A R T
APPLIED RESEARCH AND TECHNOLOGY

USB Pre II / USB Pre IV

Troubleshooting Guide

Dec 7, 2021
Version 2.2

Revisions **2**

Purpose **2**

Troubleshooting **3**

Issue #1: There is no system sound output on the headphone jack (Windows) 3

Issue #2: There is no system sound output on the headphone jack (macOS Monterey) 4

Issue #3: There is no system sound output on the headphone jack (macOS Big Sur) 5

Issue #4: Want audio routed to both the Main Outputs (OUT1/2) and the Headphone output (OUT3/4) in Cubase 6

Issue #5: Audio device names do not match labels on the device. (macOS) 7

Issue #6: From Windows system tray sound icon, I can only select `Speakers (2- USBIV)` which assigns output to OUT1/2. There is no option if I want to select OUT3/4 for headphones. 7

Issue #7: Cannot select Headphone (OUT 3/4) when using GarageBand. (macOS) 7

Revisions

Version	Date	Author	Change
1.0	2021-10-13	SE	Initial draft
2.0	2021-12-01	SE	Updated several issues
2.1	2021-12-07	SE	Info on headphone assignments
2.2	2021-12-07	SE	Correction to Issue #5

Purpose

This document covers common issues that customers may encounter when first using the USB II or USB IV. Guidance is provided to quickly get the customer up and running with their new device.

Troubleshooting

Product:USB Pre II, USB Pre IV	**Operating System**: Windows 10
Issue #1: There is no system sound output on the headphone jack (Windows)	
The original USB Pre II and USB Pre IV are considered 4-channel output devices. One pair is dedicated to the main outputs (OUT1/2) and another pair is assigned to the headphone jack (OUT3/4). **Solution - Select either the Main Outputs or Headphone Outputs (Windows)**: ● Click on the Windows home icon and type Sound Settings into the search bar ● To direct sound to the **main outputs**, select USB II OUT1/2 or USBIV OUT1/2 ● To direct sound to the **headphones**, select USB II OUT3/4 or USBIV OUT3/4	

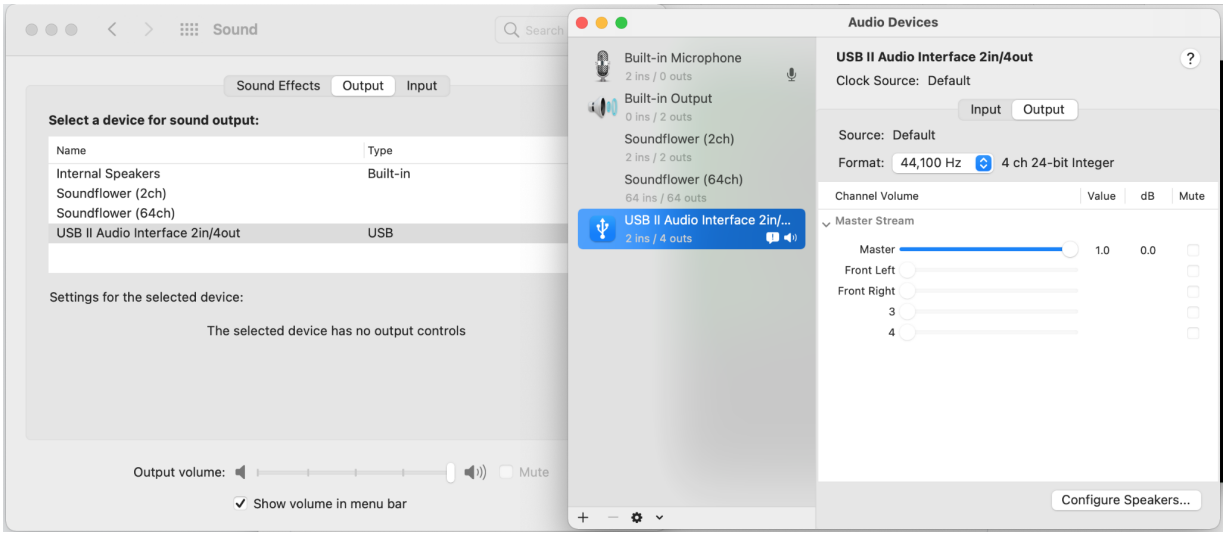
Product: USB II, USB IV	**Operating System**: macOS Monterey (12.0)
Issue #2: There is no system sound output on the headphone jack (macOS Monterey)	
Solution - Create an Aggregate Device for the Headphones: 1. Open Audio MIDI Setup 2. Click '+' in the lower left corner 3. Selec 'Create Aggregate Device' 4. Select USB IV or USB II 5. Click 'Configure Speakers' 6. Choose Channel 3 and 4 and click Apply 7. You can rename the Aggregate Device to *USB IV Headphones* 8. Go to System Preferences > Sound 9. Select the 'Aggregate Device' you just created to listen on OUT 3/4 or 'USB IV Audio Interface' to listen on OUT 1/2	

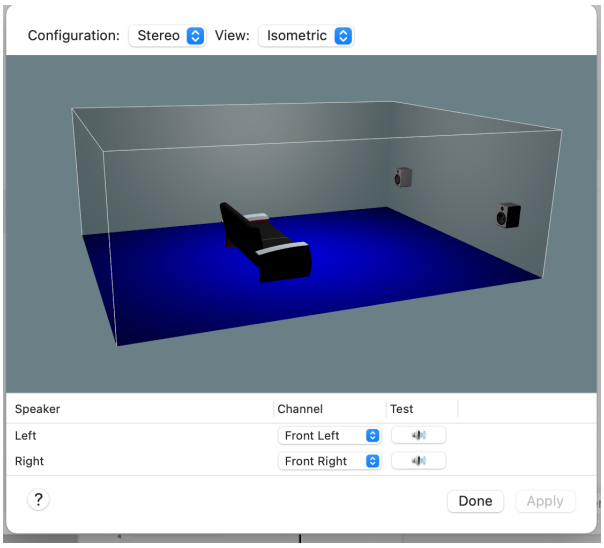
Product: USB II, USB IV	**Operating System**: macOS Big Sur (11.0)

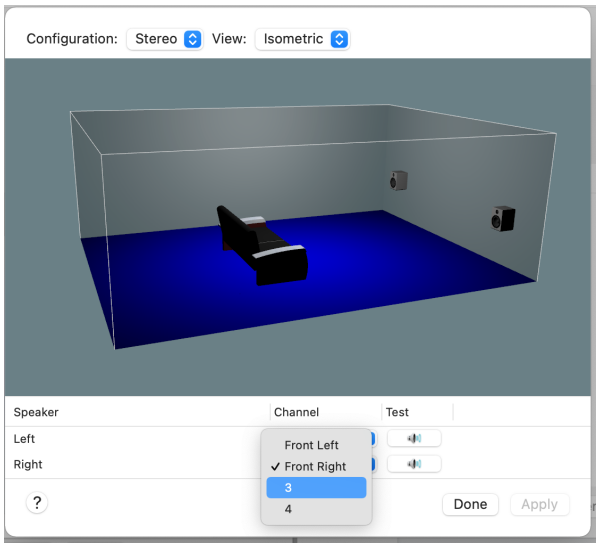
Issue #3: There is no system sound output on the headphone jack (macOS Big Sur)

Solution:

1. Open Audio MIDI Setup
2. USB IV Audio Interface
3. Output
4. Configure Speakers
5. Choose between Front Left,Front Right (OUT 1/2) or 3,4 (OUT 3/4)







Product:USB Pre II, USB Pre IV	**Operating System**: Windows 10, macOS

Issue #4: Want audio routed to both the Main Outputs (OUT1/2) and the Headphone output (OUT3/4) in Cubase

The original USB Pre II and USB Pre IV are considered 4-channel output devices. One pair is dedicated to the main outputs (OUT1/2) and another pair is assigned to the headphone jack (OUT3/4).

Solution - Send audio to both the Main Outputs and Headphones (Cubase):

- Ensure you are using the USB II or USB IV ASIO driver
    - Go to Studio > Studio Setup
    - Set the ASIO Driver to USB II or USB IV depending on your product
- Create a headphone bus
    - Go to Studio > Audio Connections
    - Click Add Bus
    - Set the Bus Name to ‘Headphones’ and keep the configuration of Stereo / L R
    - You can use the Headphones bus in two ways:
        - Keep your track output set to ‘Stereo Out’
        - Set the output of your individual tracks to either ‘Stereo Out’ (OUT1/2) or ‘Headphones’ (OUT3/4)
        - Create a Send on your track if you wish to monitor on both ‘Stereo Out’ and ‘Headphones’ simultaneously
            - On the track Inspector, go to Sends
            - Add a send to ‘Headphones’
            - Ensure the ‘Activate / Deactivate Send’ button is set to Activate

Product:USB II, USB IV	**Operating System**: macOS
Issue #5: Audio device names do not match labels on the device. (macOS)	
Solution: This is a result of how macOS assigns names to channels in Core Audio. OUT1/2 are named Front Left/Front Right and OUT3/4 are simply 3/4.	

Product:USB IV	**Operating System**: Windows 10
Issue #6: From Windows system tray sound icon, I can only select `Speakers (2- USBIV)` which assigns output to OUT1/2. There is no option if I want to select OUT3/4 for headphones.	
Solution: Update your ASIO driver to the latest version on the website.	

Product:USB II, USB IV	**Operating System**: macOS
Issue #7: Cannot select Headphone (OUT 3/4) when using GarageBand. (macOS)	
Solution: GarageBand does not support the use of multiple outputs. You can use the headphone output to directly monitor the inputs, but you must otherwise default to OUT 1/2 when using GarageBand. Consider connecting OUT 1/2 to a mixer and perform routing between headphones and monitors from your mixer's output section.	