

Frequently Asked Questions

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NEO

Does T2488 support Tascam's neo?

T2488 will support all the automation capabilities of the neo. The new mastering features available on the neo are not accessible to the MIDI port and therefore, not capable of automation. Most of the other features in T2488 are supported with the neo. The exception is probably reading and writing of the backup/restore files. Tascam has never documented their backup/restore files for the original 2488 or the MKII. It takes many, many hours to reverse engineer these files bit by bit. MixerMuse is currently swamped with new features and new product lines so we are not committing to upgrading this feature for the neo. MixerMuse has had discussions with Tascam about supporting the neo and getting confidential documents to allow for faster integration of the neo into T2488 but presently Tascam has not made that information available. If you would like to help please send Tascam an email and let them know your support in this matter at: custser@teac.com

MKII

Does T2488 support Tascam's MKII?

Yes. Both the original 2488 and the MKII are supported by T2488. There are also conversion tools to convert between backup/restore, setup and song files for each machine. There are two products now. Essentially, the software is identical for each product. The only difference is that T2488 will initially get configured for the MKII or the original 2488 depending on the product purchased. To reconfigure T2488 for the MKII or original 2488, start the application – go to Options-Setup – check or uncheck the box at the bottom that shows “Setup for MKII”. The software will reconfigure for MKII (checked) or for the original 2488 (unchecked) and retain this configuration setting when you leave the application.

Installation

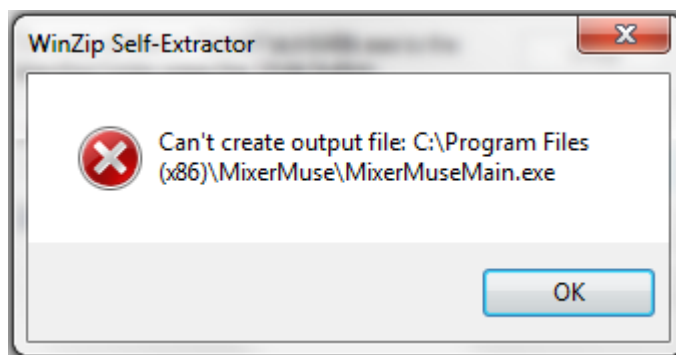
How do I install T2488 on Windows 7 or Vista 64 bit?

To install T2488 on Windows 7 or Vista 64 bit:

- 1) Download and install the program normally.
- 2) At the end of the install uncheck the box to launch T2488. If you forget to do this, no problem, just wait for the error message to time out when the program starts.
- 3) Click on this link: <http://www.mixer muse.com/64BitPatch/T2488Patch64Bit.exe>
- 4) When the unzip program pops up click on “Unzip” (Note: If Windows is not installed on drive “C” change the drive letter to whatever drive letter it is installed on but leave the rest of the path the same). Close the unzip dialog.
- 5) At this point you can start T2488 normally from your desktop icon.

This patch will get incorporated into the new product releases (Version 2.0.0.0).

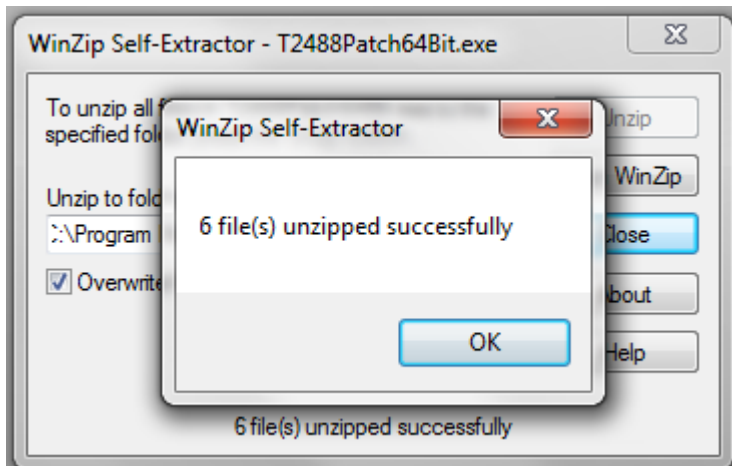
Note: If you see this error:



You do not have administrative privileges to overwrite the files in this directory. You can get around this by:

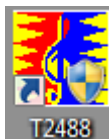
1. Make sure the user you are logged in as has administrative privileges.

2. Right click on this file T2488Patch64Bit.exe in this directory: <http://www.mixer muse.com/64BitPatch/>
3. Select "Save target as..." and select a directory on your local hard drive to save the file to.
4. In Windows Explorer right click on the file and select "Run as administrator"
5. You should be able to unzip the files now. You will see this message:

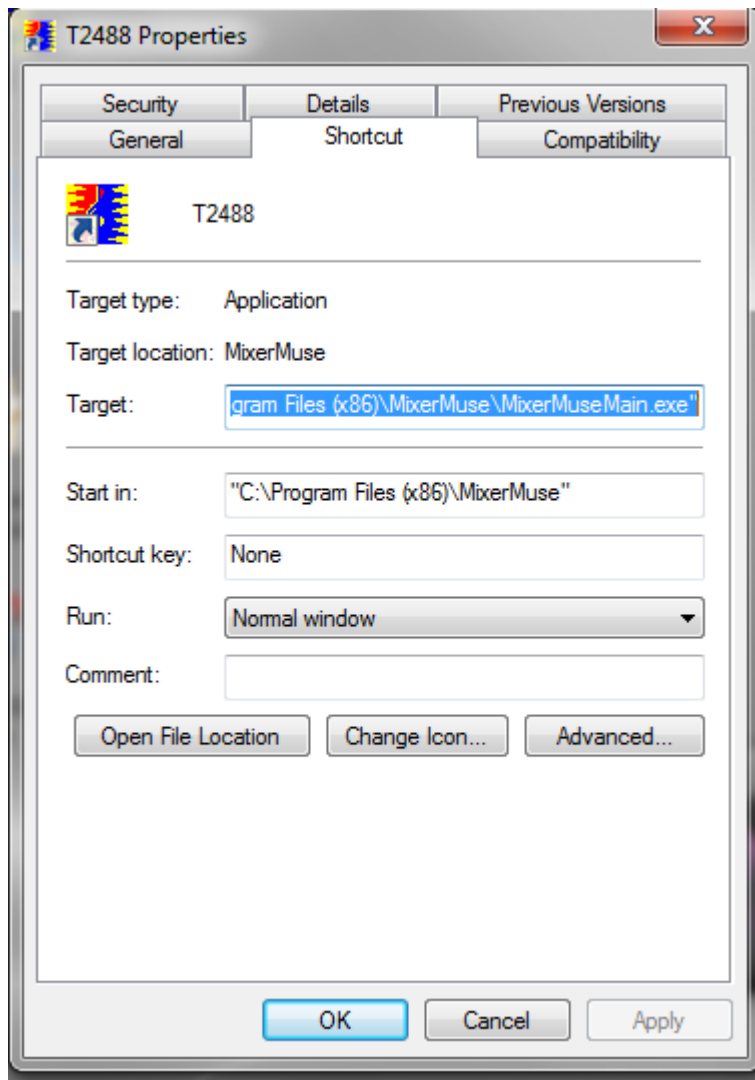


Additionally, we have seen some issues with the T2488 desktop icon that gets placed on the desktop for Windows 7 and Vista 64 bit. To fix this problem do the following:

1. Right click on this desktop item:



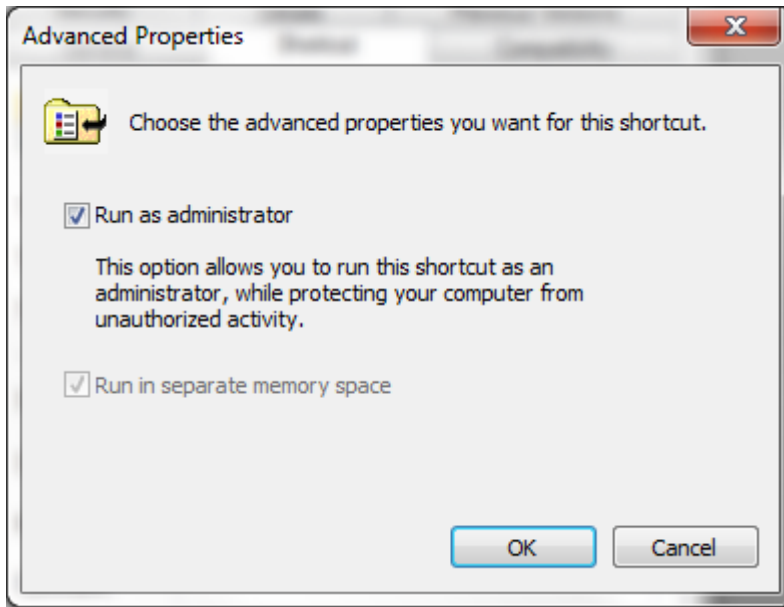
2. Make sure the initial screen displays this:



We have seen some installations with a blank in the "Start in:" directory. You can copy this text into the "Start in:" directory (do not forget the quotes):

"C:\Program Files (x86)\MixerMuse"

3. Click on the "Advanced..." button. Please make sure the "Run as administrator" checkbox is checked.



4. Click on "OK" both times to exit these dialogs.

This setup will now allow you to run T2488 without having to do anything else each time you use the program other than clicking on the T2488 icon.

These issues will be fixed in the new upgrade of the product, 2.0.0.0. This will be a free upgrade to current customers. Please do not hesitate to contact customer support at support@mixermuse.com if you need any assistance. We are happy to help!

When will Version 2.0.0.0 get released?

MixerMuse has decided to delay the release of this version to put audio and scoring capabilities into the product. The neo version will also come out in this release. Customers can use the MKII version now for the neo. The automation is exactly the same. The only feature that will not work is reading and writing to backup/restore files. This feature will not be included in the new releases anyway as customers have not been using it. Additionally, the new version will include a major new feature that is currently not available on the market. We are currently applying for a patent on this feature and cannot release the products until we get patent pending status for intellectual property protection. We have not set a date for the release.

What operating systems are supported by T2488?

Windows 7, Vista (32 bit and 64 bit), Windows XP, Windows 2000, Windows ME, Windows 98, Windows 95.

Do I need to install Framework 2.0 on Vista?

No. Framework is built into Vista.

Will T2488 run on Mac or iMac?

T2488 will not run on a standard Mac running OS X. We will support these Macs in the future. T2488 will run on iMacs booted with Windows.

Do I have to have internet access when I install T2488?

No.

Why do the controls and text of the screen display of T2488 look like they are not sized correctly?

If your screen display DPI (dots per inch) setting is more than 96 DPI the controls and text may look off. Since there are so many controls in this product, adapting it to a larger DPI will make navigating around all the windows unfeasible. You can change the DPI setting on your monitor driver by right-clicking the desktop (your background image) – click on Properties -> Settings -> Advanced. Change the DPI setting to normal size (96 DPI). When you start T2488 again everything will be sized correctly.

What version of firmware on the Tascam 2488 was used for testing the T2488?

Original 2488 Version 1.02 (the latest)

MKII 1.00 (the latest)

Can I install T2488 without a MIDI port?

Yes. If you only want to evaluate the software you can select the MIDI Mapper for your MIDI out port and no port for the MIDI in port. The software will run. However, functions that require MIDI In such as External MIDI Time Clock will not function without MIDI in.

Why do I get an error message on re-install about not being able to over-write a file?

Make sure that you have closed any running versions of T2488.

Does T2488 support my 64 bit processor?

Yes. T2488 will run with no problems on 64 bit machines but there have been some issues with Microsoft's 64 bit operating system. T2488 does not currently support the 64 bit, Windows operating system. In the future we will look into supporting this platform. If you have a 64 bit operating system and have successfully run T2488 please send us an email at support@mixermuse.com and let us know.

Setup and Operation

Can the Tascam 2488 change levels in real time in T2488?

No. The Tascam 2488 can not send any information about its current internal state to the outside world except through backup/restore files.

You can do remote control in either direction T2488 to 2488 or 2488 to T2488 but remote control means you can control the transport functions (start, stop, play, record, rewind, fast forward and pause), synchronize the timers on the T2488 and 2488, and of course control all the controls on the Tascam 2488 using T2488.

The Tascam 2488 can not send out any real time data on its current internal controls state. It was not designed into the Tascam. This means you can not control the controls on T2488 (faders, pan, etc) using the Tascam 2488. T2488 can not get real time access to what the controls are doing on the Tascam 2488. T2488 controls all internal controls on the Tascam 2488 but the Tascam 2488 can not send information while a song is playing about its internal control levels.

Why does T2488 initialize all my controls to the default values when I start a new session?

The T2488 application will come up just like a new song comes up in the Tascam 2488 with all controls set to default values (i.e., all faders set to $-\infty$ (quiet), all pans set to center and all effects set to factory presets). If you open a setup/song files the initial values will get set to what you last recorded them out. The snapshot feature is very useful for setting initial values. Also, if you read in a backup/restore file the initial values will get set to the current values on the Tascam when you saved the backup/restore file.

What happened to my relative group levels?

The song data can over-ride relative levels in a group assignment. Because you can create session templates and songs that are independent of each other the song needs to be able to over-ride relative levels. However, you can always restore the original relative levels of the grouping by right clicking on the record button of a group member. The original relative levels of a group are all saved in the Setup file. See Restoring the Original Relative Group Levels in the manual.

Will the T2488 do crossfading?

Yes. See Chapter 5 – Reference – Groups – Crossfading in the manual.

My computer is slow – how can I reduce the amount of automation data?

Control scrolling (dragging controls) in groups with a large amount of group members will generate large amounts of automation data. If a computer is slower than 3GHz or you are running other applications and you are having these kinds of issues, you can change the scroll rate from the default value of 100ms to 200ms before you record your automation data and this will relieve your data congestion issues. T2488 was tested at much higher scroll rates than 100ms but with very fast computers. To change this value, go to the Options pages – Setup Options (tab 4) and change the value from 0.1 to 0.2.

T2488 MIDI Time Clock slave recording

When you are recording using MTC slave mode on T2488 there is a de-bounce delay of a couple seconds before you get a prompt asking you if you want to keep the recorded data. Wait for this message or T2488 may think your quick fingers are just a momentary sync loss.

What is the deal with T2488's Master MIDI Time Clock?

All software packages that do not use hardware to generate the Master MIDI Clock may have issues syncing audio correctly due to other background processes running on your computer and/or your computer speed. For this reason, MixerMuse recommends that you do not use any software based packages to master sync your audio recording. Recording is hard enough without adding additional risk. All software based Master MIDI Time Clocks we have seen have this potential issue. T2488 has been tested extensively using this mode and does work well for many cases but there is really no need to use the Master MIDI Time Clock from T2488. We have ensured that the operation of T2488 is superb when the Tascam generates the MTC clock and T2488 is the Master MMC (MIDI Machine Control) for the Tascam 2488 (in slave MMC mode). This will allow you to completely control the Tascam (including remote control), looping, lead times, etc. from T2488. The Tascam 2488 will generate the Master MTC clock to T2488 (in slave MTC mode) but that will be invisible from the user's point of view while using T2488 to control the Tascam. There is more in the manual on this topic.

T2488 MIDI File Export

The current version of T2488 supports MIDI export. The MIDI file is a standard type 1 file. When you import the automation data into your sequencer you will see all the tracks labeled as on the Tascam. Single, Multi, Stereo Dynamic and Mic effects are all exported to the MIDI file as well as the fader, pan, eq, etc. automation data. This feature eliminates the need to sync T2488 to another sequencer. You can simply play the automation data you created with T2488 in your own favorite sequencer.

How can I open a Tascam 2488 backup/restore file?

The backup/restore file can be clicked on in Windows Explorer to bring up T2488 and open the file. The setup and song files can also be opened in the same way. It is also possible to open all three files at the same time with the application if the shortcut on your desktop has been set up correctly. This makes it convenient for starting a work session on each song from icons on your desktop.

Can I arm individual Tascam channels remotely from T2488?

No. Tascam does not support the capability over the MIDI interface. You will need to manually arm individual channels on the Tascam to record audio to those channels. Once channels are armed on the Tascam you can use T2488 to turn record on and off using MMC master mode on T2488 and MMC slave mode on the Tascam.

Why does Vista always ask me if I want to allow the program to run?

This is a security feature of Vista. You should select "Allow" when prompted.

Can I use the webcam feature without purchasing the software?

No. That feature is enabled once you enable the other features with a purchased, software key.

Security

Why should I purchase this software?

Besides getting the full features you also get free upgrades for (some major new product enhancements may be additional). You also get added to an on-line newsletter about product announcements, techniques for using the product and upgrade notices. While T2488 could have been priced much higher we wanted to make sure you could afford this product without taking out a home equity loan. When you purchase the product you become a partner with MixerMuse to help you create better music. Ok – enough said...

If my computer gets destroyed how do I get a new key?

When you first get the confirmation email with your name and key, save the email in an on-line folder and print out a copy for your files. You will need to type in your name exactly (case sensitive) and cut and paste your key into the appropriate field. If you lose your registration information you can also email us at <mailto:support@mixermuse.com> and we will re-send your information.

Do I have to re-enter my key and user name for a re-install?

No. If you are doing a revision upgrade you should have this information handy but for most upgrades you will not need to re-enter the information - just don't uninstall the "T2488 Version: 1.0.0.x" application (using add/remove programs) before you re-install.

Troubleshooting

Where can I get more information and technical support?

You can email us at support@mixermuse.com or you can consult Tascam Forums at:

<http://www.tascam2488.com/>

Tascam Forums does technical support for T2488.

Why doesn't the Tascam 2488 respond to T2488?

Read the sections in the manual on hardware setup.

***** ABSOLUTE MUST ***** For T2488 to control the 2488 you must set a couple things on the 2488! Remote mode must be turned on (MENU – SYNC/MIDI – REMOTE – MIDI In Mode set to REMOTE). Catch or Jump mode for the faders (MENU – PREFERENCE – MIXER – Fader Matching set to Catch or Jump. If you want to record data using MIDI In on T2488 you need to enable the output port on the 2488 (MENU – SYNC/MIDI-MIDI PLAYER-MODE set to Pattern –And- MENU – SYNC/MIDI-MIDI PLAYER-MIDI OUT set to On).

Why doesn't my webcam work on operating systems before Windows XP?

All the operating systems before XP needed the webcam manufacturers to provide a driver for the PC to recognize the webcam. You can not just plug the Webcam into a USB port for the OS to recognize it like you can for XP or Vista.

The webcam window for Windows 98 or Windows ME.

The webcam window for Windows 98/ME is not contained in the T2488 window. It is a stand-alone window. You can still see both T2488 and the webcam screen by adjusting each window so they both show up on the monitor.

The install fails for Windows 2000, Windows 98 or Windows ME.

If you have not performed a Windows Update since 2001 you may not have Windows Installer 2.0. This installer is required to install Framework 2.0. You can download and install the installer from Microsoft.

Windows 2000:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=4b6140f9-2d36-4977-8fa1-6f8a0f5dca8f&DisplayLang=en>

Windows 98 and Windows ME:

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=CEBBACD8-C094-4255-B702-DE3BB768148F#filelist>

Also, MixerMuse recommends that you have at least Internet Explorer 6.0 which can be downloaded here:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=1e1550cb-5e5d-48f5-b02b-20b602228de6&DisplayLang=en>

Windows 98:

If you are using Windows 98 (not Windows 98 SE) and the application fails to run you may need to install Microsoft's C++ runtime library located here:

http://download.microsoft.com/download/vc60pro/update/1/w9xnt4/en-us/vc6redistsetup_enu.exe

You can also contact support@mixermuse.com for more assistance.

Other

What is Framework?

Framework is an essential part of Microsoft's new OS (Vista). It allows cross-functionality with many different platforms/processors and tailors code efficiently to the native processor. Most of the new

applications that will be written will need Framework to run. If you are running an OS other than Vista T2488 will automatically detect if you have Framework 2.0 or greater and install it if you do not.

Check for updates often!

There will be many free updates for this product on a regular basis so check often. We will try to offer new features, enhance current features and fix any bugs that we may find as quickly as possible. There will also be some major new products that will vastly enhance T2488.

What is explore2488?

Explore2488 was written by a friend of MixerMuse. It is a utility that allows you to look inside the Tascam backup/restore file to see the settings. It does not show anything about the audio data. It has not been updated for MKII but it will still open the MKII backup/restore file and let you see most of the parameters in that type of file. It is integrated into T2488. It can be selected on the Tools menu item.

What are the current application and manual revisions?

T2488 Application – Revision 1.0.3.3, T2488 Manual – Revision 2.1