Troubleshooting

Update audio drivers

Unpredictable behavior during recordings surprisingly often comes from an outdated audio driver, not from Claritalk or Windows. We see this most frequently with Realtek sound cards. This article explains why, and how to fix it.

Why drivers matter here

Claritalk brings innovation to your business in a straightforward way. A number of features — privacy-preserving transcription, a multimodal interface, working across different platforms — leverage the advanced capabilities of your device.

That's why it's necessary to keep your operating system, your browser, and the associated components up to date. Drivers, especially those of the audio chip, are almost always skipped during maintenance: Windows Update does not automatically update them to the manufacturer's latest version.

From practice
We have seen cases where all software parameters and Windows updates were optimal, but where installing the latest drivers from the device manufacturer **completely and permanently** solved the problem.

Do you recognize this?

These symptoms point to the driver and not to Claritalk:

- The recording is silent, drops out halfway through, or sounds distorted, while the microphone shows activity in Windows.
- The audio level jumps up and down without you making any adjustments.
- The microphone occasionally disappears from the list of devices, or changes its default device setting by itself.
- The problem follows you between devices, regardless of which program you use: it also fails in Teams or the Windows recorder.
- Restarting Claritalk Connect helps briefly each time, but it comes back.

If the problem is limited to Claritalk Connect only, first check Restarting Claritalk Connect and Connect settings.

Update drivers in three steps

1. **Update Windows first.** Go to Windows Update and install everything that's available, including optional updates. Restart afterward.
2. **Then get the driver from your device manufacturer.** This is the most important step: use your PC brand's support page, not the chipmaker's. Look up your exact model or serial number and install the audio driver.

   Most manufacturers also have a utility that checks what's missing itself — for example Lenovo System Update or the equivalent for your brand.
3. **Restart and test.** Reboot your PC, verify in Windows audio settings that the correct microphone is set as the default device, and make a short test recording.

For a managed laptop
If your IT department manages the devices, you may not be able to install drivers yourself. Forward this article mentioning your device model — it's about the audio driver from the manufacturer, in addition to Windows Update.

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Acer	acer.com › drivers and manuals
Asus	asus.com › download center
HP	support.hp.com › drivers
Dell	dell.com › support › drivers
Lenovo	Lenovo System Update
Samsung	samsung.com › support
Toshiba	business.toshiba.com › support and drivers

Don't see your brand listed? Search for “*brand name* support drivers” and enter your model number. You'll find this on the sticker at the bottom of your laptop, or via msinfo32 in the start menu.

After updating

- Restart Claritalk Connect, so it re-reads the updated audio devices.

- Check that your microphone is still the correct default device: a driver update sometimes resets this.
- Make a short test recording and verify that the transcription is correct.

Still not working?
Email support@claritalk.com with your device model, your Windows version, and your audio driver version number. Also mention whether the problem occurs outside Claritalk as well — that will point us directly to the cause.

See also: Restart Claritalk Connect What does “hallucination detected” mean?
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