

# Rocksmith+ Connection Settings Trouble Shooting and Best Practices.

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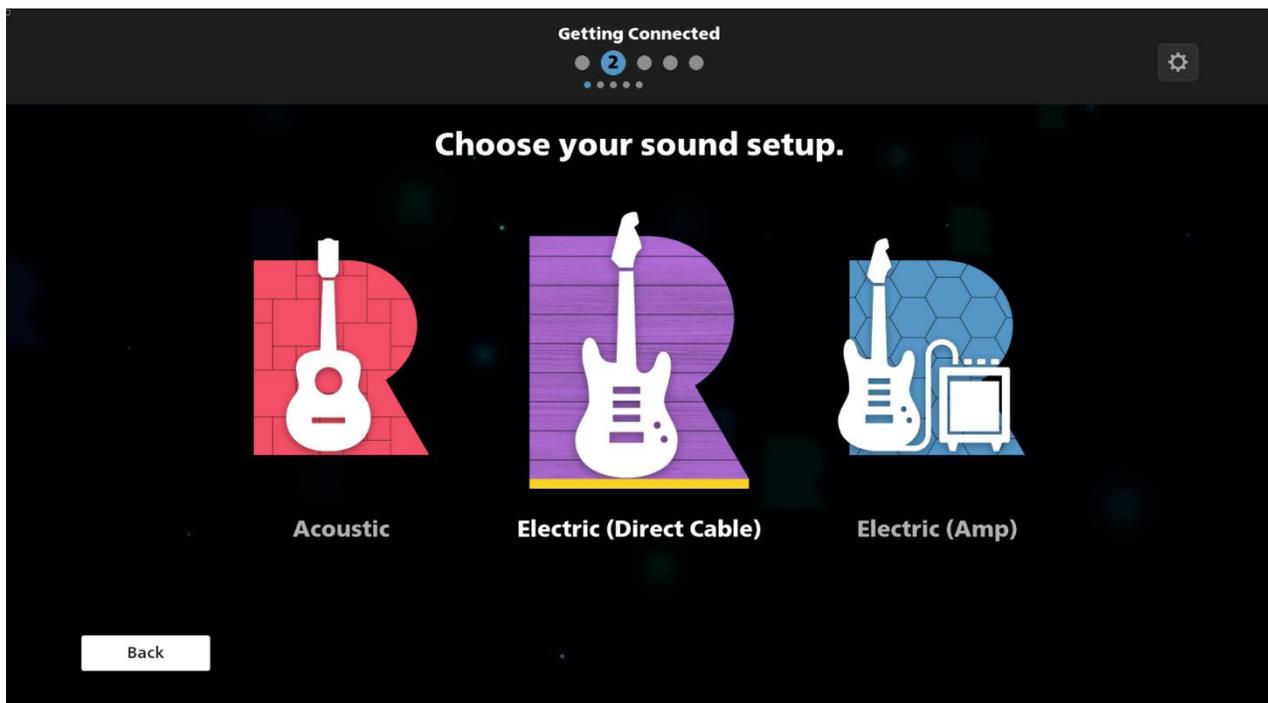
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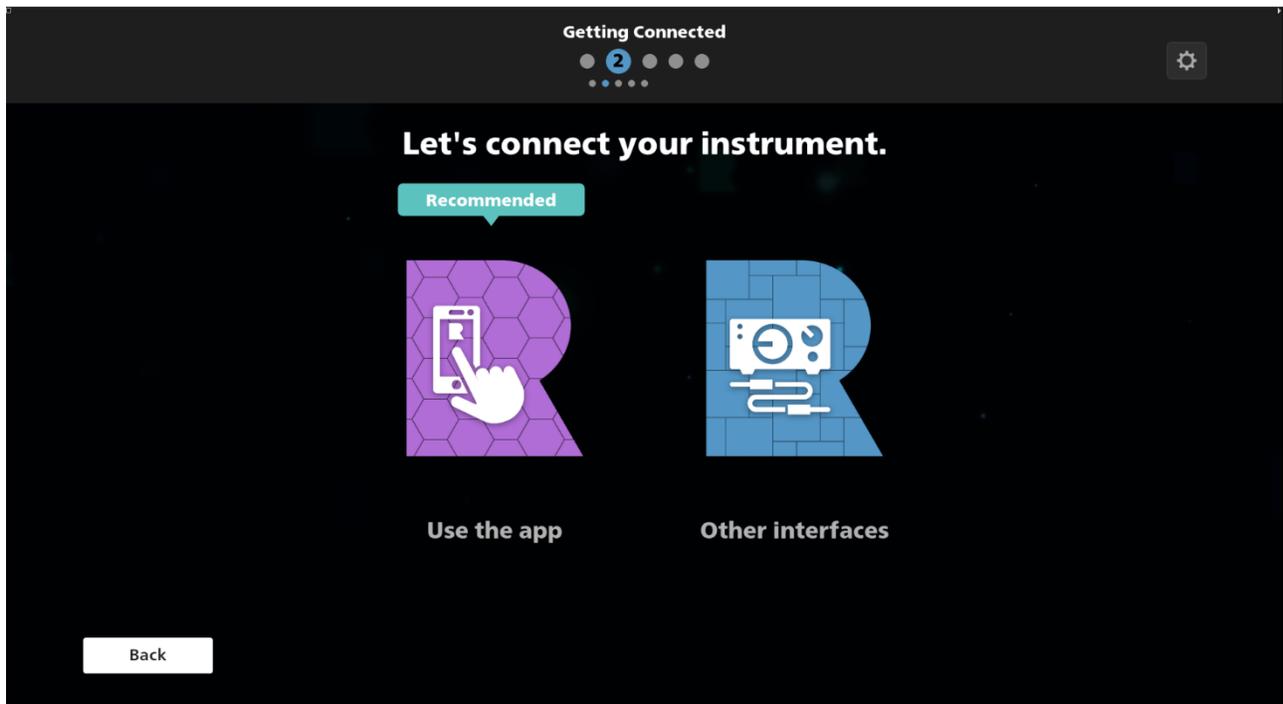
## Getting Started Connecting:

Rocksmith+ offers three ways to connect the sound of your instrument to the Rocksmith+ software, the Rocksmith Real Tone Cable, the Rocksmith+ Connect app which allows you to use your iOS or Android device as a microphone, or you can use a 3<sup>rd</sup> party audio interface or cable that meets the minimum requirements of Rocksmith+.

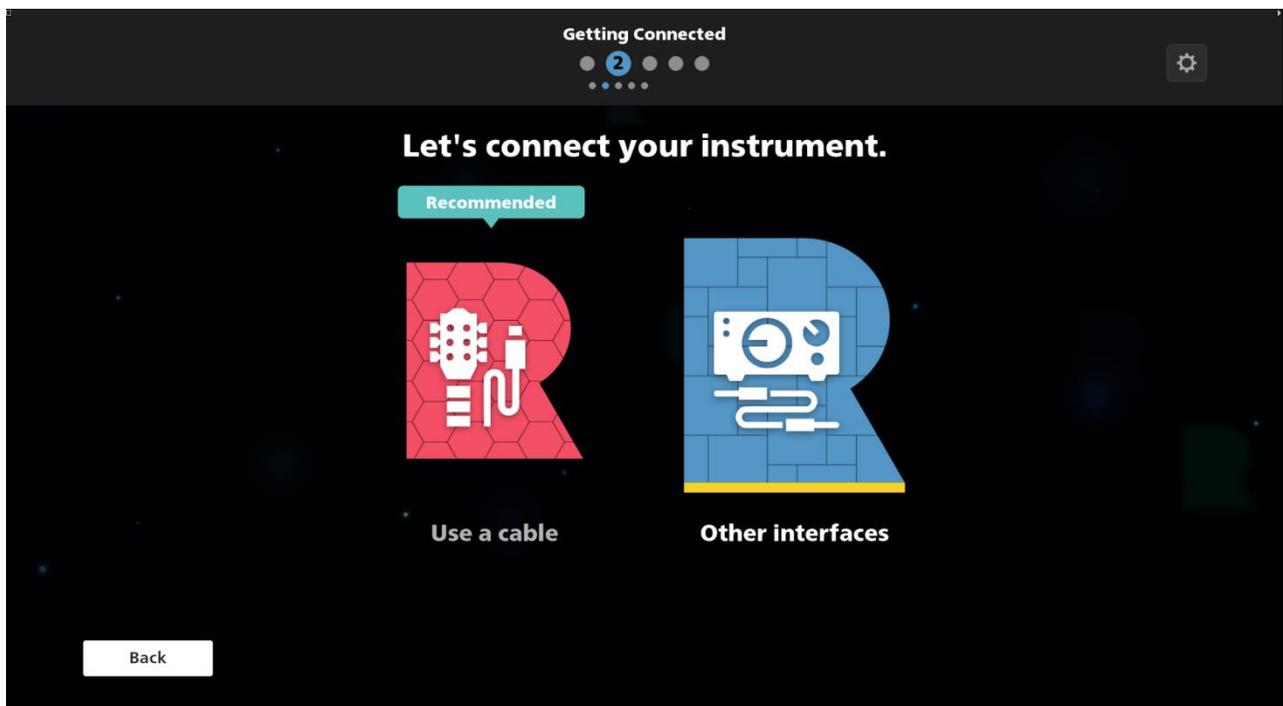
The first time you launch Rocksmith+ you will be guided through the connection process. First you will be asked to choose your sound setup. This consists of the type of instrument you are playing and how you want to connect it to Rocksmith+.



For an acoustic guitar or bass, we recommend connecting through the Rocksmith+ connect app on your iOS or Android device. You can also connect through a 3<sup>rd</sup> party audio interface and a microphone or through a USB microphone. We do not recommend trying to use a webcam mic, or other built-in mic on laptops or headsets.

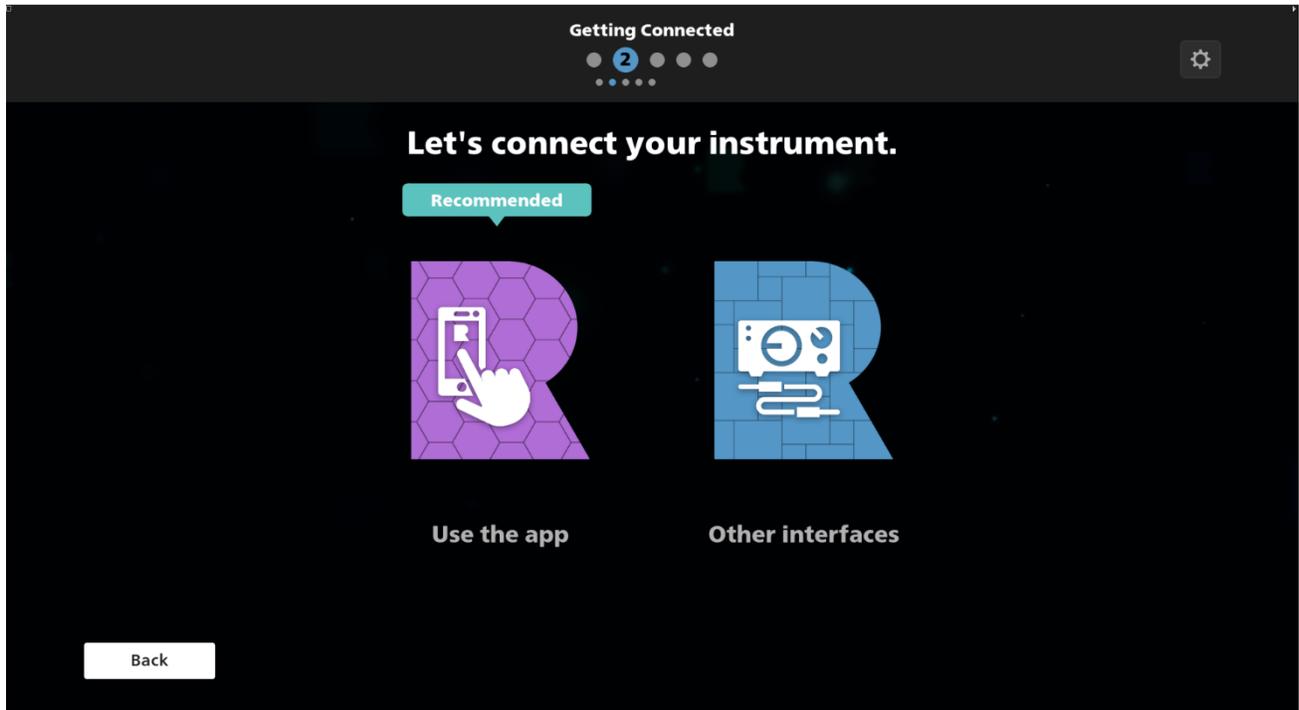


For an electric guitar or bass with a standard ¼" output, you have multiple options you can select depending on if you want to connect your instrument directly to your PC or if you want to play through your amplifier. To connect directly to your PC, you can do so with a Real Tone Cable or a 3<sup>rd</sup> party audio interface.

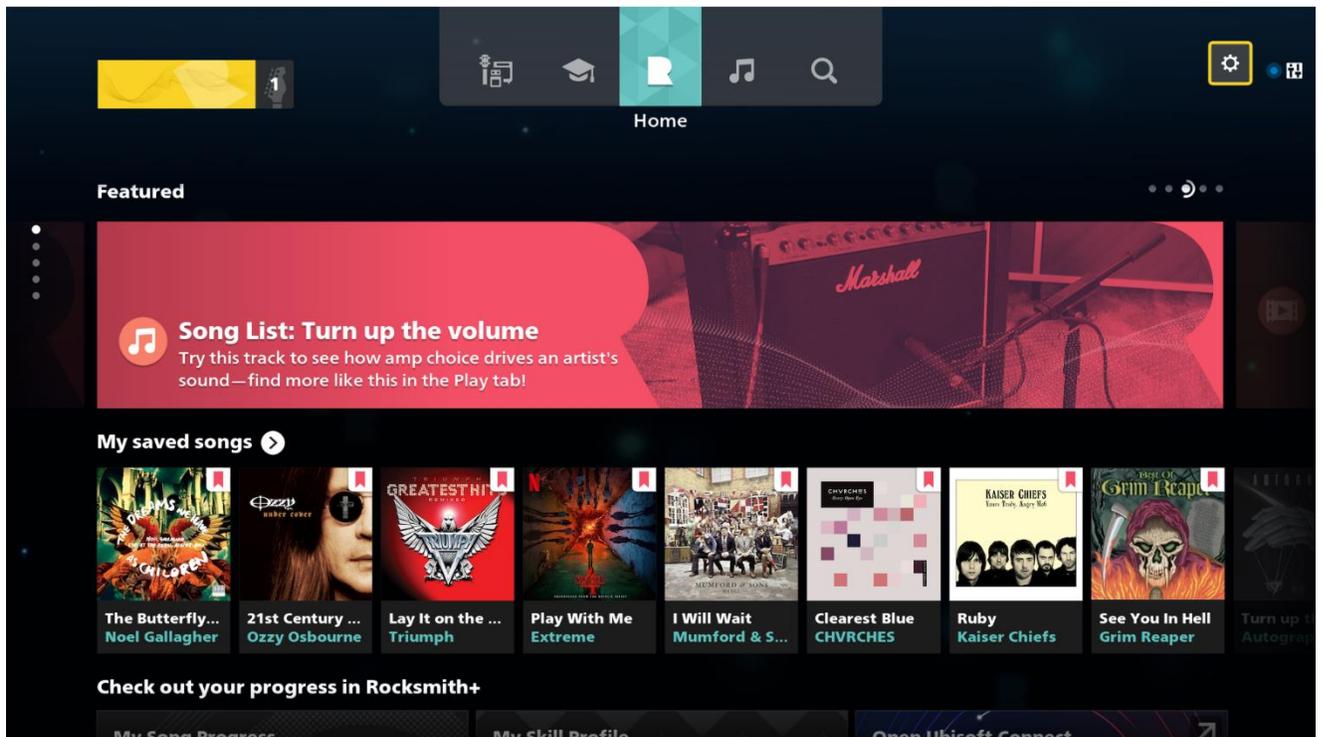


To play through an amplifier we recommend connecting through the Rocksmith+ connect app on your iOS or Android device. You can also connect through a 3<sup>rd</sup> party audio interface and a microphone or

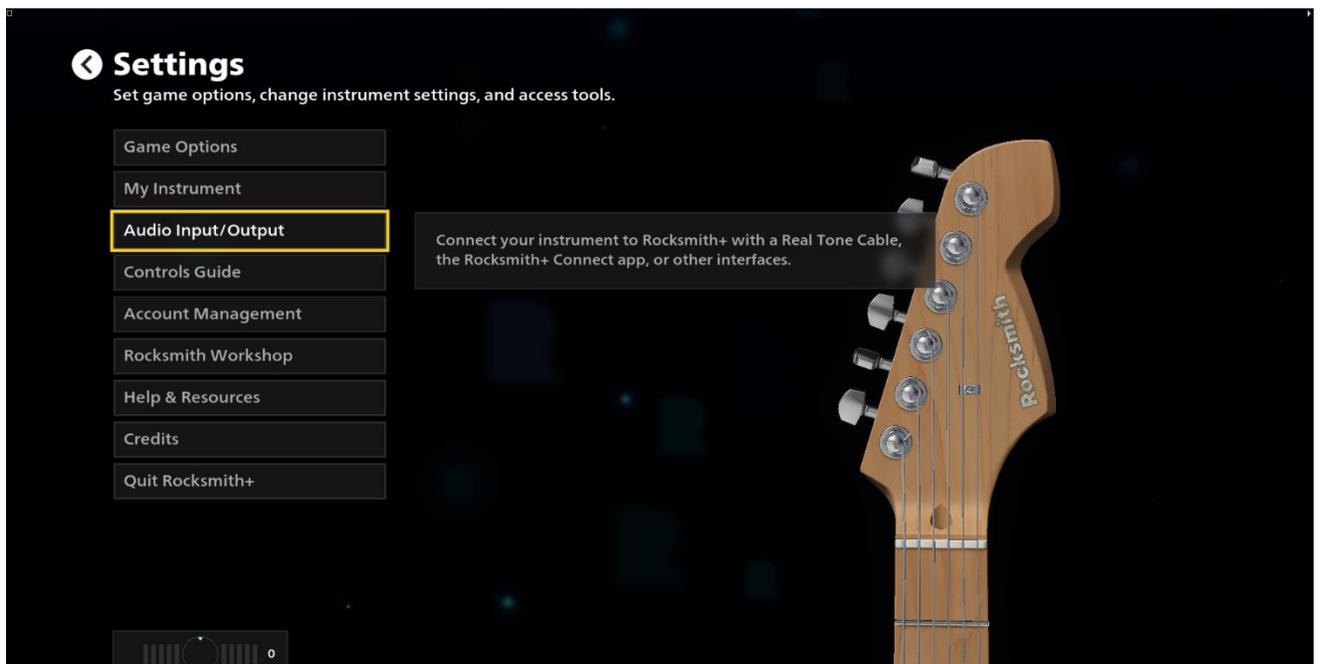
through a USB microphone. Again, we do not recommend trying to use a webcam mic, or other built-in mic on laptops or headsets. For the best experience with the real time note detection in Rocksmith+ we recommend playing through the amp with a clean tone as distortion and other effects will degrade note detection results.



After the first time you have booted Rocksmith+ you can access the connection settings menu by clicking the gear icon in the upper right-hand corner of the main menu screens.



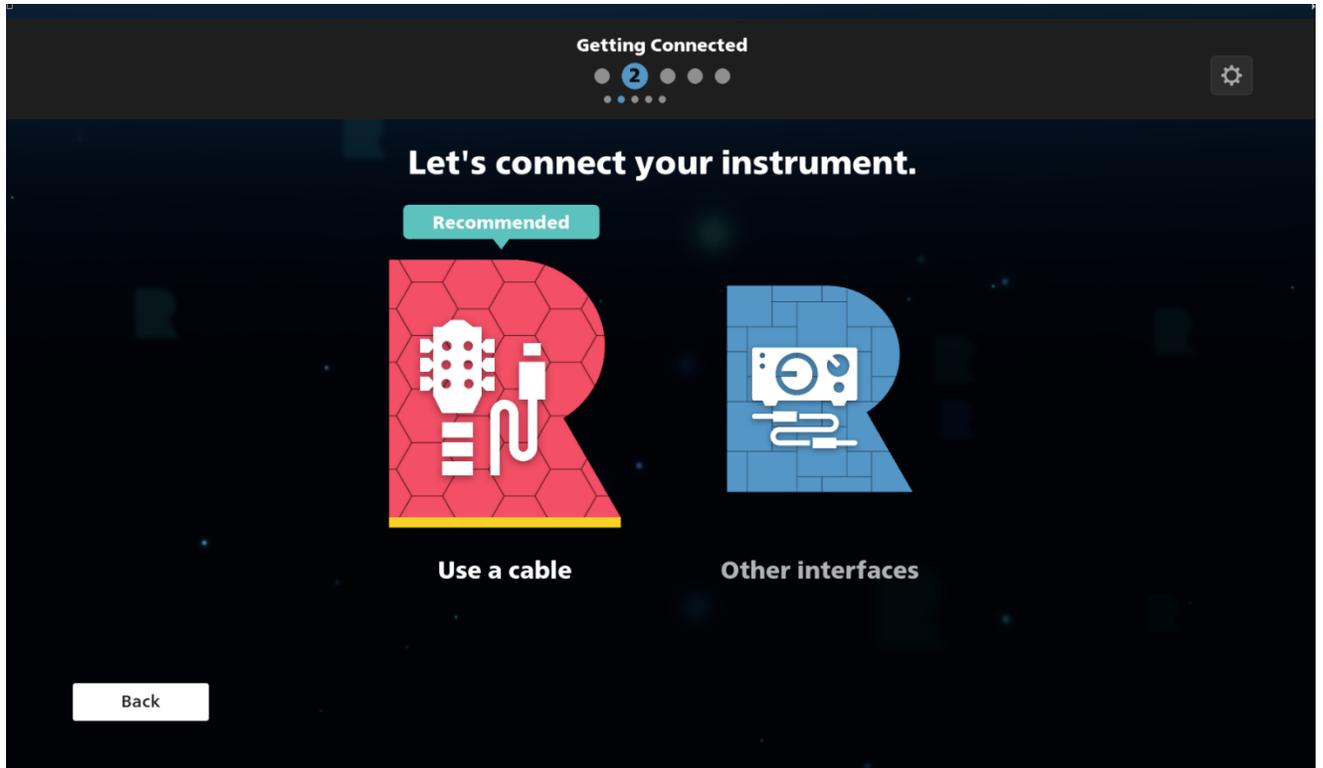
Then select Audio Input/Output from the settings menu.



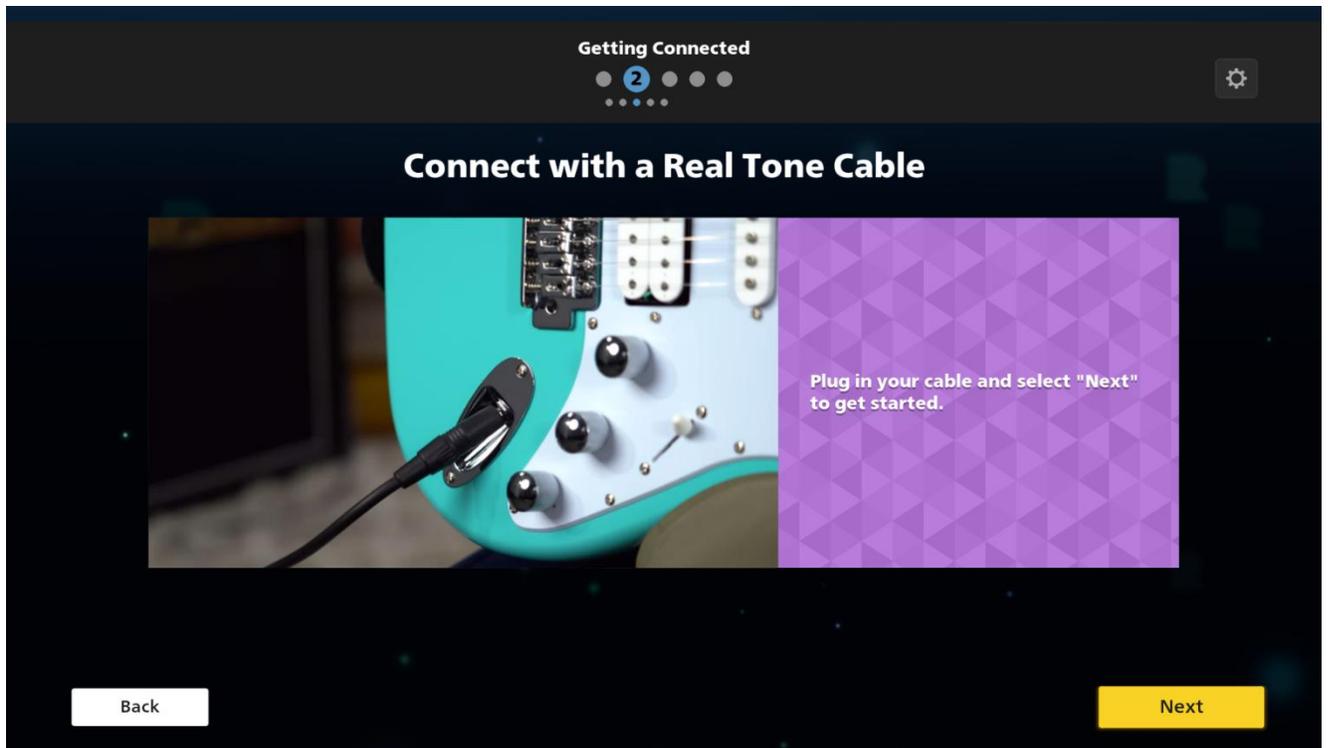
Setting up and connecting your hardware

Real Tone Cable:

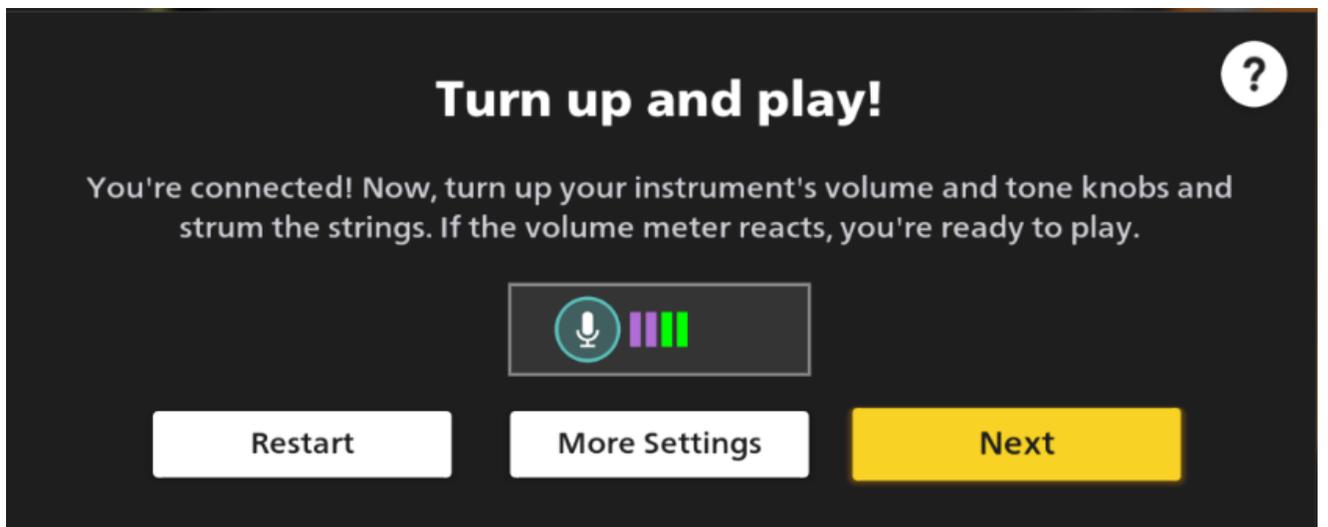
The Rocksmith Real Tone Cable allows you to connect any instrument with a ¼" output directly to your PC via USB. Connect the ¼" end of the Real Tone Cable to your instrument and the USB side to your PC and make sure that the breakaway connection is fully seated. Turn up your volume and tone knobs and select the Real Tone Cable as your input device.



Click Next to complete the connection to the Real Tone Cable.

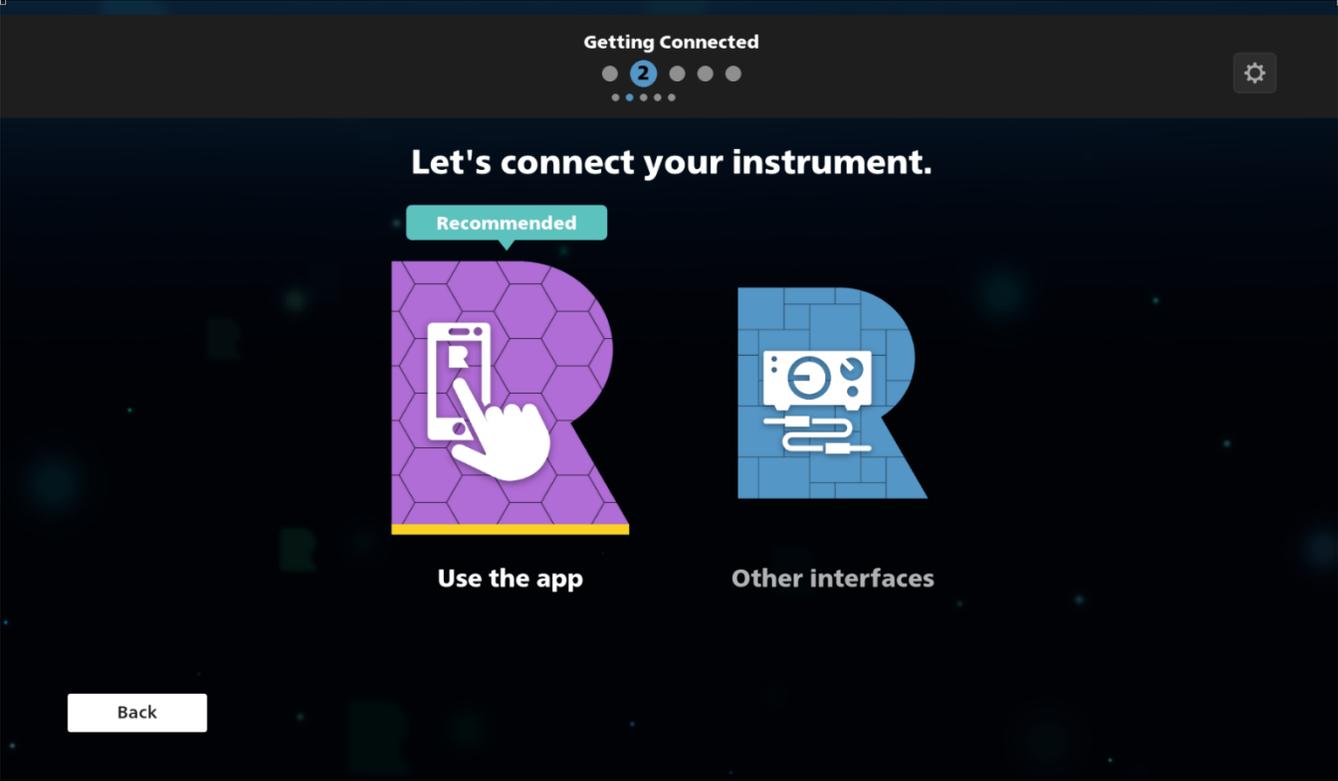


If you need to adjust your audio settings further or change your output device, you can do so by selecting More Settings from the Turn up and play! screen.

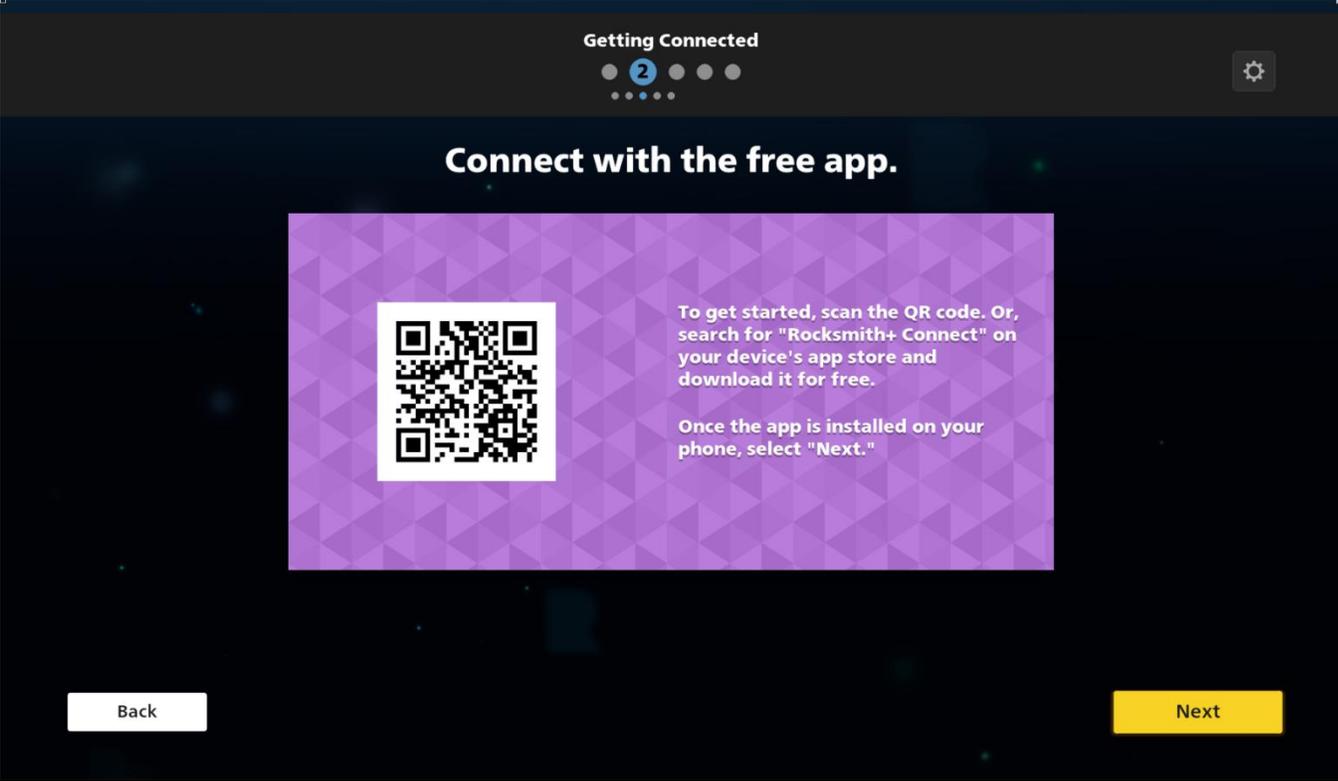


Rocksmith+ Connect Mobile App

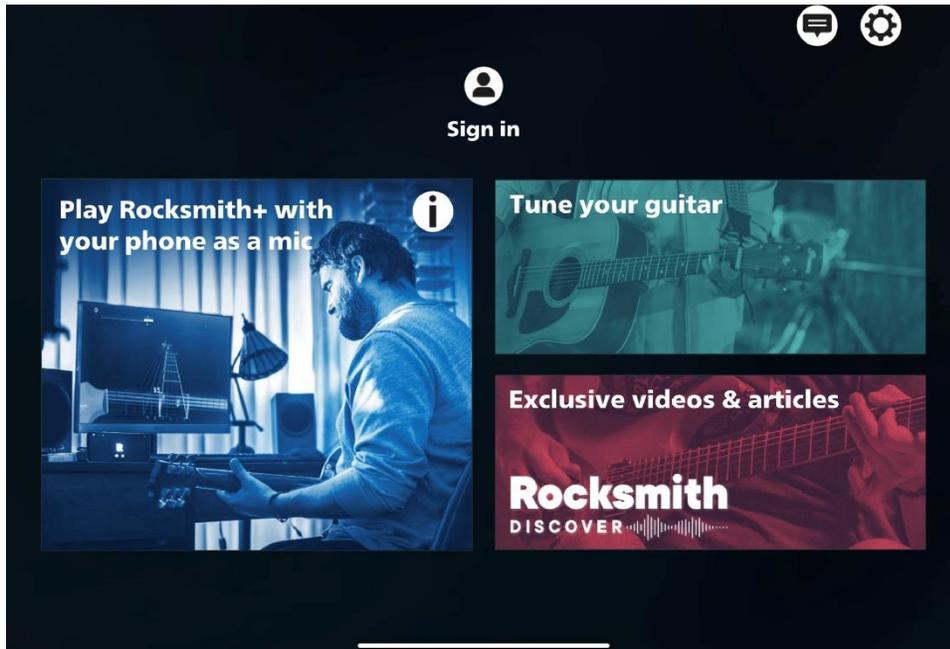
To connect your acoustic or amplified electric instrument we recommend connecting via the Rocksmith+ Connect mobile App. Select "Use the app" when Rocksmith+ asks what connection method you would like to use.



Download the Rocksmith+ Connect app from the Google Play store or the Apple App store. You can also scan the QR code in game, from your mobile device, to be taken directly to the app.



To connect your mobile device to your PC they both need to be connected to the same Wi-Fi network.



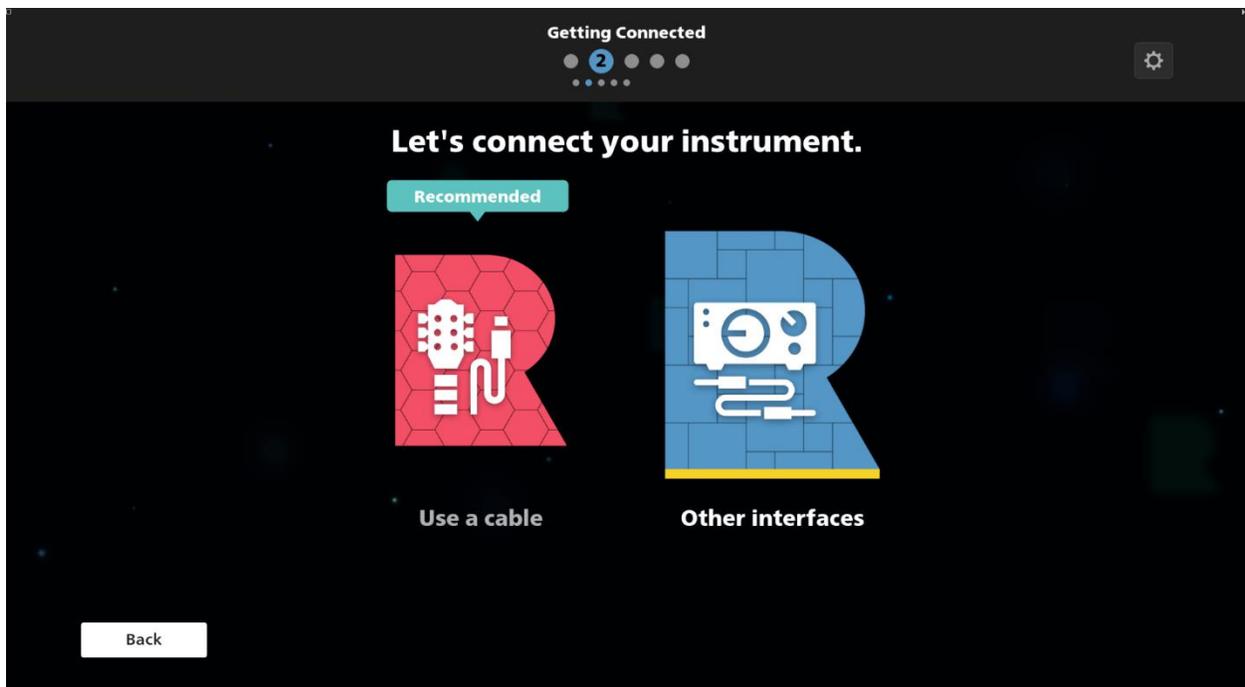
Click “Sign in” and sign into the same Ubisoft Connect account with which you signed up for Rocksmith+. Your PC and phone should automatically connect over your local Wi-Fi network once they are signed into the same Ubisoft Connect account.

The Rocksmith+ Connect app will show that it is connected and receiving signal.

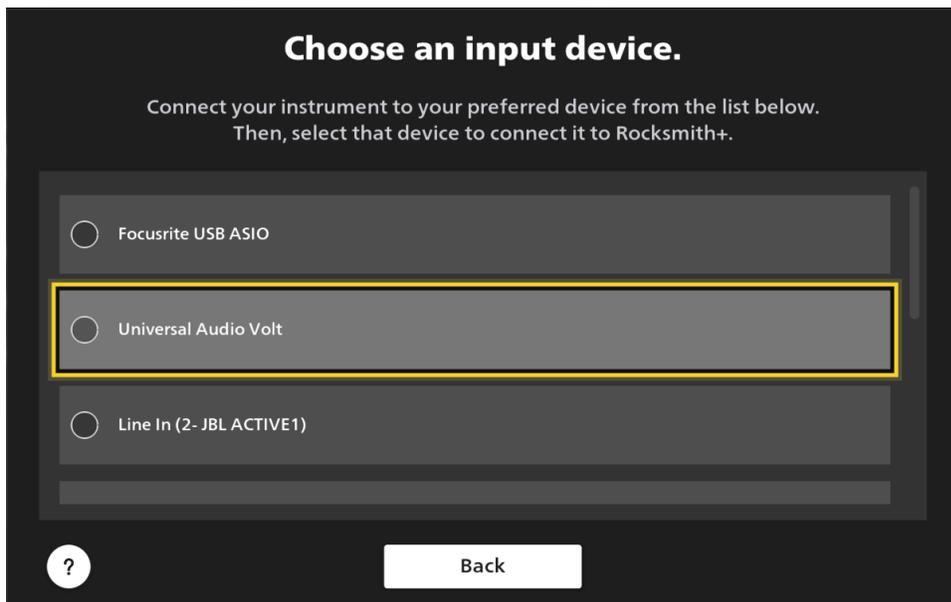
### 3rd Party Audio Interfaces

Rocksmith+ has added support for 3<sup>rd</sup> party audio interfaces, including ASIO audio interfaces. In Rocksmith+ you will see this referred to as “Other Interfaces.” Other interfaces allow you to connect to either Windows audio devices (WASAPI), or ASIO devices. It is recommended that you download and install the most current drivers from your hardware manufacturer prior to trying to connect to your device in Rocksmith+. If you are trying to connect to an ASIO device, be aware that these devices will usually be listed twice, once as an ASIO device and a second time as a WASAPI device, as they can connect as either type. Connect your hardware to your PC, make sure all your hardware’s drivers and software are installed and connect your instrument to your interface’s instrument or Hi-Z input. We recommend setting your input and output device to 48000 hz and 16-bit for best compatibility. If there is no option for 48000 hz, 16-bit select 48000 hz, 24-bit.

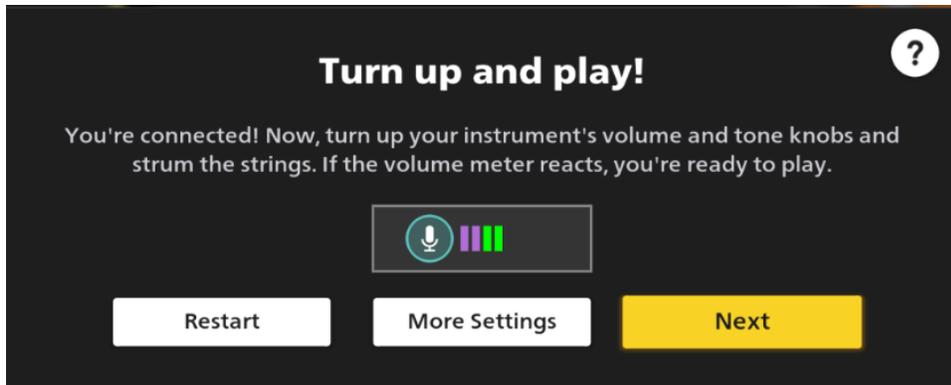
To connect to Rocksmith+ with a 3<sup>rd</sup> party audio interface select “Other interfaces” when asked how you would like to connect.



This will then take you to a list of the available audio inputs on your PC.

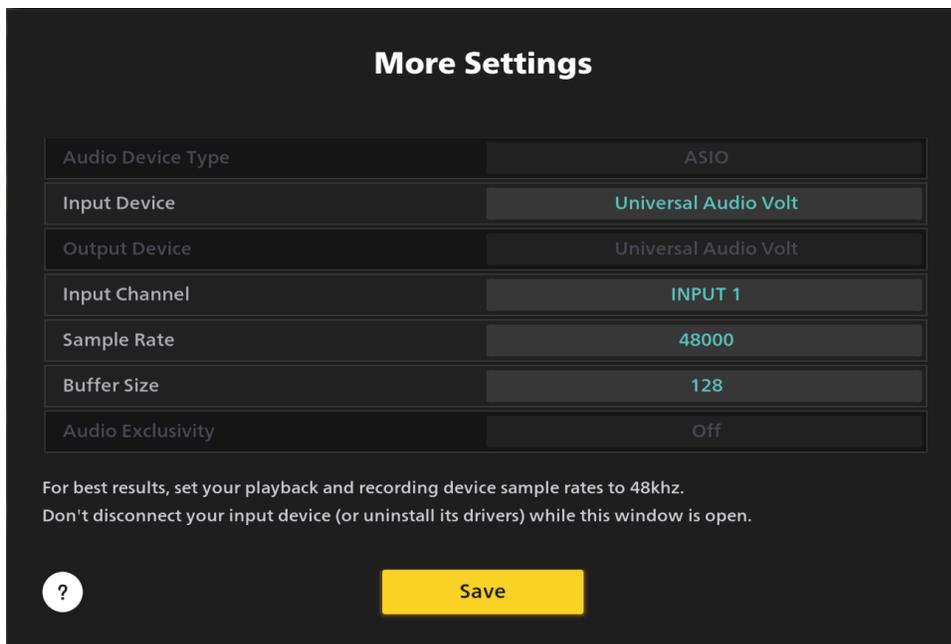


Click on the device that you wish to connect to and Rocksmith+ will activate that as your input device. You will then be prompted to check that your input is working, as shown in the meter, and if you need to adjust any settings you can do so through the "More Settings" menu.

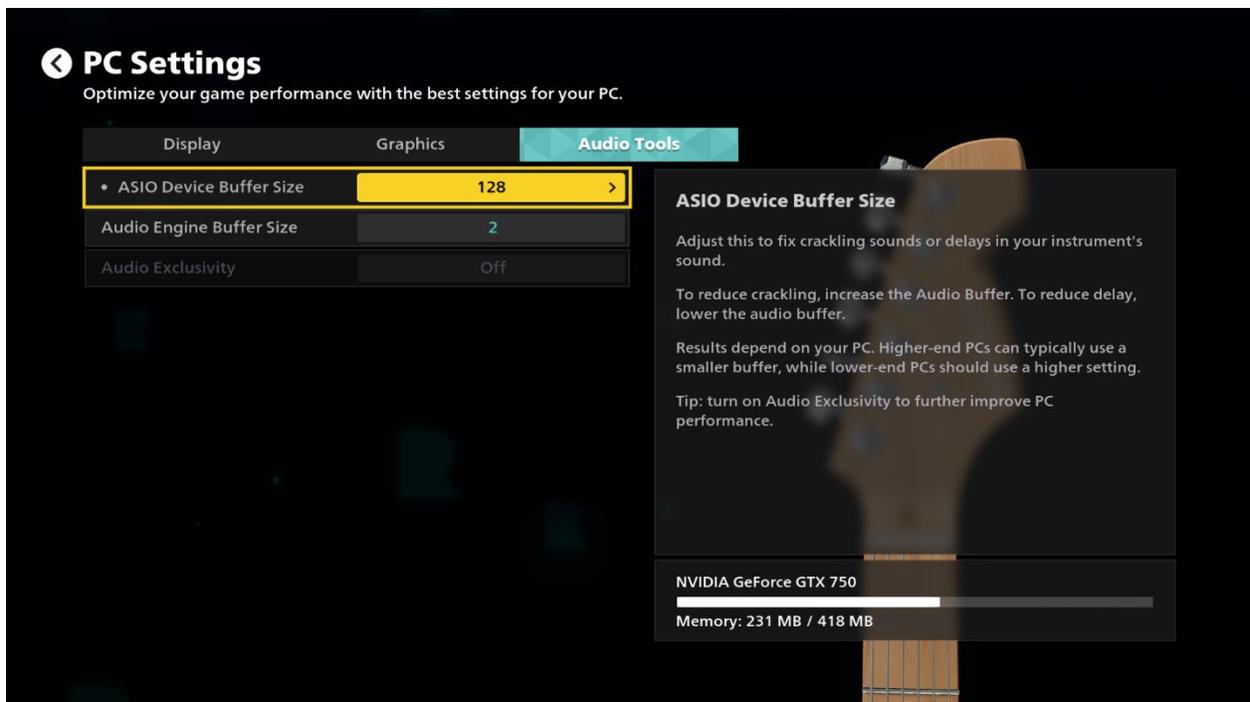


### ASIO

If connected to an ASIO device, from more settings you can adjust the input channel, if your device has more than one input. You will also see that when connected to an ASIO device your output device will be greyed out, this is because, by design, ASIO is “Full Duplex” this means that the audio input and output can only run through the same device. This is a large part of how ASIO achieves such low latency. We recommend a sample rate of 48,000 hz and this cannot be adjusted from within Rocksmith+.



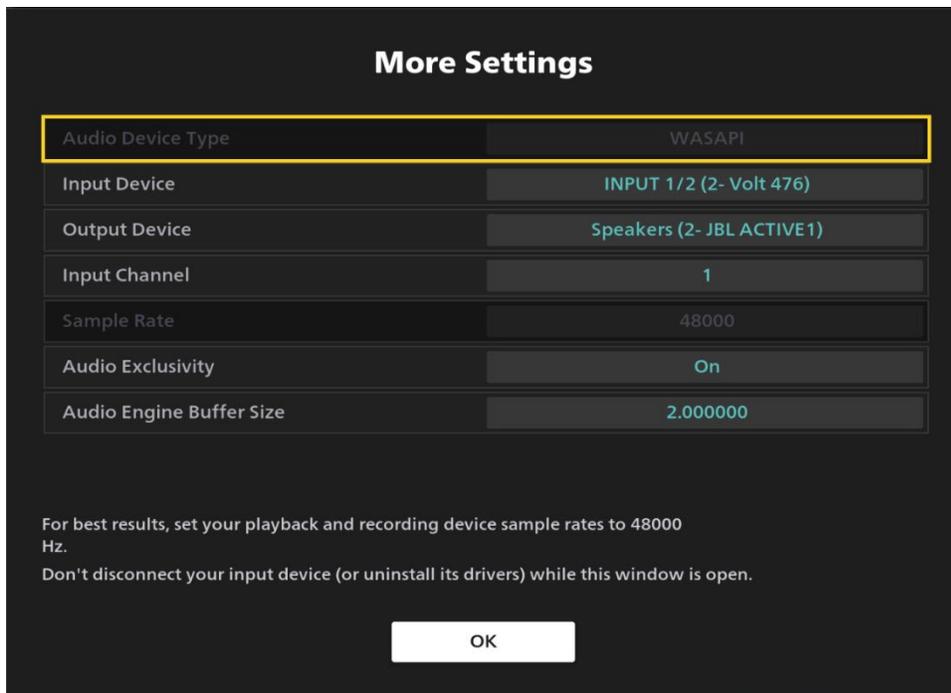
To adjust your ASIO buffer size you need to first be connected to an ASIO device, then navigate to Settings -> Game Options -> PC Settings. In PC settings select the Audio Tools tab. From the ASIO Device Buffer Size dropdown menu you can adjust the buffer size.



We default to a buffer size of 128 as that is a good compromise of low latency without being overly resource intensive. A lower ASIO buffer size results in lower latency at the expense of more CPU usage. Too low of a buffer can result in intermittent audio dropouts or no audio at all. This setting is adjusted in real time from within Rocksmith+ with no restart required.

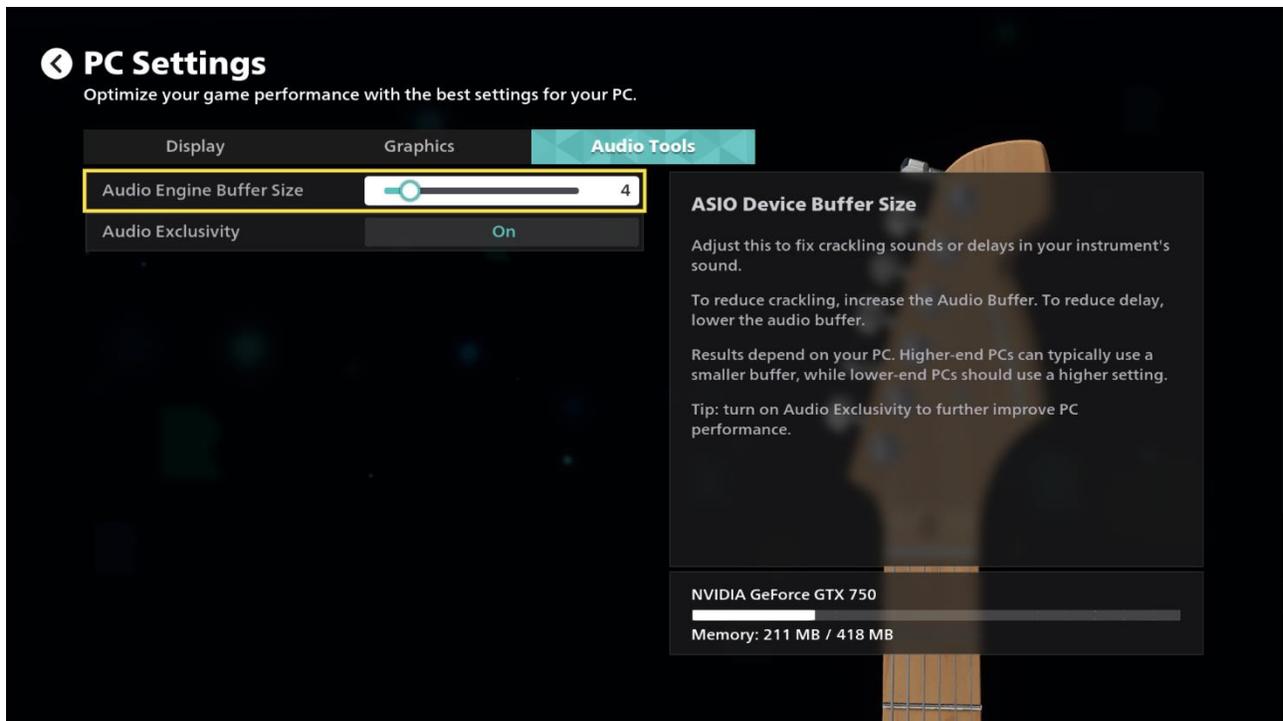
### WASAPI

If connecting to a Windows Audio, WASAPI, device from More Settings you can select your input device and your output device, with those being able to be different devices. You can adjust the input channel if your device has more than one input. From here Audio Exclusivity can also be turned on and off. Audio Exclusivity lowers audio latency by not allowing other applications to use the audio devices being used by Rocksmith+. This means you will not be able to hear audio from other applications outputting audio to the same device as Rocksmith+. Turning off Audio Exclusivity will allow you to hear other applications as normal while increasing audio latency. If Audio Exclusivity is turned on Rocksmith+ will automatically turn it off when switching to another open application.



The other setting that will affect your audio latency in Rocksmith+ is the Audio Engine Buffer Size. Audio Engine Buffer size is the number of buffers Rocksmith+ will process. The fewer buffers the lower the latency at the cost of more CPU resources. How low this setting can be is dependent on your specific hardware. Turning off audio exclusivity often requires increasing the number of buffers because less resources are devoted to the audio stream. Audio Engine buffer size being too low can result in garbled or distorted audio.

To adjust your Audio Engine Buffer Size, you need to first be connected to a Windows Audio, Wasapi, device, then navigate to Settings -> Game Options -> PC Settings. In PC settings select the Audio Tools tab. You can adjust the Audio Engine Buffer Size via the slider. The default value is 4.



## Troubleshooting:

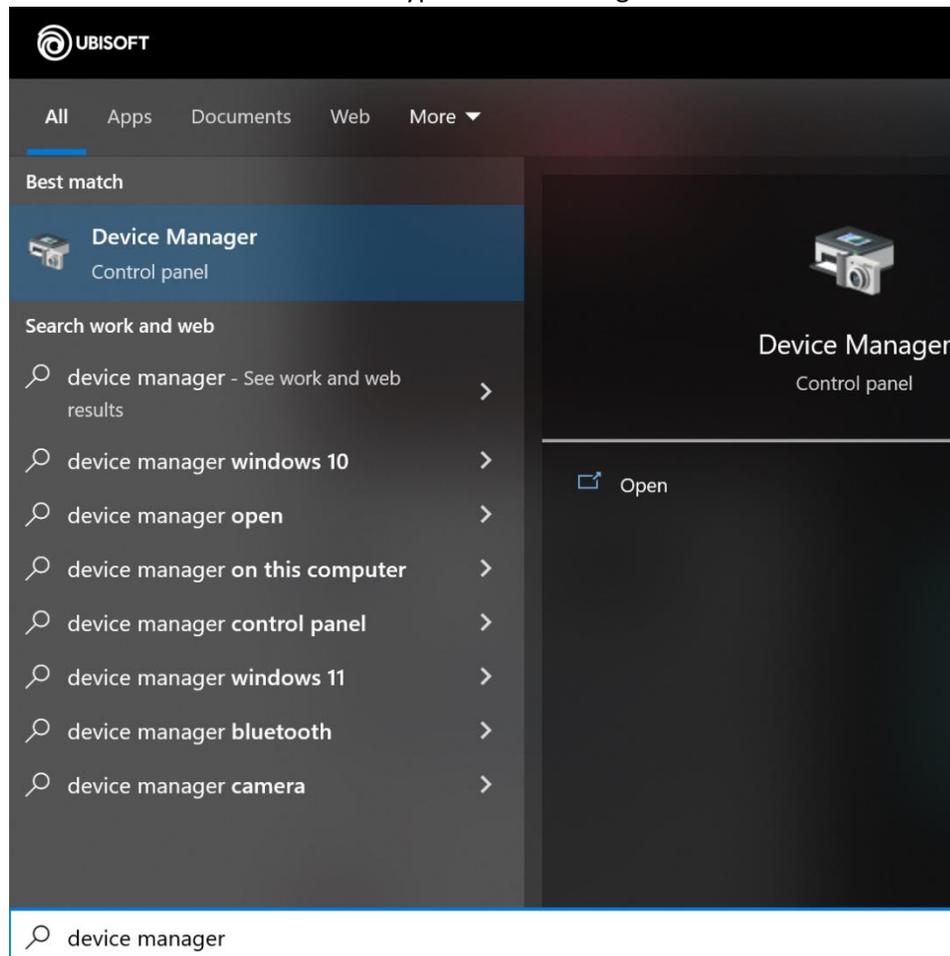
### Real Tone Cable:

*My Real Tone Cable does not show up in Rocksmith+ or in Windows.*

If your Real Tone Cable does not show up in Windows:

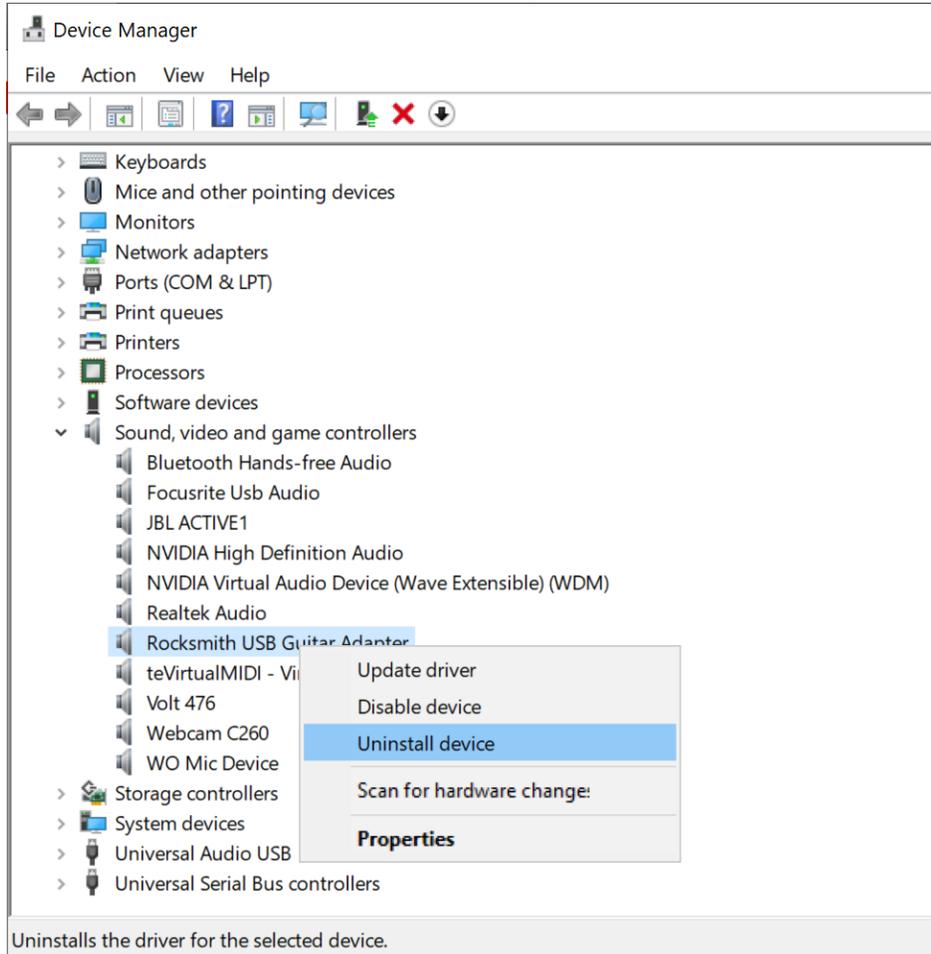
- Make sure the Real Tone Cable is fully plugged into a USB port on your PC.
- Make sure that the quick disconnect is fully seated. Sometimes it is necessary to fully disconnect and reconnect this connector to get the Real Tone Cable to Connect.
- If your PC has USB 2.0 ports, try connecting directly to those.
- For PCs with UBS-C or USB 3.0, try connecting the Real Tone Cable to a USB hub and the hub to your PC.
- In Device Manager it can be necessary to uninstall and reinstall the Real Tone Cable if Windows did not successfully install the driver.

- Click the Start menu button and type “device manager”

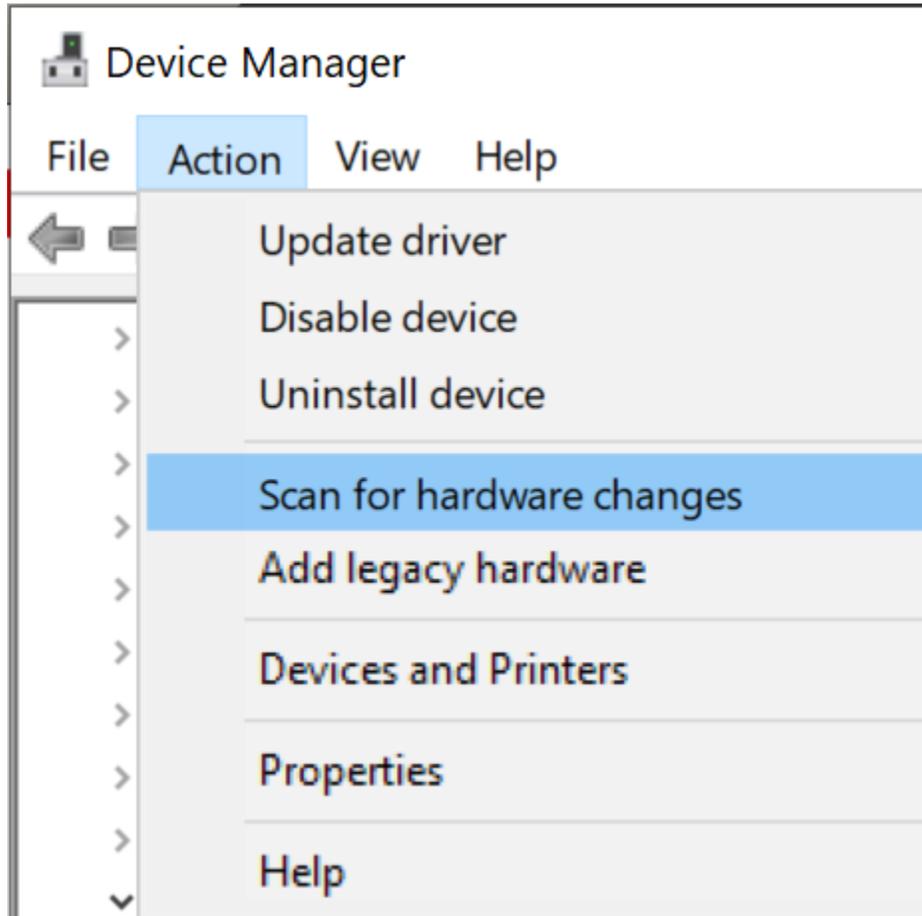


- In Device Manager under “Sound, video and game controllers” find the entry for Rocksmith USB Guitar Adapter (in some cases Windows can erroneously label this device as “hocksmi”).

- Right click on the Rocksmith USB Guitar Adapter and select “Uninstall device.”



- In Device Manager under the Action menu select scan for hardware changes. The Real Tone Cable should automatically be reinstalled.



If your Real Tone Cable appears and operates properly in Windows but does not connect in Rocksmith+

- Check that the Real Tone Cable, and your audio output device are both set to 48000 hz, 16-bit in the Windows audio settings.
- Disable audio devices which are not currently in use and virtual audio devices such as “Sonic Studio Virtual Mixer” or similar.
- Some PC hardware creates a “wrapper” around the Real Tone Cable preventing Rocksmith+ to see it properly. In this case the Real Tone Cable can still be connected to under Other Interfaces.

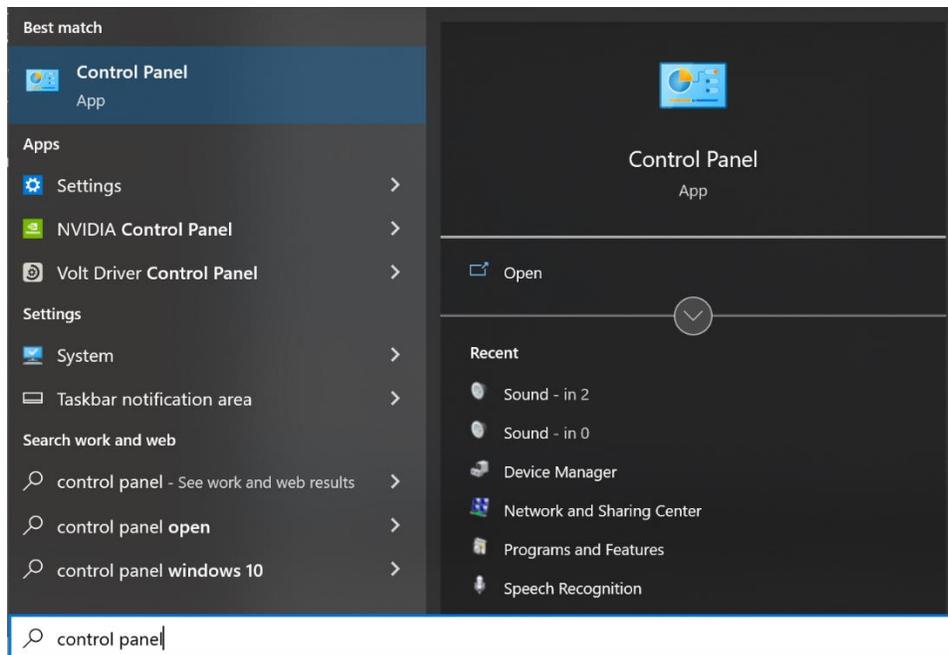
*My Real Tone Cable is connected, but I cannot hear my instrument*

- Make sure the volume knob on your instrument is turned all the way up.
  - On instruments with passive pickups, we recommend setting the tone knob all the way up as well. For instruments with active pickups or EQs we recommend turning the volume all the way up and setting the EQ flat. This will correspond to the detent in the middle of the EQ knobs’ range.
- If you have an instrument with active pickups, a preamp, or active EQ make sure the 9-volt battery is properly powering them.

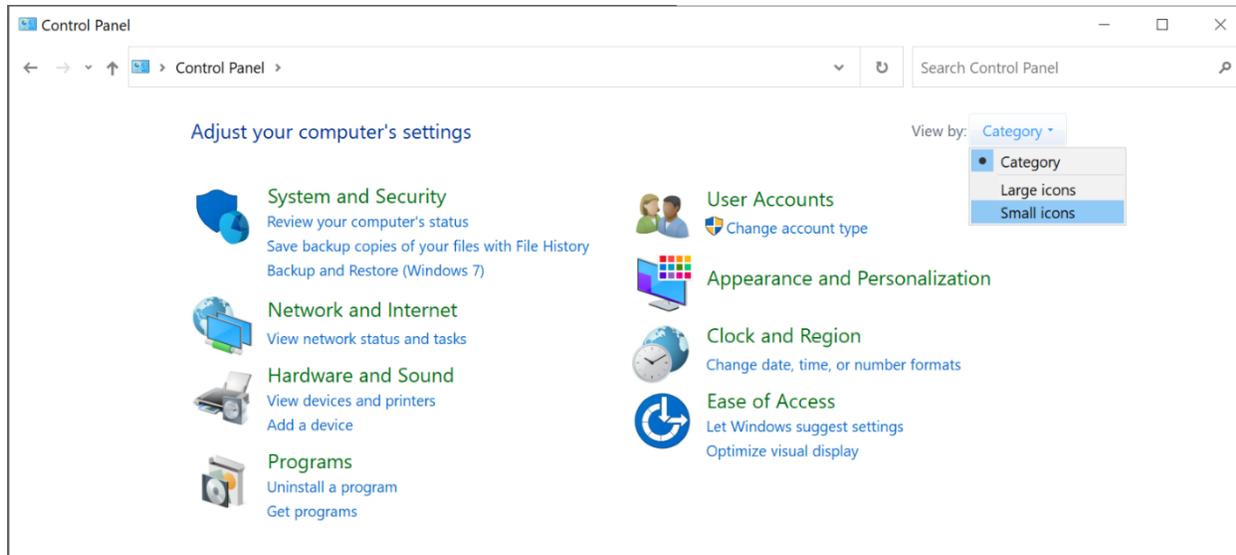
- Make sure the correct output device is selected in the More Settings menu under Options -> Audio Input/Output -> More Settings.
- Check that your instrument is producing signal into other hardware or software.
- Some audio hardware has compatibility issues with audio exclusivity. Try toggling audio exclusivity on and off in the More Settings menu under Options -> Audio Input/Output -> More Settings.
- Check that the Real Tone Cable, and your audio output device are both set to 48000 hz, 16-bit in the Windows audio settings.

*My instrument has too much latency/I hear my instrument sound too long after I pluck a string*

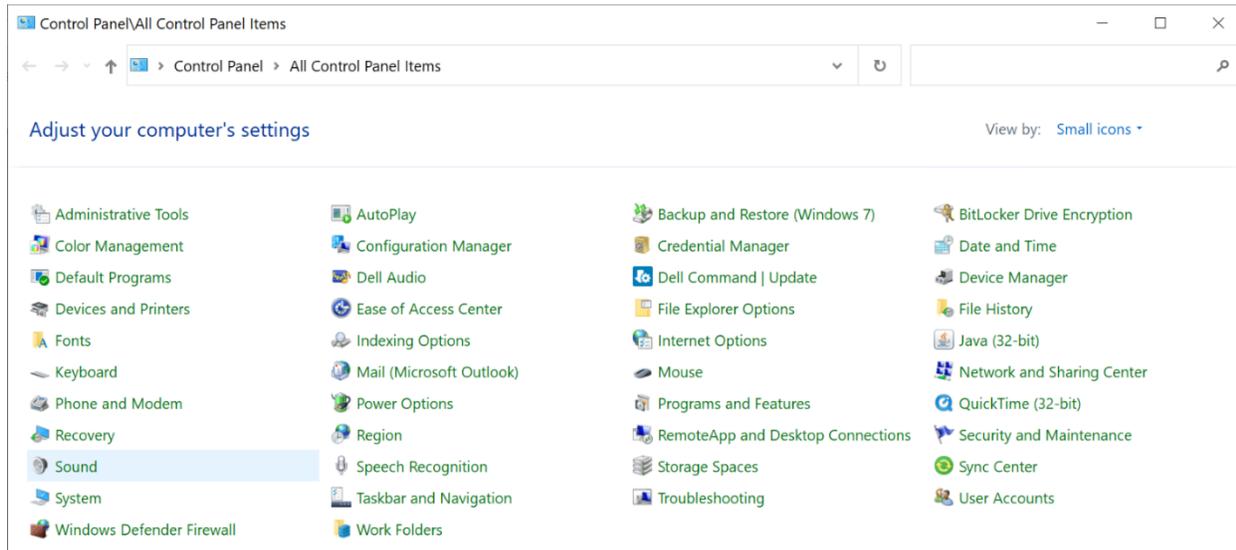
- By default, Rocksmith+ has audio exclusivity turned off and an Audio Engine Buffer Size of 4. This can lead to having too much latency on your signal.
  - In the More Settings menu under Options -> Audio Input/Output -> More Settings. Toggle Audio Exclusivity on. Changing this setting does not require a restart.
  - Adjust your Audio Engine Buffer Size, you need to first be connected to a Windows Audio, Wasapi, device, then navigate to Settings -> Game Options -> PC Settings. In PC settings select the Audio Tools tab. You can adjust the Audio Engine Buffer Size via the slider. A lower value produces less latency, but too low can result in corrupted audio output or no audio output. Rocksmith+ needs to be restarted for this setting to take effect.
  - In Windows disable any audio enhancements. This can be done by going to the Start Menu and searching for the “control panel”.



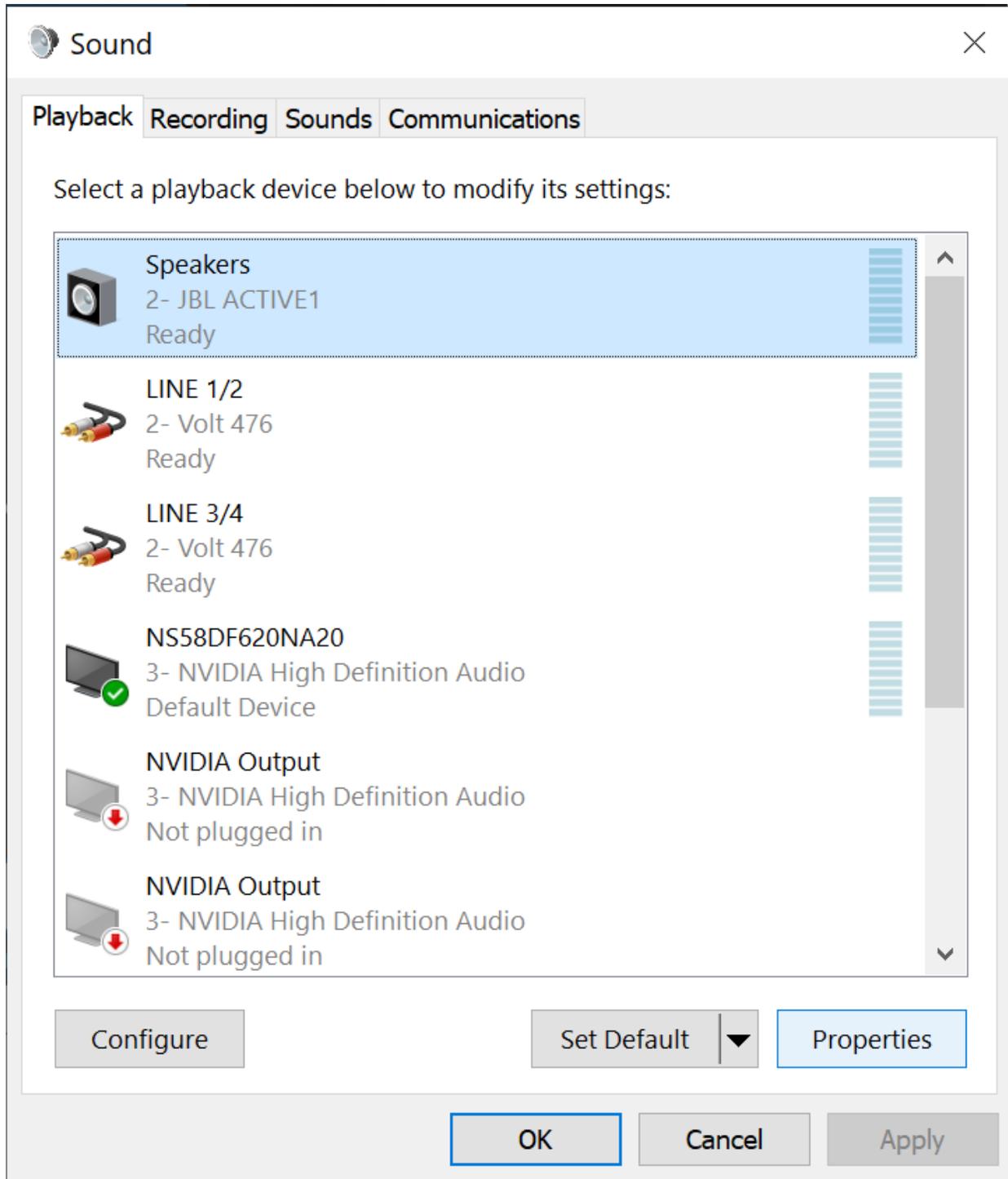
In the Control Panel select View By: Small Items



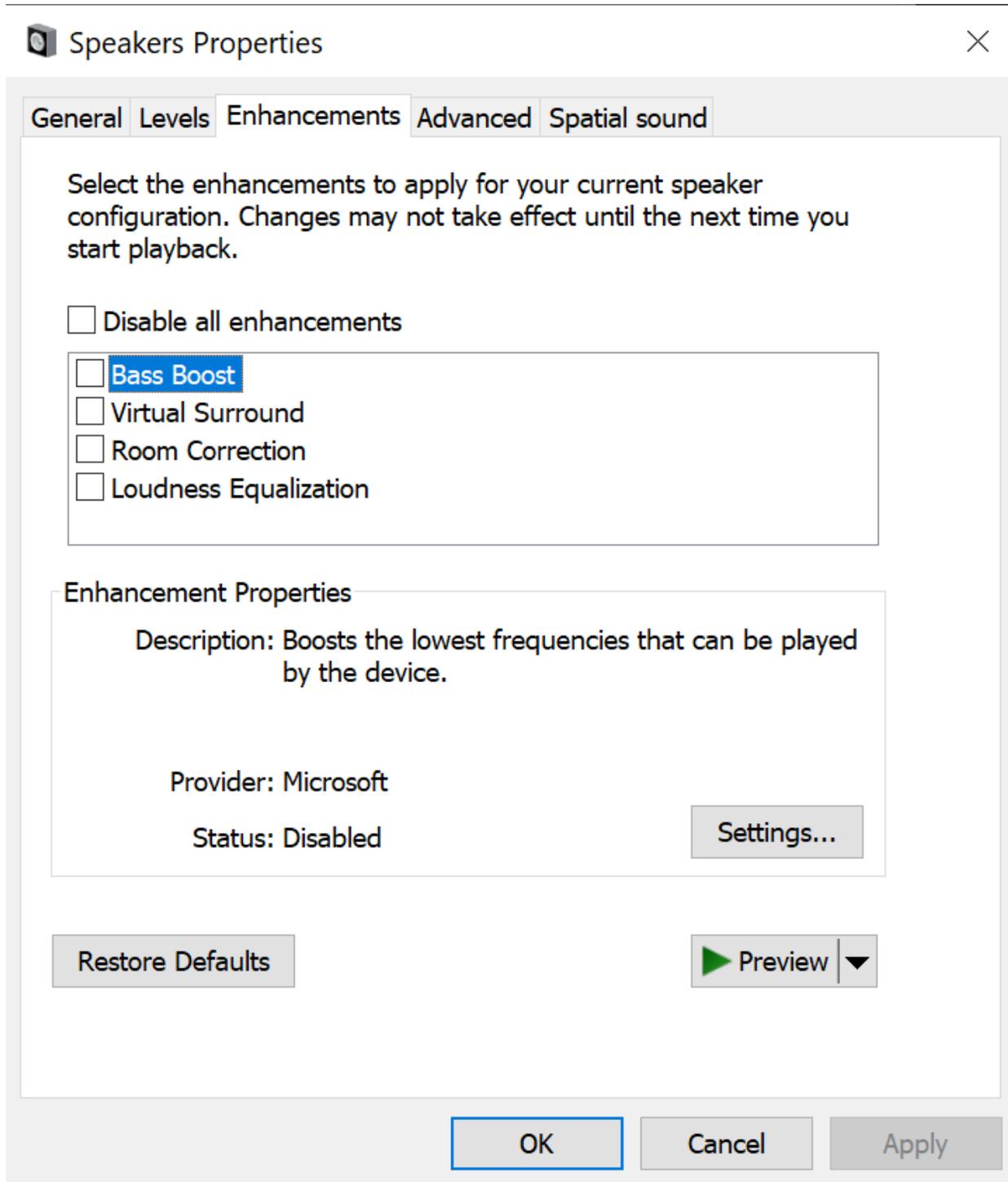
Click the "Sound" icon.



In the Sound panel navigate to the Playback tab. Select your desired audio playback device to use in Rocksmith+ and click Properties.



In the Enhancements tab disable any enhancements that have been enabled.



The same steps can be done in the Recording tab for the Real Tone Cable, which will appear as the Rocksmith USB Guitar Adapter.

- Check that your audio output hardware does not have any enhancements or processing turned on.
  - If playing through a TV set the TV to its gaming mode and turn off all audio processing.

- If playing through an audio or audio video receiver set it to its direct mode with no processing or effects.
- Try connecting the Real Tone Cable to a different USB port.
- If using a USB 3 or USB-C port, try connecting a hub to the USB port and the Real Tone Cable to the Hub.

#### *My Real Tone Cable's Volume keeps being set to 30% in Windows*

- This setting is by design. This allows us to get enough volume from your instrument into note detection while not being so loud that it will distort which will interfere with note detections accuracy.

#### *My instrument sound/all my audio is distorted or garbled sounding*

- Some audio hardware has compatibility issues with audio exclusivity. Try toggling audio exclusivity on and off in the More Settings menu under Options -> Audio Input/Output -> More Settings.
- Check that the Real Tone Cable, and your audio output device are both set to 48000 hz, 16-bit in the Windows audio settings.
- Try increasing the Audio Engine Buffer Size in the More Settings menu under Options -> Audio Input/Output -> More Settings.
  - This value typically needs to be higher if audio exclusivity is turned off because less system resources can be dedicated to audio.

#### *My instrument sounds too loud or too quiet*

- When you go through the tuning process before playing a song we will calibrate the input and output volume of your instrument to match the volume of the songs in Rocksmith+. Just tune normally and we'll take care of the rest!

### 3rd Party Audio Interfaces

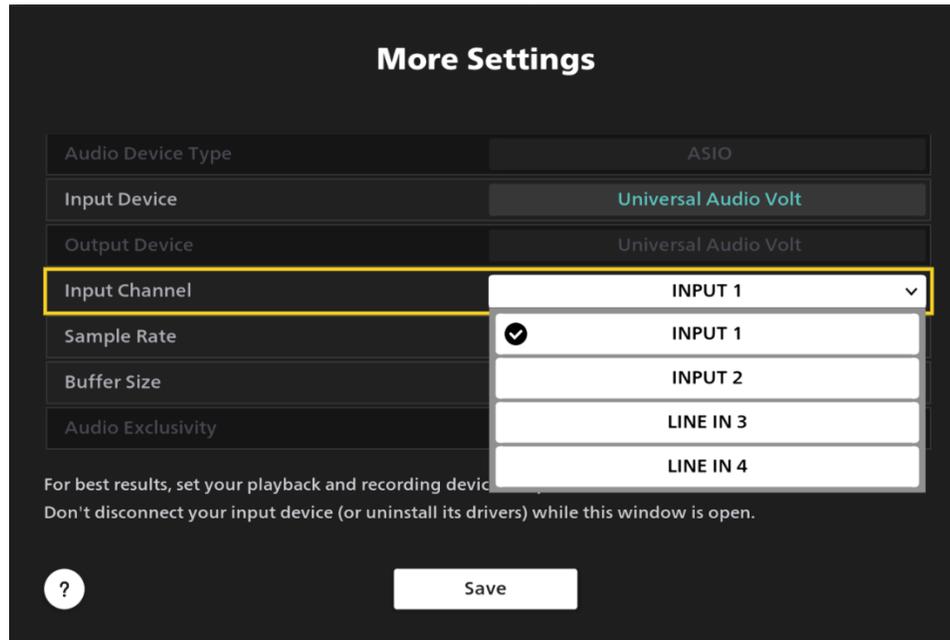
#### *My audio interface will not connect to Rocksmith+*

- Download and install the latest drivers from your device manufacturer.
- Check that the audio interface's input and output are both set to 48000 hz, 16-bit in the Windows audio settings.
- If using an ASIO interface also check that the device is set to 48000 hz and 16-bit in the device's control panel. This varies by manufacturer. If there is no option for 48000 hz, 16-bit select 48000 hz, 24-bit.

#### *My audio interface is connected, but I cannot hear my instrument*

- Make sure the volume knob on your instrument is turned all the way up.
  - On instruments with passive pickups, we recommend setting the tone knob all the way up as well. For instruments with active pickups or EQs we recommend turning the volume all the way up and setting the EQ flat. This will correspond to the detent in the middle of the EQ knobs' range.

- If you have an instrument with active pickups, a preamp, or active EQ make sure the 9-volt battery is properly powering them.
- By default, Rocksmith+ enables the first channel of a multi-channel interface. If your instrument is plugged into another channel:
  - If using an ASIO or WASAPI interface, make sure the correct input channel is selected in the More Settings menu under Options -> Audio Input/Output -> More Settings.

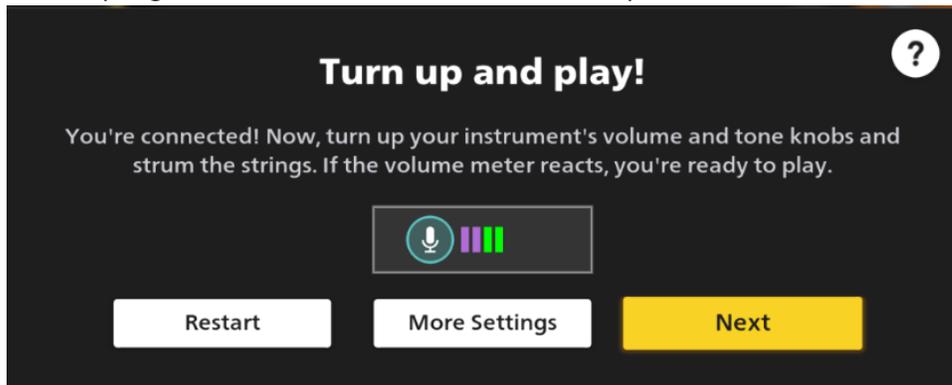


- If using a WASAPI input device, make sure the correct output device is selected in the More Settings menu under Options -> Audio Input/Output -> More Settings.
- If using an ASIO input device, make sure that you are monitoring the output of that same ASIO device. ASIO, by design, uses the same device for input and output.
- Some audio hardware has compatibility issues with audio exclusivity. Try toggling audio exclusivity on and off in the More Settings menu under Options -> Audio Input/Output -> More Settings.
- Check that the audio interface's input and output are both set to 48000 hz, 16-bit in the Windows audio settings.
- Check that your instrument is producing signal into other hardware or software.

*My audio is distorted or gabled sounding*

- Check that the audio interface's input and output are both set to 48000 hz, 16-bit in the Windows audio settings.
- Some audio hardware has compatibility issues with audio exclusivity. Try toggling audio exclusivity on and off in the More Settings menu under Options -> Audio Input/Output -> More Settings.
- For ASIO devices increase the ASIO device buffer size in the More Settings menu under Options -> Audio Input/Output -> More Settings.

- For WASAPI devices increase the Audio Engine Buffer Size in the More Settings menu under Options -> Audio Input/Output -> More Settings.
  - This value typically needs to be higher if audio exclusivity is turned off because less system resources can be dedicated to audio.
- For devices with input gain knobs, we want a low gain level. Target getting your instrument sound in the green range in the Turn up and play! popup during the connection process. Too much input gain can cause audible distortion and impact note detections results.



*I want to use a different audio device as an audio output in combination with my ASIO input device. Why can I not choose a different output device?*

- ASIO is designed as full duplex. ASIO routes all audio input and output through a single device, and this enables it to have such low latency.
- To use a combination of devices as your input and output you need to use them as WASAPI devices. Most ASIO devices also include Windows audio drivers so they can be used as WASAPI devices in this fashion.

*My instrument sounds too loud or too quiet.*

- When you go through the tuning process before playing a song we will calibrate the input and output volume of your instrument to match the volume of the songs in Rocksmith+. Just tune normally and we'll take care of the rest!

Rocksmith+ Connect App

*How do I download the Rocksmith+ Connect app?*

- Scan the QR code in game with your mobile device to be taken directly to the product page to download the app in the iOS app store or the Google Play store.
- Search for "Rocksmith+ Connect" in the iOS app store or the Google Play store.

*Rocksmith+ Connect won't connect to Rocksmith+ on my PC.*

- Sign into the same Ubisoft Connect account that you purchased your Rocksmith+ subscription with on both your PC and mobile device.
- Your PC running Rocksmith+ and your mobile device running Rocksmith+ Connect need to be on the same local network.

- Allow incoming and outgoing traffic for Rocksmith+ through the firewall on your PC.

*Rocksmith+ Connect doesn't hear my instrument.*

- Make sure you have allowed Rocksmith+ Connect access to the microphone on your mobile device.
- We recommend having your mobile device within two feet or sixty centimeters of your instrument.
- Rocksmith+ Connect is intended to work with acoustic guitars or amplified electric guitars and basses. Unamplified electric instruments do not produce enough signal to be properly heard by Rocksmith+ Connect.