

# INSTALLATION INSTRUCTIONS

MACKIE UNIVERSAL DRIVER FOR PC • MAY 2012 • V1.9.0

## Mackie Universal Driver Installation Instructions for PC

### Version 1.9.0

The 1.9.0 Mackie Universal Driver is designed to allow your Mackie FireWire or USB audio interface to operate with Windows 7, Windows Vista or Windows XP. Now that you have downloaded your Mackie driver files to a convenient location (e.g. your desktop), you should unzip them and extract the contents into that same location.

#### Users with Previous Driver Installations:

Whether you are running Windows 7, Vista or XP, 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 page 6.

#### Notes for Users Updating from V1.8 to V1.9:

The V1.9 driver adds ASIO and WDM support for Onyx Blackjack. Performance should not be affected for Onyx-i or VLZ3 4-Bus mixers. It is not recommended to update Mackie interface products that are not on the Supported Devices list for driver V1.9.

### System Requirements

Windows 7 32 / 64 RTM or greater  
(Home, Premium, and Ultimate)

Windows Vista 32 / 64 RTM or greater  
(Home, Business, and Ultimate)

Windows XP 32 SP 2 or greater  
(Home and Pro)

### Supported Devices

Mackie Onyx 1640i	Mackie Onyx Blackjack
Mackie Onyx 1620i	Mackie 3204-VLZ3
Mackie Onyx 1220i	Mackie 2404-VLZ3
Mackie Onyx 820i	

### Supported Software

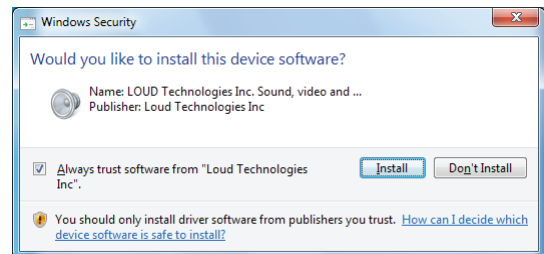
- Any Windows 7 32 / 64, Windows Vista 32 / 64 or XP 32 SP 2 or greater ASIO/WDM host (Sonar, Cubase, Nuendo, Cakewalk, etc.)

### Important Notes:

**Device Aggregation:** The V1.9.0 driver does not support device aggregation on PC (i.e. using multiple Mackie audio interfaces simultaneously).

### First Time Installation for Windows 7 and Vista

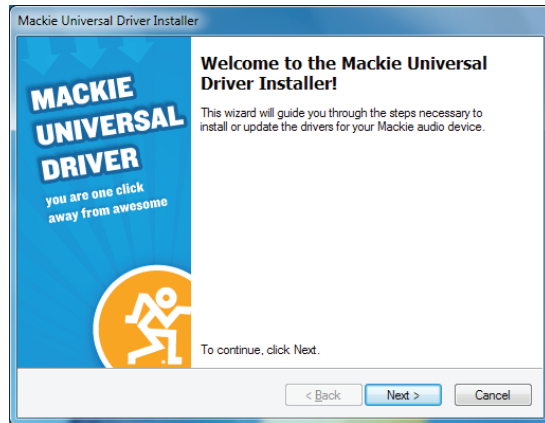
1. Launch Setup prior to connecting and powering on your device.
2. If asked, check the box that reads "Always trust software from Loud Technologies Inc" and click "Install".



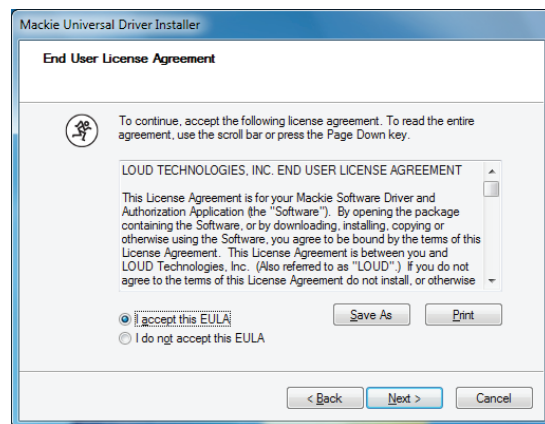
3. Allow the file transfer box to complete the file transfer. At this time, a Running Man logo will be installed in the system tray.



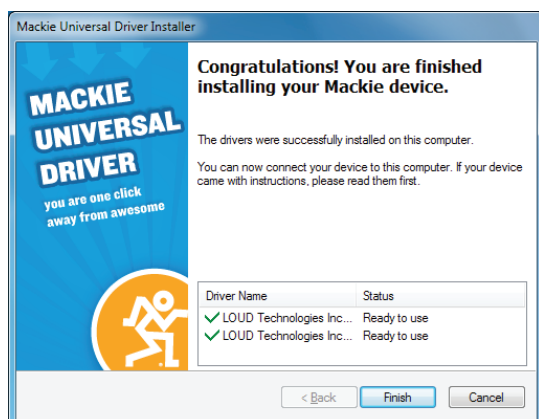
- Click "Next" to continue from the Welcome screen.



- After reading the End User License Agreement, select "I accept this EULA" and click "Next" to continue.



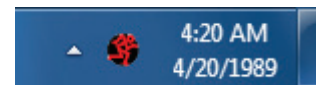
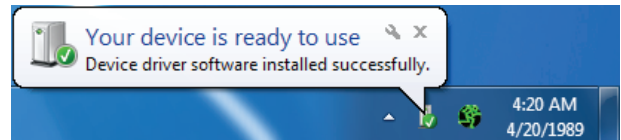
- Click "Finish" after the driver has been successfully installed.



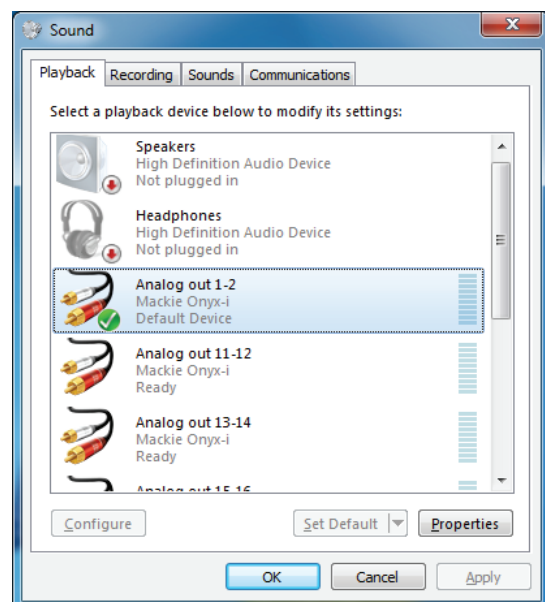
- Plug in and power on your device.

- There is a tooltip by the system tray [bottom right hand corner of the screen by the clock] that reads "Installing device driver software". The tooltip should change to confirm that the device driver software was installed successfully and is ready to use.

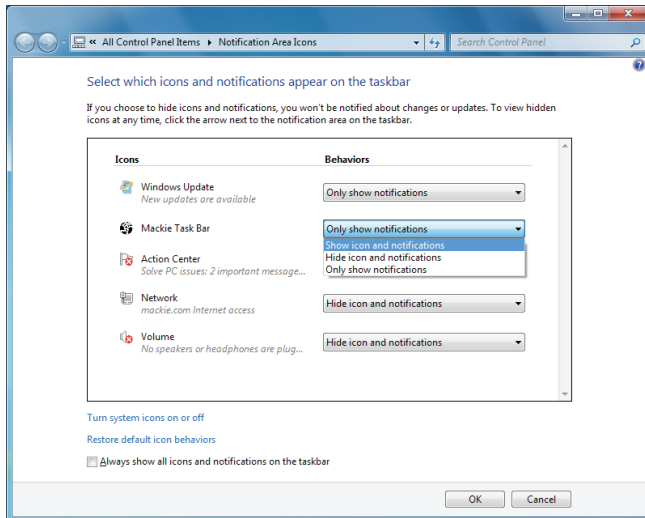
NOTE: If the Running Man logo is red, the installation has failed. Start the process over.



- Windows 7 users: navigate via the Start Menu to Control Panel > Sound. Select your Mackie FireWire or USB audio interface and click "OK" to set it as the default audio output for your computer. Vista users do not need to follow this step because your Mackie audio interface is already the default device.



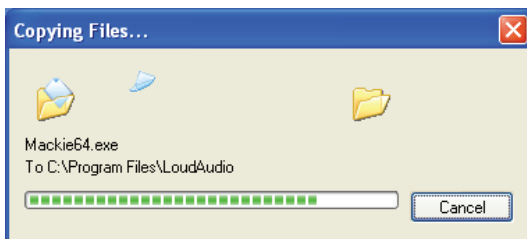
Windows 7 users need to make sure the Running Man logo stays in view in order to easily access the Control Panel where control over buffer size lives. Do this by navigating to Control Panel > Notification Area Icons and selecting "Show icon and notifications" in the dropdown next to Mackie Task Bar. This will ensure that the Running Man logo remains in the system tray. Here it may be double-clicked to launch the driver control panel.



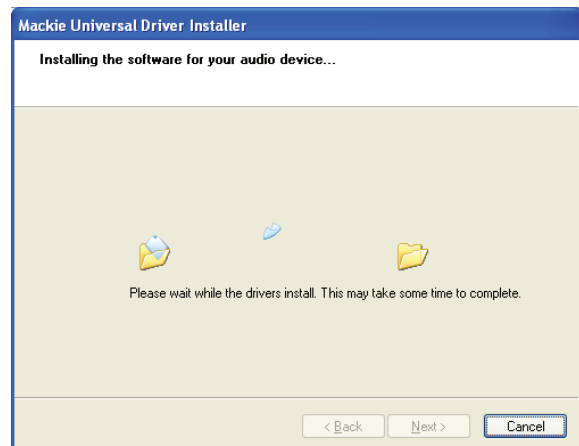
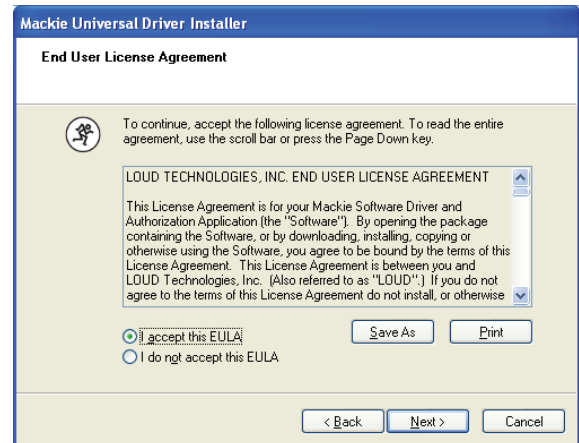
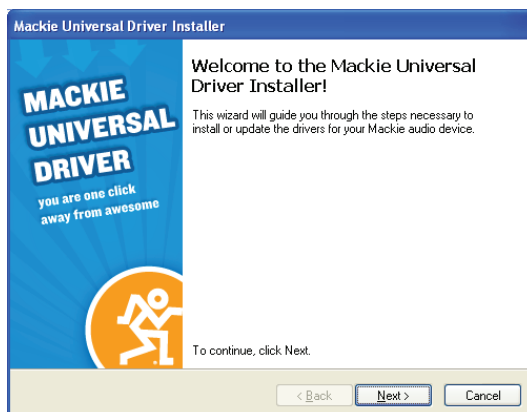
The audio interface is now ready to use with any standard ASIO Digital Audio Workstation software of choice as well as with consumer audio applications such as iTunes or Windows Media Player.

## First Time Installation for Windows XP

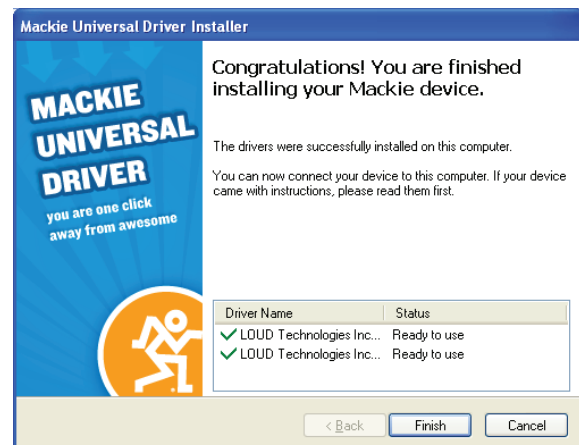
1. Launch Setup prior to connecting and powering on your device.
2. Click "Continue Anyway" at the Windows Logo testing prompt. Allow the file transfer box to complete the file transfer. At this time, a Running Man logo will be installed in the system tray.
4. After reading the End User License Agreement, select "I accept this EULA" and click "Next" to continue.



3. Click "Next" to continue from the Welcome screen.



5. Click "Finish" after the driver has been successfully installed.



6. Plug in and power on your device.
7. Click "Continue Anyway" at the Windows Logo testing prompt. Note that the Running Man logo turns yellow to signify that the driver is installing. The Running Man logo turns green when the installation is complete.



8. If you are prompted with a second Windows Logo testing prompt, click "Continue Anyway" to complete the installation. The Running Man logo turns green when the installation is complete.

NOTE: If the Running Man logo is red, the installation has failed. Start the process over.



The audio interface is now ready to use with any standard ASIO Digital Audio Workstation software of choice as well as with consumer audio applications such as iTunes or Windows Media Player.

## Updating Your Mackie Audio Driver

If you already installed any Mackie Audio Driver and simply want to upgrade your device, follow these steps:

### In Windows 7 and Vista:

1. Make sure your Mackie audio device is connected to your computer and powered on.
2. Launch Setup from the driver that you downloaded.
3. If asked, check the box that reads "Always trust software from Loud Technologies Inc" and click "Install".
4. Allow the file transfer box to complete the file transfer. At this time, a Running Man logo will be installed in the system tray.
5. Click "Next" to continue from the Welcome screen.
6. After reading the End User License Agreement, select "I accept this EULA" and click "Next" to continue.
7. Click "Finish" after the driver has been successfully installed. The Running Man logo will turn green to signify that the driver was installed successfully.

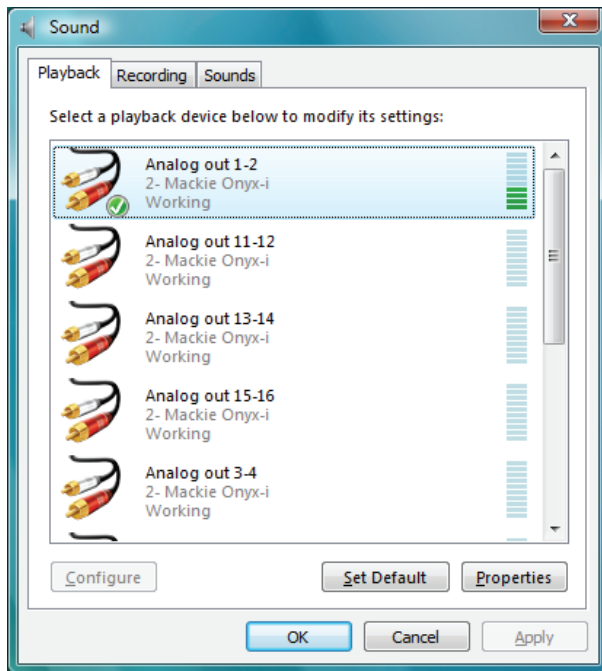
### In XP:

1. Make sure your Mackie audio device is connected to your computer and powered on.
2. Launch Setup from the driver that you downloaded.
3. Click "Continue Anyway" at the Windows Logo testing prompt. Allow the file transfer box to complete the file transfer. At this time, a Running Man logo will be installed in the system tray.
4. Click "Next" to continue from the Welcome screen.
5. After reading the End User License Agreement, select "I accept this EULA" and click "Next" to continue.
6. Click "Continue Anyway" at the Windows Logo testing prompt.
7. Click "Finish" after the driver has been successfully installed. The Running Man logo will turn green to signify that the driver was installed successfully.

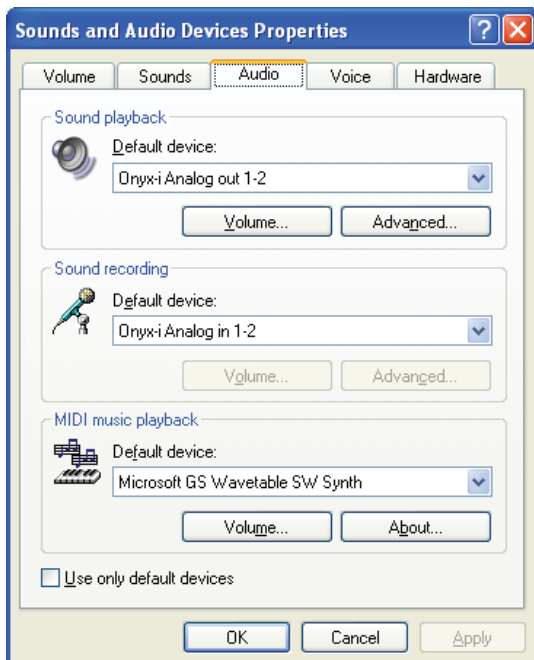
## Once You've Installed the Driver

The computer's audio I/O settings for the device (like buffer size and sample rate) may now be accessed. Navigate to the Control Panel and Sounds for your operating system settings. Select your device as the default playback and recording device for your operating system as seen below.

Sound Control Panel in Windows 7 and Vista:



Sounds and Audio Devices Control Panel in XP:

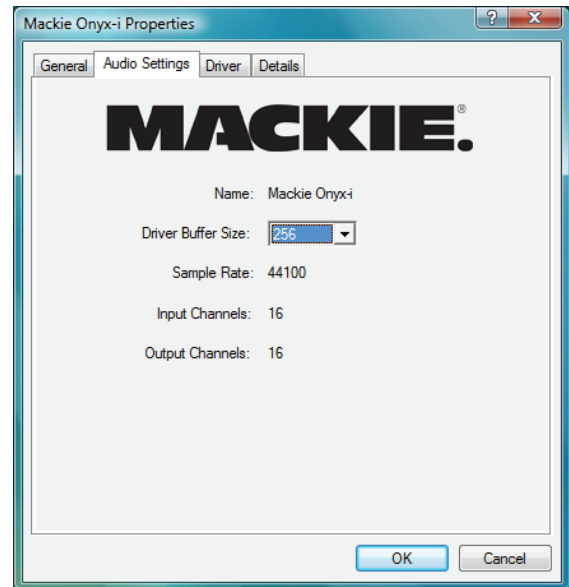


The latency setting can now be changed in two ways:

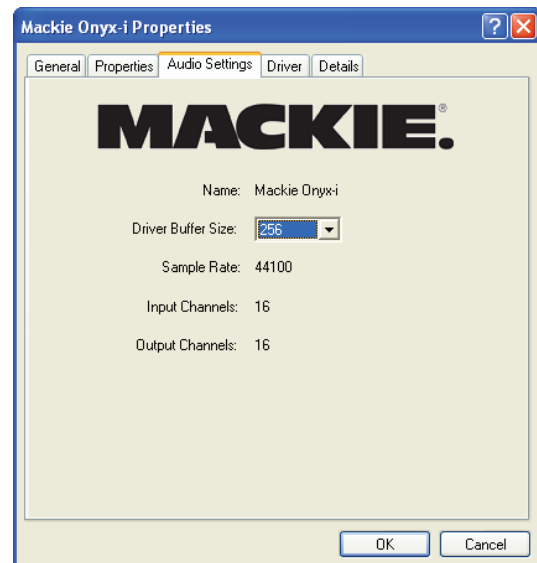
## Changing the Latency using the Windows Control Panel

To change the buffer size of the device, simply double-click on the Running Man logo in the system tray or click the "Show Control Panel" feature within your DAW of choice.

Audio Settings tab in Windows 7 and Vista:



Audio Settings Tab in XP:





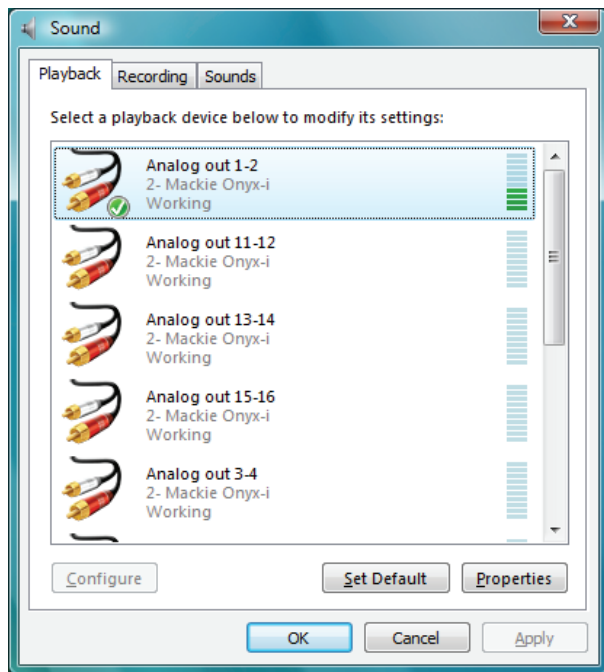
## Changing the Latency using a DAW

The other way to change latency is by using your DAW application (in Windows 7, Vista or XP). For example, in Tracktion 3 under Settings > Audio there is a pill button labeled: "Show ASIO Control Panel." This will launch the Windows control panel with the Mackie Audio Settings tab that has the Driver Buffer Size change option in it (or you can also change the buffer setting within Tracktion). You probably already know where this setting is within your DAW of choice. If not, consult your DAW manufacturer's owner's manual.

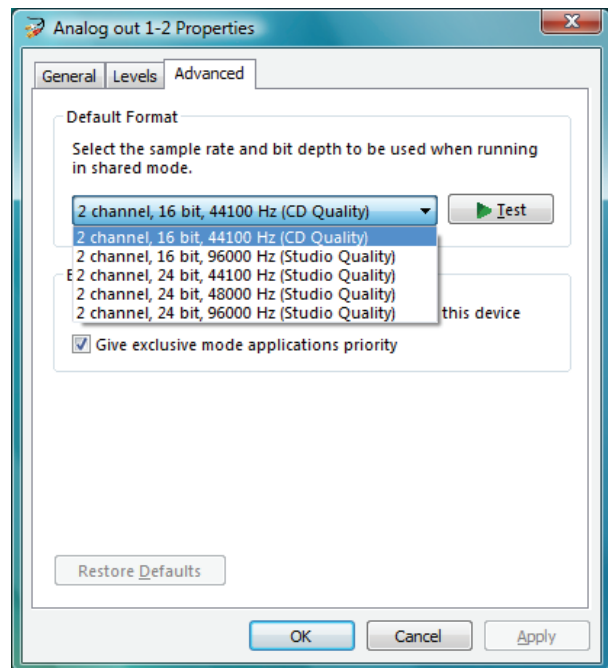
## Changing the Sample Rate (Windows 7 and Vista Core Audio)

Although XP handles sample rate conversion for you without an option to change it (when you're using the WDM driver, for example), Windows 7 and Vista have an option to change to a variety of sample rates and bit depth options using the Control Panel > Sound option.

In Windows 7 or Vista, select your Mackie option from this list and click "Properties:"



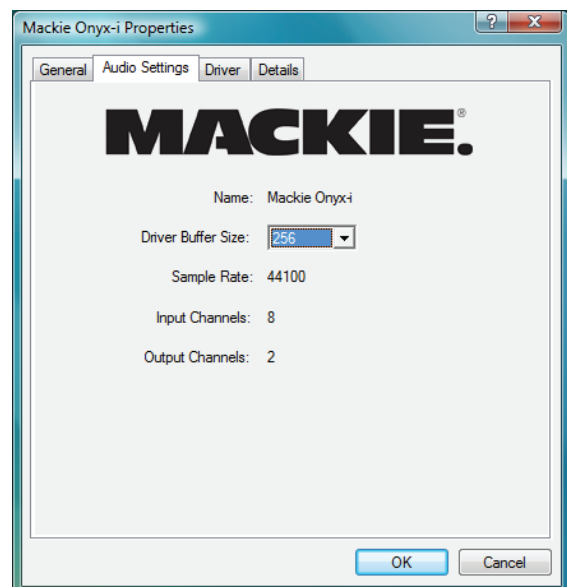
Once in Properties, navigate to the "Advanced" tab where you can choose the sample rate that Windows 7 and Vista handle Core Audio level sounds, such as Internet Explorer, iTunes, WMP, etc.:



There is plenty more to explore, and you will want to figure out what sample rate Vista is set to for Core Audio level playback within your setup, in the same way that you determine what sample rate that you're recording at, mixing at, exporting at, etc.

## Changing the Sample Rate (ASIO in Vista and XP)

ASIO sample rate selection is simply handled through your DAW, and you don't need to bring up a control panel. Just select the sample rate you want to run your session at from within your DAW's built-in audio settings tab or menu and go from there – the driver will change to whatever sample rate you've selected. You can verify that by navigating to the driver's control panel (via the Device Manager).





## Use with Sonar in Windows Vista or 7:

When using a DAW with WDM or Kernel Streaming on Windows Vista or 7, the best practice is to match the sample rate and bit depth of Sonar (for example) with the sample rate and bit depth in the Windows Sound Control Panel. While different devices perform differently and may not exhibit issues if the settings are not matched, this practice has shown great performance improvement in these modes. Here are some examples of where to find these settings.

### Windows 7 / Vista Sound Control Panel:

- Open the "Sound" control panel (Start > Control Panel).
- In both the Recording and Playback tabs, double-click each input and output stream on the applicable device. This opens the "Properties" dialog.
- Select the "Advanced" tab.
- In the "Default Format" dropdown box, select the appropriate format for the sample rate and bit depth that you will be using with your DAW.

### Sonar:

- In the "Options" menu, select Audio.
- On the "General" tab, select the "Audio Driver Bit Depth" that you would prefer to work with.
- On the "General" tab, select the "Sampling Rate" that you would prefer to work with.

In Sonar, simply running the "Wave Profiler" should also be used to resolve configuration issues after the settings have been matched. This seems to work well on Vista, but can sometimes fail on Windows 7. If this is the case, try manually setting "Stream > 16 bit data as" starting with "32 bit PCM, left justified". This may be found on the "Driver Profiles" tab of "Options > Audio".

## A Note on Available Buffer Sizes

Version 1.9.0 of the Mackie Windows driver allows for latency buffer sizes as low as 32 samples (for FireWire devices and 96 for USB). 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. Also, at 32 samples, higher sample rates like 88.2 kHz and 96 kHz will not work. The 32-sample setting is only for 44.1 kHz and 48 kHz with FireWire devices.

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.

## That's about it!

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

## Technical Support

Please contact our splendid Technical Support heroes if you have any questions.

E-mail:

Option 1:

[http://www.mackie.com/scripts/contact\\_support.asp](http://www.mackie.com/scripts/contact_support.asp)

Option 2:

[techmail@mackie.com](mailto:techmail@mackie.com)

Phone (United States):

(800) 898-3211

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