# How to install the USB Driver for PS Audio USB 2.0 Devices

## Downloading the compressed Driver bundle

1. Click this link to download the driver:

   https://www.psaudio.com/downloads/windows-usb-driver-bundle

   Click save.

2. Navigate to the folder you saved it to, and open it up. Inside will be two additional zip files. Refer to the table below to determine which driver you need. Unzip whichever driver you need to install for your equipment.

   a. **Version:** USB 2.0 Driver v1
      **Filename:** PSAudio_USB_ASIO.zip
      **Description:** This is used for older PS Audio hardware built during and prior to the fall of 2021.

   b. **Version:** USB 2.0 Driver v2
      **Filename:** PS Audio USB Audio Drivers_setup_WHQL_v2.zip
      **Description:** This is used for newer PS Audio hardware built after the fall of 2021.

| | USB 2.0 Driver v1 | | USB 2.0 Driver v2 | |
|---|---|---|---|---|
| **Product** | **Date[2]** | **Serial # Rev** | **Date** | **Serial # Rev** |
| Gain Cell DAC | Oct 2021 or before | C and prior | After Oct 2021 | D and later |
| Stellar Strata | Dec 2021 or before | A and prior | After Dec 2021 | B and later |
| Sprout | Dec 2021 or before | B4 and prior | After Dec 2021 | C and later |
| All other products[1] | Built before 2021 | - | Built 2022 or later | - |

[1] All other products use either one or the other driver (they do not cross in late 2021 the way the GCD, Strata and Sprout do).
[2] The Date field is approximate. If in doubt, always use the Rev letter at the end of the Serial Number.

For newer hardware, refer to page 2 below.

For older hardware, refer to page 4 below.

**<span style="color:red">WARNING: It is not recommended to install both the old and new driver on the same PC. This may cause conflicts with detecting the hardware component properly.</span>**

# Installing the USB 2.0 driver for newer PS Audio hardware

1. Navigate to the folder you saved it to, and open it up. You'll see a <u>PS Audio USB Audio</u> <u>Drivers_setup_WHQL_v2.exe</u> file. Double click to run this exe.

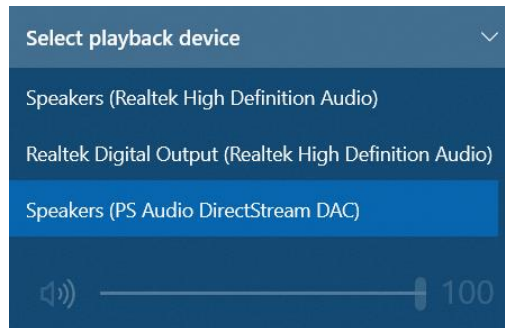2. The following window will come up. Click "Install"



3. Connect your unit to the Windows PC using a USB cable and power it on. If you don't do this, you will see the following message prompting you.
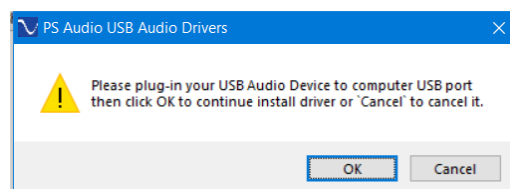


4. Follow the prompts for the installer.

5. Click finish, your device will be ready to use.

6.  Your computer may ask you if you want to restart – go ahead and do this. When the driver is properly installed, you will get a PS Audio output device when you left click the Speaker icon in the Notification bar. The specific name of the device will reflect the component you have connected to.



If you get an error – make sure your device is powered on. Otherwise, contact PS Audio Customer Support for further troubleshooting.

# Installing the USB 2.0 driver for older PS Audio hardware

1. Navigate to the folder you saved it to, and open it up. You'll see a PSAudio_USB_ASIO.exe file. Double click to run this exe.

2. The following window will come up. Click "Install"



3. Connect your unit to the Windows PC using a USB cable and power it on. If the unit is connected, you will see the following in the Bluetooth and Other Devices settings screen (Windows 10).



4. Follow the prompts for the installer.

5. Click finish, your device will be ready to use.
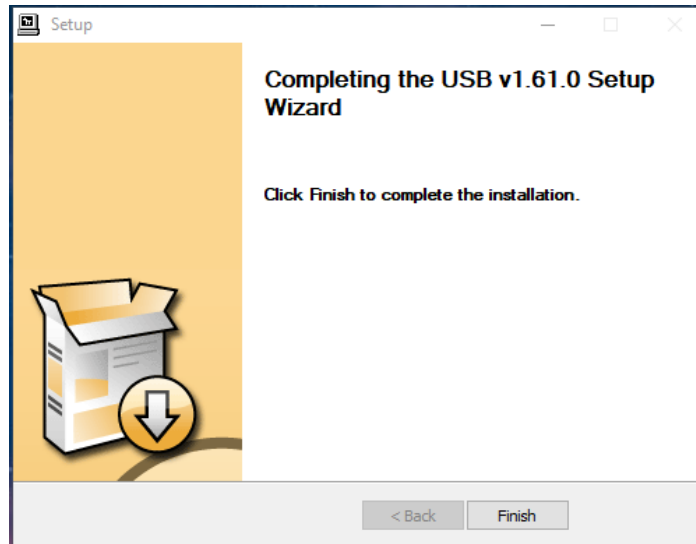
6. Your computer may ask you if you want to restart – go ahead and do this. When the driver is properly installed, you will get a PS Audio output device when you left click the Speaker icon in the Notification bar. The specific name of the device will reflect the component you have connected to.
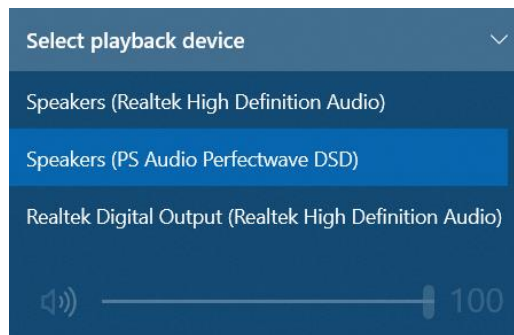


If you get an error – make sure your device is on and switched to USB or Digital mode. Otherwise, contact PS Audio Customer Support for further troubleshooting.