

# DigitalLife

---

Ver.:U2AUDIO7-1-FAQ-V1.0-190429

## F.A.Q.



**Support / Unterstützung / Soporte / Support / Supporto**

EN: For warranty information, go to:

DE: Garantieinformationen finden Sie unter:

ES: Si desea obtener información sobre la garantía, visite:

FR: Pour consulter les informations sur la garantie, visitez:

IT: Per informazioni sulla garanzia, accedere a:



**support@digitallife.shop**

## Why I can not get 5.1 or 7.1 audio out of the PC's USB Port?

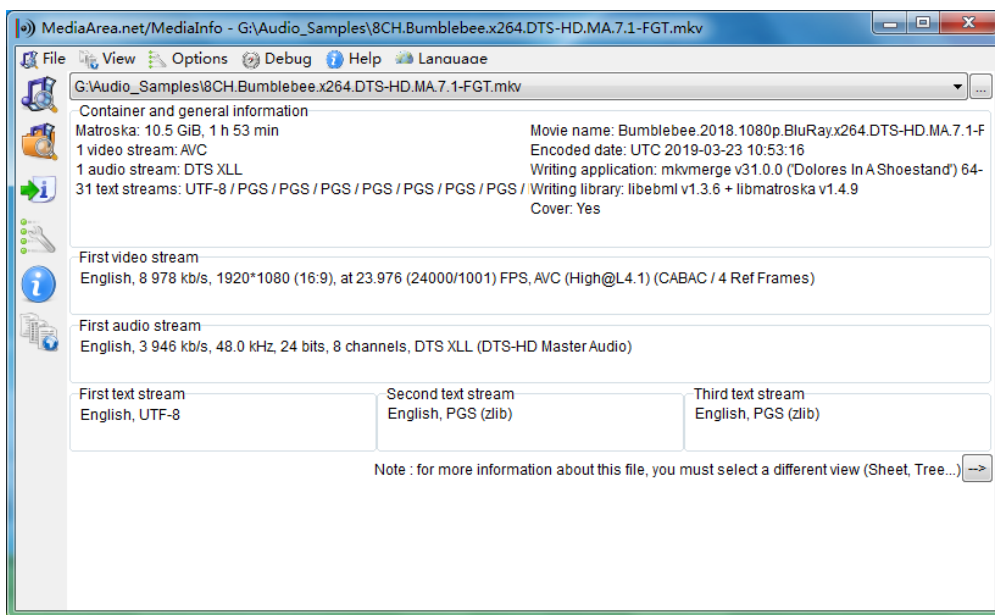
This issue can be solved by the following steps:

1. The media file's audio channel number.
2. USB Multi-Channel Audio Device's **System Input / Output Mode** Settings.
3. Lack of codec support on a Media Player.
4. Audio Settings on a Media Player.

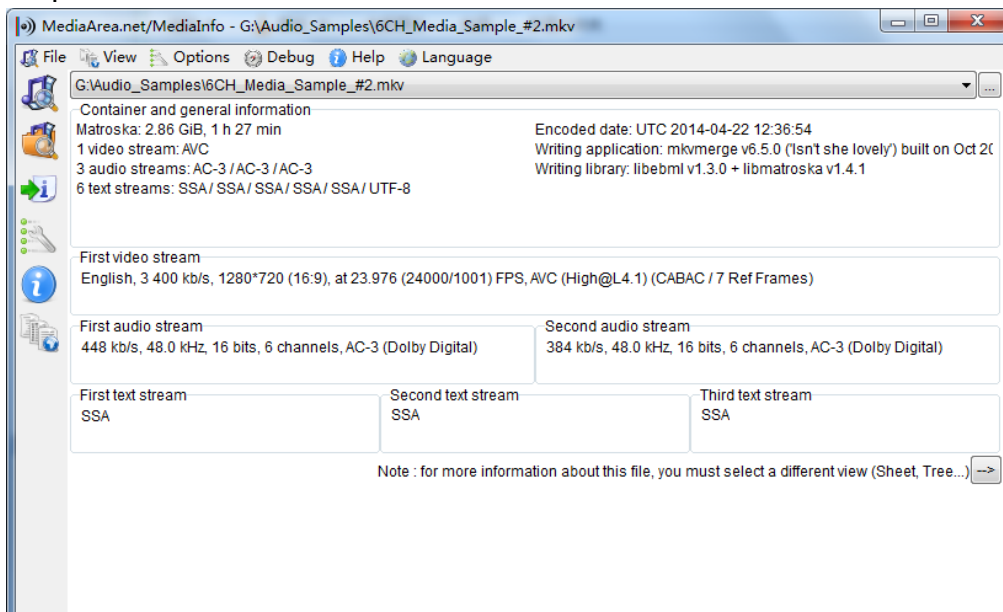
## Details Steps

1. A Media File's Audio Channel must be verified. We suggest to use Media Info, which can be downloaded from <https://mediainfo.net/en/MediaInfo>

Sample 1 – This is a 7.1 Channel Media File.



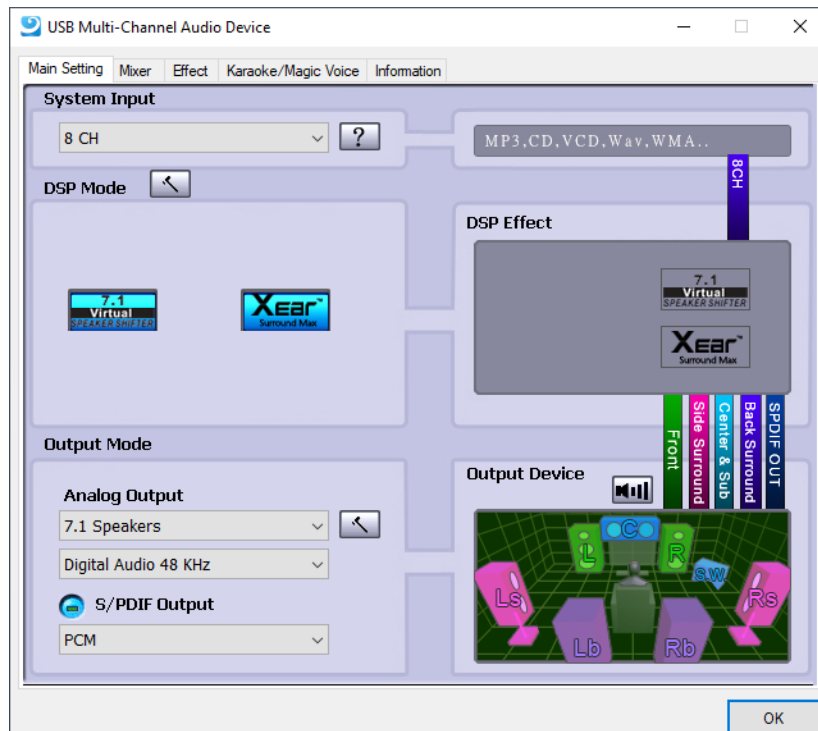
Sample 2 – This is a 5.1 Channel Media File.



## 2. Make the right Audio Settings

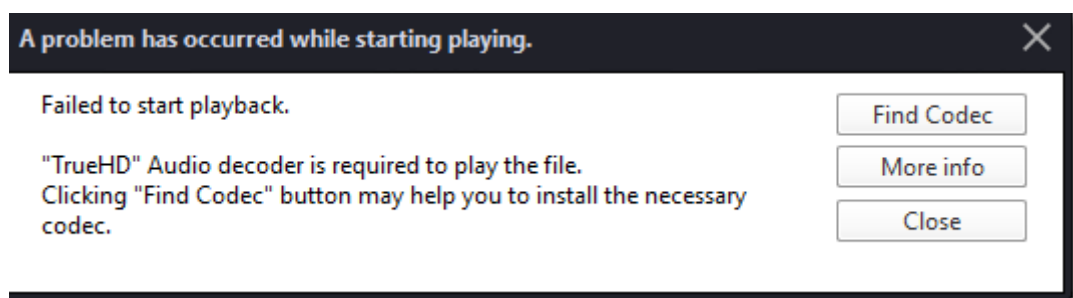
To choose the right Channel according to the verified media file both at “System Input” & “Analog Output”.

**Note:** The S/PDIF optical pass-through port on the Audio Adapter supports two-channel audio, but does not support 5.1 or 7.1 audio.



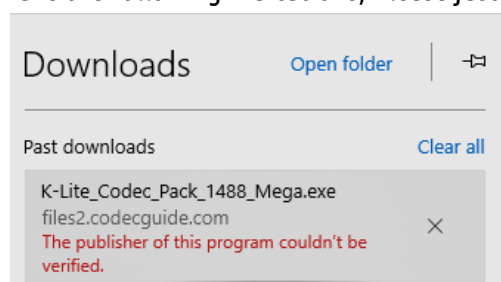
3. Some Media Player Does Not Contents Necessary Codec. You can download codec packages according to your actual usage. An easy access to codec files for Windows OS is: [http://codecguide.com/download\\_kl.htm](http://codecguide.com/download_kl.htm). Or VLC Player (<https://www.videolan.org/vlc/>) is a good choice for personal usage.

For example: Pot Player



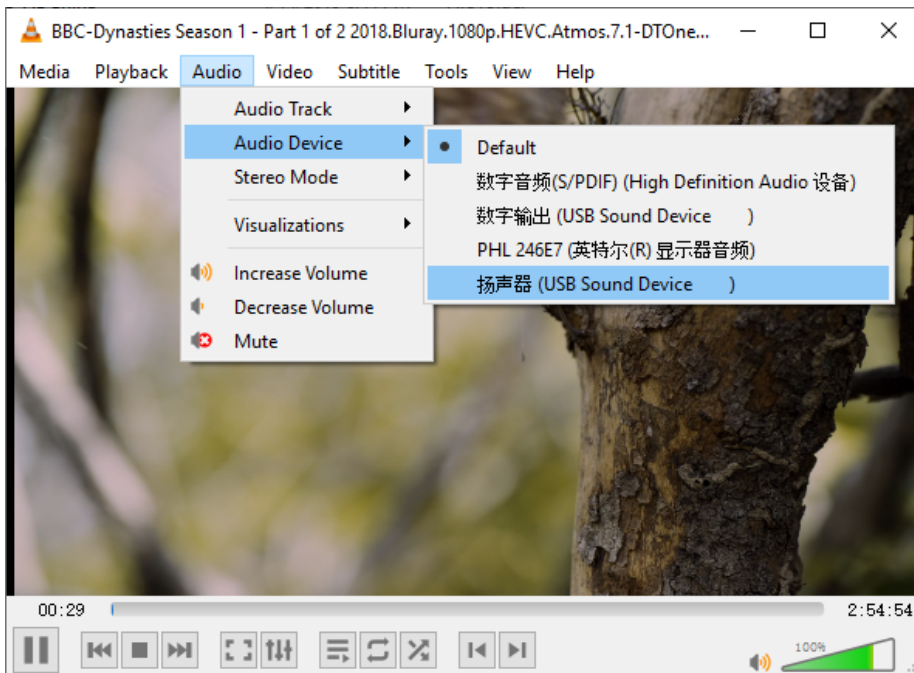
### Attention:

Some of the Web Browser might have the following indications, Please just ignore it.



4. Different Media Players require the different Audio Output Settings as well.

#### Audio - Audio Device – USB Sound Device



#### Audio – Stereo Mode – Original

