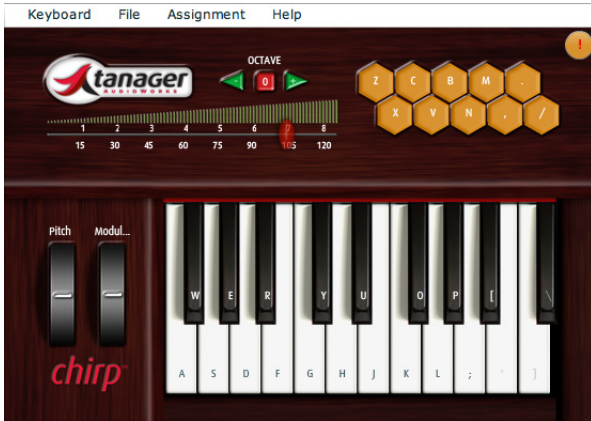


# Chirp Troubleshooting Guide



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.

**Note for Windows Users - Please be sure to install Chirp in the C:\Program Files folder. We've seen issues when installed elsewhere!**

## Top Issues - Chirp for Mac

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

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.

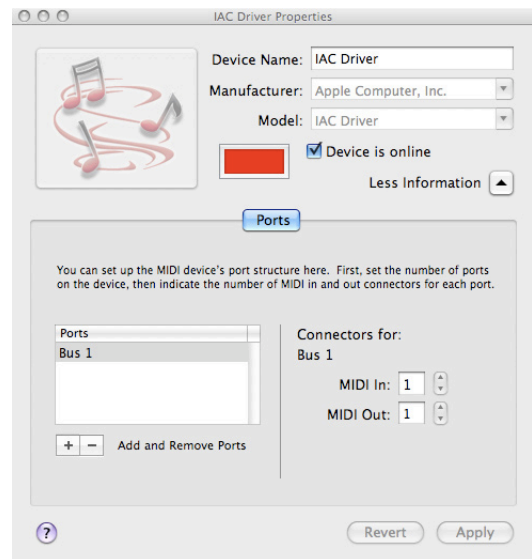
**Issue - Chirp doesn't give me the "Connected" message after loading the program from the dock - so I can't hear any sound.**

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.)



## Top Issues - Chirp for Windows

**Again - be sure to install Chirp in the C:\Program Files folder for best results.**

**Issue - I can't figure out what I am supposed to do for Chirp to work with my Recording applications.**

Chirp uses the LoopBe30 "Internal MIDI" ports to send its MIDI data to other applications. LoopBe30 was installed along with Chirp, and is a piece of utility software called a "loopback driver" which allows one application to send or receive MIDI data to another application. In the File -> MIDI Setup "MIDI Out" menu, select any of the "Internal MIDI" ports shown - we usually just use the one marked "1. Internal MIDI"

**Issue - Chirp Windows keys play slowly after starting the application, but then it goes away.**

For some strange reason, Windows PC's have a slight delay when you first start playing notes after you load Chirp - it goes away after you play a few notes. We had a team of scientists look at the issue and the report back was "beats the hell out of us."

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**Issue - I have my MIDI Out port set to the right internal MIDI port and my DAW is set to listen on that port - but I hear nothing still.**

When using LoopBe30, be aware that there is a "Mute" control available through the Windows Task Bar. This must be unchecked in order to transmit MIDI data through LoopBe. To make sure Mute is unselected, right-click the LoopBe icon in the Windows Task Bar.

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**Issue - I try and select my hardware MIDI Interface for Chirp's input or output but the program tells me I can't select it.**

If another audio program (such as your DAW) is using that interface, you will not be able to select it using Chirp. Only the LoopBe30 Internal MIDI Ports can be shared across applications. Choose the "1. Internal MIDI" as the Chirp Output Device and choose the same port in your DAW as the MIDI Input Device to listen to.

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## Top Usage Issues (Mac and Windows)

**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!

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**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.

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**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.

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**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://www.adobe.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=shockwaveflash](http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=shockwaveflash)