

## Aureon 7.1 USB - Questions & Answers

### Question 1

After the installation process of the Aureon 7.1 USB under Windows 7 or Windows Vista I am not able to use every function of the device.

### Answer 1

Using the Aureon for the first time with Windows 7 and Windows Vista, the system installs generic drivers. The installation of the control-panel on the included software CD or download from our website is required for a full functionality.

### Question 2

The Aureon 7.1 USB is not playing any sounds at all.

### Answer 2

Make sure that, when using only 2 speakers, that you connected the soundcard to the green Front-Out jack.

Ensure that the Aureon is selected as "default device" in the Sound-Setup of the Windows-Mixer. This is crucial if, for example, another soundcard is still connected to the PC (Onboard sound...).

Check the connection between the soundcard and the speakers.

Are active speakers or a hi-fi unit attached?

Check the settings of the Aureon 7.1 USB in the control panel and in the Windows-Mixer. Make sure no channel is muted and the slider is not set to 0 db.

### Question 3

I can't start a recording through the Aureon 7.1 USB.

### Answer 3

The Aureon 7.1 USB has to be selected in the sound settings as "default device" (Control Panel-->Sound / Sound Devices).

With the Aureon 7.1 USB you cannot record or monitor S/PDIF signals which are copy-protected (have the copy-protection-bit set).

**Question 4**

Since I connected the Aureon 7.1 USB to my hi-fi unit, I can hear a constant deep buzzy noise coming from the speakers.

**Answer 4**

The buzzing (50/60 Hz) comes from the 220-V power supply where a ground loop is induced. This loop arises if two devices, both equipped with a protective earthing conductor or some other cable (e.g. antenna), get connected with an audio cable on top. In order to solve the problem you need to

1. install a sheat current filter into the connection of the antenna
- or
2. use an audio transmitter which neutralises the direct coupling between the PC and the hi-fi unit.

To figure out what to do please disconnect the cable (antenna) from the receiver / tuner and if the noise is gone, the sheat current filter is working.

If the noise remains, a double earthing is causing the problem and then please install the audio transmitter.

**Question 5**

I noticed some interference during the record and play-back of audio files.

**Answer 5**

Please check the current USB-Driver in your device-manager and change them if necessary.

An USB-Hub could be an error source, please try a port directly connected to the PC.

**Question 6**

I installed the latest driver and software and read the documentation but my problem still exists.

**Answer 6**

In this case please contact our service team.