

Knowledge Base

Only 2 channel instead of 8 channel playback on the Mac?

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When using GIGAPORT eX, some applications unfortunately do not automatically recognize the number of output channels that are available and do not provide an option to select 8 channel vs. 2 channel playback.

In this case you need to inform OS X / macOS that the default playback device should have 8 instead of 2 channels.

To do this, open the *Audio MIDI Setup* utility that is in the *Utility* folder under *Programs* and there select the GIGAPORT eX device under *Output*. The following screenshot shows this under macOS 13 Ventura. On older OS X versions this looks a bit different, but the principle is the same.



After changing it to the desired *Format* (i.e. *8 ch* for 8 channels), your audio application can be launched again and it will be aware of the output channel count.

