

X-Fi sound card with sound issues

Keywords / Key Phrases: Xfi sound card, distorted, distortion, awful sound

The sound issue with your sound card is most likely due to either hardware or software conflict and it is recommended to isolate the issue by following the instructions below:

1. Go to speaker sound settings in windows and level the settings.
2. Mute the microphone and turn its volume slider off.
3. With the Creative sound card installed, ensure that the onboard audio device is disabled to prevent multiple audio device conflict. Please disable the onboard audio device in the system BIOS, consult your system vendor or system manual on how to disable onboard sound or onboard audio.
4. Ensure that you have updated the latest driver or patch for the following:
 - Creative sound card driver
 - Graphic card driver
 - System BIOS firmware
 - Affected game patches
5. Check if it is sharing IRQ with other devices.
[SID 2442: IRQ - General Information and Essential Troubleshooting](#)
6. Install the latest driver from our Downloads page available from the link below:
http://support.creative.com/Products/product_list.aspx?catID=1&CatName=Sound+Blaster#
 1. Click the link and select your product.
 2. Scroll down until you see "Manual Selection". Select your OS and click "Submit" button.
 3. Please observe if the issue occurs on all applications, such as playing back music or videos.

