On MAC (USB Send) – ProTools:

1. Start with mixer powered off, connect mixer to MAC via USB.
2. Power on the Ui24R, Open new ProTools session after power up (Sample Rate NEEDS to be 48kHz).
3. In ProTools, go to SetUp, select I/O.
4. Select the Input tab in the I/O window, highlight all audio pathways pictured and delete them, select the Default button to re-config with the proper I/O.
5. Select the Output tab in the I/O window, highlight all audio pathways pictured and delete them, select the Default button to re-config with the proper I/O.
6. Create a new audio track in your session and change its input patch to the corresponding channel on the mixer.
7. Arm the track to record. You should see an input signal from the mixer.
8. In order to achieve playback/recording simultaneously, go to System Preferences on your MAC and make sure the Ui24R is selected as your input & output (playback) device

Note:
No USB send patching is required on the Ui24R's end, it automatically is set, however, the input patching in your DAW is somewhat tricky. First 10 channels are your Masters (L, R, Aux Buses 1-8), so the input channels start at patch point 11.

On PC (USB Send) – Ableton:

1. Download & Install the Multi-Channel USB Driver from the Soundcraft website.
2. Start with mixer powered off, connect mixer to PC via USB.
3. Power on the Ui24R, Open new Ableton session after power up (Sample Rate should automatically set to 48kHz if connected to the Ui24R).
4. In Ableton, go to Preferences and make sure that the Driver is set to ASIO with the Ui24R set as the Audio Device.
5. Create or use one of the pre-existing audio tracks and set the first drop down menu under the Audio From section to Ext. In, second drop down will be input patch that needs to correspond to the channel you're sending from the mixer; if the channel isn't shown, select the Configure button and assign the mono/stereo channel patch points.
6. Arm the track to record and you should see an input signal from the mixer.

Note:

No USB send patching is required on the Ui24R's end, it automatically is set, however, the input patching in your DAW is somewhat tricky. First 10 channels are your Masters (L, R, Aux Buses 1-8), so the input channels start at patch point 11.

On MAC (USB Return) – ProTools:

1. On the Ui24R, go to the settings menu and select the Patching Tab.
2. On the left side of the patching menu make sure you have the Channels button highlighted, as well as, the USB DAW 1-16/17-32 buttons that run along the top of the patching menu; Patch 1:1 or tailor it to just include the channels you want to return from ProTools.
3. In ProTools, set your audio tracks output patch to the corresponding channel on the mixer that you're returning it to.

On PC (USB Return) – Ableton:

1. On the Ui24R, go to the settings menu and select the Patching Tab.
2. On the left side of the patching menu make sure you have the Channels button highlighted, as well as, the USB DAW 1-16/17-32 buttons that run along the top of the patching menu; Patch 1:1 or tailor it to just include the channels you want to return from Ableton.
3. In Abelton, on your audio tracks under the Audio To section, set the first drop down menu to Ext. Out, set the output patch to the corresponding channel on the mixer that you're returning it to.

For further assistance, please contact technical support:

1-844-776-4899, Option 3

HPROTechSupportUSA@Harman.com