Guide

Restart Claritalk Connect

If Connect is not behaving properly, a full restart is almost always the fastest solution. It takes half a minute and you won't lose anything. Important: closing the window is not a restart — Connect will continue running in the taskbar.

When a restart helps

- Connect no longer detects that you're on a call, even though call detection is enabled.
- You no longer receive reminders for calls that are in your calendar.
- No calendar item is suggested for a detected call.
- A notification stays on your screen or stops responding.
- You just changed your microphone, headphones, or audio driver.
- You changed a setting and the change doesn't seem to take effect.

Do this first
Are you currently recording a call? Stop the recording first and wait for it to be processed. Restarting during an active recording may cause you to lose the last part.

How to restart Connect

1. Click the **arrow** at the bottom right of the taskbar to show hidden icons.

   Connect is running in the background and will be listed with other background programs.

2. Double-click the **C** from Claritalk.
3. Click the **profile icon** and select **Shutdown**.

   This completely closes Connect. This is the step that matters: clicking the X at the top right only hides the window and leaves the program running.

4. Start **Claritalk Connect** again from the shortcut on your desktop or from the Start menu.

Here goes the video showing these four steps.

After the restart

- Connect reappears at the bottom right of the taskbar and stays active there, even after you restart your PC.

- Your settings are preserved: call detection, reminders, and everything else remains as you had set it.
- Recordings that have already been processed are safely stored in Claritalk. A restart won't affect them.

Does the problem keep coming back?

If you see the same behavior after every restart, the cause is elsewhere. Go through this checklist:

- **Check your settings.** Is call detection enabled, and is the application you use not on the exclusion list? See Configure Claritalk Connect.
- **Check your audio drivers.** Outdated drivers — especially on a Realtek sound card — cause unpredictable behavior that no restart will fix. See Update audio drivers.
- **Check your microphone in Windows.** Is the correct device set as the default device, and is microphone access enabled for desktop applications?
- **Check that you have the latest version.** Connect updates itself; after an update, a restart is needed to activate it.

Still not working?
Email support@claritalk.com with the version number of Connect, your Windows version, and a brief description of what you're seeing. Also mention whether it happens in one specific application or all the time.

See also: Configure Claritalk Connect Update audio drivers
Claritalk Support · last updated August 24, 2026