

# Troubleshooting

Dear Customer

Thank you for purchasing GUITARMASTER© Version 2.1 by RoboSens Ltd or downloading the demonstration version.

Please read the following information carefully, as it provides answers to some frequently asked questions which may be of use to you. Additional information is to be found in the ReadMe file which is located in the application directory after installation. The user manual resides in the Documentation subdirectory after installation.

If you have not purchased a connecting lead, instructions on how to do so, or how to construct one, are to be found on the "Plugging In" page on the Guitarmaster website ([www.guitarmaster.co.uk](http://www.guitarmaster.co.uk)).

## Connecting your guitar to you PC

Uncoil the guitar lead supplied with the Guitarmaster software (or the lead which you have constructed) and plug the small (3.5 mm) stereo jack into the microphone ("mic") socket or "line-in" socket on your PC's sound card. Plug the large mono jack into your guitar's output socket.

## Setting Volume Levels

It is important to ensure that Windows is correctly set up to receive the audio input signal from your instrument. More precise details are provided in the user manual, but in general terms you should use the Windows Volume Control application (or the Sound option under Windows Control Panel in Windows 7) to set an appropriate input level for your instrument using the Recording properties, and appropriate output levels for waveaudio and midi output using the Playback properties. Consult the Windows help file for further information. You can verify that Guitarmaster is receiving a sufficient signal using the Level indicator tool on the Guitarmaster main screen. If you are set up correctly, you should be able to use the Windows Sound Recorder (Start > Programs > Accessories > [Multimedia]) application to record and playback the output from your instrument.

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If you have trouble obtaining the desired results in terms of the musical notation and MIDI information produced by Guitarmaster, we recommend you try the following:

1. Alter the Chord/Single Note options, quantizing resolution and detection sensitivity parameters on the Transcription Parameters screen which appears after you click the Create MIDI button on the Guitarmaster main screen.
2. Adjust the Notation Options under the Menu.
3. Play cleanly and/or use a plectrum. For chord-based music, reduce the number of strums per bar.
4. Ensure that your input level is adjusted correctly and there is no distortion when you play your song back. If there is, you may need to reduce the volume on your instrument.
5. Try recording at a reduced tempo. You can always speed up your MIDI playback after transcription using the Song Options screen.

If you follow the above good practice, you should obtain highly satisfactory results from Guitarmaster. If you have unresolved problems after reference to the documentation, user support is obtainable by sending an email to [support@robosens.demon.co.uk](mailto:support@robosens.demon.co.uk). We will endeavour to respond within 48 hours. Many thanks again for your custom.

