

Duplex button and Recorder

Posted by Chen Jin - 08 Oct 2013 14:59

Hi, I just purchased VCS7. Unfortunately, my duplex button keeps in gray. I can not see any sound input appeared on VCS. And if I open the VCS recorder then click the start recording button, it doesn't works as well. The only way to hear my voice is to open the comparator and record it in morpher option. My system is win7 64bit, I tried to change the Audio(advanced) potions already, but none of device seems to work.

I really need help!

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Re: Duplex button and Recorder

Posted by Gabriella V - 09 Oct 2013 14:19

Hi Chen,

Please check your Inbox for our detailed response.

Thanks you

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Re: Duplex button and Recorder

Posted by Chen Jin - 18 Oct 2013 20:46

I didn't receive any e mail yet

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Re: Duplex button and Recorder

Posted by Gabriella V - 22 Oct 2013 10:12

After checking our database, it is said that our support email has been successfully sent to you on **Wed, 9 Oct 2013**