

INSTALLATION INSTRUCTIONS

Mackie USB Driver for PC • October 2017 • V4.13.0

Version 4.13.0

The Mackie USB Driver is designed to allow your Mackie USB audio interface to operate with Windows® 7 or later.

Users with Previous Driver Installations:

If you have previously installed a Mackie driver for your Mackie audio interface on your PC, refer to the “Updating Your Mackie Audio Driver” section on the following page.

System Requirements

Windows® 7 (32 and 64 bit) or later

Minimum Hardware Requirements

Intel Core 2 Duo 2 GHz processor
4 GB RAM
USB 2.0 port

Supported Devices

Mackie Big Knob Studio
Mackie Big Knob Studio+
Mackie Onyx Artist 1•2
Mackie Onyx Producer 2•2

Supported Software¹

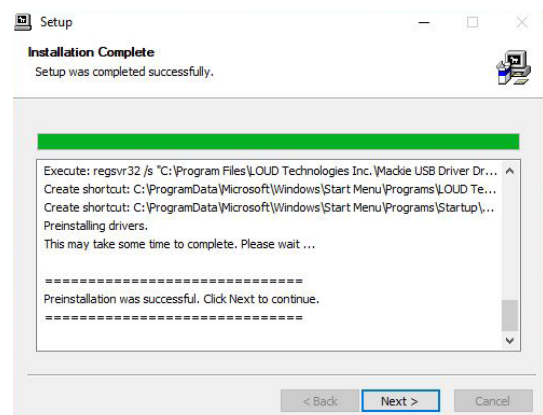
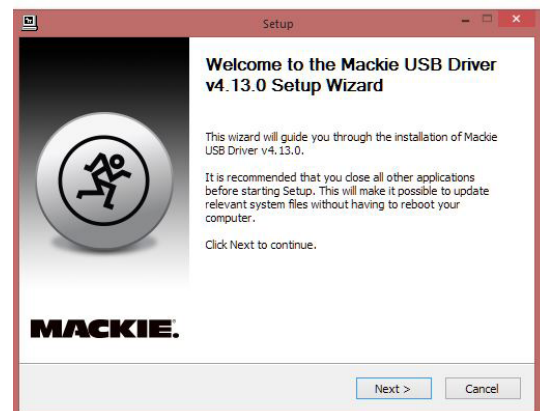
Any Windows® 7 (32 and 64 bit) or later ASIO/WDM host
(Cubase, Nuendo, Pro Tools, Sonar, Traktion, etc.)

Important Notes

Device Aggregation: The Mackie USB driver does not support device aggregation on Windows (i.e. using multiple Mackie audio interfaces simultaneously).

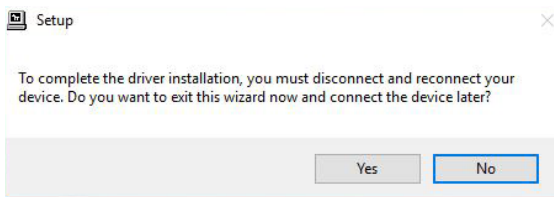
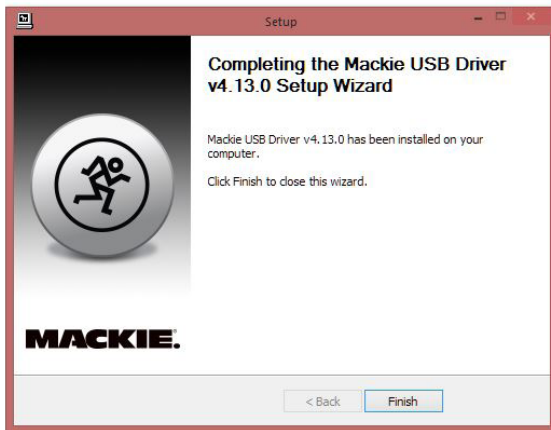
First Time Installation for Windows®²

1. Make sure the Mackie audio interface is connected to the computer and turned on.
2. **Unzip and extract** the .zip contents of the USB driver download to the desktop for easy installation.
3. Inside the unzipped and extracted Mackie USB folder, double-click MackieSetup.exe
4. Follow the on-screen instructions until the installation is complete. You may be prompted by the User Account Control to allow changes to your computer. If so, select ‘Yes’ to continue.



¹Not all software supports all OS versions.

²The screen shots may vary dependent on the device being used and the version of Windows being used.



5. After a successful installation message, close the installer dialogue box and start recording!

Note: At this phase, you may also delete the .zip and extract files you downloaded from the Mackie website.

The audio interface is now ready to use with any standard ASIO Digital Audio Workstation software of your choice as well as with consumer audio applications such as iTunes® or Windows® Media Player. A Mackie Running Man icon has also been installed into the system tray for easy access to the driver Control Panel.

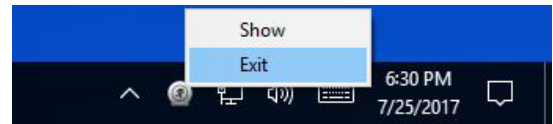


NOTE:

You may need to make sure the Running Man / Mackie Task Bar application stays in view in order to easily access the Control Panel where latency mode and buffer size are changed. Do this by navigating to Control Panel > Notification Area Icons and selecting “Show icon and notifications” in the dropdown next to Mackie Task Bar. This will ensure that the Running Man logo remains in the system tray. Here it may be easily clicked to launch the driver control panel.

Updating Your Mackie Audio Driver

1. Right-click the Mackie Running Man icon and select 'Exit'. Then disconnect the USB cable from the device.



2. Via the Start button, navigate to Control Panel > Programs and Features and locate the previous driver installation.

3. Click the Uninstall button.

4. Follow the on-screen instructions until the un-installation is complete.

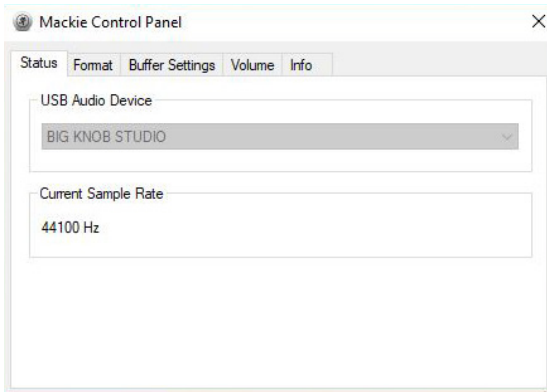
5. Download and install the new driver following the steps on page 1.

Once The Driver Has Been Installed

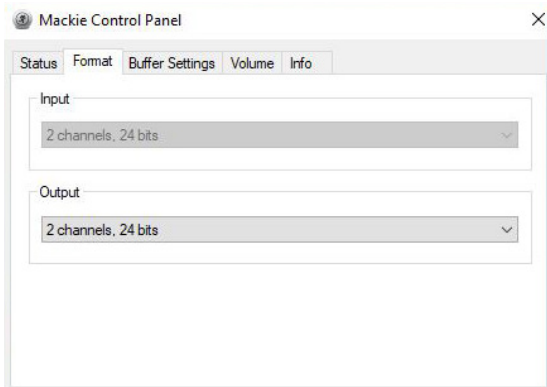
The Mackie USB Driver settings for the device may now be accessed by clicking on the Mackie Running Man icon.

These are the menus for the Control Panel:

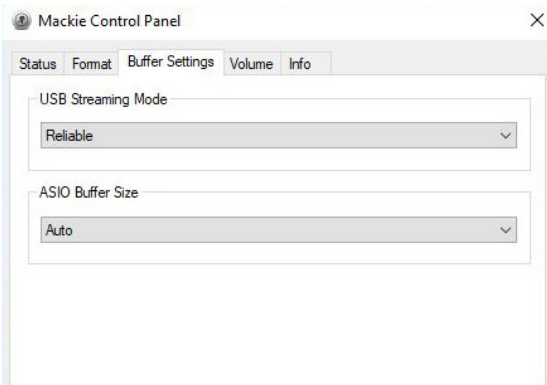
1. Status tab – to change USB Audio Device (if multiple are connected) and view current sample rate.



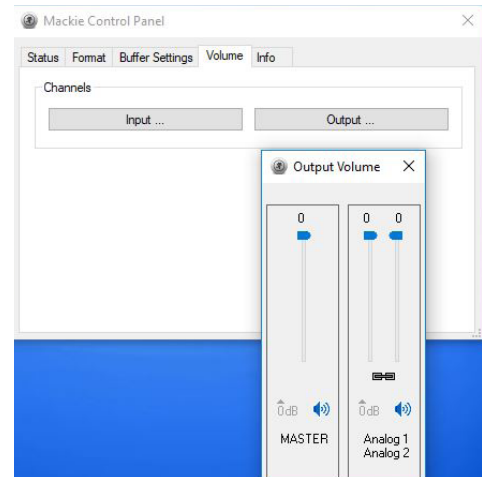
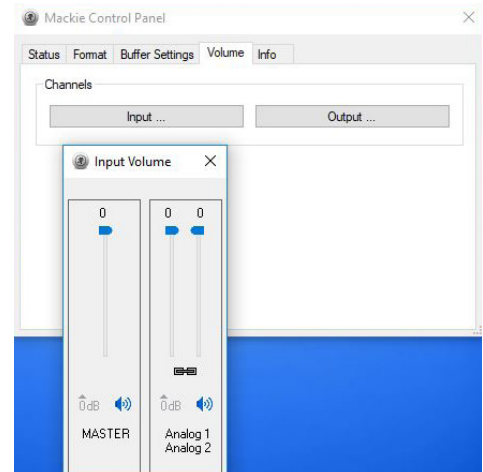
2. Format tab – to view Input settings and change Output Bit Depth settings. We recommend leaving this set to 24 bits. If you must change it, close all audio applications before changing.



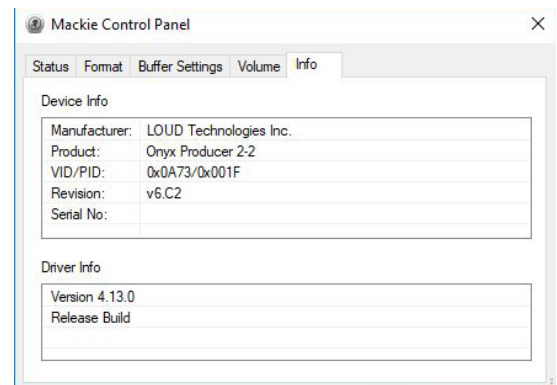
3. Buffer Settings tab – to change USB Streaming Mode and ASIO Buffer Size. We recommend setting the ASIO Buffer Size to "Auto". Please see the next page for additional information on choosing the best buffer settings.



4. Volume tab – to change the volume of the inputs and outputs. We recommend leaving these at their defaults and never changing them.



5. Info tab – to view the Device and Driver Info. This might be useful to Tech Support, so please have it handy before calling in.



Changing the Latency using the Mackie USB Driver Control Panel

To get the highest performance out of your system, you will need to configure the driver's buffers.

The USB Streaming Mode configures the amount of memory used by the computer to buffer the audio data coming from and going to the USB audio interface.

The ASIO Buffer Size, on the other hand, configures the amount of memory used by the DAW to buffer the audio for processing, playback and recording.

Together, they determine the amount of latency or delay for audio to pass from the audio interface through the computer to headphones and speakers. Lower latency settings will tax the system resources at a higher rate than higher latency settings.

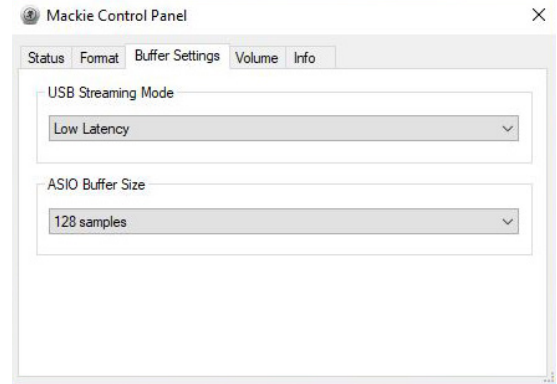
In general, you should always experiment with the available buffer sizes to find the lowest buffer size that the machine and recording project can comfortably work with. We recommend setting the ASIO Buffer Size to "Auto" and selecting a USB Streaming Mode that works.

If you want to set them manually, the Mackie USB Driver allows for latency buffer sizes as low as 64 samples (depending on the DAW being used). However, using a buffer size this low requires a very fast computer with a large amount of RAM, and fast hard disc and system bus speeds.

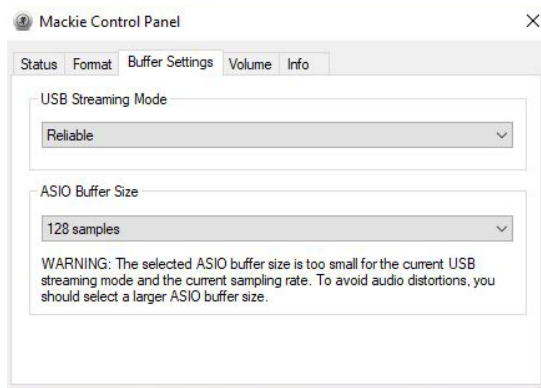
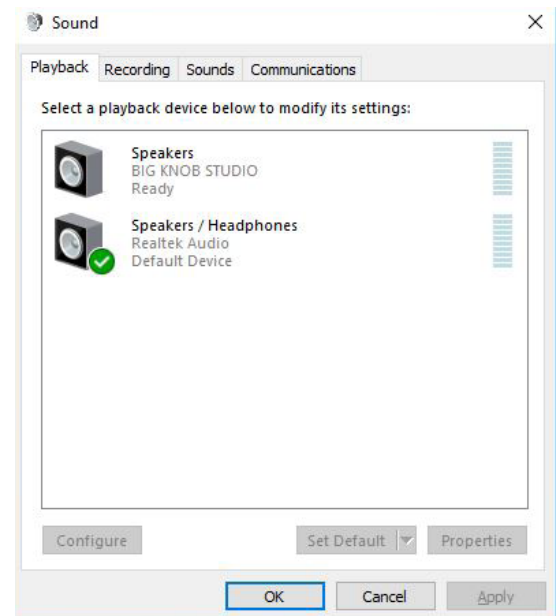
Finding the right settings for your machine is often an effort of experimentation, trying each setting and seeing if your computer continues to handle audio without drop-outs or distortion. If you are experiencing drop-outs or distortion, try raising the USB Streaming Mode or ASIO Buffer Size to the next available setting to see if it clears up your issues.

If the buffers are set manually and the ASIO buffer size is set too small for the currently selected USB Streaming Mode, you will receive a warning message.

To remove the warning message, simply lower the USB Streaming Mode or raise the ASIO Buffer Size.



When using the ASIO Driver, make sure that the system sounds for the device is disabled via the Control Panel. In other words, the device should NOT be set as the default device or default communication device.



That's about it!

Have fun, and feel free to contact Tech Support if you run into any snags:

E-mail: www.mackie.com/support-contact

Phone (United States):

(800) 898-3211

During normal business hours,
Monday- Friday, Pacific Time.