

Nahimic 2 Troubleshooting Instructions and Q&A

The document applies to all MSI Notebook and Vortex product which supports Nahimic 2.

To know whether the product supports Nahimic 2 or not, please visit [MSI website](#) and find the specification table (audio feature) of your product.

Please refer to the Troubleshooting Instructions to resolve the problem, if you encounter any audio problem listed below.

- Audio playback:
Low volume, unbalanced, weak , crackling, distorted, popping sound or noise in specific web browser, games or video/audio players.
- Microphone recording:
No sound, interference, intermittent sound or noise.
- Compatibility issue that affects the normal execution of a specific program or game (like Norton, Kaspersky, Photoshop, uTorrent, TeamViewer, OneDrive, Edge, IE, UC browser, Battlefield 3, Call of Duty: Modern Warfare 2.)
- Program crashes or black screen when running specific games, programs or video/audio players.

Before starting the troubleshooting, make sure you have installed the latest version of audio driver and Nahimic on your notebook.

If not, please download the latest audio driver and Nahimic package from MSI driver download page of your notebook. MSI Notebook and Vortex product that originally supports Nahimic 1 can also support Nahimic 2. It's a free upgrade and you can do the upgrade anytime by your own wish.

i Refer to [Nahimic release notes](#) to know the latest features, update notes and improvements on each Nahimic versions. You can also find the instruction to install/update the latest Nahimic and the audio driver in the [Nahimic and audio driver clean install guide](#).

Outline

I. Basic Troubleshooting	3
II. Audio Settings and General Q&A.....	4
i. Audio Setting Overview	4
ii. Audio Device Properties panel	6
iii. Audio General Q&A.....	7
III. Microphone Setting and General Q&A	10
i. Microphone Setting Overview	10
ii. Microphone Device Properties panel	11
iii. Microphone General Q&A.....	12
IV. Sound Tracker General Q&A.....	14

I. Basic Troubleshooting

Please refer to the troubleshooting options below one by one and check if your problem is solved.

i. Audio

- A. If you adjusted the audio setting before, [reset](#) the settings to default.
- B. Select “[Gaming Profiles](#)” or “[Multimedia Profiles](#)” to fit your needs, and the audio experience will vary according to the profile you choose.
- C. Adjust [audio settings](#) and [Audio Device Properties](#) if you have selected the audio profile.
- D. [Choose EQ profile or adjust Custom EQ profile for yourself](#).

ii. Microphone

- A. If you adjusted the microphone setting before, [reset](#) the settings to default.
- B. Adjust [microphone settings](#).
- C. Adjust [Microphone Device Properties](#) including AEC and Beamforming.

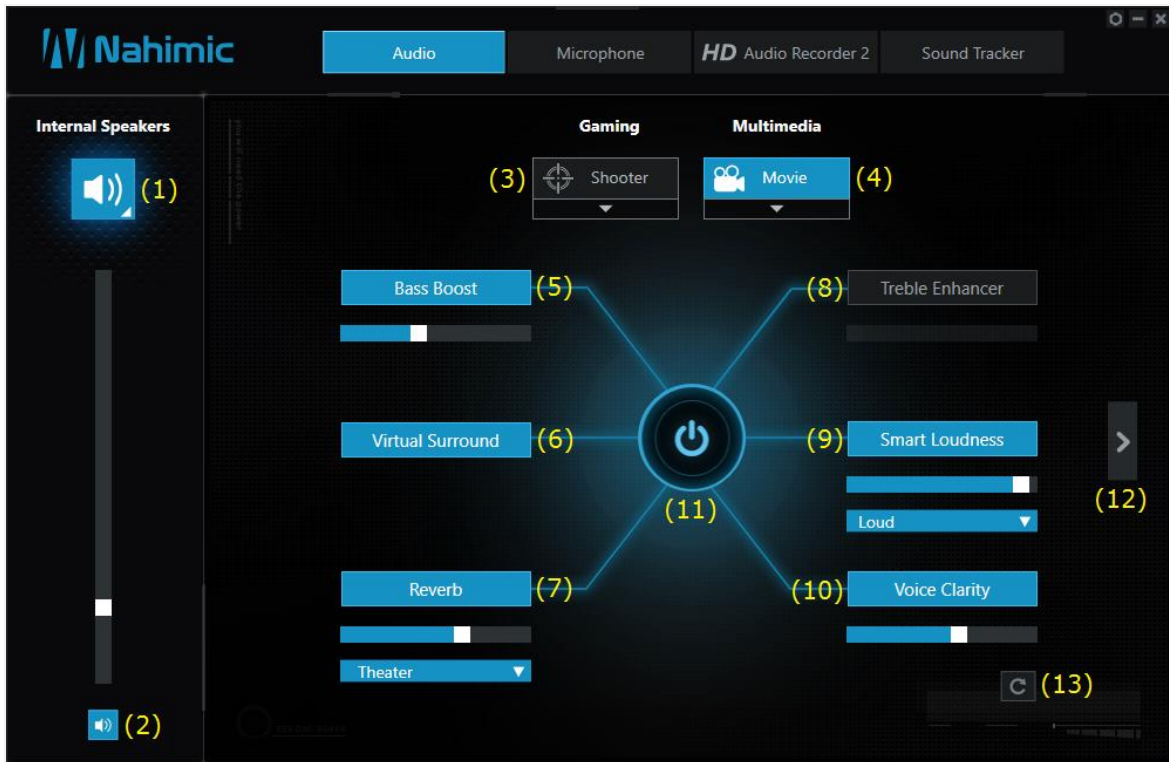
- i** Refer to the tutorial links below for more introduction of Nahimic operation and features.
- [UI operation](#)
 - [Expert mode tutorial and EQ settings](#)
 - [Audio Launch Pad tutorial](#)
 - [Sound Tracker tutorial](#)

iii. If your problem still remains, kindly refer to the general Q&A

- [Audio Q&A](#)
- [Microphone Q&A](#)
- [Sound Tracker Q&A](#)

II. Audio Settings and General Q&A

i. Audio Setting Overview



(1). Audio device display section and volume

(2). Mute

(3). There are four **Gaming Profiles**:

“Shooter”, “Racing”, “Role Play” and “Strategy”.

(4). There are three **Multimedia Profiles**:

“Communcion”, “Moive” and “Music” is the default setting.

(5). Bass Boost

Increase the volume of the low frequencies.

(6). Virtual Surround

Re-creates a multichannel listening experience over your stereo headphone or speaker.

(7). Reverb

Increase the feeling of spaciousness by allowing you to choose between four types of reverbs:

“Studio”, “Theater”, “Live”, “Church”.

Setting “Studio” would help you to clarify the background sound.

(8). Treble Enhancer

Increase the volume of the high frequencies on a frequency range optimized for the current device.

If the original music already has noise problem, the problem might be more noticeable if enabling this function. Adjust this function according to your needs.

(9). Smart Loudness

Maintain a constant volume for all elements of the audio experience (dialogs, soundtrack, explosions, etc.) to make them softer, balanced or louder.

(10). Voice Clarity

Detect, extract and boost the volume of the voice.

(11). Turn all audio effects ON or OFF

(12). Access **EQ profiles**



1- Choose between six EQ profiles:

“Flat”, “Punchy”, “Deep & Bright”, “Warm & Crunty”, “Bright and Deep”.

The values of the profiles above cannot be changed.

By default, each audio profiles has an EQ linked to it that you can change.

For instance, Music profile has a Flat EQ linked to it by default, but you can choose any other EQ profile for it – your preference will be saved.

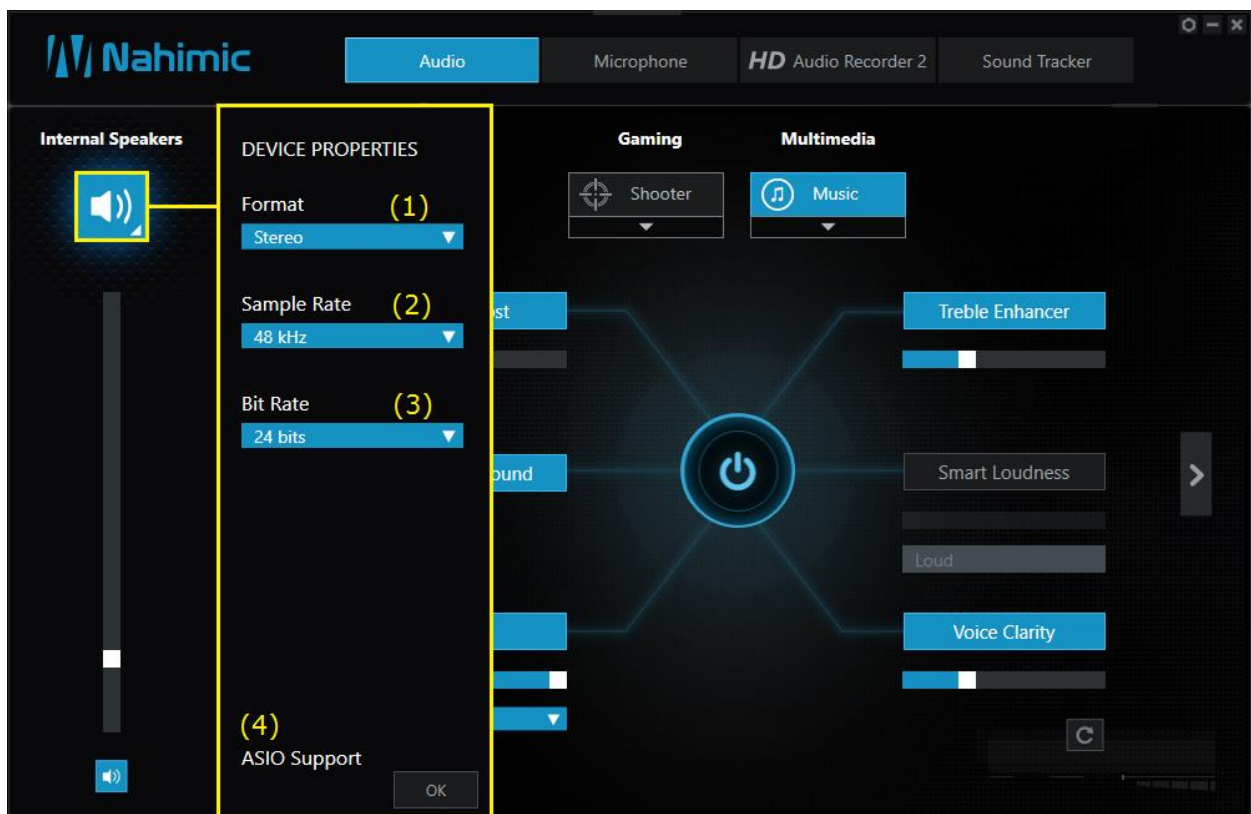
2- Custom EQ profile

Change the x10 bands to make it fit your current needs.

3- X10 bands EQ from 32Hz to 16KHz.

(13). Reset.

ii. Audio Device Properties panel



(1). Format

Change the format of the current device.

(2). Sample Rate & (3). Bit Rate

Change the sample rate / bit rate of the current device.

(4). ASIO Support

Nahimic 2 audio effects are **not** applied to the ASIO format.

iii. Audio General Q&A

- **Q: Why Can't I find Realtek control panel?**

MSI provides only Nahimic software instead of Realtek control panel on the notebook equipped with Nahimic.

You can adjust all audio settings in Nahimic. Kindly refer to the video tutorials below.

- **Q: Why can't Nahimic's sound effect work with Music and Movie app?**

Nahimic doesn't support **Windows apps**, such as Music and Movie app. If you launch an audio file from a Windows app, Nahimic audio and microphone effects won't work.

Find more information, please refer to [the FAQ](#).

- **Q: What is the default setting of Nahimic audio effect?**

At first launch, Nahimic 2 is set by default to the Music audio profile.

The factory settings are:

- Bass Boost = ON & 60%
- Treble Enhancer = ON & 30%
- Virtual Surround = ON
- Smart Loudness = OFF
- Reverb = OFF
- Voice Clarity = ON & 30%
- EQ = Flat

- **Q: I've already set system volume to max, can it be more louder?**

Try to Adjust "**Smart Loudness**". If the "Volume Output" and "Smart Loudness" have been set to max but the sound is still too low, please access [EQ profile](#) and add 3 dB for all bands.

If it's still not enough for you, please use external speaker instead.

- **Q: How does Virtual Surround work?**

"Virtual Surround" effect is designed to reproduce a 3D audio experience from multichannel audio files to stereo devices. When playing a stereo audio file on a stereo device, "Virtual Surround" will offer you a better sound spatialization and a better overall audio experience.

Here are some examples of use:

- Multichannel audio file on a stereo device:
Virtual Surround is fully adapted to this configuration. You will enjoy a multichannel audio experience in your stereo device (i. e. speakers or headphones).
- Stereo audio file on a stereo device:
enhancement of the audio experience with better spatialization
- Multichannel audio file on a multichannel device:
Virtual Surround won't work on this configuration.
- Stereo audio file on a multichannel device:
Virtual Surround won't work on this configuration.

● **Q: Why can't I hear a difference after enabled "Voice Clarity"?**

"Voice Clarity" is designed to clarify the voice you're listening to. It's not designed to clarify the voice input from your microphone.

If you want to clarify the microphone input, please go to the Microphone setting page and use the "Voice Leveler" and "Noise Reduction" settings.

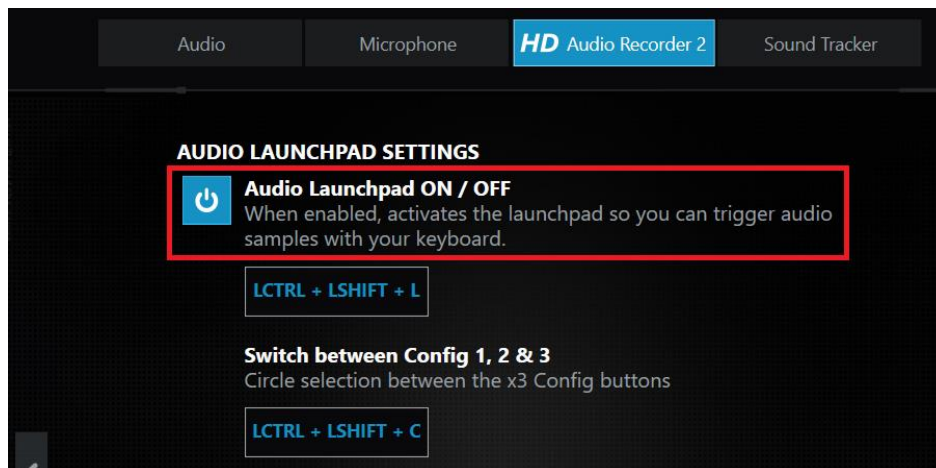
● **Q: What is supposed to happen if I change the Music profile settings, then click on the Shooter profile, and then come back to the Music profile?**

The Music profile settings you adjusted would be saved automatically when you switch to another profile.

● **Q: Why does wired sound come out when I press shortcuts (Lctrl + Num 1,2,3) in Windows?**

The sound is come from Nahimic Audio Launchpad which allows the user to trigger audio samples during recording or streaming a game.

Please disable it in Audio Launchpad settings.



- **Q: What kind of audio device does Nahimic 2 support? Can I adjust all audio effects for my device?**

Refer to Nahimic 2 compatibility table below.

Audio (Output)	
Device Type	Compatibility
Internal Analog Speaker	Fully supported by Nahimic 2
External Analog Speaker	
Analog Headphone	
Line Out	Available in the device display section but Nahimic 2 audio effects don't support these devices.
Digital Out	
USB Audio Output	
HDMI	
Bluetooth Audio Output	

* Nahimic sound effect is based on the audio codec to modify the playback content, it only works with the built-in speaker or the analog output from the system.

* This table is only for Nahimic 2.

III. Microphone Setting and General Q&A

i. Microphone Setting Overview



(1). Microphone device display section and volume

(2). Mute

(3). Microphone Loopback

Turn the microphone loopback ON or OFF.

In order to avoid any feedback (Larsen effect), this option is accessible only when a headphone is plugged.

(4). Voice Shaper

Apply a filter to your voice from the four filters:

“Bass –”, “Treble +”, “Bass + / Treble+”, “Bass - / Treble –”

You can choose not to apply any effect by turning Voice Shpaer OFF.

(5). Voice Leveler

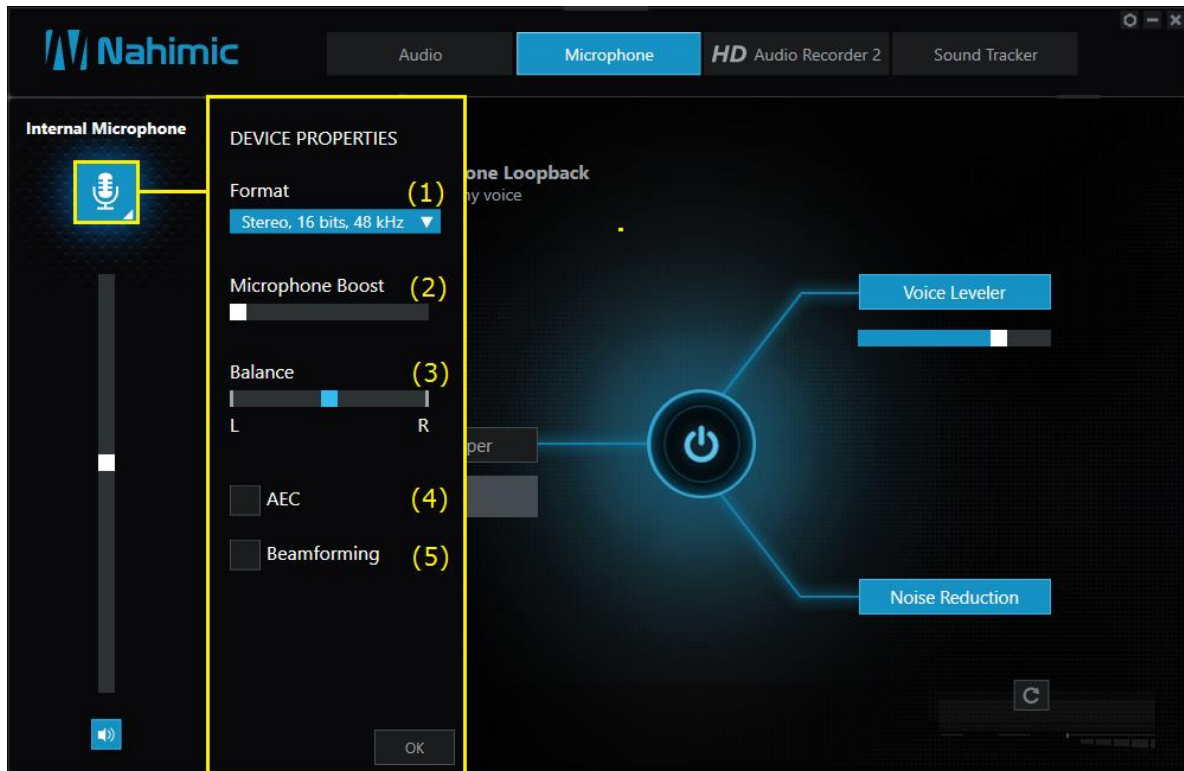
Remove the background noise between your wording during communication.

(6). Noise Suppression

(7). Turn all microphone effects ON or OFF.

(8). Reset.

ii. Microphone Device Properties panel



(1). Format

Change the input format of the current device.

(2). Microphone Boost

Boost the volume of the current microphone.

(3) Balance

Modify the left or right balance of the current microphone.

(4). AEC

Improve the voice quality by cancelling the echo.

(5). Beamforming

Cancel the ambient noise while using an internal microphone. This option will be disabled when and external microphone is plugged.

iii. Microphone General Q&A

- **Q: What is the default setting of Nahimic microphone effect?**

At first launch, Nahimic 2 Microphone factory settings are:

- Voice Shaper = None
- Voice Leveler = Automatic Calibration ON
- Noise Reduction = 75%

- **Q: Cannot hear your voice when recording.**

Please connect headphone before enabling “**Microphone Loopback**” to hear your voice during recording.

- **Q: Cannot record voice clearly or cannot record sound.**

- A. Refer to “**Clean Install & Update Instruction**” of [the FAQ](#) and reinstall the latest audio driver and Nahimic.
- B. Adjust microphone settings in [Microphone page](#) of Nahimic to have the best setting for your environment.
- C. In Nahimic 2, you can adjust "**AEC**" and "**Beamforming**" in Nahimic [Microphone Device Properties panel](#) to improve the microphone quality.
 1. Click on Nahimic icon on the desktop or taskbar.
 2. Select Microphone tab
 3. Click on the microphone icon in the left side bar of Nahimic.
 4. Enable AEC and Beamforming.

- **Q: It will record the playback content from my speaker.**

To have the best recording performance, it is recommend to have headphone as your playback device. The Nahimic audio effect also works for analog audio output port. (analog headphone)

- **Q: What kind of microphone device does Nahimic 2 support? Can I adjust all microphone effects for my device?**

Refer to Nahimic 2 compatibility table below.

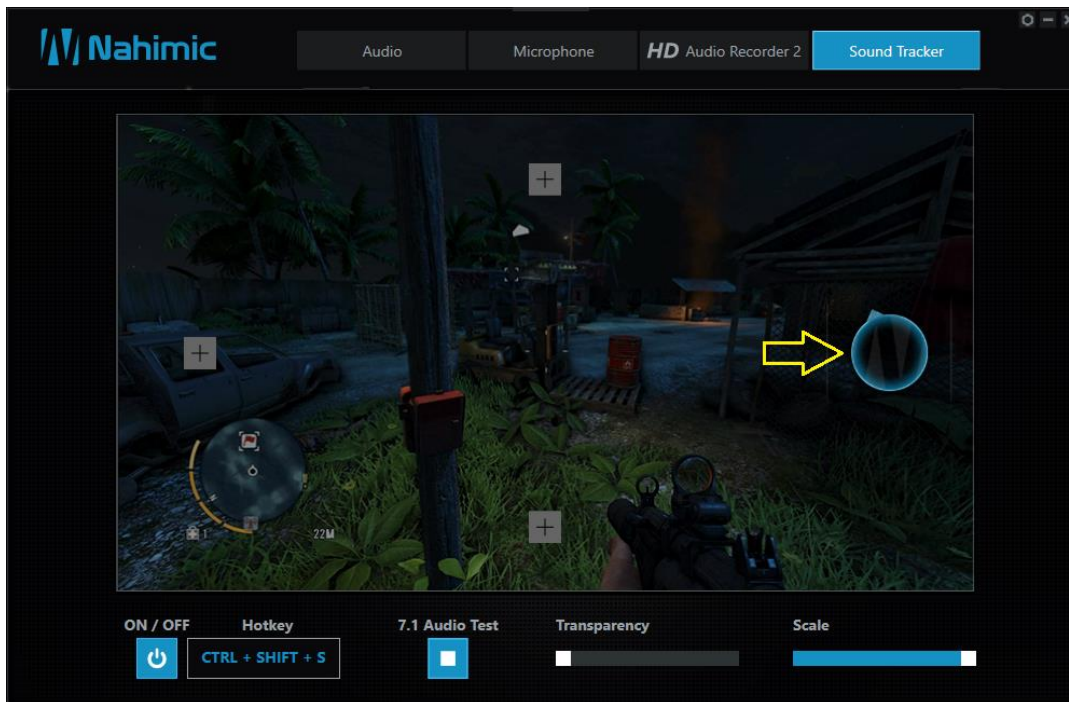
Microphone (Input)	
Device Type	Compatibility
Internal Analog Microphone	Fully supported by Nahimic 2
External Analog Microphone	
Line in	Available in the device display section but Nahimic 2 microphone effects don't support these devices.
USB Audio Input	
HDMI	
Bluetooth Audio Input	

* Nahimic sound effect is based on the audio codec to modify the playback content, it only works with the built-in microphone or the analog input device.

* This table is only for Nahimic 2.

IV. Sound Tracker General Q&A

The Sound Tracker is made up of a moving arrow in a circular radar. You can configure its position, size and transparency for an optimal in-game integration.



- **Q: Where can I get the Sound Tracker compatible games list?**

Please find the Sound Tracker compatible games list from the [Nahimic website](#).

- **Q: In Windows 7, I don't see the Sound Tracker from Nahimic 2 nor the sound tracker radar arrow shown properly in games.**

Please download and update the latest **Internet Explorer 11 (IE11)** from Microsoft website since Sound Tracker requires IE11 in Windows 7. [Download IE11 on Microsoft website](#).

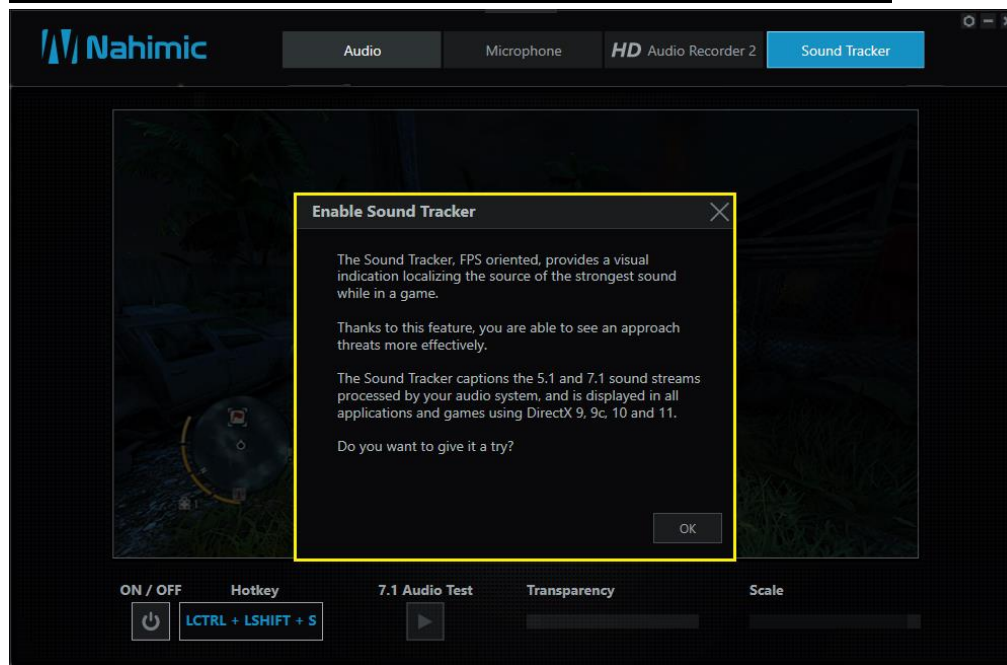
- **Q: Why is Sound Tracker set to OFF by default?**

Because the Sound Tracker appears on all applications and games using **DirectX 9, 9c, 10 and 11**, it may be disturbing for someone who never opened Nahimic 2's UI to understand where does this overlay come from.

In order to explain what is Sound Tracker, when you select the Sound Tracker tab for the first time, you will see a full explanation of the feature appearing as an overlay.

If you clicks OK, the Sound Tracker will be turned ON.

If you clicks the X, the Sound tracker will be remained OFF.



- **Q: Why can't I access Sound Tracker page in Nahimic 2?**

There are two main reasons why your Sound Tracker page may be disabled:

- 1 - **Sound Tracker is turned OFF.**
- 2 - **Your audio device is not compatible.** Sound Tracker can only work on compatible audio devices

To know more about the compatible audio devices, please refer to the [audio compatibility table](#).

- **Q: Why is the arrow not displayed in the Sound Tracker?
(For the latest Nahimic)**

Check the audio settings in game to make sure a **5.1 or 7.1 audio channel** is selected since some game has mono or stereo speaker set as default audio sound. (e.g. CS: GO)