

MixMeister EZ Converter – Setup & Troubleshooting

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Windows Vista and Windows 7 – Setup Instructions

Before you begin:

1. Make sure you have the latest version of [EZ Converter](http://www.ionaudio.com/ezvc) installed. Visit www.ionaudio.com/ezvc to download. Install the software program after downloading it from our website.
2. Once the EZ Converter is installed on your computer, connect your USB Recording device using the included USB cable to an available USB port on your computer.

TIP: not all USB ports are created equal. Although most ports will work with printers and mice, some computer's ports may not be suitable for use with recording devices. We recommend connecting directly to a port on your PC, instead of using USB hubs or splitters. If your desktop PC has USB ports both on the front and on the back, we recommend using ports located on the back of the PC.

3. If your product has a **Power** button (some products do not), make sure it is switched to the **ON** position.
4. Close all programs that are open on your computer.

Setup Procedure:

1. Click the **Start** button in the lower-left of your screen, and select **Control Panel**. The Windows 7 Control Panel window will open.
2. In the Control Panel window, double-click **Hardware and Sound**.
3. In the next window, double-click **Sound**. The **Sound** Control Panel window will open.
4. At the top of the window, select the **Playback** tab. Under **Playback**, choose the device that you would like your computer's audio to come out of.



TIP: Your computer's audio outputs may appear as **Speakers – High Definition Audio Device** or **Headphones – High Definition Audio Device** or both, depending on the hardware installed in your computer. The exact name of your sound card will vary from PC to PC

Some common PC soundcard names are **Realtek**, **Soundmax**, and **Sigmatel**



Click on the device that best matches your desired audio setup.

NOTE: do NOT choose **Speakers – USB Audio Codec** as your playback device. This represents your ION Audio USB recording device, and can only be used as a recording input, not a playback output. Also, make sure not to choose **Modem** as your playback device.

5. Once you have selected your default playback device, click **Set Default** to confirm your selection. Do not close the window.

6. Next, select the **Recording** tab at the top of the **Sound Control Panel** window. Under **Recording**, choose **Microphone – USB Audio Codec** as the default device. This represents your ION Audio USB recording device.

Note: this choice may already be set as the default device.

7. Once you have selected your default playback device, click **Set Default** to confirm your selection. Do not close the window.

8. Next, with **Microphone – USB Audio Codec** selected, click the **Properties** button. In the window that opens, select the **Advanced** tab.

9. Under **Advanced**, set the **Default Format** setting to **2-channel, 16 bit 44100 Hz (CD Quality)**.

10. Un-check the two boxes listed under **Exclusive Mode**. Then Click **Apply**. Do not close the window.

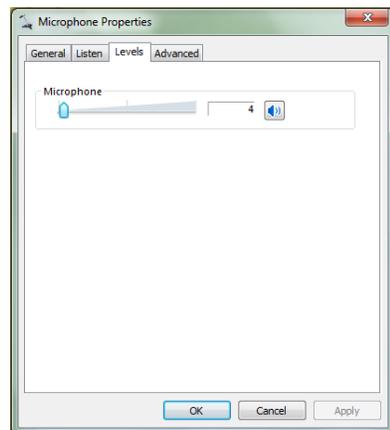
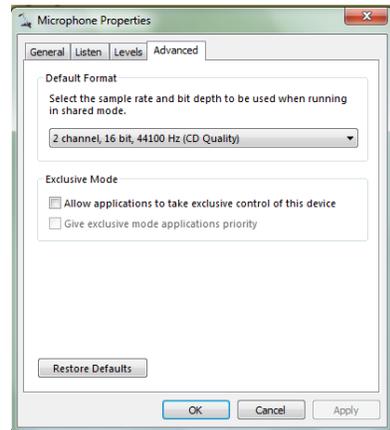
11. Next, select the **Levels** tab from the top of the window.

12. Under **Levels**, set the level slider to **4** (if you cannot choose 4, choosing 5 or 6 is acceptable as well). Click **Apply**, and then click **OK** to close the window.

Note: This levels adjustment is needed on Windows 7 computers to prevent recordings from being distorted.

13. Close any programs that were open, and re-open them to observe the changes.

Now that your settings are correct, enjoy using EZ Converter!



Windows XP – Setup Instructions

Before you begin:

1. Make sure you have the latest version of [EZ Converter](http://www.ionaudio.com/ezvc) installed. Visit www.ionaudio.com/ezvc to download. Install the software program after downloading it from our website.
2. Once EZ Converter is installed on your computer, connect your USB Recording device using the included USB cable to an available USB port on your computer.

TIP: not all USB ports are created equal. Although most ports will work with printers and mice, some computer's ports may not be suitable for use with recording devices. We recommend connecting directly to a port on your PC, instead of using USB hubs or splitters. If your desktop PC has USB ports both on the front and on the back, we recommend using ports located on the back of the PC.

3. If your product has a **Power** button (some products do not), make sure it is switched to the **ON** position.
4. Close all programs that are open on your computer.

Setup Procedure:

1. On the bottom-left of your screen, select the **Start** menu.
2. Select **Settings** then **Control Panel**.
3. In the window that opens, find and double-click the **Sounds and Audio Devices** control panel.



If you don't see a choice called **Sounds and Audio Devices**, choose the **Switch to Classic View** option in the panel on the left of the window, and the **Sounds and Audio Devices** should become available on the right.

4. At the top of the next window that opens, select the **Audio** tab.
5. Under **Sound Playback**, choose the device that you would like your computer's audio to come out of.

Computer sound cards vary from computer to computer. Some common PC soundcard names are **Realtek**, **Soundmax**, and **Sigmatel**. Choose on the device that best matches your desired audio setup.



NOTE: do NOT choose **USB Audio Codec** as your playback device. This represents your ION Audio USB recording device, and can only be used as a recording input, not a playback output. Also, make sure not to choose **Modem**, or **Microsoft Sound Mapper** as your playback device.

6. Under **Sound Recording**, select **USB Audio Codec** for your default device – this represents your ION Audio USB recording device.
7. Check the box titled **Use only default devices**.
8. Click **Apply** (if possible), and then click **OK**.
9. Make sure that your computer's speakers (if not built-in) are plugged into your computer's audio output and turned on so you can hear your recording. If your computer has a headphone output, you can use headphones in-place of speakers.

Now that your settings are correct, enjoy using EZ Converter!

Macintosh OSX - Setup Instructions

Before you begin:

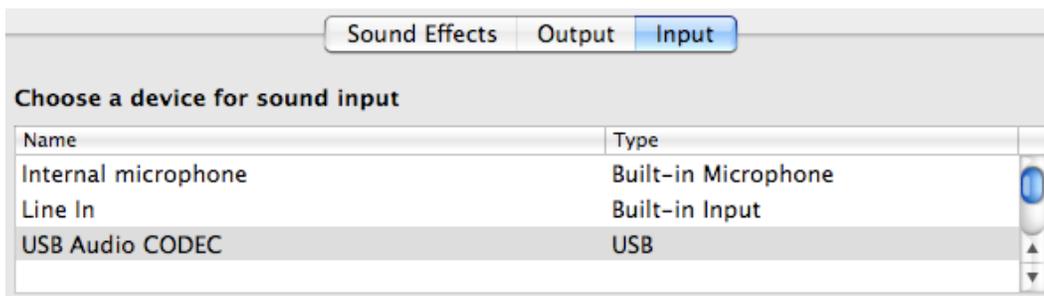
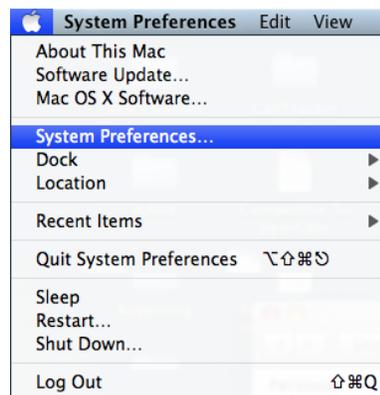
1. Make sure you have the latest version of [EZ Converter](http://www.ionaudio.com/ezvc) installed. Visit www.ionaudio.com/ezvc to download. Install the software program after downloading it from our website.
2. Once EZ Converter is installed on your computer, connect your USB Recording device using the included USB cable to an available USB port on your computer.

TIP: not all USB ports are created equal. Although most ports will work with printers and mice, some computer's ports may not be suitable for use with recording devices. We recommend connecting directly to a port on your PC, instead of using USB hubs or splitters. If your desktop PC has USB ports both on the front and on the back, we recommend using ports located on the back of the PC.

3. If your product has a **Power** button (some products do not), make sure it is switched to the **ON** position.
4. Close all programs that are open on your computer.

Setup Procedure:

1. Click the **Apple** icon in the upper-left corner of your computer screen and choose **System Preferences**.
2. In the window that opens, under **Hardware**, click the item labeled **Sound**.
3. At the top of the window which opens, click on the **Input** tab. Then, underneath **Choose a device for sound input**, choose **USB AUDIO CODEC** (or USB AUDIO DEVICE).



If the incorrect option is selected, your recordings will not come out as expected. For example, if you have **Internal microphone** highlighted you will record room sounds picked up by your Mac's built-in mic. If you have **Line in** selected, your recordings will come out blank.

4. **Close** the system preferences **Window**.

Now that your settings are correct, enjoy using EZ Converter!

Troubleshooting

The vast majority of customers experience easy installation and operation with their product. This document includes troubleshooting procedures to help resolve rare difficulties which may prevent your USB recording product from functioning with your computer system as expected.

NOTE: Most difficulties can be resolved by downloading the latest version of EZ converter, and by performing the computer setup instructions earlier in this guide. Refer to the beginning of this guide for instructions.

This troubleshooting section covers a number of different causes and symptoms, many of which may not apply to your specific situation.

In each section, the solutions are listed in the order of likelihood. That is... the solutions that address the most common cause of a given symptom are listed first. Solutions that address very rare circumstances or solutions that are more difficult to perform are always listed further down the list of suggestions.

If you are experiencing a symptom listed in this guide, try the suggestions in the order which they are listed, until the symptom is resolved.

Symptoms and Solutions

- [I have EZ Converter installed and opened, but I can't hear any sound.](#) (p.8)
- [I get the error: "EZ Converter is unable to connect with your audio recording device."](#) (p.9)
- [I get the error: "Your computer is currently set to record in mono mode instead of stereo."](#) (p.9)
- [It appears that audio is being recorded; however it is not successfully exported to iTunes.](#) (p.9)

I have EZ Converter installed and opened, but I can't hear any sound.

1. Make sure your computer's settings are correct.
 - [Windows Vista and Windows 7 – Setup Instructions](#) (p.2)
 - [Windows XP – Setup Instructions](#) (p.4)
 - [Macintosh OSX – Setup Instructions](#) (p.6)

2. Poor USB connection

- [Troubleshooting Poor USB Communication](#) (p.10)

3. Another USB Audio Device is also connected to your computer.

Your ION Audio USB Recording device uses device drivers which are build into your computer's operating system (Windows or Macintosh). Hundreds of other USB audio products on the market use these same drivers.

The advantage is that you don't have to download and install special drivers to get up and running, or worry about compatibility with your system.

However, your computer's Operating System, and the included EZ Converter software see all similar USB audio devices the same, and can't tell them apart.

If you have any other USB Audio Devices connected your computer, disconnect them, leaving your ION Audio USB Recording device the only USB Audio device connected to your computer. *(continued on next page)*

1. Exit any programs running on your computer.
2. Disconnect any USB Audio Devices from your computer. This includes:
 - Your ION Audio USB Recording Device
 - USB Headphones
 - USB Speakers
 - USB Microphones
 - USB Web Cameras
 - USB Headsets
 - USB Telephones (i.e. Magic Jack®)

3. Now, re-cconnect just your ION Audio USB recording device.
4. Make sure your computer's settings are correct.

- [Windows Vista and Windows 7 – Setup Instructions](#) (p.2)
- [Windows XP – Setup Instructions](#) (p.4)
- [Macintosh OSX – Setup Instructions](#) (p.6)

5. Re-launch EZ Converter and try to make a new recording.

I get the error: “EZ Converter is unable to connect with your audio recording device.”

1. Make sure your ION Audio USB Audio Converter is connected to a USB port on your computer, and that the power switch (if there is one) is set to the **ON** position.
2. Try another USB port on your computer. See the following section for additional help:
 - [Troubleshooting Poor USB Communication](#) (p.10)
3. If neither of the above suggestions help, please [contact us!](#) (p.11)

I get the error: “Your computer is currently set to record in mono mode instead of stereo.”

This symptom will only occur on Windows computers, and can be resolved by correcting your computer settings.

Make sure your computer’s settings are correct.

- [Windows Vista and Windows 7 – Setup Instructions](#) (p.2)
- [Windows XP – Setup Instructions](#) (p.4)

It appears that audio is being recorded; however it is not successfully exported to iTunes.

EZ Converter works in conjunction with Apple’s iTunes software. EZ Converter handles communicating with your USB Recording device, and recording the audio, while iTunes handles organizing the recordings you’ve made, playing them back, or burning them to CD.

1. Make sure you have the latest version of EZ Converter installed, and that your computer is configured correctly. Refer to the beginning of this document for step-by-sep instructions.
2. If the latest version of EZ converter is installed, and your computer is set up correctly, then your installation of iTunes may be missing, outdated, or corrupt.
 1. Uninstall iTunes from your computer using the Add/Remove **Programs Control Panel** (in Windows XP) or using the **Programs and Features** Control Panel (in Windows Vista or Windows 7). Skip to step 2 below if you’re using a Macintosh.
 2. Visit <http://www.itunes.com> and download and install the latest version of iTunes on your computer.

I can hear room noise and talking over the music in my recordings.

1. Make sure your computer's settings are correct.
 - [Windows Vista and Windows 7 – Setup Instructions](#) (p.2)
 - [Windows XP – Setup Instructions](#) (p.4)
 - [Macintosh OSX – Setup Instructions](#) (p.6)
2. If that doesn't help, another USB Audio Device may also be connected to your computer.

Your ION Audio USB Recording device uses device drivers which are built into your computer's operating system (Windows or Macintosh). Hundreds of other USB audio products on the market use these same drivers.

The advantage is that you don't have to download and install special drivers to get up and running, or worry about compatibility with your system.

However, your computer's Operating System, and the included EZ Converter software see all similar USB audio devices the same, and can't tell them apart.

If you have any other USB Audio Devices connected to your computer, disconnect them, leaving your ION Audio USB Recording device the only USB Audio device connected to your computer. (*continued on next page*)

6. Exit any programs running on your computer.
7. Disconnect any USB Audio Devices from your computer. This includes:
 - Your ION Audio USB Recording Device
 - USB Headphones
 - USB Speakers
 - USB Microphones
 - USB Web Cameras
 - USB Headsets
 - USB Telephones (i.e. Magic Jack®)
8. Now, re-connect just your ION Audio USB recording device.

Troubleshooting Poor USB Communication

Bad Ports

A USB port that works well for a mouse or a printer may not necessarily work well with your ION Audio USB recording device. USB recording devices require the full bandwidth of a USB port to operate properly. Your computer may feature USB ports that do not fully meet the USB standard for bandwidth and/or electricity. These are sometimes found on the front of desktops, and the side opposite the power plug on laptops. This is a common cause of poor connections and loss of device communication or connection.

1. Exit any programs running on your computer.
2. Disconnect your ION Audio USB recording device.
3. Re-connect it to a different USB port on your computer.
4. Re-launch EZ Converter and try to make a new recording.

USB Hubs

External devices which let you connect multiple USB devices to a single port on your computer are called hubs. Hubs are not recommended for use with full-bandwidth devices such as the VCR 2 PC. We strongly recommend connecting your VCR 2 PC directly to a USB port on your computer. If using a desktop PC, use a port on the rear of the computer.

1. Exit any programs running on your computer.
2. Disconnect your ION Audio USB recording device.
3. Re-connect it directly to a USB port on your computer.
4. Re-launch EZ Converter and try to make a new recording.

USB Extension Cables

USB extension cables (which allow one USB cable to be plugged into another cable, extending it's reach), are not recommended. These are best reserved for use with low-bandwidth devices like mice, and are not suited for use with full-bandwidth devices such as your ION Audio USB Recording device. Longer USB cables (not extenders, but single cables 10-15ft long) are available from your local computer retailer, and will work fine. However lengths longer than 15ft are not recommended.

1. Exit any programs running on your computer.
2. Disconnect your ION Audio USB recording device.
3. Re-connect it using a single, USB cable (without an extension) directly to a USB port on your computer.
4. Re-launch EZ Converter and try to make a new recording.

Bad USB Cable

This is not wishful thinking...it really happens. If a cable goes bad, you could get exactly these symptoms. Try a different cable. Your printer likely uses a USB cable too. You could borrow this cable to try connecting your ION Audio USB Recording device.

Need Help?

Contact us by Phone: 401-658-3743

Contact us by email: <http://www.ionaudio.com/supporthome>

Hours of Operation:

- We are available to help you 8:30am - 4:30pm EST Monday through Friday (except holidays).

Before you call:

- Please have our product, and product documentation with you.
- Whenever possible, have your product and computer powered on, and connected.