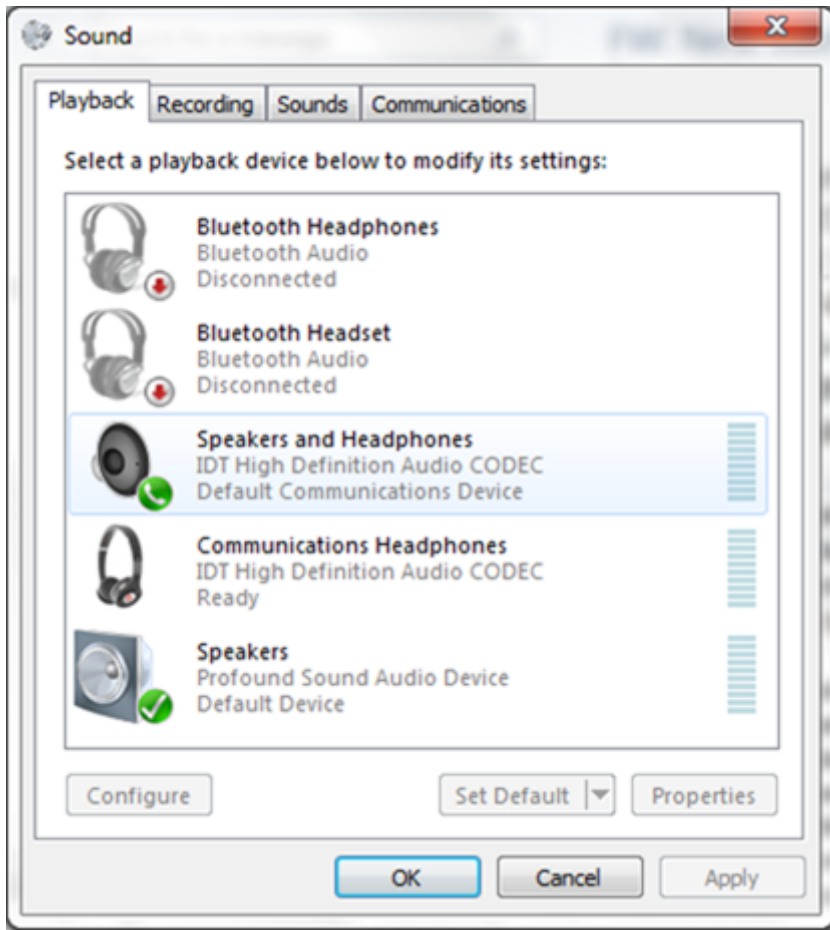


No Effect or no audio from ProfoundSound

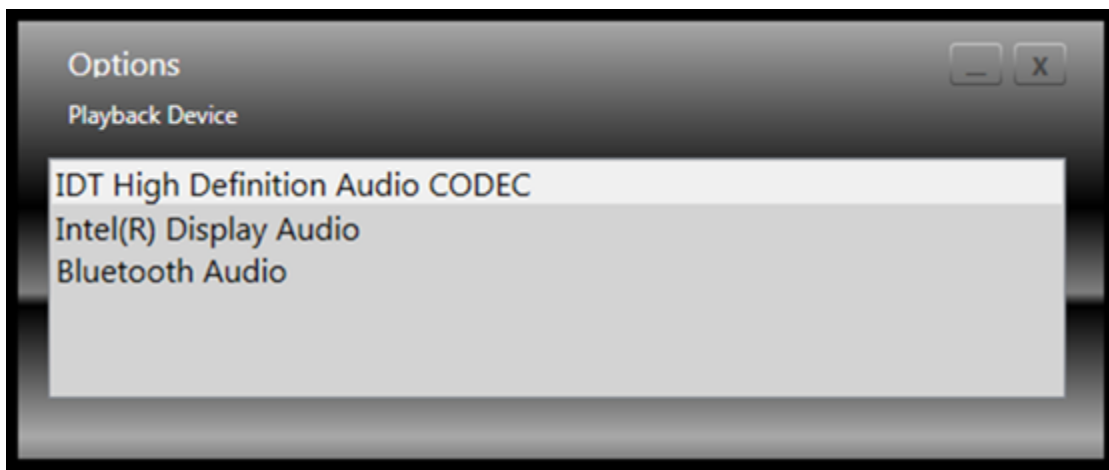
If ProfoundSound is enabled, there should always be some kind of audible effect. If there is not, then you may be experiencing a known bug with the software. We are working on a solution, but in the meantime, the following workaround should work.

The issue occurs because the service used by ProfoundSound looks for the term “Speak” in the description of the audio playback device. If there are multiple playback devices with the term “Speak”, then ProfoundSound attaches to one of them and ignores the other. For example, if you go to Control Panel>Sound>Playback devices, you may see a screen like the one below (it won’t be exactly the same, but it will list all the audio playback devices on your system).

Notice there are two devices labeled “IDT High Definition Audio CODEC” one has “Speakers and Headphones” and the other has “Communications Headphones”.



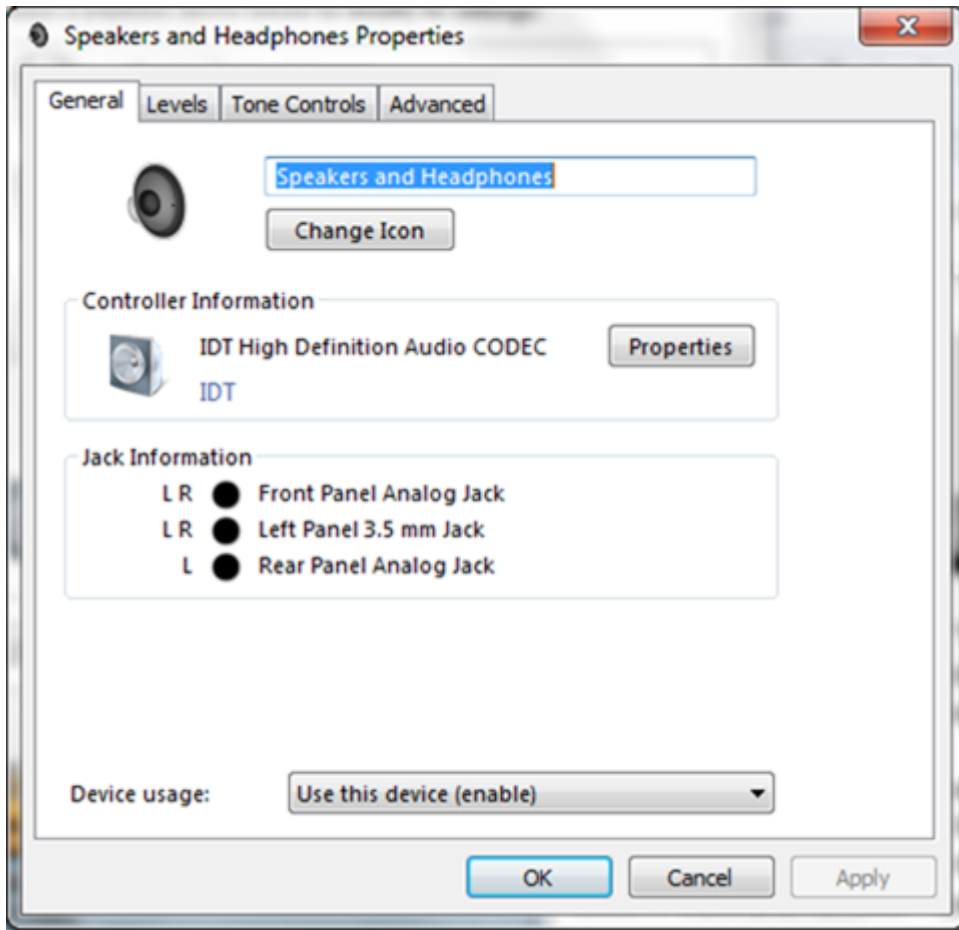
When you run the App you will see the description shown below. Note that it only has one entry called "IDT High Definition Audio CODEC"



The Service will look for “IDT High Definition Audio CODEC” once it has been selected. It will also look for an entry with “Speak” in either the first or second line. In this case it finds two entries with “IDT High Definition Audio CODEC”, but since only one of those entries have “Speak” in its name that is the one that the service connects too.

If both of them had “Speak” in the name then the Service will connect to the first one it finds, which may be the wrong one.

The workaround is easy. The first line of the device is editable. If you have “Speak” in both of the “IDT High Definition Audio CODEC” then the Service would connect to the first one it finds. If this is the case then you can simply change the name of the one you don’t want and remove “Speak” maybe change it to “Spkr”. To edit, highlight the device, right click and choose properties. See below



Once you have made the edit, you will either have to restart the PC, restart the Service, or select the option from the App to get it to take.