Troubleshooting

Trueno is an analogue synthesiser which works in real time over USB; this can be quite demanding on your computer, especially for operating systems not designed for real time tasks. For this reason you might have a few problems getting Trueno working smoothly with your particular setup.

Below are a list of common problems you might come across with suggested work-arounds. If you're still having problems or your problem isn't listed here, then send us an email at: *contact@truenosynth.com*.

Rendering

As Trueno relies on analogue circuitry which can only work in real time, it does not support faster than real time rendering (ie: when you click the render button on your DAW). To get audio out of Trueno and into your project, you should use the built in recording function.

Some DAWs have the option to notify plugins when they are in rendering mode, you should switch this on for Trueno. This will allow you to render without having to close plugin instances and lose settings.

FL Studio

Trueno requires fixed sized buffers, the timing between these buffers are used to keep Trueno's latency as low as possible. In order to get a clean output, you should set up FL Studio to only give Trueno fixed sized buffers. This can be done by opening Trueno in FL Studio, going to VST wrapper settings and ticking *use fixed size buffers*. Click the more button and tick both *Process maximum size buffers* and *Use maximum buffer size from host*.

FL Studio doesn't play well with Trueno's VST3 plugin, for this reason we recommend you stick to VST2.

32/64 bit Plugin Bridges

Some DAWs use plugin bridges in order to retain compatibility with different bit architectures; for example your 64 bit DAW might have a plugin bridge to enable you to run 32 bit plugins. These bridges are usually separate programs that communicate with your DAW using Interprocess Communication (IPC). The bridges often add latency to plugins and can interfere with Trueno's USB communication, they can also be quite buggy in general.

We recommend you avoid using Trueno with plugin bridges. As 32 and 64 bit versions of all plugin formats are available, there should be no reason to.

Pops and Clicks

If you are experiencing regular audio interruptions, we recommend trying the following steps:

- Increasing the buffer size of your audio interface.

- Using a professional audio interface (if you are currently using your computer's built in sound card).

- If you are using Windows, we recommend you use an ASIO driver.

- Closing any programs other than your DAW.

- If Trueno is connected to your computer through a USB hub, try using a faster hub (ie: a USB 3 hub) or connect to a seperate USB port.

- Reducing the graphical load on your system, by adjusting visual effects in Windows or reducing transparency in OS X.

No Audio

If Trueno fails to output any audio, it could be for one of the following reasons:

- Trueno's analogue to digital converter works at 44.1KHz, for this reason the plugin will only work when your audio interface is also set to 44.1KHz. Trueno will output silence if it detects another sample rate.

- If you are using the standalone version, check you have the correct driver and audio interface selected.

- Check that Trueno is connected properly and its drivers are installed (drivers are only required in Windows).

Standalone Application Not Opening

If your system doesn't have any ASIO drivers installed, the standalone version of Trueno may not open. If this occurs, we recommend you install an ASIO driver such as ASIO4ALL: *http://www.asio4all.de/*

Windows 7 or below

Trueno doesn't currently work with Windows 7 or below.

Fonts

The fonts *Carlito-bold* and *Carlito-regular* should be installed on your system, otherwise the graphics engine will fall back to another font which can result in the user interface being displayed incorrectly.