FAQs

Sonifex Sound Cards & Radio Capture Cards Frequently Asked Questions (FAQ)

This FAQ (frequently asked questions) answers some of the popular questions asked about the Sound Cards & Radio Capture Cards and the way they operate. If you have any specific questions regarding the operation of the cards which aren't covered below, please contact your nearest distributor, or Sonifex directly.

Download this FAQ as a pdf file

Related Links:

Issues Recording From Audio Sources in Windows 10

Windows 10 has introduced new privacy options which will prevent applications from accessing audio recording sources if not configured correctly. If you're having issues recording audio from one of our PC capture cards then it's likely a problem with your privacy settings within Windows 10. To resolve this, simply follow these steps.

- 1. Open Settings.
- 2. Click on Privacy.
- 3. Click on Microphone.
- 4. Under the "Allow access to the microphone on this device" section, click the Change button.
- 5. Turn on the Microphone for this device toggle switch.

6. Under the "Allow apps to access your microphone" section, make sure the toggle switch is in the On position.

← Settings			- 0
	Microphone		
Find a setting Privacy Windows assemblishers	Microphone access for this device On	nicrophone on this device ng this device will be able to choose if ccess by using the settings on this page. om accessing the microphone. vice is on	Know your privacy options Learn how this setting impacts your privacy. Learn more Privacy dashboard Privacy statement
A General A ⁰ Speech	Change Allow apps to ac	ccess your microphone	Have a question? Get help
Inking & typing personalization P Diagnostics & feedback	If you allow access, you microphone by using th blocks apps from acces Windows.	I can choose which apps can access your ne settings on this page. Denying access only sing your microphone. It does not block	Make Windows better Give us feedback
Activity history	On On		
App permissions	Choose which as Some apps need to acc Turning off an app here	pps can access your microphone tess your microphone to work as intended. e might limit what it can do.	
Camera	30 Viewer	• on	

Installing Sonifex Sound Card Drivers

Download the required drivers from the Sonifex website from the following location, make sure you select the appropriate ones for your sound card, for this FAQ we're using the Auricon Card.

../technical/software/index.shtml#soundcards

		v 0	Search Drivers	-
A	Name	Date modified	Type	Size
e quick access	Auricon44_3504	04/06/2019 15:31	Compressed (zipp	424 KB
Dropbox				
OneDrive				
This PC				
3D Objects				
Desktop				
Documents				
Downloads				
Music				
Pictures				
Videos				
Local Disk (C:)				
US8 Drive (D:)				
USB Drive (D:)				
Network				

Righlclick on Lhe Zipped file and seleclExIraa and selecla desLinaLion where you wam IO save Lhe exIracLed driver files.

			×
4	Extract Compressed (Zipped) Folders		
	Select a Destination and Extract Files		
	Files will be extracted to this folder:		
	C:\Users\Test.sonifex\Downloads\Drivers\Auricon44_3504	Browse	
		<u>Extract</u> Cancel	

Once the files are extracted browse to the folder and you should see the following.

This PC > Downloads >	Drivers > Auricon44_3504 >	~ 0	Search Auricon44_3	504
Quick access	Name	Date modified	Туре	Size
Dropbox	x64	04/06/2019 15:36	File folder	
OneDrive	ReadMe	04/06/2019 15:36	PDF File	288 KB
This PC				
30 Objects				
Desktop				
Documents				
Downloads				
Music				
E Pictures				
Videos				
Local Disk (C:)				
USB Drive (D:)				
US8 Drive (D:)				
Network				

Install the sound card into the pc and boot the pc up. Check the Device Manager to make sure the sound card is present, it will appear as an "Unknown

Device" or "Multimedia Audio Controller" both will have a yellow triangle next to them denoting the computer doesn't recognise the hardware.

Right Click on the "Unknown Device", click on the Driver Tab and Select "Update Driver". From the window that pops up click "Browse My Computer For Driver Software".



From the next window click "Browse" and navigate to the folder you Extracted Earlier, make sure the Include Subfolders box is ticked and click NEXT.

Update Drivers – Multimedia Audio Controller	
Browse for drivers on your computer	
Search for drivers in this location:	
C:\Users\Test.sonifex\Downloads\Drivers\Auricon44_3504 \view Browse	
→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the	
→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the same category as the device.	
→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the same category as the device.	

Once the drivers have finished installing rebot the pc and open device manager and your sound card should appear under Sound, Video and Game controllers and should be ready to use.



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