INSTALLATION INSTRUCTIONS

Mackie USB Driver for PC • January 2024 • V5.64.0

Version 5.64.0

The Mackie USB Driver is designed to allow your Mackie USB audio interface to operate with Windows® 10 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® 10 or later

Minimum Hardware Requirements

Dual-Core processor
4 GB RAM
USB 2.0 port

## Supported Devices

MainStream

Supported Software[1]

Any Windows® 10 or later ASIO/WDM host
(Cubase, Nuendo, Pro Tools, Sonar, Tracktion, 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.

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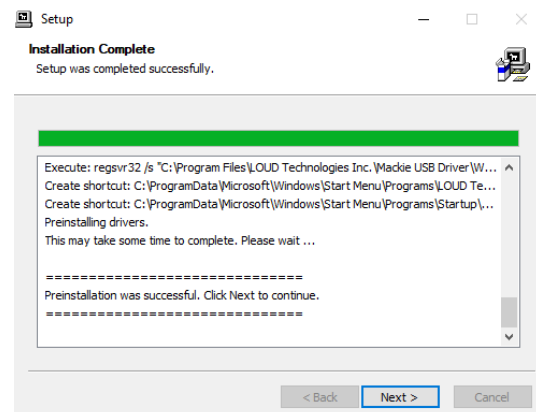
[1] Not all software supports all OS versions.

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

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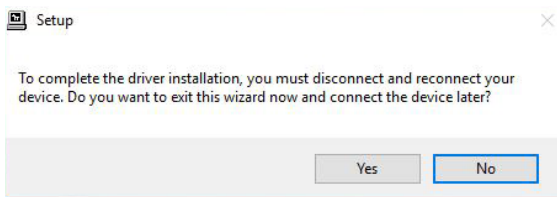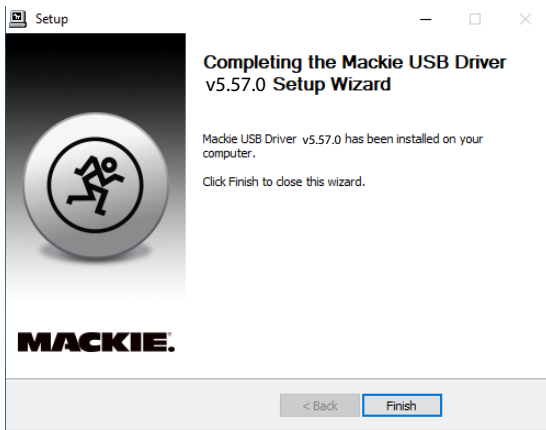
5. After a successful installation message, close the installer dialogue box and start recording!

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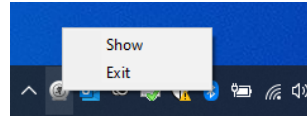
2. Via the Start button, navigate to Control Panel > Programs and Features and locate the previous driver installation.

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.
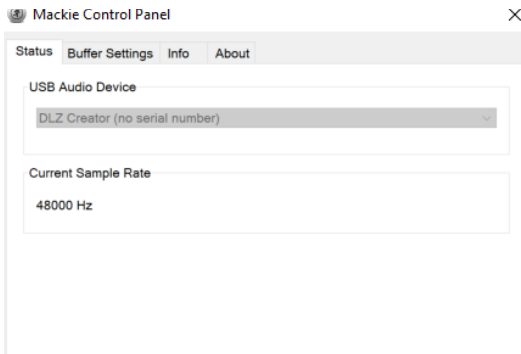

2. Format tab – to view Input settings and change Output Bit Depth settings. We recommend leaving this set to 24 bits. If you must change it, close all audio applications before changing.
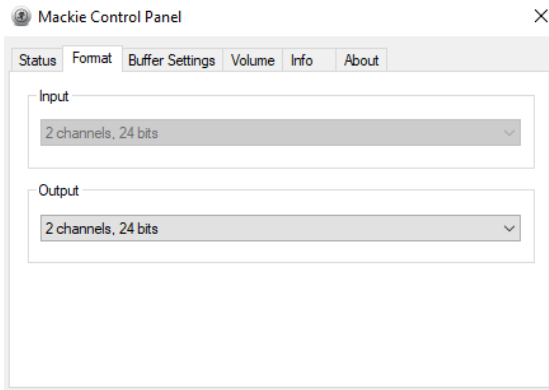
3. Buffer Settings tab – to change the ASIO Buffer Size. Please see the next page for additional information on choosing the best buffer settings.
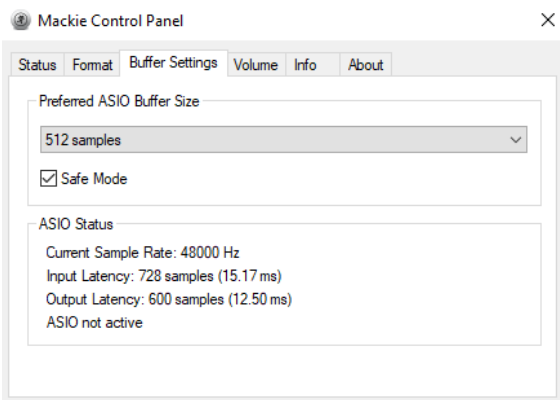
4. Volume tab – to change the volume of the inputs and outputs. We recommend leaving these at their defaults and never changing them.
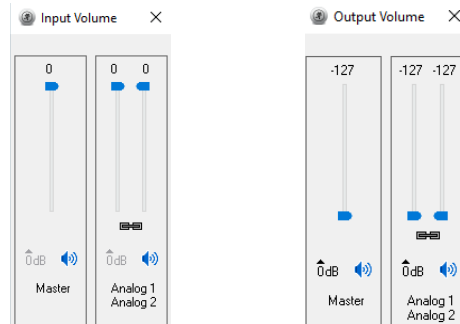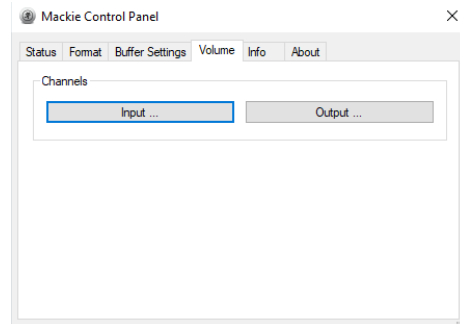
5. Info and About tabs – to view the Device Info. This might be useful to Tech Support, so please have it handy before calling in.
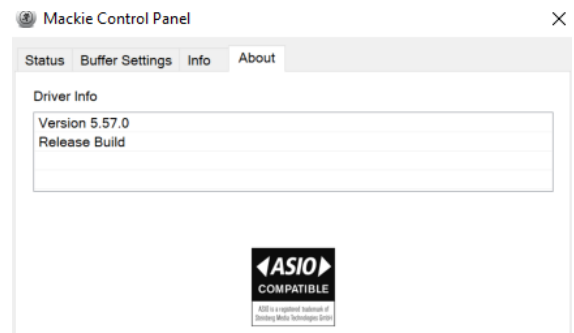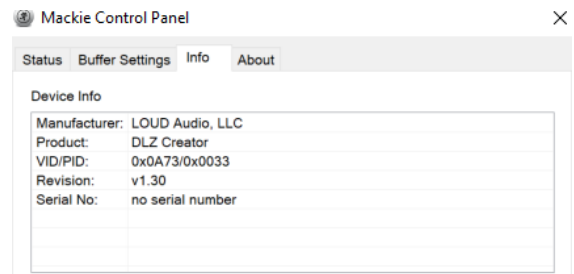
Changing the Latency using the Mackie USB Driver Control Panel

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

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

It determines 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.

The Mackie USB Driver allows for latency buffer sizes as low as 8 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 ASIO Buffer Size to the next available setting or enable Safe Mode to see if that clears up any issues.

SAFE MODE: Safe Mode compensates for lengthy processing performed by a DAW in the ASIO callback. If safe mode is turned on, then the driver tolerates that a processing interval extends and overlaps with the next interval.

Safe Mode should be on if heavy audio processing – such as high FX usage – in a DAW taxes the CPU and results in drop-outs during playback. Put another way, if you would like to use a smaller buffer size and it isn't working, try enabling Safe Mode; that just might do the trick.

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.

Sound

Output

Choose your output device

Speakers / Headphones (Realtek Au...) ⌄

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

Device properties

Master volume

🔊 ▬▬▬▬▬▬▬▬●▬▬▬▬▬ 65

⚠ Troubleshoot

Manage sound devices

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.

Mackie Control Panel ✕

Status | Format | Buffer Settings | Volume | Info | About

Preferred ASIO Buffer Size

512 samples ⌄

☑ Safe Mode

ASIO Status

Current Sample Rate: 48000 Hz
Input Latency: 728 samples (15.17 ms)
Output Latency: 600 samples (12.50 ms)
ASIO not active

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