



# MAINSTREAM

COMPLETE LIVE STREAMING & VIDEO CAPTURE INTERFACE  
WITH PROGRAMMABLE CONTROL KEYS

## OWNER'S MANUAL



# Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings.  
Install in accordance with the manufacturer's instructions.
8. Minimum distance (5 cm) around the apparatus for sufficient ventilation.  
The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, table-cloths, curtains, etc.
9. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
10. No naked flame sources, such as lighted candles, should be placed on the apparatus.
11. Do not defeat the safety purpose of the polarized or grounding-type plug.  
A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
12. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
13. Only use attachments/accessories specified by the manufacturer.
14. Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
15. Unplug this apparatus during lightning storms or when unused for long periods of time.
16. Refer all servicing to qualified service personnel.  
Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
17. This apparatus shall not be exposed to dripping or splashing, and no object filled with liquids, such as vases or beer glasses, shall be placed on the apparatus.
18. Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.
19. The use of apparatus is in moderate climates. [113 °F / 45 °C maximum].



**WARNING** — To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

- 20. NOTE:** This device complies with Part 15 of the FCC Rules [and contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s)]. Operation is subject to the following two conditions:  
 (1) this device may not cause harmful interference, and  
 (2) this device must accept any interference received, including interference that may cause undesired operation.
- L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:  
 (1) l'appareil ne doit pas produire de brouillage, et  
 (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**CAUTION:** Changes or modifications to this device not expressly approved by LOUD Audio, LLC. could void the user's authority to operate the equipment under FCC rules.

**21.** This apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. Canada ICES-003(B)/NMB-003(B)

**ATTENTION** — *Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de class A/de class B (selon le cas) prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des communications du Canada.*

- 22.** Exposure to extremely high noise levels may cause permanent hearing loss. Individuals vary considerably in susceptibility to noise-induced hearing loss, but nearly everyone will lose some hearing if exposed to sufficiently intense noise for a period of time. The U.S. Government's Occupational Safety and Health Administration (OSHA) has specified the permissible noise level exposures shown in the following chart. According to OSHA, any exposure in excess of these permissible limits could result in some hearing loss. To ensure against potentially dangerous exposure to high sound pressure levels, it is recommended that all persons exposed to equipment capable of producing high sound pressure levels use hearing protectors while the equipment is in operation. Ear plugs or protectors in the ear canals or over the ears must be worn when operating the equipment in order to prevent permanent hearing loss if exposure is in excess of the limits set forth here:

Duration, per day in hours	Sound Level dBA, Slow Response	Typical Example
8	90	Duo in small club
6	92	
4	95	Subway Train
3	97	
2	100	Very loud classical music
1.5	102	
1	105	Ty screaming at Troy about deadlines
0.5	110	
0.25 or less	115	Loudest parts at a rock concert



**Correct disposal of this product:** This symbol indicates that this product should not be disposed of with your household waste, according to the WEEE directive (2012/19/EU) and your national law. This product should be handed over to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, or your household waste disposal service.

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## Chapter 1 : Welcome

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### Introduction

Hello everyone! This is the MainStream Owner's Manual. This document contains detailed information about the MainStream... we hope you like it!

Mackie MainStream is the easiest way to start a pro-quality stream by integrating video, audio and stream control into a single, powerful device.

Simply connect your mic, game feed and other sources straight into Mackie MainStream for a sleek, all-in-one solution that puts essential controls right at your fingertips.

MainStream includes the high-quality inputs and outputs you need to create an engaging stream, like USB-C, HDMI and professional audio connections—plus powerful features like programmable keys that let you trigger samples, control transitions and engage your online community in new ways.

MainStream includes Mackie Matrix software, for total control and customization.

So there you have it. Again, we hope you like it. If you have any questions or comments about this Owner's Manual (or other Mackie documentation), please don't hesitate to contact us:

- 1-800-898-3211 (Monday through Friday, normal business hours, Pacific Time)
- [www.mackie.com/support-contact](http://www.mackie.com/support-contact)

### Features

#### Rear Panel

- XLR/TRS Combo Mic Input (+48V) (60dB)
- Headset Mic & Return
- Direct Monitoring On/Off
- Aux Input
- 1/4" Headphone Out
- 1/4" Monitor Outs
- HDMI Input (1080px60fps capture)
- HDMI Passthrough (4k x 60fps)
- Dual USB-C Input Hub
- Single USB-C Interface (Bus Powered)

#### Top Panel

- 6 Multifunction Keys
- Mic Level Control
- Level Indicator
- PC Audio Return Level Control
- HDMI Audio Level Control
- Mic & Aux Mutes
- Stereo Output Metering
- Headphone & Monitor Level Control
- HDMI Audio Mute
- Headphone/Monitor Mute

## Things to Remember

- Never listen to loud music for prolonged periods.  
Please see the Safety Instructions on page 2 for information on hearing protection.
- Save the shipping boxes and packing materials! You may need them someday. Besides, the cats will love playing in them and jumping out at you unexpectedly. Remember to pretend like you are surprised!
- Save your sales receipt in a safe place.

## About This Guide

This guide is designed to be accessible, with subsections as complete as practical to minimize having to electronically leaf back and forth looking for the whole story. The entire manual does not need to be read to figure out how to use MainStream.

As the saying goes, “a picture tells a 1000 words”. With that thought in mind, we added quite a few illustrations, screenshots and other images throughout to accompany the text.



This icon marks information that is critically important or unique! For your own good, read and remember them.



There's an illustration of a microscope, so, of course, you're going to get more detailed information when you see this little guy. There are explanations of features and practical tips listed here.



It's a good idea to pay attention to text displayed next to a note icon, as this icon draws attention to certain features and functions relating to the usage of MainStream.

## Getting Started

The following steps will help you set up MainStream quickly. If you desire a more thorough walk-through of MainStream, there is a wealth of information in the following pages!

1. Make all initial connections with the power switches OFF on all equipment.  
Make sure the volume controls are all the way down.
2. Plug signal sources into the MainStream, such as:
  - A microphone and a set of headphones/monitors or a headset. [Add 48V phantom power, if necessary].
  - A phone connected to the 1/8" aux jack via TRRS.
  - A video device plugged into the HDMI input jack. [Computer, video game console, DSLR camera, etc.]
  - A webcam, USB mic, flash drive, etc. connected to the USB-C IN jacks.
3. Connect one end of the included USB-C cable to the MainStream USB-C OUT jack and plug the other end into a computer. It will power up automatically when the computer is turned on.
4. Power up all devices connected to MainStream.
5. Confirm that all mute switches are off.
6. Open the application of your choice and map the multifunction keys as desired.
7. Slowly raise the input and output volumes to a comfortable listening level.
8. Start streaming!

## Chapter 2 : MainStream Rear Panel Features



### Introduction

The top panel of MainStream may be where all the magic happens, but nothing will happen if it can't be powered up, and a mic, headphones, studio monitors, and other things aren't connected to it, so let's start there! Let's take a look at each of these features, starting with the USB-C power connector located near the bottom-left of MainStream, followed by a look at the input and output jacks, then working our way around.

### Audio/Video Interface and Power Connector



This 2x2 USB-C port is MainStream's only source of power... but it does oh so much more than that! That said, we'll start there. Simply connect one end of the included cable to this MainStream USB-C port and the other end to a computer's USB-C port. If the computer is powered, then so is the MainStream.



**NOTE:** As seen on the silkscreen, this connector only accepts certified USB-C  $\geq 3.1$  cables.

In addition to supplying the power to MainStream, this port also sends all audio, video, and data independently; this includes HDMI, USB, and the analog inputs. This allows each video feed, audio source and USB device to appear as its own independent source (when plugged into a computer). As you'll see later, there are also independent volume controls for each of these.

This port delivers a resolution of 4Kp60 (Ultra HD). The maximum capture resolution is 1080p60 (Full HD) for the HDMI input. The USB audio format is 24-bits and 48 kHz.

Additionally, this port receives a stereo audio signal from the computer and sends it to the headphones, monitors, and mix minus. The level is controlled via the PC audio return level control knob, located on the front of MainStream. [It's the small one located in the upper-left-hand side of MainStream; for reference, the silkscreen printed underneath the knob displays a computer.].

Last, but not least, the USB-C port is also utilized for conducting firmware updates, function keys, and middleware. Please download the firmware updating software from the product page to make sure you have the latest.



Don't forget to change the input and output to 'MainStream' (or 'MainStream HDMI') via Settings.

## XLR and 1/4" Combo Input Jack [Channel 1]



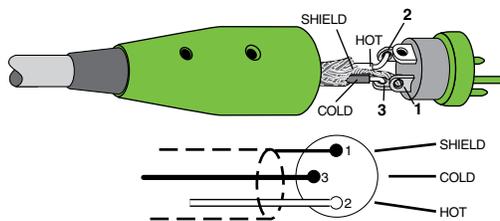
This is a female XLR connector that accepts a mic or line-level input from almost any type of source. Professional ribbon, dynamic, and condenser mics all sound excellent through this input. The mic / line input will handle any kind of level you can toss at them, without overloading.

The input level is controlled via the mic level control knob, located on the front of MainStream. [It's the big one located on the left-hand side of MainStream; for reference, the silkscreen printed underneath the knob displays a microphone and headset.].

They are wired as follows, according to standards specified by the AES (Audio Engineering Society).

### XLR Balanced Wiring:

- Pin 1 = Shield (ground)
- Pin 2 = Positive (+ or hot)
- Pin 3 = Negative (- or cold)

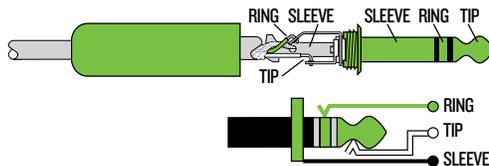


In addition to accepting a balanced mic signal using an XLR connector, this input channel may also accept a 1/4" line-level signal driven by balanced or unbalanced sources.

To connect balanced lines to this input, use a 1/4" Tip-Ring-Sleeve (TRS) plug. "TRS" stands for Tip-Ring-Sleeve, the three connection points available on a stereo 1/4" or balanced phone jack or plug. TRS jacks and plugs are used for balanced signals and are wired as follows:

### 1/4" TRS Balanced Mono Wiring:

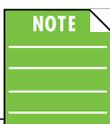
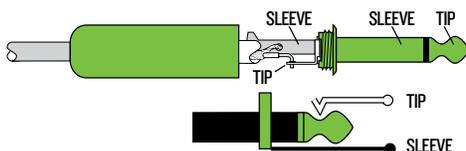
- Sleeve = Shield
- Tip = Hot (+)
- Ring = Cold (-)



To connect unbalanced lines to this input, use a 1/4" mono (TS) phone plug, wired as follows:

### 1/4" TS Unbalanced Mono Wiring:

- Sleeve = Shield
- Tip = Hot (+)



While channel 1 ties this combo jack and the 1/8" TRRS jack above it, they will not work simultaneously. The XLR input takes precedence.

## 48V Phantom Power Switch



Most modern professional condenser mics require 48V phantom power which lets the mixer send low-current DC voltage to the mic's electronics through the same wires that carry audio. (Semi-pro condenser mics often have batteries to accomplish the same thing.) "Phantom" owes its name to an ability to be "unseen" by dynamic mics (Shure SM57/SM58, for instance), which don't need external power and aren't affected by it anyway.

Press this switch in if your microphone requires phantom power. (Always check the position of this switch before connecting microphones.)



Never plug single-ended (unbalanced) microphones, or ribbon mics into the mic input jacks if phantom power is on. Do not plug instrument outputs into the mic XLR input jacks with phantom power on unless you know for certain it is safe to do so. Be sure that the mic level control is turned down (and/or the mic mute button is engaged) when connecting a microphone to the mic input when phantom power is turned on to prevent pops from getting through to the speakers.

## 1/8" Headset Jack [Channel 1]



This is a female 1/8" TRRS connector that accepts a line-level signal from a gaming headset. It is mono mic-level input and a stereo output of the headphone mix.

The input level is controlled via the mic level control knob, located on the front of MainStream. [It's the big one located on the left-hand side of MainStream; for reference, the silkscreen printed underneath the knob displays a microphone and headset.].

The output level is controlled via the headphones level control knob, located on the front of MainStream. [It's the big one located on the right-hand side of MainStream; for reference, the silkscreen printed underneath the knob displays a set of headphones.].



**Warning:** The headset amp is loud and could cause permanent hearing damage. Even intermediate levels may be painfully loud with some headsets. **BE CAREFUL!** Always turn the volume knob all the way down before connecting headsets. Then turn it up slowly as you listen carefully.



While channel 1's XLR mic supports 48V phantom power, this 1/8" mic / headset does not. However, this jack does add an extra +5V of "plug-in power".



While channel 1 ties this 1/8" TRRS jack and the combo jack below it, they will not work simultaneously. The XLR input takes precedence.

## Direct Monitor Switch



Engage this switch to monitor the input signals. The input signals will then be routed to the headphones and monitors. The input monitoring occurs in the analog domain, resulting in zero-latency.

If you want to hear your processed voice coming back through the PC return from the computer, then make sure that this switch is disengaged. Note that there may be some audible latency.

### 1/8" Smartphone Stereo Jack [Channel 2]



Connect a smartphone or tablet to this jack using an 1/8" TRRS connector. Remote guests are able to interact in real-time with no echo or loopback due to the built-in Mix-Minus feature.



This jack is always at full max. The volume is adjusted via the device, not the controls on MainStream. However, the signal may be muted via the mute button.



This jack also accepts an 1/8" TRS connector. However, with TRRS, the signal may be sent and received; goes both ways! The signal that's returned to the smartphone is the mix-minus (so there's no echo or loopback for the guest).

### 1/4" Phones Jack



This 1/4" TRS connector supplies the output to stereo headphones (or a headphone amplifier). The volume is controlled via the headphones knob on the top panel. The phones output follows standard conventions:

- Tip = Left channel
- Ring = Right channel
- Sleeve = Ground



**WARNING:** The headphone amp is loud and can cause permanent hearing damage. Even intermediate levels may be painfully loud with some headphones. **BE CAREFUL!** Always turn the phones level control all the way down before connecting headphones, or doing anything new that may affect the headphone volume. Then turn it up slowly as you listen carefully.

### 1/4" Monitor Out L/R Jacks



These 1/4" balanced stereo output jacks connect to the input of powered monitors. The signal at this output is a stereo mix of all inputs. This includes channel 1 unless the direct monitor switch is disengaged. The output level is controlled via the monitor output level knob, located on the front of MainStream. [It's the small one located on the right-hand side of MainStream; for reference, the silkscreen printed underneath the knob displays a set of monitors.].

It shouldn't come as any surprise that we would highly recommend any sized MR Series or CR-X / CR-XBT monitors. Check the Mackie website for more information!

### HDMI Input Jack



Connect one end of an HDMI cable to this jack and the other end to an audio/video device. This could be a video game console, computer, DSLR camera, etc. The input level is controlled via the HDMI audio level control knob, located on the front of MainStream. [It's the small one located in the lower-left-hand side of MainStream; for reference, the silkscreen printed underneath the knob displays an HDMI jack.].

The HDMI Type A 2.0 input jack accepts (up to) Category 3 HDMI cable types, delivering a resolution of 4Kp60 (Ultra HD). The maximum capture resolution is 1080p60 (Full HD). The HDMI audio inputs are 24-bits and 48 kHz.

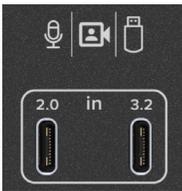
## HDMI Passthrough Jack



This HDMI passthrough jack outputs the incoming HDMI input to a computer monitor or TV for low-latency and full resolution (up to 4K60). It is perfect for gaming in real-time with max resolution. Connect one end of an HDMI cable to this jack and the other end to a television or computer monitor's HDMI input. Doing so sends the feed from the HDMI input to the connected output device (TV / monitor).

The HDMI Type A 2.0 passthrough jack accepts (up to) Category 3 HDMI cable types, delivering a resolution of 4Kp60 (Ultra HD). The maximum capture resolution is 1080p60 (Full HD). The HDMI passthrough audio outputs are 24-bits and 48 kHz.

## Dual USB-C Input Hub



These dual USB-C inputs essentially act as a USB hub. They are used for sending and receiving audio, video, and data to a computer. This could be any number of things such as a webcam, USB mic, flash drive, DSLR camera, or just about any other USB-C source.

These inputs are then sent through to the USB-C output (located just to the left of these inputs; and because this connector is also used to power up MainStream, a cable should already be connected to the USB-C output.).

These inputs will appear as independent devices on the receiving computer.



Be sure to use the correct cable for your device. The right input accepts high-quality webcams, mics, and other USB-C devices. High-quality devices (above 3.0) plugged into the left input do not work as well.



These USB-C connections are for inputs only. They are not a source of power.

## Firmware Updates

The USB-C (power) connector is also utilized for conducting firmware updates.

Please download the firmware updating software from the product page to make sure you have the latest.

## Chapter 3 : MainStream Top Panel Features



### Introduction

From top to bottom and left to right, each MainStream is outfitted with a bunch of knobs, buttons, LEDs, and more. So much more, in fact, that we will call out and describe each one, starting near the upper-left corner with the PC audio return level control knob.

### PC Audio Return Level Control Knob



This knob is used to adjust the input volume of the audio return from the computer to the headphones, monitors, and mix minus.

For the proper setting, we suggest rotating this knob fully-clockwise, its max level. Then turn down if needed. It ranges from  $\infty$  (off) to maximum gain (max).

### Mic Level Control Knob (+Sig/OL LED)



This knob is used to adjust the channel 1 volume – microphone and headset – to the headphones and mix minus.

It ranges from:

**XLR/TRS input** – ∞ (off) to maximum gain (+60 dBu)

**1/8" TRRS headset input** – ∞ (off) to maximum gain (+50 dBu)

The accompanying dual-colored LED will illuminate green when the channel 1 (mic / headset) signal is present, indicating signal. It will remain lit so long as there is signal above -20 dBu present in that channel.

This dual-colored LED will illuminate red when the channel 1 (mic / headset) signal is too high, indicating a signal overload. This should be avoided, as distortion will occur. If the OL LED comes on regularly, check that the volume knob is set correctly for the mic / headset. The signal is at -3 dB before hard clip begins.

The LED is measured post-level knob, but pre-output level knob.

### Aux Mute Button



Mute switches do just what they sound like they do. They turn off the signal by “routing” it into oblivion. Pressing this button mutes the channel 2 (1/8" aux) input. Engaging the aux mute button (almost) provides the same results as turning the device’s volume all the way down.

Mute buttons illuminate red when engaged.

### Mic Mute Button



Mute switches do just what they sound like they do. They turn off the signal by “routing” it into oblivion. Pressing this button mutes the channel 1 (mic / headset) input. Engaging the mic mute button (almost) provides the same results as turning the mic level control knob all the way down.

Mute buttons illuminate red when engaged (as seen to the left).

### Headphone Level Control Knob



This knob is used to adjust the volume at the 1/4" headphones and 1/8" headset outputs from ∞ (off) to maximum gain (max). Make sure that this knob is fully off before selecting or adding a new source.



**WARNING:** The headphone amp is loud and can cause permanent hearing damage.

Even intermediate levels may be painfully loud with some headphones. **BE CAREFUL!**

Always turn the phones level control all the way down before connecting headphones, or doing anything new that may affect the headphone volume. Then turn it up slowly as you listen carefully.

### Monitor Level Control Knob



This knob controls the output volume for the monitors with the level ranging from a low of  $\infty$  (off, far-left) to maximum gain (max, far-right). The signal at this output is a stereo mix of all inputs. This includes channel 1 unless the direct monitor switch is disengaged.

### HDMI Audio Mute Button



Mute switches do just what they sound like they do. They turn off the signal by “routing” it into oblivion. Pressing this button mutes the HDMI audio that is sent to the headphones, monitors, and mix minus. Engaging the HDMI audio mute button (almost) provides the same results as turning the HDMI audio level control knob all the way down.

Mute buttons illuminate red when engaged (as seen to the left).

### Headphone/Monitor Mute Button



Mute switches do just what they sound like they do. They turn off the signal by “routing” it into oblivion. Pressing this button mutes the headphone and monitor outputs that is sent to the 1/4” headphone output, 1/8” headset output, and 1/4” monitor outputs. Engaging the headphone/monitor mute button (almost) provides the same results as turning the headphone and monitor level control knobs all the way down.

Mute buttons illuminate red when engaged.

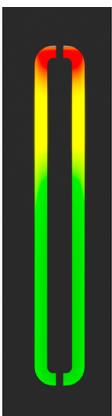
### HDMI Audio Level Control Knob



This knob is used to adjust the input volume of the HDMI audio to the headphones, monitors, and mix minus outputs.

For the proper setting, we suggest rotating this knob fully-clockwise, its max level. Then turn down if needed. It ranges from  $\infty$  (off) to maximum gain (max).

### Main Meters



The output meter displays the output signal level, presented in stereo. This meter should remain green with the occasional bump into the yellow zone. If the meters remain constantly yellow (or there’s any red clipping), lower the output until it’s gone and check the input levels, as well.

Red [clipping] = Overload (OL)  
Yellow = +4 dBu to +15 dBu  
Green [bottom] = -30 dBu to +3 dBu

The output meters reflect the audio signal of the headphones post-headphone output level knob.

## Multifunction Keys



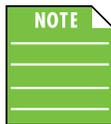
These six multifunction keys (aka F1-F6) have a dual purpose.

For starters, they are programmable and may be assigned tasks of your choosing, such as scene switching, triggering virtual sample pads, and more. These multifunction keys may be mapped by accessing the hot key settings in any application, including OBS.

They mimic and “borrow” the same functionality as any PC or Mac’s function keys (F1-F6), then act as the “triggers” to whatever function they are mapped to. When tapped, that key’s LED will illuminate brighter to indicate that the assigned function is triggered.

These multifunction keys also double as cheat codes for our gamers out there. All games may be “cracked” by pressing-and-holding down two keys simultaneously for two seconds before releasing. Hold-and-release the square and circle keys first, followed immediately by holding-and-releasing the triangle and Running Man keys.

The game that is currently being played will confirm that you are now playing in “cheat” mode. If there are multiple “cheats” available, then you are able to scroll through and select one by running a finger up-and-down the main meters. Releasing your finger makes the selection.



This function only works if the user has set up the main meters to read their fingerprint. Otherwise, it will not work.

## Hookup Diagrams

Hookup Diagrams > Gaming Console Streaming Setup

# GAMING CONSOLE STREAMING SETUP



MainStream acts as a capture card for Switch, Xbox, PlayStation and other gaming consoles. Just connect your console to HDMI in and the HDMI passthrough to your television. You can stream with a lightweight laptop and your headset for a low-cost, high-quality option.

Hookup Diagrams > Gaming PC Streaming Setup

## GAMING PC STREAMING SETUP



Run a professional live streaming battle station through Mackie MainStream, including a high-end DSLR camera through the HDMI, USB webcam for an extra angle, plus a high-quality XLR broadcast mic and headphones. It all connects to your PC with one USB-C cable.

Hookup Diagrams > Just Chatting Streaming Setup

# JUST CHATTING STREAMING SETUP



The flexibility of Mackie MainStream makes it the perfect interface for any type of stream. This “Just Chatting” setup uses a DSLR camera, USB mic, and a smartphone for chatting with a call-in guest. (Mix Minus ensures the caller doesn’t hear an echo).

## Appendix A : Service Information

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### Troubleshooting

If you think your Mackie product has a problem, please check out the following troubleshooting tips and do your best to confirm the problem. Visit the Support section of our website ([www.mackie.com](http://www.mackie.com)) to get some ideas or contact our technical support heroes. You may find the answer to the problem without having to send your Mackie product away.

Here are some useful tips that could correct any of the issues outlined below (or possibly any other issue that we haven't yet discovered):

**Getting Started Procedure:** If you are having any sound (or non-sound) issues, try following the getting started procedure as outlined on page 6 to verify that all of the volume controls in the system are properly adjusted.

There are no user serviceable parts. If none of these tips work, please refer to "Repair" on the next page to find out how to proceed.

### No Power

- Our favorite question. Is it plugged in?
- Our favorite follow-up question. Is the computer turned on (or at least powered up)?
- Are all the lights out in town? If so, contact the local power company to get power restored.

### No Sound

- Are any input and output knobs fully counter-clockwise (or muted)?
- Are all the connections good and sound? Make sure all of the connecting cables work and are securely connected at both ends.
- Is the signal source powered on? Is it working (and making union scale)?

### Noise / Hum

- Are you using unbalanced cables? Swap them out with balanced cables to see if that fixes the problem.
- Sometimes it helps to plug all the external audio equipment into the same AC circuit so they share a common ground.

### Other Issues

- Please email or call Technical Support if you are having any other issue not listed here:
  - o [mackie.com/support-contact](http://mackie.com/support-contact)
  - o 1-800-898-3211

### Repair

For warranty service, refer to the warranty information on page 23.

Non-warranty service for Mackie products is available at a factory-authorized service center. To locate the nearest service center, visit [www.mackie.com](http://www.mackie.com), click "Support" and select "Service Center Locator". Service for Mackie products living outside the United States can be obtained through local dealers or distributors.

If you do not have access to our website, you can call our Tech Support department at 1-800-898-3211, Monday-Friday during normal business hours, Pacific Time, to explain the problem. Tech Support will tell you where the nearest factory-authorized service center is located in your area.

## Appendix B : Technical Information

### Specifications

#### Acoustic Performance

Frequency Response of all inputs and outputs (-10 dB):.....	20 Hz – 20 kHz
Dynamic Range:	
Mic / Line inputs, Monitor / Headphone outputs: (gain @min, volume @max, level @ 0 dBFS): .....	>94 dB
Signal-to-Noise Ratio:	
Mic / Line inputs, Monitor / Headphone outputs: (gain @min, volume @max, level @ 0 dBFS): .....	>94 dB
Mic Preamp Gain Range:.....	0-60 dB Onyx Mic Pres

#### Input / Output

Video Input Types: .....	HDMI Type A 2.0, USB-C ≥2.0, USB-C ≥3.2
HDMI Passthrough Type: .....	HDMI Type A 2.0
Max HDMI Passthrough Resolution:.....	4Kp60 (Ultra HD)
Max Capture Resolution: .....	1080p60 (Full HD)
Audio Input Types: .....	XLR Combo Jack (Mic/Instrument), 1/8" TRRS Headset Jack, 1/8" Aux Line In Jack, HDMI Input
Mic / Line Impedance:.....	3.2 kΩ
Monitor Output Impedance:.....	150 Ω
Audio Output Types:.....	1/4" TRS Headphone Jack, 1/8" Headset Jack, Stereo 1/4" TRS Monitor Jacks, 1/8" Aux Line Out Jack
Headphone Output Power (volume @max, level @0 dBFS, 32 Ω load):.....	>24 mW per channel
Headphone Output Impedance: .....	37.5 Ω

#### USB Audio Format

Bit-Depth: .....	24-bit
Sample Rate: .....	48 kHz

**Power Requirements**

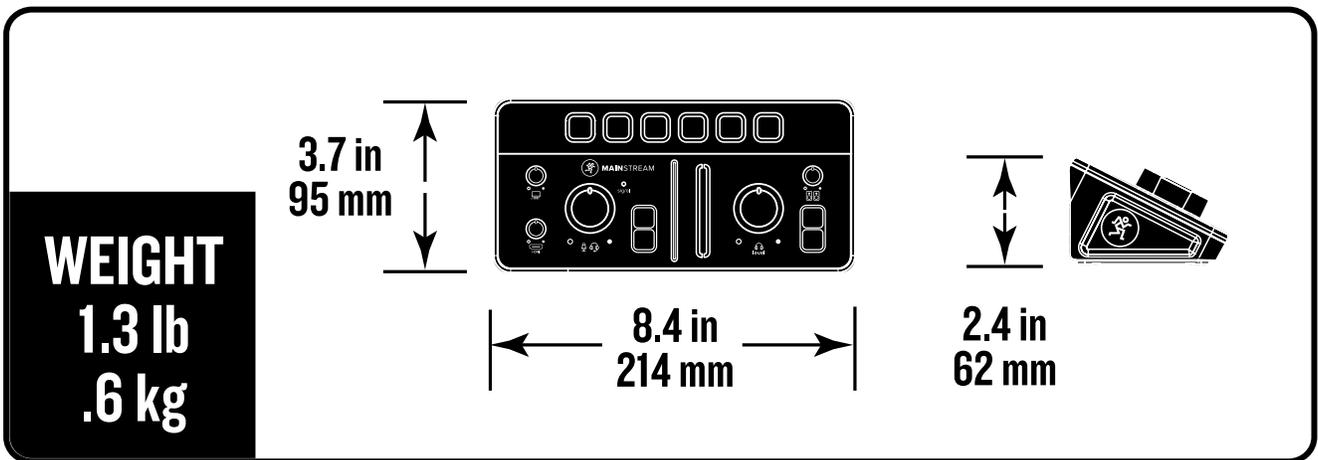
USB Bus-Powered .....7.5W – 15W (USB-C 3.1)

Operating Temperature:.....0–45° C // 32–113° F

**Dimensions**

Size (H x W x D):..... 2.4 x 8.4 x 3.7 in // 62 x 214 x 95 mm

Weight: .....1.3 lb // 0.6 kg



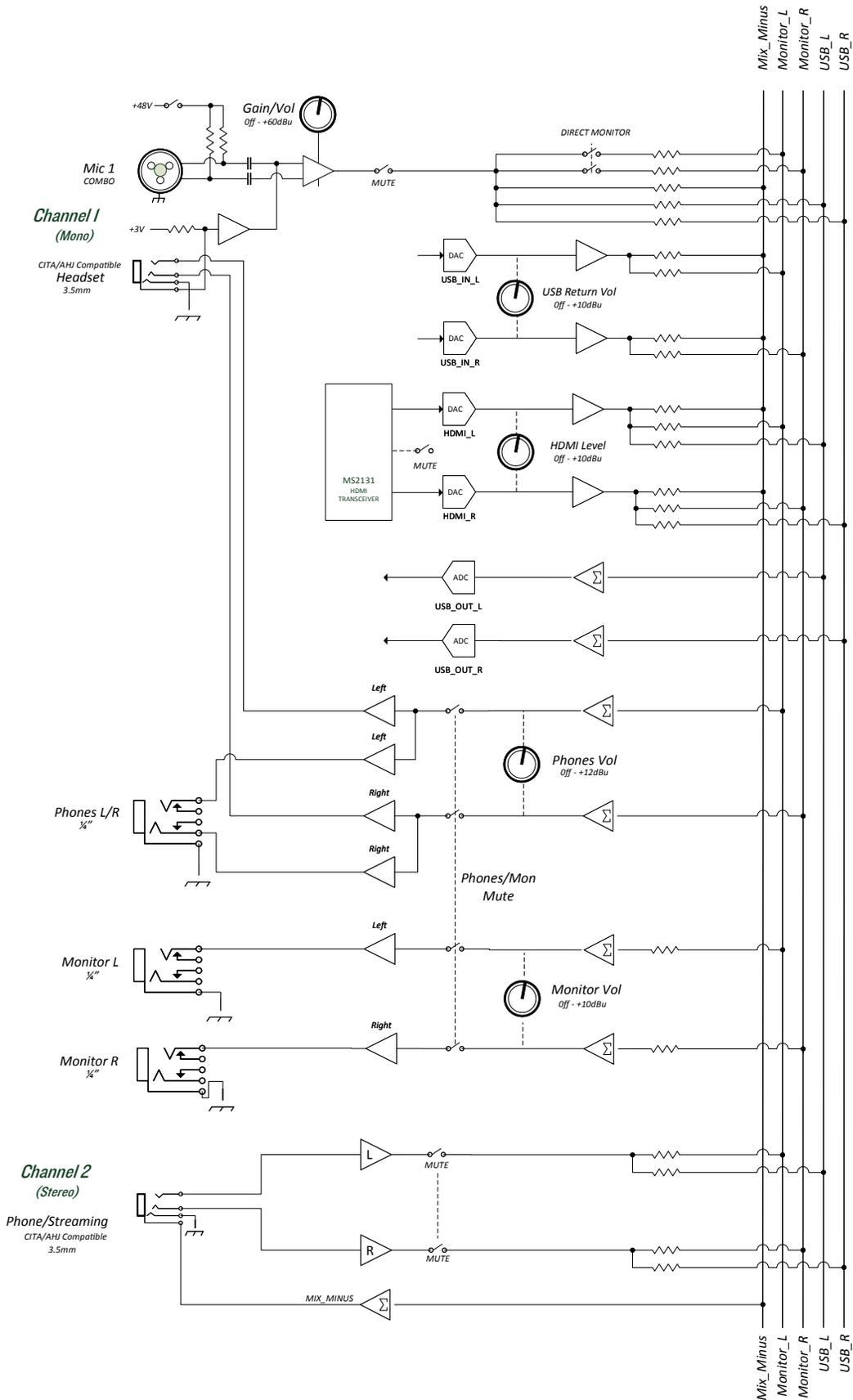
**About**

Part Number, Rev and Date:..... SW1448, Rev A, December 2023

LOUD Audio, LLC. is always striving to improve our products by incorporating new and improved materials, components, and manufacturing methods. Therefore, we reserve the right to change these specifications at any time without notice. The "Running Man" is a registered trademark of LOUD Audio, LLC. All other brand names mentioned are trademarks or registered trademarks of their respective holders, and are hereby acknowledged.

Please check our website for any updates to this Owner's Manual: [www.mackie.com](http://www.mackie.com).  
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MainStream Block Diagram



## Warranty Statement

### Please keep your sales receipt in a safe place.

This Limited Product Warranty ("Product Warranty") is provided by LOUD Audio, LLC. ("LOUD") and is applicable to products purchased in the United States or Canada through a LOUD-authorized reseller or dealer. The Product Warranty will not extend to anyone other than the original purchaser of the product (hereinafter, "Customer," "you" or "your").

For products purchased outside the U.S. or Canada, please visit [www.mackie.com/warranty](http://www.mackie.com/warranty) to find contact information for your local distributor, and information on any warranty coverage provided by the distributor in your local market.

LOUD warrants to Customer that the product will be free from defects in materials and workmanship under normal use during the Warranty Period. If the product fails to conform to the warranty then LOUD or its authorized service representative will at its option, either repair or replace any such nonconforming product, provided that Customer gives notice of the noncompliance within the Warranty Period to the Company at: [www.mackie.com/support](http://www.mackie.com/support) or by calling LOUD technical support at 1.800.898.3211 (toll-free in the U.S. and Canada) during normal business hours Pacific Time, excluding weekends or LOUD holidays. Please retain the original dated sales receipt as evidence of the date of purchase. You will need it to obtain any warranty service.

For full terms and conditions, as well as the specific duration of the Warranty for this product, please visit [www.mackie.com/warranty](http://www.mackie.com/warranty).

The Product Warranty, together with your invoice or receipt, and the terms and conditions located at [www.mackie.com/warranty](http://www.mackie.com/warranty) constitutes the entire agreement, and supersedes any and all prior agreements between LOUD and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Product Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.

### Need help with MainStream?

- Visit [www.mackie.com/support](http://www.mackie.com/support) to find: FAQs, manuals, addendums, and other documents.
- Email us at: [www.mackie.com/support-contact](http://www.mackie.com/support-contact)
- Telephone 1-800-898-3211 to speak with one of our splendid technical support chaps (Monday through Friday, normal business hours, Pacific Time).

**Please write the serial numbers here for future reference (i.e., insurance claims, tech support, return authorization, make dad proud, etc.)**

**Purchased at:**

**Date of purchase:**



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