

## Only Line-In and Mic-In not working

Keywords / Key Phrases: line-in, mic-in

In the event that the Line-In or Mic-In is not working, the first thing to check is the input jack located at the rear of the sound card. The FlexiJack on some of the Creative sound cards function as a Mic In/Line In or a Digital I/O jack. Please be sure to select the appropriate option for the connected input.

For more information regarding the FlexiJack and the configuration steps, please refer to:

[SID 10874: FlexiJack Configurations for S/PDIF Digital I/O, Mic In/Line In](#)

Second, please make sure the appropriate recording audio source is selected. To verify the default audio device, please refer to the Control Panel – Sound and Audio Devices:

- Click on the Audio tab.
- Ensure that the default device for Sound playback and recording is set to the Creative sound card instead of the onboard audio device.
- If not, click on the drop-down to select the Creative sound card to make it the default audio device.

Third, please make sure that the correct playback and recording input is selected in the Mixer. Creative sound cards with I/O drive installed have two Line-In and Mic-In, please ensure that the correct Line-In or Mic-In option is selected:

- Line-In : Line-In at the rear FlexiJack
- Line-In 2 : Line-In at the front drive panel
- Mic-In : Mic-In at the rear FlexiJack
- Mic-In 2 : Mic-In at the front drive panel

If you are still unable to get the Line-In and Mic-In to work, please contact our Customer Support with your system information for further assistance. Follow the steps given below to capture the information and attach it on your reply.

1. Install the System Information tool on your computer by referring to our Knowledge Base at the following URL: [SID 2964: What is the Creative System Information tool?](#)
2. With the soundcard connected, click Start > Programs > Creative > Creative System Information
3. Click Save, take note of where the file will be saved and click OK
4. Exit the program.

5. Attach the file to the email in your reply to our Customer Support

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