

[CMedia 8828] PCIe Sound Card FAQs

This document contains some helpful FAQs should you run into any issues:

1. General Troubleshooting

When you troubleshoot issues with a sound card, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Stereo audio cables
- Speakers or headsets
- Sound card

To test your setup components, try the following:

- Use the stereo audio cables, speakers or headsets, and sound card in another setup to see if the problem is with the components or the setup.
- Use a different set of stereo audio cables, speakers or headphones, and sound card in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the speakers or headsets and sound card, it is recommended that you do the following:

- Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open **Device Manager**. Check to see if your device is listed under **Sound, video and game**.
- If you do not see the sound card in **Device Manager** please see this FAQ for PCI/PCIe expansion cards: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows> or this FAQ for USB devices: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.

- If the device is listed with an error, follow the instructions on the website to reinstall the drivers.
- Make sure that the default playback device in **Sound** is the sound card that you installed.

To check the default playback device on a computer that is running a version of Windows XP, do the following:

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Sound and Audio Devices**.
4. Click the **Audio** tab.
5. In the **Default device** drop-down menu, click the sound card.

To check the default playback device on a computer that is running a version of Windows Vista or Windows 7, do the following:

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Hardware and Sound**.
4. Click **Sound**.
5. On the **Playback** tab, right-click the sound card and click **Set as Default Device**.

To check the default playback device on a computer that is running a version of Windows 8, do the following:

1. Press the **Windows** key + **X**.
2. Click **Control Panel**.
3. Click **Hardware and Sound**.
4. Click **Sound**.
5. Click the **Audio** tab.
6. On the **Playback** tab, right-click the sound card and click **Set as Default Device**.