



## INSTALLATION NOTES FOR US-428 WINDOWS DRIVERS

The US-428 v3 drivers are available on the CD as executable installers. You'll find two executable installer files on the disk, labeled as "Win 9x" (for Windows 98 Second Edition and Millennium Edition) and "Win2K" (for Windows 2000 and Windows XP).

Note that we have also included the individual driver files as a ZIP file, for users wishing to install via Windows Hardware Manager. However, we recommend using the installers, as they will also locate and uninstall any files pertaining to older versions of the US-428 drivers.

Also included on the CD are previous (v2.0) drivers for your convenience.

### To install under Win98SE or ME:

*Note:* The US-428 will run under Win98 SE (Second Edition) or ME (Millennium Edition). Due to its limited USB capabilities, First Edition Win98 is not recommended.

*Note:* Run the Installer with US-428 turned OFF.

- Double click on the executable file **US428\_Win9x\_Install\_3\_05.exe**. (The blue US-428 icon). The installer will run.
- Click the "Setup" button. The Welcome dialog box will appear.
- Click the "Next" button. The driver files will be installed to your hard drive.
- In some cases, Add Hardware Wizard may ask for the file "US428WDM.SYS". Should this occur, click Browse and direct it to the path Windows/System32/Drivers.
- In some cases, Add Hardware Wizard may ask for your Win98 CD-ROM if it is unable to find all the needed system files. We suggest you have it handy.
- The Setup Complete dialog will appear. Click "Yes, I want to restart my computer", followed by the Finish button. The computer will reboot.
- Connect the US-428 to the computer, plug it in, and turn it on. The Windows plug-n-play will notice a new USB device and start the Add New Hardware wizard, which will find the needed files on its own. This will take about 30-60 seconds.
- The drivers are now installed and the US-428 is ready to operate.

### To install under Win2K or Windows XP:

*Note:* Run the Installer with US-428 turned OFF.

- Double click on the executable file **US428\_Win2k\_Install\_3\_05.exe**. (The blue US-428 icon). The installer will run.
- Click the "Setup" button. The Welcome dialog box will appear.
- Click the "Next" button. The driver files will be installed to your hard drive.

**NOTE:** *You may be prompted by a message informing you that the software you are about to install does not have a digital certificate. Simply click "Continue the installation anyway" and continue.*

- Connect the US-428 to the computer, plug it in, and turn it on. The Windows plug-n-play will notice a new USB device and start the Add New Hardware wizard, which will find the three needed files on its own. This will take about 30-60 seconds.
- The drivers are now installed and the US-428 is ready to operate.

### To install using Windows New Hardware Wizard:

- Unzip the driver files into a new (empty) folder on the hard disk. (If you're installing the drivers from the CD-R, you can ignore this step.)
- Connect the US-428 to the computer, plug it in and turn it on
- The Windows plug-n-play will notice a new USB device and start the Add New Hardware wizard.
- Choose "Search for a suitable driver for my device" and press Next
- Enter the path where the drivers are stored and press OK
- After Windows finds the "firmware download" driver, click Next
- Click "Finish" · The other driver components will be automatically discovered and loaded
- Click "Finish" if prompted, and reboot if prompted

## Troubleshooting

When installing the US-428 for the first time, if you experience any unusual behavior, here are some things to check:

In **CONTROL PANEL / SYSTEM / DEVICE MANAGER** (Win98SE/ME) or **CONTROL PANEL / SYSTEM / HARDWARE / DEVICE MANAGER** (Win2000), find the Audio control panel. It's called **SOUND, VIDEO AND GAME CONTROLLERS** in Win98SE, or **SOUND & MUTIMEDIA** in W98ME and Win2K. You should see two entries for the US-428:

- TASCAM US-428
- US-428 WDM Interface

In **CONTROL PANEL / MULTIMEDIA**, select the **AUDIO** tab.

- Under **PLAYBACK**, **US-428 OUT** should appear in the drop down menu
- Under **RECORDING**, **US-428 A:B** and **C:D** should appear in the drop down menu

In **CONTROL PANEL / MULTIMEDIA**, select the **MIDI** tab. When **SINGLE INSTRUMENT** is selected, you should see:

- US-428 Port 1
- US-428 Port 2
- US-428 Control

In **CONTROL PANEL / MULTIMEDIA**, select the **DEVICES** tab. Under **AUDIO DEVICES**, you should see:

- Audio for US-428

Under **MIDI DEVICES AND INSTRUMENTS** you should see:

- MIDI for US-428. Expand by clicking on the plus (+) sign and you should see:
  - US-428 Port 1
  - US-428 Port 2
  - US-428 Control

(Ports 1 and 2 correspond to the US-428's physical MIDI I/O ports. US-428 Control is the "virtual" USB MIDI port with which the US-428 and its control surface communicate with your application.)

## **BEFORE CONTACTING US**

If you're unable to solve an installation problem, you've got several options for help.

- First, we recommend you visit our website at [www.tascam.com](http://www.tascam.com), and check for any updates, FAQ or breaking news.
- Also on our website, you'll find our always lively Online User Forums, where you can read posts from other users and get answers from other users and TASCAM moderators.
- You can also email us at [US428team@tascam.com](mailto:US428team@tascam.com), or contact our telephone support. Please see the Contact page of our website for worldwide contact information.

Before contacting us with your query, please have the following information available:

- Type of Computer (PC or Mac), processor type and speed, and (if possible) motherboard
- Type of USB Host controller (see the US-428 manual for details)
- Installed RAM, type of hard drive(s)
- Type of graphic card
- What OS are you running?
- If running Windows98SE, have you installed the HotFix?
- What other hardware is installed in this computer? SoundBlaster or other audio cards? Other USB devices/hubs? Scanner, CD burners, WinModem, etc?
- What application(s) are you running?

- If running the bundled Cubasis application, is/was another version of Cubase or Cubasis installed?
- What plugins do you have installed?

Please provide us with full details of your problem, including:

- Any errors or oddities encountered during setup and installation
- Items listed above that do not appear
- Any error messages encountered. Please try to copy or quote them in full.
- Any behavior that may cause errors, especially repeatable ones.