NO SOUND

I recommend you add a MIDI activity light to your Mainstage Layout. The light indicates when MIDI data is successfully reaching the software.

Is the MIDI activity light blinking?

YES

NO - see next page

With volume faders up, do meters move when you play a patch?

YES

NO

You have an audio output issue. Open preference, select Audio, then change audio output to Built-in to assess. Also, ensure that that all channel strips are set to the correct output(s) on your audio interface.

You have a MIDI assignment issue within Mainstage. Make sure your MIDI hardware controls are properly assigned to their virtual representations in the Layout.

NO SOUND

Is the MIDI activity light blinking?

YES (see previous page)

NO

Open Applications > Utilities > Audio MIDI Setup (Window > Show MIDI Window if necessary).
Is your MIDI device listed and unfaded?

YES

NO

Click "Test Setup" and play a note on your keyboard. Do you hear a beeping sound effect from the computer?

Have you installed all necessary drivers for your device?

NO

YES

YES

NO

Is your keyboard connected directly through USB or through a MIDI interface?

Quit and re-open Mainstage. Restart the troubleshooting flowchart if the problem persists.

You may have a connection issue. Is your device connected through a USB hub?

Download and install the latest device drivers from the manufacturer. Restart your Mac. If problem persists, restart the troubleshooting flowchart.

USB

MIDI

YES

NO

The problem likely comes down to : 1) the MIDI cable, 2) the interface, or 3) your keyboard. Try to swap out different units one at a time (try a different cable, then a different keyboard, etc.).

Connect the device directly to your Mac. Quit and re-open Audio MIDI Setup. If device registers and still no sound from Mainstage, restart the troubleshooting flowchart. (If plugging in directly fixes your problem, invest in a powered USB hub).

If your device is properly installed and connected directly, you either have a loose connection, bad cable, or faulty device. Re-check your cable connections, try a different cable, and contact customer service for your device's manufacturer.

I give up. Contact your keyboard manufacturer's customer service.

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POOR SOUND QUALITY

CLICKS & POPS
sound breaking up (CPU meter is also spiking)

PHASED SOUND

DISTORTED SOUND

Open Audio preferences and increase I/O Buffer Size. Click "Apply Changes." Use the lowest setting that does not create clicks & pops.

The most likely scenario is that you are using Mainstage to control external MIDI sounds, and your external sounds are being triggered twice - once locally and once through Mainstage. On your external synthesizer, locate the "Local" setting and set to Off.

Check to make sure that your channel strips are not clipping (output above 0 dB, indicated by red light above the fader). Turn down any channel strips that are clipping. Insert a Limiter plug-in on the final output. If the sound is still distorted, check levels throughout your external audio chain.

UNWANTED SOUNDS

DRUM PAD PLAYS AN UNWANTED NOTE

NOTES GET STUCK

RANDOM EXTRA NOTES

If you use drum pads to control Mainstage functions, know that each pad transmits a MIDI note. If this becomes a problem, you can use your drum pad device's editor to change the notes transmitted to notes outside your keyboard range (e.g. C-2). Re-assign any Mainstage functions controlled by the drum pads and set patch layers to be limited to your keyboard range.

Rarely, a MIDI note may continue long after it's been released - it's "stuck." Assign a key or drum pad to serve as a "Panic" button. This will clear all MIDI data and turn off all notes. If this is more than a rare occurrence, you may have a faulty MIDI interface or device compatibility issue. Try a different model of interface, and see if that solves the problem.

You may have a faulty MIDI interface or device compatibility issue. Try a different model of interface, and see if that solves the problem.