

**Q: What operating systems is the US-428 compatible with?**

**A:** On the PC, it's compatible with Windows 98 SE or ME (Second or Millennium Editions). Due to its limited implementation of the USB protocol, Windows 98 First Edition and Windows 95 are not supported. Windows 2000 is also supported with the release of the Windows 2.0 driver.

On the Mac, the US-428 will work with any Mac which supports USB. This means OS 8.6.1 or later. We have not yet tested with OSX.

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**Q: What are the minimum processor/RAM requirements?**

**A:** Technically speaking, the US-428 itself has no requirements outside of a USB port. However, most digital audio software does have minimum requirements. Generally speaking, most DAW manufacturers recommend Intel processors over AMD (Cyrix and Celeron are not recommended), a Pentium II (at least 200 MHz, the faster the better), a fast HD, and lots of RAM - certainly not less than 96 MB for serious audio. Additional considerations include AGP graphics card instead of PCI, wide SCSI drive for the audio, and if possible, a dedicated audio computer. But again, it depends on your needs, what application you're running, etc.

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**Q: How many inputs can I record at the same time?**

**A:** The US-428 is capable of recording up to four inputs simultaneously, while also monitoring two outputs. The inputs can be four analog, or two analog and two S/PDIF digital.

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**Q: Can I use the US-428's analog and digital inputs at the same time?**

**A:** Yes. Inputs A and B are accessible by the XLR inputs or the balanced TRS inputs. Inputs C and D are switchable between the unbalanced 1/4" inputs and the S/PDIF inputs.

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**Q: What is the resolution of the US-428's converters? How do they sound?**

**A:** The converters are fully 24-bit in and out, and sound great.

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**Q: I noticed that the US-428 only has eight faders. How can it control more than eight channels?**

**A:** The US-428 has a Bank switch which, when pressed, scrolls through successive banks of faders (1-8, 9-16, 17-24, etc). It will control as many channels as your software will support.

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**Q: What software will be supported by the US-428?**

**A:** Practically speaking, the US-428 is compatible with any application which accepts standard MIDI controller commands. We are presently working with the makers of most of the major audio software platforms, to provide support for their applications. Please refer to the [Applications Support Status](#) page of our website at [www.tascam.com](http://www.tascam.com) for current information.

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**Q: What is the bundled software that comes with the US-428?**

**A:** A custom version of Cubasis VST for PC is included with the US-428. This version supports eight channels of audio and 16 MIDI, as well as two bands of full parametric EQ and two plugins per channel. An upgrade is available at a special price (contact Steinberg for details).

A MacOS version of Cubasis VST will be available soon (contact Steinberg for information on availability), and will be free to anyone who has purchased the US-428. Steinberg will honor the upgrade policy on the MacOS version immediately.

***We strongly recommend that you register your US-428 online.*** By doing so, you will be added to our mailing list. You won't receive any spam, but you will be notified of updates and software availability.

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**Q: I've noticed that the enclosed CD-ROM has two different Hotfix files. Which one should I use?**

**A:** The version marked "e" is the English version. The "j" version is for the Japanese version of Win98SE.

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**Q: Can I use the US-428 with other sound cards/MIDI interfaces?**

**A:** The US-428, as a USB device, can coexist with other soundcards and MIDI interfaces, provided there are no IRQ conflicts.  
It is, for example, possible to use the US-428's controller surface only, while using another installed audio interface.  
If you run into conflicts, please consult the [Installation Notes](#) for further information.

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**Q: Can I run the US-428 with my laptop?**

**A:** Obviously, a laptop is more limited in terms of digital audio - slower hard drives, no SCSI (in most cases), etc. But certainly the US-428 is compatible with most laptops, and combines with a laptop to make an ideal mobile recording setup.

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**Q: Will the US-428 run under USB 2.0?**

**A:** The US-428 (and any USB 1.0/1.1 device) can be plugged into a USB 2.0 port and work normally..

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**Q: I've heard some discussion of USB not being a safe protocol for audio. How dependable is it?**

**A:** We've done extensive testing on these issues, and created a device we feel is capable of superior audio quality and performance. For more information on this, please read this [document](#).

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**Q: Are the US-428's XLR inputs phantom powered?**

**A:** No. If you wish to use a condenser mic, you'll need a preamp or power supply.

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**Q: Can the US-428 function as a stand-alone mixer?**

**A:** No. The US-428 needs to see a USB connection with the host computer.

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**Q: What are the US-428's assignable keys for?**

**A:** The F keys are application-specific keys, and can be programmed to address functions of your chosen software. For example, in the bundled Cubasis VST application, F1 will open the audio mixer window, F2 opens the FX send window, and F3 toggles between open windows. (Please Note: In the current version of Cubase VST for Windows, the F key support has not been implemented. Steinberg has assured us that this will be added to the version 5.02 (free) update, available soon. Please contact Steinberg for more details.)

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**Q: I've heard some mention of problems on G4's with USB devices and eMagic's Logic programs. Is the US-428 affected?**

**A:** No. According to eMagic, these problems are isolated to a few specific USB devices, and tests with the US-428 have turned up no conflicts.

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**Q: Can I use it as a controller interface for other (non-DAW) applications?**

**A:** It's conceivably possible to program a driver for the US-428 to control any application that accepts standard MIDI controller commands. TASCAM will be making the control protocol information publicly available on our website. If you've got a basic understanding of MIDI controller programming, it should be possible to create drivers for a multitude of applications, from audio programs to software synths, editors, and more.

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**Q: Can I use more than one US-428 in the same computer?**

**A:** Multiple US-428's could be used to provide additional controllers. However, the USB spec has limited bandwidth for audio, so additional US-428's will not give you additional audio I/O.

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**Q: Is the US-428 ProTools compatible?**

**A:** The US-428 can run in (J.L.Cooper) CS-10 emulation mode, providing basic transport and function controls. At this time, the US-428 will not address PT audio.

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**Q: Will the US-428 be upgradable via firmware updates?**

**A:** Yes. Most of the hardware design is "soft" and is updateable. And all of the driver and control panel will be updateable as well. And all through a simple driver update.

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**Q: I know the US-428 is 24-bit. Will it be upgradable to 96KHz?**

**A:** No. The USB protocol will not handle six streams of 96kHz audio.

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**Q: Does the US-428 come in any colors other than blue?**

**A:** Nope. But we can tell you where to buy matching shoes....

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