

TRAKTOR AUDIO 2



Setup Guide



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Special thanks to the Beta Test Team, who were invaluable not just in tracking down bugs, but in making this a better product.

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1 Welcome to TRAKTOR AUDIO 2!

1.1 What Is Included In the Box?

The TRAKTOR AUDIO 2 box contains the following:

- The TRAKTOR AUDIO 2 audio interface
- A 1/4" TRS to RCA audio cable
- A shielded USB cable
- A registration flyer with your TRAKTOR PRO 2 software serial number, your TRAKTOR AUDIO 2 hardware serial number, and a link to the hardware registration page, where you can register your hardware and download the TRAKTOR software
- A safety instructions flyer
- A TRAKTOR sticker sheet

1.2 About This Setup Guide

This Setup Guide will help you to install and configure the TRAKTOR AUDIO 2 audio interface on your computer, and prepare the TRAKTOR software for first use with the interface.

1.3 Document Conventions

This section introduces you to the signage and text highlighting used in this document. This document uses particular formatting to point out special facts and to warn you of potential issues. The icons introducing these notes let you see what kind of information is to be expected:



Whenever this exclamation mark icon appears, you should read the corresponding note carefully and follow the instructions and hints given there if applicable.



This light bulb icon indicates that a note contains useful extra information. This information may often help you to solve a task more efficiently, but does not necessarily apply to the setup or operating system you are using; however, it's always worth a look.

Furthermore, the following formatting is used:

- Text appearing in (drop-down) menus (such as *Open...*, *Save as...* etc.) and paths to locations on your hard drive or other storage devices is printed in *italics*.
 - Text appearing elsewhere (labels of buttons, controls, text next to checkboxes etc.) is printed in **blue**. Whenever you see this formatting applied, you will find the same text appearing somewhere on the screen.
 - Important names and concepts are printed in **bold**.
 - References to keys on your computer's keyboard you'll find put in square brackets (e.g., "Press [Shift] + [Return]").
- ▶ Single instructions are introduced by this play button type arrow.
- Results of actions are introduced by this smaller arrow.

2 Setup Overview

This section provides a quick overview of the various steps required to get your TRAKTOR AUDIO 2 system up and running: **hardware registration** and **software download, installation, activation, updates**, and **setup and configuration**.

- **Hardware registration** and **software download**: Register your hardware and download the TRAKTOR software installer as instructed on: www.native-instruments.com/go-a2.
- **Software installation**: locate the downloaded setup file on your computer and double-click it to start the installation procedure. Carefully read and follow the on-screen instructions, accept the license agreements, and enter the password for your computer if prompted (Mac OS X only).
- **Activation**: Activate your product using the Service Center application. Online and offline activation methods are available.
- **Update**: Download the latest software updates using the Service Center application. Then browse to the download folder and install all downloaded updates.
- **Setup and configuration**: Connect the device to your computer. Connect external devices such as headphones and speakers. Configure the TRAKTOR software for first use with the audio interface.

Suggestions for further reading as well as tips for troubleshooting and FAQs can be found in the subsequent chapters of this guide.

3 Software Installation

3.1 Read Before Installing

Before starting the TRAKTOR software installer, here are some points to be aware of:

- Make sure you have downloaded the TRAKTOR software to your computer by following the instructions on the registration page:
www.native-instruments.com/go-a2
If you have already registered your device but need to download the installer again, you can find the relevant downloads in the "My Account" section of the NI website:
<https://www.native-instruments.com/en/my-account/my-products-serials>
- Please **carefully review the installer screens** and the suggested installation paths in order to avoid that any unwanted folders are created on your hard disk.
- **Moving any folders** related to Native Instruments software **after installation is not recommended**. Future software updates rely on the directory locations set during initial installation.

3.2 Installation on Mac OS X



At the end of the installation process you will need to restart your computer. Please save your work and close all applications before proceeding.

3.2.1 Locate and Start the Installation Program

1. Locate and unpack the downloaded installer package file on your computer.
2. Double-click the **Traktor 2 Installer.mpkg** file to start the installation procedure.
3. Follow the on-screen instructions.

3.2.2 Select the Components to Install

After you have accepted the software license agreement, the installer window displays the components available for installation. This installer screen also contains information about how much disk space the individual components will use.



The components selection screen of the installation program.



It is recommended to keep all features selected unless you have a specific reason to deselect a feature (such as if this feature is already installed on your computer, or you know for sure you will not use the device).

Basic Installation: This installs the TRAKTOR software along with its documentation. This component cannot be deselected. It also installs the Service Center application (required for activation of your product) and the Controller Editor application, which allows you to configure the controller's MIDI assignments for using the controller with other applications than the included software.

Audio 8/4/2 DJ Drivers: This installs drivers for the AUDIO 8 DJ, AUDIO 4 DJ and AUDIO 2 DJ audio interfaces by Native Instruments. If you do not intend to use any of these audio interfaces, you can deactivate the checkboxes.

Traktor Kontrol S4: This installs the driver for the TRAKTOR KONTROL S4 controller. If you do not intend to use a TRAKTOR KONTROL S4 controller on your computer, you can deactivate the checkbox.

Traktor Kontrol S2: This installs the driver for your TRAKTOR KONTROL S2 controller. If you do not intend to use a TRAKTOR KONTROL S2 controller on your computer, you can deactivate the checkbox.

Traktor Audio 2/6/10 Drivers: This installs drivers for the TRAKTOR AUDIO 2, TRAKTOR AUDIO 6 and TRAKTOR AUDIO 10 audio interfaces by Native Instruments. **Make sure the TRAKTOR AUDIO 2 component is selected** as the interface will not work properly without its driver installed.

Traktor Kontrol X1: This installs the driver for the TRAKTOR KONTROL X1 controller. If you do not intend to use a TRAKTOR KONTROL X1 controller on your computer, you can deactivate the checkbox.

Background Components

These components are not displayed in the installer window, but are installed depending on your system configuration:

Controller Editor: The Controller Editor application allows you to configure your Native Instruments hardware controller (e.g., TRAKTOR KONTROL S4 or X1) for use as a MIDI controller with applications other than the TRAKTOR software. This component will automatically be installed if you install one of the controller drivers (unless a newer version of Controller Editor already exists on your computer).

Service Center: The Service Center application is required for activation of the TRAKTOR software. It will be installed independent of the selected drivers (unless a newer version of Service Center already exists on your computer).

Control Panel: The Control Panel is an audio settings configuration tool, installed with the driver of the TRAKTOR AUDIO 2. Most of its settings can too be controlled from the TRAKTOR software user interface, so you probably won't need the Control Panel when using TRAKTOR. For more information on the Control Panel, please refer to the TRAKTOR AUDIO 2 manual.



It is strongly recommended to install the TRAKTOR software to the default location. If you still need to change the install location, click on the folder icon in the [Location](#) column and select the desired folder.

- ▶ After you have customized the installation as required, click [Continue](#) and then follow the on-screen instructions.

3.2.3 Enter Your Password

Before installing the selected components, the installer will prompt you to enter your Mac OS X password. This is a standard behavior on Mac OS X that makes sure you are aware of the changes the installer is about to make.



The Mac OS X user account you are using needs to have Administrator privileges.

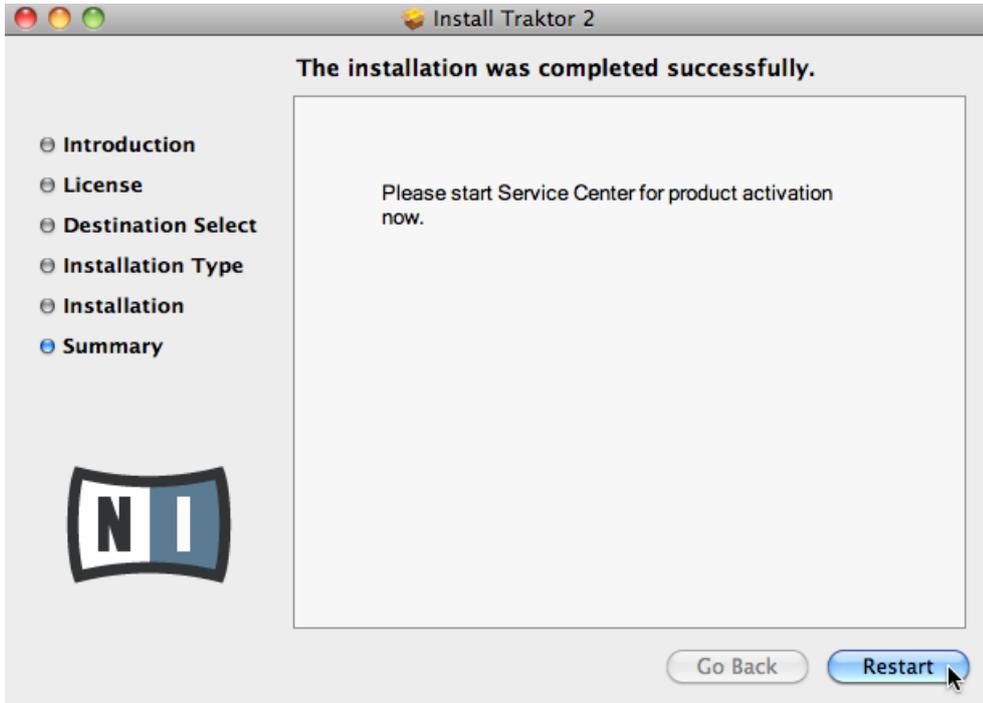


The Mac OS X password prompt.

- ▶ To proceed, enter your password and click [OK](#).
- The selected components will be installed.

3.2.4 Complete the Installation

After the components have been installed, you need to restart your computer.



The final screen of the installation program.

- ▶ On the last screen of the installation program, click [Restart](#) to restart your computer and complete the software installation.
- Your computer will immediately restart.
- ▶ After your computer has restarted, continue reading in chapter [↑4, Product Activation with Service Center](#) of this Setup Guide for information about product activation.

3.3 Installation on Windows



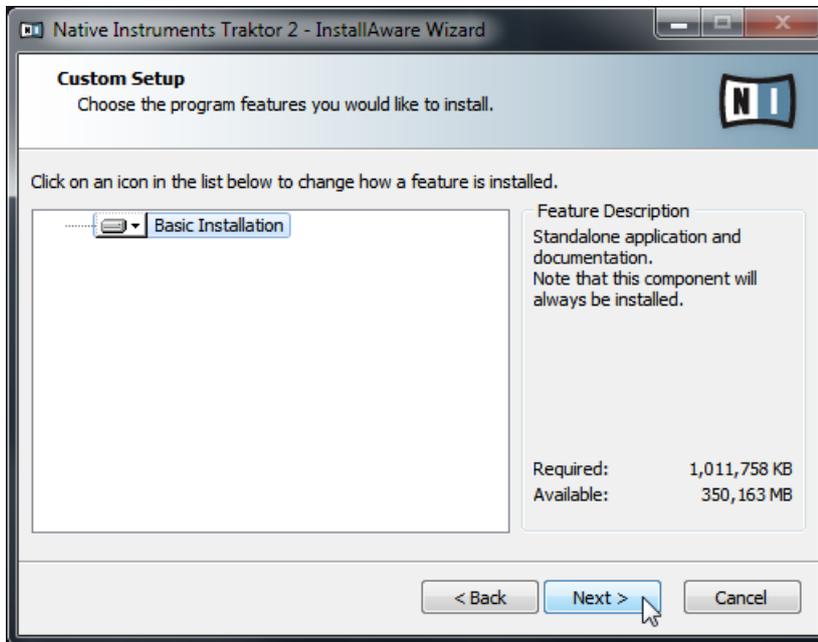
If you are installing the TRAKTOR software on Windows Vista or Windows 7, you may need to turn off Windows User Account Control (UAC) before you can proceed. See chapter [↑7.2, User Account Control and Internet Security](#) in this Setup Guide for detailed information on how to turn off UAC. In addition to this, it may be necessary to disable your anti-virus software during installation.

3.3.1 Locate and Start the Installation Program

1. Locate and unpack the downloaded installer package file on your computer.
2. Double-click the **Traktor 2 Setup.exe** file to start the installation procedure.
3. Follow the on-screen instructions.

3.3.2 Confirm the Features to Install

After you have accepted the software license agreement, the installer window displays the features available for installation.



The components selection screen of the installation program.

Basic Installation: This installs the TRAKTOR software along with its documentation. This component cannot be deselected.

Background Components

These features are not displayed in the installer window, but are installed depending on your system configuration:

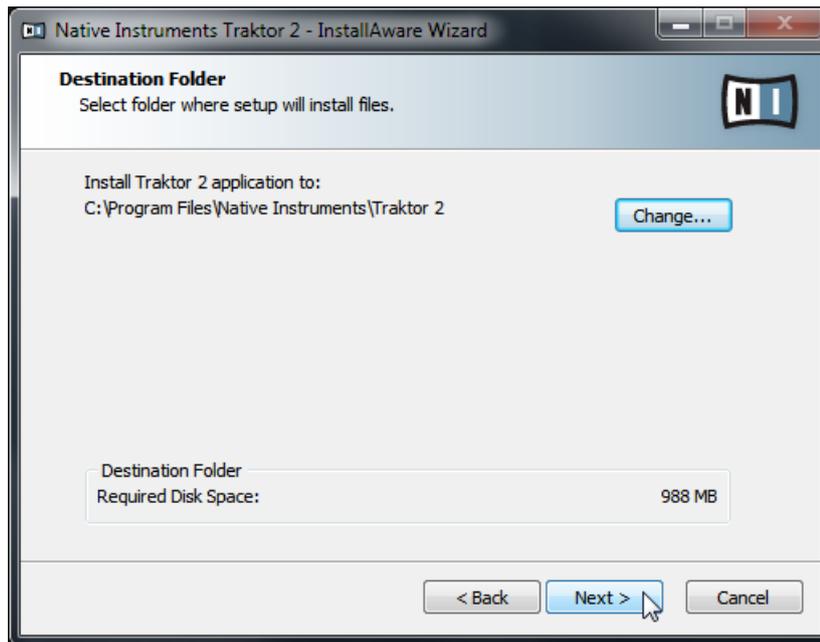
Controller Editor: The Controller Editor application allows you to configure your Native Instruments hardware controller (e.g., TRAKTOR KONTROL S4 or X1) for use as a MIDI controller with applications other than the TRAKTOR software. This component will automatically be installed if you install one of the controller drivers (unless a newer version of Controller Editor already exists on your computer).

Service Center: The Service Center application is required for activation of the TRAKTOR software. It will be installed independent of the selected drivers (unless a newer version already exists on your computer).

Control Panel: The Control Panel is an audio settings configuration tool, installed with the driver of the TRAKTOR AUDIO 2. Most of its settings can too be controlled from the TRAKTOR software user interface, so you probably won't need the Control Panel when using TRAKTOR. For more information on the Control Panel, please refer to the TRAKTOR AUDIO 2 manual.

- ▶ Click [Next](#) and then follow the on-screen instructions.

3.3.3 Confirm the Application Installation Path



The software installation path screen of the installation program.



It is strongly recommended to install the TRAKTOR software to the default location. If you still need to change the install location, click [Change](#) to open a Folder Selection dialog and select the desired destination folder.

You will be asked to select and confirm an installation path for the TRAKTOR software.

- ▶ Click [Next](#) to proceed.

3.3.4 Select Your Hardware Drivers

After defining/confirming the program's installation path, you will be presented with a number of driver selection screens. It is recommended to select all drivers from the driver selection screens unless you have a specific reason to deselect a driver (such as if this driver is already installed on your computer, or if you are very sure about which drivers you need and which ones you don't).

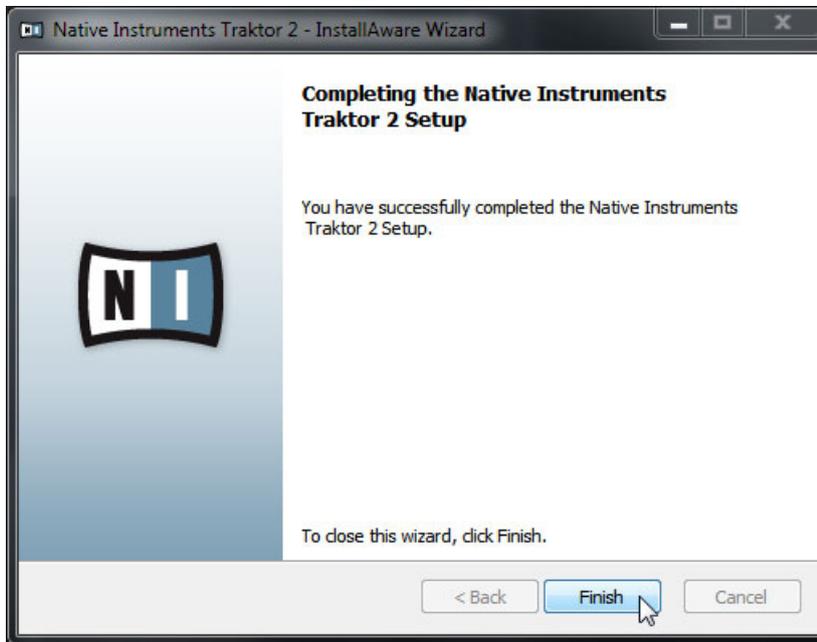


The driver selection screen holding the A2 driver selection.

1. Make sure to select the TRAKTOR AUDIO 2 driver from the relevant Driver Selection screen.
2. Click [Next](#) to proceed.

3.3.5 Complete the Software Installation

Once you have selected the required driver(s) and confirmed your selection, you will be forwarded to the last screen of the installation program.



The final screen of the installation program.

- ▶ On the last screen of the installation program, click [Finish](#) to complete the installation and exit the installation program.
- ▶ Continue reading in chapter [↑4, Product Activation with Service Center](#) of this Setup Guide for information about product activation.

4 Product Activation with Service Center



This section uses a placeholder name ("NI Product") on all screenshots. The relevant section on your screen will display the name of the Native Instruments product you are activating.

4.1 Activating Your Product Online



Skip to chapter [↑4.3, Activating Your Product Offline](#) if your computer is not connected to the Internet.

4.1.1 Start Service Center

1. Locate the Service Center application on your hard disk. During installation, a folder labeled **Native Instruments** was created in the Applications (Mac OS X) / Program Files (Windows) folder. Within this folder, a subfolder labeled **Service Center** holds the corresponding application.
2. Double-click the Service Center application to start the activation procedure.



It is necessary to activate your Native Instruments product in order to use its full functionality.

4.1.2 Log In Into Your User Account

SERVICE CENTER

Log in

Please log in using your e-mail address and password.

E-mail address

Password

Log me in automatically on next startup

› Forgot your password?

› Create new User Account

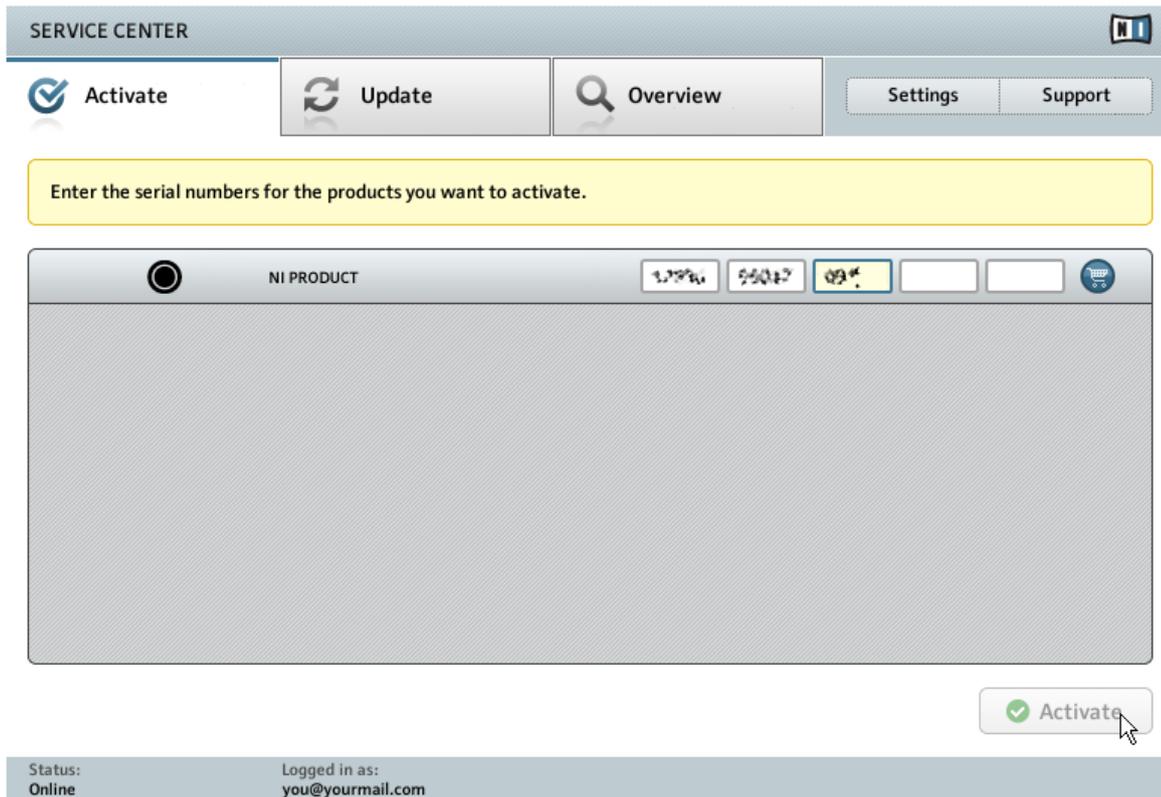
Log in

Status:
Online

The log-in screen of Service Center.

- ▶ Log in with your e-mail address and Native Instruments password.
- ▶ If you do not have a Native Instruments account yet, click on [Create new User Account](#). Fill in the address form. The password will be sent to you via e-mail.

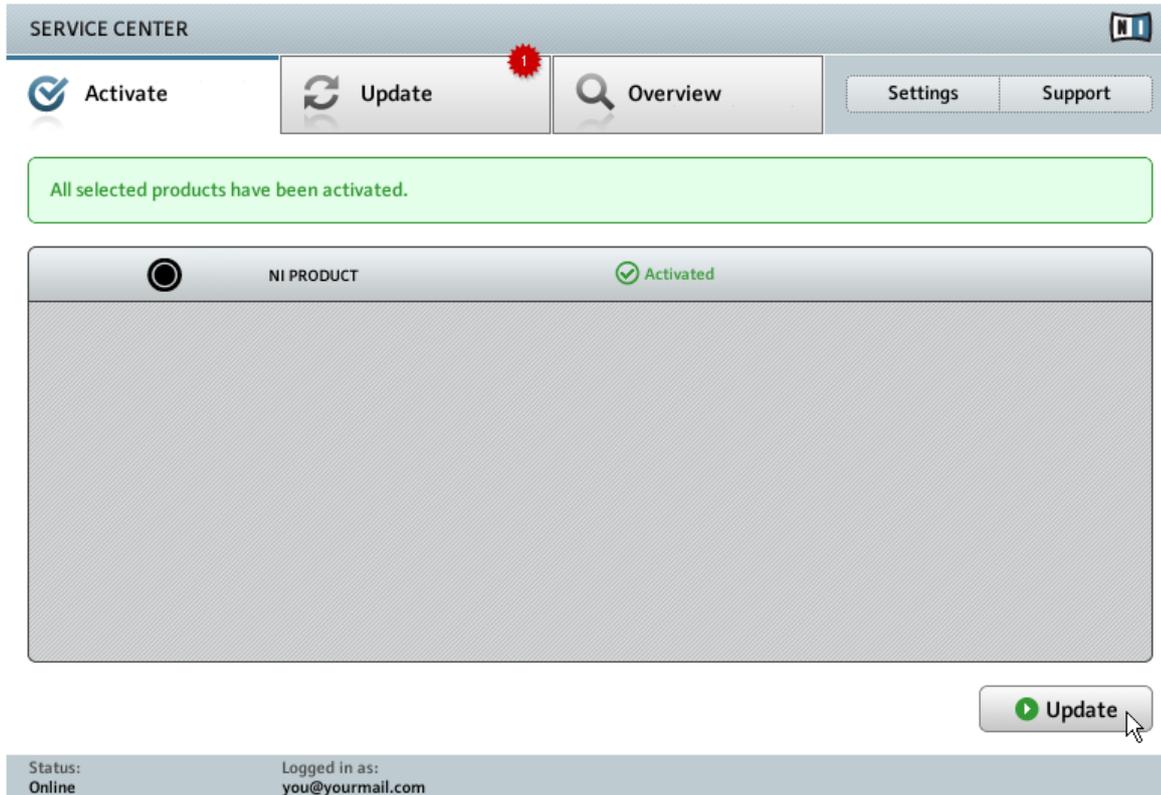
4.1.3 Activate the Product



The product activation screen of Service Center.

1. Enter the software serial number in the number field. The software serial number is located on the registration flyer, which you can find in your TRAKTOR AUDIO 2 product box.
2. Click [Activate](#) to proceed.

4.1.4 Finish the Online Activation



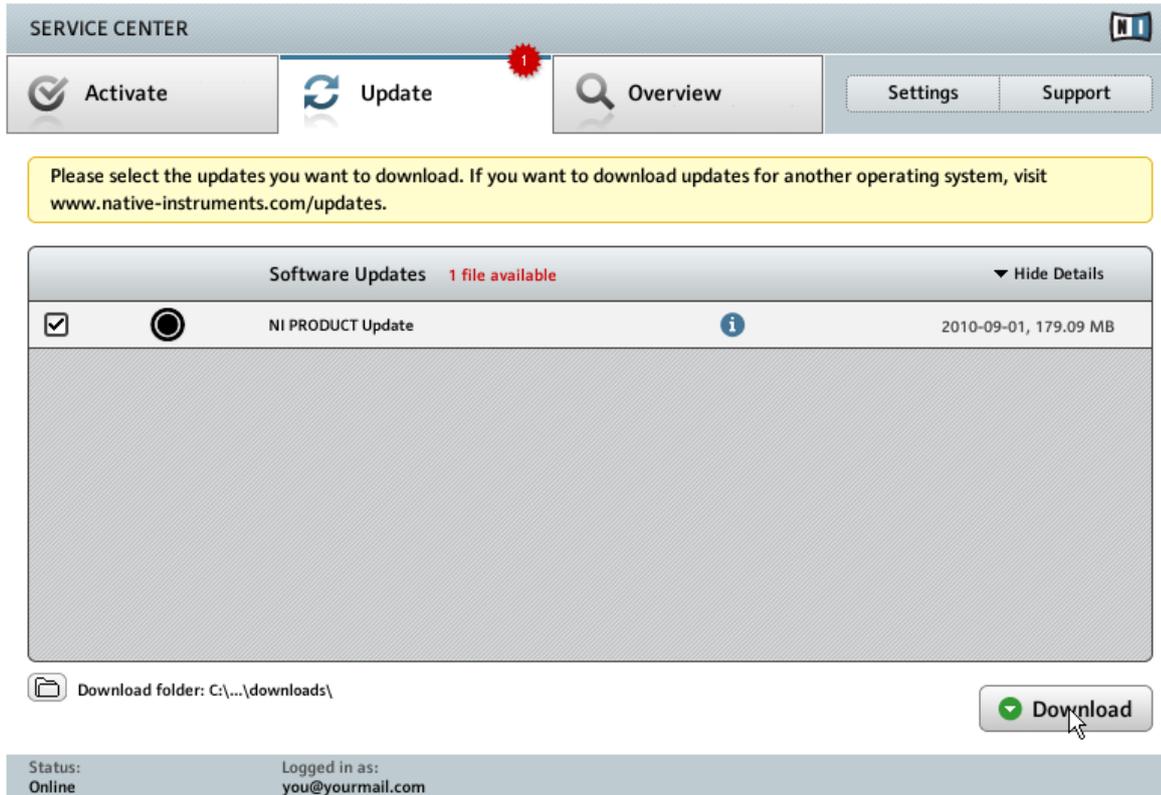
Service Center confirming the product activation.

Service Center confirms that the product has been activated successfully. A search for updates will start automatically.

- If updates for any of the activated products are available, the button in the bottom right corner of the screen reads [Update](#). To download the updates, click the [Update](#) button and proceed with chapter [↑4.2, Updating Your Product](#).
- If no updates are available, the button in the bottom right corner of the screen reads [Exit](#). You can click it to close Service Center.

4.2 Updating Your Product

4.2.1 Select Updates



The product update screen of Service Center.

1. In Service Center, click the [Update](#) tab to view a list of available updates.
2. Select the updates you want to download by checking the checkboxes on the left. We recommend downloading all preselected updates.
3. Click [Download](#). The download will start.

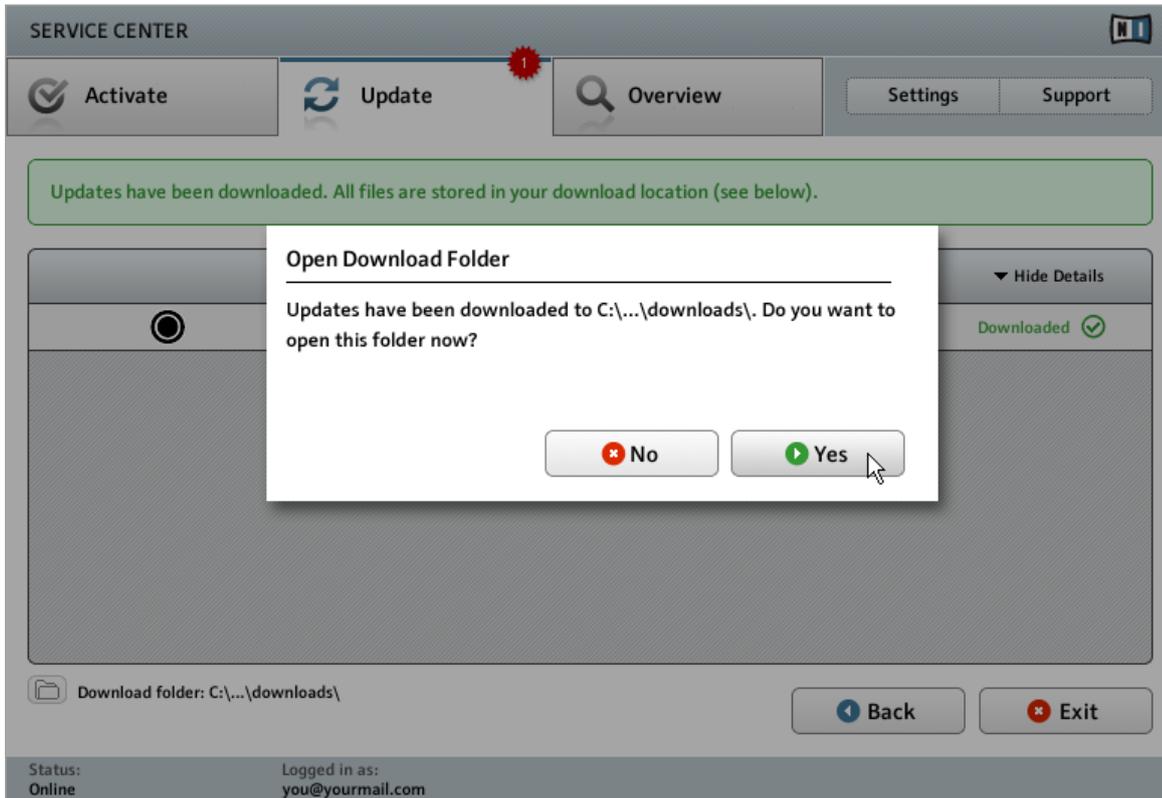
4.2.2 Download the Updates

The screenshot displays the Service Center interface. At the top, there is a navigation bar with 'Activate', 'Update', 'Overview', 'Settings', and 'Support' buttons. The 'Update' button is highlighted with a red notification icon. Below the navigation bar, a yellow message box states: 'The selected files are currently being downloaded. This may take a while.' The main content area shows a 'Software Updates' section with '1 file available'. A single update, 'NI PRODUCT Update', is listed with a progress bar showing '82.9 of 179.1 MB' downloaded. Below the update list, a download folder path 'C:\...\downloads\' is shown with a progress bar indicating 'Total progress: 45%'. A 'Cancel' button is visible. At the bottom, the status bar shows 'Status: Online', 'Logged in as: you@yourmail.com', and 'Downloading...' with a progress indicator.

The product update in progress.

Depending on the file size and the speed of your internet connection, downloading the files may take a while. We strongly recommend that you always install the latest updates.

4.2.3 Open Your Download Folder



Service Center confirming all updates were downloaded, and offering to open the download folder.

After all files have been downloaded successfully, you will be asked to open the download folder.

- ▶ Click [Yes](#) to open the download folder.
- ▶ After the download folder has opened, you can quit Service Center by clicking [Exit](#).

4.2.4 Install Updates

1. Launch the first installer file from the download folder.
2. Follow the instructions of the Installation Wizard.
3. Proceed until you have installed all updates.

4.3 Activating Your Product Offline

If the computer you want to use Native Instruments products on is permanently not connected to the internet, you can activate the products utilizing the Offline activation procedure. Note that you will need a second computer that is connected to the internet.

4.3.1 Start the Offline Activation

SERVICE CENTER

Internet connection

Service Center was unable to establish an internet connection. How do you wish to proceed?

Try connecting to the internet again

Make sure that your computer is connected to the internet.

Use a proxy server to connect to the internet

Host Port

Continue without connecting to the internet

Please note: You will have to transfer an Activation Request File to a computer with internet access.

Status:
Pending...

The internet connection screen of Service Center.

1. Start Service Center. If no internet connection is detected, you will be redirected to the [Internet connection](#) screen pictured above.
2. In the [Continue without connection to the internet](#) area at the bottom of the screen, click [Offline](#). You will be forwarded to the [Activate](#) screen.

4.3.2 Create the Activation Request File

The screenshot shows the 'SERVICE CENTER' interface. At the top, there are navigation buttons: 'Activate' (with a checkmark icon), 'Update' (with a refresh icon), 'Overview' (with a magnifying glass icon), 'Settings', and 'Support'. Below this is a yellow notification box stating: 'You have to complete three steps to do an Offline Activation.' The main content area is divided into three steps:

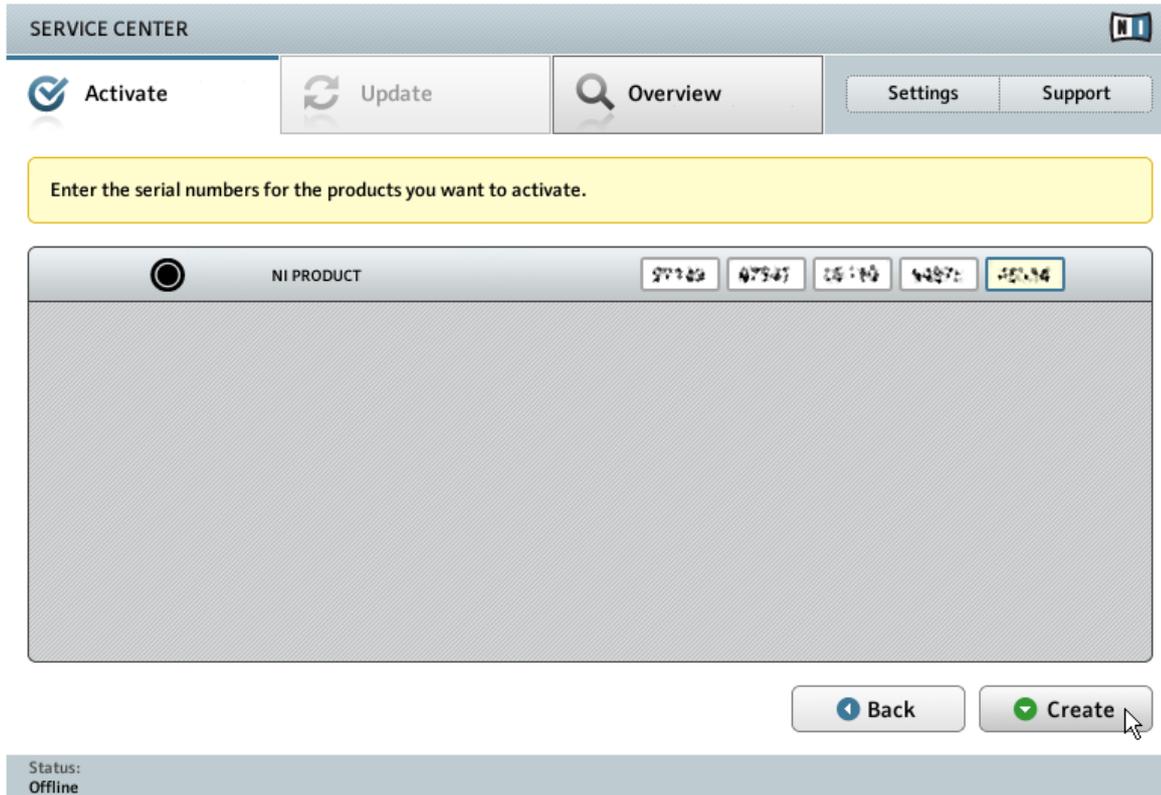
- 1. Create Activation Request File**
Enter serial numbers and save the Activation Request File to a portable storage device, e. g. an USB stick. A 'Create' button with a green checkmark icon is visible.
- 2. Transfer File to Internet Computer**
Take the Activation Request File to a computer with internet access and open it on that computer. This will load the Native Instruments Registration web page.
- 3. Open Activation Return File**
Copy the Activation Return File returned by the Native Instruments web server to a portable storage device and open it on the computer that you want to activate the product on. An 'Open' button with a green checkmark icon is visible.

At the bottom left, a status bar indicates: 'Status: Offline'.

The offline activation screen of Service Center.

- ▶ On the [Activate](#) screen, click [Create](#). The [Activate](#) screen will display fields in which to enter the serial number (see next step).

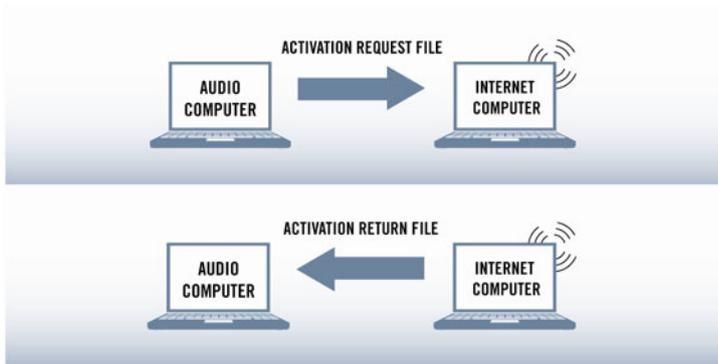
4.3.3 Enter the Serial Number



The product activation screen of Service Center.

1. Enter the software serial number in the number field. The software serial number is located on the registration flyer, which you can find in your TRAKTOR AUDIO 2 product box.
2. Click [Create](#) to save the Activation Request File (ActivationRequestFile.html). A Save File dialog will open and let you select a target folder.
3. Save the Activation Request File to the desired target folder.

4.3.4 Transfer the Activation Request File



The offline activation procedure.

1. Copy the Activation Request file to a portable storage device and transfer it to a computer with internet connection.
2. Open the Activation Request file by double-clicking it.
3. Follow the instructions on the Service Center product activation web page. As a new Native Instruments user you will need to create a new account before you can log in.
4. Transfer the Activation Return file back to your audio computer.

4.3.5 Open the Activation Return File

SERVICE CENTER

Activate Update Overview Settings Support

You have to complete three steps to do an Offline Activation.

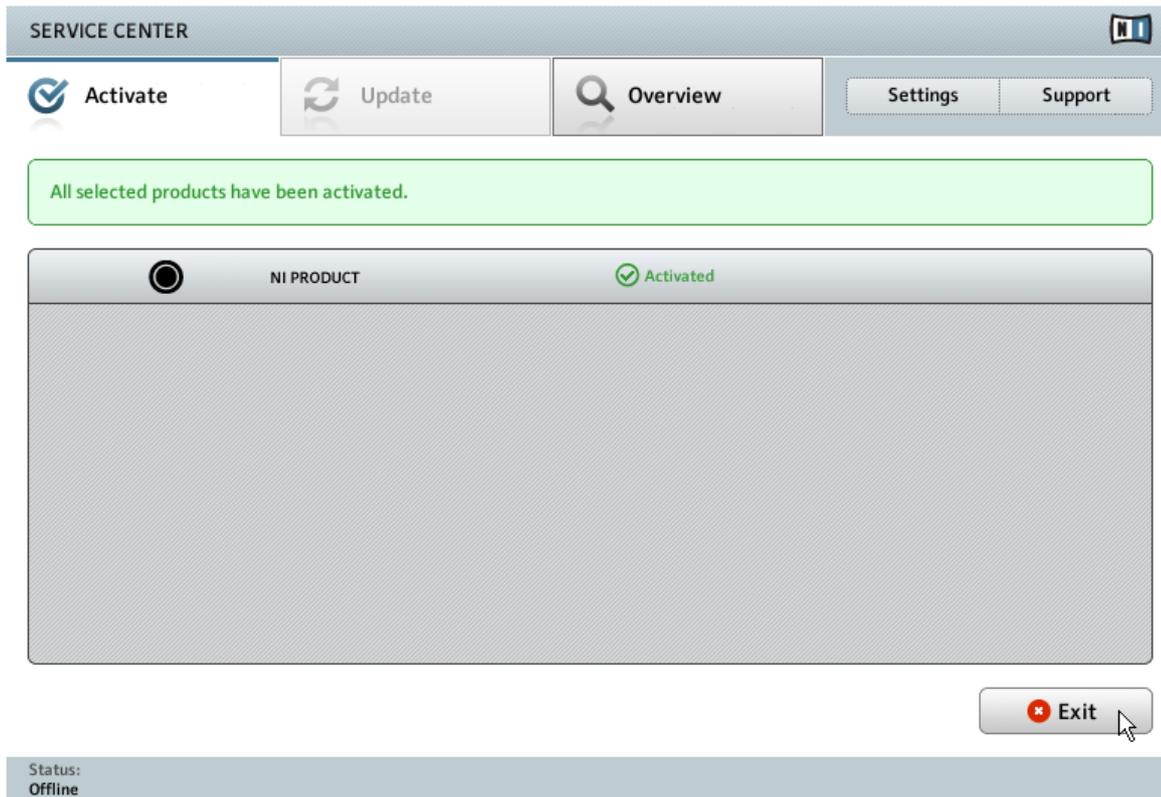
- 1. Create Activation Request File**
Enter serial numbers and save the Activation Request File to a portable storage device, e. g. an USB stick. **Create**
- 2. Transfer File to Internet Computer**
Take the Activation Request File to a computer with internet access and open it on that computer. This will load the Native Instruments Registration web page.
- 3. Open Activation Return File**
Copy the Activation Return File returned by the Native Instruments web server to a portable storage device and open it on the computer that you want to activate the product on. **Open**

Status:
Offline

The offline activation screen of Service Center.

1. On your audio computer, start Service Center again. In the [Continue without connection to the internet](#) area at the bottom of the screen, click [Offline](#).
2. Select the [Activate](#) tab and click [Open](#) to load the Activation Return file.

4.3.6 Finish the Offline Activation



Service Center confirming the product activation.

After you have opened the Activation Return file, Service Center confirms that the product has been activated successfully. You can quit Service Center by clicking [Exit](#).

- ▶ To obtain updates for your products, log in under www.native-instruments.com/updates, using your Native Instruments user account information. Download all relevant updates from the Personal Update Manager to your internet computer, transfer them to your music computer utilizing portable storage media, and install them.

5 Setting Up Your TRAKTOR AUDIO 2 System

In this chapter, we will connect the TRAKTOR AUDIO 2 interface to your computer, and set it up for use with the TRAKTOR software in the following way:

- Mixing Tracks will take place in the TRAKTOR software
- You will use one of the TRAKTOR AUDIO 2's outputs for outputting the currently active TRAKTOR Deck to a mixer channel or to your stereo amplifier
- The other output will be used for pre-listening to other TRAKTOR Decks with your headphones

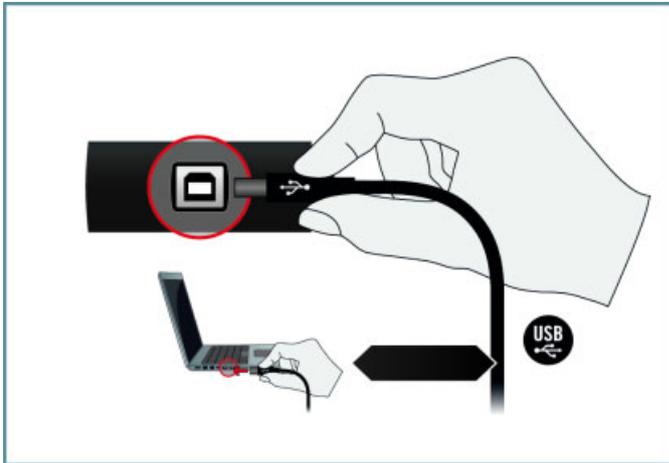
This is a very basic DJing setup using TRAKTOR's Internal Mixer. It is also possible to use the TRAKTOR AUDIO 2 for "external mixing" with a DJ mixer; for more information on this, please consult the TRAKTOR AUDIO 2 Manual.

5.1 Before You Proceed

- Make sure that you have installed the TRAKTOR AUDIO 2 hardware driver with the TRAKTOR 2 software installer before you connect the TRAKTOR AUDIO 2 audio interface to your computer! For this, please follow the instructions specific to your operating system in chapter [↑3, Software Installation](#).
- Make sure you have properly activated your version of TRAKTOR with Service Center as explained in chapter [↑4, Product Activation with Service Center](#).
- Always attach the TRAKTOR AUDIO 2 audio interface directly to a USB port on your computer. If connected to a USB hub, the device may not work correctly!

5.2 Connecting the TRAKTOR AUDIO 2 to Your Computer

- ▶ Connect the TRAKTOR AUDIO 2 to a USB 2.0 port on your computer using the USB cable included in the package.



- After connecting the interface to your computer, the USB drivers will be installed on your computer automatically, and the TRAKTOR AUDIO 2 soundcard should be ready to use straight away.



On Windows XP and Windows Vista, a separate driver installation dialog can appear, asking you to complete the device driver installation. This is intended behavior and does not indicate a problem! Click **No** if Windows asks whether to search the internet for drivers. In case of Windows Logo Testing notifications, select **Continue Anyway** and complete the device driver installation. The device driver installation dialog can pop up repeatedly; click through all instances of the dialog as explained above to complete the device driver installation. The TRAKTOR AUDIO 2 will then be ready to use on your Windows XP or Windows Vista system.

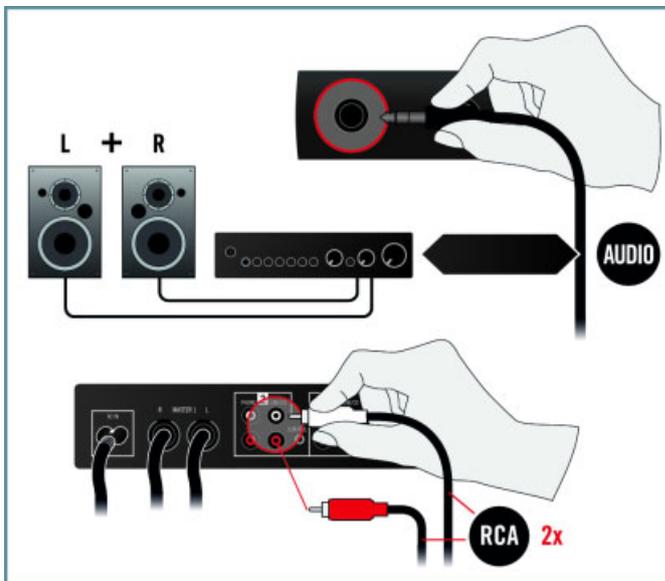
5.3 Connecting an Amplifier And Headphones to the TRAKTOR AUDIO 2



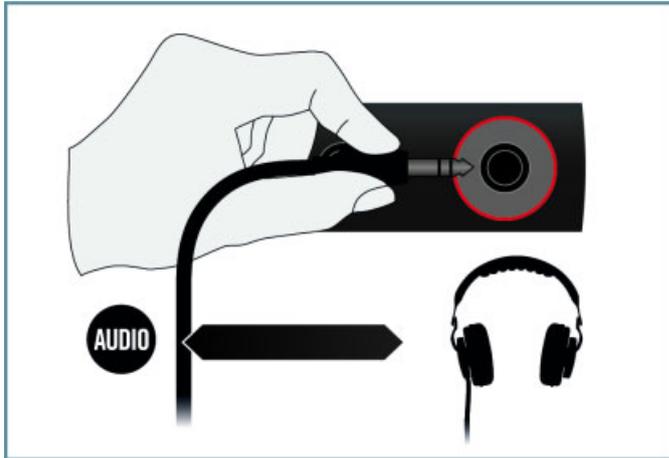
The TRAKTOR AUDIO 2, in combination with an amplifier, headphones or speakers, can produce sounds in decibel ranges that may cause hearing damage. For your protection, set all volume levels to a minimum with the TRAKTOR AUDIO 2's volume controls. Later, gradually raise the volume controls while music is playing to set the desired listening level.

To connect an amplifier and headphones to the TRAKTOR AUDIO 2:

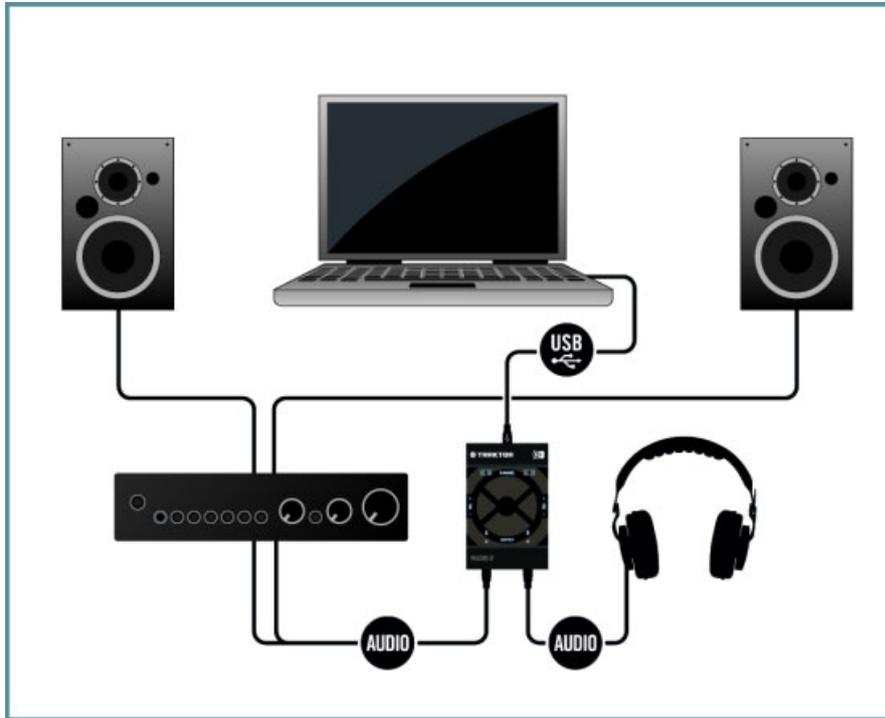
1. Connect OUTPUT A on the TRAKTOR AUDIO 2's front panel to a stereo input of your amplifier using a 1/4" TRS to RCA cable.



2. Plug the 1/4" TRS jack of your headphones into the OUTPUT B socket on the TRAKTOR AUDIO 2's front panel.



→ Your setup should now look something like this.



5.4 Preparing the TRAKTOR Software for Internal Mixing With the TRAKTOR AUDIO 2

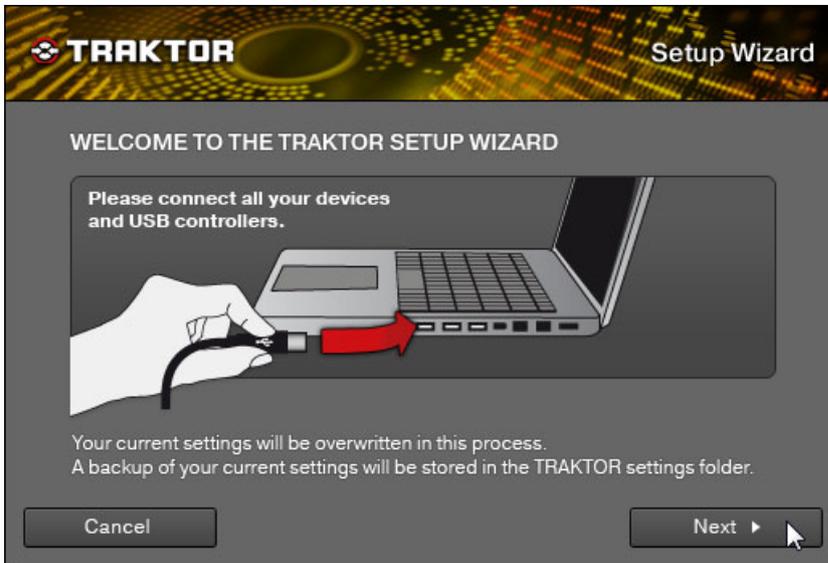
To configure the TRAKTOR software, proceed as follows:

1. To start the TRAKTOR software, double-click the **Traktor** application icon in the installation folder, or, on Windows, one of its aliases/shortcuts created during the installation procedure (for example on your desktop).

2. On first start, TRAKTOR will open with the Setup Wizard's start screen in front of it (if it doesn't, you can always open the Setup Wizard from TRAKTOR's [Help](#) menu).



3. On the Welcome screen, click [Next](#) to confirm that the TRAKTOR AUDIO 2 is connected to your computer.



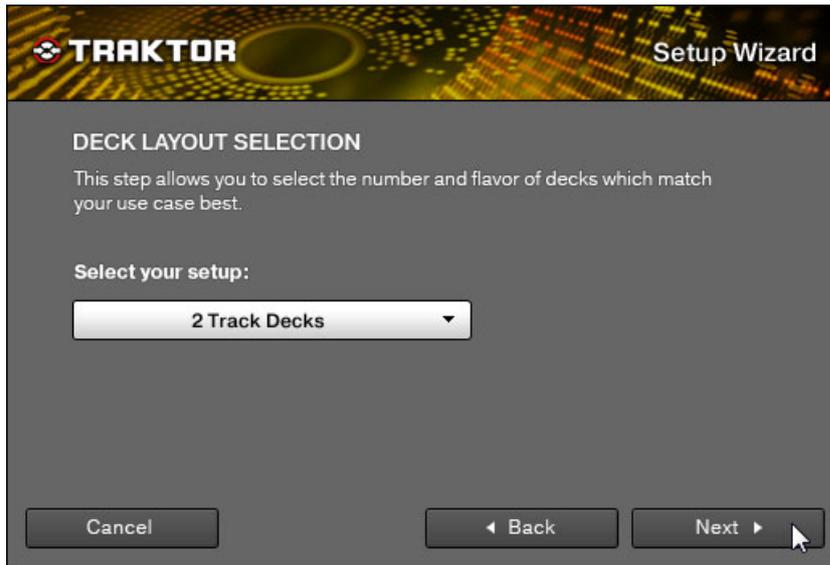
4. On the controller selection screen, select **No** from the drop-down list. The TRAKTOR AUDIO 2 is an audio interface, not a controller (see the drop-down list for TRAKTOR controllers available by NI). Click **Next** to proceed.



5. On the mixer setup screen, select **No** to configure TRAKTOR for internal mixing. This means that the currently active TRAKTOR Deck will always output its signal on OUTPUT A of the TRAKTOR AUDIO 2, while any cue signal for pre-listening on your headphones will always be output on OUTPUT B. Then click **Next** to proceed.



6. Select *2 Track Decks* from the drop-down list for a classic mixing setup with a left and a right DJ deck. TRAKTOR will then be equipped with two Decks, both operating in Track Deck mode. (See the TRAKTOR 2 Manual for more information on Layouts and Deck modes.) Click [Next](#) to proceed.



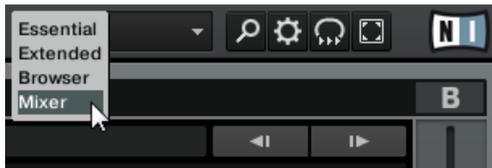
- The final screen of the Setup Wizard will sum up your selection, the activated TRAKTOR version, and the language of your keyboard layout for confirmation. Click **Finish** to confirm and to close the Setup Wizard.



- TRAKTOR will take on the changes and present two Track Decks, A and B. Below the Decks, you'll find TRAKTOR's Browser.

For internal mixing, we will now change TRAKTOR's Layout to also display TRAKTOR's Internal Mixer on the user interface. To do so:

- ▶ Select *Mixer* from the Layout Selection drop-down menu in TRAKTOR's Header.



- Congratulations! TRAKTOR is now ready to be used for internal mixing using your TRAKTOR AUDIO 2. You can now use the crossfader on the TRAKTOR user interface to select the Deck to be output on OUTPUT A of your TRAKTOR AUDIO 2, and the headphones symbol buttons to send the relevant Deck to OUTPUT B for pre-listening.



5.5 What's Next?

For further information on how to build your library in TRAKTOR, or on how to import your music collection to TRAKTOR, please consult the **TRAKTOR 2 Manual**. Information on how to use the TRAKTOR Decks and the Internal Mixer (including EQs and FX), you can also find in the **TRAKTOR 2 Manual**.

If you want to know how to configure your TRAKTOR AUDIO 2's settings, or how to use your TRAKTOR AUDIO 2 in different setup scenario's, e.g., with a DJ mixer, please consult the **TRAKTOR AUDIO 2 Manual**.

6 How to Proceed

6.1 Documentation Resources

The **documentation** is available in PDF format and located within the TRAKTOR installation directory on your hard drive. You can also access these documents from the application's [Help](#) menu.

In addition to this guide, TRAKTOR AUDIO 2 provides the following documents for you:

- The **TRAKTOR AUDIO 2 Manual**: everything you need to know about configuring and setting up your TRAKTOR AUDIO 2.
- The **TRAKTOR 2 Manual**: the primary information resource concerning the TRAKTOR software. It provides thorough descriptions of all user interface elements, options, tools, and sound processing modules built into the application. You can use it, both as a reference manual and a thorough guide for working with the application.
- Additional documentation items you may or may not need delving into TRAKTOR's DJing universe. All TRAKTOR documentation is available via TRAKTOR's [Help](#) menu.

6.2 Support

6.2.1 Knowledge Base / Readme / Online Support

- ▶ Open the Service Center application and click on the [Support](#) button in the upper right corner. Here you will find direct links to the Native Instruments **Online Knowledge Base** and the **Online Support Form**.

The Online Knowledge Base gathers useful information about your Native Instruments product and can be of great help to solve possible issues you may encounter when working with Native Instruments products.

If no Knowledge Base entry matches your problem, or if the matching entry does not solve the problem, you can use the Online Support Form to contact the Technical Support team at Native Instruments. The Online Support Form will ask you to enter information about your hardware and software setup. This information is essential for our support team to be able to provide you with quality assistance.

When communicating with the Native Instruments support team, keep in mind that the more details you can provide about your hardware, your operating system, the version of the software you are running, and the problem you are experiencing, the better they will be able to help you. In your description, you should mention:

- How to reproduce the problem
- What you have already tried to fix the problem
- A description of your setup, including all hardware
- The brand and specifications of your computer



When installing new software or software updates, a Readme file is included that contains late breaking news and new information that was not yet included in the documentation. Please open and read this Readme file before contacting Technical Support.

6.2.2 Forum

In the Native Instruments User Forum you can discuss product features directly with other users and with experts moderating the forum:

<http://www.native-instruments.com/forum>.

6.3 Updates

Whenever you encounter problems, it is recommended that you first download and install any available software updates. Updates are released regularly to fix known problems and to continuously improve the software. The version number of your software is displayed in the [About](#) dialog for any Native Instruments application. This dialog can be opened by clicking on the NI logo in the upper right corner of the user interface. Alternatively, you can find the version num-

bers of all installed Native Instruments applications when showing the details for an application within the [Overview](#) page of the Service Center. Updates are available on the [Update](#) tab in Service Center or on our website under: <http://www.native-instruments.com/updates>.

7 Troubleshooting and FAQ

This section contains some of the most frequently asked questions and answers along with references to Knowledge Base articles for additional details. In order to find an article, please visit the Native Instruments website, navigate to the Knowledge Base in the Support section and enter the article number in the search field.

7.1 Installation Folder Not Found by an Update Installer

If you have manually moved the location of a Native Instruments application on your hard drive, the installer, upon attempting to run an update, will display an error message and abort the installation. You can correct the application path in Service Center from the [Overview](#) page. If an application cannot be found, a [Locate](#) button will appear on this page. Click this button and browse to the actual location of the application.

7.2 User Account Control and Internet Security

User Account Control (UAC) and any installed Internet security or anti virus software should temporarily be disabled for installing the TRAKTOR software, as they may interfere with the installation. If you are concerned about the safety of your files, disconnect your computer from the network during installation.

1. To open the UAC configuration options in Windows 7 or Vista, click on the Start button from the task bar, then enter UAC in the search field and press [Enter]. Disable the check box for User Account Control in Windows Vista, or set the UAC slider all the way to the bottom in Windows 7.
2. Check the Internet security or anti virus software's documentation for instructions on how to temporarily disable their protection services.
3. Once the installation is complete, make sure to re-enable User Account Control and your Internet security / anti virus software.

7.3 Audio Clicks and Drop-outs When Playing Tracks

If you hear clicks and/or drop-outs when a track is playing, you might need to increase the latency setting of your TRAKTOR AUDIO 2. To learn how to do this, please refer to the **TRAKTOR AUDIO 2 Manual**, which thoroughly describes the TRAKTOR AUDIO 2 Control Panel — the tool that allows you to adjust the audio interface settings.

7.4 More Troubleshooting Resources

If none of the suggestions in this chapter covers your problem, the TRAKTOR AUDIO 2 Manual provides more detailed information on the topics discussed in this Setup Guide. Also check if the Knowledge Base has an answer: <http://www.native-instruments.com/knowledge/>.

8 Hardware Return Information

If you experience a hardware-related issue with this product, please contact Native Instruments' Technical Support directly. Our Technical Support agents will assign an RA (Return Authorization) number to your case to facilitate the processing of your return.

Contact the Native Instruments Technical Support using one of these options:

- ▶ Use the online Support form to submit the information required for obtaining a RA number:

<http://www.native-instruments.com/support>

- ▶ Alternatively, you can call us using the numbers below:

Technical Support in Berlin, Germany

Tel.: +49.30.61 10 35-1400

Support is available Monday – Friday 11:00 – 5:00 pm CET

Technical Support in Los Angeles, USA

If you are calling from within the USA, you can call toll-free on:

Tel.: 1-323-467-2693

Support is available Monday – Friday 11:00 – 5:00 pm PST

日本（株式会社ディリгент）

TEL : 03-5159-1822 (受付時間 : 土日祝 日および特別休業日を除く 10:30~12:00、13:00~17:00)

E-mail : Native Instruments 日本語 サイトよりお問い合わせください。