

# **Frequently Asked Questions**

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Error: "Unable to initialize record device" when trying to record with Simian's record decks

There are 3 situations that can cause this issue. One, or all of them can be the cause, so be sure to try the steps in each scenario if the issue persist after performing the steps each section. Refer the resolution(s) to each cause in the instructions below.

#### Scenario 1. Windows Security Settings.

Windows has introduced a new security setting which in some cases, turns off the ability to record on the computer.

#### To resolve this:

1. Left-click on the Windows button in the lower right-hand side of the screen in the Task Bar, and type "Settings", then click on "Settings" or hit Enter on the keyboard to open the Settings window.



2. In the Settings window, Left-click on "Privacy".



3. In the "Privacy window, under "App Permissions", left-click on "Microphone".



4. Turn on the option to "Allow apps to access your microphone" option.

← Settings		– 🗆 ×			
命 Home	Microphone				
Find a setting	Allow access to the microphone on this device If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this	Know your privacy options Learn how this setting impacts your privacy.			
Windows permissions	page. Denying access blocks apps from accessing the microphone. Microphone access for this device is on	Learn more Privacy dashboard Privacy statement			
合 General 窗 Speech, inking, & typing		Have a question? Get help			
윤 Diagnostics & feedback	Allow apps to access your microphone If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access	Make Windows better			
범 Activity history	block Windows.	Give us feedback			
App permissions	Choose which apps can access your microphone				
Camera	Some apps need to access your microphone to work as intended. Turning off an app here might limit what it can do.				
Microphone   Image: Description of the second secon	3D Viewer On				
RE Account info	Camera On				
۶ <sup>۹</sup> Contacts Calendar	Feedback Hub On				
S Call history	HP Smart On				
🖾 Email					

5. Restart the computer for the setting to take effect.

#### Scenario 2, Exclusive Mode.

If the error persists, make sure that "Exclusive Mode" is also disabled for all ASI record devices in the system. To disable Exclusive Mode:

1. Left-click on the Windows button in the lower left-hand side of the screen in the Task Bar and type "Control Panel", then left-click on Control Panel in the search results or simply hit the Enter key on the keyboard to open the Control Panel.



2. In Control Panel, left-click on either "Sound" or "Hardware and Sound" depending on your view settings in the Control Panel.



OR:



3. In the Sound Settings, left-click on the "Record" tab. Select the first record device, then left-click on the "Properties" button for that device:



4. In the "Record Deck Properties" window, select the "Advanced" tab, and un-check "Allow applications to take exclusive control of this device" and left-click "Apply" and OK:

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Res	tore Def	aults					

5. Repeat steps 3 and 4 for each record deck, then reboot the system for the settings to take effect.

#### Scenario 3, record path settings in Simian.

Check to make sure your record paths are set to a valid path/save location in the Simian settings screen:

1. In Simian, left-click on Tools, then Options. Then left -click on the "Paths" tab. To change the path, left-click on the "set" button, select the proper Recordings folder, then left-click the OK button.

Below are the recommended path settings for saving recordings with Simian.

Record Deck 1.

LIEV LINE	Email Notifications	HTML	Streaming	Metadata		
General	Events	Paths	Log Import	Categories		
	Audio file paths in current	audio database (assign	ned within SoundHound)			
Windows Path		Friendly Name				
d:\audio\vtracks		Vocie Tracks				
d:\audio\carts		Carts				
d:\audio\effects		Effects				
d:\audio\jingles		Jingles				
d:\audio\recordings		Recordings				
d:\audio\spots		Spots				
d:\audio\news		News clips				
d:\audio\promos d:\audio\krod music		Promos   Music Files				
d:\audio\psa		1 3/13		1.65		
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Record Deck 2:

LICX LINE	Email Notifications	HTML	Streaming	Me	tadata	
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					-1	
	Audio file paths in current	audio database (assig	ned within SoundHound)			
Windows Path		Friendly Name			-	
d:\audio\vtracks		Vocie Tracks			_	
d:\audio\carts		Carts				
d:\audio\effects		Effects			_	
d:\audio\jingles		Jingles				
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. Use Local Windo	ows Registry (default)					
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C Use INI File						
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## Help Topics:

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Please wait... it will take a second!