

## TASCAM US-2400 Frequently Asked Questions

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### **There's no software installer disc in the box, how do I install it?**

You don't need a driver to use the US-2400, just plug it in. However, you may want to upgrade the firmware to use Soft LCD software or for more reliable operation. Download this update from the link on the main US-2400 page.

Even though there's no installation software, there is are a few steps to get the US-2400 to work in your software. The chart below shows what buttons to hold down to put the US-2400 in the right mode for your DAW:

<i>To work in:</i>	<i>Power up while holding:</i>
Logic Pro 7.1 or later	SEL + CHAN
Pro Tools	SEL + AUX 1
Sonar	SEL + AUX 2
Digital Performer	SEL + AUX 3
Logic 7.0 or earlier	SEL + AUX 4
Cubase 2.2 or later, Nuendo 2.2 or later	SEL + AUX 5

For more setup information, including instructions for configuring your software for control surface support, check the US-2400 manual (linked on the main page).

### **Does it work in Pro Tools?**

Yes, the US-2400 works with every version of Pro Tools. It has the additional advantage of working in several other applications, so if you switch to another program to work with MIDI files, softsynths or music notation, you'll be able to use the control surface in that application. (See list of compatible programs on the first page).

### **What applications does the Joystick work with?**

The joystick can be used in Pro Tools and Logic. It doesn't work in Pro Tools LE, since there's no surround panning in LE. Use the MCS Panner driver in Pro Tools and use the Native US-2400 driver in Logic Pro 7.1 to utilize the joystick.

### **When I launch Soft LCD on my Mac, I see an error message saying that it can't find US-2400 port 6.**

Open "Audio MIDI Setup," located in the Utilities folder in your Applications folder. You should see a US-2400 there with six MIDI ports. If there are less than six ports there, quit Audio MIDI Setup. Unplug the US-2400, relaunch Audio MIDI Setup, select the US-2400 and delete it. Plug the US-2400 back in and you should see six MIDI ports.

**The US-2400 was working in Logic, but now the program can't find it or it doesn't work correctly.**

Quit Logic Pro. Go to your home directory, then navigate to:

~/Library/Preferences/Logic/

You should see a file in there called "com.apple.logic.pro.cs". Delete this file and relaunch Logic Pro. If you're using Logic Pro version 7.1 or later, and the US-2400 is in Native mode, it should automatically be added.

**I tried updating the US-2400 from my Windows PC, but the system locked up.**

Try using the [Music PC Tuning Tips](#) to optimize your system.

**In Sonar, faders 9 and 17 move when I move fader 1.**

Check the Sonar setup procedure in the manual. In step 3, you need to press and hold the SHIFT, F-KEY and MASTER SELECT buttons *until the channel 9 and 17 lights turn off*.