

The drivers for the Muse soundcard do not seem to be installed properly. How can I solve this?

This problem could have many causes:

- **An integrated soundcard**

If your computer includes an integrated soundcard, it is highly recommended to disable the integrated component in order to prevent conflict. As the integrated component has priority, it may prevent your new card from being detected, making it impossible for Windows to install it.

This is usually done through the computer BIOS. Since the procedure can vary from one computer to the next, consult your documentation or the manufacturer for information related to your specific model.

Note: if a gameport is also present, it must also be disabled. It is often enumerated in the BIOS as **Gameport**, **MIDIport** or **MPU-410**.

- **An older version of the driver may be present**

Be sure to uninstall any previous soundcard driver version.

To install your card, we recommend using the latest driver version available from our support web site. Proceed as follows:

- Once downloaded to your computer, run the driver installation. You will be asked to reboot the computer at the end.
- Upon reboot, a **New hardware** wizard should appear, indicating your card has been detected.
- First select **Install from a list or specific location (Advanced)**
- Then, select **Do not search; I will choose the driver to install**,

You will then need to manually point the Wizard to the folder on your hard drive where the driver installation copied the installation files:

- Click **HAVE DISK**
- Enter the following path (by default):

C:\Gamesurround Muse Series drivers

- During the installation, you may be asked for **Windows installation CD**. Insert it if needed. If other files are not found, please direct the Wizard to the installation folder.
- Proceed to complete the installation.