

Studio Troubleshooting Guide

iMac Music Playback – If you want to watch YouTube videos or listen to music on Spotify you might have to change a few settings if you are not getting any audio. The first thing to check is the sample rate of the computer. You can check this in Audio Midi Setup. Audio Midi Setup is located on the dock of the mac (figure 1), it looks like a piano keyboard. Once you are in Audio Midi Setup you should find the thunderbolt device (Figure 2) and make sure the output sample rate is 48,000. Remember, if you have pro tools open other apps can't use DADman. If you want to listen to music via Spotify or other apps, make sure to save your session and close Pro Tools. If you don't close pro tools, the Spotify/YouTube music will either come out of the computer or the TV.

Figure 1

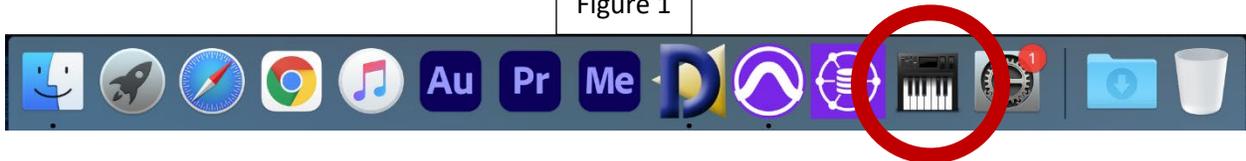
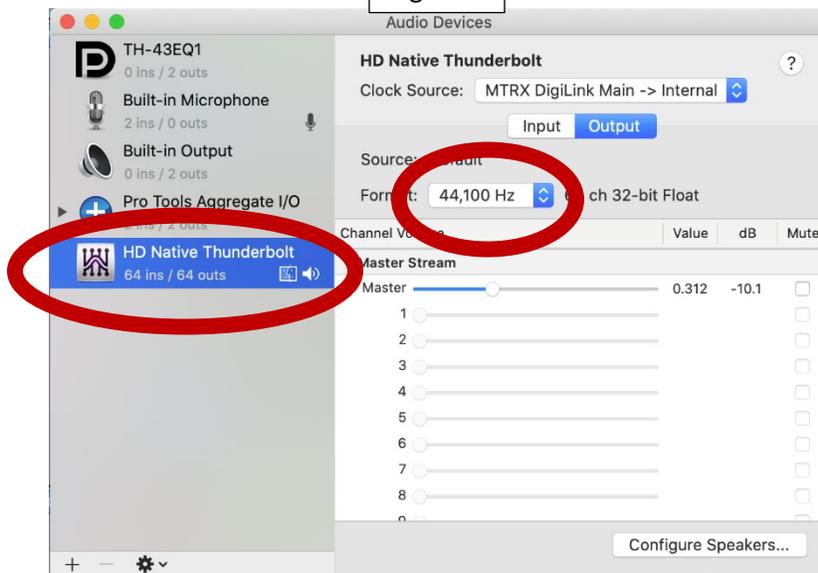


Figure 2



Pro Tools Playback – If you are not getting sound out of Pro Tools, check out some of these settings. First, your Pro Tools session needs to be 48k, unless you asked for a different sample rate. You can check your session sample rate by going to the top of the screen and click “setup” (figure 3). Then go to “Session,” after you are in session you can see your sessions sample rate (figure 4). It should be 48k or else it won’t work. If your session is a different sample rate you will have to make a new session.

Figure 3

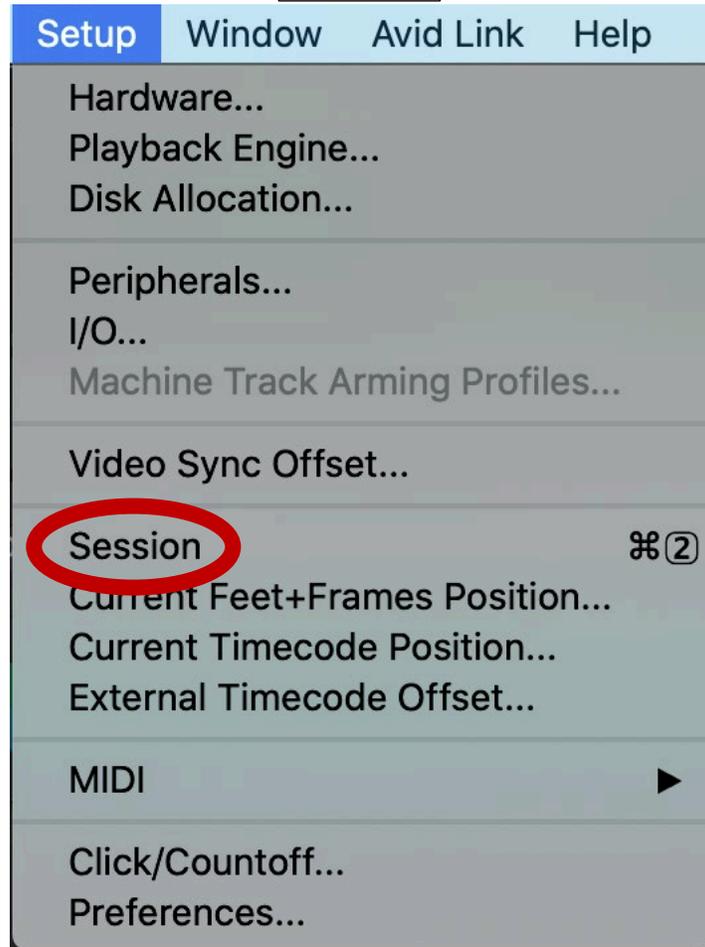
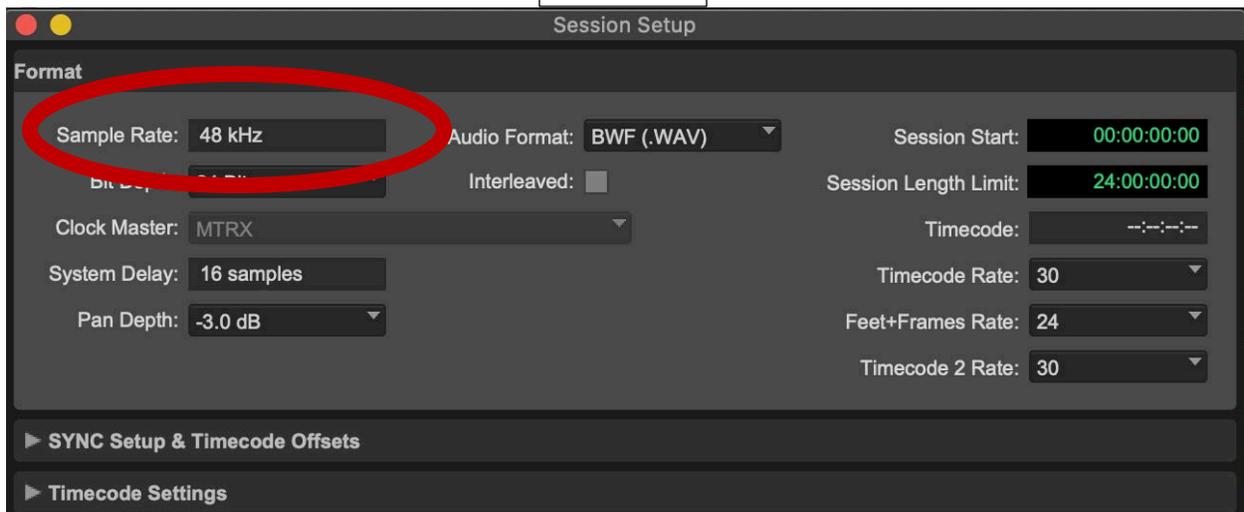


Figure 4



Pro Tools Playback continued – If your sample rate is correct, the next thing to do is to check your playback engine. If you go back to setup and then click “playback engine,” (Figure 5) a window will popup (Figure 6). Make sure that under playback engine it says, “HD Native Thunderbolt.” If it doesn’t use the drop-down menu to select the correct device. If you don’t see “HD Native Thunderbolt” that means that the thunderbolt device is not connected correctly. Usually unplugging the thunderbolt device and plugging it back in will resolve this issue.

Figure 5

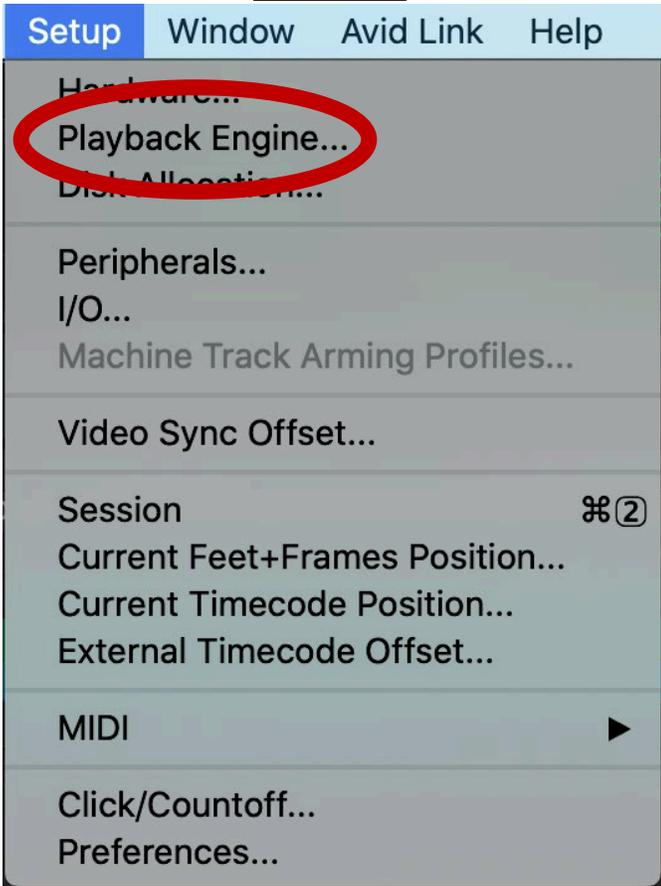
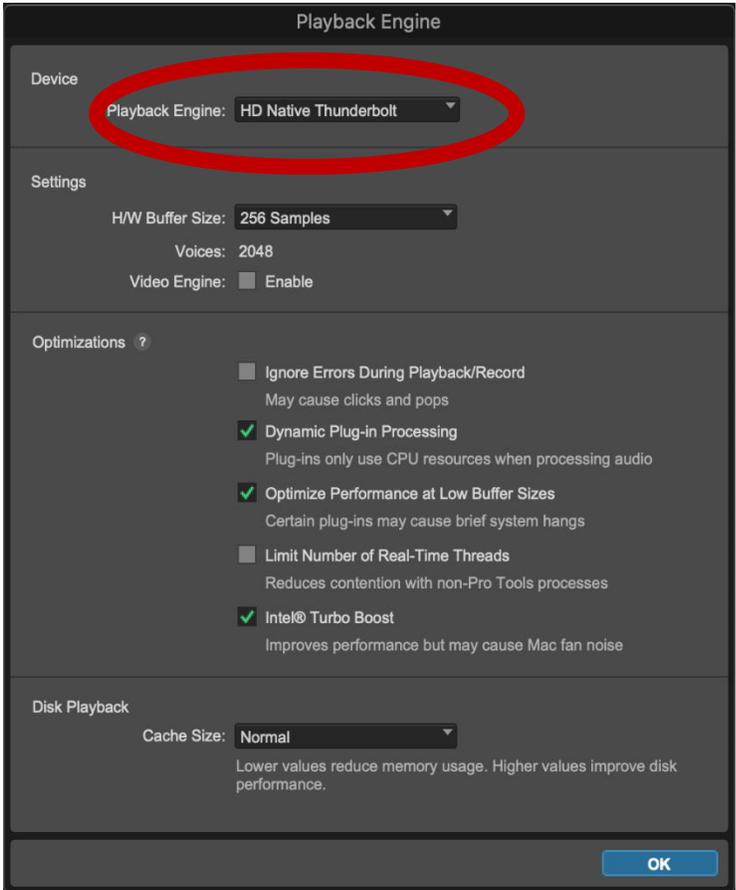


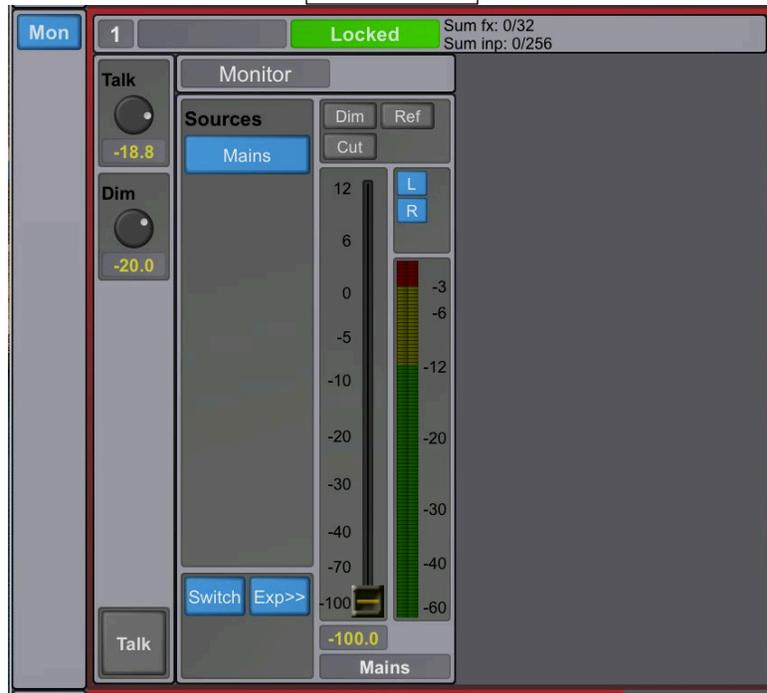
Figure 6



Pro Tools Playback continued – If these options don’t work try restarting Pro Tools and the computer. Just remember if you restart the computer, the computer goes back to the original settings, so if you don’t save your session on a separate drive your information will be lost.

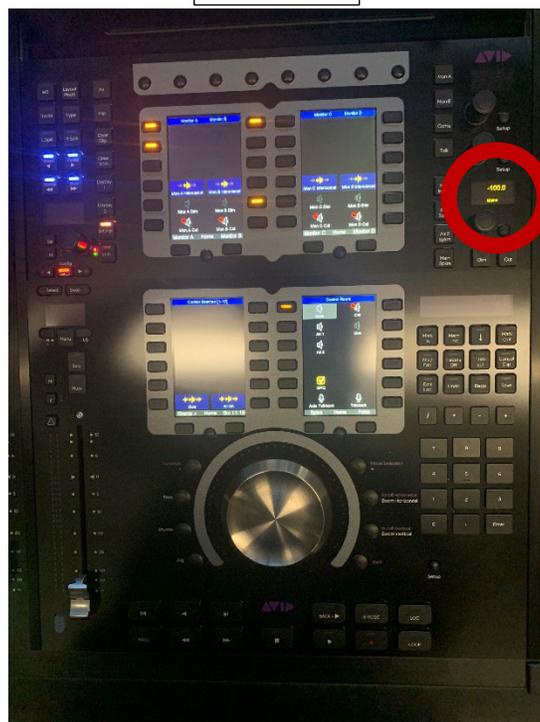
DADman Settings – The DADman settings might also impact your ability to hear music out of the speakers. There is a fader in DADman that controls the speaker levels. The fader is in a section of DADman called “Mon” (Figure 7).

Figure 7



If the level is at -100 that means you won't hear anything. Bring the fader slowly up to about -20 to wake up the Genelec speakers. This fader is also mapped to a knob on the console (Figure 8). Sometimes the mapping gets messed up, you can also use the fader in DADman to control volume level.

Figure 8



DADman Settings Continued – If all the DADman settings are messed up you can reload the profile that I made. First open DADman and go to “File” (Figure 9). Next go to “open” and navigate to the desktop folder called “DADman Profiles.” From there, open the “MTRX Start” folder and choose the .dms file. After you load that, go back to the file menu and navigate to “open profile.” Find the “MTRX Start” folder again and this time load the .dmprof file. This should bring DADman back to its original settings.

Figure 9



Some friendly tips – Remember that all this technology is via a few computers. Sometimes these devices need restarting. If you follow these steps and nothing is working, try restarting the computer or the AVID MTRX in the equipment rack (the on and off switch is located on the back of the MTRX unit). Don't turn the console off without a staff member. Also, audio is complicated, don't feel discouraged if you can't figure things out, just ask staff and we will do everything in our power to help you out!