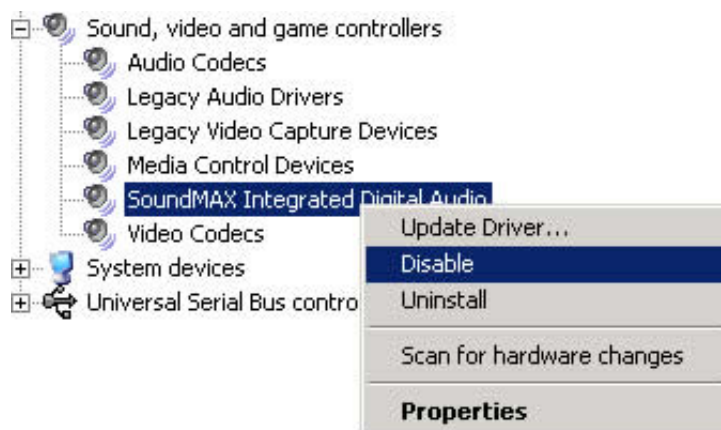


Microphone is not working even with the latest Sound Blaster driver installed

Keywords / Key Phrases: microphone not working, microphone boost, sound blaster, sound card

There are several factors to consider when troubleshooting microphones connected with the Sound Blaster. Below are the steps that will guide you on how to resolve this issue:

1. See to it that you are using a known working microphone. If possible, try to connect another one to isolate the situation.
2. If the above is not the case, disabling the on-board soundcard of your computer is suggested. This will make sure that it will not interfere with Creative's sound blaster. To do this, follow the steps below:
 1. Go to **Control Panel**, Double-click the **System** icon.
 2. Go to the **Hardware** tab and click **Device Manager** button.
 3. Click the plus sign beside **Sound, Video, and Game Controllers** and choose the on-board sound card to disable it. Please see image below:



3. If the issue persists, perform a complete uninstallation of your sound blaster's drivers and applications and reinstall it using the Installation CD. To uninstall your sound blaster completely, please refer to the following solution articles:

SID65857: [Uninstalling Sound Blaster Drivers and Applications \(Windows 2000/XP\)](#)

SID65687: [Uninstalling Sound Blaster Drivers and Applications\(Windows Vista\)](#)

SID55438: [Uninstalling Sound Blaster Drivers and Applications\(Windows 7 and](#)

Further Suggestions

[SID63972](#) - No Sound or Low Volume from Microphone

[SID73952](#) - Rear microphone port not working

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