

## HELP

Posted by Luke Turner - 17 Feb 2012 23:16

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Hi I purchased this software 2 days ago (AV VCS DAIMOND) an since then I have had no end of problems with it.

Firstly I could not get the software to co-operate with being the default sound device. So i left it as it was and followed other instructions to get it to work on online games, and although there was sound on the application (duplex) It wouldn't work at all in the games, even though I have followed the directions correctly 😞

So I tried reinstalling it, which I have now done 3 times, still had the same problems. Then I had issues with screeching which I have fixed.

So i attempted to download it onto my laptop instead, hoping that would work an I go to enter the activation code and its telling me that it is incorrect? Despite the fact that I pasted EXACTLY what was written on the page.

I have no idea what to do now, I tried emailing support but I haven't heard back from them yet (even though it says they are always at our service -.-) I know they have a phoneline but Im not in america i am in europe so I cant contact them other than email.

Now I have removed them from my recording tabs and replugged the microphone in an no voice at all.

I am not good with computers an all this is stressing me out an at the moment I have software I have paid a lot of money for which I cannot use.

Someone please help me this is driving me crazy.

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## Re: HELP

Posted by Gabriella V - 21 Feb 2012 08:33

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1. What type of PC Desktop or laptop.
2. Operating System, Version, Patch level (e.g. Windows, XP, Service Pack 1 or 2, etc)
3. CPU Type and Speed
4. Amount of Memory.
5. Firewalls & anti-virus program in use? If so, which?
6. Type of headset in use?
7. Which game do you use AV Voice Changer Software with?

8. Did you try any settings with VCS?

sending us a snapshot of the error

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