Dear Valued Mytek User

Although our latest drivers are fully compatible with Windows 10 there is a Windows bug regarding „System Playback Device". After driver installation the system might be still silent. It doesn't affect music players (Jriver, Foobar2000 and others).

Please note that Mytek driver installation process remains unchanged – see the manual for more details.

Follow the steps below to fix "No Sound" issue on Windows 10

1. Right click the sound icon in the taskbar located at the bottom right of the screen and select "Playback Devices"
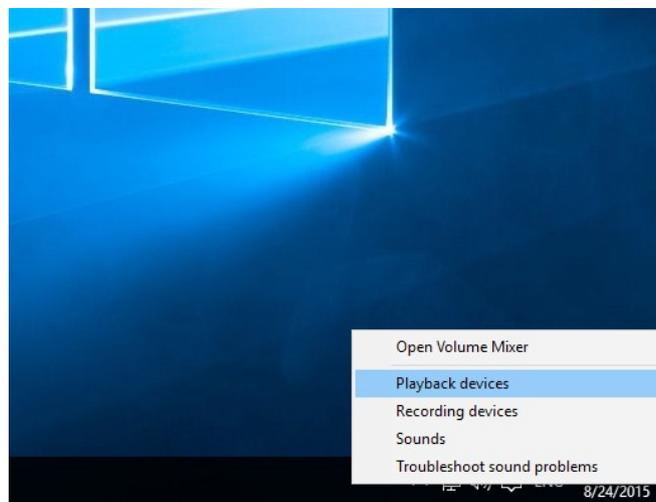

2. Select your current playback device in use. Double-click on it to open its Properties window.
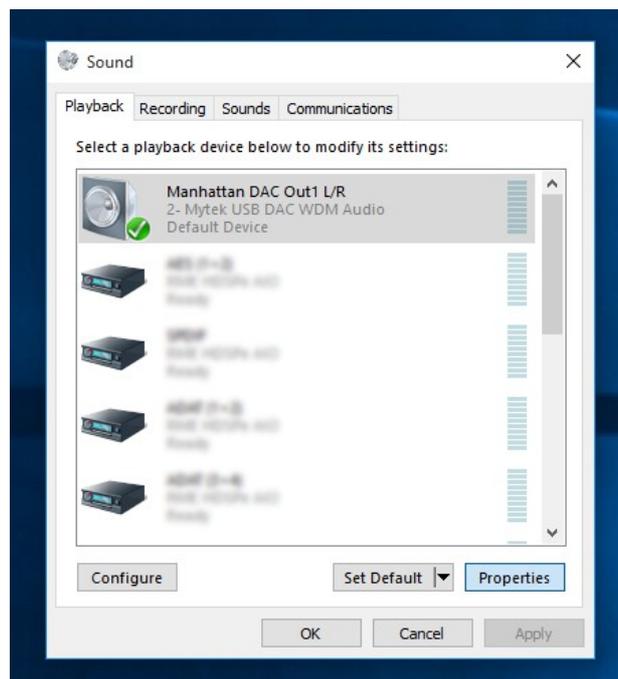
3. Go to Advanced section and choose the quality you need for Windows payback. If the quality you need is already selected please choose another one, apply changes and back to the previous one (or any other you need). For example:

\16bit, 44100 Hz\ → \16bit, 88200 Hz\ → \16bit, 44100 Hz\
\24bit, 192000 Hz\ → \16bit, 88200 Hz\ → \24bit, 192000 Hz\
...
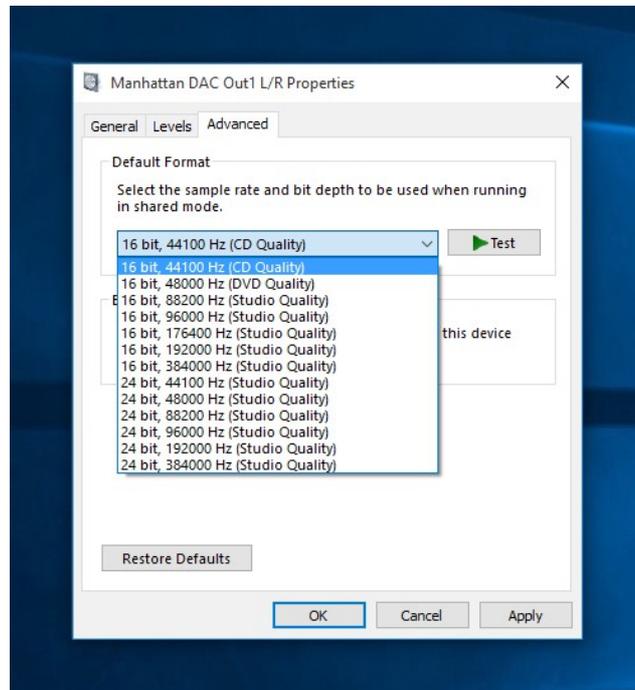
4. Confirm your choice by clicking „Apply".

5. Done – now system playback device should work properly.

If those steps didn't work you can try another method for restoring sound. Note! - the driver must be installed first.

- Step 1: Right-click on Windows logo
 and from the list choose
  Device Manager - launch it.
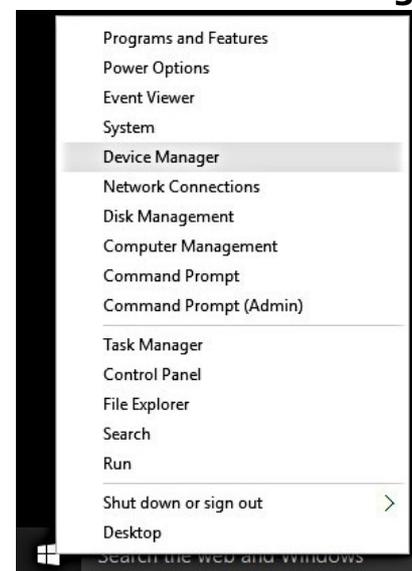
- Step 2: Expand Mytek USB DAC devices.
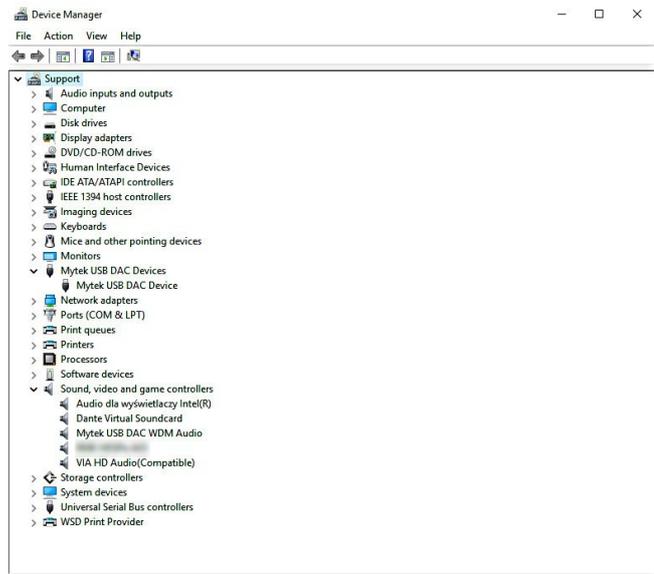
- Step 3: Right-click on the current sound driver and choose uninstall.
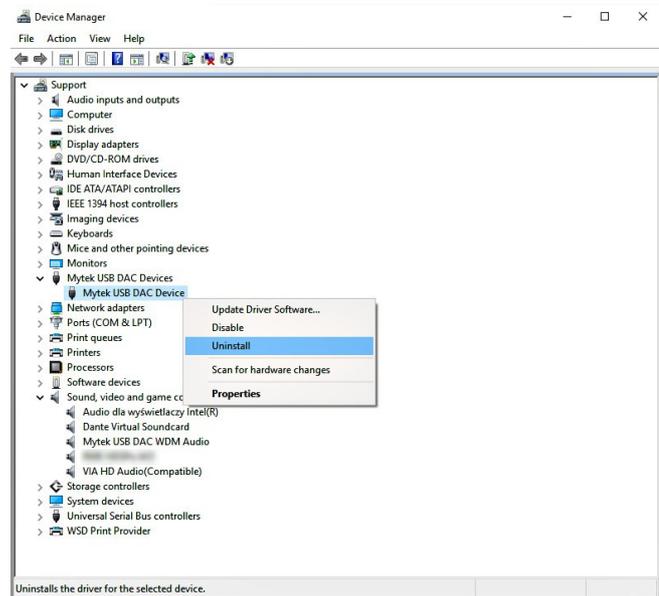
- Step 4: Confirm uninstallation by clicking „OK".

 Note: don't tick „Delete the driver software for this device".
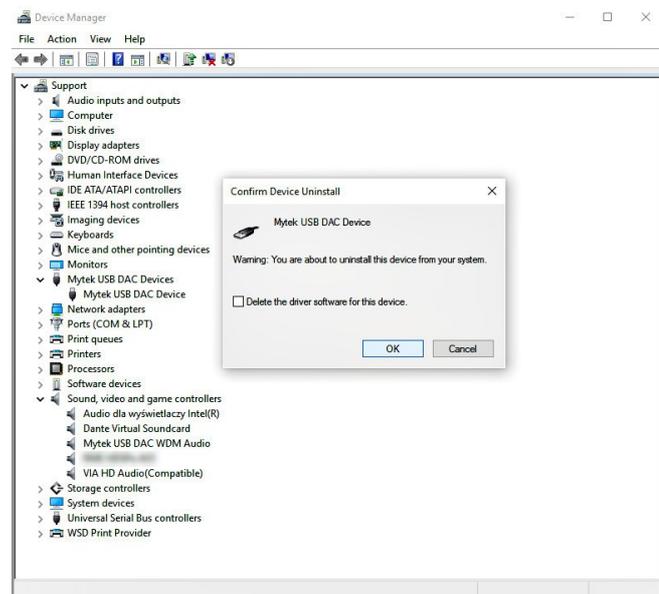
- Step 5: The Mytek USB DAC Device disappeared from Device Manager.
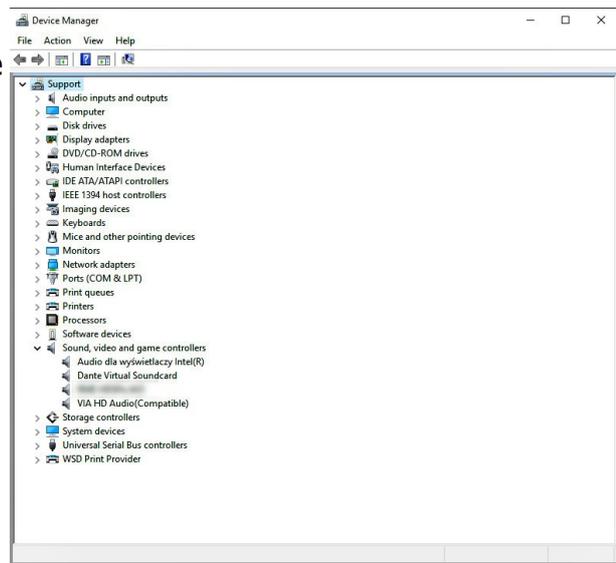
- Step 6: Finally, click on Scan for hardware changes and the updated driver will be automatically installed.
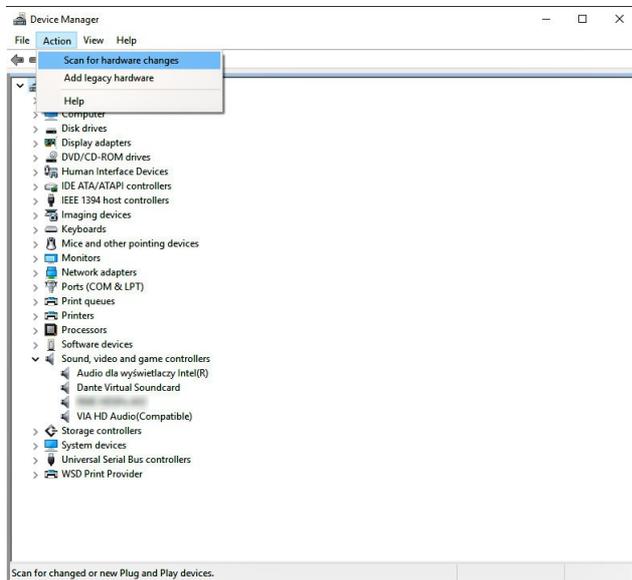
Mytek USB DAC and Mytek USB DAC WDM Audio should be visible in Device Manager again.

Setting Mytek USB DAC as default Windows playback device.

- Step 1: right-click speaker icon and choose „Playback devices"

- Step 2: Select your Mytek DAC
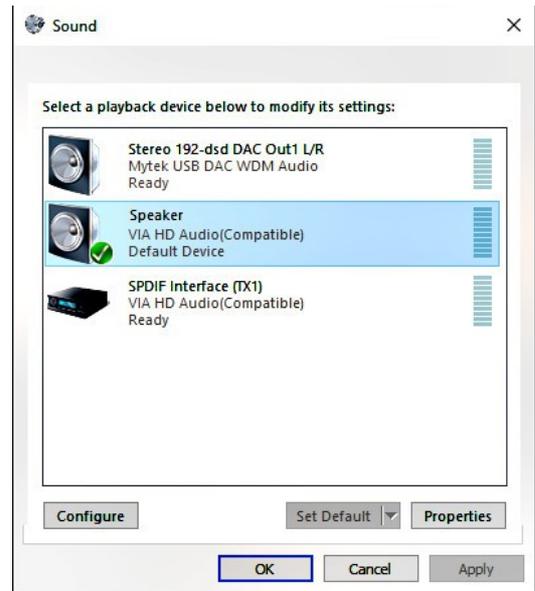
- Step 3: Right-click on the Mytek DAC and choose „Set as Default Device".
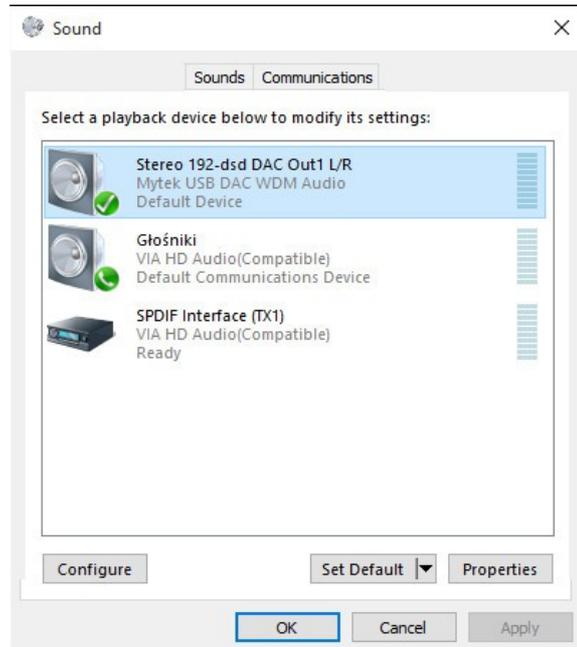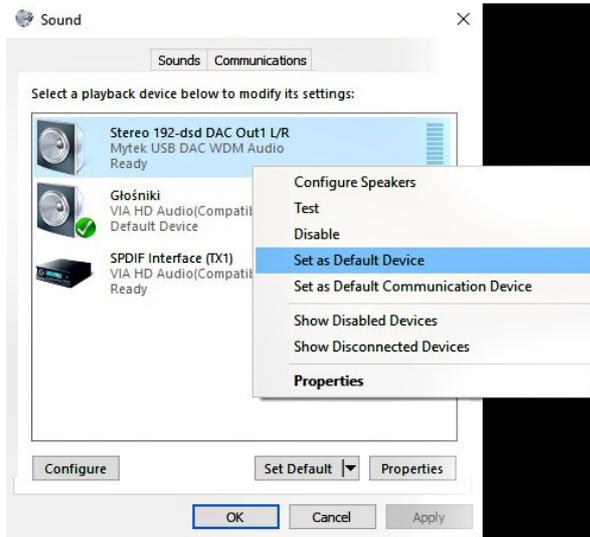
Done! - now your Mytek DAC is default Windows playback device.

Please do not hesitate to contact us if you have questions or require further information. We will be happy to assist you.

Mytek Digital Team