

Re: Sound and video problem

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-07/1544.html>

From: Phil (*I.fix.probs_at_for.you*)

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Driver problems, not windows problems. Toshiba or the hardware makers supplies the hardware and drivers. Try updating your sound and video drivers from toshibas website. If drivers for the sound don't help, get a new sound card and be done with it. They are cheap now-a-days.

BTW – as you found out MS does not support oem computers. Toshiba is responsible for helping you out.

Cedric wrote:

- > *I bought this computer about 1.5 year ago and I always*
- > *had a random sound shut off. e.g. If I use Windows media*
- > *player, works for 30 sec. or 1 min, sometimes 5min, then*
- > *stops. To watch a DVD I know that sometimes it will work*
- > *and sometimes it will stop in the middle of the movie.*
- > *Sometimes some software has sound while others don't, and*
- > *I know that I'll be without any sound soon. If I'm using*
- > *dial-up internet connection when the sound shut down I*
- > *lose the internet connection too and I need to*
- > *reestablish the sound again and dial again to have it*
- > *working.*
- > *At least I discovered that I don't need to reboot the*
- > *computer, just go to the device manager and disable and*
- > *re-enable the sound with all programs that uses sound*
- > *closed that I have sound again, and won't stop to work*
- > *until I change the software that is using the sound. Even*
- > *the Windows running alone have this problem.*
- > *I always had this problem in my computer and nobody was*
- > *able to resolve. I received recommendations to update*
- > *Bios, disable some features etc. and I finished with a*
- > *video problem that I solved formatting the computer. But*
- > *I still have the sound problem!*
- > *It is amazing that nobody can solve this! Please help me!*
- > *Now, after install some windows update packages I start*
- > *to have the video problem again. The computer just freeze*
- > *for about 10 seconds and the video lowers the resolution*
- > *to 640 x 480 with 4 bits of color with a message that the*
- > *computer needs a reboot to restore video capabilities.*
- >

- > *Adding information...The computer is a Toshiba Satellite*
- > *1905 S301 with Windows XP home edition; 512RAM; 40 GB.*
- > *The Microsoft office that I have installed is in*
- > *Portuguese.*
- > *At this point I'm very upset with Toshiba and Microsoft.*
- > *Toshiba did not give me support because the computer is*
- > *imported in Brazil! And Microsoft did not support because*
- > *the Windows is customized by Toshiba!!*
- > *This is driving me crazy for a long time. every day*
- > *rebooting the computer several times and working with the*
- > *device manager open. This is time consuming and I don't*
- > *have patience anymore to live with the problem.*
- > *I'm seriously thinking in vanish the windows from my life.*
- > *Do I have a chance to resolve this definitely?*