Donner Starrypad MIDI Pad Troubleshooting Guide

If you are experiencing some problems with our products, here are some troubleshooting guides to help you solve problems.

Q: There is no sound output.

A:

1. Make sure you have installed a DAW or other software on your computer, mobile phone or tablet. You can also contact Donner Online Customer Team for a free Melodics or Cubase Kit code, and download and install the software, or use other music software you like.

2. Check the MIDI signal: open the DAW or other music software and check if the MIDI signal of the MIDI keyboard is recognized. If the software does not detect the MIDI keyboard, make sure you have **selected the Starrypad model in the MIDI settings** in the software settings.

3. Check the volume and audio settings: make sure the volume of your computer, phone or tablet is turned on and not muted, and check if the audio output settings of the software are correctly configured. Please select the sound card driver you are using, if there is no external sound card, select the computer integrated sound card.

4. If the problem has not been solved yet, please contact Donner Online Customer Team, we will provide you with further help.

Q: It is not compatible with my tablet or mobile phone.

A:

1. Check which input interface your tablet or phone is (e.g. Lightning, USB Type-C, etc.). You need to use a suitable OTG Sr on your tablet or phone in order to connect our Starrypad to your device. If your tablet or phone input port is USB-C, you can directly connect it with the OTG cable we offered to you in the package; if your tablet or phone input port is lightning port, you need to buy a USB-A to lightning OTG cable.

2. Reboot the tablet or mobile phone after correct connection.

Q: No response when connecting to the computer.

A:

1. Check the power and connection: check that the USB cable is intact and make sure the USB cable is connected to the computer port.
2. Try to replace the USB cable and reconnect to the computer.
3. If the problem has not been solved yet, please contact Donner Online Customer Team, we will provide you with further help.

Q: When I connect my DAW software, it does not respond.

A:

1. Check the power and connection: First, check if the USB cable is intact and make sure the USB cable is connected to the port of your computer, or try to use another USB cable and connection port. If you are using a tablet or mobile phone, you need to use the correct OTG cable. (If your tablet or phone input port is USB-C, you can directly connect it with the OTG cable we offered to you in the package; if your tablet or phone input port is lightning port, you need to buy a USB-A to lightning OTG cable.)
2. Check the MIDI signal: Open your DAW or other music software on your computer and check if the MIDI signal of the MIDI keyboard is recognized. If the software does not detect the MIDI keyboard, please **select the Starrypad model correctly in the MIDI settings** in the software settings.
3. Check the volume and audio settings: make sure the volume is turned on and not muted, and check if the audio output settings of the software are correctly configured, please select the sound card driver you are using, if there is no external sound card, select the computer integrated sound card.
4. If the problem has not been solved yet, please contact Donner Online Customer Team, we will provide you with further help.

Q: One or several pads do not produce sound.

A:

1. Check if there are impurities (such as food or liquid) getting into the keyboard. Please keep the device clean.

2. Try to use another interface of the computer, phone or tablet or another cable.

3. Try to reboot the MIDI pad and the computer.

4. If the problem has not been solved yet, please contact Donner Online Customer Team, we will provide you with further help.