Read Me

EuControl 3.4
for Pro Tools | Control, Pro Tools | Dock, Pro Tools | S3, Artist Series, and Workstation Control

What's New
EuControl 3.4 is a significant update that adds the following:

• Support for the Pro Tools | Dock
• New features for Pro Tools | Control, Pro Tools | S3 and Artist Series
• Updated Appset for Pro Tools | Control app and Artist Control with a more intuitive Soft Key layout
• Improved connectivity for external workstations, along with many other improvements for connectivity and performance (see What's Fixed)

Important Installation Note for Dock, S3, and Artist Series Users
Make sure that the firmware on Pro Tools | Dock, Pro Tools | S3 and Artist Series control surfaces are up to date.

To update firmware:
1 After updating EuControl software, click (Mac) or double-click (Windows) the EuControl icon and select EuControl Settings.
2 If necessary, click Surfaces to display the Surfaces tab.
3 Click a surface in the My Surfaces list so it is highlighted. If multiple surfaces are present in the My Surfaces list, make sure only one surface is highlighted.
4 Click Update Firmware.

⚠️ Firmware must be updated on each surface separately. Updating firmware on multiple devices at the same time is not supported.

5 Follow the instructions in the Update Firmware dialog box to proceed, and make sure to observe the following guidelines when updating firmware:
   • Ensure that all surfaces are connected to a trustworthy power source.
   • Do not power off the surface during the update or attempt to interrupt the update.
   • The status of the firmware update is shown in the EuControl dialog, and on the surface displays.
6 Click Done when the firmware update is complete. Repeat this procedure for each surface in your system.
Troubleshooting Firmware Updates
(Mac OS X 10.10.x “Yosemite” Only)

Use the following procedure to work around an unresponsive Firmware Update button. Alternatively, you can update the firmware using a computer running Mac OS X 10.9.x (“Mavericks”), 10.10.4 or higher, or Windows 7 or higher.

To work around an unresponsive Firmware Update button:

1. Power down any connected surfaces.
2. If you have more than one surface, power on one surface only.
3. Click the EuControl icon and choose Restart EUCON Applications.
4. Wait until the surface is added to My Surfaces, or manually add the surface to My Surfaces.
5. Wait until the name of the currently attached workstation computer appears in the Claimed By column of the All Surfaces list.

⚠️ If “*available*” appears in the Claimed By column instead of the workstation computer name, repeat steps 1–4. Multiple attempts may be necessary before the name of currently attached workstation computer appears in the Claimed By column of the All Surfaces list.

6. Once the Claimed By column displays the attached workstation computer name, select the surface in the My Surfaces list then click Firmware Update. When the Update Firmware screen appears, follow the on-screen instructions to update your surface’s firmware.

7. Make sure to update the firmware on all surfaces in your system, repeating these troubleshooting steps as necessary.
What's New in EuControl 3.4

EuControl 3.4 provides the following new features and support.

All Devices

• All Pro Tools meter types are now supported.
• Enabling a second workstation has been improved. In addition to more reliable connectivity, being able to toggle between multiple workstations now requires enabling the Enable External Workstation setting in either the Workstations tab of EuControl Settings, or in the EUCON Preferences/Control Panel. You must relaunch your DAW after changing this new setting.

• Record and Automation Mode Switch

Pro Tools | Dock

EuControl 3.4 supports the Pro Tools | Dock. Some of the features of the Dock include:
• Integration with Pro Tools | Control running on an iPad (not included)
• Transport section and dedicated automation controls
• Soft Knobs and Soft Keys to control parameters shown in the Control app
• Wheel for jog, shuttle, zoom, scroll, and other functions
• Two continuous, 4-zone touchstrips
• Channel fader
• Can be used in combination with an S3, or with up to four Artist Mix

For complete information, see the Pro Tools Dock.pdf.

Pro Tools | Control

EuControl 3.4 provides the following new features for the Pro Tools | Control app for iPad:
• Channel View lets you access all track parameters, assign inserts and sends, pan in multichannel for surround, and more.
• Soft Keys view provides a dedicated, full-screen view of Soft Keys (five rows of six keys each, with support for over a hundred pages of Soft Keys). These are in addition to the primary Soft Keys available in previous versions of the Control app. The new Soft Keys view is identical to that provided on Artist Control.
• You can now use Pro Tools | Control and Artist Control simultaneously. See the Pro Tools | Control guide for important information on using the Control app and Artist Control simultaneously.
• Group IDs (Group name and number) are displayed in Mixer view.
• Automation mode is now shown on Track tiles in Tracks view, Channel view, and Soft Keys view.
• All Pro Tools meter types are now supported.
• Surround output path is now displayed in Mixer view.
• Tracks view can be optimized by enabling the Display Breaks on Track Color preference in the Settings > Tracks page. Enabling this setting visually separates Track tiles into rows based on their assigned track color.
• The floating Fader button now shows the attentioned track name.
• Updated user interface.

For more information, see the Pro Tools Control.pdf.
**Pro Tools | S3 and Artist Series**

EuControl 3.4 provides the following new features for S3 and supported Artist Series media controllers:

**S3 Audio Control**
- Direct Out mode lets you use S3 as a small mixer, designate an S3 audio input for talkback, and more.
- Single Display mode lets you have all audio parameters accessed from a single Channel Control Encoder (16) instead of eight (9–16).

**S3 VCA Spill**
- For systems that include a Dock, you can configure Single Master Mode to assign the spilled VCA Master to the Dock channel fader.
- You can now set whether spilling VCAs overrides the currently recalled Layout.

For more information, see the *Pro Tools S3.pdf*.

**Artist Control**

When using the Artist Control with Pro Tools, the Surround panner now provides a square panner grid.

![Surround panner in the Artist Control touchscreen (Pro Tools only)](image)

**Record and Automation Mode Switch**

In the General tab of the EuControl Settings window you can toggle the primary function of the Rec/A switch on the Dock, S3, Artist Control and Artist Mix.

By default, pressing the **Rec/A** switch record-enables the associated track; pressing (Surface) **Shift+Rec/A** cycles the track Automation mode. By enabling the Rec/Auto switch press... setting, you can change this so that simply pressing **Rec/A** cycles track Automation mode, and **Shift+Rec/A** record-enables the track.

**Change to Suspend Fader/Faders Off Feature (S3, Artist Control, Artist Mix)**

The ability to Suspend Faders (S3) and Faders Off (Artist Control and Artist Mix) has been changed. Previously, pressing **Shift + Solo** (on strip 1) would turn faders off and they would no longer move in response to automation. This switch combination no longer enables Faders Off mode, because it prevented access to Solo while **Shift** was engaged.

Faders Off is still available for Soft Key assignment on units that support Soft Keys (S3, and Artist Control). To assign Faders Off to a Soft Key, add a EUCON command, then navigate the Soft Key Editor to the Global command options and choose **Faders Off**.

💡 *Artist Mix does not support Soft Keys. However, if your system includes Artist Mix in addition to Artist Control or Artist Transport, you can assign Faders Off to a Soft Key on either of those units (Faders Off affects all connected surfaces).*

**Shift + Sel to Automatically Open the Assign Tab**

In previous versions of EuControl, pressing Surface **SHIFT** + a channel **Sel** switch automatically opened the Assign tab of EuControl Settings. This shortcut has been removed, as it limited the desired functionality for latching the surface **SHIFT** switch On.
What’s Fixed

The following issues have been fixed since the previous release of EuControl software.

What’s Fixed in EuControl 3.4

General
- Major connectivity improvements for Pro Tools | Control and surfaces when connected directly Mac and Windows workstations
- EUCON 3.3 would not connect to different subnets (EUCON-3965)
- Automation data from faders and knobs was erratic at approximately 13ms intervals for all EUCON surfaces (EUCON-4430)
- Surface Shift + fader cap touch now sets fader value to 0 dB for all surfaces, regardless of whether surface Shift is latched On. Note that this requires that the EuControl Preference Shift + fader sets level to 0dB is enabled (EUCON-2883)
- Selecting a track in Pro Tools auto-scrolls to top when going past the bank limits of any EUCON console (PT-207453)
- In Pro Tools, enabling EUCON in Setup > Peripherals while there was no surface connected caused Pro Tools to take 10 seconds to quit (EUCON-4054/KAM-4417)
- EuControl 3.3.2 uninstaller did not uninstall EuControl (EUCON-4143/KAM-4602)
- EuControl was crashing silently on Windows when exiting EuControl (EUCON-4363)
- With Windows 8.1, application focus change occurred when accessing the System Tray notification area (EUCON-4367)
- On Windows, surfaces did not always Add the first time to move them from All Surfaces list to My Surfaces (EUCON-4368)
- Meters on some mono audio tracks in Nuendo/Cubase would sometimes not work after banking a surface (EUCON-4158)
- Mouse response slowed on Windows 10 after EuControl was installed (EUCON-4128/EUCON-4104)
- Windows 10: App focus change now occurs when accessing the system tray notification area (EUCON-4086)
- EuControl on Windows (only) did not auto launch on first try when performing an upgrade from 3.3 to 3.3.1 (EUCON-4122)
- EuControl 3.3.1 uninstaller did not uninstall EuControl (EUCON-4143)
- EuconWS (Workstation Control) installer was not launching MC Client after install was complete (EUCON-4124)

Pro Tools | Control
- Using the Soft Key for Do to Selected to change automation modes on multiple channels in Pro Tools | Control now works
- Selected control in the Track Type/Layouts selector was not always remembered (EUCON-4157)
- Meters only showed Sample Peak, always (all Pro Tools Meter types are now supported) (EUCON-3908, EUCON-3815)
- When scrolling in Tracks View it was possible for partial rows to be displayed (EUCON-3766)
- After a sleep, app change, or lock, Pro Tools | Control would sometimes need to be quit and relaunched to reconnect (EUCON-3559)

S3
- After exiting Multi-Master VCA Spill mode S3 would not go to the previously recalled layout (EUCON-4373)
- After closing a session, the Multi-Master Spill indicator LEDs for <Bank and Bank> switches would be on (EUCON-4372)
- When a VCA is spilled in Single Master mode, LEDs for <Bank and Bank> switches would be on (EUCON-4432)
- S3 Multi-Master Mode Spill would not always unspill on first attempt (EUCON-4383)
- S3 would incorrectly indicate Multi-Master Mode after unspilling by recalling a Layout (EUCON-4733)
- S3 would not always reconnect to EuControl if powered off and on while EuControl was running (EUCON-3827, EUCON-4754)
- After updating S3 firmware, EuControl could crash while Pro Tools was launching (EUCON-4761)

Artist
- Plug-in windows did not close for Inserts knobset (PT-212517)
- Artist Mix: Could not page to next Aux send (EUCON-4385)
- Artist Control and EUCON could freeze when using certain duplicated Surface soft keys (EUCON-3822)
• Meters and OLEDs on S3 and Artist Series media controllers flickered when Sel buttons were pressed on the surface (EUCON-4121)
• Hide Inactive Tracks key on Artist Control did not work (EUCON-4494/KAM-5093)
• OSX 10.11: El Capitan broke the OLED/TFT drawing on Artist series surfaces (EUCON-3933)

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**Known Issues**

The following issues are not addressed in EuControl 3.4. Where applicable, a workaround is provided.

**General Issues**

**Pro Tools 12.5.0 Can Cause Loss of Backwards-Compatibility of Layouts (PT-214204)**

Due to an unintended change made to Pro Tools 12.5.0, Layouts created for Artist Series media controllers, System 5 Hybrid and, to a lesser extent, S6 can lose track assignments when a Pro Tools 12.5.0 session is opened in an earlier version of Pro Tools. This problem is related to Track IDs. In most (but not all) cases, simply opening and saving the session in Pro Tools 12.5.1 or later restores backwards compatibility. Specifically:

- With any session opened and saved in 12.5.0 and then opened in 12.4 or earlier, all Layouts will be broken for S3, Artist Control and Artist Mix (see note about S6, below). However, if the same session is opened and saved in Pro Tools 12.5.1 or later, all Track IDs will be fixed such that Layouts will work if the session is opened in Pro Tools 12.4.x and earlier.
- New tracks created in Pro Tools 12.5.0 and saved in a Layout will be lost from the Layout if the session is opened in Pro Tools 12.4.x or earlier, but will be present when opened in Pro Tools 12.5.1 or later.
- S6 Note: Tracks created in Pro Tools 12.5.0 and saved to an S6 Layout will remain as long as the new tracks have not been renamed or moved in Pro Tools 12.5.0.

**EuControl crashes when trying to play back a Pro Tools session from a second workstation (EUCON-3945)**

If you have chosen Wi-Fi in EUCON Preferences, you may experience this issue as using Wi-Fi to connect two Workstations is not supported. Instead, make sure you connect Workstations via Ethernet cables and choose the corresponding Network Interface in EUCON Preferences on both Workstations.

**EuControl will crash after switching Wi-Fi on workstation and iPad from one network to another (EUCON-4015)**

**On-screen (DAW) indication of focused tracks gets out of sync when adding or removing surfaces or the app (EUCON-4021)**

**Pro Tools | Dock**

**Dock knobs other than Pan sometimes reset pan (EUCON-4652)**

When the Control app is in Channel View > Pan function for a stereo track, pressing the Dock Soft Knob for Inv (Inverse) Pan or for Link resets Left channel pan to center.

**In certain scenarios, the switches in the primary layer (not ALT layer) of the Left Edit section on the Dock will not respond to any switch presses when the surface SHIFT switch is latched On**

For instance, if the surface SHIFT switch is latched on and either Do to All or Do to Selected are enabled, pressing a Dock automation switch (such as Write, Touch, or Latch) to switch modes can result in no change.

Workaround: Unlatch surface SHIFT before using any switches in the primary (non-ALT) layer of the Dock Left Edit section.

**Pro Tools | Control**

**Loss of Wi-Fi connection not always indicated in Pro Tools | Control (EUCON-4736)**

If Wi-Fi connection is lost temporarily, it is possible for the Control app to appear as if it is still connected and still appear in My Surfaces.

Workaround: Restart EUCON Applications after Wi-Fi is re-established. Or, enable the “Forget Network” setting on your iPad.

**Pro Tools | Control App: Visual artifacts after entering non-English text into text field and hiding the keyboard (EUCON-4058)**

Workaround: Quit the app, switch keyboard to US English, then relaunch the app.
Pro Tools | S3

Connecting an S3 Network port to a network switch with BPDU (Bridge Protocol Data Unit) guard enabled can disable the port on the switch the S3 is connected to (VSW-10570)

Do not connect S3 to any network switches that have BPDU guard enabled. If an S3 is to be connected to a network such as a corporate network, make sure BPDU is disabled on all switches present in the network.

(S3 Only) When using Logic, channel strip meters may flicker and disappear if the signal on the corresponding track is clipping (EUCON-3285)

Workaround: Attenuate faders until meter LEDs reappear.

(S3 Only) When an S3 is in Config mode (CFG), after removing or adding a track to the current session Config mode actions do not work (EUCON-3124)

Workaround: To restore Config Mode operation, press the Config (CFG) switch again.

(S3 Only) After deleting a strip from a custom Layout, the deleted strip remains on the surface (EUCON-3159)

Workaround: Recall a different Layout, then recall the original layout to show the proper channel strips.

(S3 Only) After assigning or re-assigning a VCA to a Group, the corresponding display does not show updated group assignments (EUCON-3037)

Workaround: To show the updated group assignment, select a different track, then re-select the VCA. The display should now show the correct group assignment.

(S3 Only) With the Inserts spilled to Channel Control or the Channel Encoders, surface displays do not update after removing or deactivating the targeted plug-in (EUCON-3070)

Workaround: Select a different track, then select the original track to refresh the displays.

(S3 on Windows Only) Using Application/Workstation + < Bank to cycle through open applications does not work (EUCON-3105)

Workaround: Only cycle through applications to the right using Application/Workstation + Bank >.

(S3 Only) When using S3 with Nuendo 6, the Channel Control Navigation In switch does not toggle EQ parameters on/off (EUCON-2847)

Workaround: Toggle the EQ on/off on-screen.

Disconnecting the Ethernet cable from the Dock or an Artist Series device can cause the device to freeze (EUCON-2844)

To reestablish communication:

1. Disconnect the power cable to the surface to power it down.
2. Power down your workstation computer.
3. Reconnect power to the surface and then power the surface back on.
4. Power the workstation computer back on.

If a custom appset was created using Pro Tools 11.3 or lower, labels for S3 soft keys in the EuControl Settings > Soft Key tab may be incorrect (EUCON-3574)

Workaround: In the EuControl Settings > Soft Key tab, click the Restore button to load the factory default Soft Key appset for the current version of Pro Tools.

(Pro Tools 12 and higher only) If an Artist Mix and an Artist Control are connected to Pro Tools, when the Mix and/or Edit Window Follows Surface Bank preference is enabled, only banking on Artist Mix is followed in Pro Tools (EUCON-3599)

(Windows only) When on the EuControl Settings > Soft Keys tab, the Soft Keys tab turns blank after pressing Esc key on the keyboard (EUCON-3530)

Workaround: Toggle to a different tab, then back to restore the label on the Soft Keys tab.

Surface meters do not work with audio tracks in Media Composer 8 (EUCON-3144)
In certain cases after inserting a default EQ/Dyn plug-in, attentioning the track with the plug-in inserted may not automatically open the plug-in window in Pro Tools (EUCON-2877)

Workaround: Depending on the type of plug-in inserted, press EQ or Dyn on the surface to open the plug-in window on-screen.

(Mac Only) Redirect keyboard and mouse key command fails on first remote workstation connection (EUCON-3018)

Workaround: Click the EuControl icon in the Task Bar (Mac) or System Tray (Windows), then choose Restart EUCON Applications. EuControl restarts, and the redirect key command operates as expected.

(Windows Only) On first launch of EuControl after initial installation, the No Ethernet Interface Selected dialog is shown, even though a network interface is selected (EUCON-3155)

Workaround: Click OK to dismiss the dialog. EuControl properly connects to an available network interface.

A workstation attached to a surface using WSControl is not indicated as claimed in EuControl (EUCON-3288)

MC Client is mistakenly shown as “Not Responding” in Mac Activity Monitor (EUCON-2988)

Though MC Client is shown as “not responding,” this is purely cosmetic and does not affect performance.