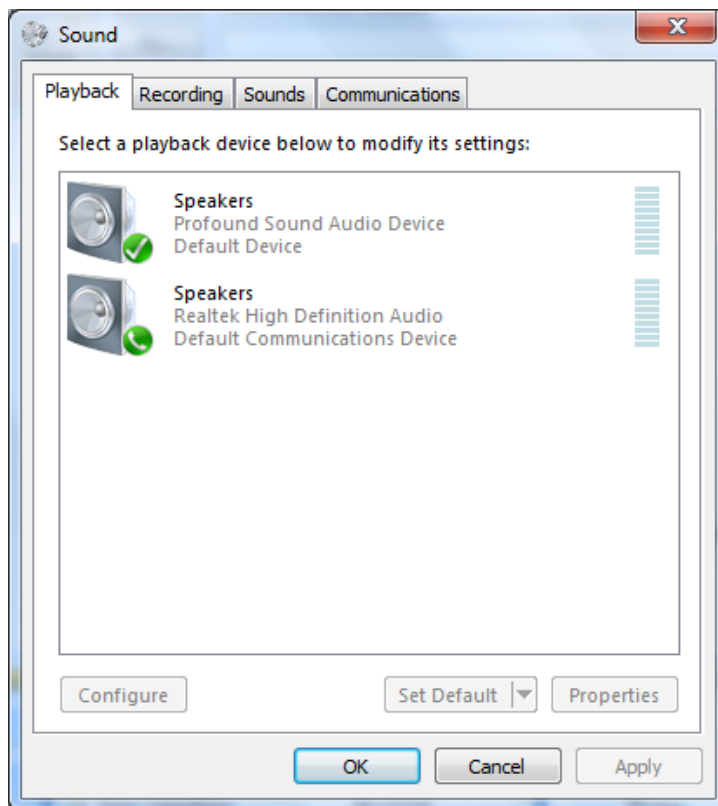
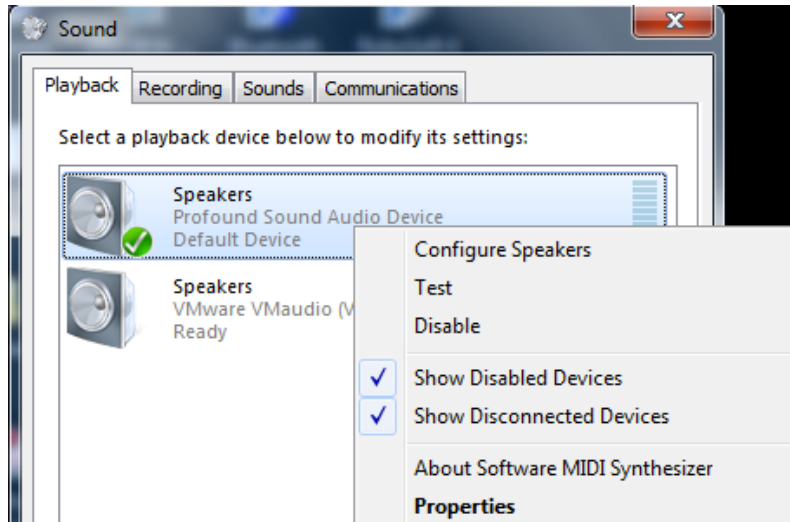


### Debug Steps for “No Audio”:

1. Check the state of the power button. Depending on the volume level at times if the volume button is off audio is very low. If the volume button is green it is on, if gray it is off. It should come up as being on.
2. Check that you are not muted and that the volume is up all the way.
3. Right click the speaker in the lower left  
Select “Playback devices”  
Ensure the “Profound Sound Audio Device” is selected as the default



4. While in the playback screen, Right click ProfoundSound and check to see if it is enabled. If it is enabled, the screen will look something like this:



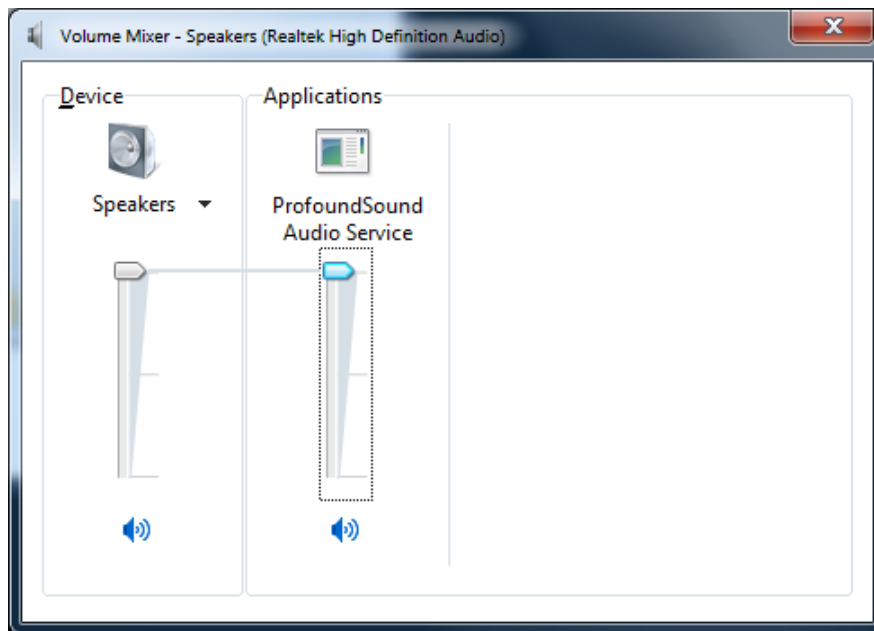
If it is disabled, you will see “Enable” rather than “Disable” in the menu. Just click “Enable”. You should also make sure that the “Show Disabled Devices” box is checked.

5. Toggle the Service:  
Go to the Control Panel  
Select Administrative Tools  
Select Services  
Scroll down to” ProfoundSound Service”  
Left Click on “ProfoundSound Service”  
Over on the left side of the window Click “Restart”
6. Verify that ProfoundSound is the default device in Control Panel  
-> Sound and also that ProfoundSound feeds into the true speaker device:  
Right click on speaker in Systray, then left-click on Open Volume

Mixer.

In the left column, under Device, open the pull-down menu and click the speakers that will be used (not ProfoundSound).

The application for those speakers s/b ProfoundSound Audio Service. It should look something like this:



7. Unplug any other media device or interface (i.e. HDMI) so that you are only using the internal speakers or something plugged into the audio jack (headphones or speaker) without any other devices connected. Check to be sure that the correct playback device is selected. Then reboot.

If you get a chance, please tell us a little about your system (pssupport@profoundsoundaudio.com):

1. Make and model
2. Desktop or Laptop



3. Speaker location – in pc or in monitor for example
4. Connection to Monitor (HDMI, DVI + RCA, etc.
5. How do you play media – Windows media player, PC CD Rom, streaming Internet, etc?
6. Are you using the standard sound card or a 3<sup>rd</sup> party sound card?  
If 3<sup>rd</sup> party, which one?
7. Is the ProfoundSound Software a trial or is it licensed?