

© MASCHINE

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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Table of Contents

1	Welcome to MASCHINE	6
1.1	What Is Included in the Box?	6
1.2	Caution	6
1.3	Notice	7
2	Setup Overview	9
3	Software Installation	10
3.1	Read Before Installing	10
3.2	Installing on Mac OS X	10
3.2.1	Start the Installation Program	10
3.2.2	Select the Components to Install	11
3.2.3	Define the Maschine Library Installation Path	12
3.2.4	Complete the Software Installation	13
3.3	Installing on Windows	14
3.3.1	Start the Installation Program	14
3.3.2	Select the Software Features to Install	14
3.3.3	Define the Application's Destination Folder	16
3.3.4	Define VST Plug-in Destination Folders	17
3.3.5	Define a Library Destination Folder	18
3.3.6	Select the Hardware Drivers to Install	19
3.3.7	Complete the Installation	21
4	Product Activation with Service Center	22
4.1	Activating Your Product Online	22
4.1.1	Start Service Center	22
4.1.2	Log In to Your User Account	23
4.1.3	Activate the Product	24
4.1.4	Finish the Online Activation	25

4.2	Updating Your Product	26
4.2.1	Select Updates	26
4.2.2	Download the Updates	27
4.2.3	Open Your Download Folder	28
4.2.4	Install the Updates	29
4.3	Activating Your Product Offline	29
4.3.1	Start the Offline Activation	30
4.3.2	Create the Activation Request File	31
4.3.3	Enter the Serial Number	32
4.3.4	Transfer the Activation Request File	33
4.3.5	Open the Activation Return File	34
4.3.6	Finish the Offline Activation	35
5	Connecting the MASCHINE Controller	36
5.1	Connecting the MASCHINE Controller to Your Computer	36
5.2	Connecting MIDI Devices to the MASCHINE Controller	38
6	Stand-alone Operation	39
6.1	Selecting an Audio Interface	40
6.2	Optimizing Latency	41
6.3	Routing Audio Input and Output	42
6.4	Setting up MIDI Connections	43
7	Plug-in Operation	45
8	Other Documentation and Support Resources	46
8.1	Further Documentation Resources	46
8.2	Video Tutorials	46
8.3	Knowledge Base / Readme / Online Support	47
8.4	Forum	47
8.5	Updates	48
9	Product Returns	49

1 Welcome to MASCHINE

This document will guide you through the basic steps of product installation, the activation procedure, connecting the MASCHINE hardware, and basic adjustments of the audio and MIDI settings. We recommend that you take the time to read this guide in its entirety.



This guide covers both MASCHINE products (MASCHINE and MASCHINE MIKRO) and will refer to them generically as the MASCHINE controller unless there are specific differences. Both MASCHINE controllers use the same software, this is referred to as the MASCHINE software.

1.1 What Is Included in the Box?

The box contains:

- The **installation DVD**, containing the MASCHINE installation program
- Your **MASCHINE serial number**, which is located on the DVD case
- The **MASCHINE / MASCHINE MIKRO controller**
- A **USB cable**
- This **Setup Guide**

1.2 Caution

It is important you read and understand the following instructions to make sure the MASCHINE controller or any device connected will not be damaged during usage or maintenance:

- Do not open the MASCHINE controller or attempt to disassemble or modify any internal parts. The MASCHINE controller does not contain any user-serviceable parts. If the device appears to be malfunctioning, discontinue use immediately and have the device inspected by qualified service personnel.
- Do not expose the MASCHINE controller to rain, use it near water or in damp or wet conditions.

- Make sure no objects or liquids of any kind penetrate the unit. When cleaning the MASCHINE controller, use a soft, dry cloth. Never use paint thinners, solvents, cleaning fluids, or chemical-infused wiping cloths.
- Never use or store the MASCHINE controller in areas subject to extreme temperatures (e.g., direct exposure to sunlight in an enclosed vehicle or near heat-generating equipment), or high levels of vibration.
- Always let the MASCHINE controller adapt to changed room temperature after it has been stored in a cold environment.
- Do not place the MASCHINE controller in an unstable position where it could accidentally fall.
- Before moving the MASCHINE controller, remove all connected cables.
- Do not use excessive force on the MASCHINE controller's buttons, knobs, and pads.
- Do not place heavy objects on top of the MASCHINE controller.

1.3 Notice

Name Plate Location

The name plate is located on the bottom of the unit. It lists the product model name and other technical information.

Serial numbers

This product comes with two serial numbers. The hardware serial number can be found on the name plate on the bottom of the hardware unit. The serial number for the included software can be found on the DVD case.

Disposal of the Product

Should this product become damaged beyond repair, or if you wish to dispose of it, please observe the regulations of your area and country that relate to the disposal of electronic products.

Specifications Subject to Change

The information contained in this manual is believed to be correct at the time of printing or digital release. However, Native Instruments reserves the right to make changes to the specifications at any time without notice or obligation to update existing units.

Disclaimer

Native Instruments GmbH cannot be held responsible for damage or lost or destroyed data caused by improper use or modification of the MASCHINE / MASCHINE MIKRO controller hardware or MASCHINE software.

2 Setup Overview

This section provides a quick overview of the various steps required to get MASCHINE up and running: **software installation, product activation and update, hardware installation, and audio and MIDI setup**, all of which will be described in greater detail in further chapters of this guide.

- **Software installation:** Insert the installation disc, locate the setup file and double-click it in order 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).
- **Product Activation and Update:** Activate your product using the Service Center application. Online and Offline activation methods are available. Download the latest software updates using the Service Center application. Then browse to the download folder and install all downloaded updates.
- **Hardware installation:** Connect the MASCHINE controller to your computer.
- **Audio and MIDI setup:** Open MASCHINE for the first time and configure the audio and MIDI settings.

3 Software Installation

3.1 Read Before Installing

Before starting the installation process, here are some points to be aware of:

- Make sure to **keep the installation DVD(s) in a safe place** for future reference, for example in case you need to install MASCHINE on a new computer.
- Please **carefully review the installer screens** and the suggested installation paths in order to avoid any unwanted folders being 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 Installing on Mac OS X

By default, this folder, including a number of subfolders, will be created during installation:

Macintosh HD/Applications/Native Instruments/Maschine

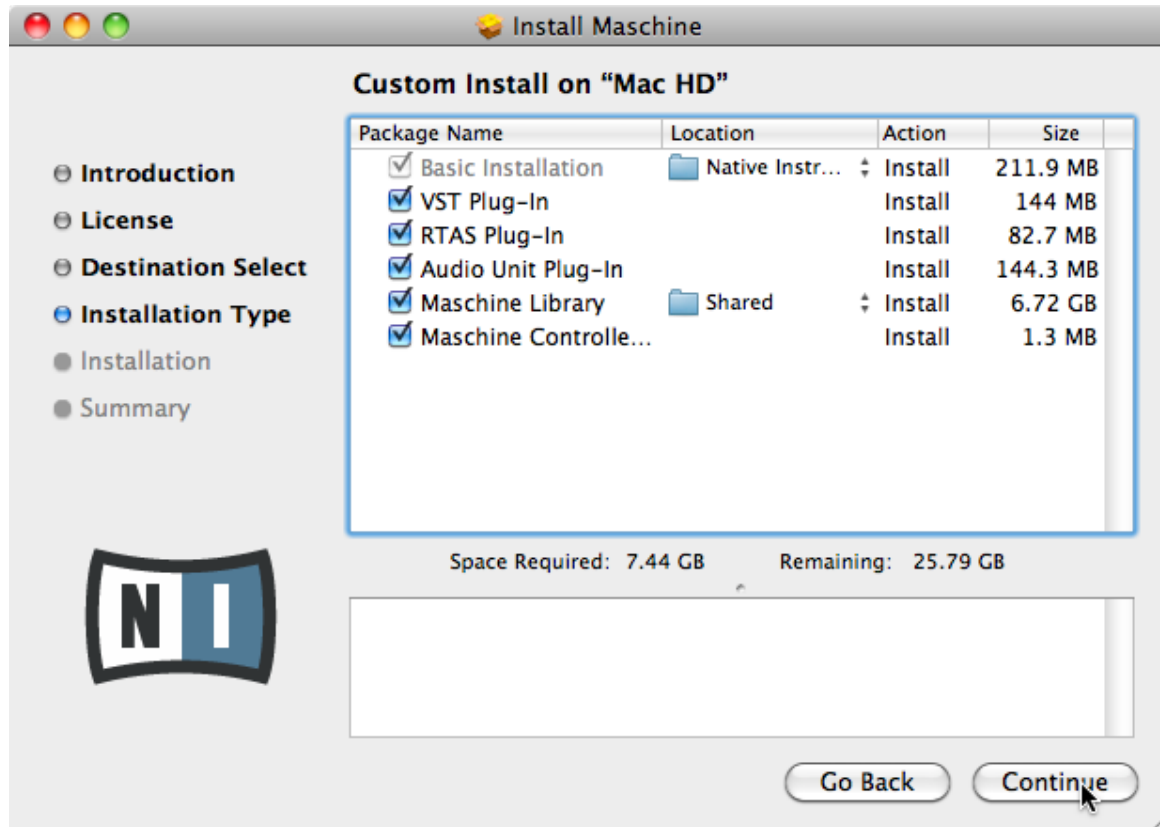
We strongly recommend keeping this installation path.

3.2.1 Start the Installation Program

1. Insert the installation disc into your DVD drive.
2. Once the installation DVD icon appears on your Mac OS X desktop, double-click it to reveal the content of the DVD.
3. Locate the **MASCHINE Installer Mac.mpkg** file on the installation disc and double-click it in order to start the installation procedure.
4. 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.



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).

Basic Installation: This installs the MASCHINE software, along with its documentation. It also installs the Service Center application (required for activation of the MASCHINE software), 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.

VST Plug-In, RTAS Plug-In, and Audio Unit Plug-In: Specifies the plug-in types (VST, RTAS, or Audio Unit) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. Audio Unit is used by many sequencers like Logic, Live, Digital Performer or Garage Band. VST is used by Cubase, while RTAS is the native plug-in format for Pro Tools. Leave all plug-in types selected if you are unsure which format is supported by your host application.

Maschine Library: This installs the MASCHINE sound library that contains all content like instruments and samples.

Maschine Controller Driver: This installs the MASCHINE controller driver.



It is strongly recommended to install the 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 Define the Maschine Library Installation Path

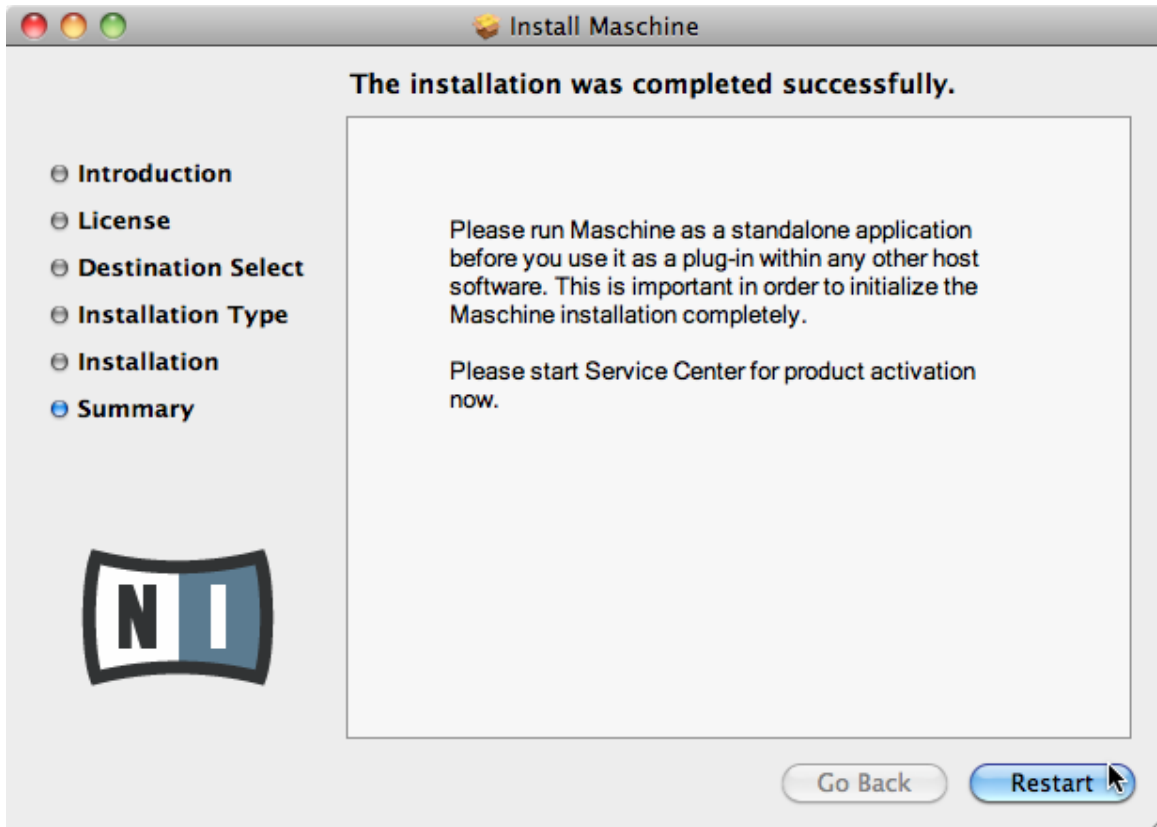
On the same screen, you can select a target folder or hard disk for the MASCHINE sound library.



Because the sound library requires a large amount of disk space, it is crucial that you select the install location carefully. For optimum performance it is recommended to install the sound library on a dedicated hard disk.

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

3.2.4 Complete the Software Installation



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.
- ▶ Once your computer has restarted, proceed by activating the MASCHINE software using the Service Center, as explained in chapter [↑4, Product Activation with Service Center](#).



Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

3.3 Installing on Windows

By default, this folder, including a number of subfolders, will be created during installation:

C:\Program Files\Native Instruments\Maschine

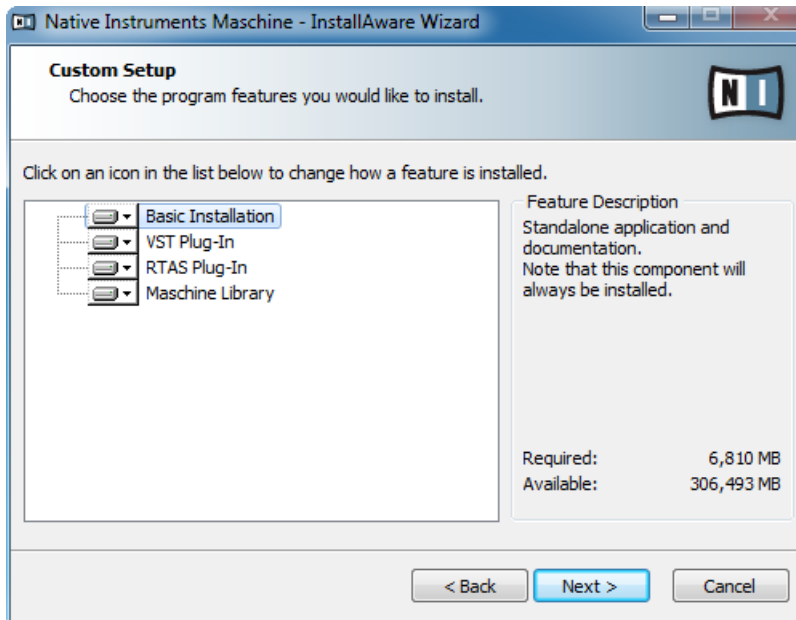
We strongly recommend keeping this installation path.

3.3.1 Start the Installation Program

1. Insert the installation disc into your DVD drive.
2. Once the installation DVD icon is visible in Windows Explorer, double-click it to reveal the content of the DVD.
3. Locate the **MASCHINE Setup PC.exe** file on the DVD and double-click it in order to start the installation procedure.
4. Follow the on-screen instructions.

3.3.2 Select the Software Features to Install

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



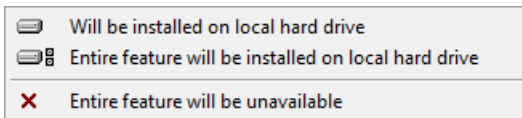
The components selection screen of the installation program.

Basic Installation: This installs the MASCHINE software, along with its documentation. It also installs the Service Center application (required for activation of the MASCHINE software), 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.

VST Plug-In and **RTAS Plug-In:** Specify the plug-in types (VST and RTAS) to be installed. Select the plug-in type(s) depending on which type is supported by your sequencer software. VST is used by Cubase, for example, while RTAS is the native plug-in format for Pro Tools. Leave both plug-in types selected if you are unsure which format is supported by your host application.

Maschine Library: This installs the MASCHINE sound library that contains all content like instruments and samples.

- ▶ To deselect individual features, click on the small hard disk icon next to each feature and choose *Entire feature will be unavailable*.

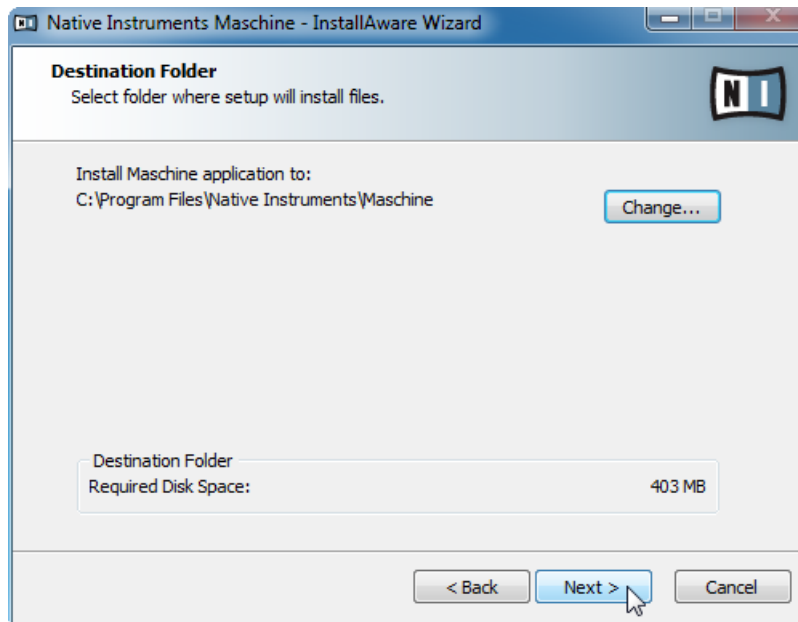


- ▶ You can specify which plug-in types you want to install. *VST* is used by many sequencers like Cubase, Sonar or Live, while *RTAS* is the native plug-in format for Pro Tools.



The **Service Center application**, which is required for product activation, will always be installed (unless the same or a newer version already exists on your computer).

3.3.3 Define the Application's Destination Folder



The software installation path screen of the installation program.

You will be asked to select and confirm an installation path for the MASCHINE software. The subsequent screens will ask you for the MASCHINE Library and plug-ins' installation paths in case you selected to install them.



It is strongly recommended to install the MASCHINE 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.

► Click [Next](#) to proceed.

3.3.4 Define VST Plug-in Destination Folders

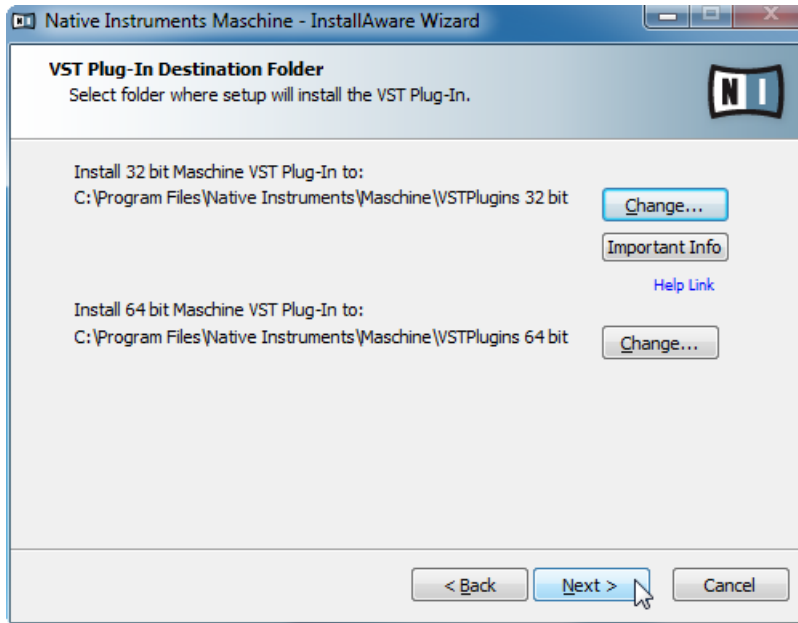
If you have chosen to install VST plug-ins, this screen allows defining a VST plug-in path on your computer. You can define a single path when running a 32-bit version of Windows. If you are running a 64-bit version of Windows, you need to define separate paths for the 32-bit and 64-bit plug-in installation locations.



Do not select the same folder for the 32-bit and 64-bit plug-ins!



If you already have other third-party plug-ins installed on your computer, make sure you select the same installation directory for your Native Instruments plug-ins. Please also check the default VST plug-ins path configured in your host software. The same path has to be selected there, for the host software to detect any installed plug-ins.



The plug-in folder selection screen of the installation program.

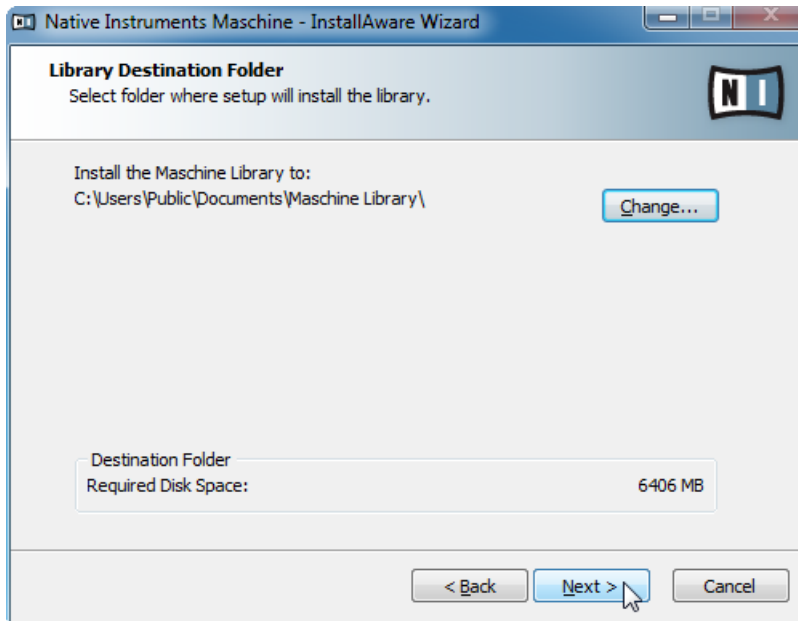
3.3.5 Define a Library Destination Folder

On the next screen, you can select a target folder or hard disk for the Maschine Library.



Because the sound library requires a large amount of disk space, it is crucial that you select the install location carefully. For optimum performance it is recommended to install the sound library on a dedicated hard disk.

- To install the sound library on a separate hard disk, click on [Change...](#) and browse to the destination folder.

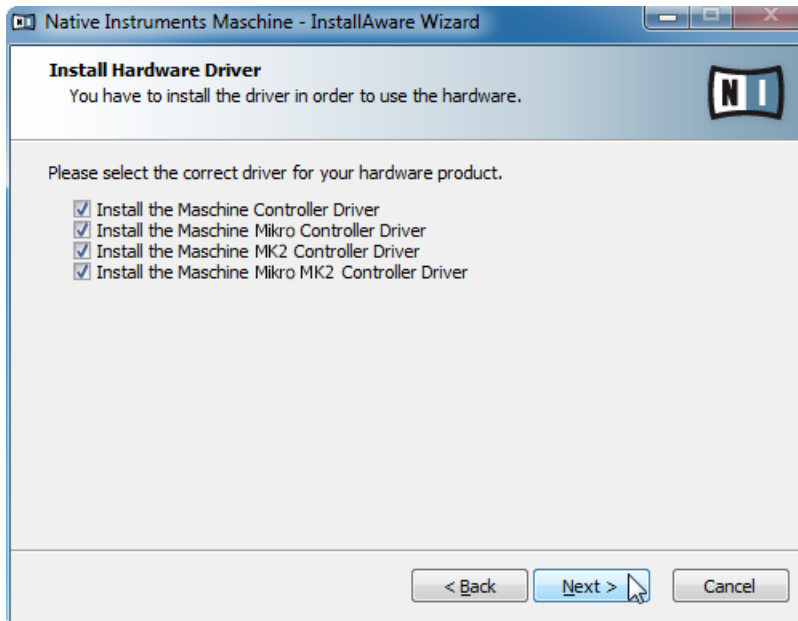


The Library Destination Folder selection screen of the installation program.

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

3.3.6 Select the Hardware Drivers to Install

The following screen lets you select the hardware driver for your MASCHINE controller.



The hardware driver selection screen of the installation program.

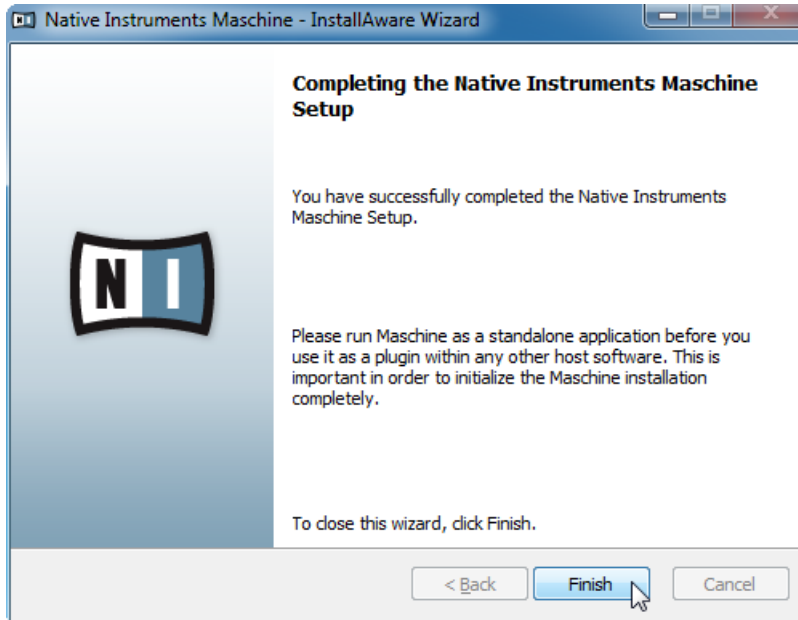
Install the MASCHINE Controller Driver: This installs the driver for the MASCHINE controller.

Install the MASCHINE MIKRO Controller Driver: This installs the driver for the MASCHINE MIKRO controller.

Install the MASCHINE MK2 Controller Driver: This installs the driver for the MASCHINE MK2 controller.

Install the MASCHINE MIKRO MK2 Controller Driver: This installs the driver for the MASCHINE MIKRO MK2 controller.

3.3.7 Complete the Installation



The final screen of the installation program.

- ▶ On the last screen of the installation program, tick the checkbox labeled [Run Service Center for product activation now](#) to start the Service Center application automatically. Then click [Finish](#) to complete the installation.
- ▶ After the installation has been completed, the Service Center application will be launched. Please activate your product using Service Center now, as explained in chapter [↑4, Product Activation with Service Center](#) of this Setup Guide.



Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

4 Product Activation with Service Center



This chapter 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 section [↑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 to 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.

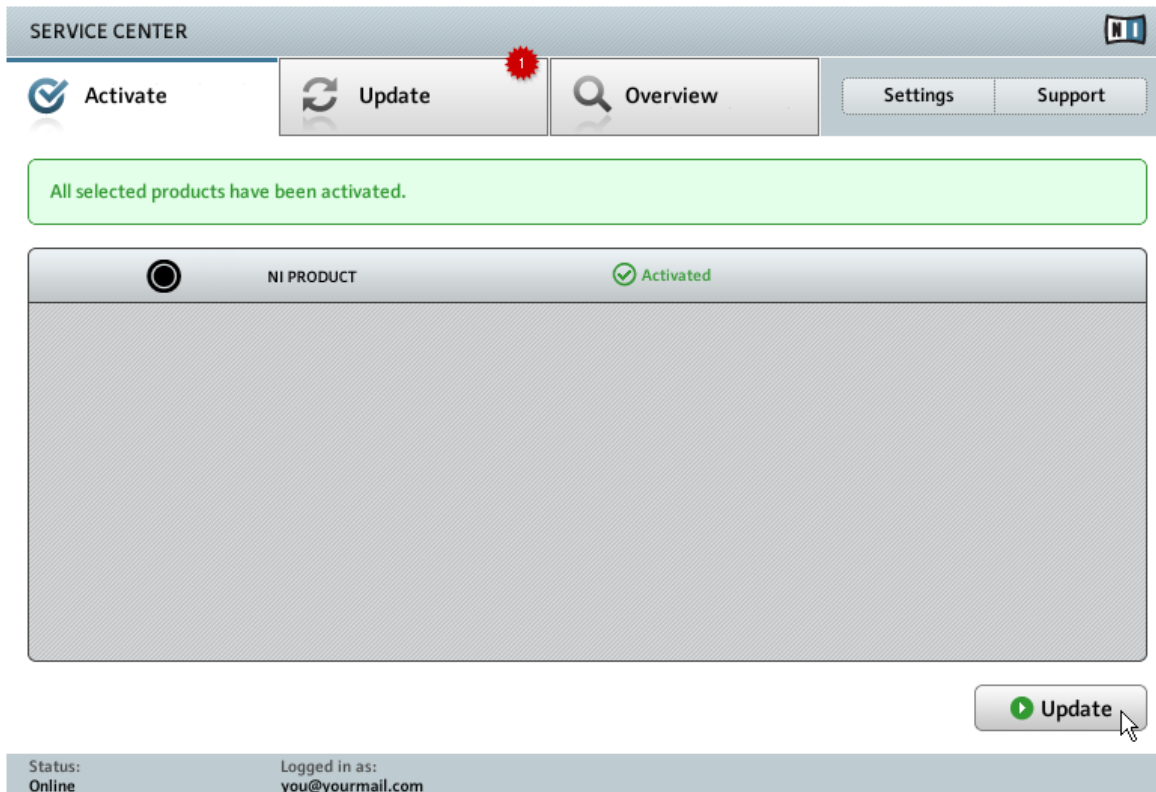
4.1.3 Activate the Product

The screenshot shows the 'SERVICE CENTER' interface. At the top, there is a navigation bar with buttons for 'Activate' (highlighted with a checkmark icon), 'Update' (refresh icon), 'Overview' (magnifying glass icon), 'Settings', and 'Support'. Below this is a yellow instruction box: 'Enter the serial numbers for the products you want to activate.' The main area contains a window titled 'NI PRODUCT' with a header bar showing a power button, the title, and several input fields for serial numbers. The first three fields contain the serial numbers '1796', '99017', and '09'. Below the input fields is a large grey rectangular area. At the bottom right of the main area is a green 'Activate' button with a checkmark icon. The footer bar shows 'Status: Online' and 'Logged in as: you@yourmail.com'.

The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the DVD case.
2. Click [Activate](#) to proceed.

4.1.4 Finish the Online Activation



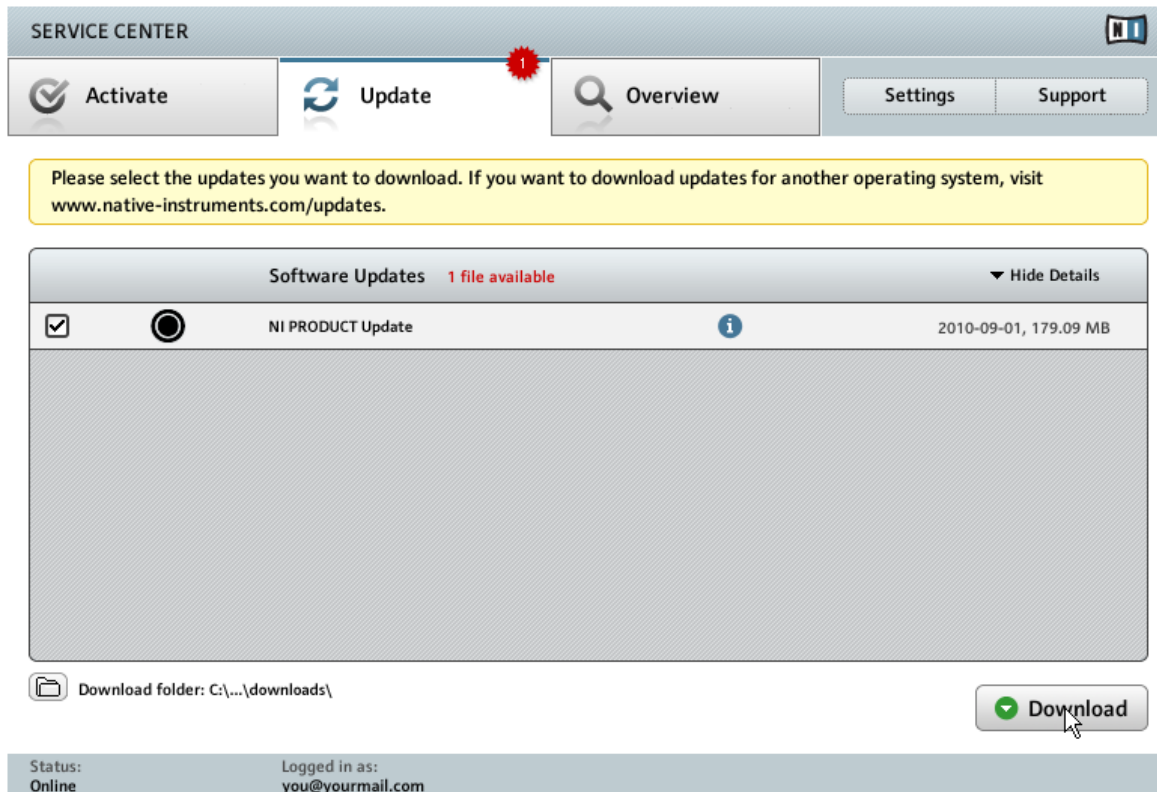
Service Center confirming the product activation.

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 section [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

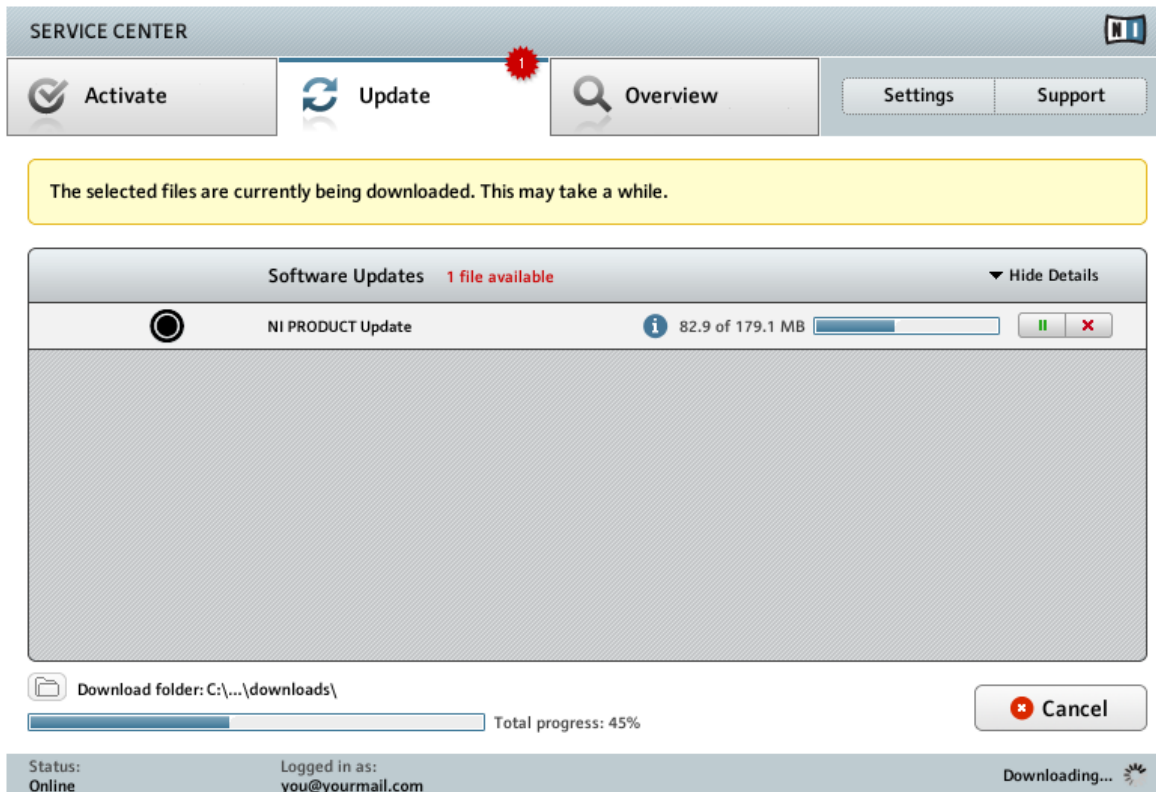
4.2.1 Select Updates



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.

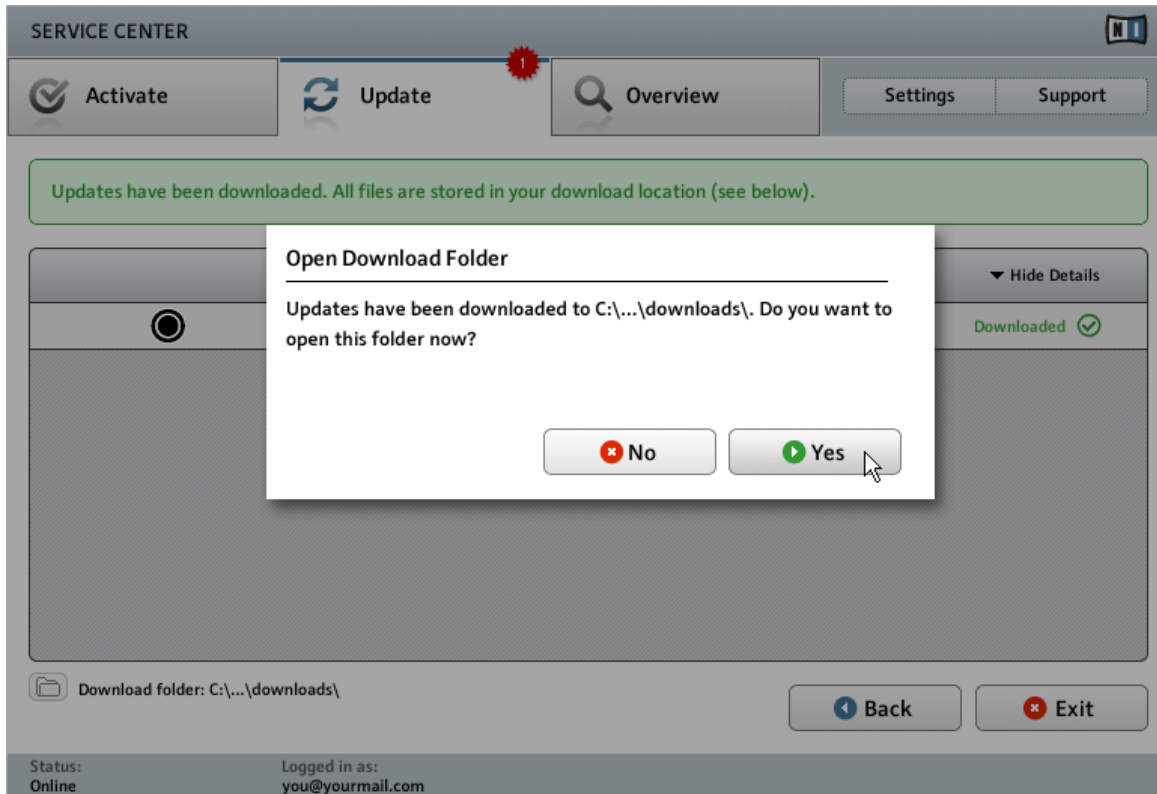
4.2.2 Download the Updates



The product update is 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 the 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.



Once you have activated the MASCHINE software please run MASCHINE as a stand-alone application before you use it as a plug-in within any host software. This is important in order to initialize the MASCHINE installation completely.

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.

Retry

Use a proxy server to connect to the internet

Host

Port

Proxy

Continue without connecting to the internet

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

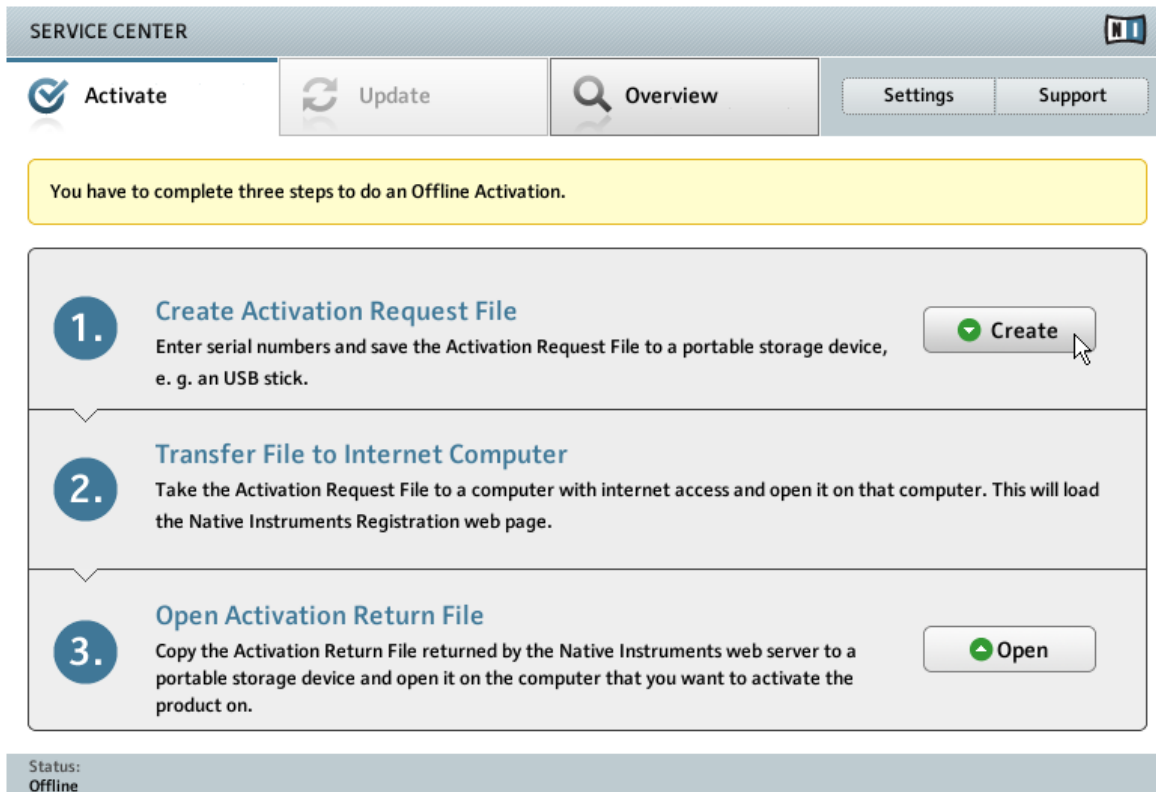
Offline

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 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

SERVICE CENTER

Activate Update Overview Settings Support

Enter the serial numbers for the products you want to activate.

NI PRODUCT

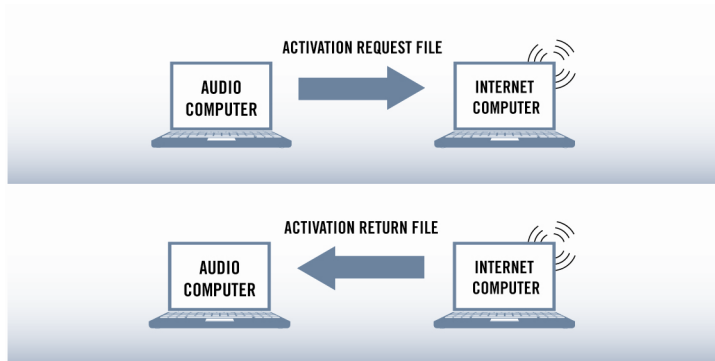
Back Create

Status:
Offline

The product activation screen of Service Center.

1. Enter the serial number in the number field. The serial number is located on the back of the DVD case.
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.

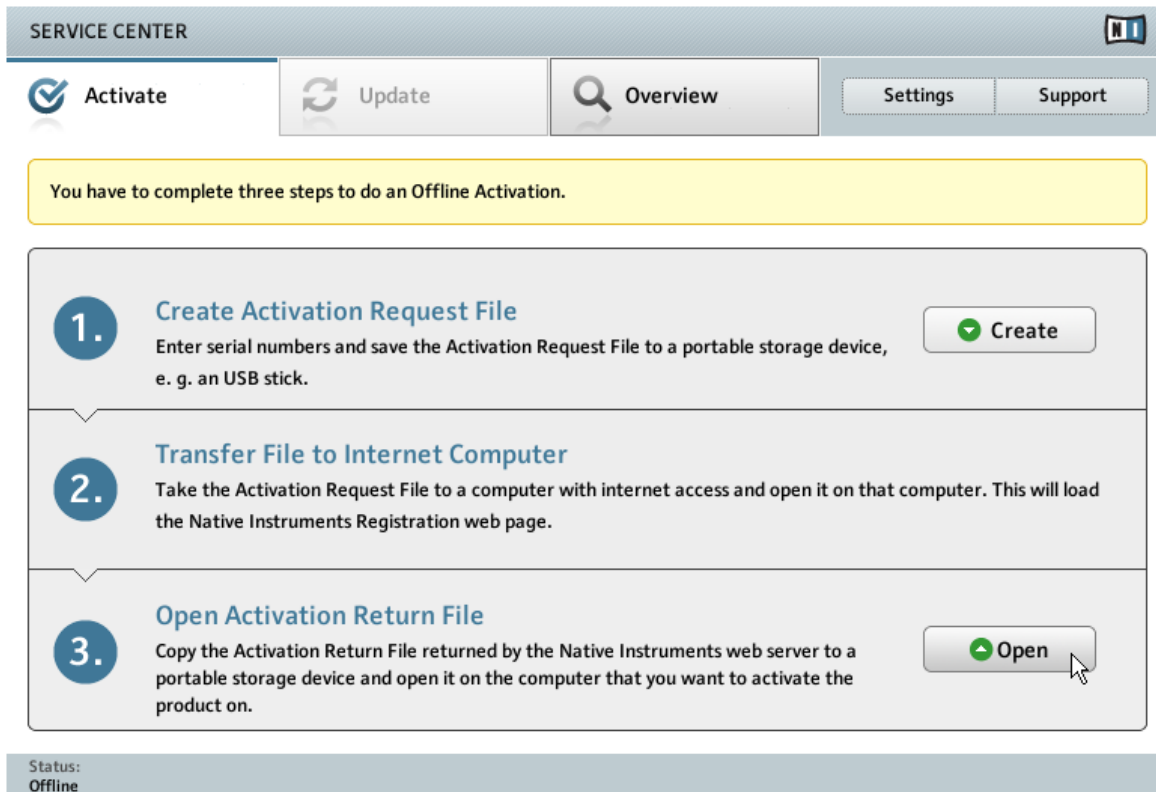
4.3.4 Transfer the Activation Request File



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.

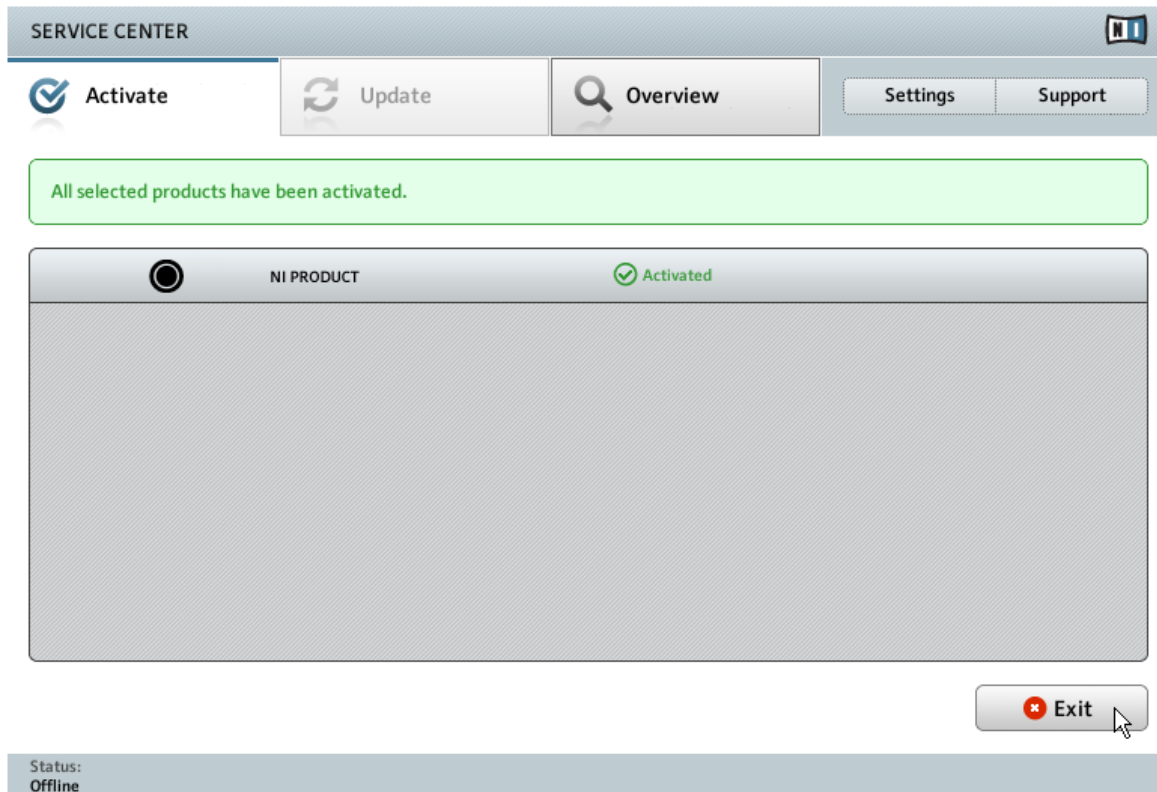
4.3.5 Open the Activation Return File



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 <http://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 Connecting the MASCHINE Controller

Find a quick walk-through to the basic hardware setups in this chapter. For more elaborate explanations, consult the MASCHINE / MASCHINE MIKRO Manual from the MASCHINE documentation folder.

- Make sure that you have installed the latest version of the MASCHINE software, including the MASCHINE hardware driver, before you connect the controller to your computer! For this, please follow the instructions in chapter [↑3, Software Installation](#).

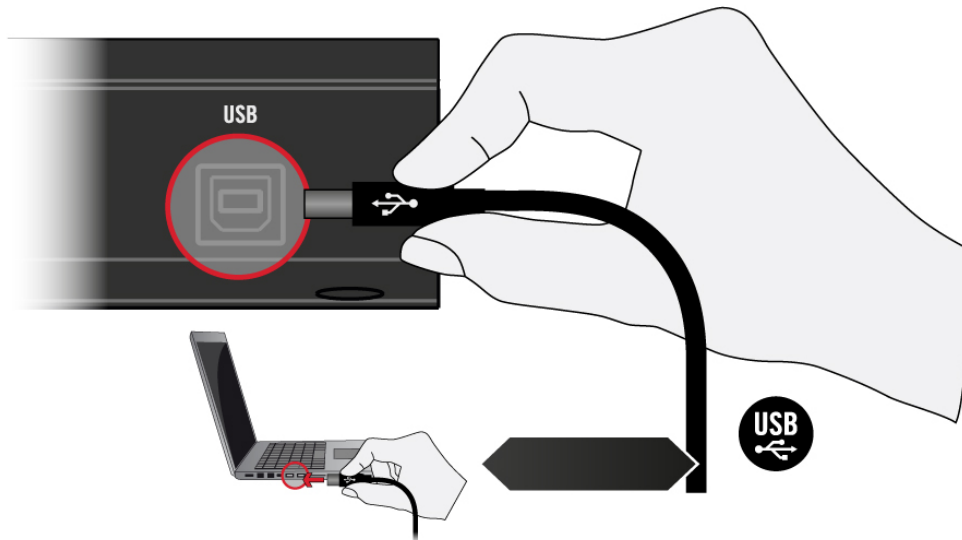


This guide covers both MASCHINE products (MASCHINE MK2 and MASCHINE MIKRO MK2) and will refer to them generically as the MASCHINE controller unless there are specific differences. All MASCHINE controllers use the same software, this is referred to as the MASCHINE software.

5.1 Connecting the MASCHINE Controller to Your Computer

To connect the MASCHINE controller to your computer:

1. Attach the 'device end' of the included USB cable to the USB socket on the rear panel of the MASCHINE.
2. Attach the 'computer end' of the USB cable to an available USB 2.0 (or later) port on your computer.



Connecting the MASCHINE controller to a computer.



The MASCHINE controller will not work when it is connected to a USB 1.1 port. A USB 2.0 (or later) port is required!



Windows users: In case you have installed the software including the hardware drivers, but the controller is not detected by your computer, connect the USB cable to another USB port before taking further measures.

5.2 Connecting MIDI Devices to the MASCHINE Controller



MIDI ports on the back of the MASCHINE controller.

In addition to using USB, the MASCHINE controller has dedicated MIDI ports which allow you to directly connect other MIDI devices using a 5-pin standard MIDI cable. For example, if you connect a MIDI keyboard to the MIDI In socket, you can play the selected Sound in the MASCHINE software.



MIDI ports are not provided on the MASCHINE MIKRO controller. However, you can use it as a MIDI Controller via the USB connection and the Controller Editor software.

Controlling MIDI

Besides using your MASCHINE controller together with its dedicated MASCHINE software, you can also use it as a powerful and highly versatile MIDI controller to pilot any other MIDI-capable software application running on the computer it is connected to via USB. This is made possible by the Controller Editor software, an application that allows you to precisely define all MIDI assignments for your MASCHINE controller. The Controller Editor should have been installed during the MASCHINE installation procedure. For more information on this, please refer to the Controller Editor Manual available as a PDF file in the Documentation subfolder of the Controller Editor installation folder on your hard disk.

6 Stand-alone Operation

When you launch the MASCHINE software from its installation directory, it will start as a stand-alone program with its own application menu, just like any other application on your computer.

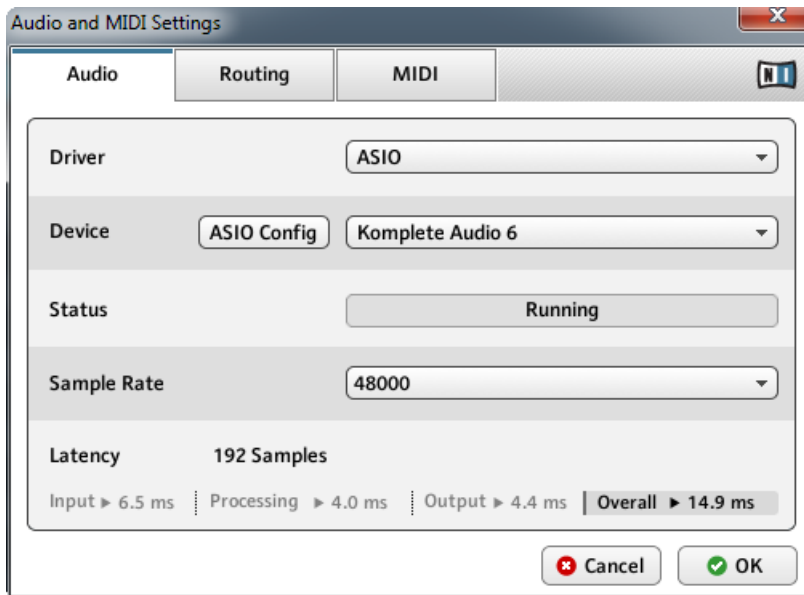
The Audio and MIDI Settings Dialog

When you start MASCHINE in stand-alone mode for the first time, neither its audio nor MIDI settings are yet configured. In order to make the application receive MIDI notes from your keyboard and play sound through your audio interface, you will first have to tell it which audio and MIDI hardware to use. This is done via the **Audio and MIDI Settings** dialog, which appears automatically upon the first start.



You can open this dialog at any time by clicking on the *Audio and MIDI Settings...* entry in the **File** menu. On Mac OS X, this is located in the main application menu under *Preferences...*

6.1 Selecting an Audio Interface



The Audio page of the Audio and MIDI Settings dialog in Windows.

On the [Audio](#) page of the Audio and MIDI Settings dialog, you can specify which audio device the application should use for playback and adjust global playback parameters. The dialog provides the following options:

- **Driver:** With this drop-down menu, you can select which of your operating system's device driver architectures the application should use. The following is a list of common audio driver formats and their characteristics:
 - *Core Audio:* Only audio driver format for Mac OS X. Fast performance.
 - *ASIO:* Recommended audio driver format for Windows. Designed for real-time audio applications and fast performance. This type of driver is typically installed with professional grade audio interfaces.

- *WASAPI*: Current Windows audio driver standard format for Windows 7 and Vista. Performance depends on audio hardware and driver quality, which ranges from fast to poor.
- **Device**: This menu lists all connected audio interfaces that match the driver architecture chosen above. Select the audio interface that you'd like to use for playback here. On Windows, the **ASIO Config** button opens the control panel of the selected audio interface. This button is not present on Mac OS X.
- **Sample Rate**: This drop-down menu allows you to set the global playback sample rate at which the application will operate. Common values are 44100 Hz for music and 48000 Hz for film production.
- **Latency**: Displays the size of the audio playback buffer in samples. Small values will shorten the delay between pressing a key and hearing the resulting sound (this is called "latency"), but may cause drop-outs and stuttering when playing several voices at the same time. Conversely, setting this to a higher value will make playback more reliable at the cost of more latency.

6.2 Optimizing Latency

The **Latency** setting controls the size of the playback buffer. In order to find the optimal buffer size for your system, we recommend that you begin by setting the latency to a healthy middle value between 256 and 512 samples, then gradually decrease the value during your normal work.

On Mac OS X, a dedicated **Latency** slider allows you to set the buffer size. On Windows, the buffer size can be configured in the audio interface's ASIO panel if you use a low latency ASIO driver. The ASIO panel can be opened with the **ASIO Config** button in the Audio and MIDI Settings dialog. Some other Windows driver standard formats do not provide any options to adjust the latency. If so, it is recommended to upgrade your audio driver and/or audio interface.

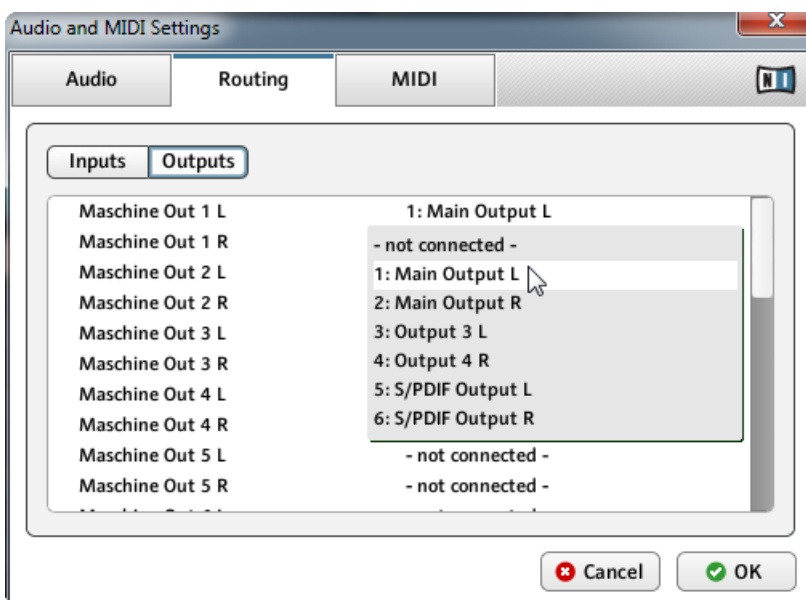
If you are using low-latency drivers, but cannot get below a certain buffer size without getting drop-outs, consult the documentation of your audio hardware to find out whether you can access it via an alternate driver, as some driver types allow more efficient low-level access to the hardware than others.

6.3 Routing Audio Input and Output

On the [Routing](#) page of the Audio and MIDI Settings dialog you can map the audio outputs of the software to the physical outputs of your audio interface.



If your software shows an output level on the user interface, but you cannot hear any output from your audio interface, check on the [Routing](#) page to see if the right physical outputs have been assigned.



The Routing page of the Audio and MIDI Settings dialog in Windows.

MASCHINE can also make use of external audio signals. You can sample these signals or route them through a MASCHINE Module to add effects. To feed audio coming from external sources you also need to configure the audio inputs of your audio interface:

- To make changes to the input routing, click on the [Inputs](#) button in the upper left corner of the [Routing](#) page.



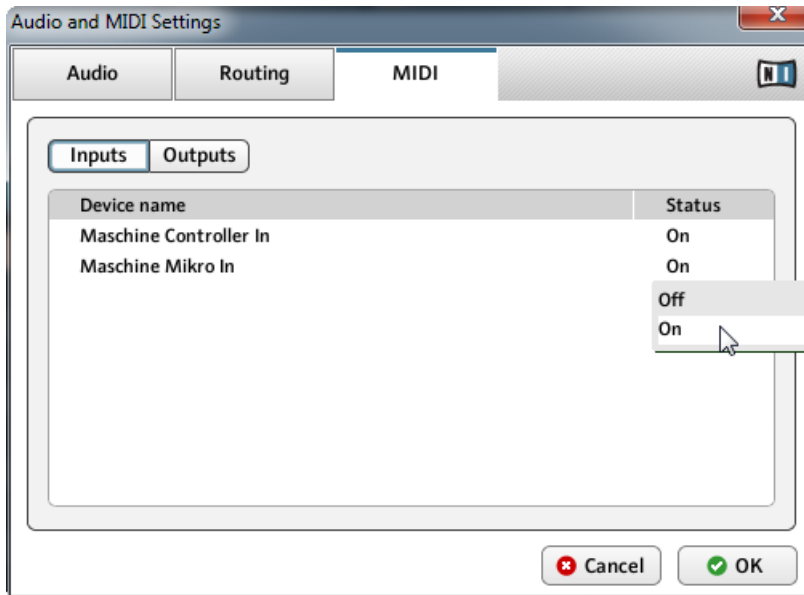
For detailed information on sampling external audio and applying effects to external audio please refer to the MASCHINE / MASCHINE MIKRO Manual.

6.4 Setting up MIDI Connections

The [MIDI](#) page of the Audio and MIDI Settings dialog provides a list of all MIDI inputs and outputs available on your system. These are ports of physical MIDI interfaces connected to your computer, but also any virtual MIDI ports that may be provided by drivers or other applications to facilitate inter-application MIDI usage.

In order to make the application respond to MIDI data from the outside, you will have to enable one or more ports that appear in the inputs list of the [MIDI](#) page:

1. Make sure the [Inputs](#) button is highlighted, and identify the port(s) that you intend to use for MIDI input in the list.
2. If the [Status](#) field on the right side of an entry reads [Off](#), to activate the port, click directly on the word [Off](#), which will change the status to [On](#).



The MIDI page of the Audio and MIDI Settings dialog in Windows.

MASCHINE allows sending MIDI to external MIDI ports or to other applications:

- Click on the **Outputs** button in the upper left corner of the **MIDI** page (if accessible) and activate the desired ports in the same fashion as described earlier in this section.

7 Plug-in Operation

MASCHINE is also available as a VST (Virtual Studio Technology), AU (Audio Units), and RTAS (Real-Time Audio Suite) plug-in. The MASCHINE plug-in will be added to the plug-in menu inside your sequencer, and can be loaded following your sequencer's standard procedure. The procedure of loading virtual instruments or effect plug-ins varies between sequencers.

Refer to the documentation of your host software to find out which plug-in formats are compatible with your particular program, and for instructions on how to load virtual instruments or effect plug-ins.

8 Other Documentation and Support Resources

8.1 Further Documentation Resources

The following documents are also part of the MASCHINE documentation:

- The **Getting Started** guide provides you with essential information on using MASCHINE, and explains how to accomplish fundamental tasks. After reading the Setup Guide, you should proceed with this document.
- The **MASCHINE / MASCHINE MIKRO Manual** provides you with a detailed reference of your MASCHINE software along with extra information (solving common issues, specifications, etc.).
- The **Hardware Control Reference** describes the quick access options performed using the MASCHINE controller, and lots of keyboard shortcuts.

You will find these documents in the documentation folder, which will be created in the program installation folder during the software installation. The documents will also be available from the MASCHINE software's [Help](#) menu.



Windows users may need to install the free Adobe Reader software (www.adobe.com) or any other application capable of opening PDF files in order to view these documents.

8.2 Video Tutorials

You can find a number of video tutorials on our website under the following url:

<http://www.native-instruments.com/#/en/media-center/>

We recommend that you follow along with these instructions while the respective application is running on your computer.

8.3 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 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



Always consult the Readme.txt file of a new software version. It contains important information and all last minute changes which were not available for the printed manual.

8.4 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>

8.5 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 constantly 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 numbers 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](#) page in Service Center or on our website under: <http://www.native-instruments.com/updates>

9 Product Returns

Please contact our Technical Support team prior to returning an item. If your product needs to be returned, they will assign you an RA (Return Authorization) number to expedite the processing of your return.

Contact Native Instruments Technical Support

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