

Troubleshooting Guide – Studio 170

Is the studio or equipment not working the way you expect? Follow the steps below to get things working again:

Connections



- Make sure the microphone, headphones, and speaker are all plugged into the audio interface. The microphone should be plugged into one of the XLR inputs on the front, the headphones should be plugged into the 1/4" jack on the front, and the speakers should be plugged into the 1/4" jacks on the back.
- The microphone cable should be firmly connected to the microphone. It will "click" when connected fully.
- Make sure the audio interface is connected to the computer by a USB cable and/or USB hub.
- If you are using the MIDI Keyboard controller, make sure it is also connected to the computer by a USB cable and/or USB hub.

“The microphone isn’t working”

Adjust the microphone level (gain) so that it is solid green when you are making sound

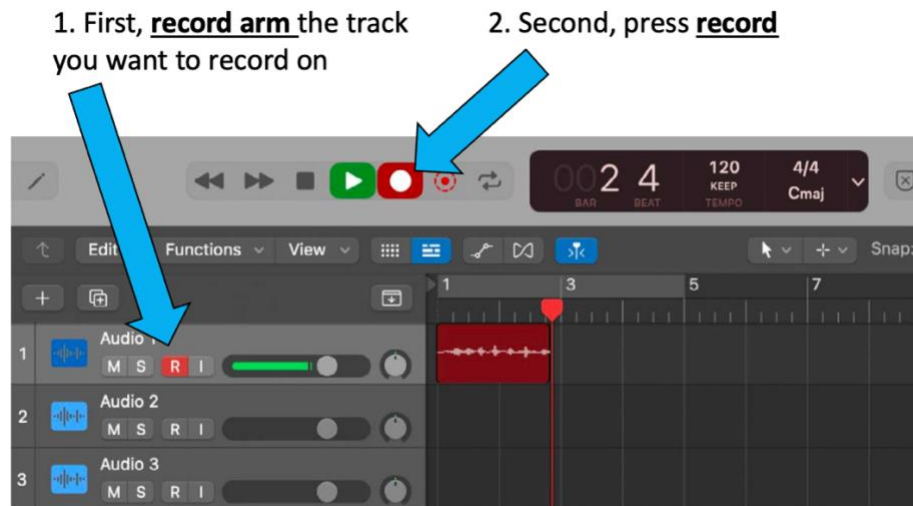
Make sure Phantom Power is on (red)



If the gain light flashes red,
turn it back down

- Make sure the microphone is connected properly (see **Connections**).
- Make sure the phantom power (48V) on the audio interface is on (red).
- Make sure the gain knob is up on the audio interface so that when you talk into the microphone, the knob flashes green.
- Sometimes the interface needs to be reset. You can unplug the USB cable from the audio interface then re-plug it.
- In your DAW/recording software, go to Settings and make sure the Focusrite Scarlett 2i2 is selected.
- If you are listening through headphones in the booth, make sure they are plugged in.
- If you see input going into the audio interface (green circle) and/or your software (meter) but can’t hear anything, make sure the monitor volume on the mixer is up. You might also have to turn on input monitoring in your software (the “I” button in Logic).

“The microphone isn’t recording”



- First, make sure you followed all of the steps above.
- Make sure you selected a track for recording in your software (“record arm” or “record enable”) before pressing the main record button.

“I can’t hear what I just recorded”



- First, check all of the steps above.
- Make sure Direct Monitoring on the audio interface is off.
- Make sure the speakers are on.
- Make sure the correct headphones are plugged in (there are two sets).