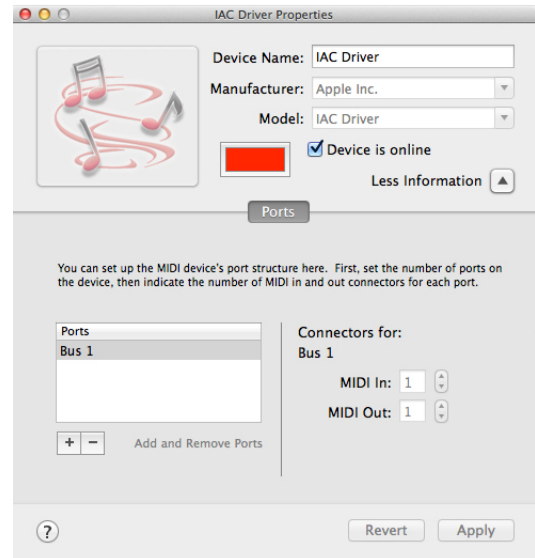
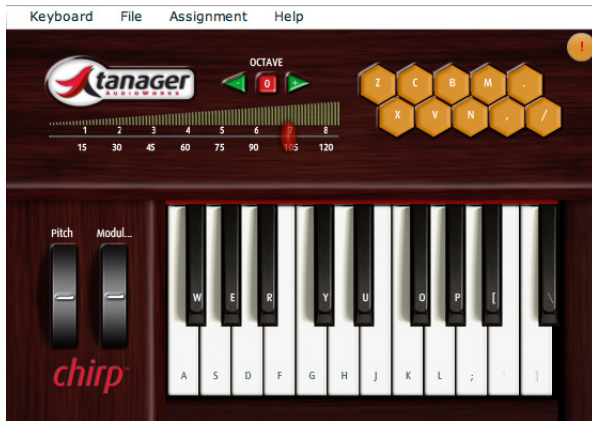


# Chirp Mac Troubleshooting Guide



This guide reviews issues you may encounter with Chirp and how to fix them. As always, EMAIL us at [support@tanageraudioworks.com](mailto:support@tanageraudioworks.com) for help.

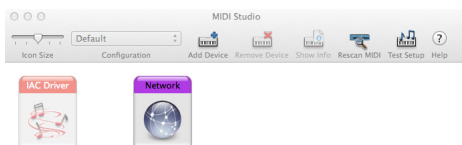
First - please be sure you are running the latest version of Chirp (V2.0.) You can find the version by clicking the Keyboard menu and then the About Chirp box. If you are running an older version, go to the Downloads tab on our website at [www.tanageraudioworks.com](http://www.tanageraudioworks.com) and grab the latest version.

## Basic Mac Setup for Chirp

There are two primary things you'll need to set up on your Mac after you install Chirp. The first is to make sure to put the built-in IAC Driver online in order to route MIDI data to your favorite DAW or plug-in's.

### IAC Driver Setup

- Load **Finder**, click on **Applications**, scroll down to **Utilities** and run the **Audio-MIDI Setup** application.
- Click on the **Window** menu and make sure **Show MIDI Window** is selected. In the MIDI Window, double click the **IAC Driver** icon on the left. It might be dimmed out at this point.
- In the **IAC Driver Properties** dialog, check the box that says **Device is online**. This allows you to select Bus 1 as the output port in Chirp - this is the "virtual" MIDI cable you'll use to send MIDI notes from Chirp to your music software application. Chirp normally outputs data, and your music application must input it on Bus 1.



### Enable Assistive Devices Setup

Next - Chirp (and many other input devices) require you to enable it to send input to the Mac.

#### Mac OS X Up to 10.8 Mountain Lion

Make sure that "Enable access for assistive devices" is checked in **Universal Access**. To make this change:

- Launch **System Preferences** (Apple menu, select System Preferences)
- Click on **Universal Access**
- Click on **Seeing**
- At the bottom of the dialog, make sure the box that reads "Enable access for assistive devices" is checked.
- Restart your Mac.
- Launch Chirp and make sure "Send Notes Always" is checked in Chirp's **Keyboard -> Preferences** menu.

#### Mac OS X 10.9 Mavericks

Enabling access to assistive devices in OS X Mavericks requires you to grant apps access in Security & Privacy preferences first.

- Make sure Chirp is running.
- Open **System Preferences** from the Apple menu (🍏).
- Click the **Security & Privacy** icon.
- Select the **Privacy** tab.
- Select **Accessibility** from the list on the left side of the Privacy pane.
- Click the **lock icon** in the lower left corner of the window and enter an admin account and password when prompted.
- Select the checkbox next to the Chirp application.
- Click the lock back on and exit **System Preferences**.
- Shut down the Chirp application and re-start it.

## Top Issues

### Issue - I can't get the "Send Notes Always" function to work.

You likely skipped the step about "Enable assistive devices" just above. Or - you did that step, but didn't shut Chirp down and re-start it.

### Issue - I can't get the CAPS LOCK button to turn Chirp off in my DAW when I have Send Notes Always selected.

Seems that Apple broke this ability somewhere in the endless OS X evolution, and we haven't figured out how to re-enable that yet!

### Issue - Chirp doesn't give me the "Connected" message after loading the program from the dock - so I can't hear any sound.

Quit Chirp and launch by Double-clicking the Chirp application in the /Applications folder. This bug occurs if Chirp has been added to the Dock and is launched from the Dock. If you see the "Connected!" message you know that Chirp has launched successfully. We're working on a fix to this issue.

### Issue - I can't see "Bus 1" or anything in Chirp's MIDI Setup menus, so I can't seem to make it talk to any of my recording applications.

To route the MIDI data to your favorite DAW or sequencer program, Chirp utilizes the Mac's **IAC Driver** found under the **Audio-MIDI Setup** Utility. Be sure to open this utility, double click the IAC Driver icon and check the box saying **Device is Online**. Chirp will show up as "**Bus 1**" in your music software applications (unless you rename that port.) This is the first setup instruction in this document - please go back to that!

## Top Usage Issues

### Issue - my DAW crashes when I use Chirp.

Every time we hear this, the culprit is usually that the user has set both the Chirp MIDI Output and MIDI Input to the same port. This creates an escalating loop of MIDI data - not good. For most users, leave Chirp MIDI In set to "Select" or blank. The important setting is the Chirp MIDI out!

### Issue - I can't get some chord notes to sound in Chirp.

Unless you have a special gaming keyboard, most computer keyboards are wired in a row/column switch matrix - there are certain key combinations that may not work together (hence some chords you won't be able to play.) This is completely dependent on the computer manufacturer and beyond the scope of what we can help with.

### Issue - Chirp Key Mappings Conflict with Keyboard Shortcuts In My DAW or Notation Program.

We sometimes hear about users who have issues with the keyboard keys that Chirp uses for its various piano or trigger functions. Many recording or sequencing applications, from Finale to GarageBand to Ableton Live use various keyboard key shortcuts (without any other combination key) to do things like enter notes or durations, minimize track heights, change MIDI octaves on the fly, etc.

Chirp can remap any key it uses. Go to the Assignment menu and choose to alter either the Key or Trigger menu. Just click on the name field that has the letter that you would like to re-map, and change it to any unused key on your keyboard. (Q and T are unused normally and may be good choices.) Once you change that, you won't have an issue anymore. This capability works in conjunction with **Send Notes Always**. The other alternative is to see if your application allows keyboard shortcuts to be turned off while using Chirp.

### Issue - Chirp Help won't display properly.

Chirp (and all Tanager AudioWorks products) makes heavy use of Adobe Flash content for the built-in Help system. Older versions of Flash on your computer may not allow you to view the Help (you'll get endless warnings about files being blocked from viewing.) Make sure you are using the latest version of Flash Player available. You can update your Flash Player at: <http://get.adobe.com/flashplayer/>.