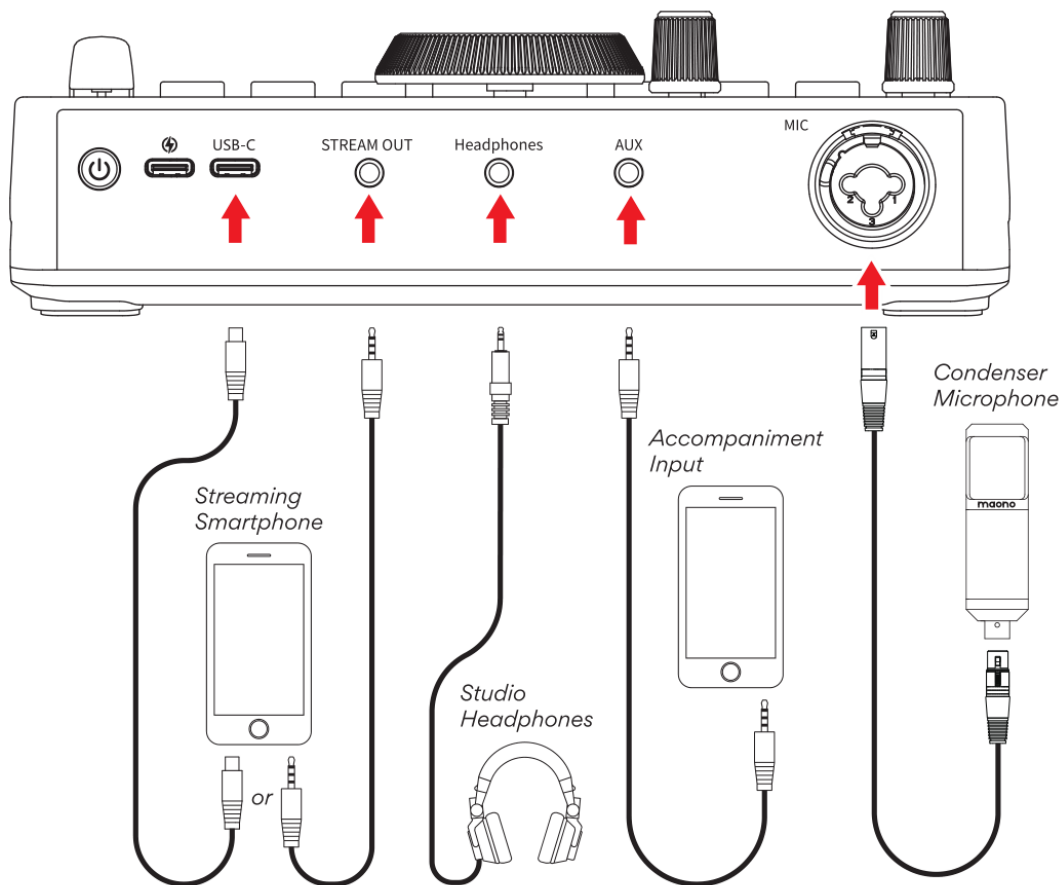




Note: Audio interface connected to the computer after the sound is small, no sound please see the following documents

Part 1: Troubleshooting the audio interface

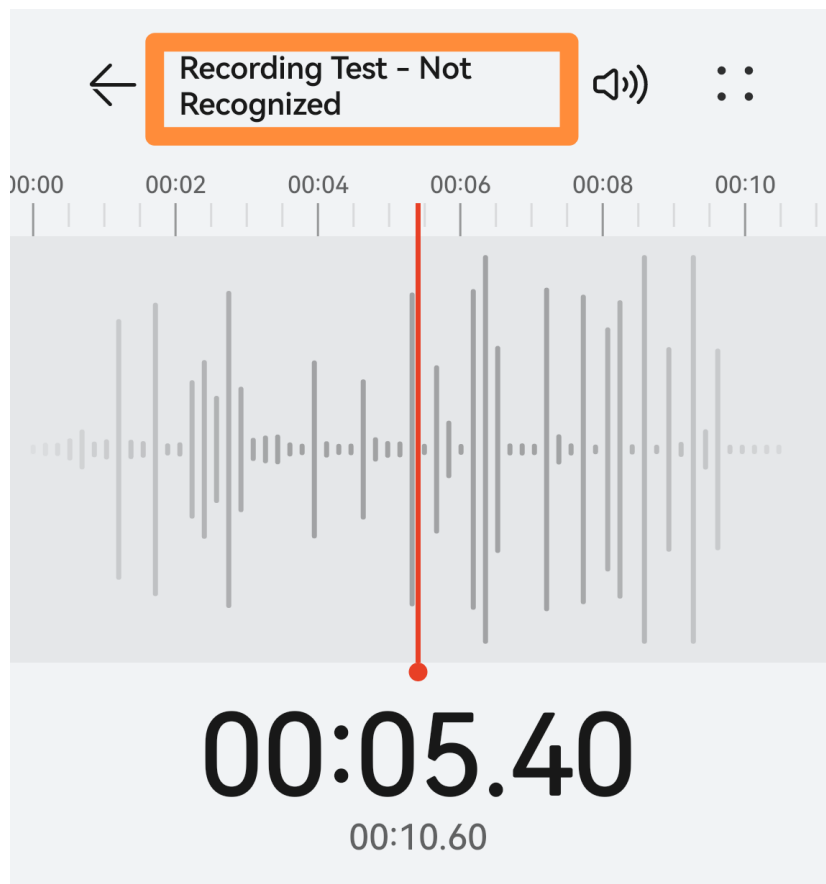
1. Check that the audio cable interface is correct



- Connect the microphone to the audio interface using the **XLR** connector, making sure that the connection is tight and the connector is correct.

- Computer: Replace a USB port connection (**please do not use a hub**) , If it is a PC, **you need to plug the USB into the back end of the host**
- Mobile Phone: Please replace the other audio cable, if you use an adapter cable, please confirm that the adapter cable is available

Tips: Using the phone recorder recording, in the recording, blow or tap on the microphone on the bottom of the phone, there is a level indicator is not successfully connected (reconnect or replace the audio cable).





2. Adjust the audio interface knob

- Set to maximum to ensure sound card works properly

Turn your **Gain** knob to the 3 o'clock position.

Please turn your **VOL** knob to the maximum.

Please set the **Phones** fader to the maximum.

- Please adjust the **USB&Stream out** to the maximum --- Audio Output Control

(**Note! Please keep it to the maximum to avoid forgetting**)

- Condenser microphones need to turn on **48V** (Note: After plugging in the microphone, click the button to turn on 48V)
- Please turn on your **Direct Monitor** button - it is lit!

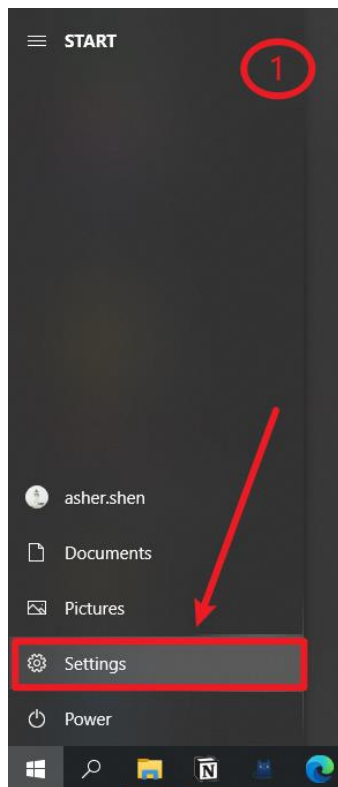


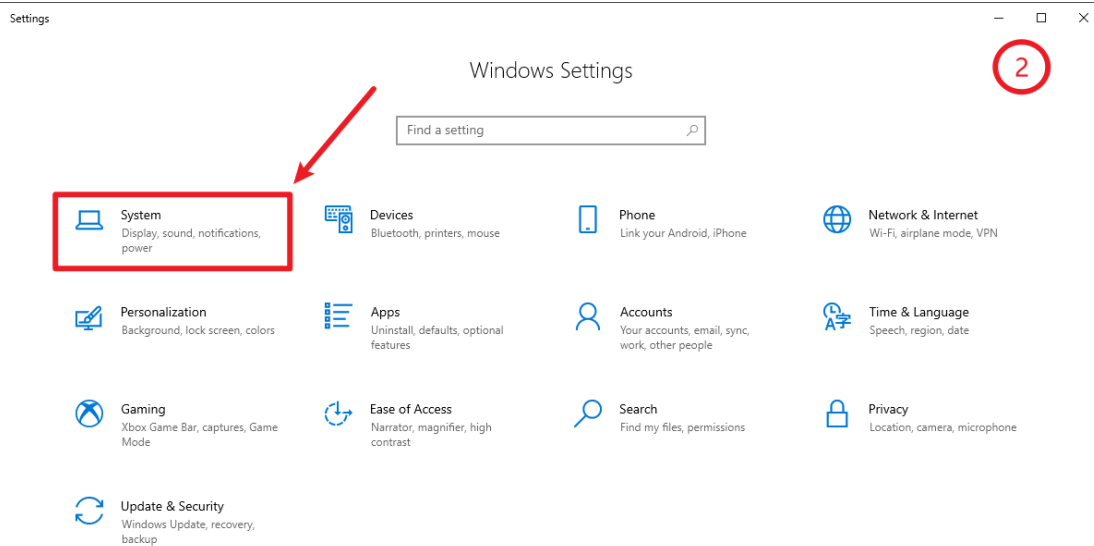
Part 2: Troubleshooting Computer Audio Problems For Windows

Windows basic settings

STEP 1: Go to “Windows setting”.

STEP 2: Select “System”.

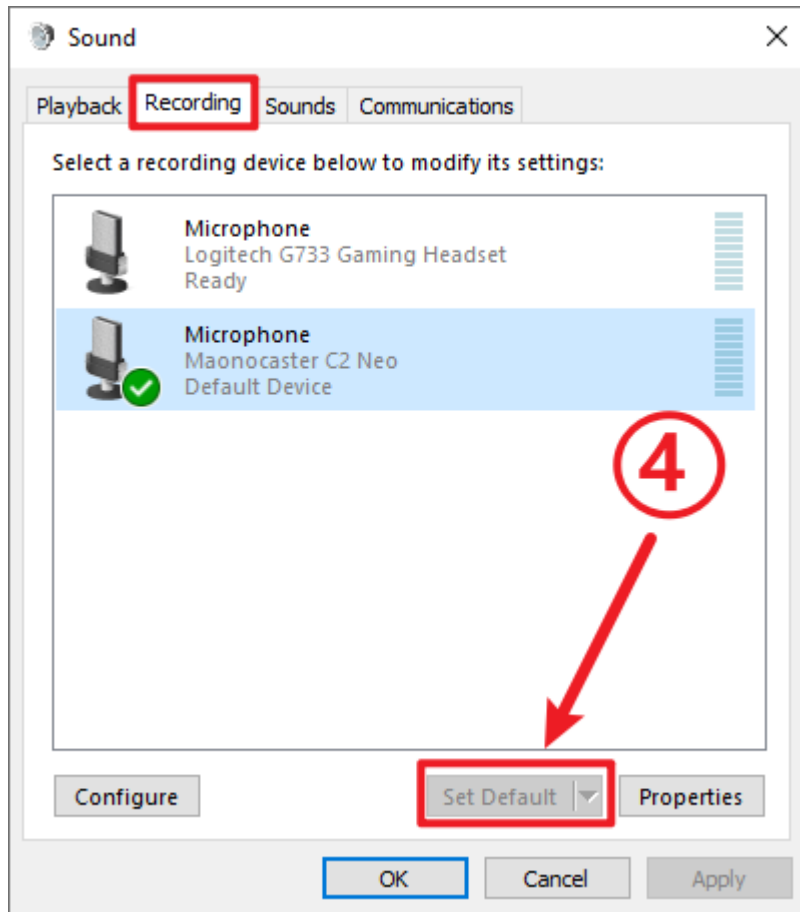




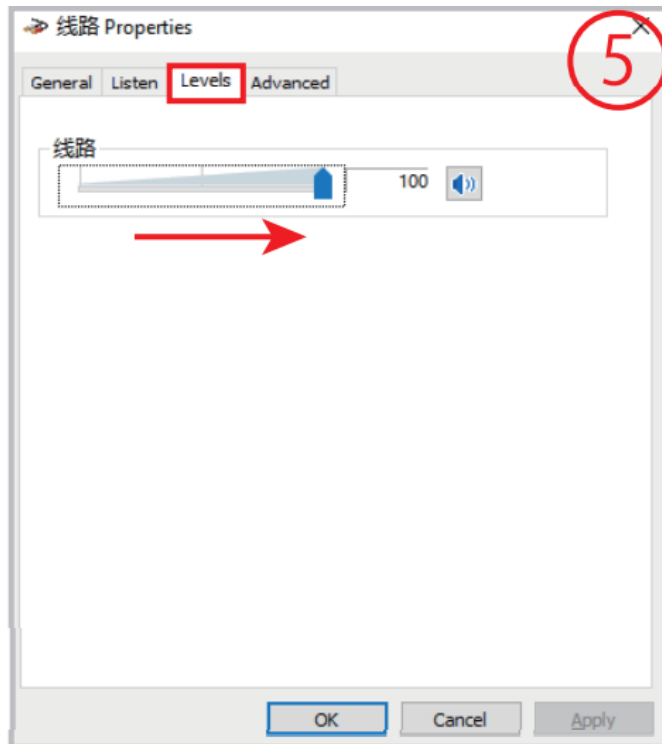
STEP 3: Select “Sound” and go to “Sound Control Panel”.



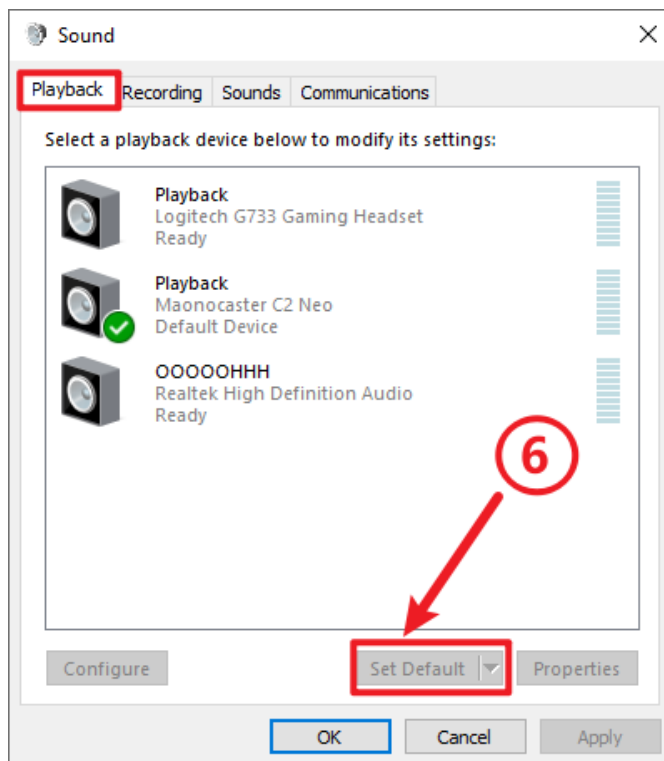
STEP 4: Set Maonocaster C2 Neo as default recording device in “Recording” of sound setting.



STEP 5: Double click “Maonocaster C2 Neo” go to “Properties”, select “Levels” and set it to 100.



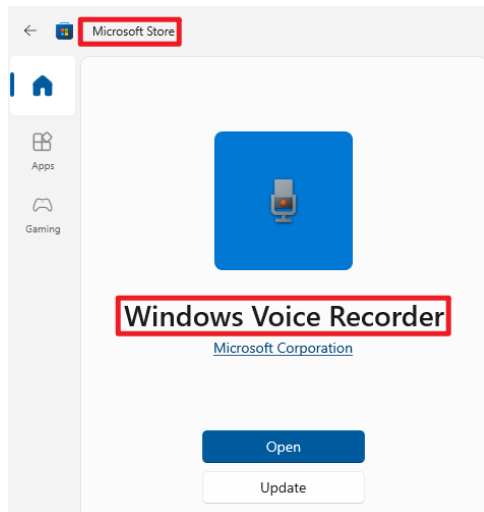
STEP 6: Set the Maonocaster C2 Neo as default playback device in “Playback” of sound setting.



- After the basic setup is successful, please use the recorder to

record (if you don't have it, please download it through Microsoft store) and test if it is back to normal. If it does not work properly

Please contact: Support@maono.com

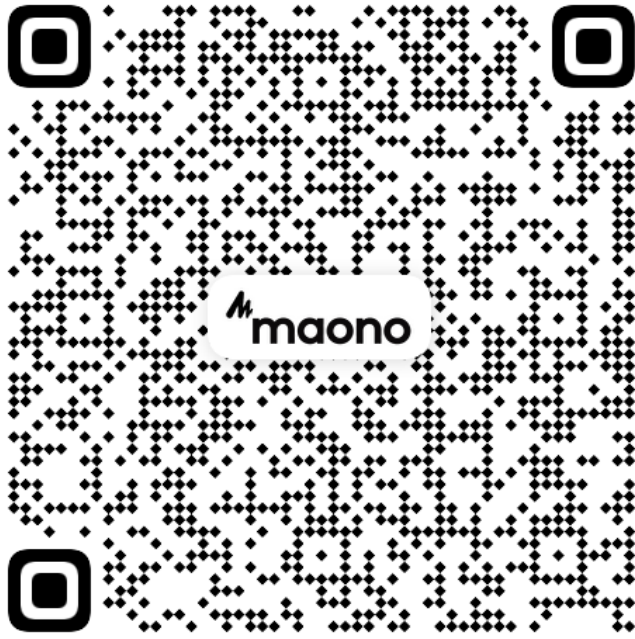


1. Advanced Software Setup

If you can use it on the Windows Voice Recorder, but not on the software or website, you can scan the QR code below to set it up

<https://www.maono.com/pages/moanocaster-amc2-neo-audio-interface-manual-drive-download>

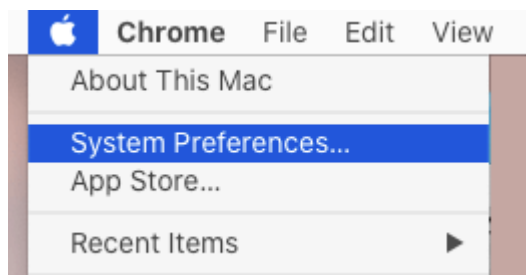
Please contact us with any questions: Support@maono.com



MacOS

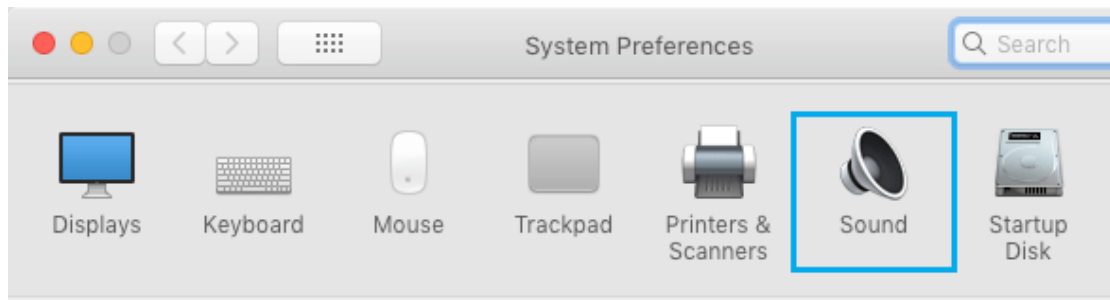
1 . macOS basic setting

Step 1: Click on Apple Logo in top-menu bar and select System Preferences in the drop-down menu.



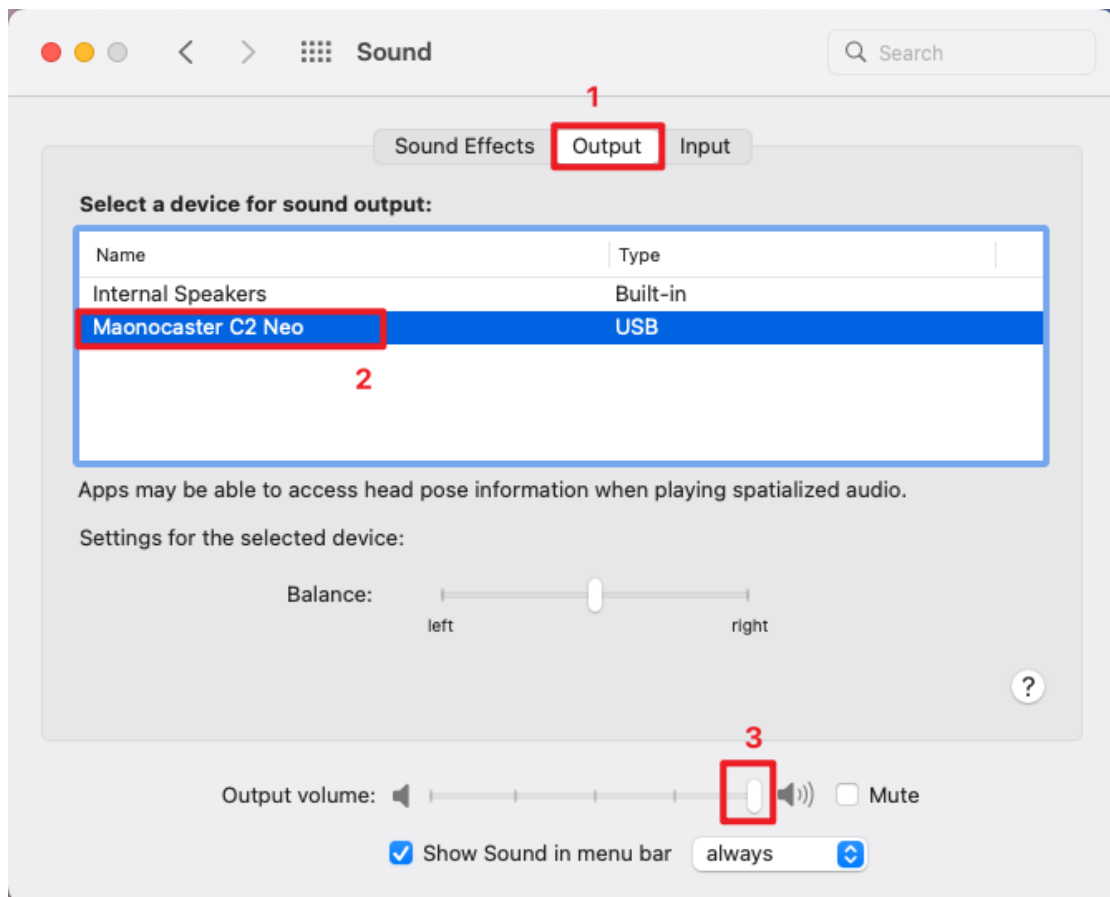
Customer support: support@maono.com

Step 2: On System Preferences screen, click on the Sound tab.



Step 3: On the next screen, switch to Input tab

Select your Maonocaster C2 Neo from the list and make sure the input volume is set to the maximum level.

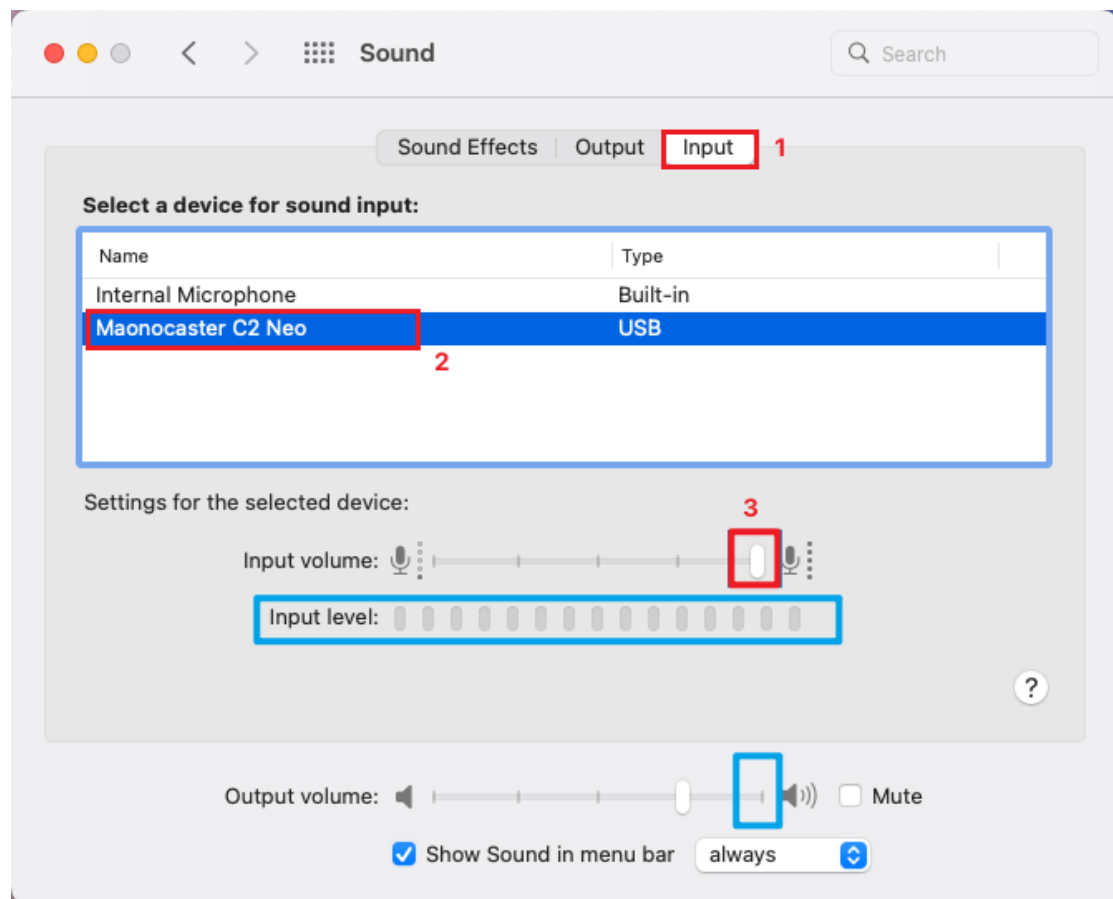


After setting, input level will show you the input sound level

Click on the output tab

Select Maonocaster C2 Neo as the sound output

Adjust to maximum at output volume level



2. Advanced Software Setup

If you can use it on the recorder, but not on the software or

website, you can scan the QR code below to set it up

<https://www.maono.com/pages/maonocaster-amc2-neo-audio-interface-manual-drive-download>

Please contact us with any questions: Support@maono.com



Customer support: support@maono.com

