

STL ToneHub - Plugin User Guide

Version 1.10.0 For Mac & Windows

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INTRODUCTION STL Tonehub - Plugin



Get access to exclusive guitar and bass tones with ToneHub, the all-inclusive plugin platform that brings you Signature Expansion Packs from the biggest names in the industry.

Our ever-expanding roster of expansive and detailed sounds, allows you to explore the unique tones of your favorite producers and guitarists without the need for comparable hardware units. The core amplifier behind the scenes of the ToneHub plug-in is the incredibly powerful Tracing Amplifier, able to capture the precise characteristics of a huge variety of hardware amplifiers while maintaining the important real feel when plugging in and playing.

SYSTEM REQUIREMENTS

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

Minimum 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.

NOTE: 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 your current DAW audio settings.

SUPPORTED HOST SOFTWARE

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

RECOMMENDATIONS

- 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 a 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. They're a lot less noisy than real hardware. If you have noise issues, check your guitar's 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.

Installation and License Activation

STL Download Center

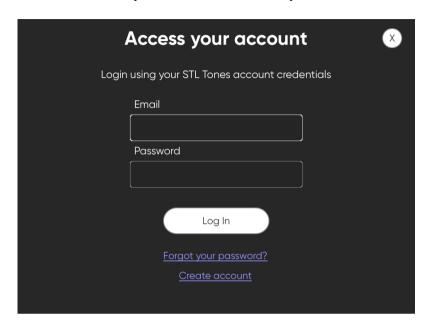
Please visit https://www.stltones.com/pages/file-downloads where you will find the latest installers for your product.

STL License System

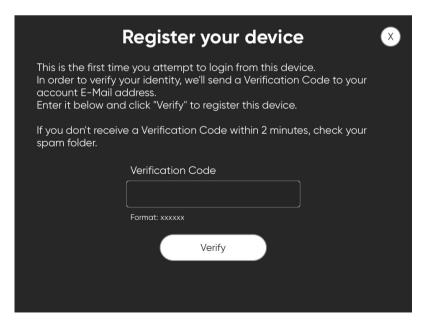
Full License and Trial Information

- 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.
- You can manage your licenses from the account icon in the upper right-hand corner of the plugin.
- 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 ToneHub and all the expansion packs for a full 10 days, simply add a *ToneHub 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:

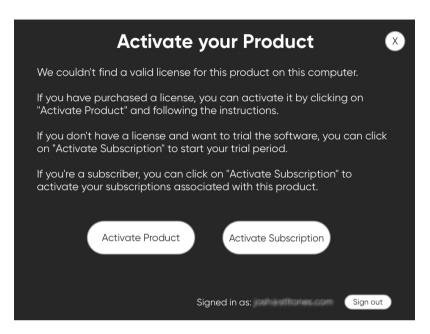
Full License (Online Activation)



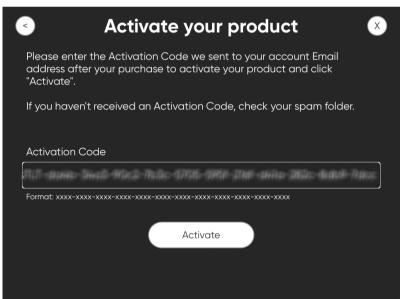
• When you first open the plugin, you will be prompted to log in to your STL Tones user account.



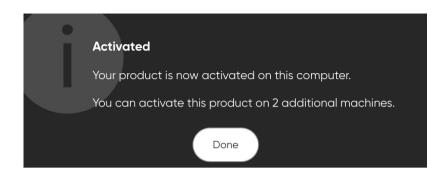
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in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



 You then will be prompted to activate a license. Select "Activate Product".

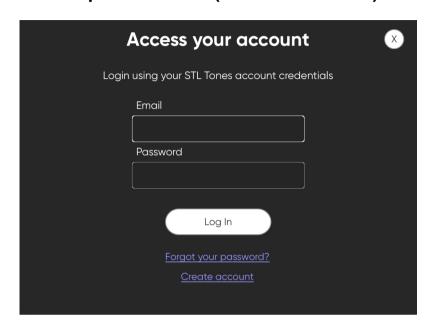


• This will take you to the activation screen. Enter your activation code and click "Activate".

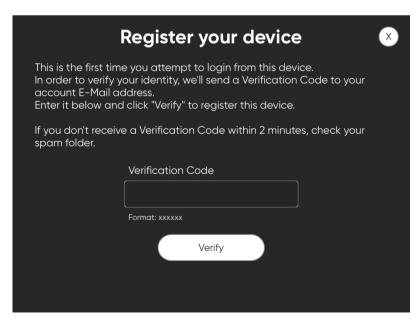


• You have now unlocked your full license!

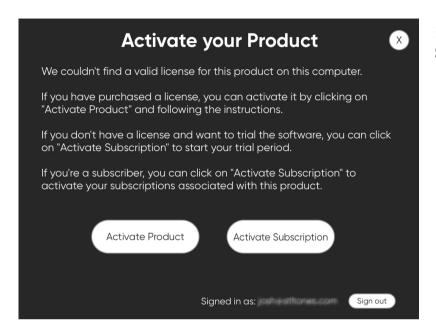
Subscription License (Online Activation)



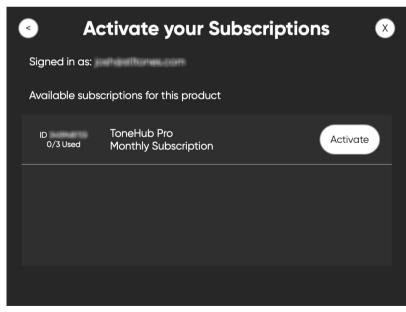
• When you first open the plugin, you will be prompted to log in to your STL Tones user account.



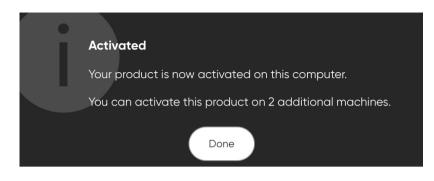
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in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



• You then will be prompted to activate a license. Select "**Activate Subscription**".

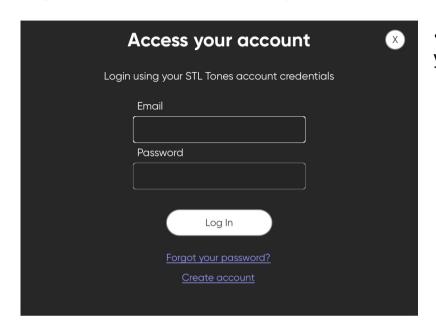


• You then will be prompted to activate the subscription license connected to your account. Select "Activate".

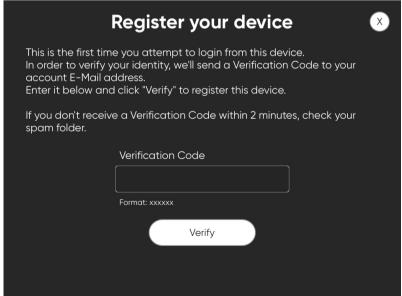


• You have now unlocked your subscription license!

Expansion Pack Full License (Online Activation)



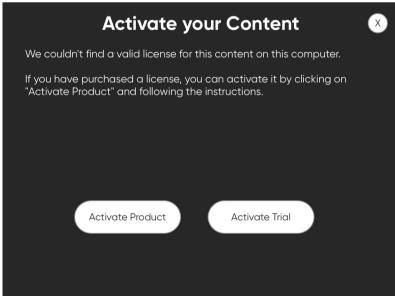
• When you first open the plugin, you will be prompted to log in to your STL Tones user account.



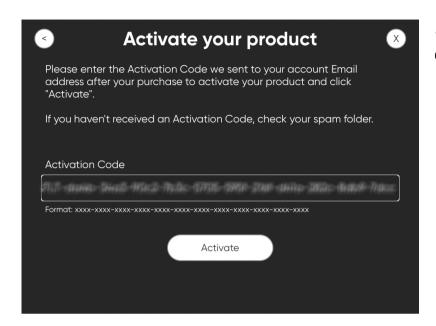
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in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



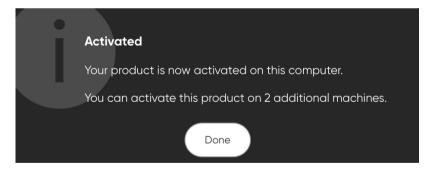
• Activate your expansion pack license by either clicking on the pack's box image or by clicking on the "lock" icon to bring up the activation window.



• You then will be prompted to activate a license. Select "Activate Product".

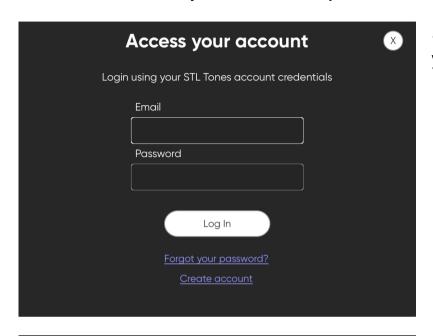


• This will take you to the activation screen. Enter your activation code and click "Activate".

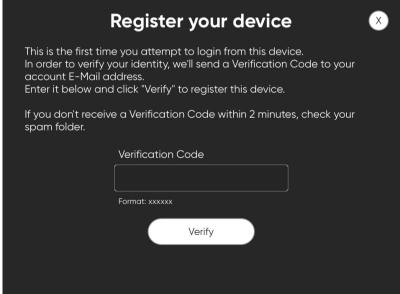


• You have now unlocked your full expansion pack license!

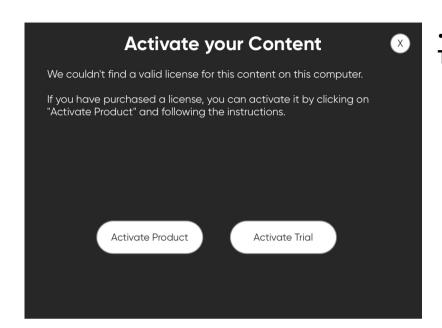
Trial License for Expansion Packs (Online Activation)



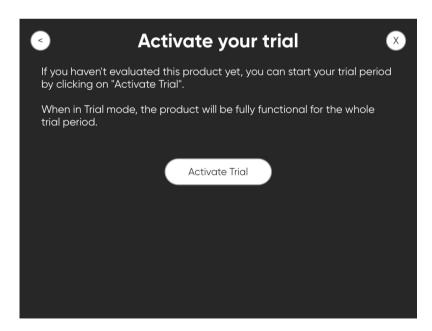
• When you first open the plugin, you will be prompted to log in to your STL Tones user account.



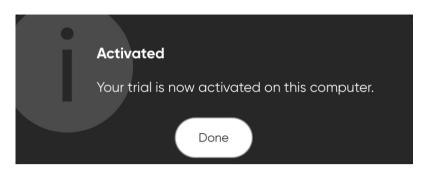
- You will receive an email to the address you provided from activations@stltones.com This email contains your 6-digit verification code. *Note: Check your spam folder if you didn't receive a verification code.*
- Copy this 6-digit code from your email and paste it into the Verification Code field in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

MAIN INTERFACE STL Tonehub - Plugin



Input Control: affects 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: 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: affects 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 the 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-in 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).

STOMP SECTION STL Tonehub - Plugin



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

AMP SECTION STL Tonehub - Plugin



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 today's 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.

CABINET SECTION STL Tonehub - Plugin



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: Controls how close/far away the microphone is from the speaker cone.

Angle: Controls the angle of the microphone, from 0 to 45 degrees in motion.

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

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

Lo-Pass: This 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.

EQUALIZER SECTION



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.

EFFECTS SECTION STL Tonehub - Plugin



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**, controls the eq of the delay repeats from 20Hz to 1000Hz. **6) Depth**, controls the modulation depth of the delay repeats from 0-100%. **7) Rate**, this controls the modulation rate of the delay repeats from 0Hz to 10Hz. **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 0-10 seconds without temporal reference. 4) Lo Pass, this controls the eq of the delay repeats from 1000Hz to 22050Hz. 5) Hi-Pass, controls the eq of the delay repeats from 20Hz to 1000Hz. 6) Depth, controls the modulation depth of the delay repeats from 0-100%. 7) Rate, this controls the modulation rate of the delay repeats from 0Hz to 10Hz. 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 controls 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, controls the modulation depth of the delay repeats from 0-100%. 9) Rate, this controls the modulation rate of the delay repeats from 0Hz to 10Hz. 10) Lo Pass, this controls the eq of the delay repeats from 1000Hz to 22050Hz. 11) Hi-Pass, controls the eq of the delay repeats from 20Hz to 1000Hz.

Doubler: 1) Balance, controls the left/right panning of the effect. **2) Tight**, changes the timing of the effect for a more natural double-tracking performance. **3) Spread**, creates a wider spacial image. **4) Focus**, changes the center point of the doubling effect. **5) Stability**, which controls the steadiness of the pitch of the double.



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

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.

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%.

TRACING AMP CONTROLS



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.

Bass / Mid / Treble: classic tone stack 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.

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 power amp to feel by changing the headroom and dynamic response of the virtual circuit.

PRESET INFORMATION TAB

Property	Austra	A man Difficus	Cablust	Managhana	Cultur	Distance	Notes
Preset	Artist	Amplifier	Cabinet	Microphone	Guitar	Pickup	Notes Q
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's or Producers's 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 the '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 a file, 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 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.

PRESET MANAGER

- 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 in 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, to remind you that the settings for that preset are changed. You can revert the settings 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).

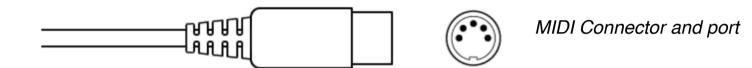
PRESET MANAGER

- 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 separate 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

MIDI

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.



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.

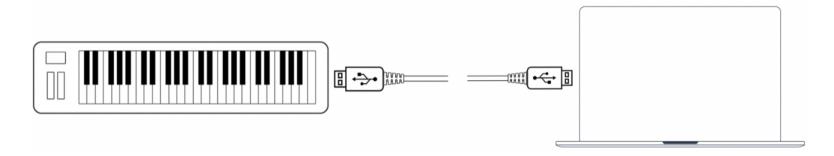


STL Tonehub - Plugin

MIDI

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.

STL Tonehub - Plugin

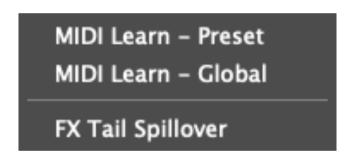
MIDI

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 the Preset level. Preset-level bindings have priority over Global Bindings, meaning that assigning a MIDI PC or CC message at the preset level will override bindings of the same messages assigned at the 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).

MIDI STL Tonehub - Plugin

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 ambiance 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'.

MIDI Learn – Preset MIDI Learn – Global FX Tail Spillover SUPPORT STL Tonehub - Plugin

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 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. 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 ToneHub 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 ToneHub

File Locations: Windows

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 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 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 the "activate" button and insert your Full license activation code.

How do I find my plugin in Pro Tools?

If you cannot find your STL ToneHub 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 ToneHub

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

File Locations: Windows

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

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

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 ToneHub

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

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

Windows:

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

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

LEGAL DISCLAIMER STL Tonehub - Plugin

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CREDITS STL Tonehub - Plugin

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Sincerely STL Tones Team!