

PC Sound Card Problem

If the audio is skipping and playing improperly you may have the wrong sound card driver. Below we walk you through how to update the driver. If you have any questions or unable to update on your own please contact our techsupport people at 541-284-2441.

Please note: If after downloading the new driver, you are still experiencing the same issue you need to replace your sound card. You can purchase a sound card at most office supply stores for around \$25.00. For installing, follow directions provided with sound card. This has always remedied audio problems.

To update your driver follow the steps below.

XP Operating System:

1. Find the audio hardware driver:
 - go to the START menu
 - click on control panel
 - if your computer is in “*category view*” click “sound speech and audio devices”
 - if your computer is in “*classic view*”, click “sounds and audio devices”
2. Click on the *hardware* tab.
3. Look for the speaker icon. You may have many but only one will have driver information. Therefore, double click on the speaker icon/icons until you find the one which has a tab called *drivers*.
4. Now that we have found the driver, we need to update the driver.
5. Next to the speaker icon in the GENERAL tab is the name of a driver. Make a note of this. Type the driver name in www.google.com and do a search. OR go to www.driverzone.com and do a search.
6. Click on the link and follow directions for downloading the driver.

Vista Operating System:

1. To find the audio hardware driver:
 - go to the windows icon in the lower left of your screen
 - click on “control panel”
 - a) if your computer is in “*control panel home view*” click “hardware and sound” and then under sound click on “Manage audio devices”
 - b) if your computer is in “*classic view*”, click “sound”
2. highlight the icon of your sound card and then click “properties” in the lower right corner.
3. under “controller information”, click on the link that takes you to the audio hardware website where you can do a search for your sound card driver. Follow the website directions to install your new driver.