

PRO TOOLS | CARBON FAQ

Q: What version of Pro Tools comes with Pro Tools | Carbon?

A: Carbon comes with a 1-year subscription to Pro Tools software, which includes access to the [Avid Complete Plugin Bundle](#), [HEAT](#), UVI Falcon 2, a 5.4 GB sound library, and Standard support, renewable annually. If you choose not to renew your subscription, your Pro Tools license includes a “perpetual parachute” that allows you to continue using Pro Tools at the last version you downloaded (it won’t ever expire). Please note that you will need to renew your subscription if you’d like to continue receiving access to the latest Pro Tools updates and all bundled items noted above.

Q: What happens to my active Pro Tools subscription (or perpetual license) when I activate the Pro Tools license that comes with Carbon?

A: Whether you own Pro Tools or Pro Tools | Ultimate, if you are on an active subscription or perpetual plan, you have two options when you register Carbon. One, you can choose to receive a new 1-year subscription to Pro Tools with a ‘perpetual parachute.’ In this case, you will have two licenses in your Avid Master Account—your existing license and the new Pro Tools license. Or two, you can choose to extend your existing license by 1 year. In this case, you will not receive the 1-year subscription to Pro Tools with a ‘perpetual parachute.’ This is how it works:

I am...	I get...	If I choose option 1, after my license expires...
New to Pro Tools	1-year Pro Tools subscription with a “perpetual parachute”	My 1-year subscription to Pro Tools becomes a de facto perpetual license. I can continue using Pro Tools with Carbon, I retain access to all premium plugins included with Carbon, but lose access to the Avid Complete Plugin Bundle , UVI Falcon , and HEAT .
A current subscriber	The choice to either:	
A current perpetual license holder with an active Updates & Support plan	<ol style="list-style-type: none"> 1. Receive a new 1-year subscription to Pro Tools with a ‘perpetual parachute’ 2. Extend my subscription or Updates & Support term by 1-year 	
A perpetual license holder but my Updates & Support plan has expired	1-year Pro Tools subscription with a “perpetual parachute” (you keep your expired perpetual license)	

Q: What other products and add-ons are included with Pro Tools | Carbon?

A: In addition to the 115 plugins and 5.4 GB of sounds that come with Pro Tools, Carbon also comes with gifted premium plugins from our partners. These include:

- Arturia Rev PLATE-140
- Brainworx bx_console N
- Brainworx bx_rockrack
- Brainworx bx_masterdesk
- Brainworx bx_Purple Audio MC77
- Embody Immerse Virtual Studio
- McDSP 6050 Ultimate Channel Strip HD
- Native Instruments Vintage Organs
- UVI Model D

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Q: Do the premium plugins that come exclusively with Pro Tool | Carbon still work if I don't renew my subscription after the first year?

A: Yes. The premium plugins and sounds that come with Carbon are perpetual licenses.

Q: What is the standard warranty that comes with Pro Tools | Carbon and how is it different from the Pro Tools | Carbon Extended Hardware Support option?

A: Carbon comes with standard 1-year hardware warranty. During the term of the warranty, if your interface needs service, you can elect to ship it to Avid for repair. If your unit needs replacing, it can be a significant cost. The Pro Tools | Carbon Extended Hardware Support contract is a three-year contract (\$399 USD) that includes zero-downtime advance replacement of your Carbon unit. It is available to all Carbon users within 90 days of activation. For any product failure, Avid will ship you a loaner Carbon unit overnight, so that you don't miss a beat while your Carbon is being repaired.

Q: Do I need to connect Carbon to an Ethernet port—what if I don't have one?

A: If you do not have an Ethernet port, or if you would prefer to use a different connection, you can connect Carbon to a Thunderbolt 3 port on computer using adapters. For example, daisy chain Apple Thunderbolt 2-to-Thunderbolt 3 and Thunderbolt 2-to-Ethernet adapters. To learn more about supported adapters please visit avid.com/carbon-requirements.

Q: Do I need to connect Pro Tools | Carbon to an Ethernet router or switch?

A: No. While Carbon uses a proprietary implementation of AVB to achieve a high-quality connection into Pro Tools, it requires a direct connection to your computer. It does not currently work with other AVB devices and routers and switches are not necessary.

Q: Can I connect multiple Pro Tools | Carbons together using the second Ethernet port?

A: No. Currently, Carbon does not daisy chain with other devices (including other Carbon units) over Ethernet. The Ethernet connection directly connects Carbon to your computer.

Q: Will Pro Tools | Carbon run on my Windows system?

A: Because AVB is not natively compatible with Windows, Carbon currently is Mac-only. We are working on Windows compatibility, which will be available in the future.

Q: What version of Pro Tools do I need to use with Carbon?

A: Carbon requires Pro Tools 2020.11 or later.

Q: What version of macOS is required for Carbon?

A: Carbon requires macOS Catalina 10.15.6 or later. Pro Tools and Carbon are not yet qualified to run on macOS Big Sur.

Q: Can I use other core audio apps at the same time as using Pro Tools with Carbon?

A: Yes, because Pro Tools | Carbon utilizes the core audio driver for connecting into Pro Tools, other applications can simultaneously use Carbon as an interface.

Q: Can Pro Tools | Carbon be used in Audio Post Production workflows?

A: While Pro Tools | Carbon has enough I/O to support surround monitoring, it does not yet support it with monitor control. And while it can technically be used in a Post Production environment, Carbon does not support frame edge syncing, which is required for many audio post production workflows.