

10 SoundDrive 16 Troubleshooting

Troubleshooting

The following information will help diagnose problems you may have with the SoundDrive 16. Following these simple steps serves a twofold purpose:

You may be able to fix your problem and avoid having to contact the Micronics Technical Support Department . . .

or

if these steps do not help you solve your problem, they will most certainly give you a better handle on what to tell technical support once you do contact them.

The information provided here is in symptom/response form. That is, a symptom is given, and a check point response is provided for you.

Symptom 1

System locks up on bootup with the SoundDrive 16 installed.

Check

Check whether another peripheral in your system is using the same I/O address configured by Jumper W3 (Chapter 2) on the SoundDrive 16.

Symptom 2

No sound output.

Check

1. Is the external speaker properly connected to the SoundDrive 16 Speaker jack?
2. Is there another adapter in your system which may be using the same address (I/O Address, DMA Channel, or Interrupt)? If so, change its addressing or select another address for SoundDrive 16. (Refer to Chapter 2 for available addresses).

Symptom 3

Certain applications do not play sound.

Check

1. Verify the SoundDrive 16 and the software application are configured for the same sound emulation modes (for example, Sound Blaster or Sound Blaster Pro for digitized sound).
2. Many software applications require a large amount of base memory, such as 640KB and are unable to operate if any drivers or TSR programs are installed. Try removing all unnecessary drivers and TSRs or load them in high memory (refer to your DOS user's manual for more information).
3. Verify the SET BLASTER statement is in the AUTOEXEC.BAT file.

4. Make sure the application is configured for the same IRQ, I/O, or DMA as the SoundDrive 16.

Symptom 4

Certain applications do not play digitized sound, such as speech or sound effects.

Check

1. Check for a conflict with the Sound Blaster interface configuration settings. Digitized sounds are played back through this interface.
2. Verify the SET BLASTER statement is in the AUTOEXEC.BAT file. Some applications look specifically for this statement to set the Sound Blaster environment. Verify that the settings of the statement match the configuration for the SoundDrive 16 and the software application.
3. Verify there is sufficient base memory to run the software application. If you are configuring the software application for Sound Blaster, the software application may omit digitized sound if there is not enough base memory available.

Symptom 5

My joystick does not work when connected to the SoundDrive 16.

Check

Verify the Joystick Port in the SD16.EXE program is enabled.

Symptom 6

My microphone recording level is too soft or unable to record properly.

Check

1. Verify your microphone has the proper impedance or is too sensitive. The SoundDrive 16 expects a microphone with an impedance of approximately 600-10K ohms.

2. Verify the software used to record, and the Windows temporary directory are not on a drive that is using a disk doubling utility.
3. Turn up the microphone input level.
4. Make sure the microphone is selected as the recording source.

Symptom 7

Wave files do not play correctly in Windows.

Check

1. Verify the settings for the SoundDrive 16 driver in Windows match the hardware settings. This can be done by opening the Driver icon from the Control Panel and double-clicking on the driver.
2. If the .WAV file keeps repeating, this indicates an IRQ conflict.

Symptom 8

I received the error message "Could not load audio driver" or "General Protection Fault."

Check

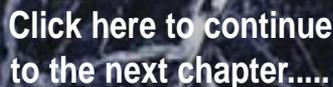
1. Is the SoundDrive 16 audio driver installed in Windows? If no, install the driver. If yes, reinstall the driver. From the Control Panel window, click on the Drivers icon, click on Add, and reload the "SoundDrive 16 WAVE & MIDI" driver. Restart Windows and check the sound again.
2. Did you change the default address settings? If so, you need to reset the address settings in Windows.

Symptom 9

I received the error message "Disk Could Not Keep Up with Digital Audio Rate."

Check

1. Were you recording when you received this error message? Decrease the sample rate or bit resolution. If you were recording in stereo, switch to mono.
2. Are you using a disk doubling utility? When you record, you are recording directly to the hard drive. Disk compression utilities can affect the performance of the hard drive.
3. Have you defragmented your hard drive lately? Your software application may have encountered a performance problem with your hard drive. Use one of the commercial disk optimizing utilities available. Excellent digital audio performance requires you optimize your hard drive often.



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