

Chapter 7 ✎

FAQ's & Technical Support

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Frequently Asked Questions (FAQs)

In this section you will find answers to frequently asked questions about the *StudioCard* regarding:

- ✎ Compatibility with Windows and Other Software
- ✎ Driver-Related Questions
- ✎ Mixer Questions
- ✎ *StudioCard* Operation
- ✎ Audio Quality

Compatibility with Windows and Other Software

Listed below are commonly asked questions regarding *StudioCard's* compatibility with non-Antex applications.

Q: Is *StudioCard* compatible with standard Windows software?

A: The *StudioCard* Windows NT/2000 driver conforms to Microsoft's MCI and WAVE standards for multimedia devices. The *StudioCard* is compatible with digital audio and MIDI software written to these standards, which includes most popular software.

Q: Can I control the StudioCard from my custom software application?

A: Yes, you can control all of the *StudioCard's* features using standard Windows API function calls.

- ⌘ Digital audio is controlled through the low-level waveform API.
- ⌘ Mixing, SMPTE time code, and clock source selection is controlled through the Windows Sound System Mixer API.
- ⌘ MIDI functions are accessed through the standard MIDI API.

A document that itemizes the controls supported under each of these API's is available from Antex Electronics.

Driver-Related Questions Here are a commonly asked questions about the *StudioCard* drivers.

Q: How do I find out what version Antex driver I have for Windows NT/2000?

A: Follow the steps below.

1. Close all windows so that all you see are your desktop icons.
2. Click "Start", "Settings", and "Control Panel".
3. Double click "Multimedia".
4. Click the "Device" tab.
5. Double click "Audio Devices".

6. Select "Audio for Antex Digital Audio Driver", and click "Properties".
7. Click "Settings". You will find the driver version there.

Q: How do I check for proper operation of the Antex driver?

A: Verify your cables and connections are correct, and play a system .wav file using the Antex Demo program.

Mixer Questions Listed below are commonly asked questions about the Antex Mixer.

Q: The sample rate in the Antex Mixer does not always stay selected at the desired settings, why?

A: Windows system sounds are recorded at various sample rates. Whenever they are played, the sample rate gets reset to the rate associated with the sound. This happens whenever a chime or beep is heard. If this is bothersome, one solution is to turn off all system sounds via the control panel. This is accomplished via Settings/Control Panel/Sounds menu. Each sound with a speaker icon next to it must be highlighted and "none" selected from the list of sounds.

Q: The font in the Mixer overfills its available space.

A: You may need to adjust the size of your system font. To do this, enter Settings/Control Panel/Display and try 95%.

StudioCard Operation Provided below are commonly asked operational questions about the *StudioCard*.

Q: How can I use 4 channels of the StudioCard?

A: The *StudioCard* installs in Windows as several audio devices. As the default, you will have at least 4 stereo *StudioCard* devices available to your application. If your software works with multiple audio cards, simply use different *StudioCard* devices for each track. For example, you may also get more than 2-channel performance by running two instances of our DEMO32 program, with different devices chosen.

Q: How does 32-bit access affect audio quality?

A: 32-bit disk access will not increase signal fidelity, only the speed of data transfer.

Q: Does the StudioCard allow for simultaneous play and record?

A: One *StudioCard* will actually allow you to record 4 channels while playing 4 channels. It also supports up to 4 *StudioCard*'s in a single machine for a total of 16 record and play channels.

Q: When I record a file, the pitch is way off, either too slow or too fast, what might be the cause?

A: The most likely cause is that the clock source in the Antex Mixer has been set to a source that is no longer valid. This can happen if you have disconnected your video clock source or if you had been recording from a digital input source that is no longer valid (disconnected or in Record). Open the Antex Mixer, set the Clock Source to DSP. Play a file known to be good using the Antex Demo and see if the problem is fixed.

Q: My record or playback channels suddenly got very noisy, what might be the cause?

A: The Sample Clock Source may have input a glitch or transient into the *StudioCard* and upset its clock source. Open the Antex Mixer, set the Clock Source to DSP, then back to your original settings, or from DSP to another setting. This resyncs everything on the card.

Audio Quality Listed below are commonly asked questions about audio quality.

Q: I know you gave all the jargon specs, but what kind of audio quality are we talking about here?

A: The specs quoted are derived from Audio Precision (the standard in audio) testing on each production unit. Antex has been building high quality audio cards for many years and we are confident that we offer the cleanest sound of PC based add-in cards.

Q: I have an application that currently writes to 2 stereo wave device drivers (2 sound cards). I write the buffers to one card and then the next card. The result is that the PCM samples are not played in sync. I want to be able to play 4 mono channels in sync. So does the StudioCard support this?

A: Yes, the *StudioCard* does offer sample accurate sync between all 4 channels. This is explained in Chapter 2, using the Antex Demo.

Contacting Technical Support

Antex Electronics, Inc. offers unlimited, no charge technical support for *StudioCard* users. If you cannot resolve the problem with your *StudioCard* using the troubleshooting information in this chapter or on our web site, www.antex.com, contact Antex Electronics directly.

E-Mail Contacting Antex via e-mail allows us to clearly and precisely understand your problem. We have found it to be one of the best methods for quickly resolving issues.

When using e-mail to contact Antex, please provide the following information in your note.

- ✎ Name
- ✎ Daytime phone
- ✎ Indication that you have a *StudioCard*
- ✎ Processor type (Intel or Alpha)
- ✎ Operating system version and installed Microsoft service packs
- ✎ Description of other boards in your system
- ✎ Detailed description of the problem, and what events led to its appearance, for example, “*Everything was working fine, and then I installed...*”
- ✎ Any other information you feel appropriate

E-mail this information to support@antex.com and a technician will respond back to you via phone or e-mail.

Internet Antex Electronics' web site is a valuable source for the latest information about our products:

<http://www.antex.com>

At our site you can find:

- ✍ Updates to frequently asked questions
- ✍ Troubleshooting information
- ✍ Updated drivers
- ✍ New product information

Phone To speak directly to an Antex technician/engineer, please call (310) 532-3092, Monday through Friday, 8:00am – 5:00pm Pacific Time.