Dear BEHRINGER Customer,

you have received this letter and a blank checklist from the BEHRINGER Online Customer Support, in answer to a technical issue which you have raised concerning the operation of one of our products in conjunction with your own PC or laptop. Should we determine that the reported problems are indeed due to a fault in the BEHRINGER hardware or associated device drivers, then you can expect our full support in resolving the issue.

We therefore ask you to take a few minutes to complete this checklist and return it to us as an attachment to the "incident" in your online support account.

If you can provide us with accurate and detailed information then we will be in a better position to provide you with a solution. We have included an example of a completed checklist and written a few guidelines to help you.

In some cases, you may find a great improvement in performance by making some adjustments to the configuration of your operating system. If so, then we strongly recommend that you make a back-up of your OS before making any changes, this will allow you to restore to the current condition should you encounter any difficulties. We are obliged to point out that any changes made to your operating system are made at your own risk and BEHRINGER GmbH will not be made liable for any damages or loss of data caused by such alterations. If you do not feel confident to perform such changes yourself then we recommend that you seek the assistance of a qualifed PC service technician.

PLEASE NOTE : THE USE OF UNAUTHORISED SOFTWARE MAY CAUSE UNPREDICTABLE PERFORMANCE OR STABILITY ISSUES.

We are unable to provide support for difficulties experienced when using unauthorised or unregistered software.

Best regards

Your BEHRINGER Customer Support Team

Audio / MIDI for PC - Troubleshooting Checklist

Behringer model number	**BCA2000**
Behringer serial number	**N0512345678**
Behringer Driver / ASIO driver version numbers **(see 1.2)**	**V2.1.0.6**
Behringer Firmware version **(see 1.2)**	**V2.1**

What is the intended application for the BEHRINGER device ? **(see 3)**
Multitrack recording in home studio
Which steps have already been taken ? **(see 4)**
Install drivers, start software, check hardware settings, open new arrangement, start recording
What went wrong ? **(see 5)**
After 5 minutes the software stopped running and the PC froze up
When did it go wrong ? **(see 6)**
During the recording
Is the problem reproducible ? **(see 7)**
It has only happened once on this PC. I haven't tried any other PC yet

BEHRINGER Right Now ™ Incident No. - 060830-999999

Audio / MIDI for PC - Troubleshooting Checklist

Operating system	**XP Professional SP2**
Laptop or Desktop ?	**Desktop**
CPU model / speed	**Intel Pentium 4 / 3.0GHz**
RAM	**512MB**
USB host controller Chip **(for BCA2000 / BCD2000)**	**Intel 82801 FB/FBM**
Is this PC also used for Internet access ?	**yes**
Is this PC also used for games ?	**yes**
Is this PC also used for office applications ?	**yes**
Is this PC optimised for audio or music applications ? **(see 1.6)**	**no**
Audio software	**Computer Muzys**
Version number	**1.5**
Date of publishing	**14 Mar 2003**

Which connection is used on PC / Laptop ? **(see 2.1)**
USB2.0 Hub, without power
Which other cables are connected to BEHRINGER device ?
USB cable, ADAT cable, Power cable
What Status LEDs are lit on the BEHRINGER device ?
Inputs, Mic A, Mic B, ADAT, USB High, 44.1kHz
Is the BEHRINGER device recognised in the Windows® Device Manger / Control Panel ? **(see 2.4)**
Yes - 2x in Device manager and also in control panel.

Verify playback of audio files through BEHRINGER device ?	**Yes**
Verify recording of audio tracks thorugh BEHRINGER device ?	**Yes**

Guidelines on completing the checklist

1. System Information

We require precise information about the host computer system :

1.1 BEHRINGER Model number / serial number

You can find the serial number on the barcode, which is on the casing of the equipment. It will start with a single capital letter, and two digits indicating the year in which the device was made.

1.2 BEHRINGER driver and firmware version numbers

We require the exact device driver / ASIO driver / Firmware version number(s) for the following models

- BCA2000 / BCD2000 / FCA202 / iAxe393 (ASIO) / BCF2000 / BCR2000

For BCA2000 / BCD2000 / FCA202 you will find this information in the software control panel.

You may have received the newest version of the device driver(s) (for Windows® XP) from BEHRINGER Customer Support together with this checklist. Please install or update the device driver in accordance with the instructions, and then verify that the new version of the device driver is now installed.

1.3 Host Operating System

   eg. Windows® XP + SP2

1.4 Host Hardware

- Laptop or Desktop ?
- CPU - type and speed
- RAM - how much RAM is installed ? (512MB is the recommended minimum for audio applications running on Windows® XP)
- USB host controller chip (for BCA2000 / BCD2000 only - not needed for Firewire devices)

1.5 Is this PC also used for purposes other than audio, eg.

- to access the internet ?
- to play games ?
- for office applications ?

1.6 Has the host PC / Laptop been optimised for dedicated use with audio applications ?

In this respect, we have found the following references to be useful :

http://www.musicXP.net/tuning_tips.php

The "PC Musician" feature on pp156 - 161 of **Volume 21 issue11 of "Sound on Sound™"** magazine.

1.7 Audio / MIDI Software - version / build number - date of publication

You will be able to find this information in the "info" or "about" drop-down menu of the software.

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2. Function of BEHRINGER device

To check that the BEHRINGER device is functioning correctly please advise us of the following :

2.1 what connection is used on the PC ?

for example :

- USB on motherboard
- USB Hub
- USB2.0 Hub with power.
- Firewire 400 4pin (small plug)
- Firewire 400 6-pin (large plug)
- combined FW / USB card (PCI or PCMCIA)

2.2 what other cables are connected to the device ? Can you rule out a defective cable or connection as the cause of the problem ? (power cable, audio cables, MIDI cables etc.)

2.3 what (if any) "status" lights are lit on the BEHRINGER device ?

2.4 Check that the device appears in the following locations*

- start > settings > control panel > system > hardware > device manger > sound, video and game controllers
- start > settings > control panel > sounds and audio devices > audio > sound recording device
- start > settings > control panel > sounds and audio devices > audio > sound playback device

 * except for the ASIO driver for the iAxe393 which is treated by Windows® as a USB controller and not as a soundcard.

2.5 Use a suitable "test" software (eg. Audacity, MIDI Ox) and select BEHRINGER device in hardware settings menu.

- Establish if audio or MIDI data from the PC is played back through the device
- Establish whether or not audio or MIDI data can be transferred into to the host software on the PC for recording.

3. What is the intended application of the BEHRINGER device ?

- recording audio tracks
- controlling sequencer software
- "live" music performance using VSTi or other instruments
- playback of audio files
- Editing of audio files

4. What steps have you taken to achieve this aim ?

please write down the steps which you have already taken before the problem occurred. This should read something like ….

I started the computer

then I ran the "set-up.exe" from the CDROM

then I connected USB cable from the BEHRINGER device

when the drivers were installed I started software

then I selected the behringer device in hardare i/o settings for software

etc etc

5. what exactly went wrong

please describe what you observed, if there was an error message, please write down the exact text of this message.

6. when did it go wrong ?

- during installation of device driver ?
- when connecting device to host ?
- when starting application software ?
- while using application software ?

7. have you been able to reproduce the same fault

- on the same host machine ?
- on the same host but using a different port ?
- on any other computer ?
- with a replacement BEHRINGER device of the same model ?