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1 Introduction

VoiceSupport is your TC-Helicon USB enabled product's connection to the online world. TC-Helicon designs its USB enabled products to grow and evolve, just like your use of our vocal processors. VoiceSupport is the application that allows you to install new firmware updates, stay in touch with the latest news, tips & tricks, and singing advice as well maintain your personal database of presets.

Key Features:

- Drag & drop preset librarian functions
- Access to online preset library
- Delivers customizable content about your products and other TC Helicon products
- VoiceCouncil feeds for the latest advice for singers
- Firmware upgrading
- Account management
- Access to support and product manuals

Windows Requirements:

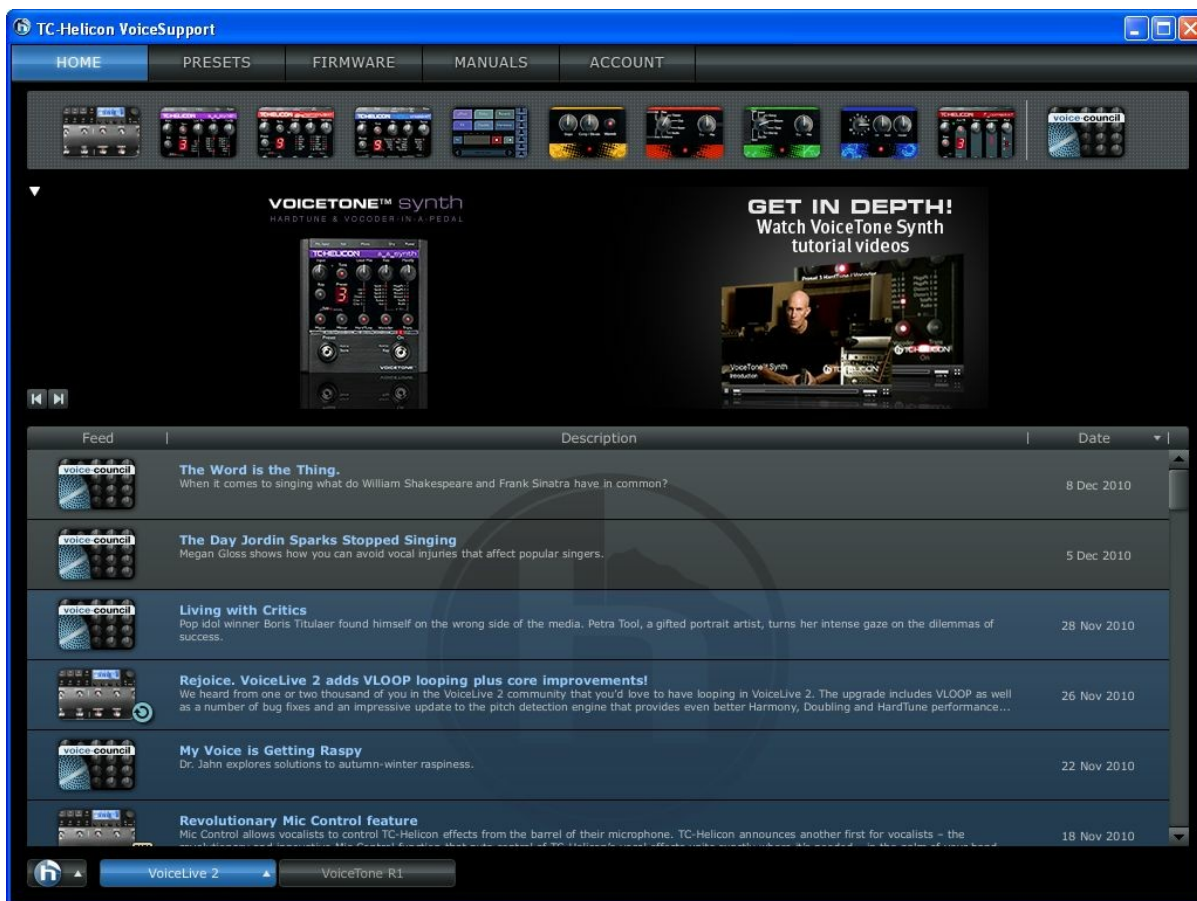
- XP SP2 or SP3
- Vista 32 or 64 bit
- Windows 7 32 or 64 bit

Mac Requirements:

- OSX 10.4, 10.5, and 10.6 supported. (OSX 10.6 recommended)

[About TC-Helicon](#)

[QuickStart](#)



1.1 About TC-Helicon

At TC-Helicon, we truly believe that the voice is the world's most beautiful instrument. We don't mean to degrade other beautiful instruments, but the singing voice is the anthropological source for all things melodic.

You should know there is a dedicated group of engineers, researchers and product specialists based in Victoria BC, Canada, who spend every waking moment of their working lives listening, talking, singing, and interacting with singers and those who have passion for the singing voice. All this knowledge and experience is used to design products respecting and empowering the modern vocalist.

Our products focus on removing barriers and inspiring creativity in performance. That's why our products range from near-field personal vocal monitors to floor-based vocal multi-effects pedals.

Enjoy!

The TC-Helicon Team
a TC Group company

2 Quickstart

1. Make sure your computer is connected to the internet.
2. If you have USB-enabled TC-Helicon products, connect them to your Windows or Mac computer.
3. Install the VoiceSupport software.



4. Run VoiceSupport.

VoiceSupport

4. Choose [common tasks](#) below for getting started, or get a full overview in the [Getting Around](#) section.

3 Common Tasks

[Backing up your presets](#)

[Upgrading your product's firmware](#)

[Restoring your presets](#)

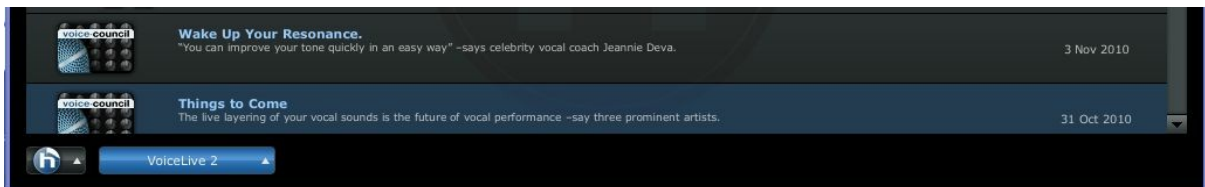
[Registering your TC-Helicon product](#)

[Getting Around](#) will give you detail on all the pages in VoiceSupport

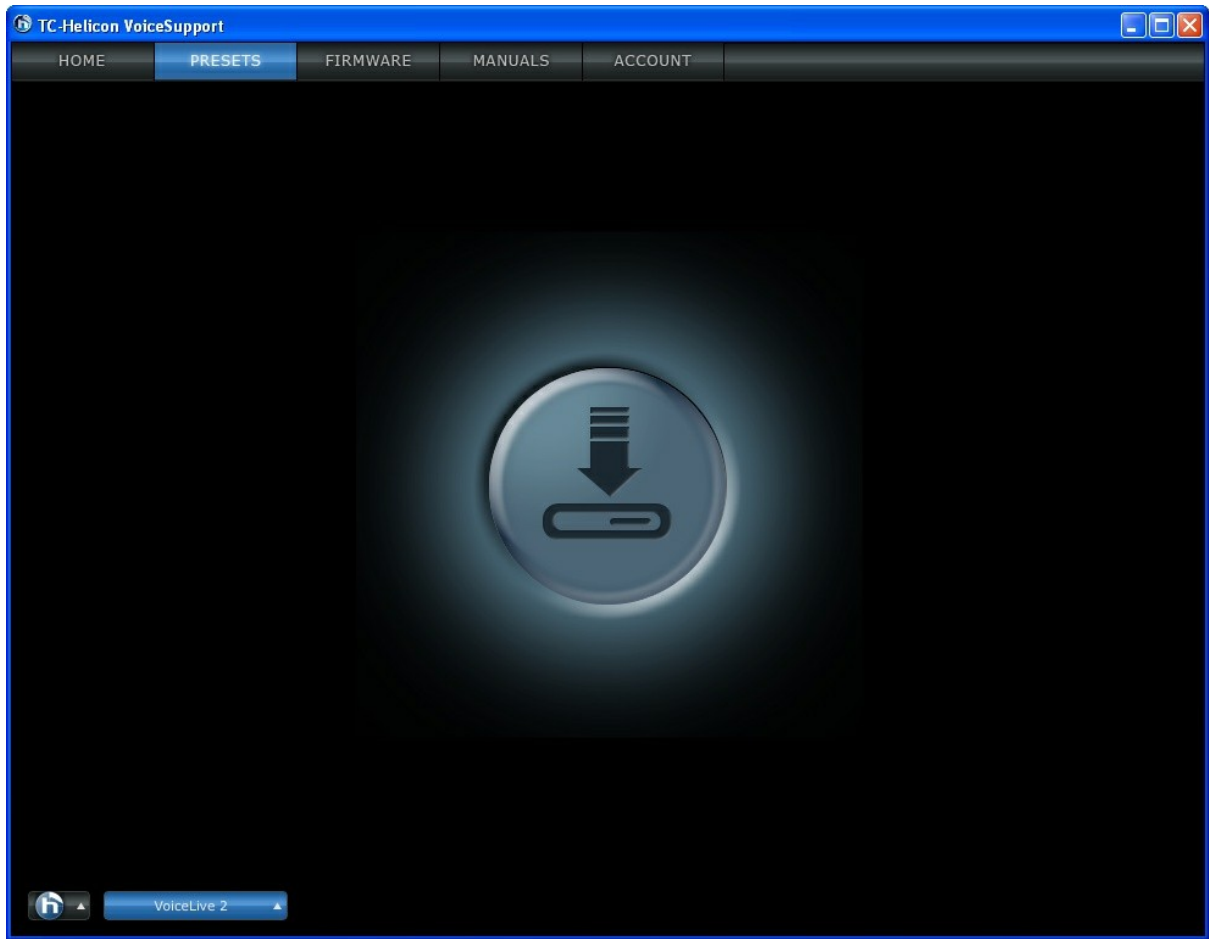
3.1 Backing up your presets


This section describes how to create an Archive using VoiceSupport. For more detailed information on the preset page, go to the [Presets](#) section.

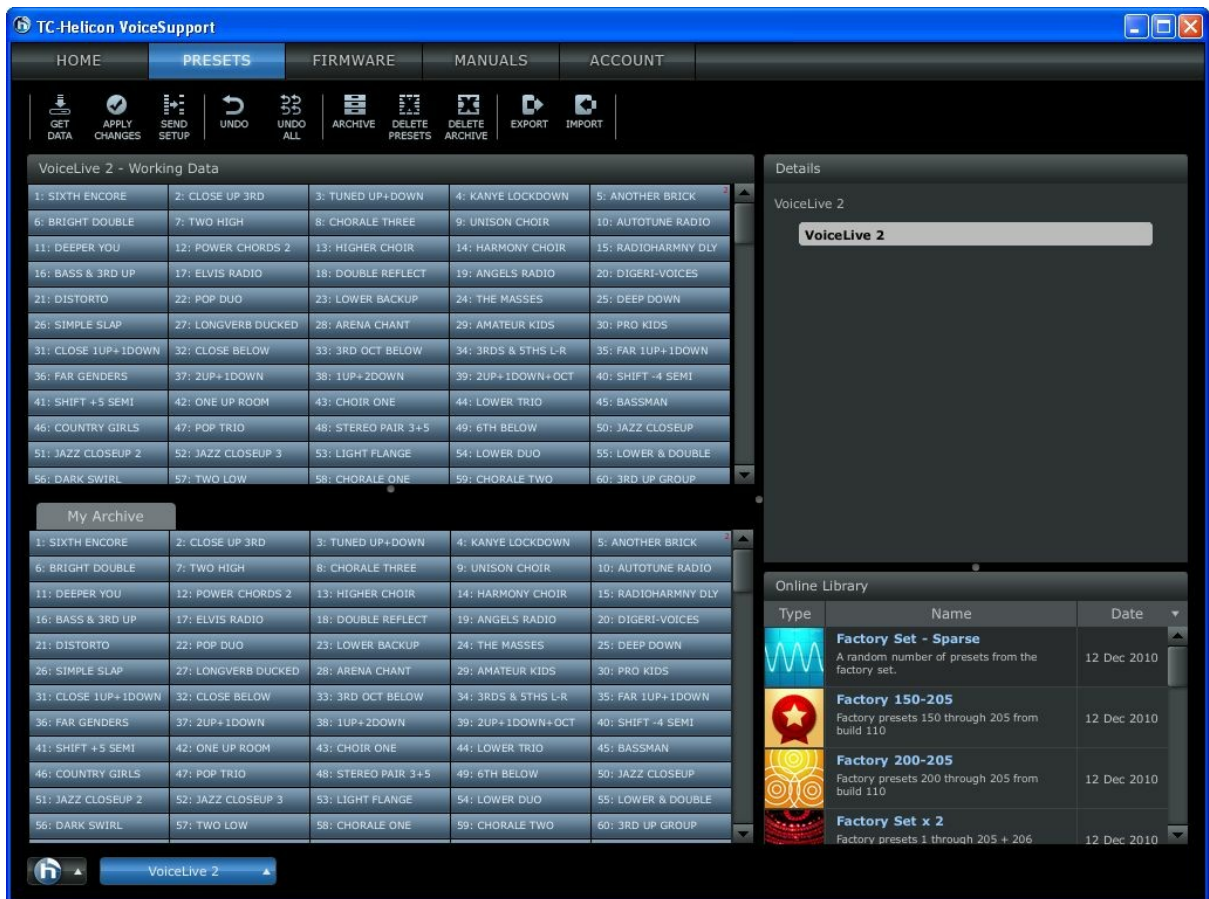
1. Connect your product via USB.
2. Run VoiceSupport.
3. Confirm your product is selected. A connected product appears at the bottom left hand corner of the window in blue.



4. Select the Presets page. To download presets from your unit, hit the button shown in the center of the preset page. (Note: By default, the application will not download all the presets into the Working Data on startup. To change these options, see the [Control Button](#) section.)



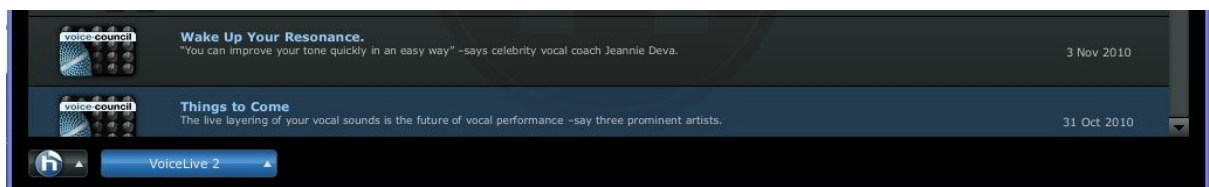
6. Click the  icon and name your archive. You can rename the archive in the [Details](#) window.



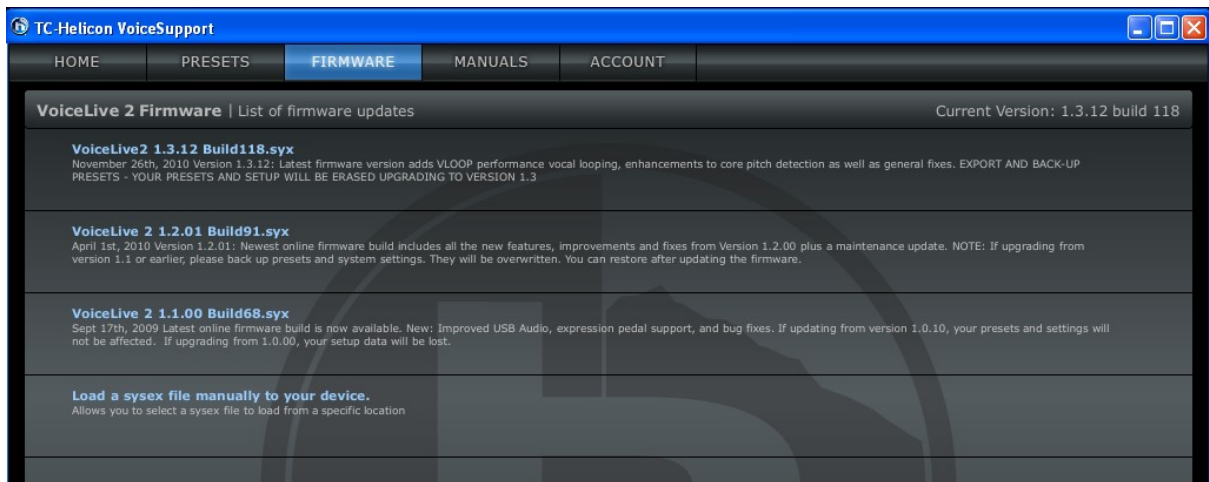
[Learn more about preset management.](#)


3.2 Upgrading your product's firmware

1. Connect your product via USB.
2. Run VoiceSupport.
3. Confirm your product is connected. A connected product appears at the bottom left hand corner of the window in blue.

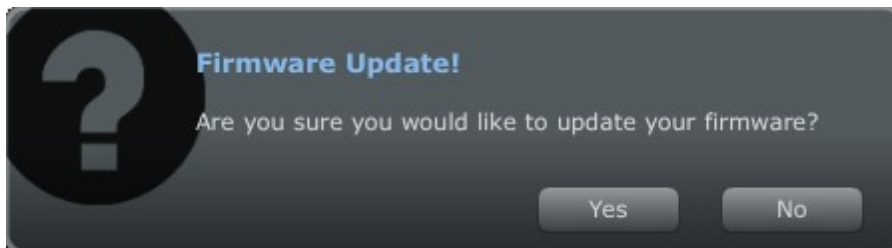


4. Select the Firmware page.

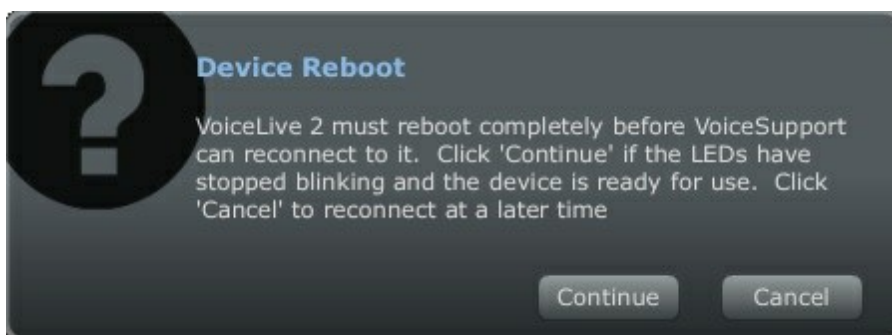


5. Select the firmware you want to install. New firmware is indicated by a  icon.

6. Click Yes to update firmware.



7. After starting a firmware update, the software will show a pop up box which warns the user that the device must restart on its own after a software update.



8. After the firmware is loaded and your product restarts, click the Rescan button to reconnect your product.

Warning: Do NOT press Rescan or turn your product off manually during the update process. Wait for the product to restart on its own before pressing Rescan.

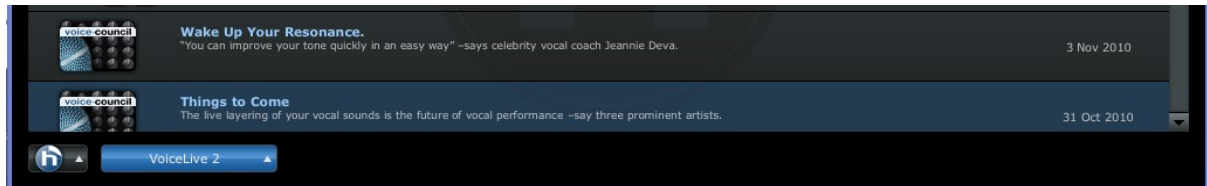


[Learn more about updating your firmware.](#)

3.3 Restoring your presets

This section describes how to restore your presets from an Archive. For more detailed information on the preset page, go to the [Presets](#) section.

1. Connect your product via USB.
2. Run VoiceSupport.
3. Confirm your product is selected. A connected product appears at the bottom left hand corner of the window in blue.



4. Select the Presets page. Archives for your connected product are shown below the Working Data window.

The screenshot displays the TC-Helicon VoiceSupport software interface. The top navigation bar includes HOME, PRESETS, FIRMWARE, MANUALS, and ACCOUNT. The PRESETS tab is active, showing a toolbar with icons for GET DATA, APPLY CHANGES, SEND SETUP, UNDO, UNDO ALL, ARCHIVE, DELETE PRESETS, DELETE ARCHIVE, EXPORT, and IMPORT. The main area is divided into three sections: 'VoiceLive 2 - Working Data', 'My Archive', and 'Online Library'. Each section contains a grid of 60 preset buttons, numbered 1 to 60. The 'VoiceLive 2 - Working Data' section is currently active, showing a list of presets like 'SIXTH ENCORE', 'BRIGHT DOUBLE', etc. The 'Online Library' section shows a table of factory sets with columns for Type, Name, and Date.

Type	Name	Date
	Factory Set - Sparse A random number of presets from the factory set.	12 Dec 2010
	Factory 150-205 Factory presets 150 through 205 from build 110	12 Dec 2010
	Factory 200-205 Factory presets 200 through 205 from build 110	12 Dec 2010
	Factory Set x 2 Factory presets 1 through 205 + 206	12 Dec 2010

5. Select the presets from the Archive you would like to restore. You can use [Keyboard Shortcuts](#) to select all presets. If you want restore all presets from an Archive, you can drop them onto the [Working Data title bar](#) which is always shown at the top of the Working Data window.

The screenshot shows the TC-Helicon VoiceSupport software interface. The top navigation bar includes tabs for HOME, PRESETS (selected), FIRMWARE, MANUALS, and ACCOUNT. Below the navigation bar is a toolbar with icons for GET DATA, APPLY CHANGES, SEND SETUP, UNDO, UNDO ALL, ARCHIVE, DELETE PRESETS, DELETE ARCHIVE, EXPORT, and IMPORT.

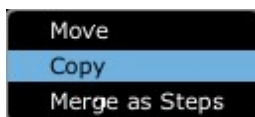
The main area is divided into three sections:

- VoiceLive 2 - Working Data:** A grid of 70 preset buttons. The first 25 buttons (11: DEEPER YOU to 35: FAR 1UP+1DOWN) are highlighted in red, indicating they have been copied from the Archive.
- My Archive:** A grid of 60 preset buttons, including SIXTH ENCORE, BRIGHT DOUBLE, DEEPER YOU, BASS & 3RD UP, DISTORTO, SIMPLE SLAP, CLOSE 1UP+1DOWN, FAR GENDERS, SHIFT + 5 SEMI, COUNTRY GIRLS, JAZZ CLOSEUP 2, DARK SWIRL, CLOSE UP 3RD, TWO HIGH, ELVIS RADIO, ELVIS RADIO, POP DUO, LONGVERB DUCKED, ARENA CHANT, TUNED-UP+DOWN, KANYE LOCKDOWN, ANOTHER BRICK, BRIGHT DOUBLE, CHORALE THREE, UNISON CHOIR, AUTOTUNE RADIO, DEEPER YOU, POWER CHORDS 2, HIGHER CHOIR, HARMONY CHOIR, RADIOHARMY DLY, BASS & 3RD UP, ELVIS RADIO, DOUBLE REFLECT, ANGELS RADIO, DIGERI-VOICES, DISTORTO, POP DUO, LOWER BACKUP, THE MASSES, DEEP DOWN, SIMPLE SLAP, LONGVERB DUCKED, ARENA CHANT, AMATEUR KIDS, PRO KIDS, CLOSE 1UP+1DOWN, CLOSE BELOW, 3RD OCT BELOW, 3RDS & 5THS L-R, FAR 1UP+1DOWN, FAR GENDERS, 2UP+1DOWN, 1UP+2DOWN, 2UP+1DOWN+OCT, SHIFT -4 SEMI, SHIFT + 5 SEMI, ONE UP ROOM, CHOIR ONE, LOWER TRIO, BASSMAN, COUNTRY GIRLS, POP TRIO, STEREO PAIR 3+5, 6TH BELOW, JAZZ CLOSEUP, JAZZ CLOSEUP 2, JAZZ CLOSEUP 3, LIGHT FLANGE, LOWER DUO, LOWER & DOUBLE, DARK SWIRL, TWO LOW, CHORALE ONE, CHORALE TWO, 3RD UP GROUP, CLOSE UP 3RD, TWO HIGH, ELVIS RADIO, ELVIS RADIO, POP DUO, LONGVERB DUCKED, ARENA CHANT, TUNED-UP+DOWN, KANYE LOCKDOWN, ANOTHER BRICK, BRIGHT DOUBLE, CHORALE THREE, UNISON CHOIR, AUTOTUNE RADIO, DEEPER YOU, POWER CHORDS 2, HIGHER CHOIR, HARMONY CHOIR, RADIOHARMY DLY, BASS & 3RD UP, ELVIS RADIO, DOUBLE REFLECT, ANGELS RADIO, DIGERI-VOICES, DISTORTO, POP DUO, LOWER BACKUP, THE MASSES, DEEP DOWN, SIMPLE SLAP, LONGVERB DUCKED, ARENA CHANT, AMATEUR KIDS, PRO KIDS, CLOSE 1UP+1DOWN, CLOSE BELOW, 3RD OCT BELOW, 3RDS & 5THS L-R, FAR 1UP+1DOWN, FAR GENDERS, 2UP+1DOWN, 1UP+2DOWN, 2UP+1DOWN+OCT, SHIFT -4 SEMI, SHIFT + 5 SEMI, ONE UP ROOM, CHOIR ONE, LOWER TRIO, BASSMAN, COUNTRY GIRLS, POP TRIO, STEREO PAIR 3+5, 6TH BELOW, JAZZ CLOSEUP, JAZZ CLOSEUP 2, JAZZ CLOSEUP 3, LIGHT FLANGE, LOWER DUO, LOWER & DOUBLE, DARK SWIRL, TWO LOW, CHORALE ONE, CHORALE TWO, 3RD UP GROUP.
- Online Library:** A table listing preset sets:

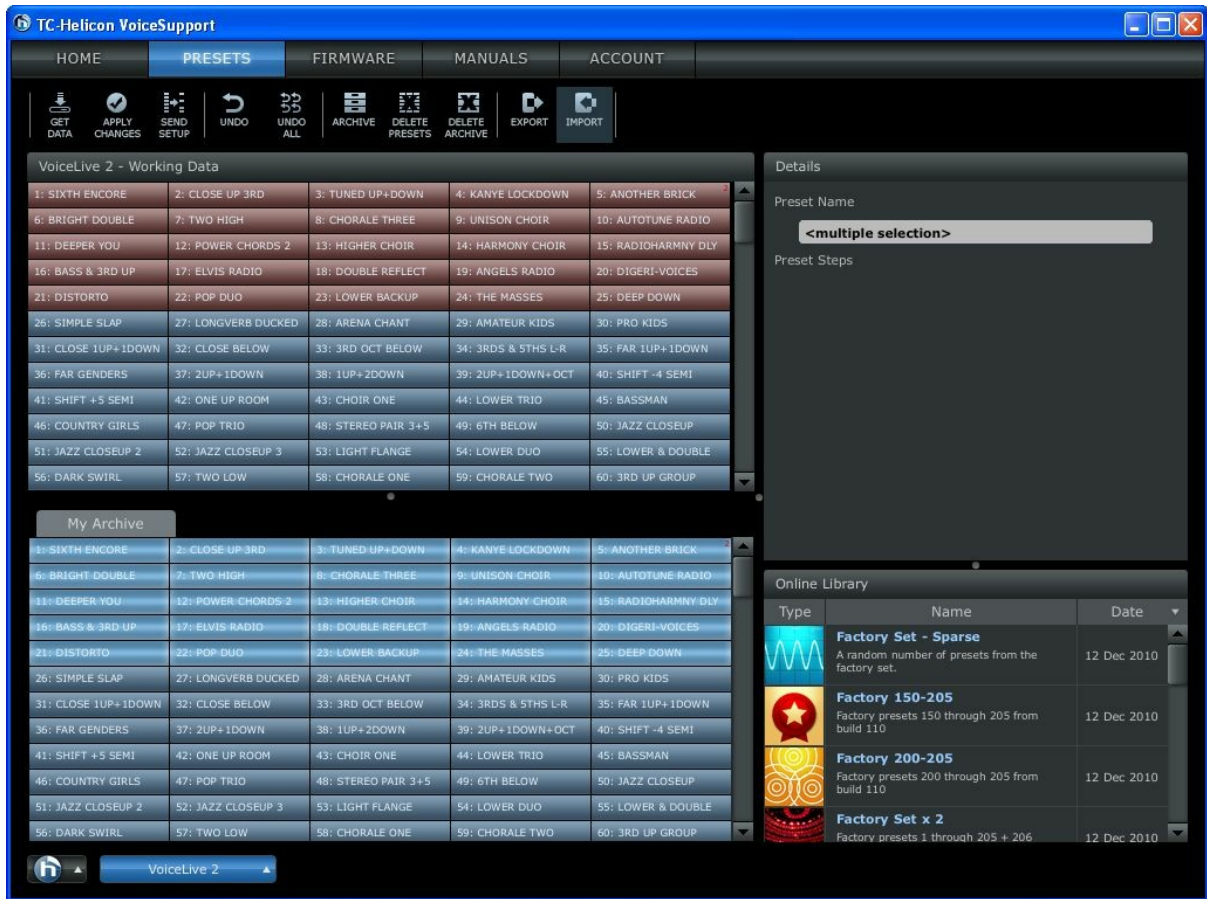
Type	Name	Date
	Factory Set - Sparse A random number of presets from the factory set.	12 Dec 2010
	Factory 150-205 Factory presets 150 through 205 from build 110	12 Dec 2010
	Factory 200-205 Factory presets 200 through 205 from build 110	12 Dec 2010
	Factory Set x 2 Factory presets 1 through 205 + 206	12 Dec 2010


7. Drag and drop the presets on to the Working Data tab.

8. Select Copy presets.



Below, presets 1 - 25 have been copied from the Archive to the Working Data and are shown in red. To learn more about the Working Data, go [here](#).

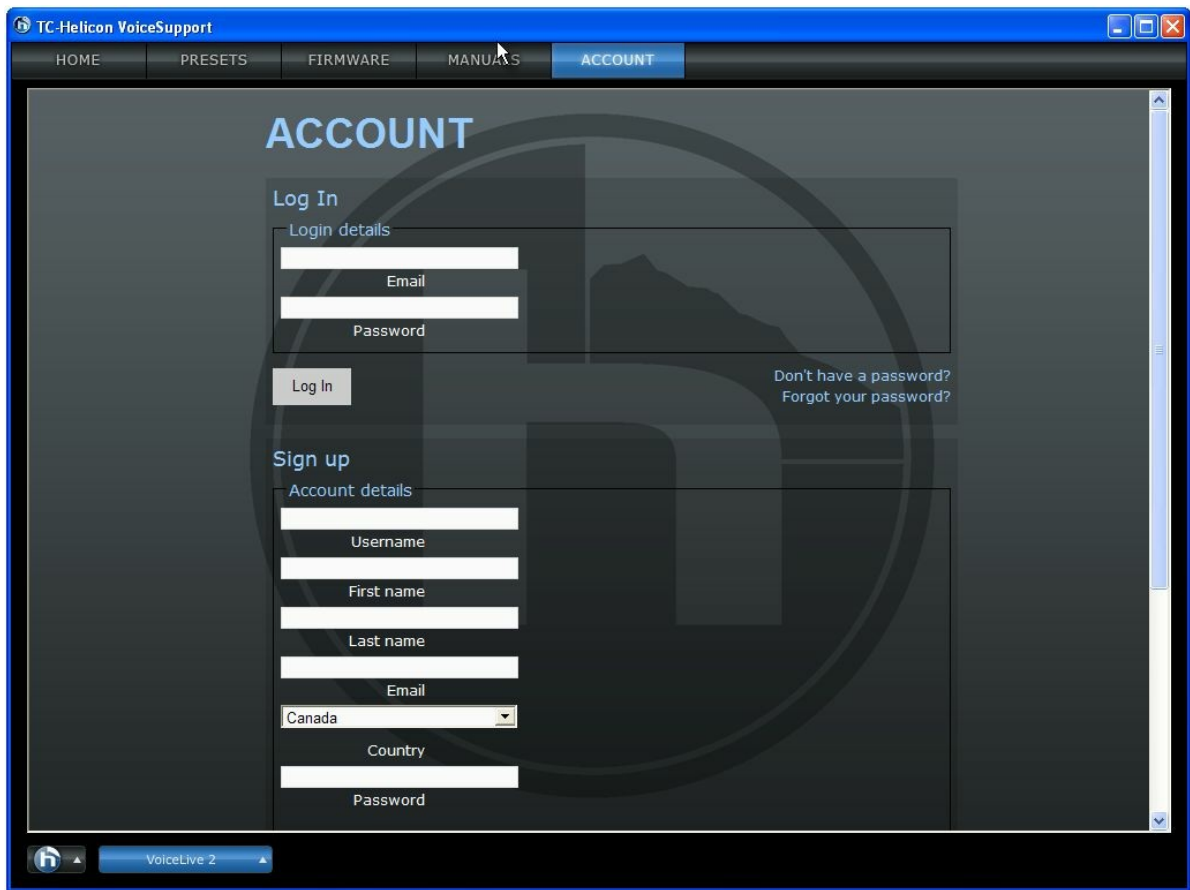


8. Click the  icon to send the changes to the connected product.

[Learn more about preset management.](#)

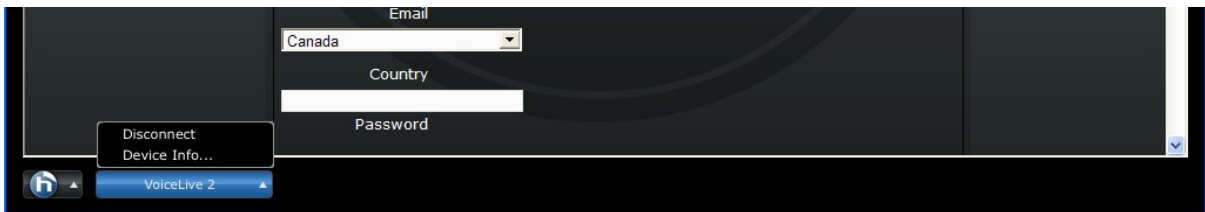
3.4 Registering your TC-Helicon product

1. Connect your product via USB.
2. Run VoiceSupport.
3. Select the Account page.



4. Follow the steps on screen.

5. When you are asked for your serial number, you can find it by click the Arrow on the connected product and selecting Device Info. A window will show your serial number.



4 Getting Around

VoiceSupport contains five main pages:

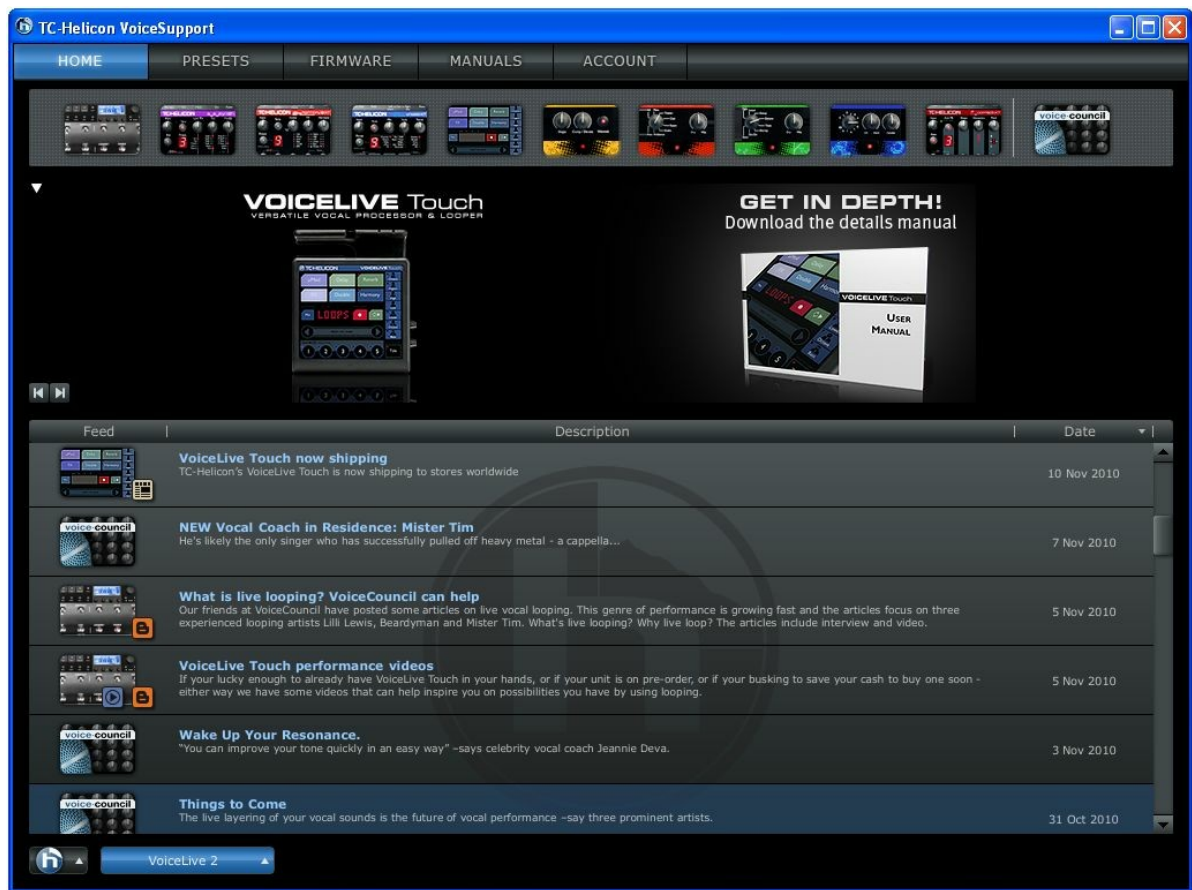
[Home](#) - View videos, tips & tricks, articles on singing and more.

[Presets](#) - Manage your product's presets.

[Firmware](#) - Update to newer firmware.

[Manuals](#) - Find Manuals for your currently selected device and all TC Helicon products.

[Account](#) - Register your TC-Helicon product and manage your email subscriptions.



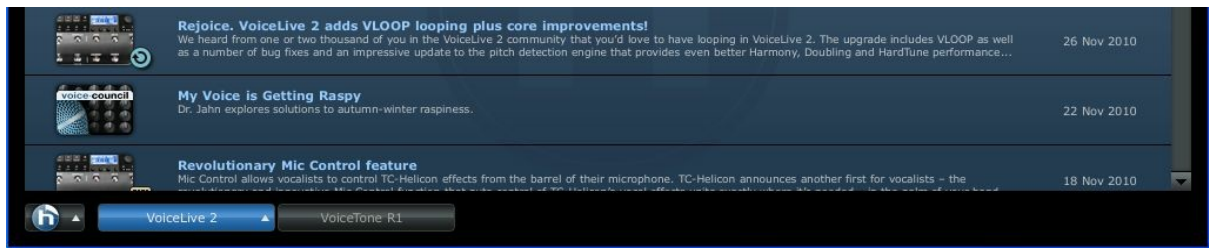
All pages also contain:

[Device Bar](#)

[Control Button](#)

4.1 Device Bar

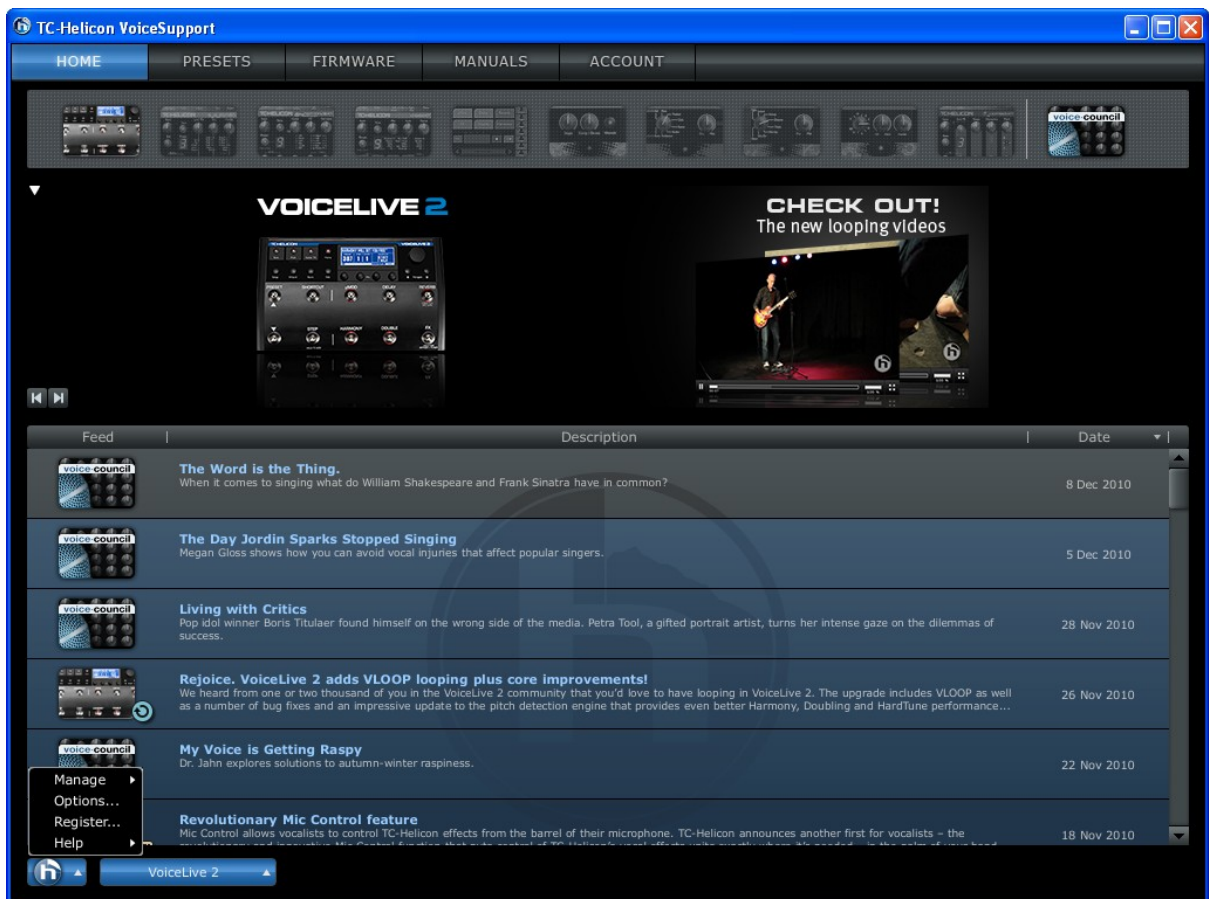
The device bar shows all the TC-Helicon products currently connected to your computer.



The connected product is highlighted in blue. Other products recognized via USB are shown in grey. You can only manage one product at a time. You can switch which product is connected by clicking on another product on the Device bar. If you have more than one of the same product, you can choose which one is selected by clicking on the white arrow icon of the connected product.

4.2 Control Button

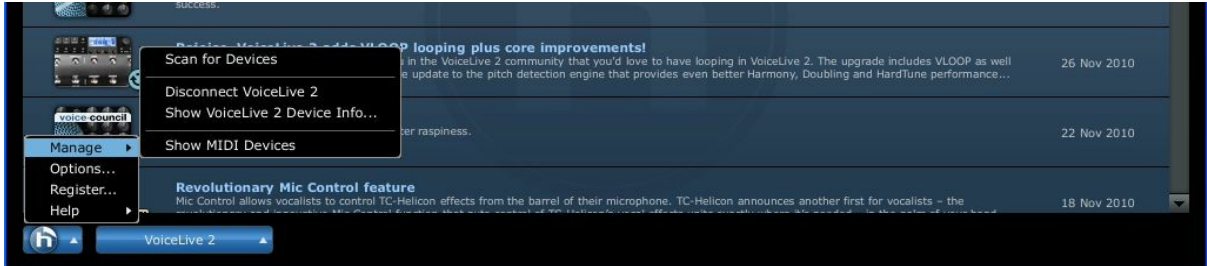
The Control Button provides central access to common VoiceSupport functions.



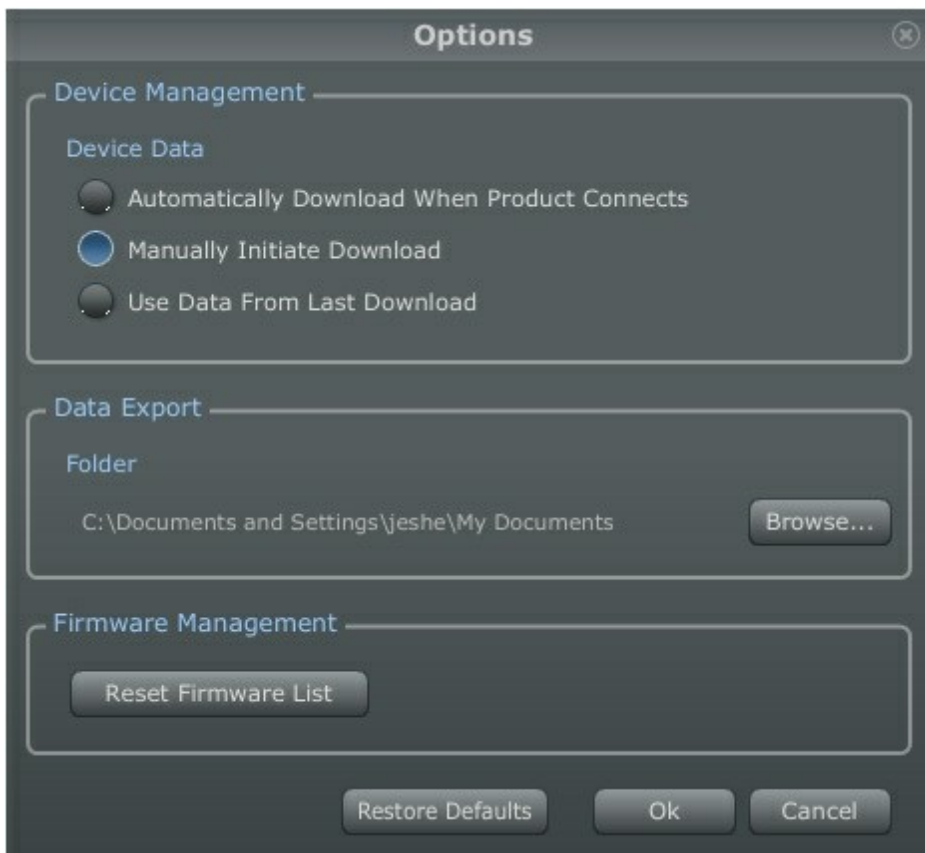
Manage:

-Scan for Devices: Scans the USB devices connected to your computer for TC-Helicon products. Use this feature if you've disconnected or connected TC-Helicon products while the VoiceSupport is running.

- Disconnect:** Disconnects the currently connected device.
- Show Device Info:** Will display the serial number and manufacturing date of the device connected.
- Show MIDI Devices:** Will show all USB MIDI devices connected to your computer.



Options:



-Device Management:

- Automatic: When a device is connected, it automatically gets the data from the device.
- Manually: (default) Will not download presets unless you request the application to do so.
- Use Data From Last Download: This option will use the data from the previous session. This can be useful when switching between multiple devices. However, if you perform changes on your device, make sure you Get Data if you want to keep those changes.

- Data Export:** Sets the default folder for data export operations.

-Firmware Management: The Reset Firmware List will delete all local copies of firmware files. Once VoiceSupport is re-started, the application will download new copies from the server.

Register: Register takes you to the [Account tab](#).

Help: The help option provides links to the TC Helicon website, as well as the offline manual and information about the version of VoiceSupport currently installed.

4.3 Home

Home is the landing page for VoiceSupport. On this page you can get the latest news, see your connected devices and filter your content experience. When your first run VoiceSupport it will scan for connected TC-Helicon devices and get the data from the currently selected device.

There are five main areas to the Home page:

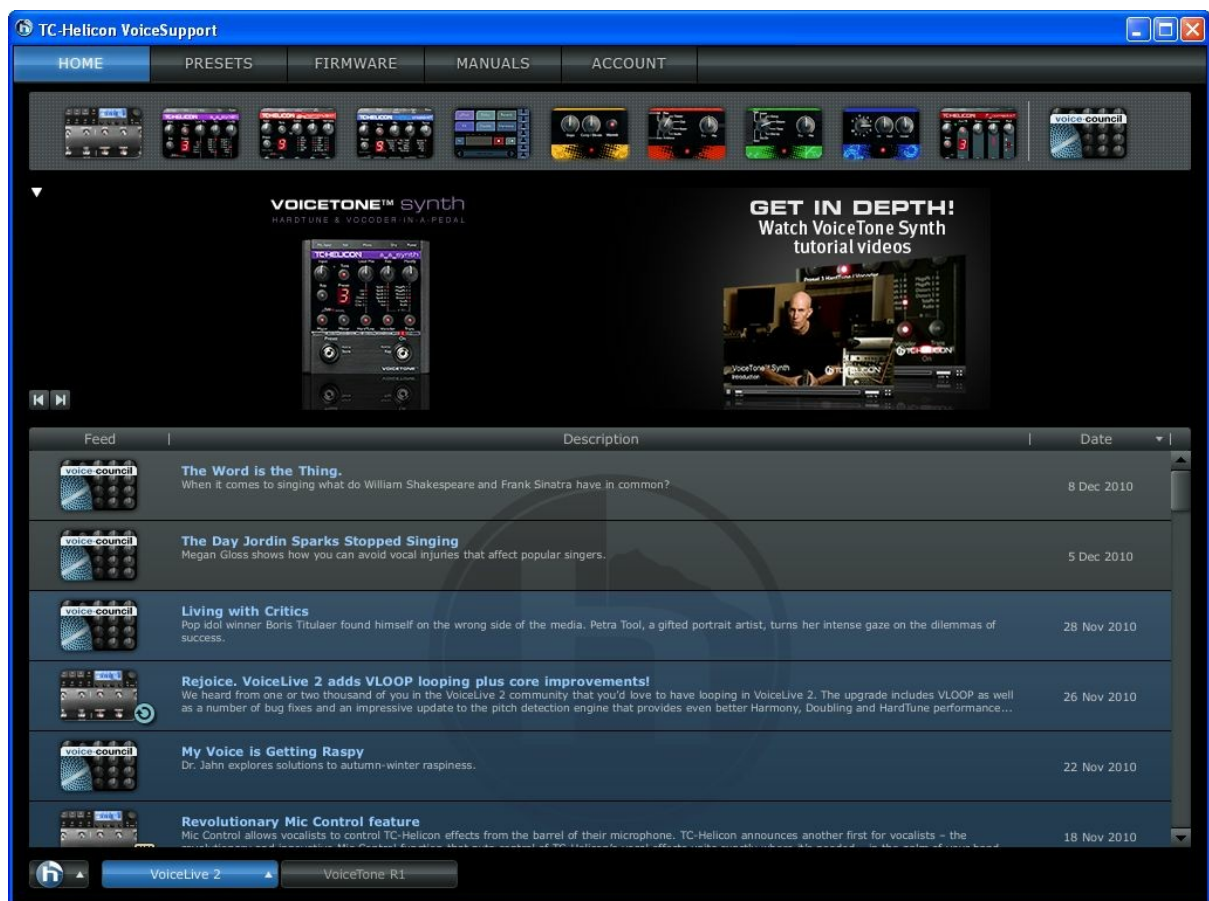
[Product and Feed Filter Bar](#)

[Banner Window](#)

[Post Window](#)

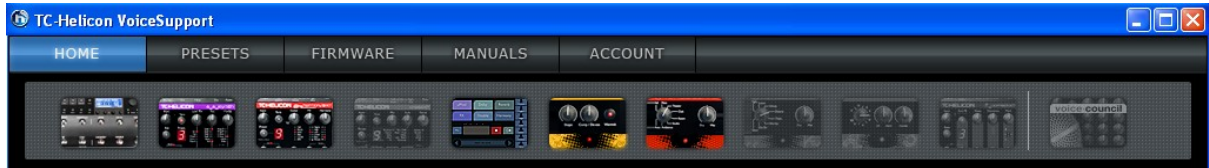
[Control Button](#)

[Device Bar](#)



4.3.1 Product and Feed Filter Bar

The Product and Feed Filter bar allows you to filter the content which is displayed in the Post Window. Content from a product you have currently connected to the VoiceSupport application is automatically selected when you open VoiceSupport.

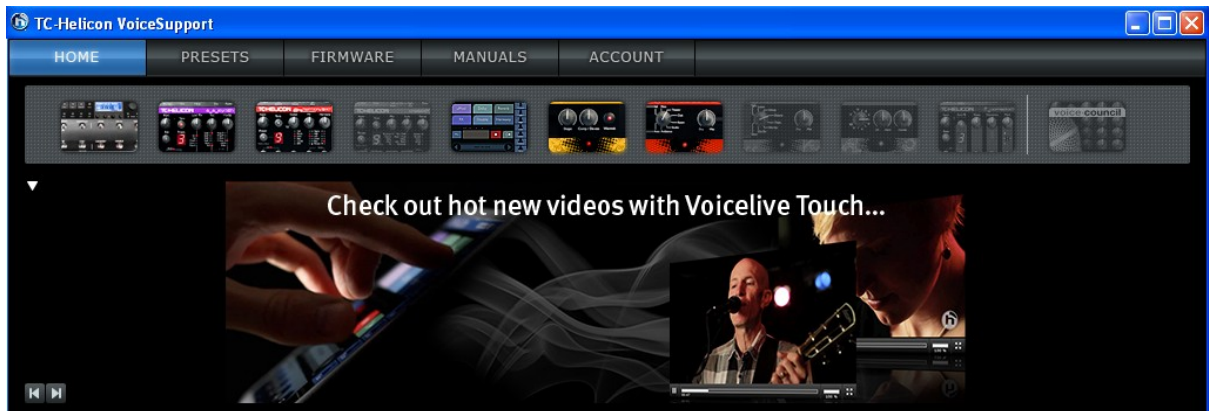


Products: To change what product posts are displayed in the Post Window, you can click on the icon for each product. Selected products are shown in full color, whereas products which are not selected are shown in grey.

VoiceCouncil: VoiceCouncil is an online magazine for contemporary vocalists. Every week it publishes articles and videos on topics ranging from vocal health and technique, to gear and technology. To add posts from the VoiceCouncil RSS feed, click on the VoiceCouncil icon on the far right.

4.3.2 Banner Window

The Banner Window displays the latest news and videos about TC Helicon artists and products. The articles and posts displayed in this window will change depending on which products you have selected in the [Product and Feed Filter Bar](#).



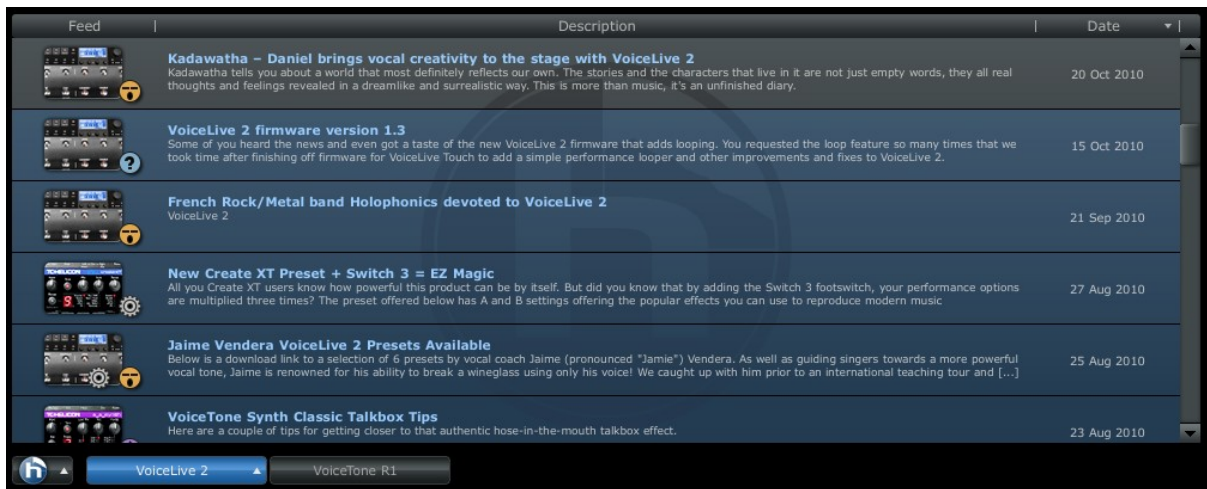
To view the articles posted in the Banner Window, click on the image.

To minimize the Banner Window, click the white arrow in the top left of the window.

To browse through the articles, use the forward and back arrows in the bottom left of the window.

4.3.3 Post Window

This is where you can see the latest posts. Each post is either for a TC-Helicon product or VoiceCouncil. The posts displayed in the the Post Window are affected by the products you have selected in the [Product and Feed Filter Bar](#).



The posts can be organized by Date (default), Description (alphabetical), or by Feed type.

You can also filter the Post Window by categories. To change the filtering options, click anywhere in the Post Window. This will bring up the menu shown below.



Select Categories: If the category is shown in color, posts that have this category association will be displayed. If a category is shown in grey, it will not be displayed.

-All: Displays all posts.

-None: Displays only VoiceCouncil posts.

Note: Each post can have more than one Category tag.

4.4 Presets

The preset page is where you get to make your product your own by re-arranging, backing up, and renaming your presets. You must have a connected device to use the preset management features.

There are five main areas in the Preset page:

[Tools](#)

[Working Data](#)

[Details](#)

[Archives](#)

[Online Library](#)

The screenshot shows the TC-Helicon VoiceSupport software interface. The main window is titled "TC-Helicon VoiceSupport" and has a navigation bar with tabs for "HOME", "PRESETS", "FIRMWARE", "MANUALS", and "ACCOUNT". Below the navigation bar is a toolbar with icons for "GET DATA", "APPLY CHANGES", "SEND SETUP", "UNDO", "UNDO ALL", "ARCHIVE", "DELETE PRESETS", "DELETE ARCHIVE", "EXPORT", and "IMPORT". The main area displays a grid of 130 preset names, such as "1: SIXTH ENCORE", "2: CLOSE UP 3RD", "3: TUNED UP+DOWN", etc. On the right side, there is a "Details" panel with an "Archive Name" input field and an "Online Library" section showing a list of preset sets with columns for "Type", "Name", and "Date".

4.4.1 Tools



Get Data: Downloads the presets from your connected product into the Working Data view.



Apply Changes: Sends all modified presets from the working data to your connected product.



Send Setup: Sends the setup data stored with the Working Data or Archive view to the device. Setup Data is automatically received from your device when you click Get Data.



Undo: Undoes the last operation.



Undo All: Undoes all changes to both the Working Data and Archives.



Archive: Stores the Working Data view to an archive. This a great way of making sets or having a pool of presets to choose from.



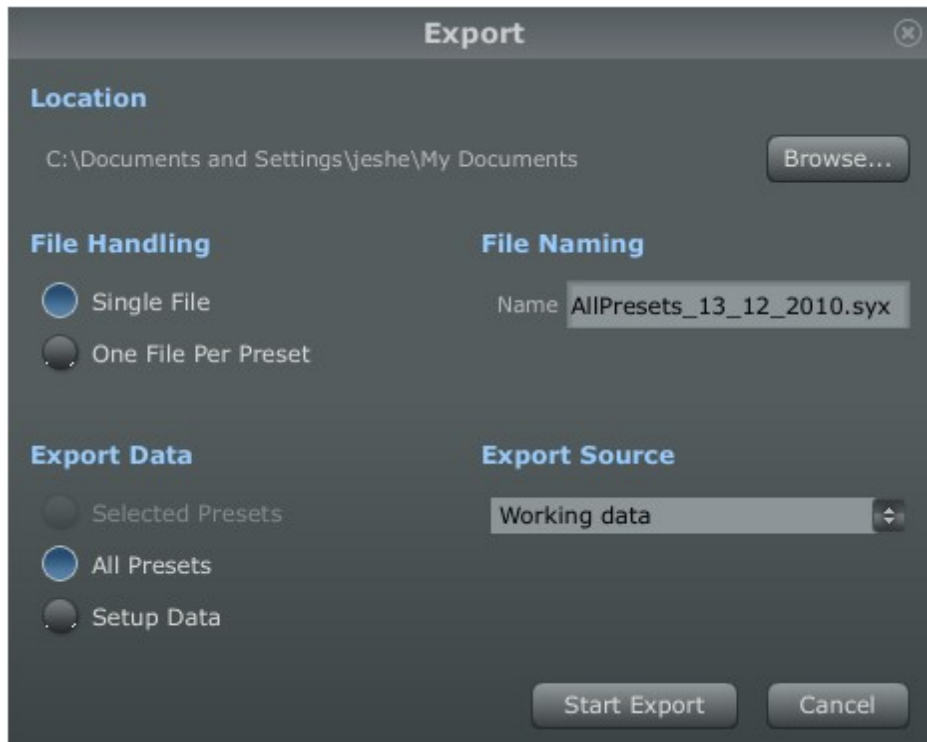
Delete Presets: Deletes the currently selected presets. Note: You can also use the DELETE key.



Delete Archive: Deletes the currently selected Archive.



Export: Allows preset and setup data to be exported to MIDI Sysex format. This allows sharing with other users, or integrating of preset and setup management in a DAW.



Location: Select the location on your computer where you want to store the data.

File Handling: Select whether you want presets to be stored as individual SYSEX files or as a single SYSEX file for all data selected.

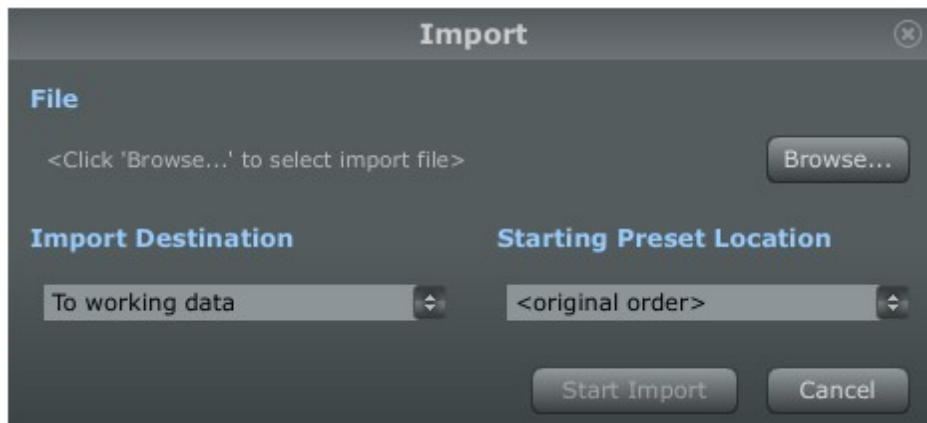
File Naming: Customize the naming of the SYSEX file.

Export Data: Choose the data you want to export.

Export Source: Choose where you want to export the data from – the Working Data view, or from an Archive.



Import: Allows SYSEX preset and setup data to be imported. This allows sharing with other users and restoring from backups.



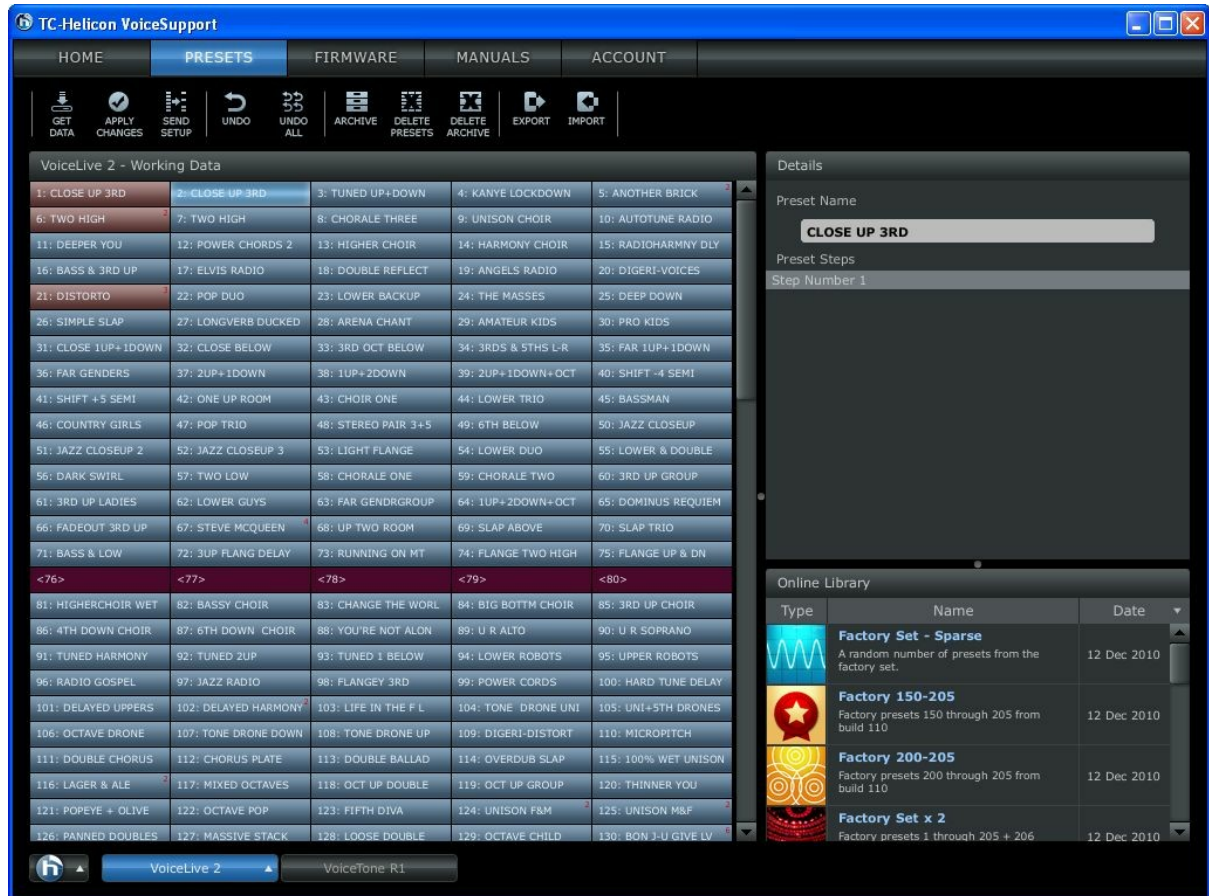
Browse: Choose the SYSEX file you want to import.

Import Destination: Select where you want to import to – directly to Working Data or to an Archive.

Starting Preset Location: If you're importing SYSEX with multiple presets, you can select the starting preset location to import the data, or use the original order saved in the SYSEX data.

4.4.2 Working Data

The Working Data view is where you can drag and drop your preset tiles into any order (this is also true for Archives).



VoiceLive 2 - Working Data

Working Data Title Bar: You can drag all presets from an Archive onto the Working Data Title Bar. The presets will be copied starting at preset 1.

A preset tile can show a number of different states:

24: THE MASSES

Default, unselected preset tile. This color indicates that the preset data in the working view matches the preset data on your connected product.

2: CLOSE UP 3RD

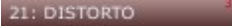
This color indicates the preset is selected.



Preset with steps. The number in the top right corner of the tile indicates the number of steps in that preset.



This color indicates the preset in this location has been deleted.



This color indicates the preset has been renamed, moved, swapped, copied or merged; the preset data in the working view is different that the preset data on your connected product.

Moving Presets:

Simply click and hold a preset, then drag it to a new location. When you select a preset you can use the common [keyboard shortcuts](#) buttons to select multiple presets.

When a preset is selected you can:



Move: Moves the preset to the new location. It will delete the preset from its current location and will overwrite the existing preset in the new location.

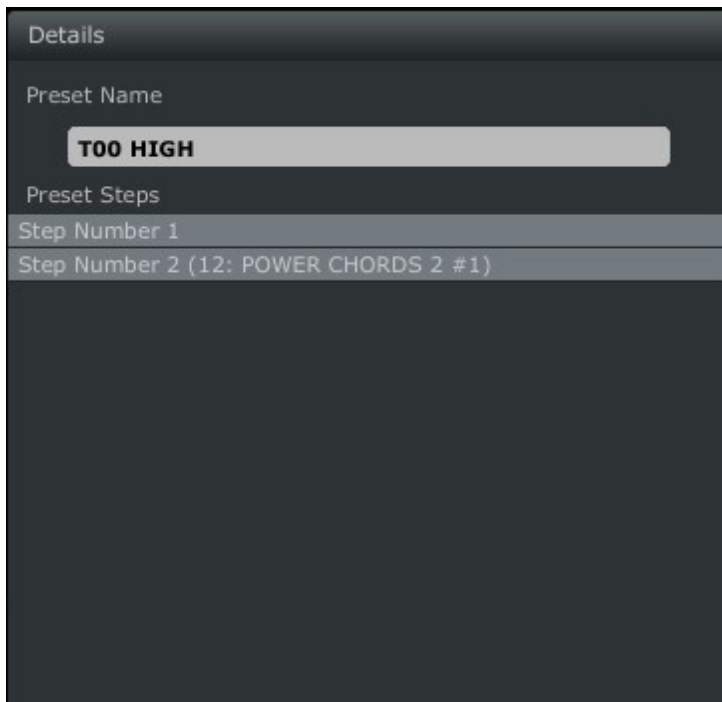
Copy: Copies the preset to the new location (it will delete the preset in the new location if it is not empty).

Swap: Switches the locations of the selected preset and the preset from the new location.

Add as Steps: Will merge all selected presets into a single preset with multiple steps (only available on products that support steps).

4.4.3 Details

The Details area shows preset name and steps (if supported by your product) for the currently selected preset or the Archive name for your currently selected Archive. When using the Online Library the Details area will display the name of the Online Library as well as the content.



Preset Name: Click in this area to change the name of the preset. Once you have changed the name, you must apply changes before the changes are saved to your device.

Preset Steps: Preset steps can be moved around and copied from other presets. Shown above the second step has been copied from Preset 12: Power Chords 2 (step 1.) Once you have applied the changes to the device, the second step will lose its reference name and be called Step Number 2.

If a preset has steps, the order can be changed by dragging and dropping in a new order. In addition, steps can be deleted using the DELETE key. Steps can also be dragged and dropped from the Details window to the Working Data and Archives.

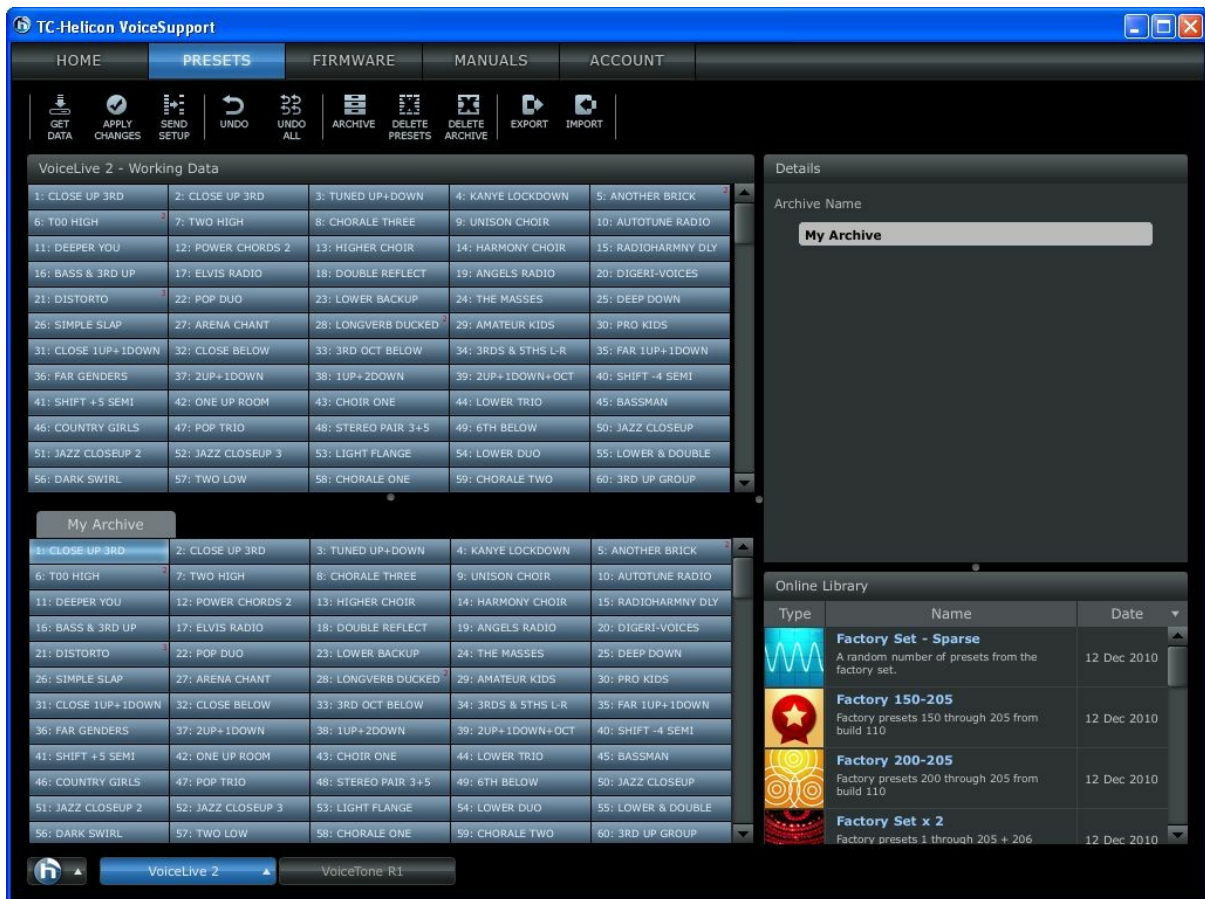


Archive Name: Click in the area to change the name of the Archive.

Presets: Shows the listing of presets included in the currently selected Archive. **Note:** The preset listing is only available for archives from the Online Library. User archives can only display the Archive Name, the preset listing is in the Archive tab.

4.4.4 Archives

Archives are managed in an identical manner to the [Working Data](#). An Archive created in VoiceSupport remains stored after the application is shut down.



To load an archive onto your product:

1. Select all the presets in the Archive ([Keyboard Shortcuts](#)).
2. Drag the presets on to the Working Data tab.
3. Press Apply Changes.

Note: Archives created may not be visible if the firmware you used to create the Archive does not match the current firmware on your product.

4.4.5 Online Library

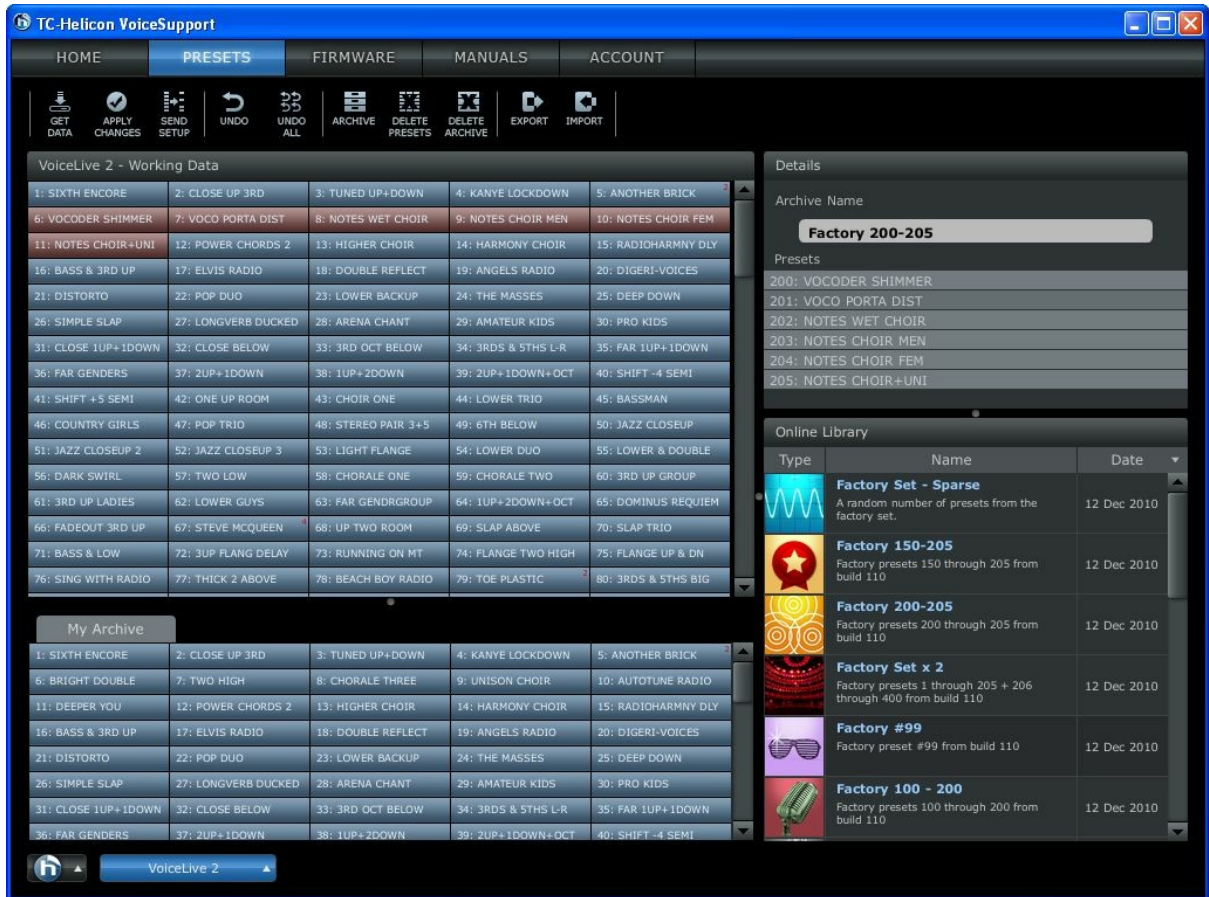
The online library contains sets of presets that are authored by TC Helicon which are not included in the factory default. These presets are always available to users when using VoiceSupport.

When you click on a set of presets from the Online Library, the listing of the presets contained are shown in the Details area.

-To load all presets from an Online Library into the Working Data, select the Icon from the Online Library window and drag it into the working data. The presets will be loaded into the working data starting at the preset you drop the icon onto to.

-To load all presets from an Online Library into the Working Data starting at preset 1, drag and drop the icon from the Online Library onto the Working Data title bar.

-To load individual presets from an Online Library into the Working Data, select the desired preset from the Details window and drag and drop into the Working Data.



-To create an Archive from the Online Library, drag the icon from the Online Library into the Archive Window. This will create a local copy on your computer that will be available when you are not connected to the internet.

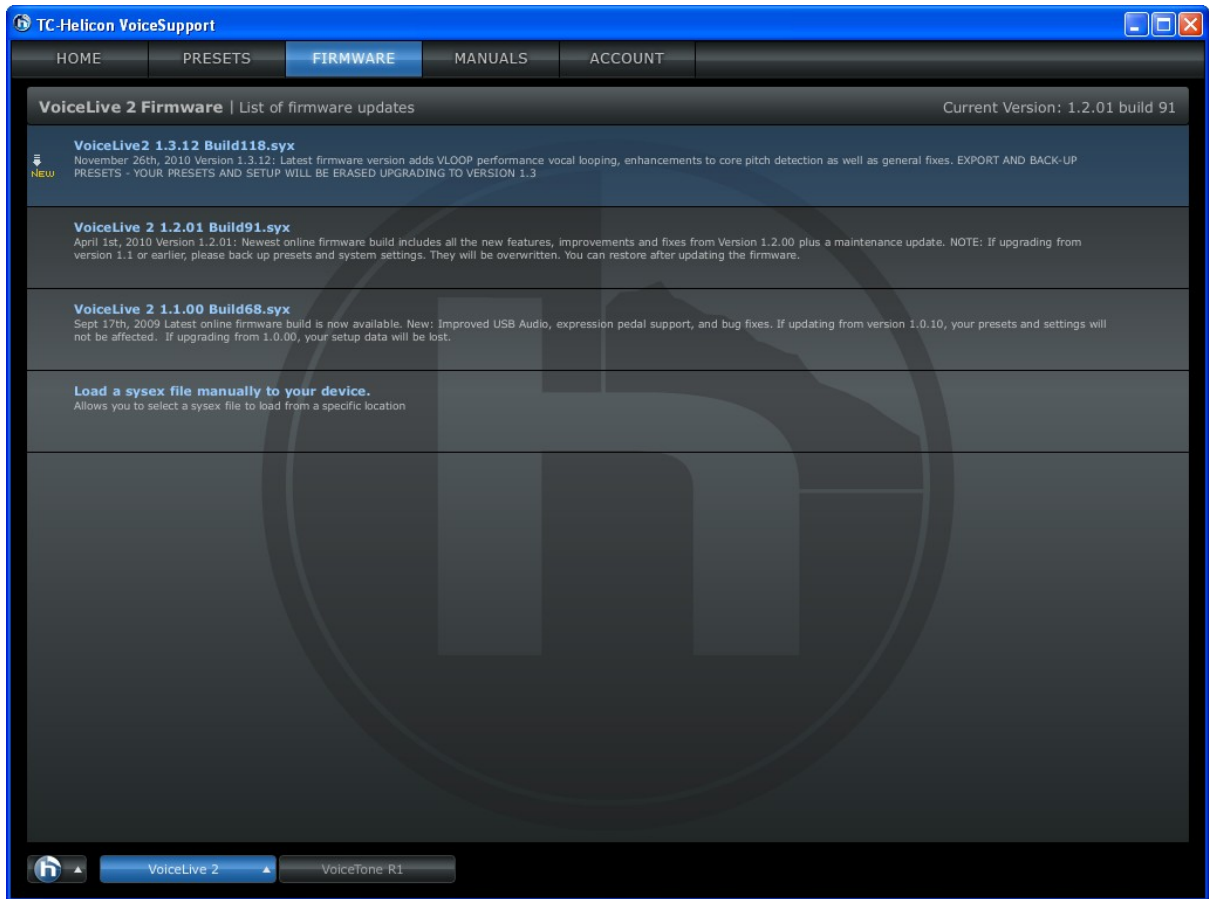
The screenshot shows the TC-Helicon VoiceSupport software interface. The main window has a blue header with the title 'TC-Helicon VoiceSupport' and a navigation menu with 'HOME', 'PRESETS', 'FIRMWARE', 'MANUALS', and 'ACCOUNT'. Below the menu is a toolbar with icons for 'GET DATA', 'APPLY CHANGES', 'SEND SETUP', 'UNDO', 'UNDO ALL', 'ARCHIVE', 'DELETE PRESETS', 'DELETE ARCHIVE', 'EXPORT', and 'IMPORT'. The central area is titled 'VoiceLive 2 - Working Data' and contains a grid of 60 preset buttons. Below this is a 'My Archive' section with a grid of 20 preset buttons. On the right side, there is a 'Details' panel for the selected 'Factory 150-205' preset, showing a list of 15 individual preset names. Below the details is an 'Online Library' section with a table of preset sets.

Type	Name	Date
	Factory Set - Sparse A random number of presets from the factory set.	12 Dec 2010
	Factory 150-205 Factory presets 150 through 205 from build 110	12 Dec 2010
	Factory 200-205 Factory presets 200 through 205 from build 110	12 Dec 2010
	Factory Set x 2 Factory presets 1 through 205 + 206	12 Dec 2010

4.5 Firmware

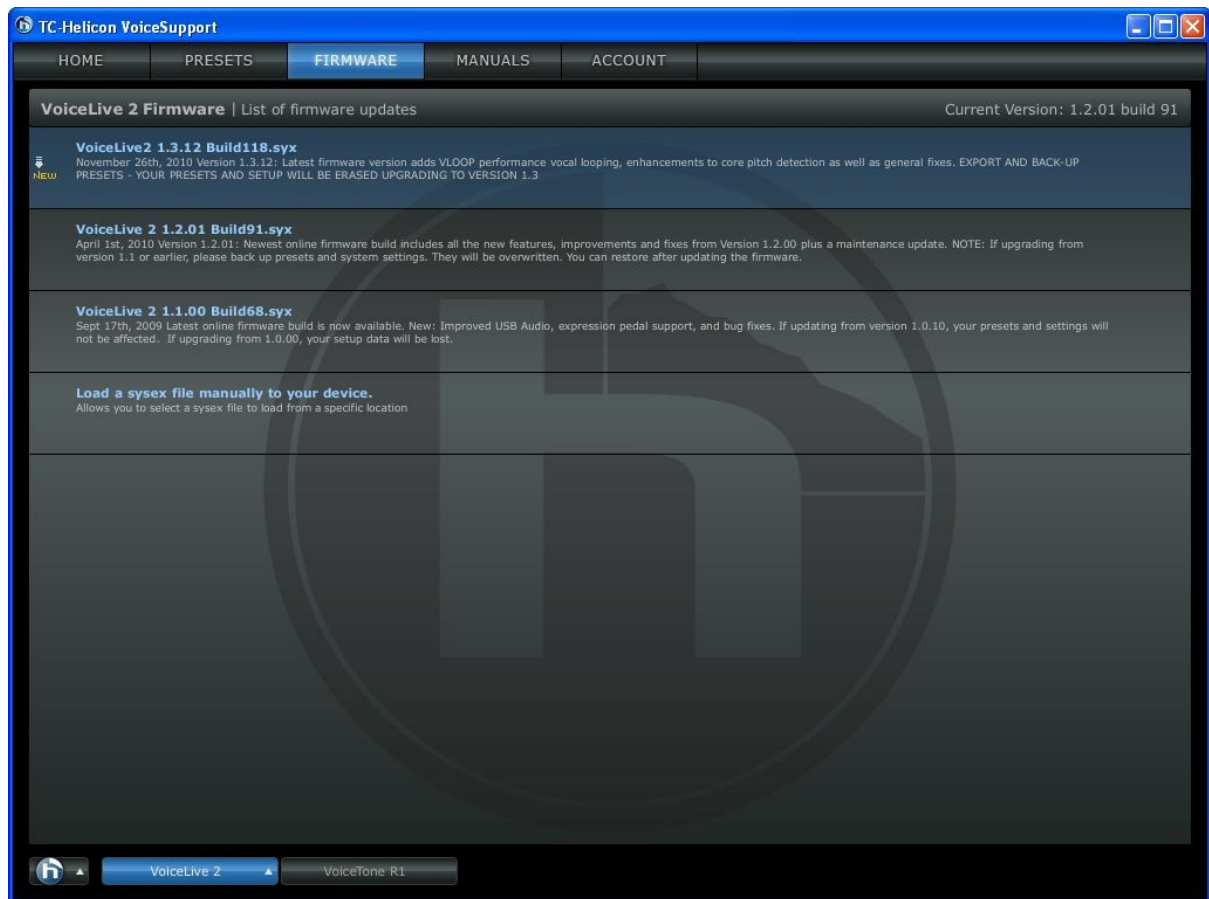
The Firmware page gives you the current version of your connected product's firmware and allows you to update your firmware.

[Current Version](#)
[Versions](#)



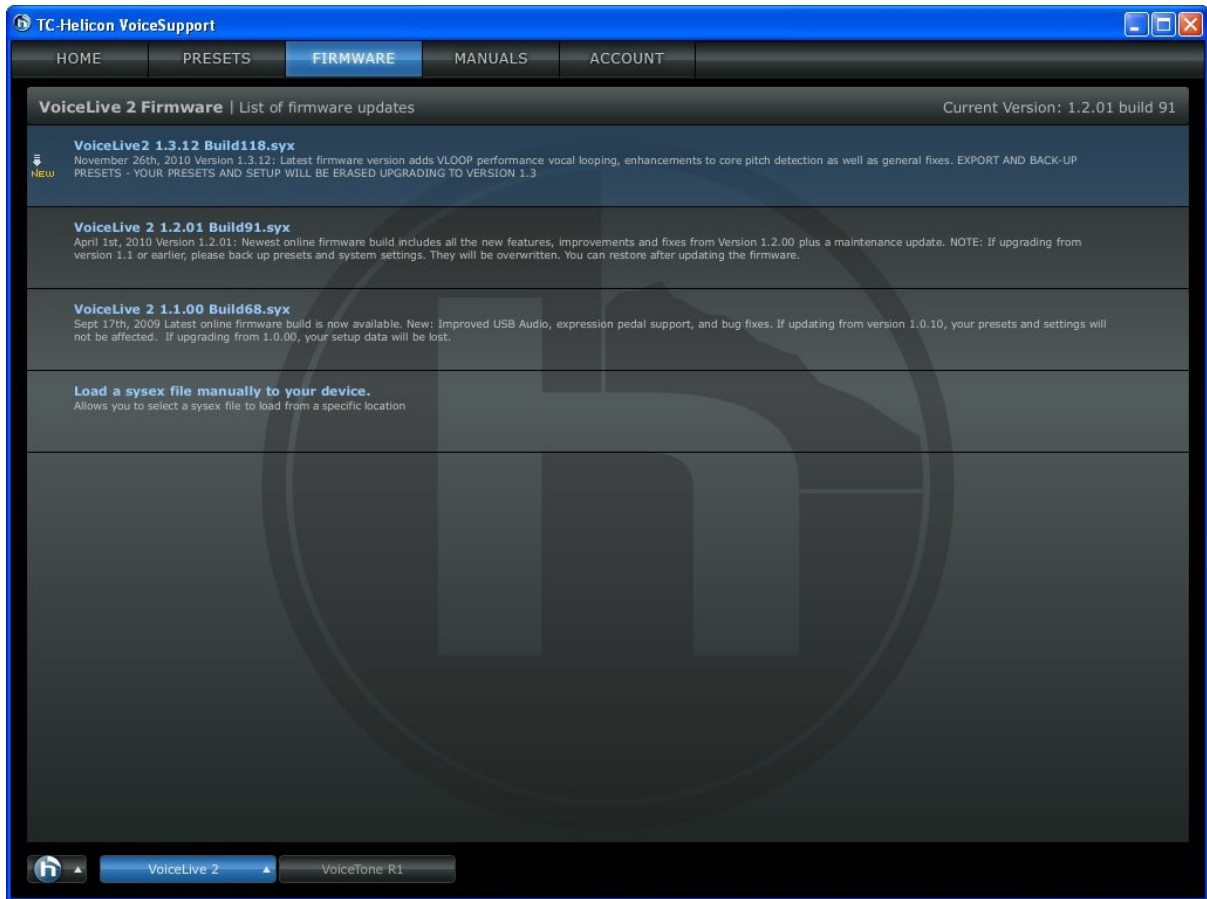
4.5.1 Current Version

The current version of firmware on your device is shown in the top right of the Firmware page or can be found using [Device Info](#).



4.5.2 Versions

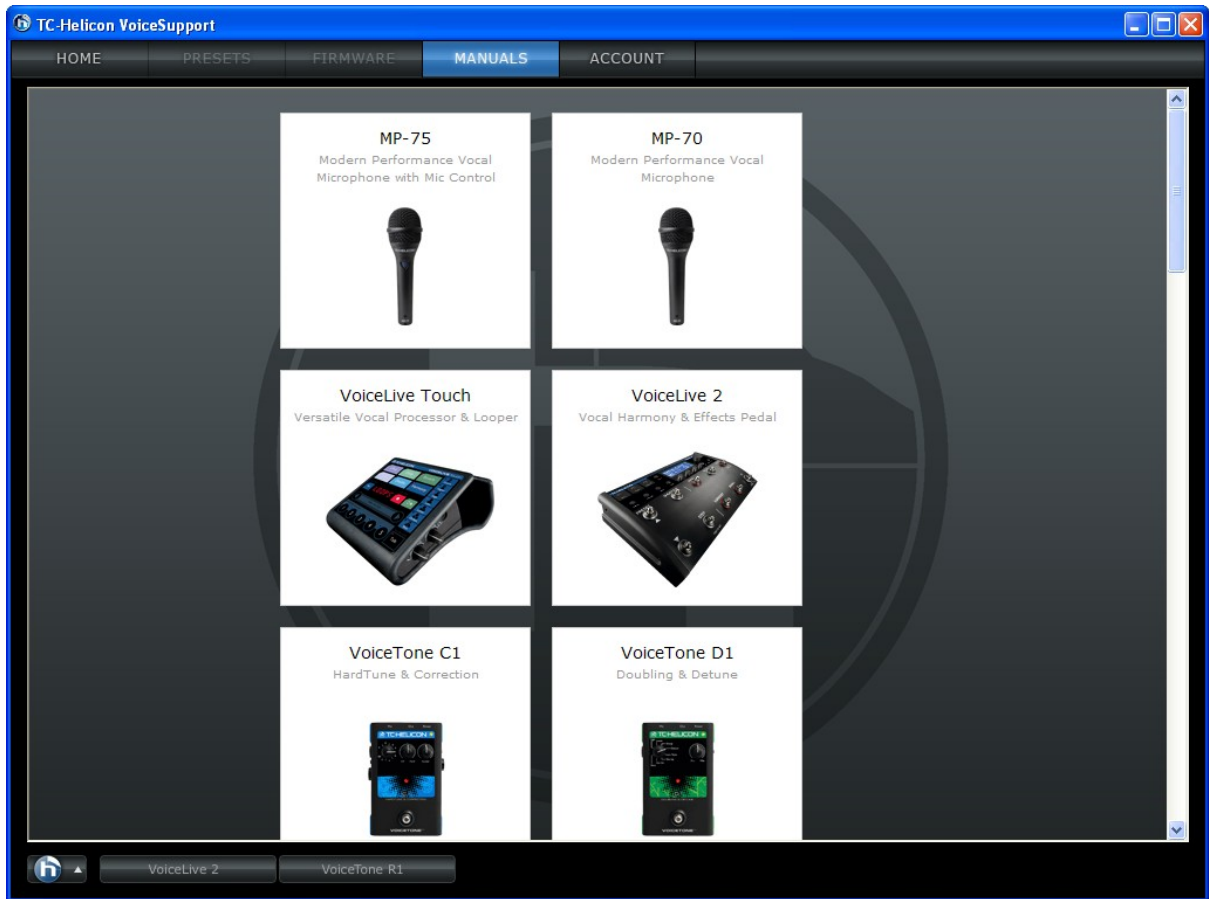
All versions available for your currently connected product are listed in the Firmware tab. Any versions which are newer than the Current Version are highlighted blue and display a "New" icon on the right.



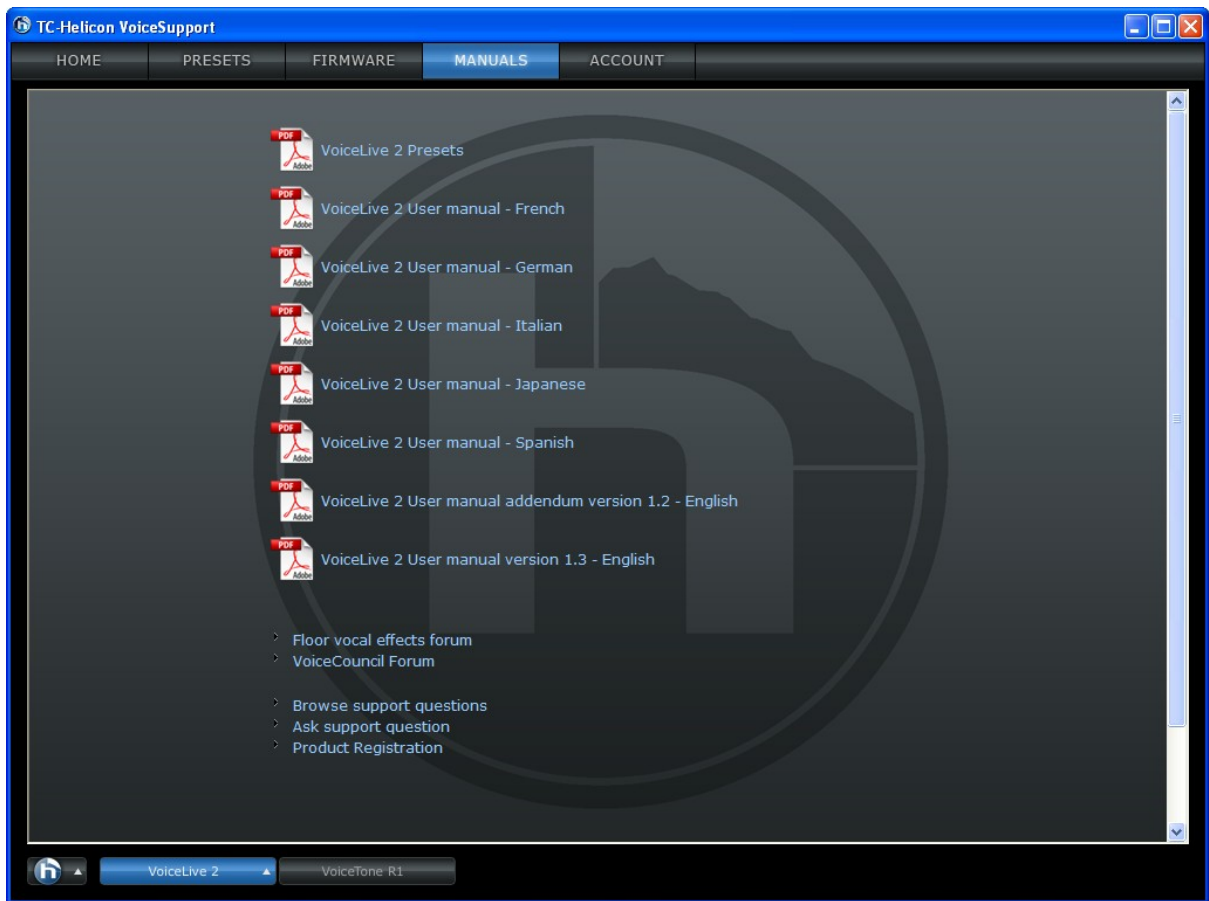
[Upgrading your product's firmware.](#)

4.6 Manuals

The Manuals page gives you quick access to all TC Helicon product manuals. To view manuals for any TC Helicon product, click on the product in the Manual tab.

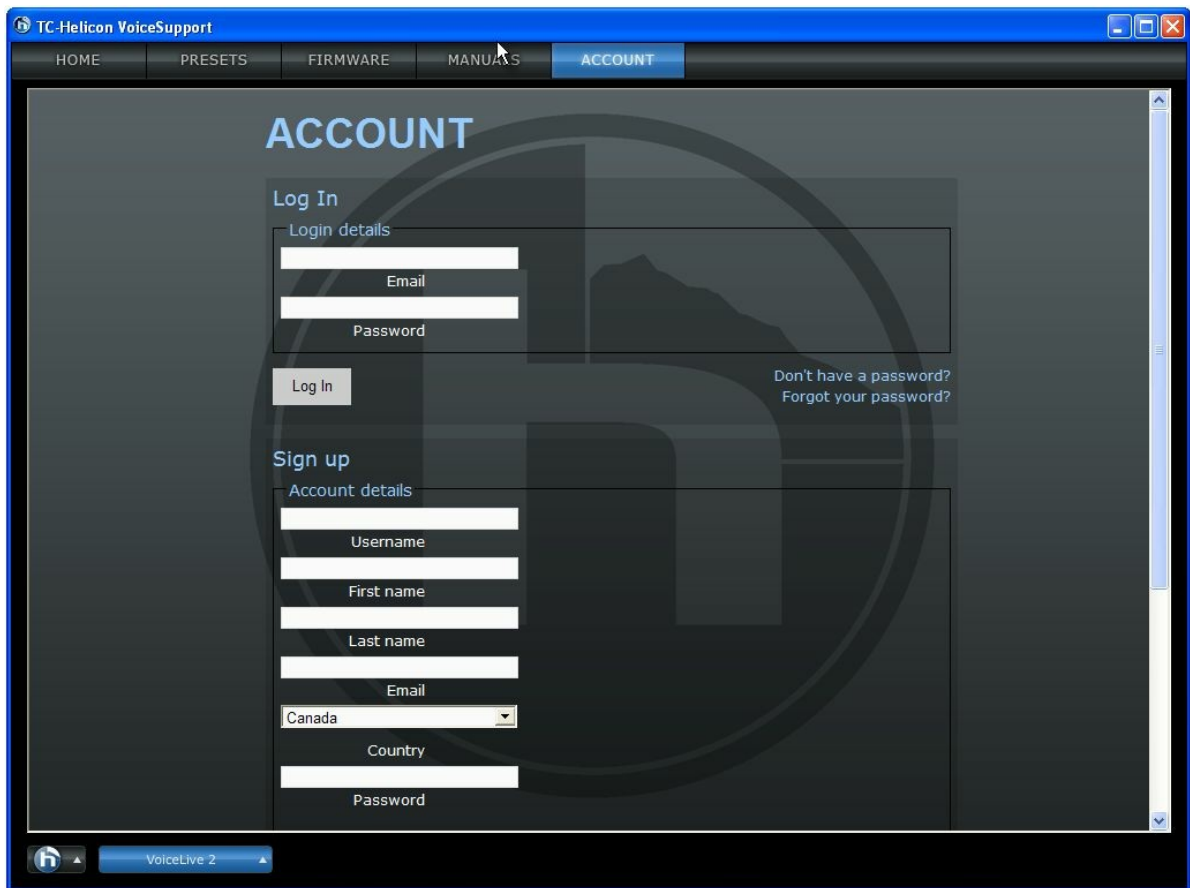


If you have a product connected to VoiceSupport the Manual tab will display only the manuals for your connected device.



4.7 Account

The Account page allows you to register your product and maintain subscriptions.



For more info on registering your account see [Registering your TC-Helicon product](#).

5 Tips

[Keyboard Shortcuts](#)

[Multi-user OS accounts](#)

[Products with Part A and B](#)

5.1 Keyboard Shortcuts

PC Keyboard Shortcuts: Keyboard shortcuts are available on the [Preset Page](#)

Select All: CTRL + A - This command can be used in the Working Data Window, Archives Window and the Details Window. First select one preset in the window, then press **CTRL + A**.

Select Range: Shift - This command can be used in the Working Data Window, Archives Window and the Details Window. To select a range, click the first preset, hold **Shift**, and then click the last preset.

Select Specific: CTRL - This command can be used in the Working Data Window, Archives Window and the Details Window. To select specific presets or steps, hold down the **CTRL** key and click the desired presets or steps.

MAC Keyboard Shortcuts:

Select All: **COMMAND + A** - This command can be used in the Working Data Window, Archives Window and the Details Window. First select one preset in the window, then press **COMMAND + A**.

Select Range: **SHIFT** - This command can be used in the Working Data Window, Archives Window and the Details Window. To select a range, click the first preset, hold **SHIFT**, and then click the last preset.

Select Specific: **COMMAND** - This command can be used in the Working Data Window, Archives Window and the Details Window. To select specific presets or steps, hold down the **COMMAND** key and click the desired presets or steps.

5.2 Multi-user OS accounts

On Windows, VoiceSupport will support multi-user accounts. The application will run in any account. However, personal data, such as archive data, will be stored with the user account.

On Mac, multi-user accounts are not supported. It's advised to only install and run VoiceSupport under a single account.

5.3 Products with Part A and B

If your TC-Helicon has Part A and B associated with its presets, such as Create XT and Harmony-G XT, it's important to understand how this translates in VoiceSupport.

VoiceTone Create XT displays preset information in VoiceSupport as follows:

Product Preset	VoiceSupport Preset
1A	1
1B	11
2A	2
2B	12
3A	3
3B	13
4A	4
4B	14
etc.	etc.

VoiceTone Harmony G XT displays preset information in VoiceSupport as follows:

Product Preset	VoiceSupport Preset
1A	1
1B	1
2A	2
2B	2
3A	3
3B	3
4A	4
4B	4
etc.	etc.

6 Troubleshooting

[Can't see any posts](#)
[My product is not recognized](#)
[There are no posts for my product](#)
[No tab. copy or paste in the Account page](#)
[Can't find my archives](#)
[VoiceLive Touch Favorites](#)

6.1 Can't see any posts

There are several reasons why you may not be able to see any posts.

1. You are likely not connected to the internet. You may see the list of posts, but if you click on a post and there is no post shown, then VoiceSupport is likely not finding an internet connection.
2. If you don't see any posts in the content window, check your [Product and Feed Filter Bar](#) settings to make sure you are not filtering out content.
3. Check you [OS requirements](#) to make sure you are using the recommended version.

6.2 My product is not recognized

There are several steps you can take if your product is not recognized by VoiceSupport.

1. Confirm you have an internet connection (VoiceSupport will tell you on startup if you are not connected).
2. Try re-scanning by pressing the Control Button, then select Manage, then click Scan for Devices.
3. If your device still isn't recognized press the Control Button, then select manage, then click Show MIDI Devices. If the product is in the list, try restarting VoiceSupport.
4. If your device is not in the list, navigate into your Operating System to find what devices are connected. If your device is not connected, try disconnecting power and USB to the device, and then reconnecting.

If none of these steps rectify the problem, contact support www.tc-helicon.com/support

6.3 There are no posts for my product

If there are no posts listed for your product:

1. Confirm your product is connected. If it is not connected you can link [here](#) to troubleshooting tips on connecting your product.
2. Check your [Product and Feed Filter Bar](#) settings. Make sure All categories and My Product or All products are selected.

6.4 No tab, copy or paste in the Account page

VoiceSupport does not support the tab button or copy and paste functions within the account page on a PC. However, you can click the LAUNCH IN BROWSER link to register your product or manage your account in your browser.

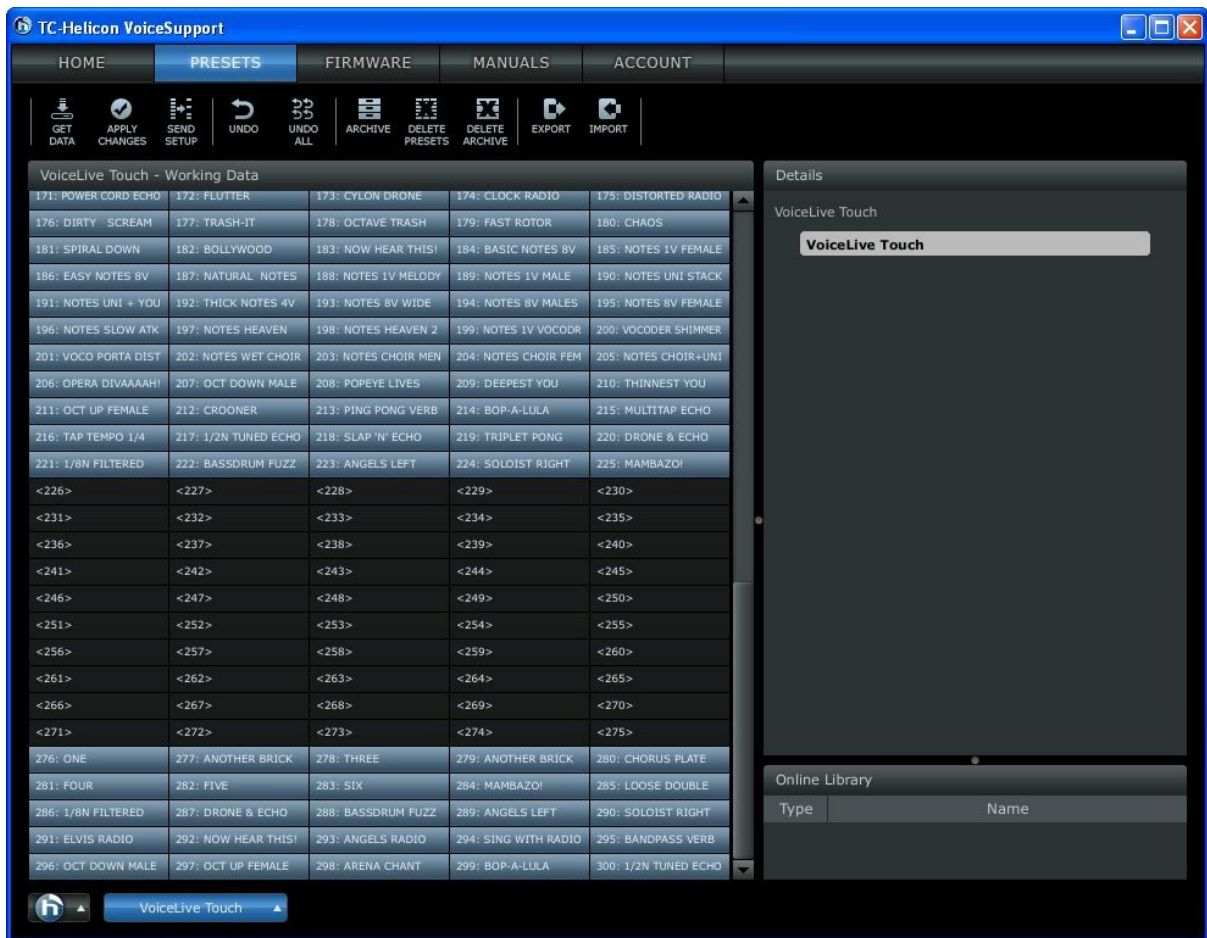
6.5 Can't find my archives

If you can't find your Archives on your VoiceLive 2 it's likely you've updated your TC-Helicon product to a new version of firmware that is not compatible with your old presets. To get access to those presets:

1. [downgrade](#) your firmware to the version you used to make the Archives.
2. Click the preset page, your archives associated with that firmware will be accessible.
3. Click Export.
4. Select where you want to export to using the Browse button.
5. Select All Presets as export data.
6. Set Export Source to be the name of the Archive you want to access after you have upgraded.
7. Upgrade to the new version of firmware, rescan when your product has rebooted.
8. Select your product, and click the Preset page.
9. Select Import.
10. Browse to the file you exported.
11. Select the destination as Working Data and click Start Import.
12. When presets have been imported into the Working Data, click Apply Changes.

6.6 VoiceLive Touch Favorites

VoiceLive Touch Favorites are stored at the bottom of the preset window from Preset 276 to Preset 300.



- Bank A:** Preset 276-280
- Bank B:** Preset 281-285
- Bank C:** Preset 286-290
- Bank D:** Preset 291-295
- Bank E:** Preset 296-300