

Frequently Asked Questions

- **+My Blue USB mic is not being recognized on my computer (Windows PC)**

1. Please check if the issue is with the microphone not being recognized by first trying a different USB port, USB cable, and a different computer.
- If the microphone works on a different computer, then the issue might be with the drivers on your current computer. If it does not work after trying a new cable, port, and computer, please create a support case and we'll be happy to assist further.
 - If the microphone is not being recognized on your Sound Menu, then we can check its recognition on your Device Manager. You can find the Device Manager by typing "Device Manager" into your Windows Search box.
 - Expand your Sound, Video, and Game Controllers list in your Device Manager to reveal your drivers.
 - Right click on one driver other than your Blue Mic, Select "Update driver software", select "Search automatically for updated driver software", then wait for the finishing prompt to show up. Repeat these steps for each driver besides your Blue Mic under Sound, Video, and Game Controllers. This updates the sound drivers on your computer.
 - If you have a customized machine, please contact the manufacturer for driver updates.
 - Your Blue Mic driver might have a yellow exclamation mark.
 - Right click on your Blue Mic driver.
 - Select "Update Driver Software".
 - Select "Search automatically for updated driver software".
 - Wait for the installation and the finishing prompt.
 - Check if your mic is under the Sound Menu Recording tab.
 - Proceed with the following steps if the above steps did not work out.
 - If your Blue Mic driver still has a yellow exclamation mark, we can try manually selecting a driver.
 - Right click on your Blue Mic driver.
 - Select "Browse my computer for driver software".
 - Select "Let me pick from a list of device drivers on my computer".
 - Select USB Audio Device, then hit Next.
 - Wait for the installation and the finishing prompt.
 - If successful, you should find your mic under the Sound Menu Recording tab.
 - Proceed with the following steps if the above steps did not work.
 - If your Blue Mic driver still has a yellow exclamation mark, we can try reinstalling the driver.
 - Right click on your Blue Mic driver.

- Select Uninstall.
- Wait for the uninstallation to finish.
- Once the uninstallation is complete unplug your Blue Mic.
- It is **crucial** at this point to restart your computer.
- After your computer has booted completely, wait for your Yeti to show up on your Sound Menu Recording Devices Tab.
- Check if there is a signal.

- **+My Blue USB mic is not picking up audio (Windows PC)**

1. A recent Windows update added new permissions that have to be enabled for the mic to communicate with your computer properly.
- We recommend navigating to your Settings > Privacy > Microphone and making sure that everything is enabled for use with the mic.
 - Access your Sound Menu to confirm that the Blue Mic is recognized on the list. Access your Sound Menu by right clicking on your Speakers/Volume icon and selecting “Sounds” or typing “Sounds” into your Windows Search box.
 - Click the Recording tab and right click on your Blue Mic to select Set as “Default Device”.
 - If there are other Ready devices, please disconnect the device or disable the microphone by right clicking on the device and then selecting Disable.
 - Other devices like webcams or headsets could interfere with your Blue Mic.
 - Disconnect your Blue Mic, wait three seconds, then reconnect your Blue Mic to finalize the changes.
 - On the Recording tab double click on the Blue Mic to open the Properties Menu.
 - Select the Levels tab then select an appropriate volume level (start at midway point of the slider & adjust from there) and make sure that the speaker icon is not muted.
 - The main input/gain control can be adjusted on your microphone Gain knob (if available)

- **+My Blue USB mic won't turn on**

The LED on the microphone should be on. If it is not on please try the following:

1. A different USB cable with the same USB port
 2. Different USB type A port on your computer with the originally supplied cable. Common issues:
- Some newer laptops only have USB type-C ports. If you're using an adapter, please use a 1 to 1 adapter (One USB type-A jack for each USB type C jack).
 - Avoid using hubs or docks where possible, especially if they have intermediate software for device detection and management. Test the device with a USB port directly on the computer.

- Mobile and tablet adapters may not provide adequate power or recognition for Blue Microphones.
- **+How to Use Two USB Microphones at the Same Time by Setting Up an Aggregate Device**

These instructions apply to Yeti, Yeti Nano, and Snowball microphones.

1. In your Utilities Folder there lives an application called Audio MIDI Setup and open the app.
2. In the bottom left corner click on the plus sign > Create Aggregate Device > Plug in both mics
3. Under Audio Devices there should be either two or four USB Microphones listed
 1. Yeti: 4 devices - select all four to aggregate device
 2. Yeti Nano: 2 devices - select both to aggregate device
 3. Snowball: 2 devices - select both to aggregate device
4. The Aggregate will now act as your Input Device within any software or applications you plan to use. Please set it as the default device in the recording tab of your sound menu, and in your application.

- **+My mic is not picking up audio (MacOS)**

1. Access your Sound Menu to confirm that the Blue Mic is recognized on the list. Access your Sound Menu by clicking your Apple, System Preferences and selecting the Sound icon.
2. Click the Input tab and select and highlight your Blue Mic to select it as your default input device.
 - If there are other devices, please disconnect the device. Other devices like webcams or headsets could interfere with your Blue Mic.
 - Disconnect your Blue Mic, wait three seconds, then reconnect your Blue Mic to finalize the changes.
 - On the Input tab you can adjust the Input levels volume level (start at midway point of the slider & adjust from there) to your preference.
 - The main input/gain control can be adjusted on your microphone Gain knob (if available)
3. Click the Output tab and select your Blue Mic to adjust the volume to your preference.
 - The main output volume can be adjusted on your microphone's Volume knob (if available)
 - If there are other devices, please disconnect the device. Other devices like webcams or headsets could interfere with your Blue Mic.
 - Disconnect your Blue Mic, wait three seconds, then reconnect your Blue Mic to finalize the changes.
 - With these settings you should be able to listen back to your microphone via the headphone jack on the microphone.

- On the Output tab, double click on the Blue Mic to open the Properties Menu
- Select the Levels tab then select appropriate volume levels to your preference (start at midway point of the slider & adjust from there).

- **+My mic won't turn on (MacOS)**

The LED on the microphone should be on. If it is not on please try the following:

1. A different USB cable with the same USB port
 2. Different USB type A port on your computer with the originally supplied cable. Common issues:
- Some newer laptops only have USB type-C ports. If you're using an adapter, please use a 1 to 1 adapter (One USB type-A jack for each USB type C jack).
 - Avoid using hubs or docks where possible, especially if they have intermediate software for device detection and management. Test the device with a USB port directly on the computer.
 - Mobile and tablet adapters may not provide adequate power or recognition for Blue Microphones. A Blue Mic on a mobile device will only light up if the mic is enabled when a recording application is open.