1) Speed:** controls the speed of the modulation from 0.1Hz to 10.0Hz. **2) Depth:** controls the depth of the modulation from 0-100%. **3) Feedback:** controls the feedback and repeats of the modulation from 0-100%. **4) Level:** controls the mix level of the overall output of the modulation from 0-100%.

Phaser: there are 3 controls for the Phaser Pedal. **1) Speed:** controls the speed of the modulation from 0.02Hz to 20.0Hz **2) Depth:** controls the depth of the modulation from 0-100%. **3) Level:** controls the overall mix level of the modulation. **Tremelo:** there are 2 controls for the Tremelo Pedal. **1) Depth:** controls the depth of the modulation from 0-100%. **2) Rate:** controls the rate/speed of the modulation from 1.0Hz to 10.0Hz.

Bass / Mid / Treble: the classic tonestack controls. Like in real amplifiers, every control influences the tonal response of the others involved in the circuit.

Presence: controls the high frequency content in the power-amp section, it works in the power-amp feedback.

Resonance: controls the low frequency content in the power-amp section, it works in the power-amp feedback.

Gain: controls the amount of gain and saturation of your sound. In Clean mode (if applicable to the module), it influences the overall perceived output volume more than in Lead mode, where it controls mostly the amount of distortion.

Volume: controls the overall volume of the amp. It also affects the frequency response. Higher master volume will react as the Master volume control on a real tube amp. This level will be the input level of the power amp.

Level: controls the output volume of the amplifier.

Bias & Sag: these controls help you get the correct poweramp feel by changing the headroom and dynamic response of the virtual circuit.

Preset	Artist	Amplifier	Cabinet	Microphone	Guitar	Pickup	Notes
01 SLO100 L Gain	ToneHub Core Vo...	Soldano SLO100	Mesa 4x12 Oversi...	SM57 & Royer 121	Fender Jaguar	SH11 Custom	Low Gain
02 SLO100 M Gain	ToneHub Core Vo...	Soldano SLO100	Mesa 4x12 Oversi...	SM57 & Royer 121	Fender Jaguar	SH11 Custom	Mid Gain
03 SLO100 H Gain	ToneHub Core Vo...	Soldano SLO100	Mesa 4x12 Oversi...	SM57 & Royer 121	Fender Jaguar	SH11 Custom	High Gain
04 Fried BE100 L ...	ToneHub Core Vo...	Friedman BE100 ...	Marshall 1960a	SM57 & 421	Fender Strat	Stock	Low Gain
05 Fried BE100 M...	ToneHub Core Vo...	Friedman BE100 ...	Marshall 1960a	SM57 & 421	Fender Strat	Stock	Mid Gain
06 Fried BE100 H ...	ToneHub Core Vo...	Friedman BE100 ...	Marshall 1960a	SM57 & 421	Fender Strat	Stock	High Gain
07 Fried BE100 H ...	ToneHub Core Vo...	Friedman BE100 ...	Marshall 1960a	SM57 & 421	Fender Strat	Stock	High Gain
08 Fried BE100 H ...	ToneHub Core Vo...	Friedman BE100 ...	Marshall 1960a	SM57 & 421	Fender Strat	Stock	High Gain
09 6534+ H Gain 1	ToneHub Core Vo...	Peavey 6534+	Soldano 4x12	SM57 x 2	ESP Eclipse	EMG 81/85 Combo	High Gain
10 6534+ H Gain 2	ToneHub Core Vo...	Peavey 6534+	Soldano 4x12	SM57 x 2	ESP Eclipse	EMG 81/85 Combo	High Gain
11 Match DC30 C...	ToneHub Core Vo...	Matchless DC30	Matchless 2x12 w...	Royer 121 + 421	Fender Telecaster...	NA	Clean
12 Match DC30 C...	ToneHub Core Vo...	Matchless DC30	Matchless 2x12 w...	Royer 121 + 421	Fender Telecaster...	NA	Clean
13 Match DC30 M...	ToneHub Core Vo...	Matchless DC30	Matchless 2x12 w...	Royer 121 + 421	Fender Telecaster...	NA	Mid Gain
14 Match DC30 M...	ToneHub Core Vo...	Matchless DC30	Matchless 2x12 w...	Royer 121 + 421	Fender Telecaster...	NA	Mid Gain Fuzz

Located in the main window of the STL Tonehub Plugin, this window is where you can browse all the information for each Artist or Producers Preset Pack. This window is customizable, whereby you can click and drag any column to your liking. You can also arrange each column alphabetically by clicking the top of each column.

Preset Management: Note, all presets within an official Tonehub preset pack are editable, however they will default back to their original settings if not saved to your own personal bank. Please see 'Preset Manager' section on the next page for more information.
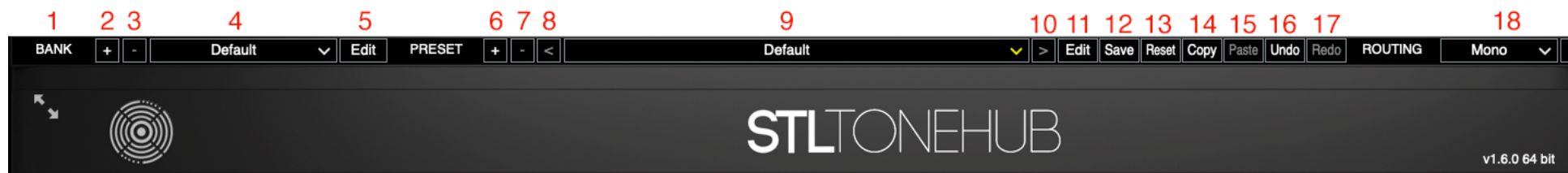
In the STL Tonehub header section, you will find controls for the Tonehub proprietary Preset Management System:

- **1) Bank**: A bank is a group of presets which can be imported or exported to file, in order to save or recall settings, or to move them from one DAW to another.

- **2) Add Bank (+)**: lets you add a new Preset Bank. You can change the Preset Bank name by clicking the EDIT button to the right of the Preset Bank.

- **3) Remove Bank (-)**: lets you remove the selected Preset Bank.

- **4) Preset Bank Dropdown Menu:** This is where you can select which bank you want to use. Click the dropdown menu to view more Preset Banks.

- **5) Edit:** by clicking this button you can edit the name of the current Preset Bank through a dialog box. You need to create a new User Bank in order to edit or remove.

- **6) Add Preset (+)**: lets you add a new preset to the current bank. Clicking on this button will create and load a new preset with a default name ("Preset"), using the current preset plug-in settings. If you customize a certain preset within an Artist Pack, you can easily save your settings by creating, and saving your own preset in this section.

- **7) Remove Preset (-)**: lets you remove a preset from the current bank. Clicking on this button will erase the current preset and load the settings of the previous one on the list (or the next one, in case the removed preset was the first of the bank).*There is no undo function, so use this control carefully*.

- **8) Toggle Left (<)**: lets you toggle between presets within the Preset Selector.

- **9) Preset Selector:** lets you switch between presets contained in the current bank. Clicking on this control will open a drop down menu showing all the available presets. Selecting a preset will immediately update the plug-in settings to the ones stored into it. *PLEASE NOTE :- If you edit a preset, and click to another preset, the settings will not be saved automatically. You need to save the presets before proceeding to the next preset.*

- **10) Toggle Right (>)**: lets you toggle between presets within the Preset Selector.

- **11) Edit:** by clicking this button you can edit the name of the current preset through a dialog box.
  Once a preset is loaded, as soon as you edit one of the plug-ins settings, an **asterisk** ("*") will appear next to the preset name, in order to remind you that the settings for that preset are changed. You can revert the settings back using the Revert function or permanently update them using the Store function. *PLEASE NOTE :- If you edit a preset, and click to another preset, the settings will not be saved automatically. You need to save the presets before proceeding to the next preset.*

- **12) Save**: lets you store the selected preset settings as its original state. Clicking on this button will save all the current plug-in settings and mark them as the last saved state, meaning that every successive use of the Revert function, will recall these settings. This control is enabled only when a preset has been changed from its original state and will be disabled as soon as you click it (you'll also notice the asterisk next to the preset name disappear).

- **13) Reset**: lets you reset the selected preset settings to the original state. Clicking on this button will discard all the current plug-in settings and reload the last saved ones.

- **14) Copy**: lets you copy the current preset settings on the plug-in's clipboard. You can then use the Paste function to reload them. The great thing about this control, is that the plug-in's clipboard is shared among different STL ToneHub instances, so you can conveniently copy and paste settings from one to another, without having to explicitly save and load the bank.

- **15) Paste**: lets you load the preset settings available on the plug-in's clipboard. You can then use the Copy function to store them. The great thing about this control, is that the plug-in's clipboard is shared among different STL ToneHub instances, so you can conveniently copy and paste settings from one to another, without having to explicitly save and load the bank.

- **16) Undo**: lets you undo your most recent move.

- **17) Redo**: lets you redo your most recent move.

- **18) Routing**: lets the user select the processing mode of the plug-in (Mono or Stereo). It is important to note that a complete stereo separation, and thus a correct stereo image preservation, is only possible when STL ToneHub is placed on a stereo bus and fed with a stereo signal with left and right components panned at 100%. Feeding STL ToneHub with two tracks panned at less than 100% left and right, will not preserve the correct stereo separation of the tracks at the output. Stereo Mode will double the CPU load of the plug-in, as the two audio channels are being implicitly processed by two separated instances of the plugin.

- **Preset Bank Location:** Please note, Preset Bank, and Presets files are located on your local drive. See below for locations. **Mac** - Users/Documents/STL/ToneHub/Banks **PC** - C:\Users\Documents\STL\ ToneHub\Banks

How do I connect a MIDI foot controller to control my STL Tones plug-in?

Using MIDI cables, connect the MIDI Out port to the MIDI In port on a MIDI audio interface.

MIDI Connector and port

My audio interface doesn't have MIDI ports. Can I still use a foot controller?

Yes absolutely! Using a MIDI to USB interface, connect the MIDI Out port on the foot controller to the USB port on your computer.

MIDI INTERFACE

Can I use other USB MIDI devices to control my STL Tones plug-ins?

Yes, simply connect the USB MIDI device (keyboard controller etc) straight to the USB port of your computer using the products supplied USB cable.
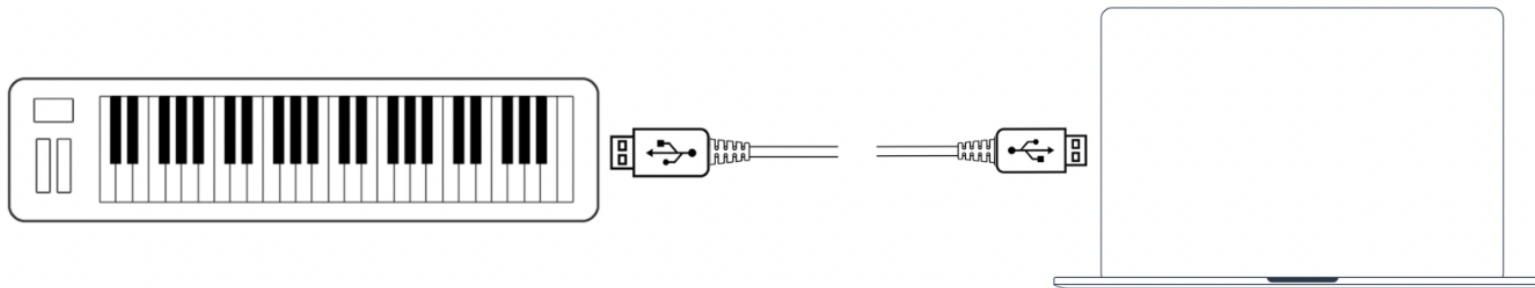
IMPORTANT NOTE

Be sure to follow the instructions that came with the MIDI controller, which may include installing the correct driver on your computer. Check the manufacturer's website for the latest driver software. If you are using a MIDI interface, be sure to follow the instructions that came with the interface.

MIDI SETUP - Standalone

- Open the standalone version and click on the Audio I/O button.

- Select the MIDI inputs (device) connected to your computer you want to use - all done!

- Enable *MIDI Learn* by right-clicking on the Tonehub plugin parameters and UI sections you want to assign MIDI controls:

  - **MIDI Learn - Preset***:* this feature will store the MIDI bindings at Preset level. Preset level bindings have priority over Global Bindings, meaning that assigning a MIDI PC or CC message at preset level will override bindings of the same messages assigned at Global level, if any. Preset level bindings are saved within the active preset and recalled when the preset becomes active. Remember to save the preset using the Preset Manager (check the Header Controls section) if you want to persist the MIDI bindings.

  - **MIDI Learn - Global**: this feature will store the MIDI bindings globally for the application/plug-in. Global bindings are shared among presets, meaning the registered MIDI assignments will remain active even when changing presets (unless overridden by a Preset level assignment as described above).
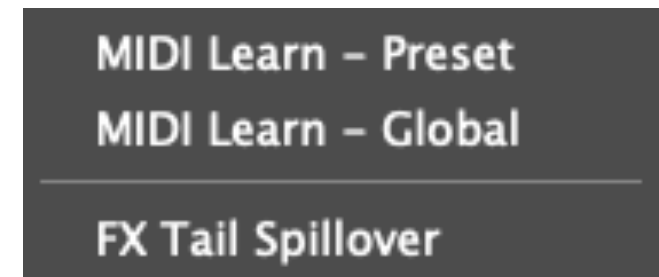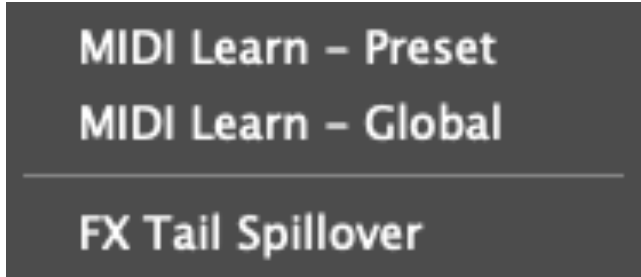
- Once you select the binding type, the application will notify you that it's ready to perform the assignment: just press the MIDI note/trigger you want to assign to the selected parameter on the MIDI controller and the binding will be stored and the MIDI Learn popup menu will then disappear. You can now adjust the plug-in parameter value using the MIDI controller.

- All MIDI activity is managed in the MIDI settings panel, accessed by clicking on the MIDI icon located below the Input Level Listener.

FX Tail Spillover

The term *Spillover* refers to the possibility of keeping the tail of an ambience effect (ex. Delay or Reverb) playing even when the effect is being switched off, to achieve a smoother change between two different sounds by fading out any possible decay instead of truncating it abruptly.

Enable the FX Tail Spillover function by right-clicking the 'Effects' button in the Navigation Tab, and click 'FX Tail Spillover'.

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

In order to help us assist you the best way possible, please provide the following information to our support team: Product Version Number (e.g STL ToneHub - 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, Apogee Duet 2, etc.) Computer and operating system info (e.g Macbook Pro OS X 10.9.6, Windows 10 ver 1709, etc.)

Please include a detailed description of your problem.

Troubleshooting

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) Download the latest iLok License Manager application from iLok.com, install it, run the program and login with your iLok credentials.
6) Log into your STL Tones User Account and download the latest installers for the plug-in.
7) Run the latest installers and start your host program.
8) To confirm, ensure that your host program is reading the latest version of our software.

iLok synchronisation:
If you receive a message telling you to activate your licenses again, follow these steps.

Fix iLok connectivity:
If your iLok cannot connect to your computer, try plugging it in through a powered USB 2.0 hub – this will increase the likelihood that the iLok will connect to the computer. Once it is synched, it should be able to be plugged back into the computer's USB port for use.

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 plug-ins 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 cannot find your STL ToneHub plugin in Reaper, follow these steps in order to make the plugin available.
Step1:
Download and install the latest version of iLok License Manager from iLok.com. After you install, open it and login with your iLok credentials. If you don't have an iLok account, please create an account for free at iLok.com.
Step2:
Now check if the plugin is installed on your computer in the default folder.

File Locations: MAC
VST: Macintosh HD/Library/Audio/Plug-ins/VST/STL ToneHub
Note: The plug-in files are "Universal Binaries, which means that 32-bit and 64-bit plug-ins are included in the same file / Location.
File Locations: Windows
32-bit VST: C:\Program Files (x86)\Steinberg\VSTPlugins\STL ToneHub
64-bit VST: C:\Program Files\VSTPlugins\STL ToneHub

If you don't find the respective files please reinstall your STL ToneHub 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 Plug-ins > VST.
Under "VST Plugin Path," make sure that the following path is listed (if not, add it):

Windows:
32-bit VST: C:\ Program Files (x86) \ Steinberg \ VSTPlugins \ STL ToneHub
64-bit VST: C:\ Program Files \ VSTPlugins \ STL ToneHub
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 ToneHub plugin. If the pop-up window tells you to activate please press "activate" button and insert your Full license serial code.

How do I find my plugin in Pro Tools?
If you cannot find your STL ToneHub plugin in Pro Tools, follow these steps in order to make the plugin available.
Step1: download and install the latest version of iLok License Manager from iLok.com. After install, open it and login with your iLok credentials. If you don't have an iLok account, please create an account for free at iLok.com.
Step2: check if the plugin is installed on your computer in the default folder.

VST: Macintosh HD / Library / Audio / Plug-ins / VST / STL ToneHub
AAX: Macintosh HD / Library / Application Support / Avid / Audio / Plug-ins /STL ToneHub
Note: The plug-in files are "Universal Binaries, which means that 32-bit and 64-bit plug-ins are included in the same file/ Location.

File Locations: Windows
32-bit VST: C:\Program Files (x86)\Steinberg\VSTPlugins\STL ToneHub
64-bit VST: C:\Program Files\VSTPlugins\STL ToneHub
32-bit AAX: C:\Program Files(x86)\Common Files\Avid\Audio\Plug-Ins\STL ToneHub

64-bit AAX: C:\Program Files\Common Files\Avid\Audio\Plug-Ins\STL ToneHub
If you don't find the respective files please reinstall your STL ToneHub 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.

Authorization Exception Error Message:

If this error message pops up, follow these steps:
Close your DAW (Pro Tools, Logic, etc.)
Go to iLok.com and download the latest version of the iLok License Manager application.
Run the iLok License Manager installer on your computer.
Restart your computer.
This issue only affects users who have not installed iLok License Manager 4.0.3 or later.

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. Please check the license activation window and double check that it still says you are registered. If not, simply redo the steps mentioned in the License Activation chapter.

Where do I find the installers?

You can download your plug-ins from your STL Tones account. Your account will display the installers and serial numbers for all of the STL Tones products you have purchased.

Where is the STL ToneHub Plugin located on my computer?

Mac:

AudioUnits: Macintosh HD / Library / Audio / Plug-ins / Components / STL ToneHub

VST: Macintosh HD / Library / Audio / Plug-ins / VST / STL ToneHub

AAX: Macintosh HD / Library / Application Support / Avid / Audio / Plug-ins / STL ToneHub

Windows:

32-bit VST: C:\ Program Files (x86) \ Steinberg \ VSTPlugins \ STL ToneHub

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

32-bit AAX: C:\ Program Files(x86) \ Common Files \ Avid \ Audio \ Plug-Ins \ STL ToneHub

64-bit AAX: C:\ Program Files \ Common Files \ Avid \ Audio \ Plug-Ins \ STL ToneHub

Note: The plug-in files are Universal, so 32-bit and 64-bit plug-ins are included in the same file and location.

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

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Sincerely
STL Tones Team!