

Question :

I install a Radeon HD 2000 series VGA card on the motherboard. I find that onboard or external audio does not work after installing all drivers. I have checked the device manager, but there is no abnormal device. What should I do ?

Answer :

If you use Windows XP or 2000, please make sure that Windows has updated the latest service pack first. Then, enter to “Sounds and Audio devices” in the control panel and check the default audio setting. The problem is usually caused by its setting. Therefore, if default setting is “ATI HD Audio rear output”, please change its setting to onboard or external audio. When you need to use HDMI to output audio, you can change its setting to “ATI HD Audio rear output”.

You may encounter two questions as below :**1**

Q : The problem only happens when using VGA driver CD to install driver. If I install the driver downloaded from ATi website, onboard or external audio works fine. Why ?

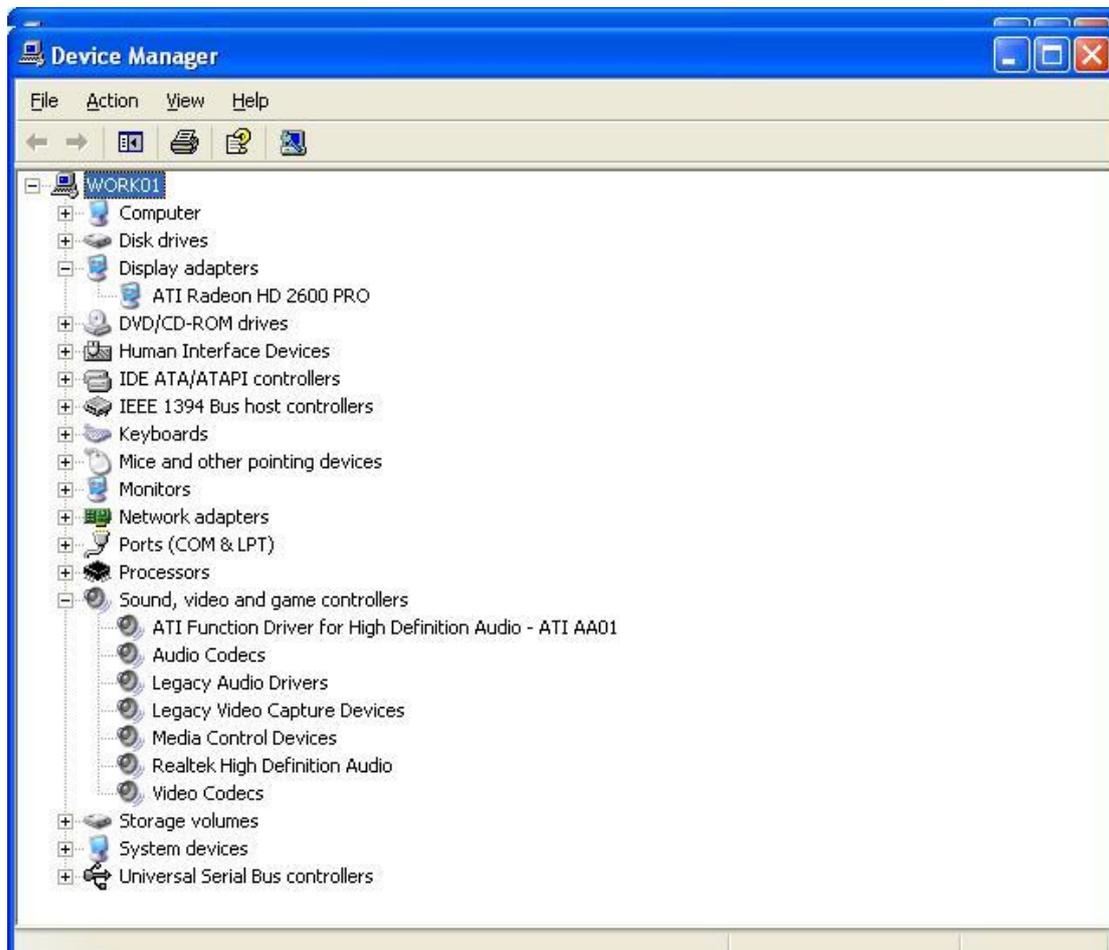
A : The VGA driver downloaded from ATi website does not include HDMI audio driver. After installing it, ATi HD Audio will not be driven and default audio setting under Windows will be onboard or external audio device. In this condition, the problem will not happen and you may think it is caused by driver CD.

2

Q : When I use VGA driver CD to install driver, I cancel a driver item “HDMI Audio Driver”. Onboard or external audio also works fine. Why ?

A : This condition is like the last question, ATi HD Audio will not be driven and default audio setting under Windows will be onboard or external audio device. You will also find an unknown audio device in device manager. Please use VGA driver CD to install driver again, and not to cancel HDMI Audio Drive. Thus, the unknown audio device will be driven.

1. After installing all device drivers, you will find two audio controller in device manager. They are Realtek High Definition Audio and ATI Function Driver for High Definition Audio – ATI AA01.



Test Environment--

a. Hardware :

GA-965P-DS4 2.0

GV-RX26P512H

b. Software :

WinXP SP2

Driver CD -- Intel 965/946 Utility CD Ver.1.03/1.04

ATi Radeon HD 2600 Series Driver CD Ver.1.0

Windows Mediaplayer 9

2. The default audio setting in “Sounds and Audio devices” is “ATI HD Audio rear output”



3. You can set the setting as “ATI HD Audio rear output” or onboard or external audio.



4. If you use VGA driver CD to install driver without including HDMI audio driver, you will find an unknown device in device manager. Please note , this unknown device is ATI Function Driver for High Definition Audio, not onboard or external audio.

