

ONSONG[®] AUXBOX[™]

the pedalboard media hub for musicians[™]



Owner's Manual

Updated June 2026

Model: AUXBOX-01

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At a Glance

Use the diagrams on the adjacent page to identify each port, control, and indicator referenced below and throughout this manual. Numbered callouts in each figure correspond to the descriptions.

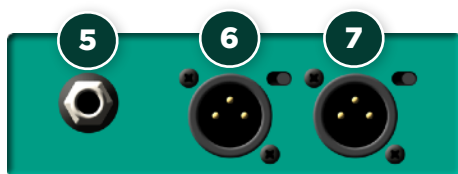
1. LED Power Indicator
2. Up Stomp Switch
3. Down Stomp Switch
4. USB-C Host Out
5. 1/4" Line/Instrument In
6. Left Out XLR with Ground Lift
7. Right Out XLR with Ground Lift
8. HDMI 4K Video Out
9. USB-A Expansion Port
10. USB-C Power/Expansion Port



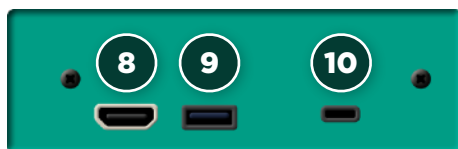
Top



Back



Left



Right

What's In The Box

Before you begin, confirm that your package contains the following items. If anything is missing or damaged, please contact OnSong Support at support@onsongapp.com

- (1) OnSong® AuxBox Pedal Hub
- (2) 6.5 ft braided, full-featured USB-C cables for host connection and power
- (1) AuxBox MIDI Connector Cable
USB-A to dual 5-pin DIN
- (4) Non-slip Rubber Feet
- (1) Read Me First Insert
- (1) 2-year OnSong® Premium Gift Card Code
- (1) This Owner's Manual

Tip

Keep the included USB-C cables together with the AuxBox. Not all USB-C cables are full-featured — many cannot pass video, fast charging, and high-speed data simultaneously. Using the supplied cables guarantees full functionality.

OnSong® Premium Subscription

The OnSong® AuxBox unlocks the full power of the OnSong® app in two ways: OnSong® Premium features turn on automatically whenever the AuxBox is connected, and a 2-year OnSong® Premium gift card ships in the box so you can keep OnSong® Premium across all your devices, even when the AuxBox is unplugged.

Installing OnSong

The OnSong® app is available as a free download on the Apple App Store. You'll need OnSong® Premium features to use all the features of the OnSong® AuxBox. That's why we've included these features in the box.

OnSong® Premium Features While Connected

When the OnSong® AuxBox is connected to your iPad, iPhone, or Mac, OnSong® Premium features unlock automatically on that device — no sign-in required. The device retains Premium status for 30 days after the AuxBox is disconnected, so you can keep working between gigs and rehearsals without interruption. Reconnecting the AuxBox at any point resets the 30-day window.

Best of Both Worlds

If you want access to OnSong® Premium features on devices logged into your account at any time, not just when connected to the OnSong® AuxBox, redeem the included 2-year gift card as described.

Redeeming The Gift Card

1. Locate the Read Me First insert that shipped with your OnSong® AuxBox. The gift card sticker is affixed to it inside the dashed gold border.
2. Visit <https://onsongapp.com/redeem> on any web browser.
3. Sign in to your OnSong® account, or create a free account if you don't already have one.
4. Enter the gift card code from the sticker and confirm. Your 2-year Premium subscription will be active immediately.

Save The Sticker

Keep the sticker somewhere safe until you've successfully redeemed the code. If you'd rather give this subscription to someone else, leave the sticker on the insert and pass it along intact.

If You Already Have a Subscription

Purchased through the OnSong® Website

When you redeem the gift card on the same account, your existing Solo subscription is paused automatically and the 2-year gift takes over. Your original subscription resumes on its normal billing cycle after the 2-year gift expires — no further action required.

Purchased through the Apple App Store

Apple manages App Store subscriptions independently of OnSong, so we can't pause it for you. To avoid being billed twice, pause or cancel your App Store subscription before (or shortly after) redeeming the gift card.

Cancelling an App Store Subscription

On iPad or iPhone: Settings → *Your Name* → Subscriptions → OnSong → Cancel Subscription

On Mac: App Store → *Your Name* → Account Settings → Subscriptions

If You Have No Current Subscription

Redeem the gift card to start your 2-year Premium subscription. When the 2 years are up, you can continue Premium by signing up on the OnSong® website or by starting (or restoring) a subscription in the App Store.

Gift Card Terms

- The gift card has no cash value and cannot be exchanged for cash.
- The gift card cannot be applied to or used to extend OnSong® Group subscriptions.
- The gift card *is* transferable — you may give it to someone else rather than redeem it yourself.
- The gift card code is single-use. Once redeemed, it cannot be reused or transferred.

Sticker Missing or Damaged?

If the gift card sticker is missing from the Read Me First insert, or the code is unreadable, contact OnSong Support at support@onsongapp.com with your OnSong® AuxBox serial number and proof of purchase and we'll help you sort it out.

Quick Start

Here are seven simple steps to get playing fast:

1. Place the AuxBox on your pedalboard or attach the included rubber feet for a standalone use.
2. Connect the included full-featured USB-C cable from the USB-C Host port (*back side*) to your iPad, iPhone, Mac or other compatible device.
3. Ensure the OnSong® logo is facing up and the white LED on the pedal is illuminated.
4. If you'll be playing for more than a short session, connect the second USB-C cable from the USB-C Power port (right side) to a USB-C power source rated for your device's wattage. (*not included*)
5. Select "OnSong® AuxBox" as the audio output route using your system's audio route picker.
6. If prompted to choose an audio device type, choose "Other Audio" for best results.
7. Play your favorite track in your favorite app.

First-Time Audio Prompt

When you first connect, your host device may ask what kind of audio device this is. Always choose Other Audio — not Headphones. Choosing Headphones disables the device's internal speaker while the AuxBox is connected.

Requirements & Compatibility

The OnSong® AuxBox is designed to work with any device that has a USB-C port and supports USB Audio Class 2.0 (UAC2). This includes recent iPads, iPhones, and Mac laptops and desktops running a current version of iPadOS, iOS, or macOS.

OnSong 2026.2 (*or higher*) is recommended to access all OnSong® AuxBox features. The OnSong® AuxBox also works with many other USB audio, MIDI, and video apps as a class-compliant device — no driver installation required. Stomp switches should also work on most page turning apps.

Older iPads and iPhones with Lightning Ports

Devices with Lightning connectors are not directly compatible. A Lightning-to-USB camera adapter may provide partial functionality, but power delivery, 4K HDMI, and data throughput are not guaranteed.

Preparing For Use

The OnSong® AuxBox is ready to use out of the box. To prepare it for your setup:

Standalone Use

Peel and stick the four non-slip rubber feet to the bottom corners of the enclosure. Avoid covering the screws in case you need to access the internals of the unit. Choose a flat, dry, clean surface and away from heat sources.

Pedalboard Mounting

To attach the OnSong® AuxBox to a pedalboard, leave the rubber feet off and apply hook-side adhesive Velcro® (*sold separately*) to the bottom of the enclosure. Press the OnSong® AuxBox firmly to the loop-side material on your pedalboard for at least 30 seconds to set the bond.

Don't Block the Ports

The OnSong® AuxBox enclosure houses the USB-C, HDMI, USB-A, XLR, and 1/4" connections close to the edges. Position your other pedals so cables can route cleanly without sharp bends or strain. Check the ports frequently to ensure they are free from dust or missing guitar picks.

Connecting Your Host Device

The host connection links your iPad, iPhone, Mac, or other compatible device to the OnSong® AuxBox. All audio, MIDI, HDMI, data, and control signals route through this single cable.

Make The Connection

1. Locate the USB-C Host port on the back side of the OnSong® AuxBox.
2. Plug one of the included braided, full-feature USB-C cables into the Host port with the logo on the connector facing up.
3. Plug the other end of the USB-B cable into your host device and ensure the white LED is illuminated.



Choose Other Audio When Prompted

On first connection, iPadOS and iOS may ask whether the connected device is “Headphones” or “Other Audio”. Choose “Other Audio”. Selecting Headphones routes all audio exclusively to the OnSong® AuxBox and disables the internal speaker, with no way to switch back without disconnecting the OnSong® AuxBox.

Use The Included Cables

Not all USB-C cables are created equal. Many cables sold for charging cannot carry the AuxBox's full data, video, and Power Delivery payload. Using the supplied OnSong cables guarantees fast charging, audio, high-speed data, and 4K HDMI passthrough.

Fast Charging With Power

The OnSong® AuxBox can run on power drawn from your host device, but doing so will drain the host's battery — especially during long performances with media output. For uninterrupted operation, supply power directly to the OnSong® AuxBox to power and charge your host device.

Connect External Power

1. Locate the USB-C Power port on the right side of the OnSong® AuxBox.
2. Connect the second included USB-C cable from the Power port to a USB-C Power Delivery (PD) source — not included.
3. Choose a PD source rated to meet or exceed your host device's charging wattage (e.g., 20 W for iPhone, 30 W or higher for iPad, 67–100 W for MacBook).

About Passthrough Charging

The OnSong® AuxBox can pass up to 100 watts of Power Delivery to a connected host. With a higher-wattage PD source attached, your iPad or MacBook charges over the same cable that carries audio, MIDI, and HDMI. May not provide enough thorough put to charge larger laptops when in use.

USB-C Expansion Mode

If you don't need fast charging, the USB-C Power port can also serve as a second peripheral expansion port. Connect compatible USB-C accessories — adapters, hubs, or USB-C MIDI controllers — for additional input or output channels.

It is not guaranteed that a powered USB-C hub that offers passthrough Power Delivery will power the host device.

Visualizing Connected Status

A single bright-white LED on the top panel, centered between the stomp switches, lights up whenever the OnSong® AuxBox is connected and working.

It serves two purposes:

1. Power and Operation Indicator
If the LED is on, the AuxBox is receiving power and is ready to communicate with the host device.
2. Stage Locator
On a dark stage, the glow makes it easy to find the OnSong® AuxBox and zero in on the stomp switches between sets.

If the LED does not light when a host or PD power source is connected, try unplugging the cable from the OnSong® AuxBox's host port, rotate the plug 180° and reinsert. Otherwise, please see [Troubleshooting](#).

Connecting USB Peripherals

The USB-A port on the rear panel adds a second expansion path for accessories that are compatible with your host device. Common uses include:

1. USB-C-to-Ethernet adapter for fast, reliable wired networking on stage
2. Storage devices like hard drives or SD-card readers.
3. USB MIDI controllers, foot controllers, or keyboards
4. USB-A flash drives for transferring files.

Compatibility

Peripherals must be supported by your host operating system. The AuxBox passes USB signals through; it does not add driver support for accessories not already recognized by iPadOS, iOS, or macOS.

Power Considerations

The host device's operating system controls the amount of power delivered to the USB hub. If you connect one or more peripherals that combined draw too much power, they may not have enough power to operate or will be disconnected by the host device.

Assigning Stomp Switches

Two stage-grade stomp switches sit on the top of the OnSong® AuxBox for hands-free control. Out of the box, they work with most page-turning apps:

1. Right Switch: Page or Scroll Down (advance to next)
2. Left Switch: Page or Scroll Up (return to previous)

Customizing the Switches in OnSong

Inside of the OnSong® app, you can assign each switch to a wide range of actions — next/previous song, start/stop transport, jump to chorus, send a MIDI command, trigger a scene, and more. In addition, you can assign actions to both single and double presses of each switch. This is done through the Actions Editor:

1. Open OnSong and navigate to Utilities → Editors → Actions, or tap on the Foot Pedals icon in the menu bar to open the Actions Editor.
2. Ensure that you are viewing the Pedals tab.
3. Navigate to the AuxBox configuration page.
4. Press a switch or tap on the switch on the screen to customize the action you'd like it to perform.

Configuring Other Apps

When used with a non-OnSong app, the stomps send standard HID keyboard arrow keys: the right switch sends a Down Arrow event, and the left switch sends an Up Arrow event. Most page-turning apps interpret these as advance and previous, respectively.

Connecting To MIDI

The OnSong® AuxBox comes with the included AuxBox MIDI Connector Cable that allows you to connect to traditional MIDI hardware and instruments.

Connecting to AuxBox

Just plug the USB-A plug on the AuxBox MIDI Connector into the USB-A port of your AuxBox. The LED will light green to indicate that it is connector and blink when MIDI is being sent or received.



Sending MIDI to Your Gear

The OnSong® App can help you automate your rig by sending MIDI to your effects and instruments.

To use, connect the gray, male 5-pin DIN (MIDI OUT) plug to your equipment to control downstream gear: effects pedals, switchers, synths, drum modules, and other pedalboard components.

Connecting to MIDI Controllers

You can also send MIDI to your host device. For instance, you may have a MIDI keyboard you would like to play and use synthesizer apps, or a MIDI foot switch to control the OnSong® App.

To do this, connect your MIDI instrument to the teal, female 5-pin DIN (MIDI IN) with a standard MIDI cable (*not included*).

New to MIDI?

MIDI lets music devices send control information to one another. It does not send audio; instead, it sends performance and control data, such as notes, program changes, clock, and other commands. MIDI can be very powerful, but it may take some time to understand. For a helpful introduction, visit:

<https://onsongapp.com/auxbox/midi>

Displaying HDMI Video

The AuxBox includes a full-size HDMI 2.0 output supporting up to 4K resolution at 60 Hz. Use this for:

1. Audience-facing displays — project lyrics, slides, or motion backgrounds during worship services and concerts
2. Stage monitors — keep the band on the same page with shared chord charts and setlists
3. Production playback — drive high-resolution motion backgrounds, click visuals, or service slides

Plug a standard HDMI cable (*not included*) into the HDMI port on right side panel. Your host device will detect the display automatically. In the OnSong® app you can choose the video mode using the External Video Menu by tapping on the TV icon in the menubar.

Black Screen? Don't Scream!

When you connect your screen to OnSong, you may see a black screen. The app defaults to lyrics projection with no background. You can change lyrics projection preferences and the video mode in the External Video Menu by tapping the TV icon.

Cable Quality Matters at 4K?

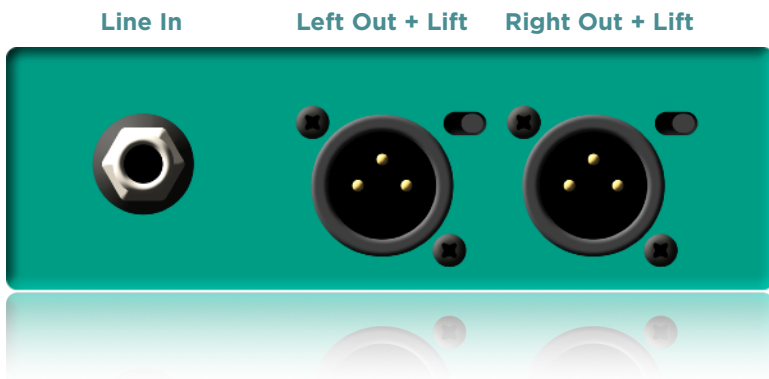
For reliable 4K HDMI video @ 60 Hz, use a Premium High-Speed HDMI cable (HDMI 2.0 or later) rated for at least 18 Gbps. Long runs may require an HDMI fiber-optic cable. HDMI cables are not included.

Sending Audio to Your System

Routing audio from tablets, phones, and laptops to professional sound systems is normally a hassle — adapters, dongles, hum, and level mismatches all conspire against you. The OnSong® AuxBox's balanced XLR outputs deliver clean, zero-latency, line-level audio directly to a snake or front-of-house console.

Connecting to the Mixer

1. Run balanced male-to-female XLR mic cables (*not included*) from the Left Out and Right Out ports to your snake or mixer inputs.
2. On your host device, open the audio output picker and select "OnSong® AuxBox" as the output destination.
3. Start with the mixer channel gain low. Play a known reference track and raise the channel gain to a healthy level on the meters..



Stereo. Multitrack. Click.

Professional apps like OnSong play stereo backing tracks or multitrack stems. A common live setup uses Left Out for a custom-mixed music feed to the mains and Right Out for a click and cue track sent to in-ear monitors. With two independent balanced channels, your routing is limited only by what your app and rig can produce.

Ground Lift Switches

Each XLR output has a dedicated ground lift switch on the rear panel. Use them to break ground loops that cause 60 Hz hum when the OnSong® AuxBox shares power with other grounded equipment:

- Lift Engaged
When flipped to the right, pin 1 of the XLR is disconnected from chassis ground.
Use when you hear hum.
- Lift Disengaged
When flipped to the right, pin 1 of the XLR is connected to chassis ground.
Normal operation for most rigs.

Sound Guy's Friend

Engage the ground lift only as needed. If a venue has clean ground throughout, leave the lifts disengaged for the best safety margin and lowest noise floor.

Connecting Your Instrument

The 1/4" instrument input on the rear panel lets you bring your guitar, bass, keyboard, or other line-level instrument into your host device. Use it for:

- Real-time Tuning
Using OnSong's built-in tuner or any compatible tuning app
- Effects Processing
Through the AuxDock suite of digital effects pedals or other amp simulators and modeling apps
- Recording
Built-in to OnSong's AuxBox or using your favorite DAW or notation app
- Digital Direct Box Duty
Pass your signal through the AuxBox and out the XLR outputs while the OnSong® app processes (or simply passes through) the signal.

In your audio app, select OnSong® AuxBox from the list of available input devices. If the input is grayed out or shows no signal, verify the cable, plug seating, and instrument volume before troubleshooting elsewhere.

Instrument Level vs. Line Level

The 1/4" jack accepts both instrument-level (passive pickup) and line-level signals.

For low-output passive pickups, you may need to raise the input gain inside your audio app to reach a healthy level.

Installing an Internal SD Card

The OnSong® AuxBox has an SD card slot located inside the enclosure for users who want to expand their on-device storage. The OnSong® AuxBox does not ship with a card installed — installing one is optional.

What You Can Do Today

With a card installed, the slot acts as general storage available to the host device — useful for transferring chord charts, setlists, and other files between rigs without relying on cloud sync.

What's Coming

A future OnSong® app update is planned to let you offload media assets — backing tracks, multitrack stems, motion backgrounds — from the host device to the OnSong® AuxBox's SD card. This will free up storage on your iPad or iPhone while keeping show-critical media on the AuxBox itself.

Format and Capacity

- Use a microSD card formatted as exFAT for cross-compatibility with iPadOS, iOS, and macOS
- Class 10 / UHS-I or faster recommended

Installation

Because the SD card slot is internal, installation requires removing the four screws on the backplate and plugging the SD card into hub PCB. Then replace the backplate and screws.

Routing Audio on iOS, iPadOS, and macOS

Selecting the AuxBox as output

On iPad and iPhone, swipe to open Control Center, long-press the audio card in the upper right, and tap the AirPlay/output icon. Choose “OnSong® AuxBox” from the device list. Most apps also expose this same picker from their playback transport.

On macOS, click the volume icon in the menu bar, or open System Settings → Sound → Output → OnSong® AuxBox

Selecting the AuxBox as input

Input selection typically lives inside your audio app.

In OnSong, open Settings → Audio Input and choose “OnSong® AuxBox”.

In garage band, Logic, Cubasis, or any DAW, look for the audio input or device selector in preferences.

Switching back to the device speaker

If you chose Other Audio (*recommended*) when first prompted, you can use the standard audio picker to switch back to the device's built-in speaker without unplugging. If you chose Headphones, you'll need to disconnect the USB-C Host cable to release audio back to the internal speaker.

Use Case Recipes

Common OnSong® AuxBox setups, end-to-end:

Worship service with backing tracks

- USB-C Host → iPad running OnSong with multitracks loaded
- USB-C Power → 60 W+ PD wall adapter to keep iPad topped up through long services
- Left Out → FOH input (music mix)
- Right Out → in-ear monitor send (click + cue track)
- HDMI → confidence monitor or lyrics projector
- Stomp switches → advance/reverse song parts

Solo acoustic gig

- USB-C Host → iPhone or iPad running OnSong
- Line In → 1/4" cable from acoustic preamp
- Left Out + Right Out → mono summed feed to powered speaker(s)
- Stomp switches → next song / start backing track

Band rehearsal with stage monitor

- USB-C Host → MacBook running OnSong
- HDMI → 4K monitor centered on the room as a shared chord chart
- USB-A → MIDI Connector → keyboard controller into the host
- Stomp switches → reassigned in OnSong to jump between songs in a rehearsal set

DMX stage lighting

- USB-A → USB-to-Ethernet adapter → ArtNet node → DMX data cable → Fixtures
- Use OnSong's Scenes feature to configure light fixture colors and program
- Assign scenes to songs and/or sections
- Use OnSong® AuxBox to navigate to songs

Specifications

Physical

SKU	AUXBOX-01
UPC	1 99874 81031 7
Dimensions	5.5 in × 4.5 in × 1.75 in (140 × 114 × 44 mm)
Weight	Approx. 1.4 lb (640 g)
Enclosure	Powder-coated metal; teal finish with OnSong® wordmark
Origin	AuxBox pedal: Made in the USA · USB-C cables and MIDI connector: Made in China

Audio

Sample rate	48 kHz
Bit depth	24-bit
Output level (XLR)	+4 dBu nominal, balanced
Output impedance (XLR)	150 Ω
Input impedance (Line In)	1 MΩ (instrument)
Dynamic range	≥ 110 dB A-weighted

Connectivity

USB-C Host	USB 3.x; audio, MIDI, video, and Power Delivery passthrough
USB-C Power	USB Power Delivery up to 100 W
USB-A	USB 2.0 high-speed expansion
HDMI	HDMI 2.0; up to 4K @ 60 Hz; HDCP 2.2
XLR L/R Out	Balanced line-level; independent
Line In	1/4" TS; instrument or line level
Storage	Internal microSD slot (card not included)

Environmental

Operating temperature	32 °F to 104 °F (0 °C to 40 °C)
Storage temperature	-4 °F to 140 °F (-20 °C to 60 °C)
Humidity	10% to 85% non-condensing

Subject To Change

Specifications are provisional and may be revised before final production. Visit onsongapp.com/auxbox for the latest values.

Care & Maintenance

Cleaning

Wipe the enclosure with a soft, dry, lint-free cloth. For stubborn residue, lightly dampen the cloth with water or a mild electronics-safe cleaner — never spray liquid directly onto the OnSong® AuxBox. Avoid solvents, ammonia, and abrasive cleansers. Keep away from liquids and insolent audience members.

Cable care

- Coil cables loosely; never wrap tight loops around the jack.
- Disconnect by pulling the connector, not the cable.
- Inspect connectors for bent pins or debris before each gig.

Storage

Store the AuxBox in a dry, dust-free location away from direct sunlight and extreme temperatures. If you transport it without a case, protect the XLR jacks and stomp switches from impact.

Limited Warranty

OnSong LLC warrants the OnSong® AuxBox against defects in materials and workmanship for a period of one (1) year from the original date of retail purchase, when used under normal conditions in accordance with this manual.

Coverage

- Manufacturing defects in materials and workmanship
- Failure of internal components under normal use

Exclusions

- Damage from accident, misuse, liquids, unauthorized modification, or repair by non-authorized technicians
- Cosmetic wear including scratches and worn surfaces
- Cables, accessories, and consumable items
- Damage from use of non-compliant power sources and/or cables

How to claim

To request warranty service, contact OnSong Support at support@onsongapp.com with your proof of purchase, the OnSong® AuxBox serial number (*found on the bottom panel*), and a description of the issue. Do not return the product without a Return Merchandise Authorization (RMA) number.

Register Your Product

Register your OnSong® AuxBox to streamline warranty claims and receive notifications about firmware updates at the following web page:

onsongapp.com/auxbox/register

Troubleshooting

Host doesn't recognize AuxBox

Confirm you're using one of the included cables in the USB-C Host port. Try a different host USB-C port. Restart the host.

No audio output

Open the audio output picker and choose "OnSong® AuxBox". If you originally chose Headphones, go into Settings → disconnect the AuxBox and reconnect to be re-prompted.

Audio is hum or buzz

Engage the ground lift on the affected XLR output. Confirm the mixer channel is set to line level.

Host battery draining

Connect a PD power source to the USB-C Power port (right side). Use a 30 W or higher adapter.

HDMI display not detected

Use a Premium High-Speed HDMI cable. Try a shorter cable. Re-seat both ends. Power-cycle the display.

MIDI not working

Confirm the MIDI Connector Cable is plugged into the USB-A port (not the USB-C ports). Verify color-coding: gray = MIDI Out, teal = MIDI In.

Stomp switches do nothing

In OnSong → Settings → Connections → AuxBox, verify mappings. In other apps, verify Page Up / Page Down are bound.

SD card not visible

Confirm the card is formatted exFAT and fully seated in the internal slot. Update host OS. The card is intended as user-installed storage; AuxBox does not ship with one.

Regulatory & Compliance

FCC Statement (United States)

This device complies with Part 15 of the FCC Rules. 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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

CE Notice (European Union)

This product complies with applicable EU directives including the Electromagnetic Compatibility Directive (2014/30/EU) and Low Voltage Directive (2014/35/EU). A Declaration of Conformity is available on request.

Industry Canada (ICES-003)

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

WEEE / Disposal

Do not dispose of this product as unsorted municipal waste. Return it to a designated collection point for the recycling of electrical and electronic equipment.

RoHS

This product is RoHS-compliant; restricted substances do not exceed maximum allowable concentrations.

Contacting Support

We're here to help.

Reach OnSong Support through the following channels:

Web	onsongapp.com/support
Email	support@onsongapp.com
Documentation	onsongapp.com/auxbox
Redeem Gift Card	onsongapp.com/redeem
Sales/Distribution	onsongapp.com/contact/sales
Community Forum	onsongapp.com/community

Please include the OnSong® AuxBox serial number (*printed on the bottom of the enclosure*), your host device model and operating system version, OnSong® app version, and a clear description of the issue.

Glossary

ArtNet	A protocol for sending DMX lighting data over standard Ethernet networks.
Balanced Audio	A wiring scheme using three conductors (hot, cold, ground) to reject interference over long cable runs. XLR is balanced.
Direct Box (DI)	A device that converts an instrument-level signal to a balanced, line-level signal suitable for a mixing console.
DMX	Digital Multiplex; the standard control protocol for stage lighting fixtures.
Ground lift	A switch that disconnects the cable shield from chassis ground to break a ground loop and stop hum.
HDCP	High-bandwidth Digital Content Protection; the copy protection used by HDMI.
MIDI	Musical Instrument Digital Interface; the standard for exchanging musical performance data between devices.
Multitrack	A recording with multiple independent audio channels — e.g., separate stems for music and a click track.
PD Power Delivery	USB-C charging standard that negotiates higher voltages for fast charging.
UAC2 USB Audio Class 2.0	The USB standard for class-compliant audio interfaces; works without drivers on modern devices.
XLR	A three-pin balanced audio connector used for professional microphones and line-level signals.

