

Focusrite iOS Control || My interface isn't appearing in the app!

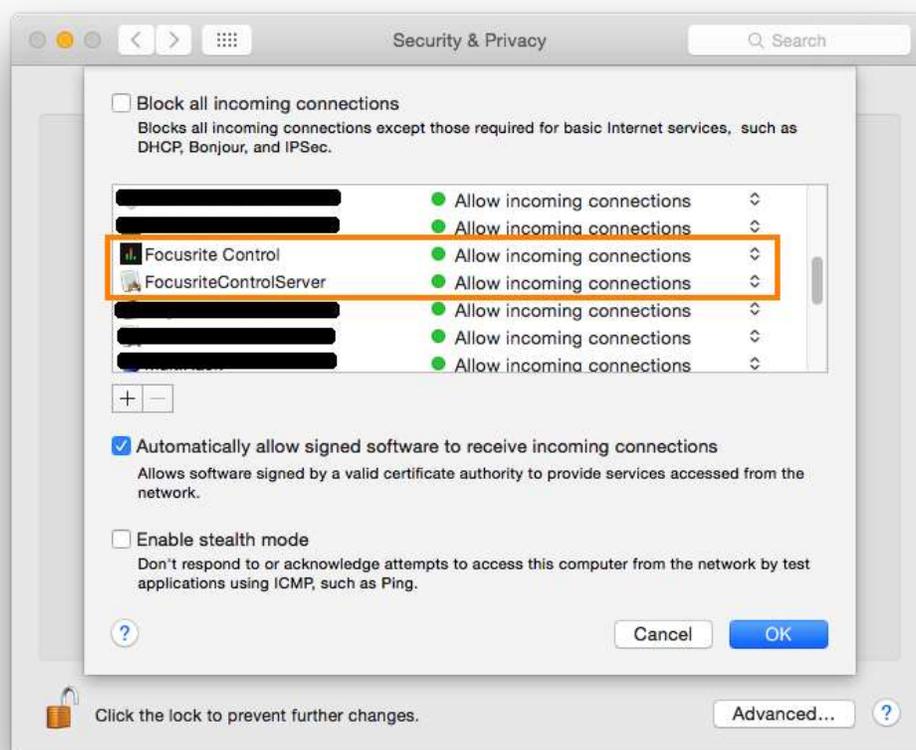
Applies to: Focusrite iOS Control, Scarlett 6i6 + 18i8 + 18i20 (2nd Generation), Clarett Range, Red Range

Focusrite Control for iOS relies on a stable WiFi connection in order to communicate between your iDevice and your computer. If your interface isn't showing up when you try to use the app, or you're experiencing frequent disconnections, you may wish to check the following troubleshooting steps:

- Do you have the latest version of Focusrite Control (desktop) installed on your computer? You can obtain the latest version from the Downloads page for your compatible interface [here](#).
- Do you have the latest version of the Focusrite iOS Control app? If not, please install this from the App Store application on your iDevice.
- Have you ensured that both the computer running the Focusrite Control desktop app and the iDevice you're using are connected to the same WiFi network? If they are already and you're experiencing disconnections, is your router quite far away from the computer/iDevice? The further away the wireless router, the weaker the signal.
- If both devices are already connected to the same WiFi network, are they on the same subnet? When using almost all 'home' routers this will be done automatically and should only be an issue if you have a more complex network set up.
- Do you have any Firewall/Anti-Virus software running that could potentially be blocking the connection? The best way to check this is to temporarily disable any such software and check if this fixes the issue. If it does, you can then add Focusrite Control as an exception (steps for Mac FireWall and Windows FireWall below). Please note that 3rd party Firewall/Anti-Virus software may not have the same layout as below, if in doubt consult the software manufacturer.

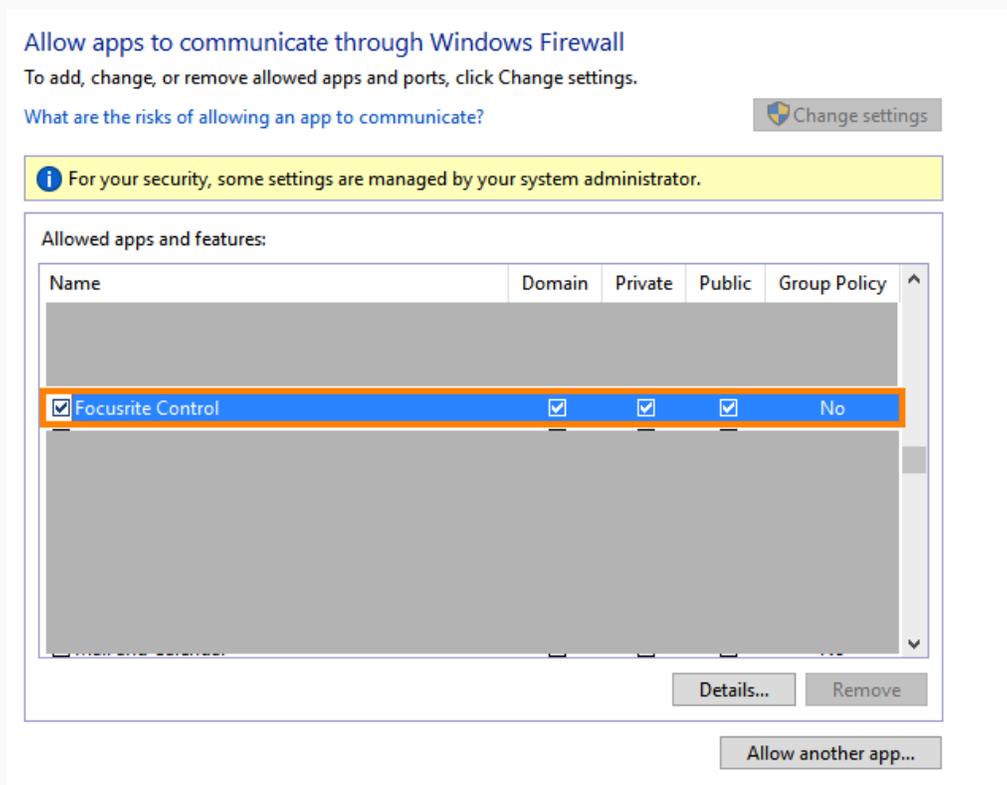
Configure Mac Firewall

- Open System Preferences
- Go to 'Security and Privacy' and navigate to the 'Firewall' tab
- Click 'Firewall options' (Note: if this is greyed out, click the Lock symbol in the bottom left corner and enter your computer password first)
- Locate 'Focusrite Control' and 'Focusrite Control Server' in the list, then set these to 'Allow incoming connections'
- Press OK



Configure Windows Firewall

- Open Control Panel
- Navigate to 'System and Security'
- Select 'Windows Firewall'
- Click 'Allow an app through Windows Firewall'
- Ensure that the checkboxes next to 'Focusrite Control' are ticked
- Click OK



Focusrite iOS Control || Basic setup

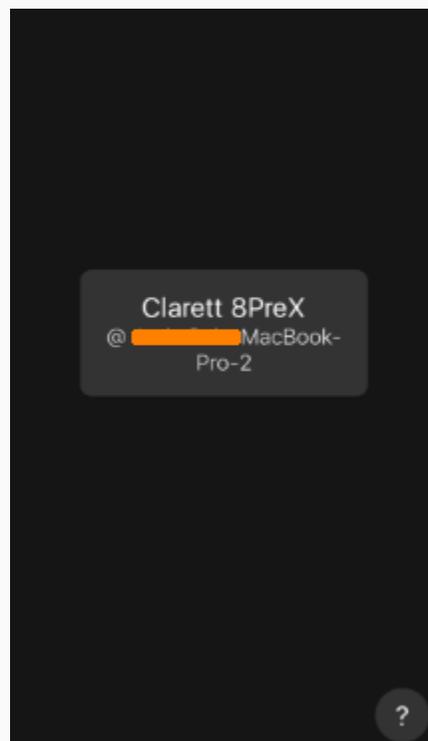
Applies to: Focusrite iOS Control, Scarlett 6i6 + 18i8 + 18i20 (2nd Generation), Clarett Range, Red Range

Focusrite iOS Control is a remote control app that can be used to adjust parameters in the Focusrite Control desktop application. The iOS app communicates with the desktop app via WiFi.

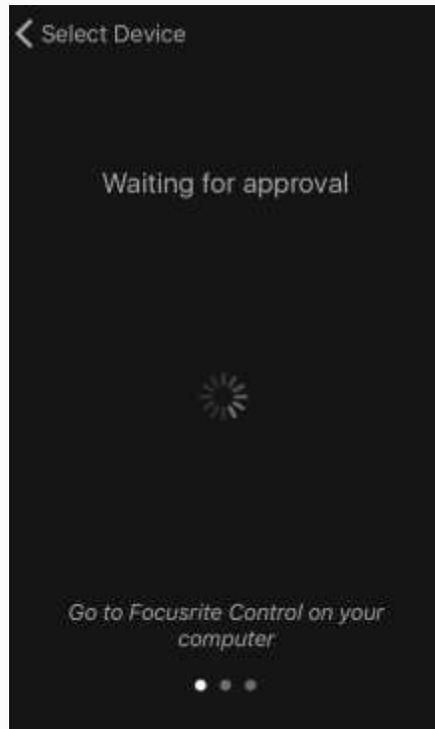
In order to get set up, please ensure the following:

- *You have the latest version of Focusrite Control (desktop) installed on your computer. You can obtain the latest version from the Downloads page for your compatible interface [here](#).*
- *You have the latest version of Focusrite iOS Control installed on your iDevice. You can download the latest version from the App Store on your iDevice.*
- *Both the computer and the iDevice are connected to the same WiFi network.*
- *Your interface is connected to your computer and switched on.*

Once you have verified the above, open the iOS app. The app will now scan for any compatible devices available on your WiFi network.



Once your device shows up, tap it to request approval to connect (if no devices show up please [check this article for troubleshooting steps](#)).



After requesting approval, open Focusrite Control (desktop) on your computer and navigate to the Device Settings tab. In the lower left corner you will see your iDevice under the 'Remote Devices' section - click Approve.



Once a device is approved it will stay approved indefinitely unless you click 'Reject', at which point the process must be repeated once more.

You will now be able to use the iOS app to control the output volume, adjust the balance of mixes and adjust any controllable input settings on your interface.

Focusrite iOS Control || Adjusting headphone volume

Applies to: Focusrite iOS Control, Scarlett 6i6 + 18i8 + 18i20 (2nd Generation), Clarett Range, Red Range

The headphone outputs on the 2nd Generation Scarlett 6i6, 18i8, 18i20 and the Clarett range are controlled using an analogue potentiometer, as well as the corresponding volume fader for those outputs in Focusrite Control.

In order to use Focusrite Control for iOS to alter the volume to your headphones, it's important to also have the headphone output dial on the interface itself turned up. You can then make adjustments to the level using the fader in the iOS app.

Conversely, the headphone outputs on the Red Range are digitally controlled and so can be adjusted exclusively from the iOS app if required.

The Mac OS X firmware updater keeps failing. What do I do?

Article applies to: Saffire, Saffire LE.

The firmware update has two stages. You will see a progress bar for each stage. Please check the colour of the LINE / INSTR LEDs on the front panel. They should be green before the update.

When the firmware update begins, the LEDs will turn to orange in the first stage. When the first progress bar completes, the LEDs should turn green again before the second stage.

If they stay orange, please disconnect/reconnect the firewire cable (and the external power supply if in use) and wait until the LEDs turn green.

They will stay green for no more than a few seconds, and then turn orange again for the second stage of the firmware update. Once the second stage progress bar completes, the LEDs will turn green again and stay green.

At this point the firmware update should be complete.

My Scarlett is Showing as an Input, but not as an Output Device on OSX/macOS

Applies to: Scarlett 1st Gen interfaces

Previously, Focusrite has issued drivers for USB devices on older Mac operating systems, however we would now recommend not installing any drivers that you might find online or on old CD installer discs when using one of our USB interfaces on Mac computers.

If you happen to install an old Focusrite driver by mistake then this could cause a number of issues, including:

- Glitchy audio
- Your device appearing only as an input device with no outputs available

To remove any potentially problematic drivers you may have installed, you can run our Class Compliant application, which is attached at the bottom of this article.

Alternatively, you can manually delete drivers by going to Finder > click 'Go' at the top of the screen > select 'Computer' > Mac HD > System > Library > Extensions. In this folder, remove any files named 'FocusriteUSB2Audio.kext' and then restart the computer.

- [ClassCompliantMode.zip](#) (50 KB)

I cannot get audio signal into my software since upgrading to macOS 10.14 (Mojave) on my Mac

Applies: All interfaces

With the release of macOS 10.14 (Mojave), Apple has released a new security feature which requires the user to manually "Allow" apps to access the microphone. When opening an audio app for the first time you will be presented with the below message.



In order to input audio into your apps using your Focusrite interface, you will be required to press "OK".

If you have clicked "Don't Allow" for any reason, you will need to open the System Preferences and go to Security and Privacy to manually allow the app to access audio input. Once you're in Security and Privacy, click on the Privacy tab, then select Microphone on the left-hand side and select the apps you wish to access the microphone.

