

Your Heaven® Audio | CloseUp® System

Important Notes for Windows Users

User Guides

User Guides are located in the Start Menu, the Program Files folder, or here:

- [CloseUp® System Quickstart](#)
- [CloseUp® System User Guide](#) (with Addenda for [Guitar](#) or [Strings](#))

Important Notes

- **Please make sure the CloseUp® System is plugged into the computer with the USB cable *before* launching the CloseUp System program.**
 - The CloseUp® System hardware must be connected, powered on and recognized as an audio device by the computer before you launch the CloseUp System program, or you won't be able to profile your instrument until you quit and restart the program.
 - You can see if the CloseUp® is recognized by your computer's system by checking that it is present as both a playback and recording device in the Sound control panel. The CloseUp software provides a shortcut to the Sound control panel when applicable.
- If the audio levels of the CloseUp® System appear too high, it is possible that Windows has set the input very high. This seems to happen on certain systems. Check the input level in the properties of the CloseUp input device in the Sound control panel (right-click the CloseUp in the list of inputs and choose "Properties...", then navigate to the tab that contains the input level). Setting it to about 4 out of 100 yields a reasonable input gain. We're working on this issue.

Thanks, and enjoy amplifying and recording the beautiful sound of your instrument!

The Your Heaven® Audio Team
yourheaven.net