

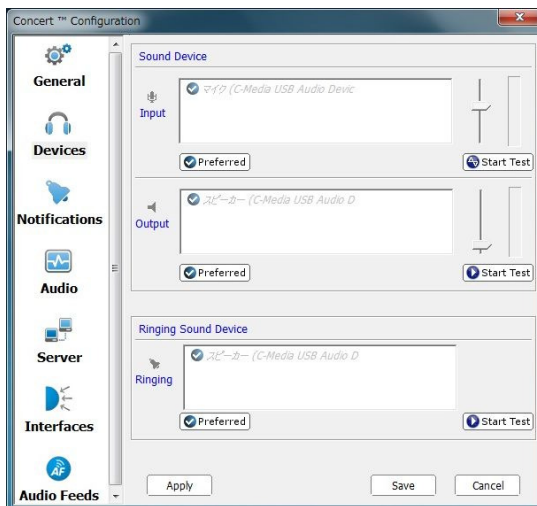
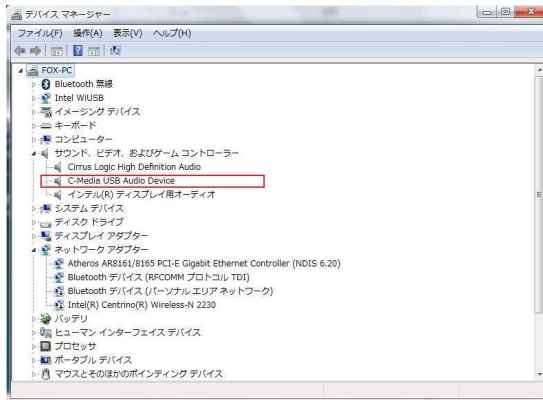
## Concert system not recognising headsets and microphones

Question:

My Concert client PC can't connect with Windows 7 but Windows XP is OK.  
Is there some setting for Windows 7?

The Client PC could connect to Concert server.

The reason is the audio devices doesn't appear on the Client PC Config > Devices with Windows 7 PC in spite of connecting USB Headset



All Devices is grayout.

Once the property of the Concert icon on Windows 7 Desktop changes to "Windows XP Mode" then set the Devices to USB Headset(in this case "C-Media") and the Client PC can connect to Concert server however the message below will be appear after back to the non "Windows XP Mode" whenever start the Concert client.



Answer:

In short, Concert does not fully support Unicode.

A big change that occurred from Windows XP to Windows 7 is the addition of a mechanism that automatically renames all sound devices. Because your Windows (locale) is set to Japan, Japanese characters are inserted into the new device name which causes Concert to no longer recognize these devices:

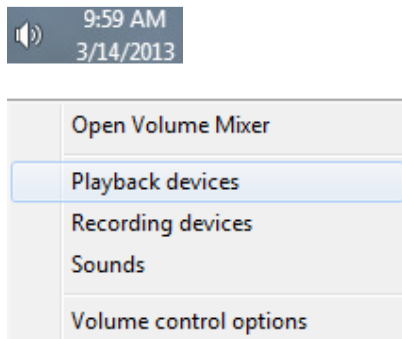


Because Windows XP does not rename devices, the original C-Media name is retained and therefore successfully recognized by Concert.

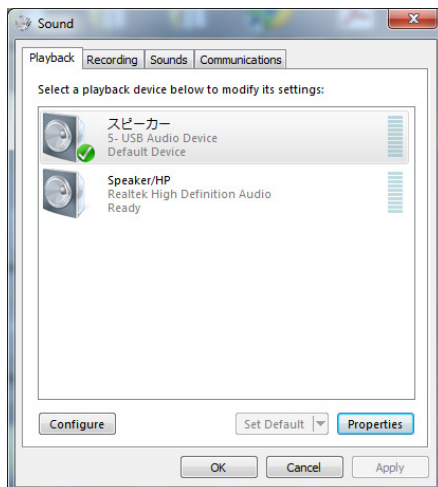
**Solution:**

To resolve this issue, please do the following:

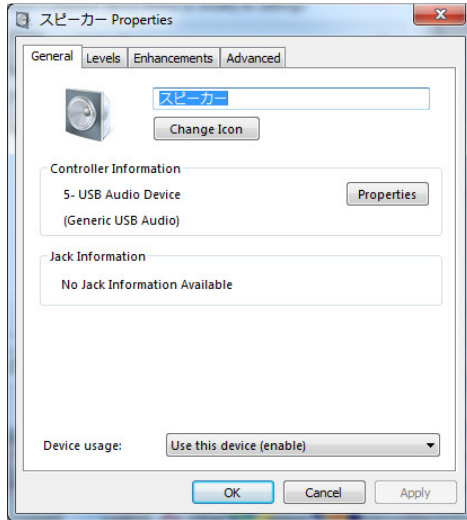
1. Ensure that your PC has been transitioned back to the native "Win 7" environment
2. In your taskbar, *right-click* on the speaker icon and select **Playback devices**



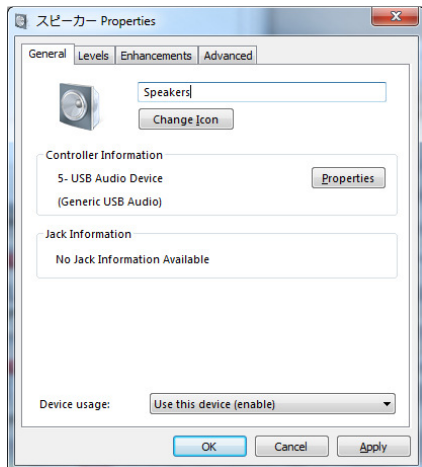
3. You should see a dialog similar to this:



4. Select the C-Media headset device and click the **Properties** button

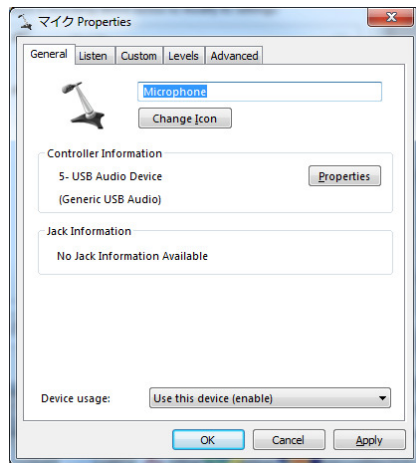
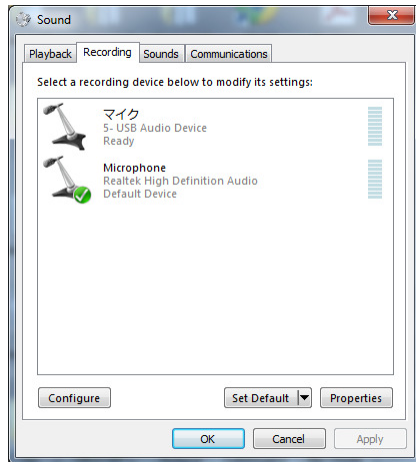


5. Rename the device with English characters (e.g. "Speakers")



Click **OK**.

6. Now do the same thing for the **recording** device.



Click **OK** to save and exit all *Sound* configuration dialogs.

7. The C-Media devices should now be present and selectable within the Concert device configuration dialog:

