

v1.0

## Signature Driver and Control Panel are Outdated

25-Jan-23

### Question:

The audio drivers and control panel are outdated for Signature series, what can be done to connect correctly with Windows 10 and MAC OS Monterrey?

### Answer:

The driver and control panel for the Notepad series mixers (Notepad 5, Notepad 8FX, Notepad 12FX) will work for the Signature series.

Driver and control panel downloads::

Windows- <https://www.soundcraft.com/en-US/software/notepad-firmware-and-control-panel-setup-windows-v2-0-4-windows>

MAC- <https://www.soundcraft.com/en-US/software/notepad-firmware-and-control-panel-setup-apple-v2-0-4-mac>

When running the installer in windows, the Signature's usb port needs to be disconnected. If you are prompted to uninstall older software say "YES." Ignore when installer attempts to install the firmware. In MAC OS, the firmware loader is a separate .pkg file so just trash that file.

When the installation is complete, plug in mixer's usb port.

The driver and control panel have been tested on Windows 10 and they have a Microsoft Driver Signature. On MAC OS, It has been officially tested on Mojave. In Technical Support, we have tested on Monterrey with both Intel and MI chipset and have had no issues.

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