

DAM UPMIX · PUBLIC BETA · USER GUIDE

DAM Upmix User Guide

Stereo to immersive, on the HSR engine. Installation, license activation and every control of the plugin, from the first session to the last export.

EDITION

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VERSION

1.1 public beta

SUPPORT

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dam-audio.com/dam-upmix

Contents

1	Welcome	3	4	The interface	10
1.1	What DAM Upmix does	3	4.1	Overview	10
1.2	System requirements	4	4.2	Header, presets and settings	11
1.3	The public beta	4	4.3	The speaker view	12
2	Installation	5	4.4	Global controls	13
2.1	Download	5	4.5	Pairs, height and LFE	13
2.2	macOS	5	4.6	Output formats and channel order	14
2.3	Windows	5	5	Using DAM Upmix in your host	16
2.4	Updating and uninstalling	6	5.1	Reaper (macOS and Windows)	16
3	License and activation	7	5.2	Logic Pro (macOS)	16
3.1	Your license key	7	5.3	Other hosts and Pro Tools	17
3.2	Activating online	7	6	Reference and help	18
3.3	Activating offline	8	6.1	Parameter reference	18
3.4	Working without internet and license messages	9	6.2	Files and folders	18
3.5	Moving to another computer	9	6.3	Troubleshooting	19
			6.4	Support	19

CHAPTER 1

Welcome

What DAM Upmix does, what you need to run it, and what the public beta includes.

1.1 What DAM Upmix does

DAM Upmix spreads a stereo mix across every speaker of an immersive system without touching its sound. Two channels in, up to twelve out: 5.1, 7.1, 7.1.2 or 7.1.4.

Most upmixers recolour the signal. DAM Upmix does not. Its HSR engine (High Space Resolution) works entirely in the time domain: it reads the spatial image already encoded in your stereo and redistributes its energy across the outputs, conserving energy and leaving the timbre untouched. There is no FFT, no pre-echo and no musical noise, and the plugin adds no latency.

Each output is described by two values. Its **correlation** (an angle) says where in the stereo image it takes its information from: close to the centre, it draws on what left and right share; towards the sides, on what sets them apart, and like a mid-side matrix it can reach past $\pm 90^\circ$ to the extreme sides, without the phase problems of M/S. Its **weight** (in dB) says how much of the energy it receives. The weights are balanced so the total stays iso-energy: the sound is redistributed, never added or taken away. That is why the timbre at each output is the timbre of your stereo.



DAM Upmix with the "7.1.4 Speakers" factory preset.

1.2 System requirements

	MACOS	WINDOWS
Operating system	macOS 15 Sequoia, 26 or 27	Windows 10 or 11, 64-bit
Processor	Apple Silicon or Intel (universal binary)	x64
Plugin formats	Audio Unit (AU), VST3 and AAX	VST3 and AAX
Host	Any AU or VST3 host able to feed a stereo signal into a 5.1, 7.1, 7.1.2 or 7.1.4 track or bus; Pro Tools Studio or Ultimate for AAX	Any VST3 host with multichannel tracks or buses; Pro Tools Studio or Ultimate for AAX
Tested hosts	Reaper, Logic Pro (7.1.2 Atmos track), Pro Tools	Reaper, Pro Tools
Internet	Once for activation (or a second device for offline activation); not needed afterwards	Same

1.3 The public beta

DURATION	The beta runs until 15 November 2026 inclusive. After that date the plugin stops processing audio and asks for a new license.
PRICE	Free. No payment details are asked.
WHAT YOU GET	The full plugin, every control, on macOS and Windows.
MACHINES	Each beta license activates on two computers. You can move it from one computer to another at any time (see section 3.5).
AFTER THE BETA	Beta testers will receive a 20 % discount code on the perpetual license, valid for a limited time after the release.

CHAPTER 2

Installation

Download the installer for your system, run it, and rescan plugins in your host.

2.1 Download

Installers are listed on dam-audio.com/support/downloads, under Plugins. The link is also in the e-mail that carries your license key.

FILE	FOR	CONTENTS
DAM-Upmix-1.1.0-beta-macOS.pkg	macOS	Installer: VST3, Audio Unit, AAX and this user guide
DAM-Upmix-1.1.0-beta-Windows-x64-Setup.exe	Windows	Installer: VST3, AAX and this user guide

2.2 macOS

- 1 Quit your audio software.
- 2 Double-click **DAM-Upmix-1.1.0-beta-macOS.pkg** and follow the installer. It asks for your administrator password, because plugins are installed for all users.
- 3 Open your host. Most hosts scan new plugins at launch; in Logic Pro, open **Logic Pro › Settings › Plug-in Manager** if DAM Upmix is not listed.

FORMAT	INSTALLED IN
VST3	/Library/Audio/Plug-Ins/VST3/DAM Upmix.vst3
Audio Unit	/Library/Audio/Plug-Ins/Components/DAM Upmix.component
AAX	/Library/Application Support/Avid/Audio/Plug-Ins/DAM Upmix.aaxplugin
User guide	/Applications/DAM Audio/DAM Upmix User Guide.pdf

TIP

If Logic Pro lists DAM Upmix as failed, select it in the Plug-in Manager and click **Reset & Rescan Selection**.

2.3 Windows

- 1 Quit your audio software.
- 2 Run **DAM-Upmix-1.1.0-beta-Windows-x64-Setup.exe**. Windows asks for administrator rights, because the plugins go into the shared plugin folders.
- 3 Open your host and rescan plugins if DAM Upmix does not appear.

FORMAT	INSTALLED IN
VST3	C:\Program Files\Common Files\VST3\DAM Upmix.vst3
AAX	C:\Program Files\Common Files\Avid\Audio\Plug-Ins\DAM Upmix.aaxplugin
User guide	Start menu › DAM Audio › DAM Upmix User Guide

IMPORTANT

The first time you run the installer, Windows asks you to confirm it: if “**Windows protected your PC**” appears, click **More info**, then **Run anyway**.

NOTE

On some new Windows 11 installations, **Smart App Control** can block some plugins. If DAM Upmix does not load and Windows mentions Smart App Control, see **Windows Security › App & browser control**.

The plugin needs nothing else: no Visual C++ runtime or other component has to be installed.

2.4 Updating and uninstalling

To update, run the new installer over the old version. Your license and your presets are kept.

macOS

Delete **DAM Upmix.vst3**, **DAM Upmix.component** and **DAM Upmix.aaxplugin** from the folders listed in section 2.2.

Windows

Open **Settings › Apps › Installed apps**, select **DAM Upmix** and choose **Uninstall**.

TIP

Before removing DAM Upmix from a computer for good, deactivate it (section 3.5) so the activation can be used on another machine. Uninstalling does not deactivate it. A computer activated offline cannot be deactivated (section 3.3).

CHAPTER 3

License and activation

Your key, online and offline activation, working without internet, and moving to another computer.

3.1 Your license key

Your key arrives by e-mail a few minutes after your order. It is **16 characters long and starts with DU**, for example **DUXXXXXXXXXXXXXXX**. Type or paste it exactly as received: dashes and spaces are not needed.

The license is tied to each computer it is activated on, through a machine identifier computed by the plugin. It is not tied to a host: once a computer is activated, every host on that computer can use DAM Upmix.

Activating DAM Upmix means accepting our Terms of Use and Sale, at **dam-audio.com/terms**. To activate and check the license, the plugin uses some information about your computer, as described in the Terms (clauses 6 and 15).

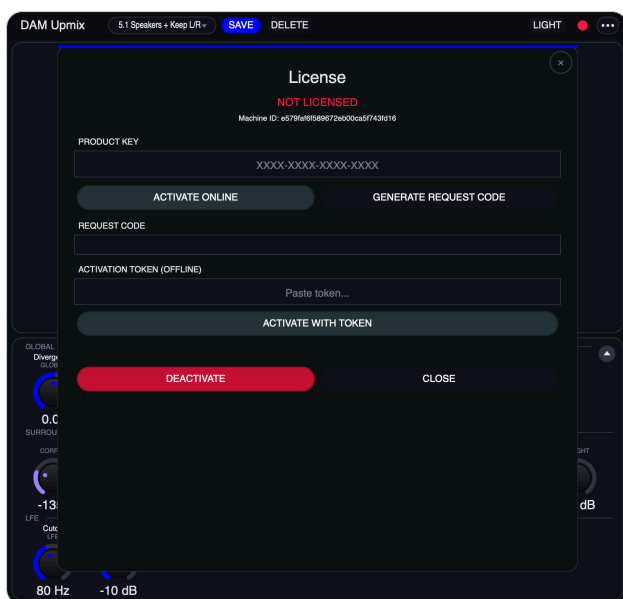
Until the plugin is activated, it lets audio through its interface but **outputs silence**. The dot at the top right of the window is red; it turns green once the license is active.



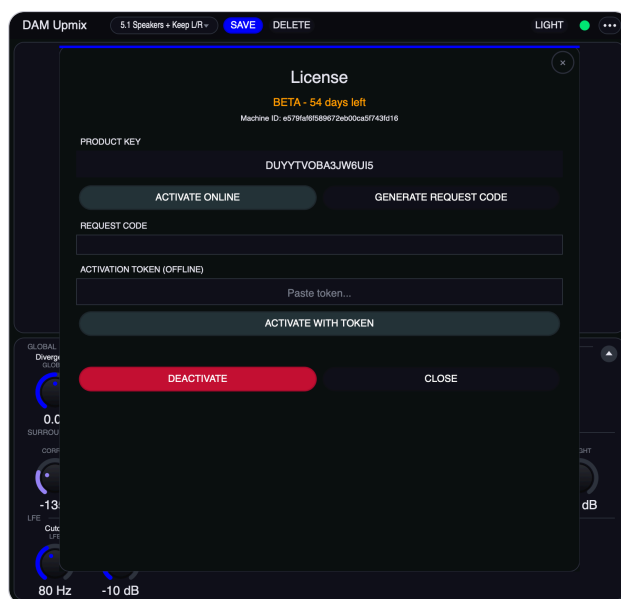
The header. The dot at the right of the theme button shows the license state: red when not licensed, green when active. Click it to open the License panel.

3.2 Activating online

- 1 Insert DAM Upmix on a track and open its window.
- 2 Click the license dot at the top right (or choose **License...** in the **...** menu).
- 3 Paste your key in **PRODUCT KEY** and click **ACTIVATE ONLINE**.
- 4 The panel shows **"BETA — n days left"** and the dot turns green. Close the panel.



Before activation.



After activation: remaining beta days, key and machine identifier.

3.3 Activating offline

Use this when the computer running your studio has no internet access. You need a second device (computer or phone) that is online.

IMPORTANT

An offline activation is permanent. It can never be deactivated or moved to another computer: if you remove the license from this computer later, the activation stays counted on your license and is lost. If you may need to move the license one day, activate online instead.

- 1 On the studio computer, open the License panel, paste your key in **PRODUCT KEY** and click **GENERATE REQUEST CODE**. A 44-character code appears in **REQUEST CODE**.
- 2 On the online device, open www.dam-audio.com/offline-activation, paste the request code and click **Generate Token**. Copy the token.
- 3 Back on the studio computer, paste the token in **ACTIVATION TOKEN (OFFLINE)** and click **ACTIVATE WITH TOKEN**. The plugin asks you to confirm, as the activation is permanent.

TIP

If you cannot open the page, write to contact@dam-audio.com with the request code; we reply with the token.

IMPORTANT

An offline activation counts as one of your two machines, like an online one. The computer never needs to go online afterwards.

3.4 Working without internet and license messages

When the computer is online, the plugin checks its license with the server when it opens, then about once a day, in the background, without interrupting audio. If the server cannot be reached, DAM Upmix **keeps working, with no time limit**: a studio computer can stay offline for good. Only the end of the beta period stops it.

When audio stops, the License panel says why:

MESSAGE	WHAT IT MEANS	WHAT TO DO
The beta ended on ...	The beta period is over.	Get a new license.
This computer's date is ... days behind / ahead of the real date	The computer's date differs from the real date by more than a day (checked when online).	Set the correct date and time; audio comes back at the next check.
The license file was modified or removed outside DAM Upmix	The license file was edited, deleted or copied from elsewhere.	Activate again with the same key (online: no extra activation; offline: paste your token again).
License revoked by the server	The key was deactivated on our side.	Contact contact@dam-audio.com .
System clock is inconsistent	The computer's date went back in time.	Set the correct date and time, then reopen the plugin.

3.5 Moving to another computer

- 1 On the computer you are leaving, open the License panel and click **DEACTIVATE**. Confirm. The activation is released on the server.
- 2 On the new computer, install DAM Upmix and activate it with the same key.

Deactivating needs an internet connection. If the license server cannot be reached, the plugin tells you so and asks before removing anything: removing the license anyway leaves the activation counted, so connect the computer and try again instead.

IMPORTANT

A computer activated offline cannot be deactivated. **DEACTIVATE** warns you and, if you confirm, only removes the license from that computer: the activation stays counted on your license and is lost.

If a computer activated online is no longer available (lost, reinstalled), write to contact@dam-audio.com with your key: we release the activation for you.

CHAPTER 4

The interface

A tour of the window: header, speaker view, and the controls below it.

4.1 Overview



The main window.

- ① **Preset menu** factory and user presets (section 4.2).
- ② **Save / Delete** store the current settings as a user preset, or remove one.
- ③ **Theme** switch between dark and light.
- ④ **License dot** red: not licensed, green: active. Opens the License panel.
- ⑤ **Settings menu** panner meters, goniometer, License...
- ⑥ **Speaker view** every output, placed by its angle and weight (section 4.3).
- ⑦ **Collapse** hide the speaker view to keep only the controls.
- ⑧ **Global** Divergence, Tilt, Keep L/R and Height level (section 4.4).

- 9

Front L/R and centre (section 4.5).
- 10

Surround side and rear pairs.
- 11

Height Ambiance and the two height pairs.
- 12

LFE sub output: cutoff, gain and mode (section 4.5).

Drag a dial up or down to turn it, or click the value under it to type an exact number. All parameters are exposed to your host for automation, grouped as Global, Front, Surround, Height and LFE. In the host, correlations and Ambiance appear on their internal 0 to 1 scale.

4.2 Header, presets and settings

Presets

The preset menu opens with four **factory presets**, which cannot be deleted:

FACTORY PRESET	USE IT FOR
5.1 Speakers	A 5.1 system: front, centre, surrounds; heights and rear surrounds off.
5.1 Speakers + Keep L/R	The same, keeping the original stereo on L and R. This is the setting DAM Upmix opens with.
7.1.4 Speakers	A 7.1.4 system: every output active, heights at -25 dB.
7.1.4 Speakers + Keep L/R	The same, keeping the original stereo on L and R.

When the current settings match a factory preset, the menu shows its name. **SAVE** asks for a name and stores the settings as a **user preset**; **DELETE** removes the selected user preset. User presets are files, shared by every host on the computer (see chapter 6). Your host's own presets and session recall work as usual: DAM Upmix stores its full state in the session.

Settings menu

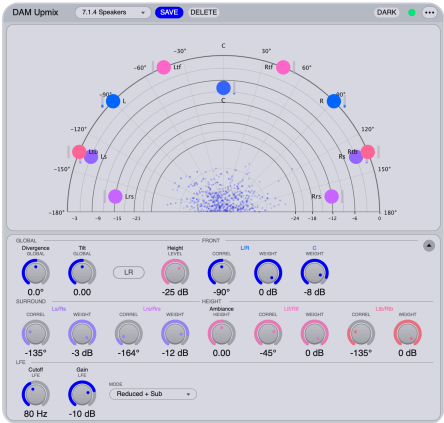
The **...** button opens a menu with **Panner meters** (level meters next to each output in the speaker view), **Goniometer** (the cloud of dots in the centre, showing the stereo image of the input) and **License...**, which opens the License panel.

Theme

The **LIGHT / DARK** button switches the window between the two themes.

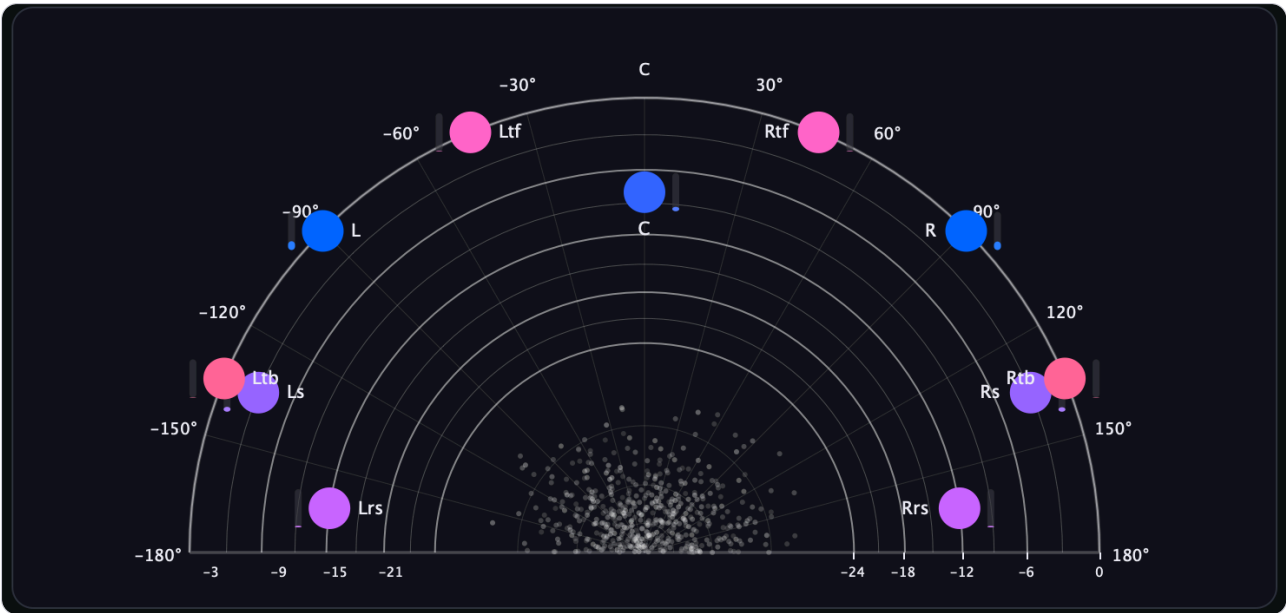


Dark theme (default).



Light theme.

4.3 The speaker view



The speaker view with the 7.1.4 preset.

Each output is a dot. Its **angle** on the half-circle is its correlation: 0° at the top is what left and right share (the centre of the stereo image), ±90° is full left and full right, and beyond, towards ±180° at the bottom, the output draws on what sets left and right apart. Its **distance from the centre** is its weight: on the outer ring an output receives its full share (0 dB), and it fades towards the centre. The scale along the bottom edge reads the weight in dB.

Outputs come in pairs (L/R, Ls/Rs, Lrs/Rrs, Ltf/Rtf, Ltb/Rtb) and move symmetrically. The centre only has a weight: it always sits at 0°.

ACTION	RESULT
Drag a dot	Changes angle and weight of the pair.
⌘-drag (Ctrl-drag on Windows)	Changes the angle only.
Shift-drag	Changes the weight only.
Double-click a dot	Resets the pair to its default position.

Colours follow the layers: blue for front and LFE, violet for surrounds, pink for top front, coral for top back. The dials below use the same colours.

Goniometer

Behind the outputs, a cloud of fading dots shows **where the energy of the stereo input is**. What left and right share rises straight up from the centre: the higher, the louder. Content that is only on the left leans to the left, only on the right to the right, and wide or out-of-phase content spreads towards the sides and the bottom edge.

Read it together with the dots: the outputs placed where the cloud sits receive most of the signal. A narrow vertical cloud (a mostly centred mix) feeds the front and the centre; a wide cloud feeds the surrounds and the heights. The goniometer can be hidden from the settings menu.

4.4 Global controls

Divergence and Tilt move every output at once. Set the overall image in a few gestures, compare a couple of options by ear, then refine a single pair only where it matters.

DIVERGENCE –90° to +90°, default 0°. Adds the same angle to every pair. Pull it in to correlate the outputs: the same sound everywhere, a tight image. Push it out to decorrelate them: more difference between outputs, a wider and more enveloping image.

TILT –1 to +1, default 0. Shifts weight between the front and the rear outputs, by up to 24 dB at the extremes: towards +1 the outputs placed towards the back come forward, towards –1 the front ones do. Outputs switched off (–70 dB) stay off.

KEEP L/R The **LR** button, on or off. When on, the L and R outputs carry your original stereo, untouched, and the other outputs are computed around it. Use it when the front pair must stay exactly the stereo master. The overall level is about 3 dB higher than with Keep L/R off.

HEIGHT LEVEL –70 to 0 dB, default –25 dB. Level of the four height outputs as a whole.

NOTE

The pair dials always show the values you set; Divergence and Tilt are applied on top of them. Both are automatable and keep working with the plugin window closed.

4.5 Pairs, height and LFE



The controls, grouped by layer.

Front, surround and height pairs

Each pair has two dials. **CORREL** is the angle of the pair in the speaker view, shown on the left-hand output (–180° to 0°). **WEIGHT** is its level in the mix of outputs, from 0 dB down to –70 dB, which switches the pair off. The centre (C) only has a weight.

PAIR	DEFAULT ANGLE	OUTPUTS
L/R	−90°	Front left and right
C	0° (fixed)	Centre
Ls/Rs	−135°	Side surrounds
Lrs/Rrs	−164°	Rear surrounds (7.1 and above)
Ltf/Rtf	−45°	Top front (7.1.2 and 7.1.4)
Ltb/Rtb	−135°	Top back (7.1.4; folded into the top middle pair in 7.1.2)

Ambiance

Acts on the height outputs only, from −1 to +1 (default 0). Towards −1 they take what left and right share, a correlated, focused height layer; towards +1 they take what differs, a decorrelated, diffuse layer. At 0 the balance is neutral.

LFE

- MODE** **Reduced + Sub** (default): the other outputs are high-passed at the cutoff and the LFE output carries the low end—for systems with small main speakers. **Full No Sub**: full-range outputs and no LFE signal. **Full + Sub**: full-range outputs plus an LFE signal, kept in phase with the mains.
- CUTOFF** 40 to 140 Hz, default 80 Hz. Crossover frequency of the LFE output (and of the high-pass in Reduced + Sub).
- GAIN** −70 to +10 dB, default −10 dB. Level of the LFE output.

4.6 Output formats and channel order

DAM Upmix takes a stereo input and adapts to the format of the track or bus it feeds. There is no mono input. What each plugin format accepts depends on the host:

PLUGIN FORMAT	INPUT	OUTPUT
VST3	Stereo, or the same format as the output (stereo read on L/R)	5.1, 7.1, 7.1.2 or 7.1.4
Audio Unit (Logic Pro)	Stereo, or the same format as the output (stereo read on L/R)	5.1, 7.1, 7.1.2 (Logic's Atmos track) or 7.1.4
AAX (Pro Tools), real time	Same format as the output: the stereo source is sent to the L/R of the track	5.1, 7.1, 7.1.2 or 7.1.4 (input = output)
AAX (Pro Tools), AudioSuite	Stereo clip	5.1, 7.1, 7.1.2 or 7.1.4

FORMAT	OUTPUTS	WHAT CHANGES
7.1.4	12	Every output.
7.1.2	10	Top front and top back are computed, then folded into a top middle pair ($L_{tm} = (L_{tf} + L_{tb}) \times 0.707$).
7.1	8	Height outputs off.
5.1	6	Rear surrounds and heights off; the energy is shared by the six remaining outputs.

Output channels follow the standard order of each format in your host. In a 7.1.4 VST3 bus (Reaper, Cubase, Nuendo):

1	2	3	4	5	6	7	8	9	10	11	12
L	R	C	LFE	Ls	Rs	Lrs	Rrs	Ltf	Rtf	Ltb	Rtb

In Logic Pro (Audio Unit), the outputs follow Apple's layouts. DAM Upmix places each output on the right speaker automatically:

LOGIC FORMAT	OUTPUTS, IN ORDER
5.1	L · R · C · LFE · Ls · Rs
7.1	L · R · C · LFE · Ls · Rs · Lrs · Rrs
7.1.2 (Atmos track)	L · R · C · LFE · Ls · Rs · Lrs · Rrs · Ltm · Rtm
7.1.4	L · R · C · LFE · Ls · Rs · Lrs · Rrs · Ltf · Rtf · Ltb · Rtb

Ls/Rs are the side surrounds and Lrs/Rrs the rear surrounds. In 7.1.2, Ltm/Rtm (top middle) carry the folded top front and top back. Logic's own labels may differ: its "Left/Right Mid" are DAM Upmix's Ls/Rs (side) and its "Left/Right Surround" are Lrs/Rrs (rear).

Pro Tools uses its own order for a 7.1.4 track; DAM Upmix places each output on the right speaker automatically:

1	2	3	4	5	6	7	8	9	10	11	12
L	C	R	Lss	Rss	Lsr	Rsr	LFE	Ltf	Rtf	Ltr	Rtr

Lss/Rss are DAM Upmix's Ls/Rs (side), Lsr/Rsr its Lrs/Rrs (rear), Ltr/Rtr its Ltb/Rtb (top back).

CHAPTER 5

Using DAM Upmix in your host

Step by step in Reaper and Logic Pro: a stereo source feeding an immersive track.

5.1 Reaper (macOS and Windows)

In Reaper, a track can carry up to 128 channels. DAM Upmix sits on the stereo track itself and turns it into a 12-channel track.

- 1 Select the track with your stereo source. Click its **ROUTE** button and set **Track channels** to **12** (8 for 7.1, 6 for 5.1, 10 for 7.1.2).
- 2 Open the FX chain and add **VST3: DAM Upmix (DAM Audio)**.
- 3 Check the plugin's pin connector (the **2 in 12 out** button in the FX window): inputs 1-2 from track channels 1-2, outputs 1-12 to track channels 1-12.
- 4 Route the track to your 7.1.4 output: in **ROUTE**, untick **Master send** if the master is stereo, and add a hardware output starting at the first channel of your speaker system, **Multichannel source > 12 channels**. Or send it to a 12-channel master or bus if your project is built that way.
- 5 Load a factory preset matching your system, play, and adjust.

TIP

To check the channel order, set every weight to -70 dB except one pair and watch Reaper's track meter: each pair lights its own two channels (see section 4.6).

5.2 Logic Pro (macOS)

Logic Pro has no 7.1.4 track: immersive tracks are 7.1.2 in a Dolby Atmos project. DAM Upmix feeds that 7.1.2 bed; its top front and top back outputs are folded into Logic's top middle pair.

- 1 Enable immersive mixing: **Mix > Spatial Audio > Dolby Atmos**.
- 2 On the channel strip of your stereo track, set the output to **Surround**.
- 3 Click an empty insert slot and choose **Audio Units > DAM Audio > DAM Upmix**, in the **Stereo → 7.1.2** channel configuration.
- 4 Load **7.1.4 Speakers** (or the "+ Keep L/R" version): the heights are folded into the 7.1.2 top pair automatically.
- 5 Open the channel strip's multichannel meter to see the outputs.

NOTE

In a Dolby Atmos project, a track whose output is Surround feeds the bed: it appears in the Surround Bed column, not as an object in the 3D view.

TIP

For a 5.1 or 7.1 project without Atmos, set **File › Project Settings › Audio › Surround Format** to 5.1 or 7.1 and insert DAM Upmix in **Stereo → 5.1** or **Stereo → 7.1**.

5.3 Other hosts and Pro Tools

Any host that can insert a stereo-in, multichannel-out plugin works the same way: put DAM Upmix on a stereo source whose output is a 5.1, 7.1, 7.1.2 or 7.1.4 track or bus. In Cubase and Nuendo, insert it on a stereo track and set the track output to a 7.1.4 group or output bus.

Pro Tools (AAX)

Pro Tools inserts a plugin in real time only when its input and output have the same format. DAM Upmix therefore goes on a multichannel track and reads the stereo on its L/R channels. Pro Tools Studio or Ultimate is required: Pro Tools Intro and Artist only offer mono and stereo tracks.

- 1 Create an auxiliary input track in the target format: **7.1.4** (or 7.1.2, 7.1, 5.1).
- 2 Route the stereo source to the **L/R sub-path** of that auxiliary track (send or bus).
- 3 Insert DAM Upmix on the auxiliary track: **Multichannel plug-in › Sound Field › DAM Upmix**.

To render a clip offline, use DAM Upmix as an AudioSuite plugin: stereo clip in, multichannel clip out.

CHAPTER 6

Reference and help

Every parameter, where DAM Upmix keeps its files, and answers to common problems.

6.1 Parameter reference

PARAMETER	GROUP	RANGE	DEFAULT
Divergence	Global	−90° to +90°	0°
Tilt	Global	−1 to +1	0
Keep L/R	Global	Off / On	On
L/R Correlation	Front	−180° to 0°	−90°
L/R Weight	Front	−70 to 0 dB	0 dB
Center Weight	Front	−70 to 0 dB	−8 dB
Ls/Rs Correlation	Surround	−180° to 0°	−135°
Ls/Rs Weight	Surround	−70 to 0 dB	−3 dB
Lrs/Rrs Correlation	Surround	−180° to 0°	−164°
Lrs/Rrs Weight	Surround	−70 to 0 dB	−70 dB (off)
Height Level	Height	−70 to 0 dB	−25 dB
Ambiance	Height	−1 to +1	0
Ltf/Rtf Correlation	Height	−180° to 0°	−45°
Ltf/Rtf Weight	Height	−70 to 0 dB	−70 dB (off)
Ltb/Rtb Correlation	Height	−180° to 0°	−135°
Ltb/Rtb Weight	Height	−70 to 0 dB	−70 dB (off)
Cutoff	LFE	40 to 140 Hz	80 Hz
Gain	LFE	−70 to +10 dB	−10 dB
Mode	LFE	Reduced + Sub / Full No Sub / Full + Sub	Reduced + Sub

Defaults are those of the “5.1 Speakers + Keep L/R” preset, which DAM Upmix opens with. A weight at −70 dB switches its output off. Latency: 0 samples.

6.2 Files and folders

	MACOS	WINDOWS
License	~/Library/DAMAudio/Licenses/DAM-Upmix-Beta.license	%APPDATA%\DAMAudio\Licenses\DAM-Upmix-Beta.license
User presets	~/Library/DAM Audio/DAM Upmix/Presets	%APPDATA%\DAM Audio\DAM Upmix\Presets
Plugin	/Library/Audio/Plug-Ins/VST3 and /Components; AAX: /Library/Application Support/Avid/Audio/Plug-Ins	C:\Program Files\Common Files\VST3; AAX: C:\Program Files\Common Files\Avid\Audio\Plug-Ins

User presets are plain files: copy the folder to move them to another computer or to back them up. Do not edit, delete or copy the license file: it only works on the computer that created it, and a modified or deleted file has to be activated again.

6.3 Troubleshooting

NO SOUND	Open the License panel. If it says NOT LICENSED or shows a message, see chapter 3. Also check that the track or bus has as many channels as the format (12 for 7.1.4).
ONLY L AND R PLAY	The track is still stereo: the host fed DAM Upmix a stereo output. Set the track or bus to 5.1, 7.1, 7.1.2 or 7.1.4 (chapter 5).
NOT IN THE PLUGIN LIST	Rescan plugins in your host. In Logic Pro, use the Plug-in Manager (section 2.2). On Windows, check that the plugin is in C:\Program Files\Common Files\VST3.
WINDOWS BLOCKS THE INSTALLER	See section 2.3: click More info, then Run anyway.
ACTIVATION REFUSED	Check the key (16 characters, starting with DU). If both activations are in use, deactivate the plugin on the other computer (section 3.5) or write to support.
CHANNELS IN THE WRONG PLACE	Check the channel order of your output (section 4.6). Some hosts name the surround pairs differently.

6.4 Support

Write to contact@dam-audio.com. Please include your system (macOS or Windows version), your host and its version, the output format, and, for a license question, your key and the machine identifier shown in the License panel.

Product page, downloads and updates: dam-audio.com/dam-upmix.