Introduction

Congratulations on your purchase of Creative's latest audio revolution, Sound Blaster® X-Fi™ Titanium HD! This premium audio product features cutting edge technologies from the leaders in PC audio to transform your computer into a multimedia entertainment center. Enjoy true High-Definition (HD) quality audio from your HD movies and experience the latest THX® TruStudio PC technology that enhances the sound in your music, movies and games!

This User's Guide contains software installation and usage information for your audio card.

System Requirements

Minimum Requirements

- Intel® Core™ 2 or AMD® equivalent processor, 1.86 GHz or faster
- Intel, AMD or 100% compatible motherboard
- Microsoft® Windows® 7 32-bit or 64-bit, Windows Vista® 32-bit or 64-bit with Service Pack 1 or higher
- 1 GB RAM
- 600 MB of free hard disk space
- Available PCI Express® slot*
- CD-ROM/DVD-ROM drive for software installation
- Headphones or amplified speakers (available separately)

Additional Requirements (where applicable)

HD-Video/DVD-Video
- 6x or faster DVD drive (1x or faster HD capable drive for HD-Video)
- Software media player such as CyberLink® PowerDVD® (latest version recommended) installed
- 5.1 or 7.1 speakers for optimal listening experience
- Internet connection is required to obtain PowerDVD software with DTS® and Dolby® Digital decoding (free download with purchase)

Notes
- *Some motherboards reserve the PCI Express x16 slots for video cards only. Use a x1 or x4 slot instead. For more information, consult the documentation of your motherboard.
- Internet connection is required to download updates to existing software and drivers, and bonus software that may be available for your product.

- Other applications may have higher system requirements. For more information, consult the documentation of your application.

More Help

For the latest news and products for Sound Blaster, visit **www.soundblaster.com**. The site also includes information on making purchases, technical help, and the latest driver updates.

Using Creative Software AutoUpdate

Locating, downloading, and installing updates for your Creative products is now simpler and faster with the web-based Creative Software AutoUpdate system.

When you connect to Creative Software AutoUpdate via the Internet, the web site will analyze your computer system to determine what operating system (OS), language, and Creative products are installed in your system.

After the online analysis, you will be able to select from a list of only the most relevant software and driver updates. The files will then be retrieved and installed on your system for you.

To learn more about Creative Software AutoUpdate, visit **www.soundblaster.com/support**.

Notes

- First-time users of Creative Software AutoUpdate may be prompted to authorize the download of a browser component required for system inspection. Ensure that the content is signed by Creative Labs, Inc., then click the **Yes** button.
- Ensure that all your Creative products are connected and installed on the same computer running Creative Software AutoUpdate.
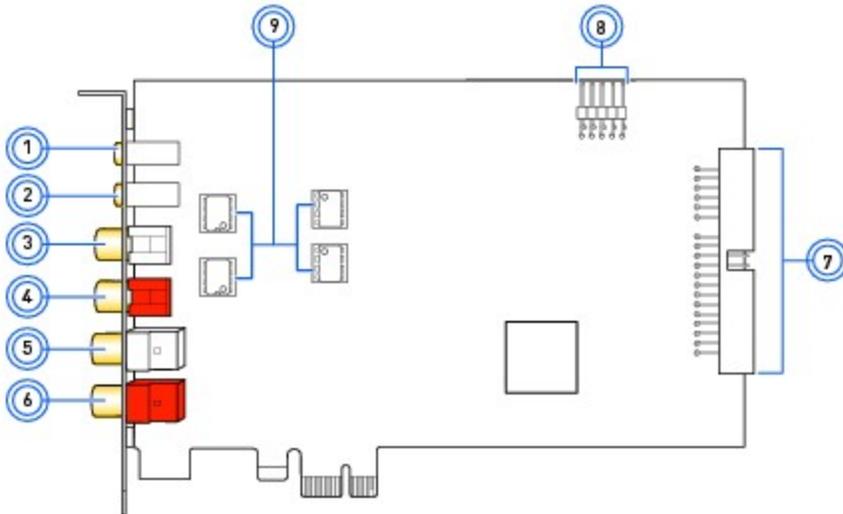
About Your Hardware

For instructions on installing your product, and any additional accessories, consult the Quick Start leaflet.

To learn more about your product, consult the following section:

- [Sound Blaster X-Fi Titanium HD Card](#)

Sound Blaster X-Fi Titanium HD Card

	Jack or Connector	Description
1.	Microphone jack	Connect your microphone to this jack.
2.	Headphone jack	Connect your headphones to this jack. Supports headphones with impedance of up to 330 ohms.
3.	Front Left RCA jack	Connect the left channel of your speakers to this jack.
4.	Front Right RCA jack	Connect the right channel of your speakers to this jack.
5.	Line-In Left/Optical In combo jack	Connect the left channel of your external audio device output to this jack. Supports either analog line input or digital optical input.
6.	Line-In Right/Optical Out combo jack	Connect the right channel of your external audio device output to this jack. Supports either analog line input or digital optical input.
7.	Expansion header	Proprietary header for Creative devices. Do not use this header for non-supported devices.
8.	Front Panel header	Connect your system's front panel audio outputs to this header.
9.	Op-amp sockets	

	Removable operational amplifiers (op-amps) enable you to customize the sound quality of your analog output.

Notes

- Actual products may differ slightly from those shown here.

Installing and Uninstalling Software

To take full advantage of your Sound Blaster X-Fi, you need to install device drivers and applications. At times, you may also need to uninstall or reinstall some or all of the device drivers and applications to correct problems, change configurations, or upgrade outdated drivers or applications. To learn how to do so in all supported Windows operating systems, consult the following sections:

- [Installing Drivers and Applications](#)
- [Reinstalling Drivers and Applications](#)
- [Uninstalling Drivers and Applications](#)
- [Installing/Uninstalling Selected Drivers and Applications](#)

Installing Drivers and Applications

Ensure that your audio card is installed before proceeding. For instructions on installing your audio card, consult your Quick Start leaflet.

After you have installed your audio card, turn on your computer. Windows automatically detects your audio card and searches for device drivers.

For all supported Windows OS

If prompted for the audio drivers, click the **Cancel** button.

1. Insert the Installation CD into your CD or DVD drive.
   Your CD should start automatically. If it does not, follow the steps below:
      i. Click **Start** ▸ **Computer** or **My Computer**.
      ii. Right-click the CD or DVD drive icon, and then click **Open AutoPlay** or **AutoPlay**.

2. To complete the installation, follow the instructions on the screen.

3. When prompted, restart your computer.

After you have restarted your computer, you can launch the applications by clicking **Start** ▸ **Programs** or **All Programs** ▸ **Creative** ▸ **Sound Blaster X-Fi** ▸ Name of application

Reinstalling Drivers and Applications

For Windows 7 and Windows Vista
1. Click **Start** ► **Control Panel** ► **Uninstall a program**.
2. Select the **Sound Blaster X-Fi** entry.
3. Click the **Uninstall/Change** button.
   If the **User Account Control** dialog box appears, click the **Continue** button.
4. In the **InstallShield Wizard** dialog box, select the **Repair** option.
   When prompted, insert the Installation CD into your CD or DVD drive, and click the **OK** button.
5. To repair an application or driver, select the respective check box.
6. Click the **Yes** button.
7. When prompted, restart your computer.

Uninstalling Drivers and Applications

Before you begin, close all running audio applications. Applications that are still running during uninstallation will not be removed.

For Windows 7 and Windows Vista

1. Click **Start ► Control Panel ► Uninstall a program**.
2. Select the **Sound Blaster X-Fi** entry.
3. Click the **Uninstall/Change** button.
   If the **User Account Control** dialog box appears, click the **Continue** button.
4. In the **InstallShield Wizard** dialog box, select the **Remove All** option.
5. Click the **Yes** button.
6. When prompted, restart your computer.

After you have completed the steps above, you can install the original or updated device drivers and applications for Sound Blaster X-Fi. For instructions on installing the software, consult [Installing Drivers and Applications](#).

Installing/Uninstalling Selected Drivers and Applications

For Windows 7 and Windows Vista

1. Click **Start** ▸ **Control Panel** ▸ **Uninstall a program**
2. Select the **Sound Blaster X-Fi** entry.
3. Click the **Uninstall/Change** button.
   If the **User Account Control** dialog box appears, click the **Continue** button.
4. In the **InstallShield Wizard** dialog box, select the **Add** option to add new software components to your existing installation, or the **Remove** option to remove previously installed software components from your system.
5. To install or uninstall an application or driver, select the respective check box.
6. Click the **Yes** button.
   When prompted, insert the Installation CD into your CD or DVD drive, and click the **OK** button.
7. When prompted, restart your computer.

Connecting Speakers and Headphones

The connectors and associated components shown here may be different from that of your speaker system. Consult the documentation of your speaker system to identify similar input connectors. You can upmix your stereo sources (for example, CD Audio, MP3, WMA, MIDI, and Wave) to enjoy multichannel sound on your speakers or headphones by enabling the THX TruStudio PC Surround feature.

To learn how to connect different types of speaker systems to your audio card, consult the following sections:

- [Connecting Analog Speaker Systems](#)
- [Connecting Digital Speaker Systems](#)
- [Connecting Home Theater Systems](#)
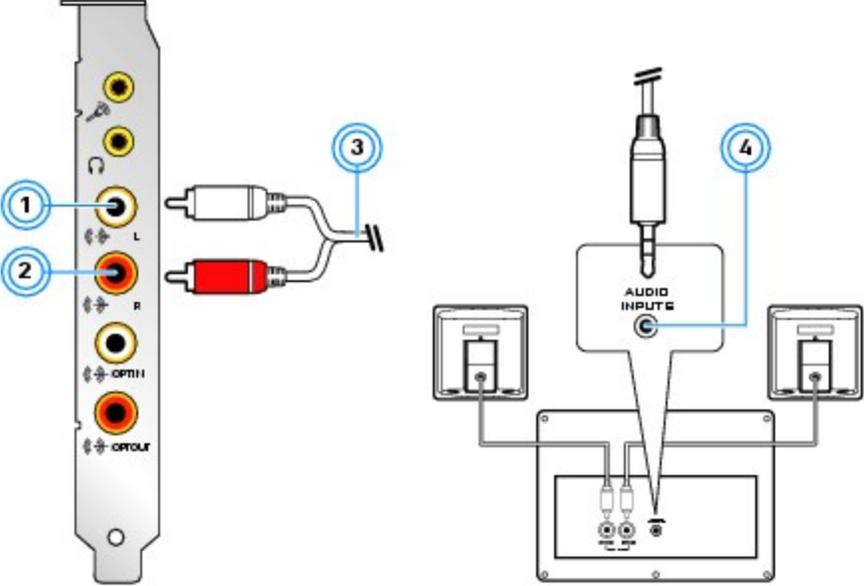- [Connecting Headphones and Headsets](#)

For a list of supported Creative speaker systems or interactive help on speaker connectivity, visit **www.creative.com**.

Notes

- Actual products may differ slightly from those shown in this chapter.
- Select the correct speaker setup or headphone option in THX Audio Control Panel to get the best experience. For more information, refer to its online Help.
- The cables shown in this chapter may be bundled with your peripheral or are available separately from **www.creative.com**.
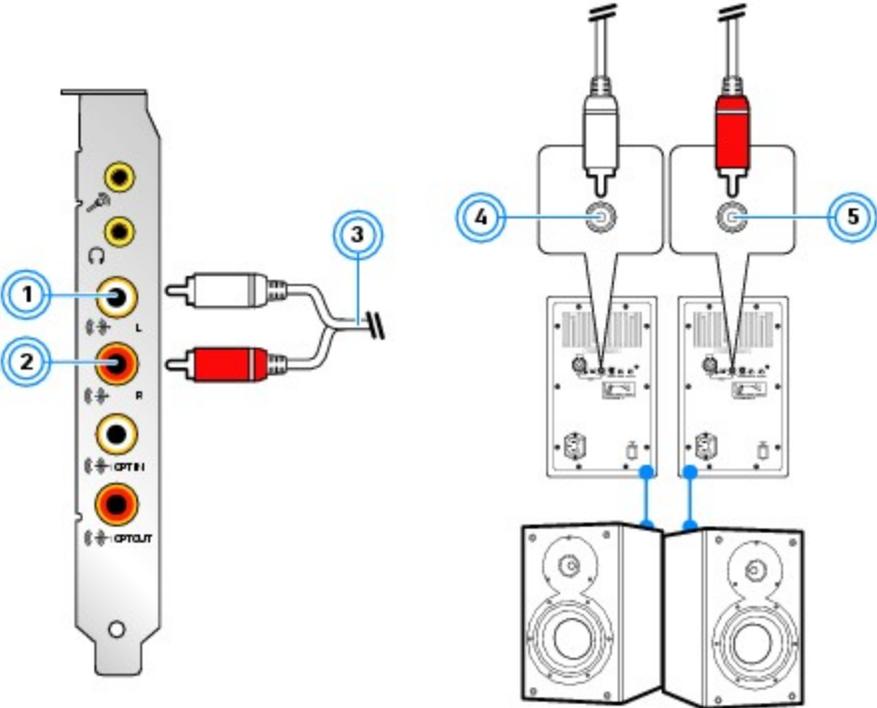
Connecting Analog Speaker Systems

2.1 channel analog PC speakers

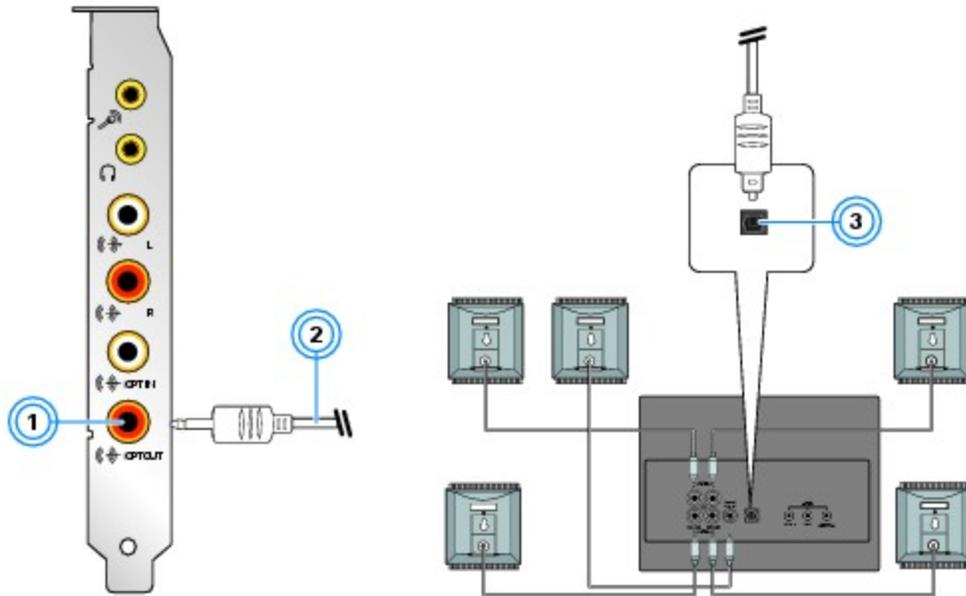|	Jack, Connecter or Cable	Description
1.	Front Left RCA jack	Connect this jack to the Front (Audio Input) jack on your speaker system.
2.	Front Right RCA jack	Connect this jack to the Front (Audio Input) jack on your speaker system.
3.	RCA-to-Stereo cable	Connects your audio card to your speaker system.
4.	Front (Audio Input) jack	Connect this jack to the Front Left and Front Right RCA jacks on your audio card.

2.0 channel analog home studio speakers

	Jack, Connecter or Cable	Description
1.	Front Left RCA jack	Connect this jack to the Audio Input RCA jack on your speaker system.
2.	Front Right RCA jack	Connect this jack to the Audio Input RCA jack on your speaker system.
3.	RCA-to-RCA cable (available separately)	Connects your audio card to your speaker system.
4.	Audio Input RCA jack	Connect this jack to the Front Left RCA jack on your audio card.
5.	Audio Input RCA jack	Connect this jack to the Front Right RCA jack on your audio card.

Connecting Digital Speaker Systems

Your Sound Blaster X-Fi comes with a Line-In Right/Optical Out combo jack which allows you to connect your digital speaker system. Most digital speakers systems connect the audio card to the subwoofer or an external unit.

For more information on your digital speaker connections, consult the documentation of your digital speaker system.
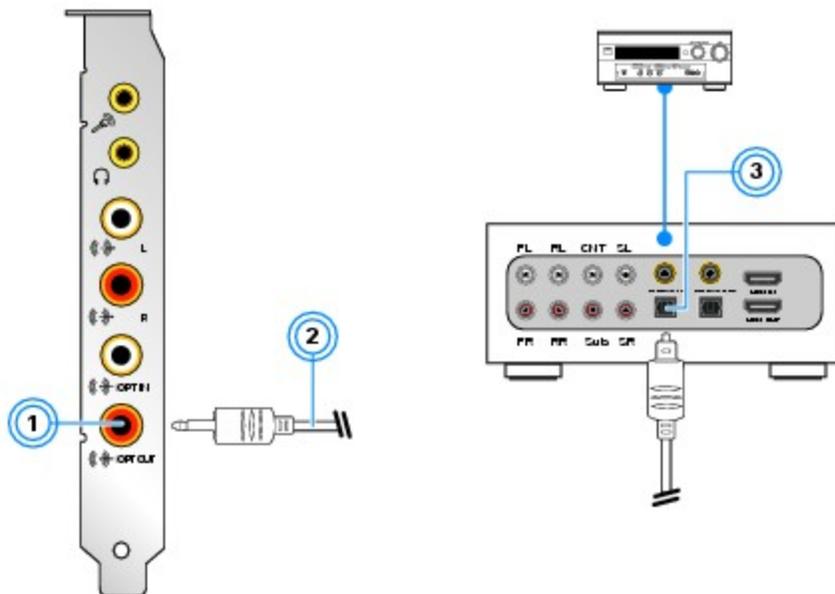
Jack, Connecter or Cable	Description
1. Line-In Right/Optical Out combo jack	Connect this jack to the Optical S/PDIF In jack on your speaker system.
2. Optical cable	Connects your audio card to your speaker system.
3. Optical S/PDIF In jack	Connect this jack to the Line-In Right/Optical Out combo jack on your audio card.

Connecting Home Theater Systems

Your Sound Blaster X-Fi comes with a Line-In Right/Optical Out combo jack which allows you to connect your home theater system. Most home theater systems connect the audio card to an A/V receiver.

For more information on your A/V receiver's speaker connections, consult the documentation of your A/V receiver.
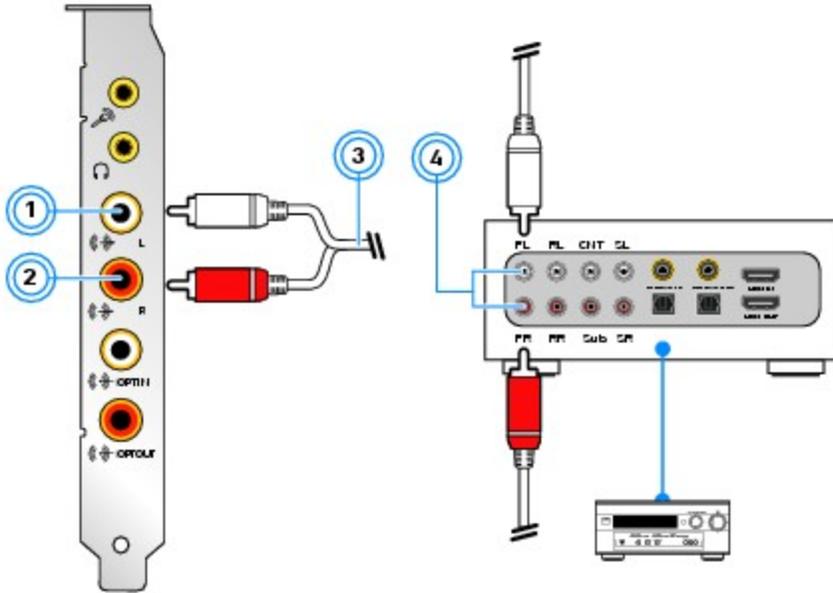
Connecting your A/V receiver to the Sound Blaster X-Fi

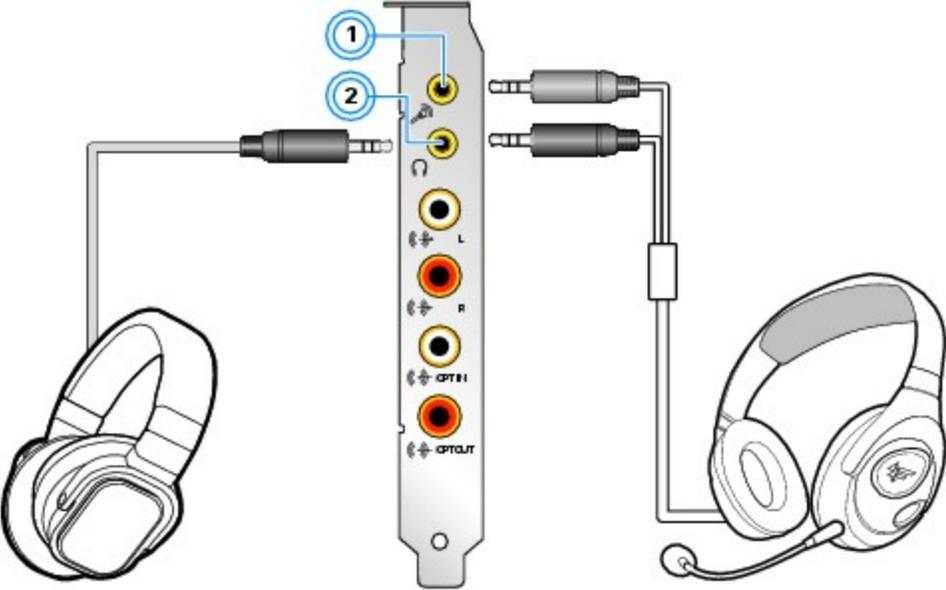| Jack, Connecter or Cable	Description
1. Line-In Right/Optical Out combo jack	Connect this jack to Optical S/PDIF In jack on your A/V receiver.
2. Optical cable	Connects your audio card to your A/V receiver.
3. Optical S/PDIF In jack	Connect this jack to the Line-In Right/Optical Out combo jack on your audio card.

Connecting your A/V Receiver using Line level inputs

If your A/V receiver supports multichannel line-level inputs, you can connect them directly to your audio card's Front Left and Front Right RCA jacks instead of the Line-In Right/Optical Out combo jack as shown below.

Jack, Connector or Cable	Description
1. Front Left RCA jack	Connect this jack to the Front Left (Audio Input) RCA jack on your A/V receiver.
2. Front Right RCA jack	Connect this jack to the Front Right (Audio Input) RCA jack on your A/V receiver.
3. RCA-to-RCA cable (available separately)	Connects your audio card to your A/V receiver.
4. Front Left and Front Right (Audio Input) RCA jacks	Connect this jack to the Front Left and Front Right RCA jacks on your audio card.

Connecting Headphones and Headsets

Jack or Connector	Description
1. Microphone jack	Connect the 3.50 mm (1/8-inch) plug of your microphone or the microphone plug of your headset to this jack.
2. Headphone jack	Connect the 3.50mm (1/8-inch) plug of your stereo headphones or headphone plug of your headset to this jack.

Notes

- Actual products may differ from those pictured here.
- Use an adapter if the plug comes in a different size.

Using Your Sound Blaster X-Fi

Your Sound Blaster X-Fi is equipped with powerful features to enhance your audio listening experience. It also works seamlessly with many external devices to perform different tasks. To learn more about these features, tasks and how to connect additional devices, consult the following sections:

- [Features and Benefits](#)
- [Watching Blu-ray Discs and DVDs](#)
- [Playing Games](#)
- [Playing/Recording Music](#)
- [Creating Music](#)

Notes

- Actual products may differ slightly from those shown in this chapter.
- The cables shown in this chapter may be bundled with your peripheral or are available separately from **www.creative.com**.

Features and Benefits

THX TruStudio PC

THX TruStudio PC is specially designed to bring the same great audio experience found in live performances, films, and recording studios - to the PC.

THX TruStudio PC Surround provides immersion control to enhance the natural sense of audio depth and spaciousness by creating virtual surround sound channels. Stereo content or multi-channel content played over stereo speakers and headphones will sound as if it's coming from all sides while voices remain centered in front and original balance and timbre is preserved.

THX TruStudio PC Crystalizer restores the natural dynamic range that is lost when iTunes and MP3 music gets compressed. This makes the music sounds as good as the artist originally intended, and adds an enhanced level of realism for movies and games.

THX TruStudio PC Speaker fills in the missing low frequency tones and gives the extra impact for a better entertainment experience. Consumers no longer have to tolerate lack of bass in speakers built into notebook PCs, 2.0 speakers or headphones, as THX TruStudio PC Speaker technology dramatically improves the sound experience without a subwoofer.

THX TruStudio PC Dialog Plus enhances the voices in movies for clearer dialog, allowing the listener to hear the dialog over the rest of the soundtrack and over ambient noise in the listening environment.

THX TruStudio PC Smart Volume addresses the problem of abrupt volume level changes during playback and between songs by automatically and continuously measuring volume, and intelligently applying gain and attenuation to compensate for those changes.

X-Fi Xtreme Fidelity

X-Fi is a sound technology that breathes life into your songs. It restores the detail and expands your music and movies to surround

sound, making your music way better.

X-Fi Crystalizer® restores the detail and vibrance to your compressed music and movies. All the highs and lows are intelligently enhanced so you'll hear everything in crystal clarity.

X-Fi CMSS®**-3D** expands your stereo MP3s and digital movies into surround sound with voices centered in front of you and ambient sound all around you.

Dolby Digital Live

Dolby Digital Live is a real-time encoding technology from Dolby Laboratories that converts any audio signal into a Dolby Digital bitstream for transport and playback through your home theater or digital speaker system.

Transform your gameplay into an exciting and realistic experience using Dolby Digital Live. Audio cues and effects that follow the onscreen action are reproduced, immersing you in 5.1 channel surround sound that puts you at the center of the action.

To learn more about Dolby Digital Live, visit **www.dolby.com**.

DTS Connect

DTS Connect is a real-time encoding tecnology from DTS, Inc. for interactive media and is only available on the computer platform. It converts any audio signal on the computer into 5.1 channel DTS format and transports it via a single digital cable.

With Dolby Digital Live or DTS Connect, a single digital cable is all that is needed to connect your computer to your home theater system, simplifying setup and eliminating the confusion of multiple cables.

To learn more about Dolby Digital Live, visit **www.dts.com**.

To learn how to connect your A/V receiver or digital speaker system to your audio card, consult the following sections:
- Connecting Home Theater Systems
- Connecting Digital Speaker Systems

Watching Blu-ray Discs and DVDs

Your Blu-ray Discs and DVDs are encoded with Dolby Digital or DTS audio technologies, which have to be decoded to enjoy high-quality audio on your speakers or headphones.

Decoding with a software DVD player

You can use a software media player to decode Dolby Digital or DTS encoded signals from your Blu-ray discs and DVDs, and high-quality audio through your audio card to your speakers or headphones.

To do so, you need to install a software media player such as PowerDVD (latest version recommended).

You can download the following software for your audio card:
- Cyberlink PowerDVD player (available without additional charge)

To download the software:
1. Click **Start ► Programs** or **All Programs ► Creative ► Get PowerDVD**.

Decoding with an external decoder

You can pass Dolby Digital or DTS encoded signals from your source through your audio card to an external decoder (for example, an A/V receiver), and ouput multichannel audio to your 5.1 or 7.1 speaker systems. Some digital speaker systems are also capable of decoding Dolby Digital or DTS encoded signals.

To learn more, consult the documentation of your external decoder or digital speaker system.

To learn how to connect your A/V receiver or digital speaker system to your audio card, consult the following sections:
- Connecting Home Theater Systems
- Connecting Digital Speaker Systems

Playing Games

Your Sound Blaster X-Fi is specially designed to enhance audio in games using Creative's cutting edge audio technologies. Playing games will be more exhilarating than ever before!

To learn more about the following audio technologies, visit **www.soundblaster.com**.

EAX ADVANCED HD

Make your games come alive with EAX® ADVANCED HD^{TM} and immerse yourself in worlds that their creators envisioned!

Hear multiple audio effects being played simultaneously, and precise environment settings applied to them to create a life-like environment and heighten the sense of realism.

Each effect is also accurately positioned in its 3D environment, allowing you to tell where it is coming from relative to your location, and you will be able to discern where your teammates and enemies are using only these audio cues.

EAX ADVANCED HD is a weapon that will give you the competitive edge, especially in multiplayer games.

X-RAM

X-RAM is a fast, onboard memory chip that assists developers in delivering the best audio experience in games without sacrificing gameplay.

Audio data can be preloaded into X-RAM to reduce the impact of diverting precious resources to process audio during gaming, giving developers the flexibility to create the highest quality audio assets for your pleasure.

X-RAM can also help overcome limitations imposed by your PC and give you faster performance. This is crucial for certain games where speed can mean the difference between victory or defeat!
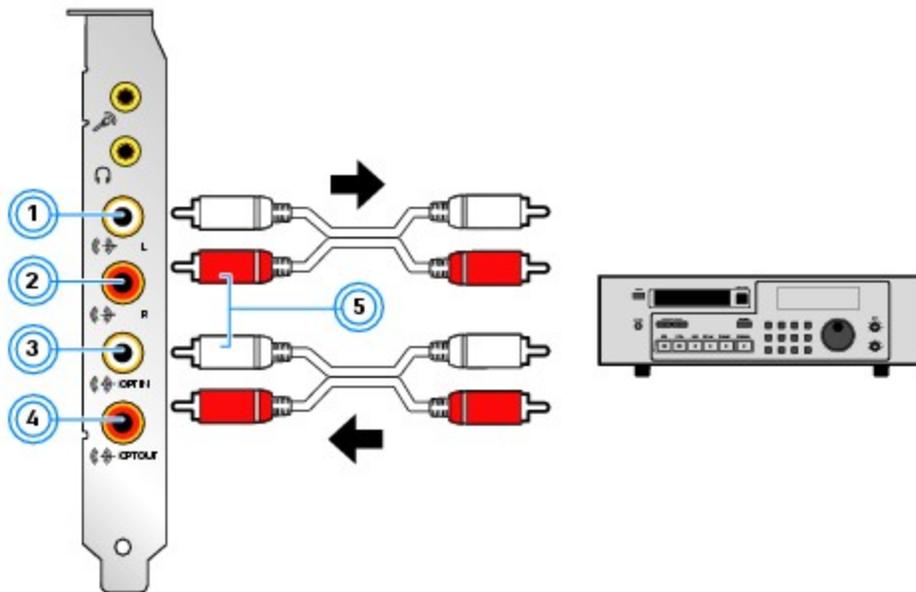
Creative ALchemy

Creative ALchemy is a powerful tool that restores the audio for a DirectSound$^®$3D game running on Windows 7 or Windows Vista to its former glory - in full surround sound with hardware accelerated audio mixing, sampling rate conversion and EAX effects.

Playing/Recording Music

You can play music from, and/or record music to external devices (for example, Digital Audio Tape player/recorder) by connecting them to your Sound Blaster X-Fi using the analog or digital inputs and outputs.
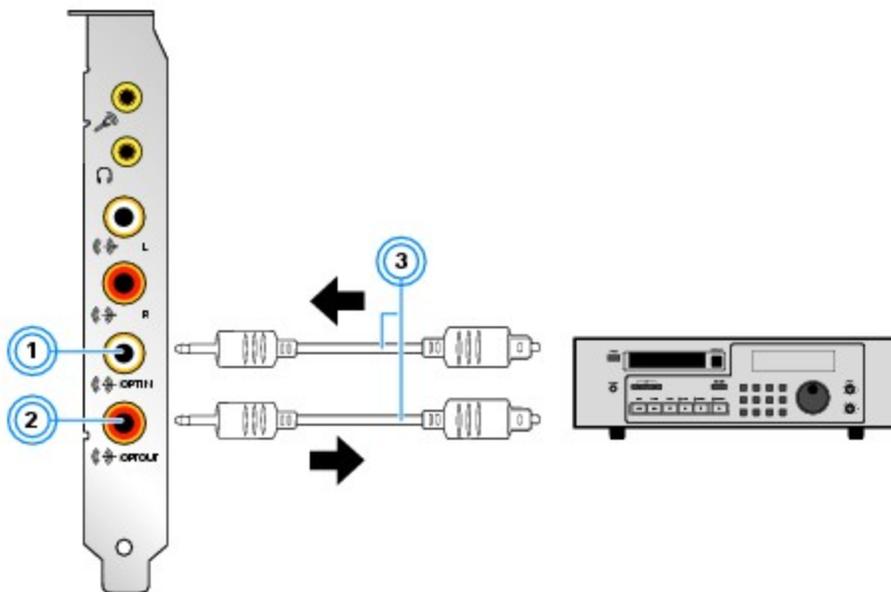
Connecting your external device to the Sound Blaster X-Fi

Analog

Jack, Connector or Cable	Description
1. Front Left RCA jack	Connect this jack to the Front (Audio Input) jack of your recording device (for example, DAT recorders, MD recorders or external hard disk recorders).
2. Front Right RCA jack	Connect this jack to the Front (Audio Input) jack of your recording device (for example, DAT recorders, MD recorders or external hard disk recorders).
3. Line-In Left/Optical In combo jack	Connect this jack to the Front (Audio Output) jack of your playback device (for example, DAT players, MiniDisc players or DVD players).

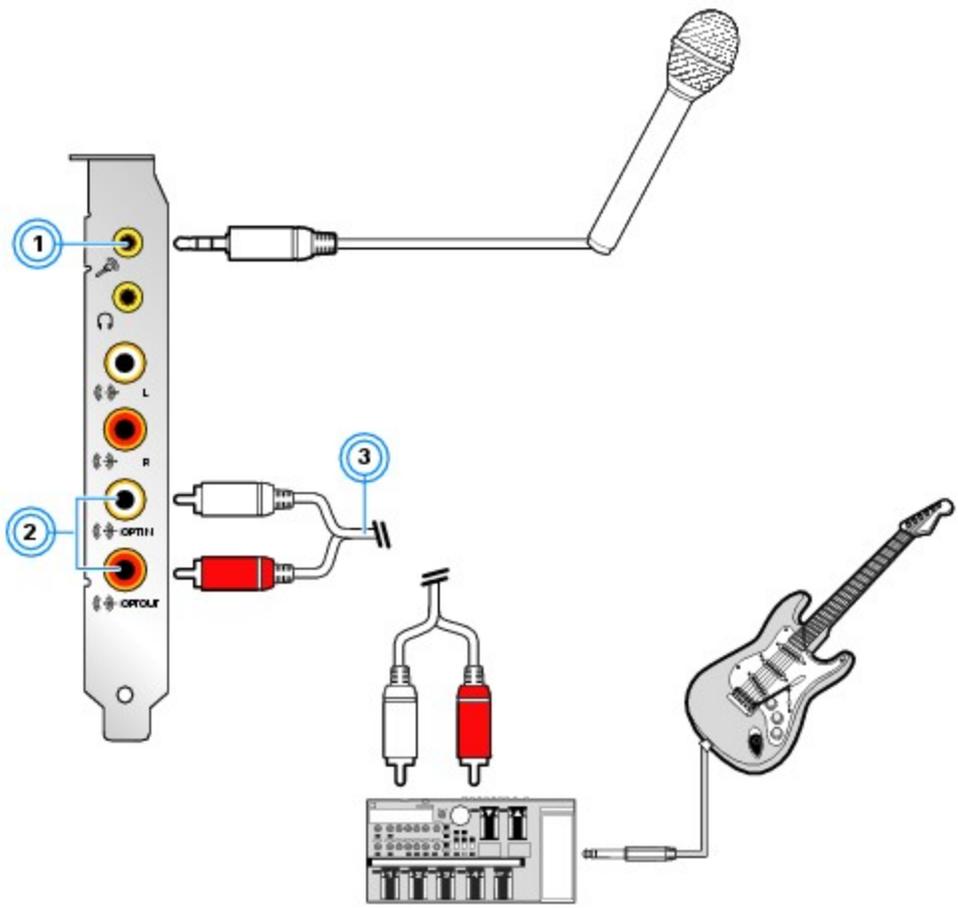|		
4.	Line-In Right/Optical Out combo jack	Connect this jack to the Front (Audio Output) jack of your playback device (for example, DAT players, MiniDisc players or DVD players).
5.	RCA-to-RCA cables (available separately)	Connects your audio card to the playback or recording device.

Digital

	Jack, Connector or Cable	Description
1.	Line-In Left/Optical In combo jack	Connect this jack to the optical output jack of your playback device (for example, DAT players, MiniDisc players or DVD players).
2.	Line-In Right/Optical Out combo jack	Connect this jack to the optical output jack of your recording device (for example, DAT recorders, MD recorders or external hard disk recorders).
3.	Optical cables	Connects your audio card to the playback or recording device.

Creating Music

You can set up a home music studio using your Sound Blaster X-Fi.

Put together your own productions consisting of multiple music tracks from a MIDI synthesizer or an electric guitar. Alternatively, connect your electric guitar using a pre-amp box to your audio card's Line-In RCA jacks. Use a convertor if your pre-amp box comes with a larger (for example, a 6.35 mm (1/4-inch)) connector.

You can also connect a microphone to your Sound Blaster X-Fi.

Jack, Connector or Cable	Description

1.	Microphone jack	Connect the 3.50 mm (1/8-inch) plug of your microphone or the microphone plug of your headset to this jack.
2.	Line-In Left and Right combo jacks	Connect the audio output of line-level sources (for example, MP3 players, pre-amplifiers) to this jack.
3.	RCA-to-RCA cable (available separately)	Connects your audio card to your line-level sources (for example, MP3 players, pre-amplifiers).

Creative Software Suite

The following software is designed for you to access the basic as well as the advanced features of your audio card. We recommend that you familiarize yourself with their functions in order to make full use of the rich features of your audio card.

To learn more about each application, consult its online Help.

Depending on the application, you can do this by clicking on the toolbar of the application, or selecting **Help Topics** from the **Help** menu.

Bonus software is also available for this product. To download the applications, use **Creative Software AutoUpdate** or visit **www.creative.com**.

Applications
- THX Audio Control Panel
- Console Launcher
    - Audio Creation Mode
    - Entertainment Mode
    - Game Mode
- Creative ALchemy
- Creative AutoMode Switcher
- Sound Blaster Media Center Edition (MCE) Plugin
- Speaker Setup Console
- Volume Panel

Diagnostic and troubleshooting utilities
- Creative System Information

Bonus Applications
- Creative Diagnostics
- Creative MediaSource
- Creative Media Toolbox Trial
- Creative SoundFont Bank Manager
- Creative WaveStudio

Notes

- The applications included with your product may differ from those described here. Your product may also come with third party applications.
- Some applications are available for certain operating systems only.

Audio Creation Mode

In Audio Creation Mode, your audio card is optimized to handle sophisticated audio operations such ASIO routing, stereo balancing, and effects editing and processing.

With the Audio Creation Mode console, you can:
- Apply studio-quality effects to all sources
- Mix and record multiple audio sources
- Position MIDI output in three-dimensional space
- Enhance detail and impact of audio with X-Fi Crystalizer
- Enable Dolby Digital Live or DTS Connect encoding
- Route audio to specific bus destinations

Entertainment Mode

In Entertainment Mode, your audio card is optimized for movie soundtrack and music playback.

With the Entertainment Mode console, you can:
- Adjust master volume levels
- Adjust basic controls for common mixer sources
- Adjust equalizer settings
- Configure playback settings for your speakers or headphones
- Enable realistic environment effects
- Enable Dolby Digital Live or DTS Connect encoding
- Enhance audio playback with THX TruStudio PC enhancements such as immersion control, dynamic range restoration, low-frequency boost, dialog boost, and automatic volume levelling.

Notes
- THX TruStudio PC feature is only available in Entertainment Mode.

Game Mode

In Game Mode, your audio card is optimized for 3D audio and EAX performance in games.

With the Game Mode console, you can:
- Adjust master volume levels
- Adjust basic controls for common mixer sources
- Adjust equalizer settings
- Adjust Bass Boost and Bass Management settings
- Enhance audio playback with X-Fi enhancements such as multichannel upmixing, virtual surround sound, and increase detail and impact.
- Enable Dolby Digital Live or DTS Connect encoding

General Specifications

This section details the specifications of your Sound Blaster X-Fi.

PCI Bus Mastering

- PCI Express Specification Version 1.1 compliant
- Bus mastering reduces latency and speeds up system performance

Sound Blaster X-Fi Audio Processor

- Advanced hardware accelerated digital effects processing
- Dedicated DSP capable of both time and frequency domain audio processing
- 128 3D voices with advanced 3D positional audio rendering algorithms
- Professional quality digital mixing and equalization maintaining 24-bit accuracy
- User-selectable Master Sampling Rate for bit-matched professional audio applications
- Ultra-high quality sample rate conversion for gaming and professional audio applications

Professional Digital Audio Processing

- 24-bit Analog-to-Digital conversion of analog inputs at up to 96 kHz sample rate
- 24-bit Digital-to-Analog conversion of digital sources at up to 96 kHz to analog 7.1 speaker output
- 24-bit Digital-to-Analog conversion of stereo digital sources at up to 192 kHz to stereo output
- 16-bit to 24-bit recording sampling rates: 8, 11.025, 16, 22.05, 32, 44.1, 48 and 96 kHz
- ASIO 2.0 support at 16-bit/44.1kHz, 16-bit/48kHz, 24-bit/44.1kHz, 24-bit/48kHz and 24-bit/96kHz

- Supports Sony/Philips Digital Interface (S/PDIF) format of up to 24-bit/96 kHz quality
- S/PDIF output at selectable sampling rate of 44.1, 48 or 96 kHz
- S/PDIF output not available during playback of protected digital audio content authored with DRM (Digital Rights Management) technology
- ASIO 2.0 with direct monitoring
- Accelerated ASIO for ultra low latency
- Enhanced SoundFont support of up to 24-bit resolution

Notes

- Depending on your system configuration, output sampling frequencies may only be available at 48 and 96 kHz.

X-RAM

- Dedicated memory allocated for processing a game's audio that supports this feature (Amount available depends on the model of your audio card)

Flexible Mixer Control

- Selectable input source or mixing of various audio sources for recording
- Adjustable master volume control
- Independent volume control
- Muting, soloing and panning control for mixer sources

Connectivity

Audio Inputs
- One 3.50 mm (1/8-inch) stereo jack for Microphones
- One coaxcial combination jack for both analog and digital audio inputs

Audio Outputs
- One 3.50 mm (1/8-inch) jack for Headphones (Supports up to 330 ohm impedance)
- Two RCA jacks for analog audio: Front Left, Front Right
- One coaxial combination jack for analog input and digital audio outputs

Interfaces
- One Front Panel Header connector
- One Expansion Header connector for supported Creative devices

Troubleshooting

This section provides solutions to problems you may encounter during installation or normal use. This includes:

- [Problems with Digital Audio Devices](#)
- [Problems with Dolby Digital Live or DTS Connect](#)
- [Problems with Multiple Audio Devices](#)
- [Problems with Older Sound Blaster Audio Devices](#)
- [Problems with Sound](#)

If you have a technical problem with this product, you can consult our selfhelp tool "Knowledge Base" for online troubleshooting and solutions. Go to **www.soundblaster.com** and select **Support**.

Problems with Digital Audio Devices

Intermittent hissing or no sound is heard from my digital speakers.

Ensure that you select the sampling rate of the PCM S/PDIF output of your Digital I/O connector to match the requirements of the receiving device. You may need to select a lower digital output sampling rate. The choices available are 48 kHz and 96 kHz.

To solve this problem:

- In Entertainment Mode, click the **Digital I/O** button, and click the required sampling rate from the **Digital Output Sampling Rate** list.

Popping noises are heard during playback.

The DMA feature may not be enabled for your computer's drives.

To solve this problem:

1. Click **Start** ▸ **Control Panel** ▸ **Hardware and Sound** ▸ **Device Manager**.
   If the **User Account Control** dialog box appears, click the **Continue** button.
2. Double-click the **IDE ATA/ATAPI Controllers** icon.
3. For each ATA Channel in the list, right-click and select **Properties**.
4. Click the **Advanced Settings** tab and select the **Enable DMA** checkbox.
5. Click the **OK** button.

Problems with Dolby Digital Live or DTS Connect

There are conflicts when enabling Dolby Digital Live or DTS Connect.

Before enabling Dolby Digital Live or DTS Connect:
- Stop all audio playback through your selected output device. If not, Dolby Digital Live or DTS Connect may not be enabled.

Dolby Digital Live or DTS Connect is not working for my applications and games.

To solve this problem:
- Set the Speakers component of your audio device as the default playback device in the settings menu of your applications and games, and in the Windows Sound Control Panel.

Notes
- If Dolby Digital Live or DTS Connect is enabled, only PCM audio and certain compressed audio (for example, MP3) can be played, which will be encoded by Dolby Digital Live or DTS Connect through your selected output device.

Problems with Multiple Audio Devices

The other installed audio card is not working well.

You may have an existing audio device installed in your computer. The audio device may be an audio card or an onboard audio chipset. Before you install your audio device, you are advised to disable or completely uninstall and remove your existing audio device. Operating multiple audio devices in your computer may introduce usability issues.

Alternatively, during the installation of your audio card, do the following:

- If your computer detects an installed Sound Blaster Audigy series, Sound Blaster Live! series or Sound Blaster PCI512 audio card, a message box recommending that you completely uninstall and remove the older audio device will appear. Click the **Yes** button and follow the instructions on the screen to complete the removal of the old audio device. Remove the old audio card from your computer.
- If your computer detects any other installed audio card, a message box recommending that you completely uninstall and remove the older audio device will appear. Click the **Yes** button to continue with the installation of the audio card.
After the installation of the audio card, completely uninstall the existing card and remove the audio card from your computer.

The onboard audio chipset is not working well.

Disable your computer's onboard audio chipset. Consult the documentation of your computer's motherboard for details.

Problems with Older Sound Blaster Audio Devices

Applications installed with older Sound Blaster audio devices are not working.

Apart from normal playback and recording functions, older Sound Blaster audio devices may not work well when your new audio card is installed.

To solve this problem:

Uninstall and remove the older audio device from the computer. Or you can choose to disable it:

1. Click **Start** ▸ **Control Panel** ▸ **Hardware and Sound** ▸ **Sound**. If the **User Account Control** dialog box appears, click the **Continue** button.

2. Right-click the name of the audio device you would like to disable and select the **Disable** option.

3. Click the **OK** button. The audio device's entry disappears from the list.

To enable the audio device again, right-click the list of audio devices, select **Show Disabled Devices**, right-click the disabled audio device's entry, and select the **Enable** option.

When the audio device is disabled, the entry in Device Manager shows a red cross.

Problems with Sound

No sound from speakers or headphones.

Check the following:

- The headphones are connected to the audio card's Headphone jack.
- The powered speakers or external amplifier are connected to the audio card's Front Left and Front Right RCA jacks.
- In the **Speakers** tab of Audio Control Panel, under the **Speaker/Headphone Selection** box, the correct speaker system or headphone configuration is selected.
- The speakers' or headphone's volume control knob, if any, is properly adjusted and not muted.
- The system's volume mixer settings are properly adjusted and not muted.
- There is no hardware conflict between the audio card and a peripheral device. See Problems with Digital Audio Devices.

License and Copyright

Information in this document is subject to change without notice and does not represent a commitment on the part of Creative Technology Ltd. No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose without the written permission of Creative Technology Ltd.

The Software License Agreement is found in a separate folder on the Installation CD.

This product is covered by one or more of the following U.S. patents:

4,506,579; 4,699,038; 4,987,600; 5,013,105; 5,072,645; 5,111,727; 5,144,676; 5,170,369; 5,248,845; 5,298,671; 5,303,309; 5,317,104; 5,342,990; 5,430,244; 5,524,074; 5,596,644; 5,698,803; 5,698,807; 5,729,612; 5,748,747; 5,763,800; 5,790,837; 5,802,180; 6,405,163; 6,549,884; 6,577,736; 6,772,021; 6,798,889; 6,819,732; 6,858,790; 6,868,377; 6,917,686; 6,978,027; 7,099,482; 7,107,401; 7,149,314; 7,167,567; 7,219,194; 7,231,054.

Version 1.0

March 2010