

SonicCloud Windows User Manual

Welcome to the user manual for desktop audio personalization with SonicCloud for Windows. Whether you've used SonicCloud on your smartphone before or are using SonicCloud for the first time, this document will cover everything you need to know to get personalized sound on your Windows machine.

Getting started with SonicCloud is easy, and it will not take long to learn the basics. If you need any help or just want to find out more about a particular feature, this guide is for you. The guide will include basics like installing SonicCloud, getting it up and running, and more advanced features like fine tuning and saving profiles.

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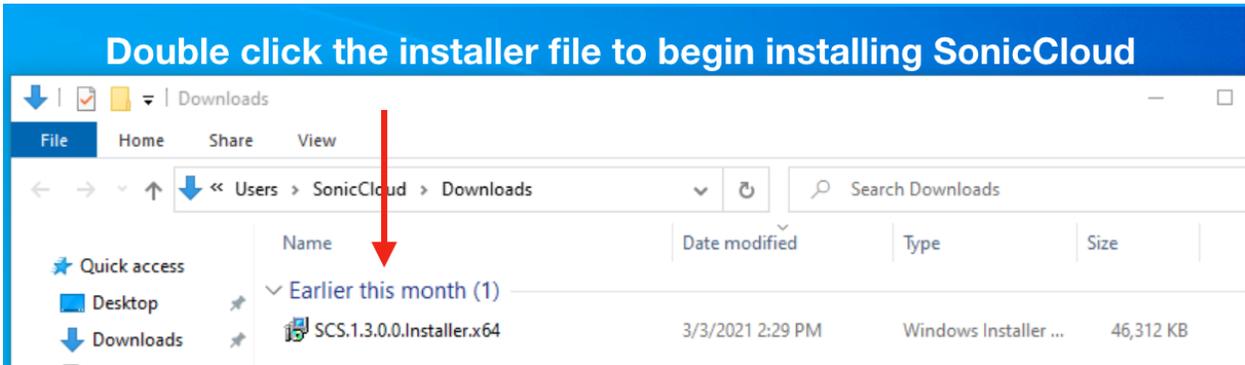
Installing SonicCloud

First, download the installer file for SonicCloud personalization from:

[**https://www.soniccloud.com/download**](https://www.soniccloud.com/download)

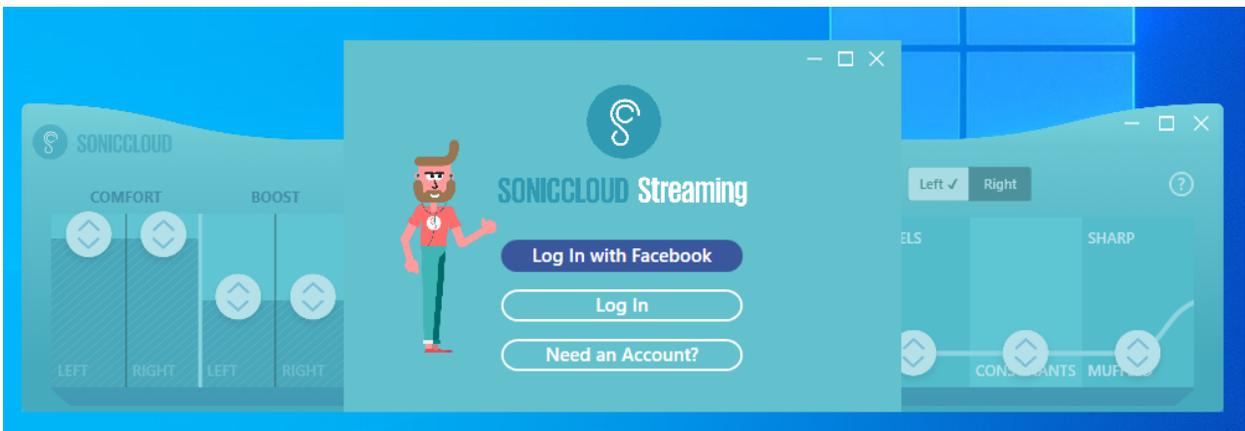
You'll need to scroll down to the bottom of the page to download the SonicCloud for Windows link.

Once you have the file, installation is straightforward. Just double click the installer file you downloaded, and follow the instructions. You may see additional screens asking for permissions; please press **Yes** to proceed.



Log In to SonicCloud

After installing SonicCloud, the SonicCloud console will pop up in the bottom center of your screen. Then click on the **Log In** button in the middle of the SonicCloud console.

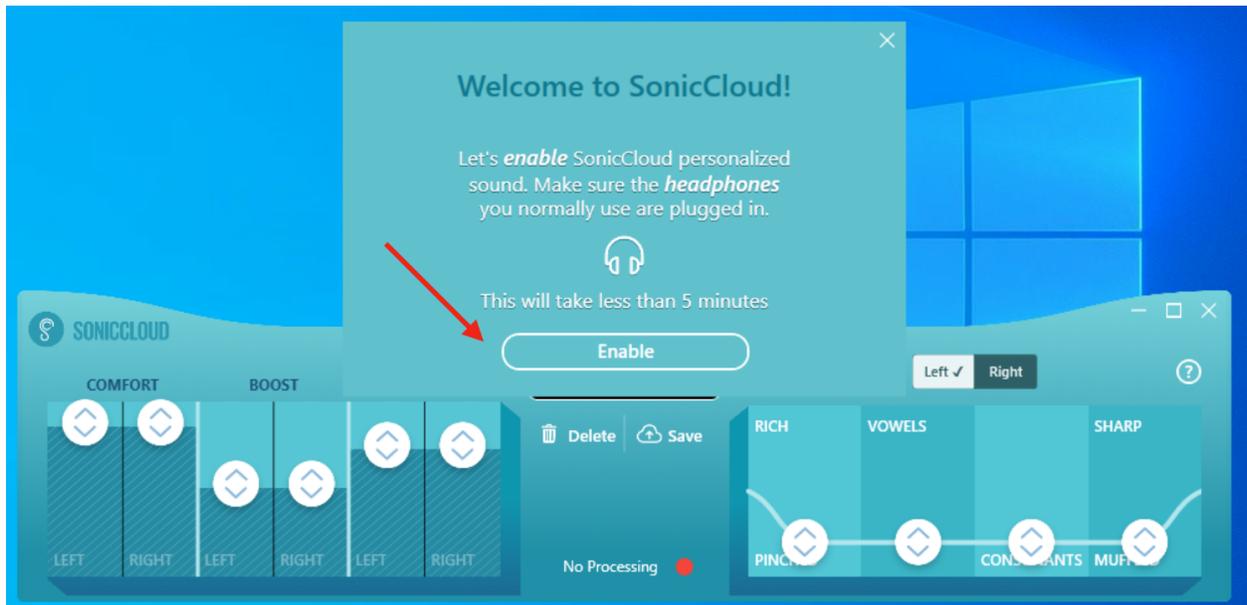


Enter your email and password and an install wizard will pop up.

Setup

After logging into SonicCloud, a wizard window will pop up, prompting you to select enable **Audio Processing** for your device (eg: headset).

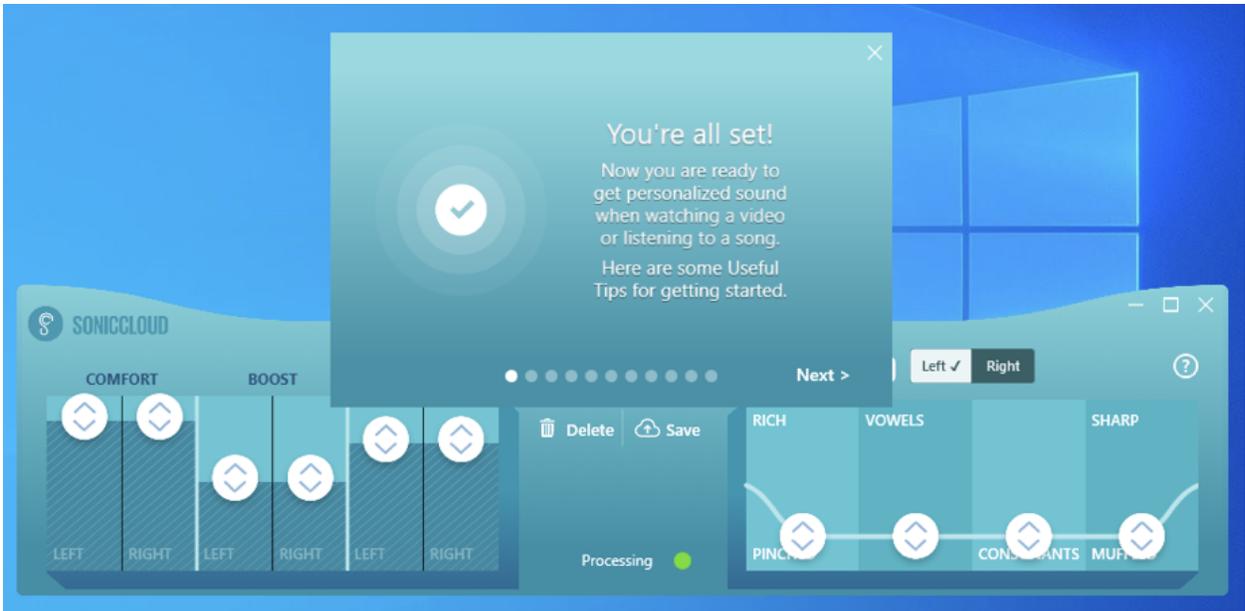
Click "**enable**" and follow the step-by-step instructions.



Once audio is being processed through your device the processing light will turn green and you should hear the difference in the audio. There is a “Test audio” button to confirm it’s working! Close the window when you’re done.

SonicCloud Processing

Now you are all set. Click **Next** and read the instructions to learn how to adjust the SonicCloud control panel.



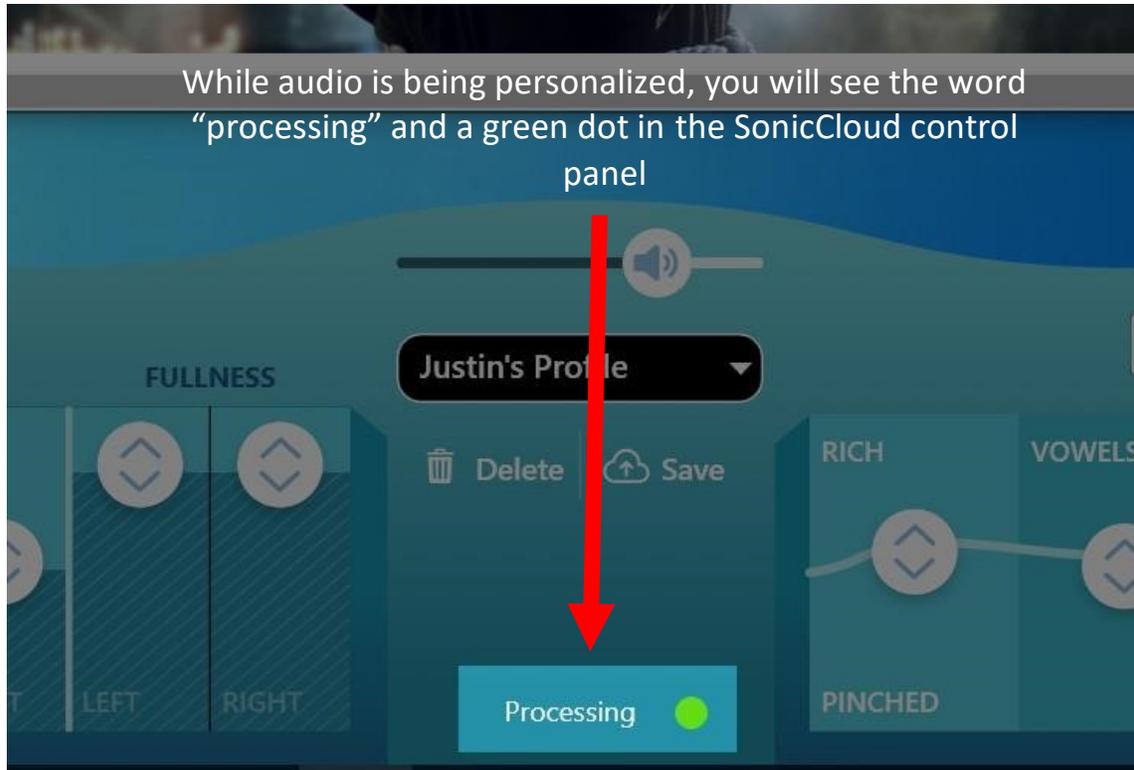
You've now completed all the configuration steps for SonicCloud on your computer!

Using SonicCloud

As you can see, you have plenty of controls available to adjust the audio to sound best for your individual hearing.

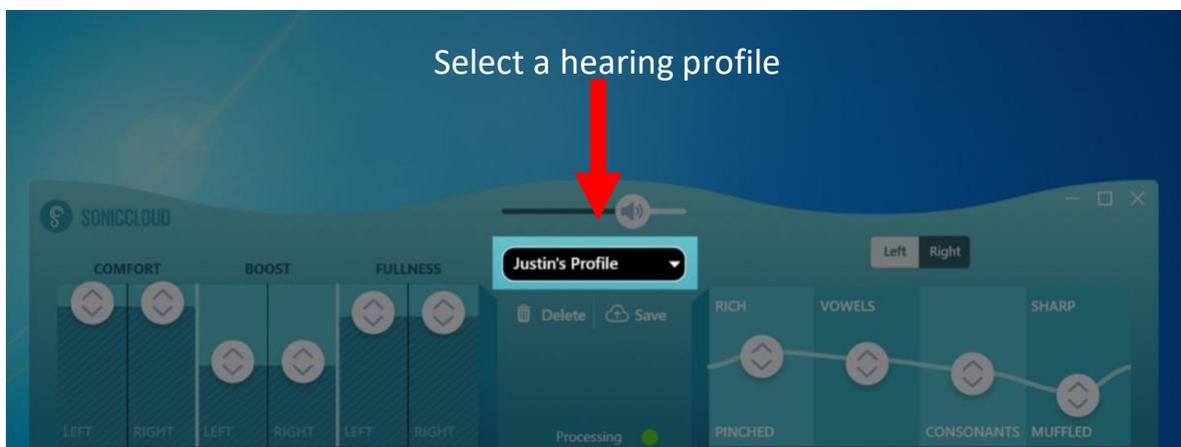


Let's test out SonicCloud with a video clip! Open up [this link](#) in a web browser. When the video starts to play you should see **Processing** with a green dot in the control panel. That means the audio is being personalized with selected profile.

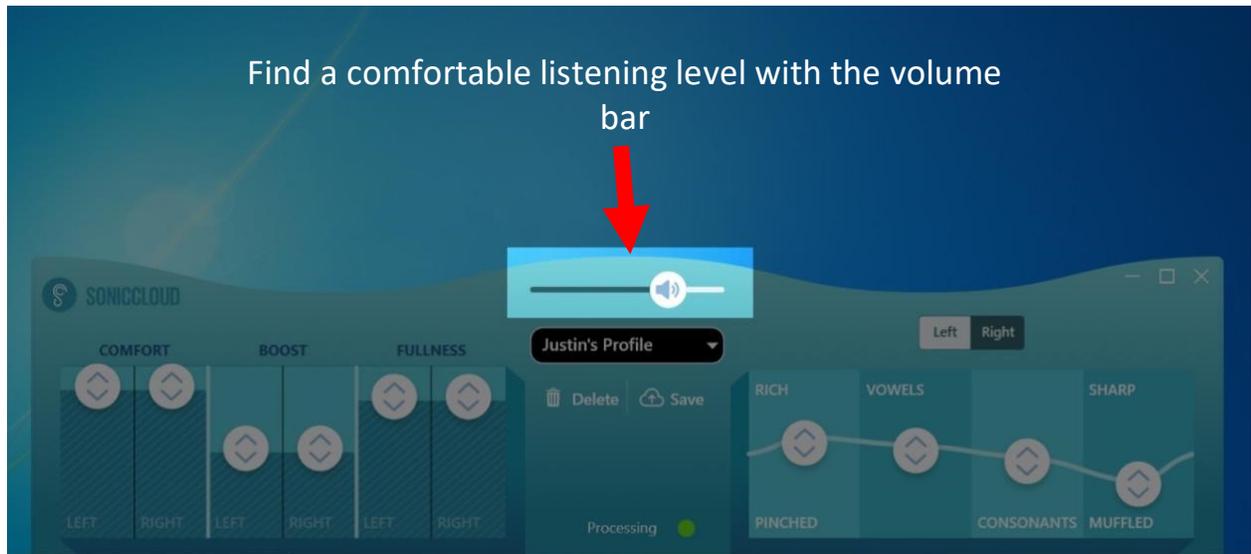


Hearing Profile

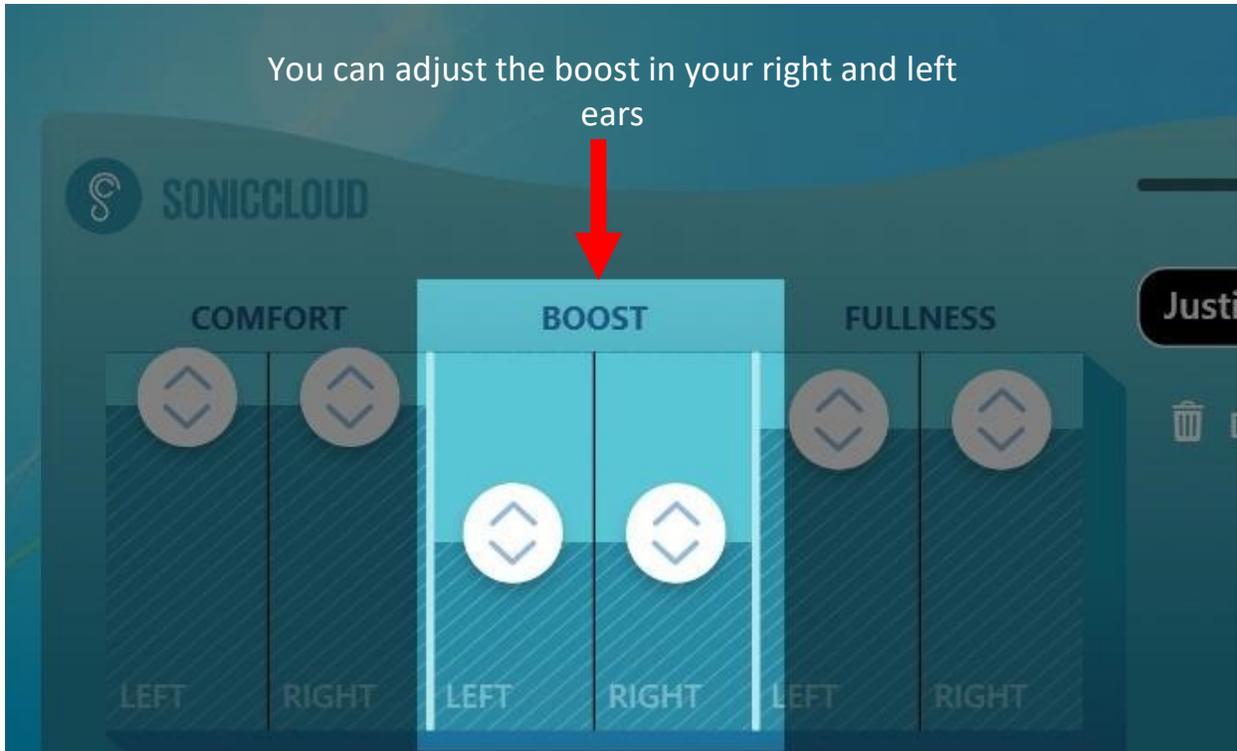
Now choose a hearing profile you like by clicking the black menu button in the middle of the console. Hearing profiles sculpt the sound you hear to emphasize different parts of speech and music. If you took the SonicCloud test you will see hearing profiles that are personalized to your hearing. If you're happy with what you hear, you're good to go!



Next, find a comfortable listening level with the volume bar. The volume bar adjusts the computer's listening level.



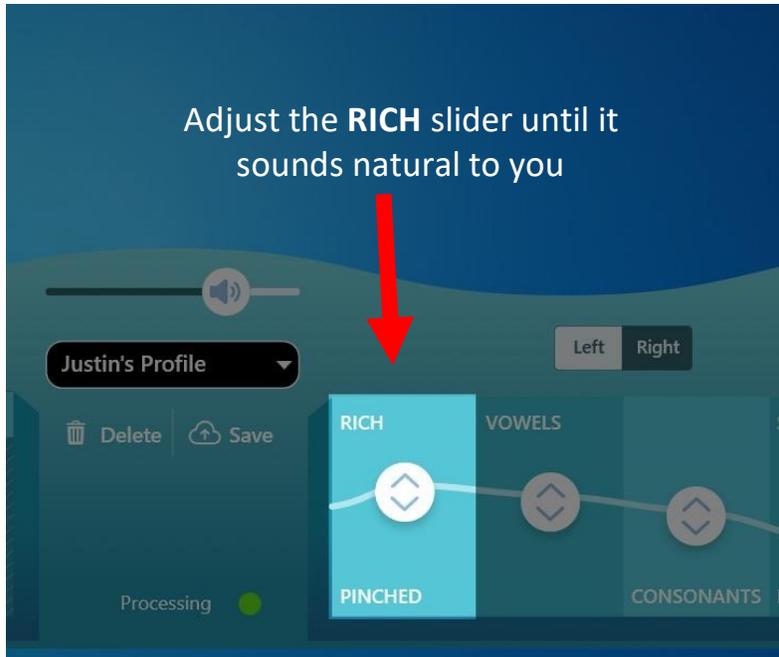
Now that you have a comfortable listening level, you can separately adjust the boost in your left and right ears, depending on what sounds best for you.



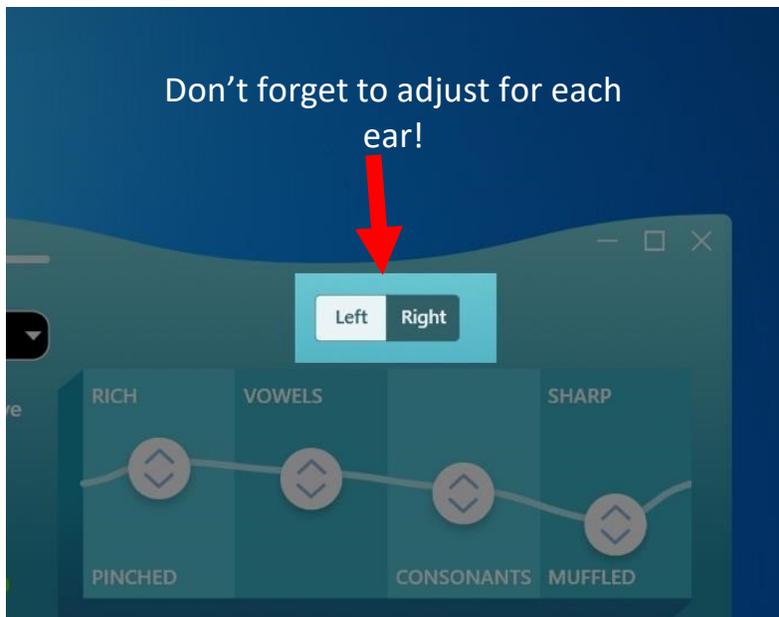
Now adjust the SHARP slider to adjust the clarity and crispness of speech in each ear.



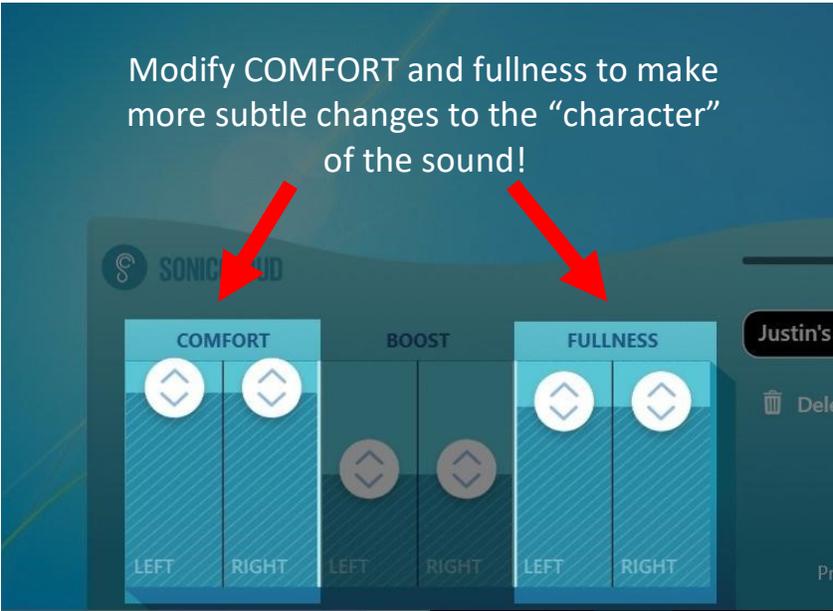
Next, adjust the RICH slider until it sounds natural to you.



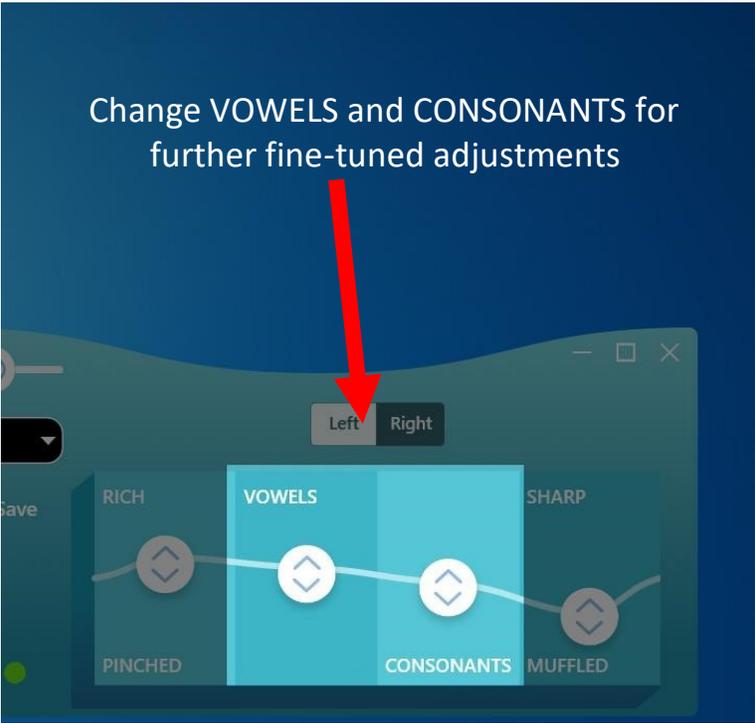
Don't forget to adjust for each ear!

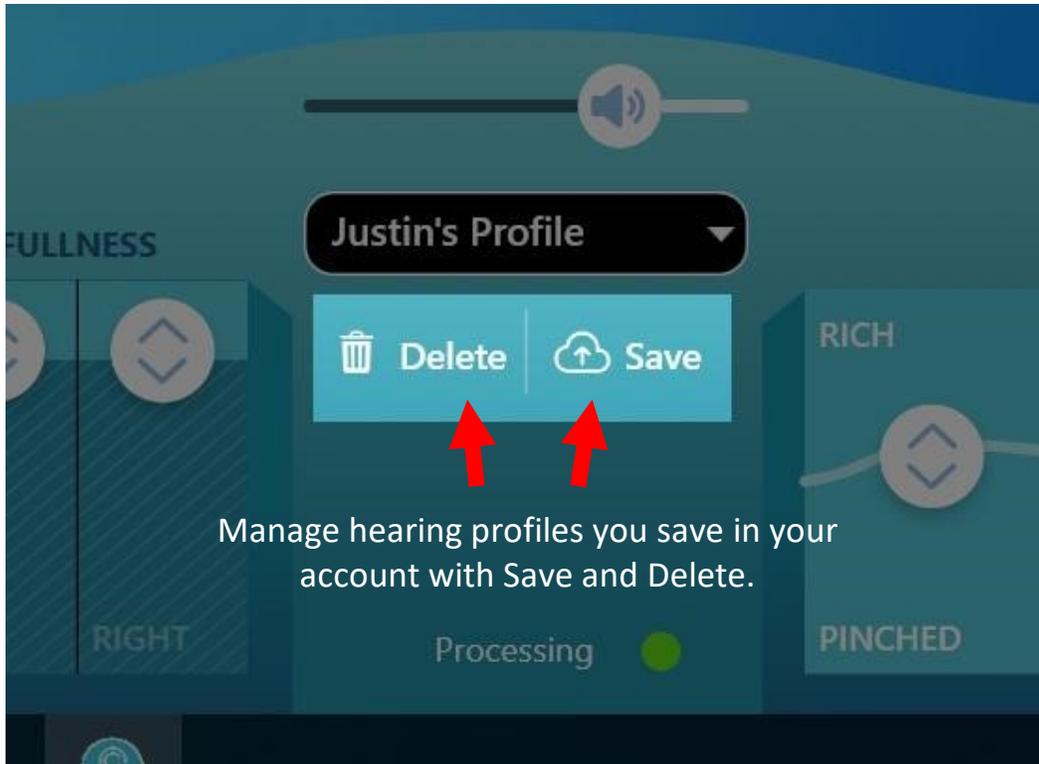


Now, you can modify **COMFORT** and **FULLNESS** to make more subtle changes to the "character" of the sound.



You can change vowels and consonants for further fine-tuned adjustments!





Manage hearing profiles you save in your account with Save and Delete.

Once you make adjustments to a hearing profile you can “Save” them to your account for later use or even for use on other devices. You can save as many as you want! Made a mistake? No problem, you can delete them too.

Minimum System Requirements

The minimum system requirement to run SonicCloud on your Windows machine are:

- 1 GHz processor
- 512 MB of RAM
- 2.5 GB of available hard disk space
- Windows 8.1

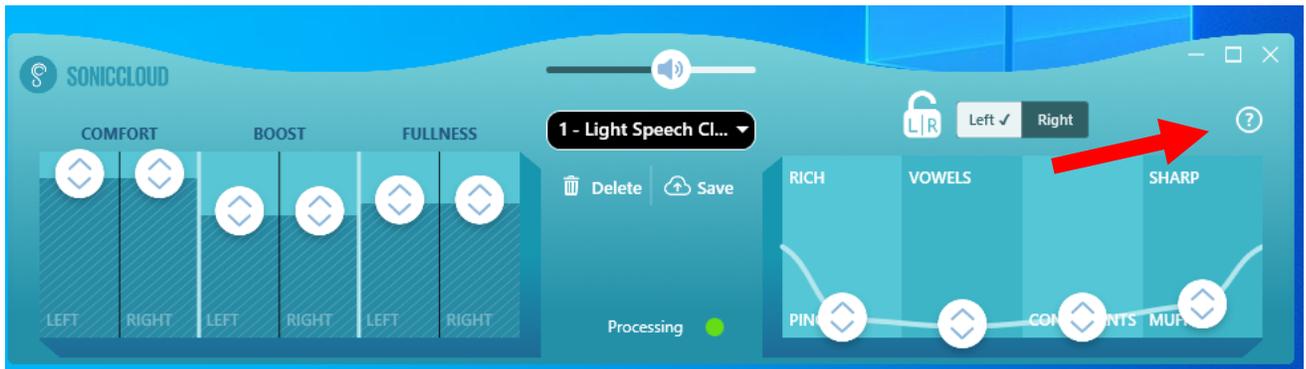
Contacting Support

Need further help getting started with SonicCloud Streaming? If you ever come across any issues, you can reach us at experts@soniccloud.com.

Troubleshooting

If you're having any technical difficulties with SonicCloud, there's a few steps you can take to quickly fix the issue. Feel free to [contact SonicCloud support](#) if you'd just like help from a real person!

If processing is off click on the question mark on the right side of the control panel. There you can find help to troubleshoot your sound as well as tips for use (SonicCloud carousel) and other recommendations.



Other problems and solutions can be found below.

Problem	Possible Cause	Solution
I have never seen Processing or the green dot.	Problem during installation	Solution 1: Restart Windows machine If still a problem, Solution 2: Verify Audio Enhancements If still a problem (rare), Solution 3: Disable then Enable Audio Devices If still a problem (very rare), Solution 4: Verify Audio Services Running

<p>Audio does not sound good anymore and I don't see the Processing or green dot</p>	<p>Audio device changed</p>	<p>On the right side of the control panel click on the question mark. Then select “I’m not hearing any processing.”</p> <p>Alternatively, Open Select Devices on default playback devices under Configure and Select APO for that device and then hit Apply and test audio</p>
<p>I see Processing and the green dot, but the audio is not clear or loud enough</p>	<p>Flat profile, current settings</p>	<p>Select a different hearing profile from the profile menu then adjust volume slider</p>
<p>Audio sounds a little distorted (Pops and clicks, etc.)</p>	<p>Bluetooth headset or too amplified</p>	<p>Solution 1: Not all headsets are created equal. You may be using a Bluetooth headset that cannot handle a lot of amplification. Turn down boost (1st) or comfort (next).</p> <p>Solution 2: For people who tend to maximize sliders to get it loud enough, we find that wired headsets give better results.</p>
<p>Under the ‘Select Devices’ window during setup, I’m seeing a red dot next to ‘APO Status’.</p>	<p>Incorrect APO effect selected</p>	<p>Toggle between the various APO effects (GFX, MFX, EFX, OffloadMFX) until you see a green dot next to APO status.</p>

Advanced Troubleshooting Steps

The following troubleshooting steps are **rarely** required and are little more advanced. We are happy to walk you through them on a phone call. Just [contact SonicCloud](#) to set up a help session. If you are feeling adventurous feel free to try them yourself.

Verifying Audio Enhancements

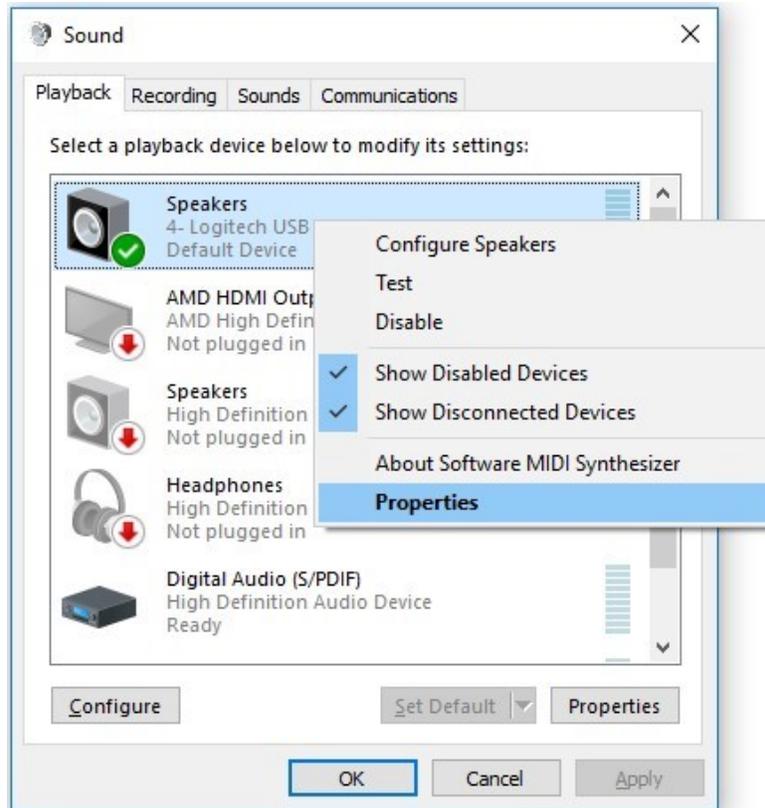
Open Windows menu on the bottom left hand corner of your screen, and type in "mmsys.cpl".



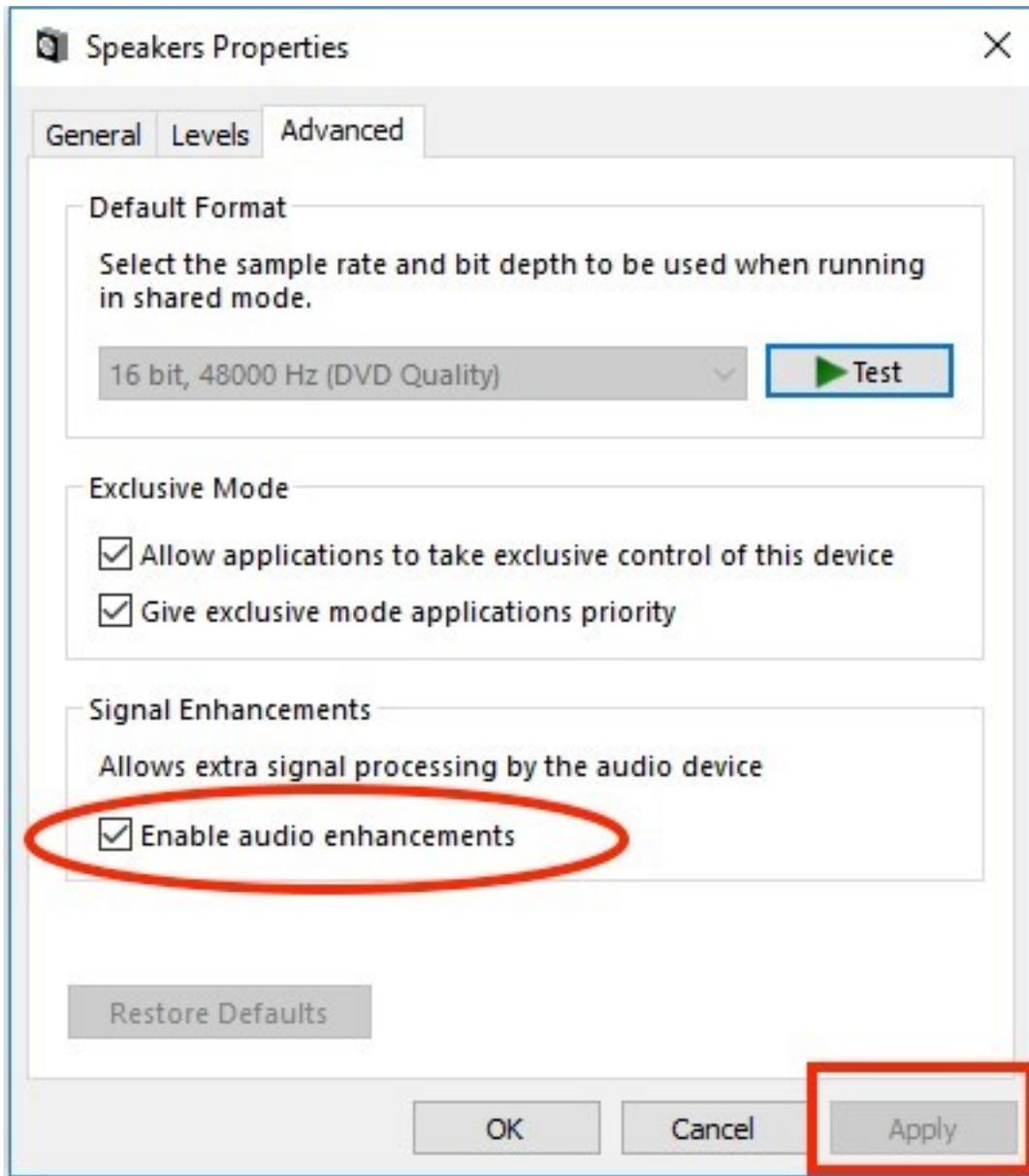
This window might be appear:



Confirm it by clicking "**Yes**". If you're not hearing any sound come out of your device, continue with following screen by right clicking on the device you are using and select "**Properties**":



On the opened “**Speakers Properties**” window, switch to the Advanced tab and verify that the checkbox for “**Enable audio enhancements**” at the bottom is selected.



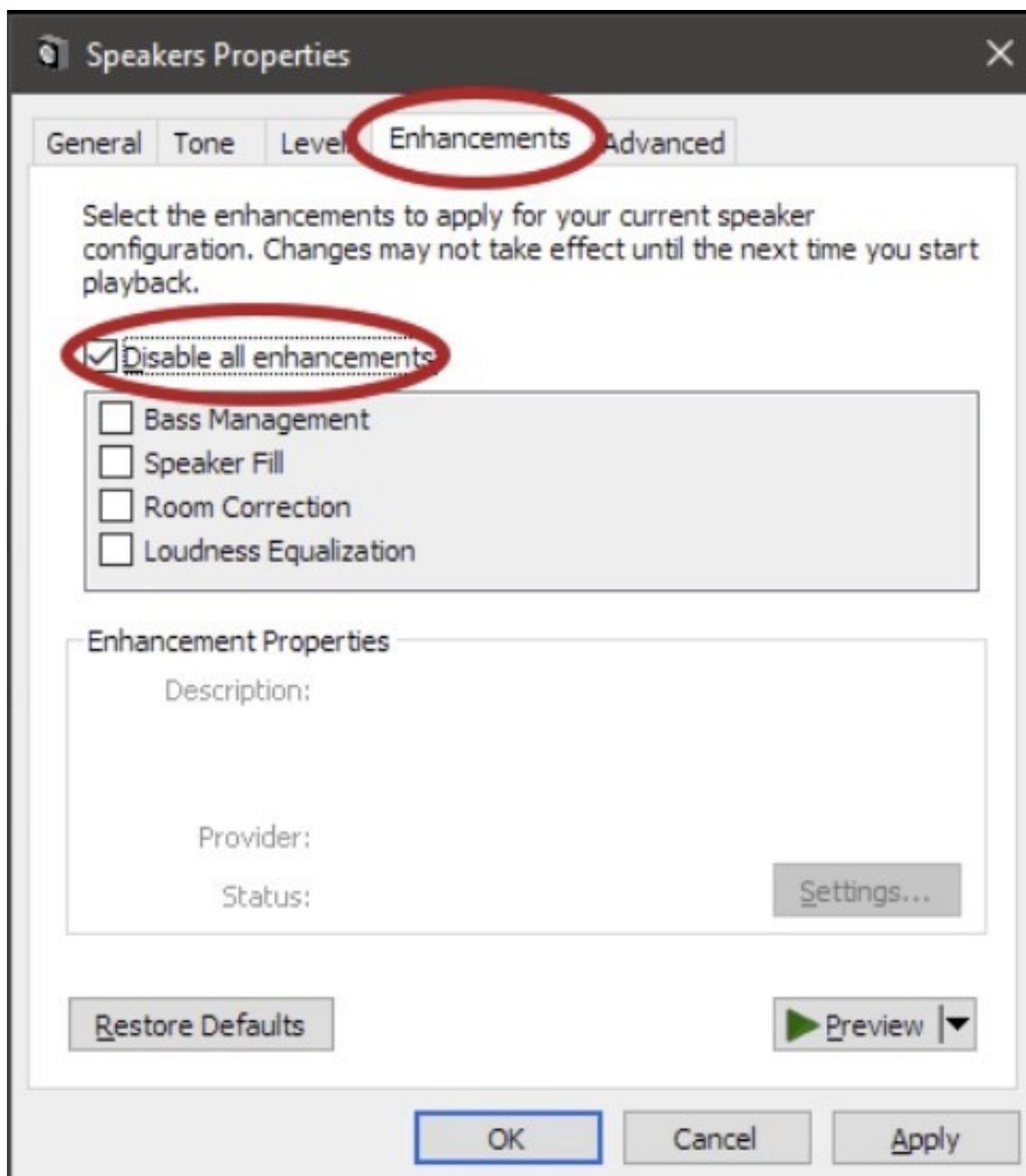
If "Enable audio enhancements" is unchecked:

- Check it
- Press the Apply button

If "Enable audio enhancements" is checked:

- Uncheck it
- Press the Apply button
- Check it again
- Press the Apply button

In some cases, the **Speakers Properties** window might be in a separate tab for audio enhancements.



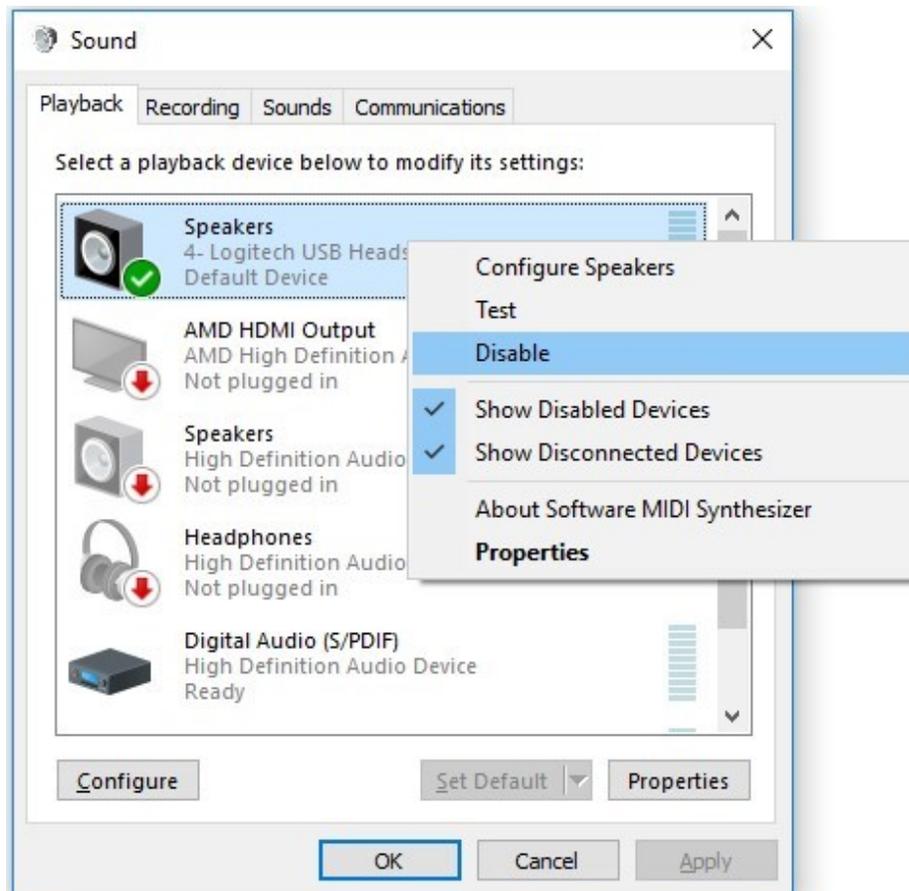
If **Disable all enhancements** is checked, uncheck it, and hit **Apply**.
If all that didn't help, continue below.

Disabling and enabling audio devices

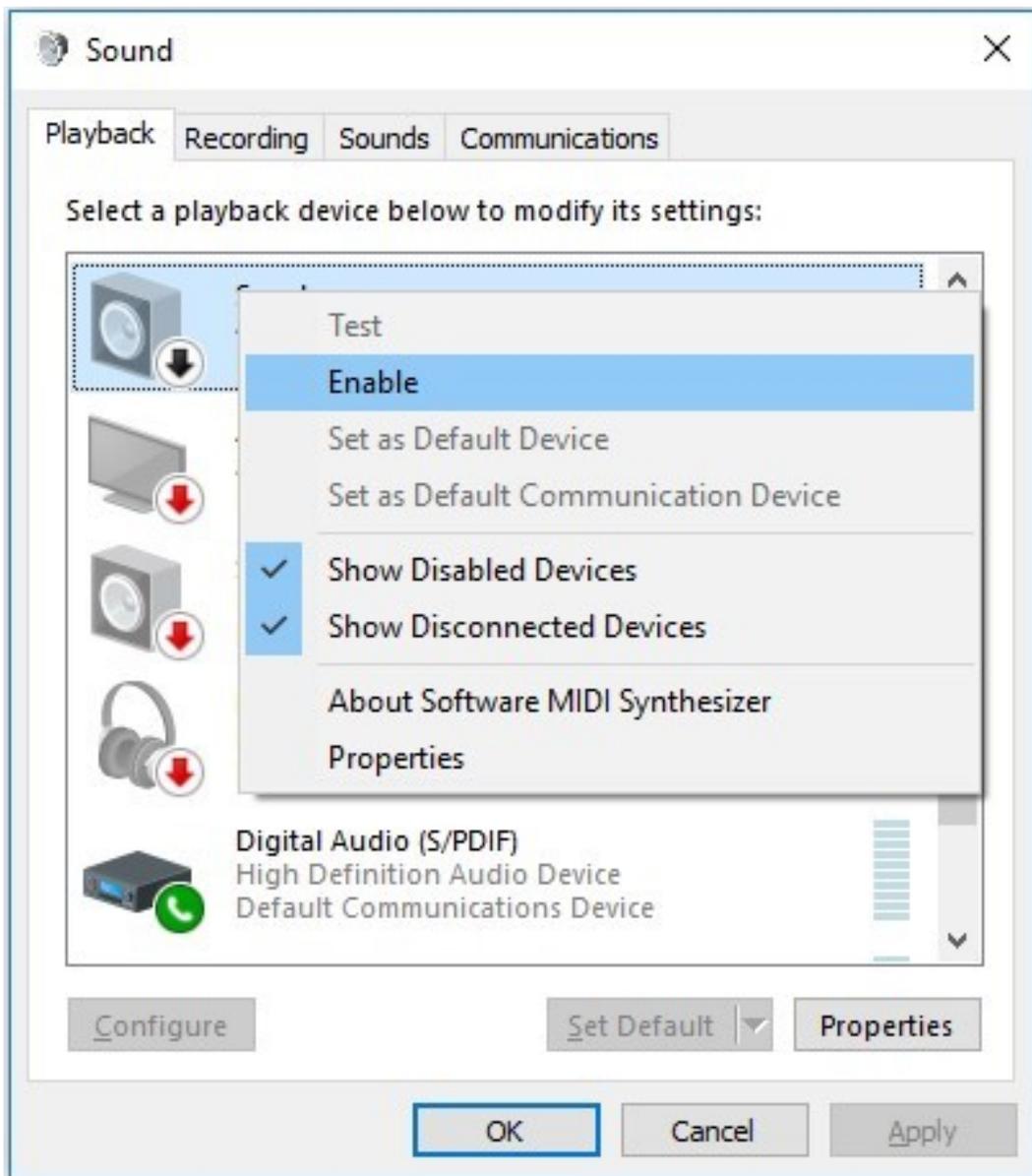
Open Windows menu on the bottom left hand corner of your screen, type in "mmsys.cpl", and press enter.



Right click on the device you are using for listening, and select "**Disable**":

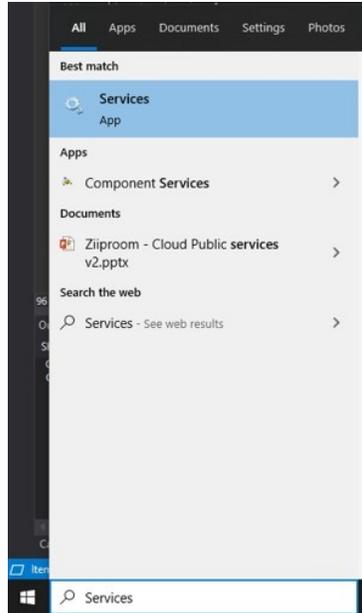


Select "**Enable**" on your device, and the audio should resume on your machine.



Verifying Audio Services Running

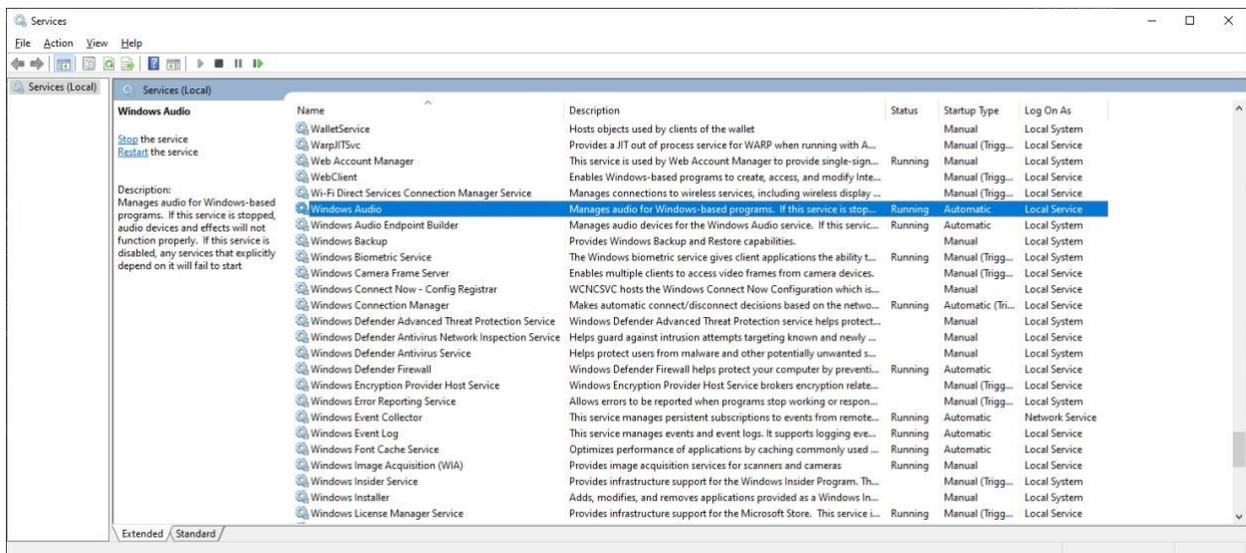
Type in '**Services**' in search and select:



Locate following services and verify that they are up and running via Status:

- Windows Audio
- Windows Audio Endpoint Builder
- Plug and Play

If some of these are not in 'Running' status, hit **Start** or **Restart**.



Turn off hardware acceleration for audio devices

The image consists of four sequential screenshots from a Windows 10 desktop, each with a red box highlighting a specific action:

- Screenshot 1:** The Windows search bar is open, and "mmsys.cpl" is entered. The search results show "mmsys.cpl" as a "Control panel item". A red box highlights the search bar and the search results.
- Screenshot 2:** The "Sound" control panel window is open. A list of audio devices is shown. The "Speakers" device is selected. A red box highlights the "Properties" button at the bottom right.
- Screenshot 3:** The "Speaker Properties" dialog box is open, and the "Advanced" tab is selected. A red box highlights the "Advanced" tab.
- Screenshot 4:** The "Advanced" tab of the "Speaker Properties" dialog box is shown. The checkbox "Allow hardware acceleration of audio with this device" is unchecked. A red box highlights this checkbox.

1) In windows search, type "mmsys.cpl" and select it. This will bring up the Audio Control Panel

2) Select an audio device and click properties.

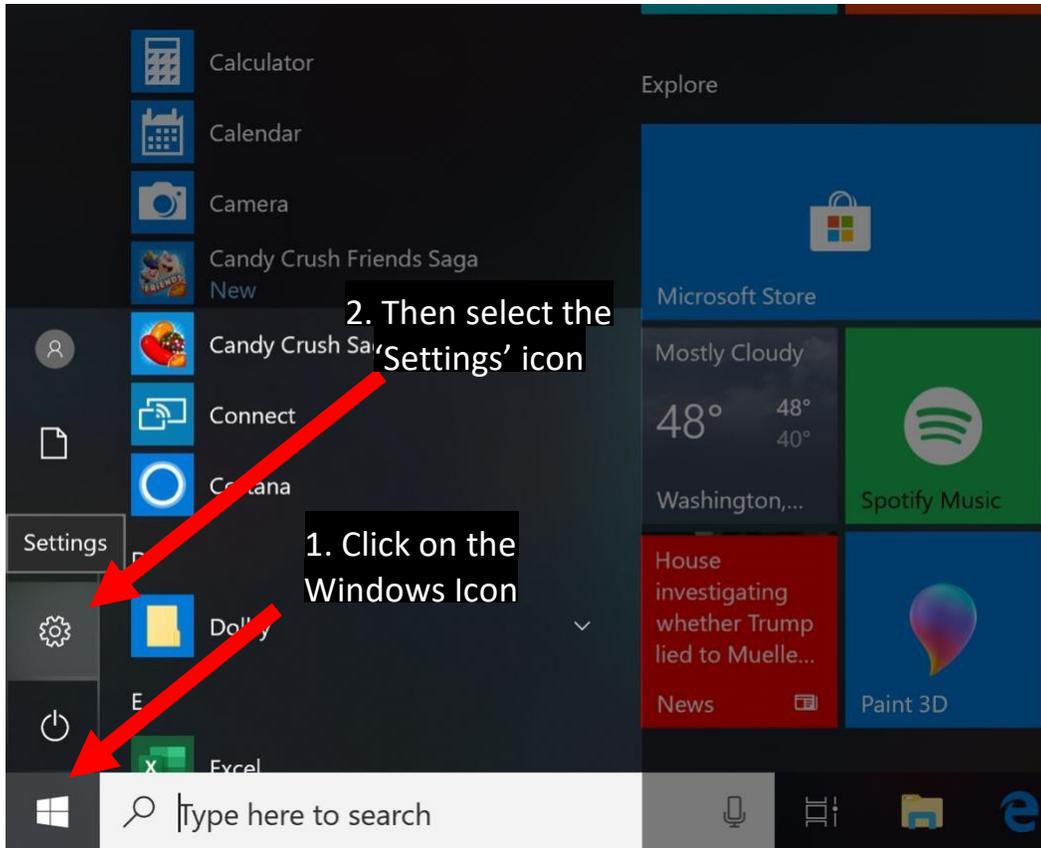
3) Click the "Advanced" tab

4) Deselect "Allow hardware acceleration of audio with this device"

Uninstalling SonicCloud

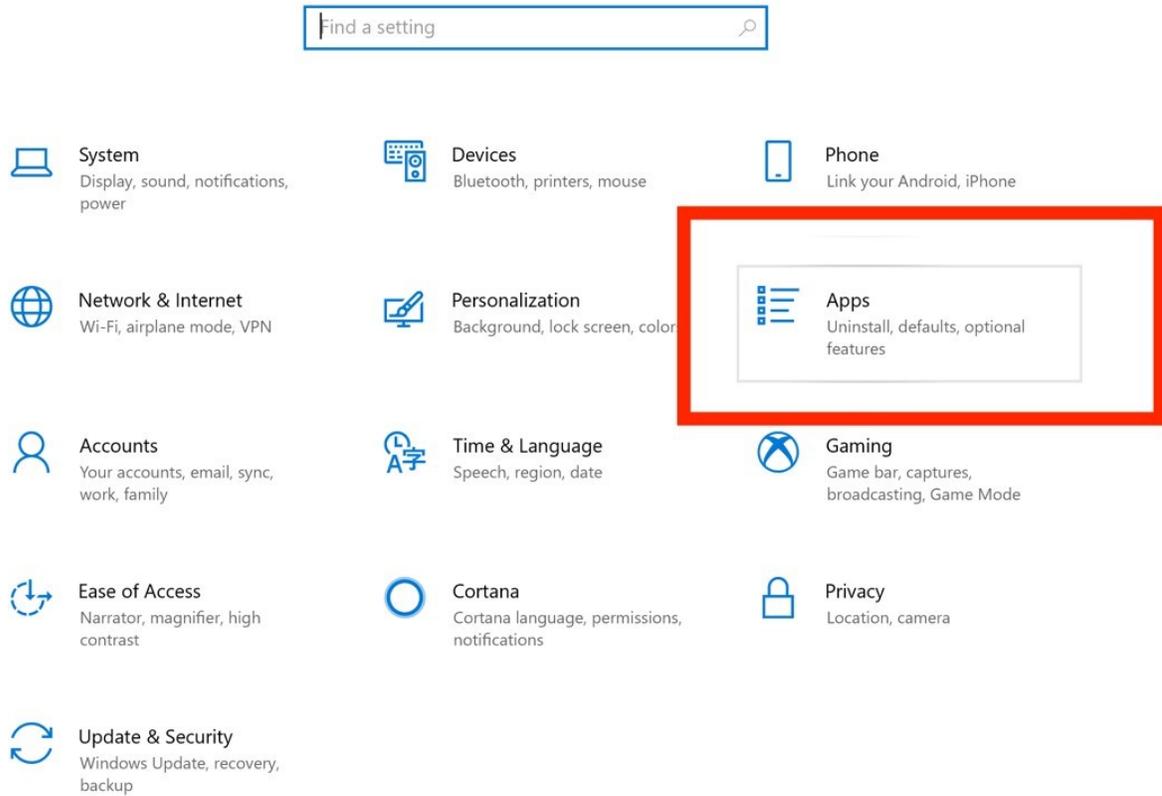
If you'd like to uninstall SonicCloud, you can quickly do so in just a few steps. These screenshots are from a machine with Windows 10; your menus might look a little different.

First, you'll need to select the Windows icon on the bottom left hand corner of your screen, and click on the gear "Settings" icon.



Next, select "Apps".

Windows Settings



Afterwards, type in '**SonicCloud Streaming**' in the search bar.

Apps & features

Choose where you can get apps from. Installing only apps from the Store helps protect your PC and keep it running smoothly.

Turn off app recommendations

Apps & features

[Manage optional features](#)

[Manage app execution aliases](#)

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

soniccloud

Sort by: Name Filter by: All drives

	SonicCloud Streaming 1.1.0.0	193 MB 3/18/2020
		<input type="button" value="Modify"/> <input type="button" value="Uninstall"/>

You'll see two buttons below; click on '**Uninstall**'. You're all set!