

If you are running into issues with USB audio playback on your PC, it's possible that you will see improved performance by taking the following steps to optimize your system.

- Increase the number of samples per buffer (Buffer Size). Using too small of a Buffer Size can introduce clicks, dropouts and glitches during playback. Lower Buffer Sizes can reduce latency, however, too low of a Buffer Size can introduce performance issues. Depending on which product you're using, you can raise or lower the number of samples per buffer in the M Series Control Panel app, MOTU Pro Audio Control's Device Page or the MOTU Audio Console. Setting the Buffer Size to 256 or 512 is a good place to start with most systems.
- If you are using a USB hub, please make sure it is externally powered. If you are using a powered hub and you're still seeing issues, try disconnecting other USB devices or connect the M Series interface directly to a USB port on the computer. Be sure to try all USB ports on the computer.
- Use the included USB cable or a high quality third-party cable. It's possible that inexpensive alternatives and cables that are too long can introduce problems. We recommend a USB cable no more than six feet in length.

There are a number of settings in Windows that can have an impact on USB audio performance. Try making the following changes:

Change USB Root Hub Power Management settings:

- Open the Start menu and type in "Device Manager".
- In the Device Manager, go to "Universal Serial Bus Controllers".
- Find "USB Root Hub" and right-click on it.
- Go to Properties > Power Management.
- Uncheck the option for "Allow the computer to turn off this device to save power".
- Press OK.
- Make sure to repeat this process for each USB Root hub in the Device Manager.

Disable USB Selective Suspend:

- Right-click the Start button.
- Click Search and type "edit power plan" in the Windows Search box.
- Click "Change Advanced Power Settings" then scroll down to "USB Settings"
- Click the plus (+) sign next to "USB Selective Suspend" to expand the options.
- Click Disable.

Disable Exclusive Mode:

- Right-click the Start button.
- Click Search
- Type Control Panel and hit Enter on your keyboard
- Select Hardware and Sound > Sound and click on the Playback tab
- Select the MOTU Audio Device from the list of audio devices.
- Click Properties.
- In the Properties window, go to the "Advanced" tab and uncheck the option to "Allow applications to take exclusive control of this device".
- Click OK to Apply the setting.
- Back in the Sound window, click on the Recording tab and repeat steps 2-4.
- Once complete, restart your computer for the changes to take effect

Disable Fast Startup:

- Right-click the Start button.
- Click Search.
- Type "Control Panel" and hit Enter on your keyboard.
- Click "Power Options".
- Click "Choose what the power buttons do".
- Click "Change settings that are currently unavailable".
- Deselect "Turn on fast startup (recommended)" - make sure that the check mark disappears.
- Click "Save Changes".

Disable Cortana:

- Right-click the Start button.
- Click Search.
- Type "Edit Group Policy" and hit Enter on your keyboard.
- Navigate to Computer Configuration > Administrative Templates > Windows Components > Search.
- Find "Allow Cortana" and double-click to open.
- Click "Disabled" and then hit OK.

Users with NVIDIA Graphics Cards:

- Open the NVIDIA Control Panel.
- Click "3D Settings".
- Click "Manage 3D settings".
- Under the "Global Settings" tab, scroll down to "Power management mode".
- Choose "Prefer maximum performance".

If you have carefully followed the above suggestions and are still experiencing USB audio playback issues, please consider these additional suggestions:

- Check with your motherboard and USB chipset manufacturer to see if there are any BIOS or driver updates available.
- Check Windows Update for any USB related updates for your computer.
- Consider purchasing and installing an aftermarket PCI USB Card, and connect your MOTU interface to a USB port on the PCI card. We recommend purchasing a card from a manufacturer such as Inateck for best results.