

My soundcard is being installed as "Unsupported Crystal Sound Fusion Audio Device" and is not working correctly. Reinstalling the drivers didn't help.

This problem is usually caused when Windows use generic drivers instead of the one appropriate for your card. A manual installation usually solves this problem.

- In your Device Manager, under **Sound, video and game Controllers** find the instance related to your card:

'Unsupported Crystal Sound Fusion Audio Device

- Right click it, and choose **Update Drivers**.
- First select **Install from a list or specific location (Advanced)**,
- Then, select **Do not Search, I will choose the driver to install**,

At this point, windows should indicate the compatible drivers available. Obviously, select the one appropriate for your card.

If this is not the case, you will need to manually point the Wizard to the folder on your hard drive where the driver installation copied the files by default:

- Click **HAVE DISK**
- Enter the following path:

C:\Program Files\Hercules\Audio\Crystal Sound cards

When asked about Windows digital signature, click on **Continue**

Repeat the operation for the 2 other components related to your card.