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During the UCreate™ installation, a prompt appears on my screen asking, “Are you sure you want to continue?” What should I do?

Click “Yes” or “Continue” to complete the installation.

Why does my update/software download not begin to download?

This could be 1 of 2 things:

1. You do not have administrator rights on your PC. In order to install any software or content on your PC, you must have administrative rights on your PC. Make sure that you are currently logged on as a user with Administrator rights and then try the update process again.
2. Your Firewall or security settings are blocking the content from being downloaded. Please check to make sure your firewall and security settings will allow for the download of content, and then try the update process again

What kind of USB cable do I need?

The UCreate™ Music uses a mini 5 pin USB cable.

My UCreate™ program freezes. What should I do?

Hold down the Control, Alt, and Delete keys on your keyboard at the same time. Select the “Task Manager” and select UCreate Music end task. Restart the software.

I can’t hear any sound from my UCreate™ Software. What should I do?

Make sure the sound levels are turned up in the main “options” menu. Make sure your computer volume setting is not set to “Mute” and the speaker volume level is set to an appropriate level. Make sure your computer’s audio driver is up-to-date. Check your computer or hardware manufacturer’s website for driver updates. Confirm your computer meets minimum system requirements.

Where is my UCreate™ Music software disc?

The UCreate™ Music Mixer does not come with a CD. Just connect the UCreate™ Music Mixer via a USB when your computer is connected to the internet.