

PRODUCT	XBLUE X-7 USB Recorder
HARDWARE	X-7 USB Recording Device
SOFTWARE	Software Version 3.x
DESCRIPTION	Slow audio or recording problems
Number	X-7-2012-001

**Description:**

When installing the X-7 USB recording device on a computer the software may reference the wrong USB driver information causing the record function to be slow and audio playback problems.

**Solutions:**

There are two solutions:

Download the software from <http://www.xbluenetworks.com/x7software/X7setup.exe> (this is case sensitive so enter it exactly as written).

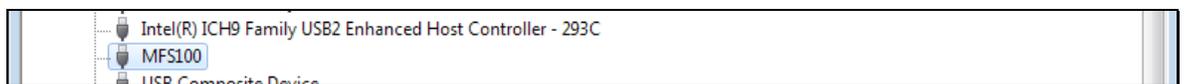
Option 1:

- After the software has been downloaded, disconnect the computer from the Internet and proceed with the standard installation procedure.
- After the X-7 has been fully installed and is operational, reconnect the computer to the Internet.

Note: Do not change the USB port once the computer is connected to the Internet. If this happens, follow the steps in Option 2 to get the X-7 operational.

Option 2:

- Shutdown the X-7 recorder Application but leave the X-7 device connected
- Go to Control Panel – Locate and select System and then on the left side locate and select Device Manager
- In Device Manager locate and double click on Universal Serial Bus Controller
- Right click on the MFS100 file and click Uninstall – and then click the check box to select “Delete the driver software for this device”.



- The MFS100 device will no longer be listed
- Disconnect the computer from the Internet
- Disconnect the X-7 device
- After about 10 seconds, reconnect the X-7 device to the same USB Port (it is important that you use the same USB port). The Computer will automatically find and load the correct drivers. In Device Manager, the MFS100 will be replaced with “Digitalks EZ USB Sparky+”.

Note: All of the LED’s will be lit on the X-7 device and the top one will be flashing.

- Restart the X-7 Recorder application on the computer, only the Green LED will be lit on the X-7 recording device, all other LED’s will be extinguished.
- Now reconnect the computer to the Internet

Note: Do not change the USB port once the computer is connected to the Internet.

[END]