

Troubleshooting Sound Issues on Windows 7

Keywords / Key Phrases: x-fi, windows 7, scratchy sound, optimize, poor sound, sound problem

Summary:

- ✓ Applies to the following products:
 - ✓ X-Fi Titanium Professional Audio (SB0888)
 - ✓ PCI-Express X-Fi Titanium (SB0880)
 - ✓ X-Fi Titanium Fatal1ty Pro (SB0886)
 - ✓ X-Fi Titanium Fatal1ty Champion (SB0886)
 - ✓ X-Fi Titanium (SB0880)
 - ✓ X-Fi Fatal1ty FPS (SB0446)
 - ✓ X-Fi Elite Pro (SB0550, SB0510, SB055A)
 - ✓ X-Fi Platinum (SB0460, SB0251)
 - ✓ X-Fi XtremeMusic (SB0460, SB0464, SB0463, SB0465)
 - ✓ X-Fi Extreme Gamer (SB0730, SB073A)
 - ✓ X-Fi XtremeGamer Fatal1ty Pro (SB046A, SB0466)
 - ✓ X-Fi Platinum Fatal1ty Champion (SB0466, SB046A, SB0256)
 - ✓ X-Fi Fatal1ty Platinum (SB0468, SB0469, SB0256)
 - ✓ X-Fi Fatal1ty (SB0466, SB0468, SB0510, SB0469)
 - ✓ X-Fi Xtreme Audio (SB0790)
 - ✓ PCI-Express X-Fi Xtreme Audio (SB1040)

Note: When installing an X-Fi sound card in Windows 7, do not use the bundled CD if it is not certified for Windows 7 under its published minimum requirements. The CD is only compatible with the operating systems that are specified on the box when you purchase the card.

To troubleshoot sound problems in Windows 7, do the following:

1. Ensure that the problem is not with your speakers or headphones. Try connecting another speaker or headphone to isolate the situation. If the sound problem is from the sound card, continue to Step 2. Otherwise, contact your speakers or headphones manufacturer for further assistance.
2. Completely uninstall previous drivers and applications. Refer to the following article for full instructions:
 - [Solution ID: 55438 - Uninstalling Sound Blaster Drivers and Applications\(Windows 7\)](#)

3. Check if there is an onboard audio on your PC's motherboard. Disable onboard audio in BIOS to prevent any conflicts with the Sound Blaster device. Please contact the motherboard manufacturer or consult the motherboard's documentation for specific steps on how to disable onboard audio on your PC.

4. Download and install the updated drivers for Windows 7 from [support website](#). Select **Sound Blaster**.

5. **Note:** The following steps require a certain level of expertise. If you are unable to proceed, please contact our Technical Support.

If the sound card is seated next to a graphic card, it is strongly recommended to move the sound card to a different PCI slot. Changing PCI slots often resolves Interrupt Request (IRQ) conflicts between the Sound Blaster and other devices such as graphic cards or integrated peripherals. For general information about IRQ, go to Solution ID 2442 - [IRQ - General Information and Essential Troubleshooting](#).

6. You can also reseal the sound card to ensure that the card is firmly seated in the slot.

Note: Do not apply too much force when reseating the sound card.

7. Confirm that you have installed the latest updates for your PC especially the chipset drivers for your motherboard. Updating the BIOS is also recommended. The BIOS and chipset drivers are responsible for communications between the basic hardware components and therefore it should always be updated for a stable system performance. Consult your motherboard manufacturer on how to update these drivers.

8. Verify if you have installed the latest updates for your operating systems from Microsoft.

9. Download and install the **Product Identification Module**. This update resolves the hardware/device detection issue for Creative Sound Blaster X-Fi and X-Fi Titanium series of audio devices in Microsoft® Windows® 7.

Further Suggestions

Optimizing your system for better sound performance - [SID # 46913](#)

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