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Apollo Twin Support Information

This page is dedicated to Apollo Twin compatibility and support. The following information is subject to change and may not always be up to date due to OS and DAW updates, or other factors beyond Universal Audio's control.

Last Updated: September 10, 2015

Jump to:

Latest News & Updates	Support Videos	General Info
About UAD v8 Software	System Requirements	Device Compatibility
Quick Start	Setting I/O Levels	General Usage Notes

Latest Technical News

Please review the information on this page carefully before installing or using Apollo Twin.

Note: The latest UAD software is compatible with system sleep/wake and Thunderbolt hot-plugging.

Apollo Twin is compatible with other Apollo models when using UAD v8 software. See the compatibility section below for details.

UAD v8 software features significant enhancements for the Apollo Thunderbolt platform and is recommended for all users.

As of UAD v8 software, UAD authorization is automatic. See About UAD v8 Software below for details.

Support Videos to Help You Get Started

Click here for the Apollo Twin Start Video

Visit the support videos blog for more videos to help you set up and use Apollo Twin:

Apollo Interfaces Basic Setup & Recording (Console 2.0) w/ Fab Dupont

Apollo Console 2.0 Part 1 (Getting Started)

Apollo Console 2.0 Part 2 (Console Sections)

Apollo Console 2.0 Part 3 (Expanded Systems, Flex Driver)

My.Uaudio – Creating and navigating your My.Uaudio account

Pro Tools – Setting up Apollo with Avid Pro Tools

Logic Pro – Setting up Apollo with Apple Logic Pro

Cubase – Setting up Apollo with Steinberg Cubase

Live – Setting up Apollo with Ableton Live

Studio Basics

All UAD support videos

General Information

Apollo Twin documentation

After software installation, all Apollo and UAD operation manuals are at this location on the system drive:

Macintosh HD/Applications/Universal Audio

All operation manuals can be accessed from the Help menu within the Console application, or by clicking the "View Documentation" button in the Help panel within the UAD Meter & Control Panel application.

All operation manuals can also be downloaded here.

Online Support

Contact Us

Phone Support
USA (toll free)
877-698-2834

International
+1-831-440-1176

Germany, Austria, Switzerland, France and Benelux
+31 (0) 20 800 4912

Fax
+1-831-461-1550

Customer support is available from 9am to 5pm, Monday through Friday, PST

Contact Support
Submit a Request

Press, Review, and Advertising Inquiries
Amanda Whiting
+1-831-440-1176

Mailing Address
Universal Audio, Inc.
4585 Scotts Valley Dr.
Scotts Valley CA 95066

Additional Information

Latest Apollo Twin software

Apollo Twin product page – General product information

Thunderbolt support page – Using Thunderbolt with UAD devices

Apollo Twin FAQ – Frequency asked questions

UAD-2 FAQ – UAD questions that aren't specific to Apollo Twin

Compatible DAW Applications – Using audio software with Apollo Twin

UAD Instance Count Chart – How much DSP each UAD plug-in uses

UAD-2 support pages – Technical information related to Apollo Twin's UAD-2 functionality

Pro Tools Compatibility – RTAS and AAX 64 information

Troubleshooting Basics – Steps you can take if the system is not operating properly

UAD Software Release Notes

About UAD v8 software

New UAD v8 Features

In addition to new UAD plug-ins, UAD v8 software offers significant enhancements for the UAD Thunderbolt platform, including:

Apollo Expanded, featuring:
- Mix-and-match compatibility with up to four Apollo interfaces
- New Console 2.0 application with over 25 new user-requested features
- Flex Driver enables custom I/O routes and names at the Core Audio driver level

Compatibility with up to six UA devices

Simplified UAD authorization (Internet connection required)

Apollo Unison technology for new Distortion Essentials Pedals

Mac OS X Yosemite compatibility

Simplified UAD Authorization

As of UAD v8 software, UAD authorization is automatic (Internet connection required). When the UAD software is updated, authorization happens in the background when the computer is started and/or when the UAD Meter & Control Panel application is opened.

It is no longer necessary to manually authorize after updating UAD software; you can begin working immediately.

After purchasing a UAD plug-in, the UAD software requires manual authorization. The web store guides you through the process.

Apollo Twin System Requirements

Thunderbolt Systems

UAD Powered Plug-Ins version 8

Apple Mac computer with available Thunderbolt or Thunderbolt 2 port

Mac OS X 10.8.5 Mountain Lion, 10.9.x Mavericks, or 10.10.x Yosemite

4 gigabytes available disk space

Internet connection to download software and authorize UAD plug-ins

Compatible VST, Audio Units, RTAS, or AAX 64 plug-in host DAW software

Thunderbolt cable (sold separately)

Notes:

For information about Apple Mac Pro (Late 2013) compatibility, click here.

Computer resources required by modern DAWs (especially with high track counts) can tax the computer significantly. For optimum performance when using a DAW, the computer hardware options listed below are recommended:
- Quad-core i5 or better processor
- 8 GB or more RAM

Device Compatibility

Thunderbolt Computer Compatibility

Apollo Twin is compatible with all Apple Mac computers that have an available Thunderbolt or Thunderbolt 2 port. The computer must meet the system requirements.

UA Device Compatibility with UAD v8 Thunderbolt Software

A total of six UA devices can be used together

Up to four Apollo interfaces of any type* can be used together (mix-and-match)

Exception: One Apollo Twin can be used

To use UAD-2 PCIe cards, a compatible Thunderbolt-to-PCIe chassis is required

Up to two UAD-2 Satellite FireWire units are compatible

Note: All compatibility information for this device still apply when using UAD Thunderbolt Software

All Apollo units must be connected via Thunderbolt

Apollo FireWire connections are incompatible

FireWire Device Compatibility with UAD v8 Thunderbolt Software

FireWire devices such as external hard drives are compatible

FireWire devices may be connected directly to the computer's FireWire port (if available) or an available Thunderbolt or Thunderbolt 2 port via the Apple Thunderbolt to FireWire Adapter

Device Driver and UAD Plug-In Compatibility

Apollo Twin requires Mac OS X version 10.8.5 and higher (the lowest OS version that supports Thunderbolt 2)

UAD Powered Plug-Ins are 32-bit and 64-bit compatible

Console 2.0 is a Retina-compatible 64-bit application

Thunderbolt Connections

Connecting Apollo Twin to the computer

Connect Apollo Twin to any available Thunderbolt port on the Thunderbolt bus with a Thunderbolt cable (sold separately). The connection can be either directly to the computer's Thunderbolt port, or to an available Thunderbolt port on a Thunderbolt peripheral attached to the computer's Thunderbolt port.

Thunderbolt 1 or Thunderbolt 2 ports and devices may be mixed and/or matched for any/all Thunderbolt connections.

Note: All Thunderbolt devices must be connected to the same Thunderbolt port on the computer.

Apollo Twin cannot be bus powered via Thunderbolt. The included external power supply must be used.

See the Apollo Thunderbolt support page for specific instructions on how to connect and use two or more Apollo units together.

Universal Audio Thunderbolt devices are tested with authentic Apple Thunderbolt Cables and Thunderbolt Optical Cables by Corning. Using off-brand cables may cause unpredictable results.

Connecting additional Thunderbolt peripherals

Universal Audio Thunderbolt devices are officially certified as Thunderbolt compliant and are therefore compatible with other certified Thunderbolt devices when used in the same chain.

The Startech Thunderbolt Docking Station is tested in-house and is known to be compatible with UA Thunderbolt devices. This device has an HDMI display output which can be used for an external display to free the Thunderbolt port for Apollo Twin.

All Thunderbolt devices must be connected to the same Thunderbolt port on the computer.

The Thunderbolt protocol supports a maximum of six Thunderbolt peripherals per Thunderbolt bus.

Thunderbolt and Mini DisplayPort

For general information about Thunderbolt ports and displays, see Apple's Thunderbolt ports and displays FAQ.

Apollo Twin cannot be used by connecting it to a Mini DisplayPort connector. Although Thunderbolt and Mini DisplayPort devices have the same physical connector, the underlying communication protocol used by these devices is different.

The type of device port can be determined by the icon next to the port. Thunderbolt ports have a "lightning bolt" icon, while Mini DisplayPort ports have a "display" icon. The difference between these ports and icons is shown in the illustration below.

Quick Start: Installation, Registration, & Authorization

Quick Start Overview

Follow the steps below to setup Apollo Twin. For a short video of the setup process, click here.

Setup includes connecting the hardware, installing the software, and registration to authorize bundled UAD plug-ins.

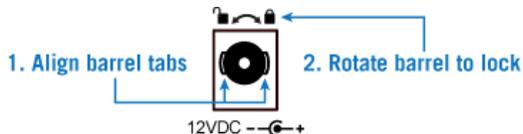For more detailed explanations (and offline authorization procedures), see the UAD System Manual.

Hardware Setup

Connect to computer and power on

Note: Before powering Apollo Twin, lower the volume of the monitor speakers and remove headphones from your ears.

1. Connect a Thunderbolt cable (sold separately) between Apollo Twin and the Mac computer.

2. Connect the included external power supply to an AC outlet (Apollo Twin cannot be bus powered).

3. Connect the power supply to the 12VDC input on Apollo Twin's rear panel.
   Important: Apollo Twin has a locking power supply connector to prevent accidental disconnection. When inserting, first align the two tab "wings" on the power cable's barrel connector to the notches on the power input. Then rotate the barrel clockwise to secure it to the Apollo Twin chassis.

4. Power on Apollo Twin with the rear panel power switch.

Connect to Input Sources and Monitor System(s)

One typical setup is illustrated below. Note that because the Hi-Z Instrument input on the front panel uses channel 1, the microphone is connected to channel 2 so both sources can be used at the same time.

For complete details about all of Apollo Twin's connectors and controls, see the Apollo Twin Hardware Manual.

Software Setup

Install the Apollo Twin software and register

1. Download the latest UAD Powered Plug-Ins software installer. The installer file is downloaded to the disk location specified in the web browser's preferences. You can watch the Apollo Twin Start Video that appears after clicking the download button to help you get started.

2. Double-click the downloaded installer file to open it. The installer guides you through the process (update the firmware if prompted; see below). Be sure to restart the computer when prompted by the installer.

3. After restarting the computer and Apollo Twin is detected by the UAD software, the default web browser opens. Follow the instructions on the web pages to create an account, register the hardware, and authorize bundled UAD plug-ins.

4. After registration and authorization are complete, Apollo is ready for use.

Setup Notes:

If the hardware was already registered, when the computer restarts the UAD Meter & Control Panel application automatically opens and UAD plug-ins are authorized in the background.

If a new UAD device is subsequently added to the computer, the web browser opens again to register the new device.

If prompted to update the Apollo Twin firmware, click "Load" then wait for confirmation that the update is complete (see below for firmware update details).

About Firmware Updates

Firmware updates for the Apollo Twin hardware may be included within the software to enhance system functionality.

For optimum results, always update the firmware by clicking "Load" if prompted by the software.

The software will guide you through the firmware update process; be sure to follow the instructions on screen. Most importantly, power off then power on the unit after the "Power Off UAD Device" window appears.

The Apollo Twin software prompts for firmware updates automatically (if available).

For complete firmware update information, see the firmware support page.

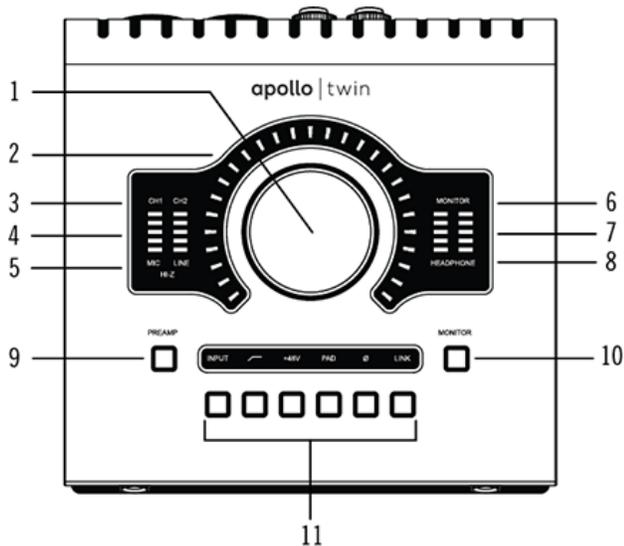*Important: Do not interrupt system power during any firmware update routines.*

What Next?

Learn how to set gain levels for the mic, line, and instrument inputs, and output levels for the monitor speakers and headphones. Instructions are in the next section.

Setting Hardware Input & Output Levels

This section explains how to operate the panel controls so you can set input gain levels for the inputs (mic, line, and Hi-Z), and adjust volume levels for the outputs (monitors and headphones).

Refer to the top panel illustration below for the control names and numbers mentioned in this section. For detailed descriptions of all Apollo Twin controls, see the Apollo Twin Hardware Manual.

Important: *Before proceeding, lower the volume of the monitor speakers and remove headphones from your ears.*

Apollo Twin's top panel

Set Input Gains

1. Select the input channel to be adjusted by pressing the PREAMP button (9) until the Channel Selection Indicator (3) displays the desired channel (CH1 or CH2).

2. Select the input type (mic or line) by pressing the INPUT Select button (11) until the Input Type indicator (5) displays the desired input jack* (see note below).

3. Adjust the channel's input gain by increasing the Level knob (1) until the input meter for the channel (4) approaches maximum, but does not reach the red clip LED when the input signal is present. If the level is too high to avoid clipping (when the red "C" LED illuminates), press the PAD button (11).

To set the input gain for the other input channel, repeat steps 1 – 3.

Adjust Output Volumes

1. Select the output volume to be adjusted (monitor or headphones) by pressing the MONITOR button (10) until the Monitor Selected (6) or Headphone Selected (8) indicator is lit.

2. Adjust the volume level by carefully increasing the Level knob (1) until the desired volume is reached (you may need to adjust the volume of the speakers).

To set the other output volume (monitor or headphones), repeat steps 1 – 2.

Mute (and Unmute) Monitor Outputs

1. Select the Monitor outputs by pressing the MONITOR button (10) until the Monitor Selected (6) indicator is lit.

2. Press the Level knob (1) to mute the monitor outputs. The Volume Level Indicator LEDs (2) are red when the monitors are muted and Monitor is selected (6).

3. To toggle the monitor mute state, press the Level knob (1) whenever Monitor (6) is selected.

Notes:

*The Hi-Z input is automatically selected, overriding the channel 1 Mic and Line inputs, when a ¼" mono TS (tip-sleeve) plug is connected to the Hi-Z Instrument jack (12) on the front panel.

To control both channels simultaneously when a stereo source is connected, press the LINK button (11) when an input is selected (9).

Line outputs 3 & 4 are accessed and controlled via software only (Console or DAW).

What Next?

Refer to the Apollo Software Manual to learn how to configure the audio interface settings, use the Console application and Realtime UAD Processing for live input monitoring, use the Console Recall plug-in in a DAW, and much more.

Exploring Console

Opening Console
To open the application, click its icon in the Mac OS X Dock.

Explore the interface
For complete Console details, see the Apollo Software Manual.

General Usage Notes

Console Application

(Apollo Twin DUO only) Realtime UAD Processing with UAD plug-ins in Console uses DSP differently than when UAD plug-ins are used within a DAW. To maintain the lowest possible input latency, UAD plug-ins used on a single Console input are "chained" and must be processed within a single DSP chip. Therefore, it is possible to get a DSP/PGM/MEM limit exceeded message even though the UAD gauges may indicate there is plenty of DSP/PGM/MEM available.

Session, plug-in, and I/O preset files saved within Console will not be saved if the "/" (forward slash), "\" (back slash), or "?" (question mark) characters are in the filename. Avoid these and other special characters when saving Console presets of any type.

Sample Rate Changes

For optimum results when using Console without a DAW, perform sample rate changes within the Console application (instead of within Mac OS X's Audio MIDI Setup application).

For optimum results when using a DAW, perform sample rate changes within the DAW itself (instead of the Console application or within Mac OS X's Audio MIDI Setup application).

For optimum results when Apollo's current sample rate is different from the sample rate set within a DAW session, change Apollo's sample rate within Console to match the sample rate of the DAW session before loading the DAW session.

UAD Resource Usage

Apollo Twin uses DSP and memory for its internal DSP mixer. Therefore, the UAD Meter & Control Panel application will show some DSP and memory usage even when UAD plug-ins are not in use.

UAD Presets

When logged into the computer under an account that does not have administrator privileges, saving UAD preset files via the UAD Toolbar will result in an "Unable to save preset file" dialog. If this occurs, either log in with an administrator account, or use the DAW's preset management tools.

What is the lowest hardware buffer setting I can use with Apollo Twin for stable operation?

The audio interface hardware I/O portion of Apollo Twin can run at any hardware buffer setting that is stable within the DAW itself. Results may vary as a result of how much the DAW session stresses the computer system. This can be influenced by:

Session track count and sample rate

How many processor-intensive native plug-ins (such as virtual instruments, convolution reverbs, etc.) are in the session

Processor type, speed, and overall power of the computer

Of course, for the lowest possible latency when monitoring live inputs, we recommend using the included Console application to take advantage of Apollo Twin's unique Realtime UAD Processing feature, where DAW I/O buffering does not apply at all.

System Sleep
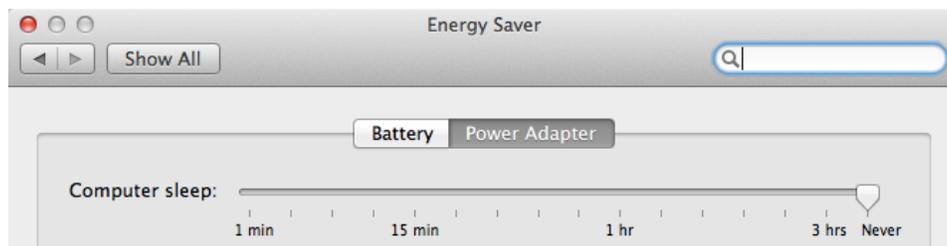
System sleep is compatible with the latest Apollo Twin software. However, disabling sleep when using DAW software is generally recommended. For optimum results when using Apollo Twin with DAW software, follow these guidelines:

Disable sleep. Open the Energy Saver panel within System Preferences* and drag the "Computer Sleep" slider (if present) to "Never" (the far right position).

Before sleeping the system, quit any DAW software using UAD plug-ins.

If UAD-2 Satellite FireWire is connected, system sleep MUST be disabled. Sleep is not compatible with UAD FireWire devices (UAD-2 Satellite Thunderbolt is compatible with system sleep).

*To access System Preferences, click the Apple icon in the OS X Menu Bar (upper left of screen) then select the application from the drop menu.

Computer sleep is disabled in the Energy Saver panel within the System Preferences application