

MT 48 - Troubleshooting Guide

Problem	Potential Cause	Solution
<u>GENERAL</u>		
MT 48 won't power on	Insufficient power from network switch or wall outlet	<p>If using the original MT 48 Power Supply and the unit does not power up your MT 48, please wait 10 seconds and retry.</p> <p>If powered over ethernet, check to ensure switch supports POE+. Ensure the POE budget is not exceeded.</p> <p>Try a different outlet if not using a switch, alternatively, if you have a POE switch, utilize that as opposed to the USB power port. Note you will still need the USB Data cable to be connected to the MT 48 and the computer.</p>
MT 48 is warm	Operation	This is completely normal. The aluminum enclosure of the MT 48 acts a heatsink - you can however adjust the fan control features from within the general settings of the MT 48.
Talkback Mic doesn't work	Operation	The talkback mic is bypassed when the Inst Line 4 is connected and in use.
Neumann MT 48 Agent icon is red in the Task Bar/ System tray, and displays " <i>Ethernet adapters subnet conflict...</i> " error message	Incorrect IP Settings	<p>Check and ensure the AES67 Ravenna and USB C DATA ports aren't simultaneously connected, which can cause a network conflict. This is because the MT 48's USB C port functions as a network device.</p> <p>If connecting the MT 48's AES67 Ravenna port strictly for POE+ power but using USB C for Data, disconnect computer from network switch with the MT 48 off and re-power unit.</p> <p>Please see this document for further information.</p> <p><u>MT48 Network Interface - Subnet Conflict error.pdf</u> (attached to this article)</p>
<u>DRIVER & FIRMWARE</u>		
Windows PC is not recognizing the MT 48	Outdated driver, driver is not installed properly	<p>Navigate to Device Manager on PC. Under the Audio inputs/outputs category, check to see if any listing has a yellow icon next to it indicating a driver needs to be updated. Right click on driver listed with yellow icon, and select Update Driver.</p> <p>If MT 48 is listed without a yellow icon next to it, right click and select Update Driver. If prompted, select the option to Check for updates via Windows updates. If PC still does not recognize the MT 48 after completing these steps, check for an updated MT48 Toolkit on the <u>Neumann MT48 Product Page</u> under Downloads.</p>

MT 48 is not communicating with PC/MAC, and is not visible in the Web Control App	Possible loose connection, driver not installed properly	<p>Re-seat the USB C connection from the MT 48 to the computer.</p> <p>Try reinstalling the latest MT 48 Toolkit for your OS.</p> <p>Avoid the use of a USB hub and ensure the interface is directly connected to your computer. Try another USB port if necessary.</p>
I do not know if I am running the latest firmware version on my MT 48	Firmware	<p>On the MT 48, MENU > SETTINGS > INFO will display the current firmware version.</p> <p>You can select the Neumann Agent on your Taskbar and select "Show Available Updates" which displays your current Toolkit and Firmware version within the MTUpdater.</p> <p>Any new firmware updates can also be found within the latest MT 48 Toolkit on the MT48 Product Page under Software Download.</p>
Safari is slow when downloading firmware	Firmware	<p>Do not abort the update if the Firmware update has started.</p> <p>If you are having issues with download, try switching to Google Chrome.</p>
Being prompted to install firmware version 1.6.2 prior to updating to v1.7.0	Firmware	<p>If your MT 48 unit has firmware 1.5.x version currently installed, you won't be able to update directly to v1.8.0.</p> <p>Instead, you will need to update to version 1.6.3 beforehand. This Toolkit can be found inside your Neumann account under SOFTWARE DOWNLOADS.</p> <p>After 1.6.3 is successfully installed, you can then use MT Updater utility to update to v1.8.0.</p>
Touch screen on the MT 48 isn't responding, appears discolored	Outdated firmware	<p>Ensure firmware is up to date, update if necessary from the latest available Toolkit. Be sure to factory reset the device after completing the firmware update.</p>
<u>OPERATION</u>		

<p>Launch Remote Controller won't open on Windows</p>	<p>Missing components</p>	<p>It is likely that either Bonjour or the Microsoft C++ Redistributable package that the Remote Control function utilizes needs to be uninstalled, then reinstalled from the latest MT48 Toolkit.</p> <p>Go to Windows Search > Add or Remove Programs.</p> <p>Uninstall both Bonjour, and Microsoft Visual C++ 2015-2019 Redistributable (v14.29.30135).</p> <p>Download the latest Toolkit from the Neumann MT48 product page, run the MT 48 Toolkit Windows installer, and select the <u>Repair</u> option which will reinstall both components fresh.</p>
<p>In my DAW I see levels but I am not hearing anything</p>	<p>Improper track routing</p>	<p>Refer to the DAW Configurations page.</p> <p>If you see metering when recording but don't hear anything, check the track's output to ensure it is going to the right output pair on your MT 48.</p> <p>If you don't hear music when playing back audio, check your track's output to ensure it is set appropriately. If your project has busses (eg a Master Bus), this is summing all of your recorded tracks to an MT 48 output pair. Check that it is set to the appropriate output pair.</p> <p>Slowly increase the output level of the MT 48 to ensure its level is sufficient.</p>
<p>There is a slight delay when talking into my microphone to when I hear it back in my monitors or headphones</p>	<p>Latency</p>	<p>On Windows, ensure you are using the supplied Toolkit. Your DAW should be using the ASIO Driver Mode on Windows, if on Mac this is CoreAudio.</p> <p>In your DAW try reducing latency (also called Buffer Size) within its audio settings. Recommended would be 64 samples.</p> <p>If recording with effects you can try using the MT 48's internal DSP mixer instead as a means to reduce latency, and disable input monitoring on the track in the DAW.</p>
<p>I am getting dropouts while recording / playing back</p>	<p>Possible latency, audio driver settings</p>	<p>Try increasing audio buffer size.</p> <p>Disable any plugins in use.</p> <p>Ensure the MT 48 is using the ASIO driver mode if using Windows, CoreAudio if on Mac OS</p> <p>Refer to System Optimizations page for further operating system based optimization settings</p>

Project is playing back at a different speed	Sampling rate mismatch	<p>While established by the MT 48, you cannot change a project's sampling rate once you have it already established in a project. Doing so can lead to an error message citing a mismatch (depending on the software), or open but result in improper playback speed.</p> <p>When you open a project, it should display its default sampling rate as set by the MT 48 upon the project's creation. Ensure this matches what your MT 48 is currently set at in your MT 48's SETTINGS > GENERAL section.</p>
Crackling / popping with audio	Possible latency / system optimization	<p>Ensure you are using the supplied USB cabling and not generic third-party USB cables.</p> <p>Try swapping around the cables being used and retesting. Also try using another USB port on the computer (if applicable.)</p> <p>Do not use a USB hub for the MT48.</p> <p>Increase the latency and check all system optimization settings for your operating system.</p>