

August 17, 2018



## **NOTE 36**

### **Windows 10 April 2018 Update (1803)**

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We have had sporadic reports of customers having issues with their AudioScience internal hardware in Windows 10 systems after the April 2018 Update (version 1803) has been installed.

As of the date of this note we have not been able to recreate any of these issues in our test labs and we are still in an information gathering mode.

In the few instances where this update has caused an issue for customers, simply rolling back to the previous version of Windows has fixed the problem.

At this point it is clear that Microsoft has made some major unexpected changes to the way audio is dealt with in Windows 10 and we are actively looking into how and why this is affecting some but not a large number of our customers.

If you have experienced issues with the Windows 10 April 2018 Update, please send an email to Technical Support at [support@audioscience.com](mailto:support@audioscience.com) with a description of your issue and what steps you have taken to correct or diagnose the problem.

For more general information on issues with this Windows update, you can Google "Windows 10 1803 update audio issues" for an extensive list of audio issues that have been reported with version 1803.

#### **Tech Support**

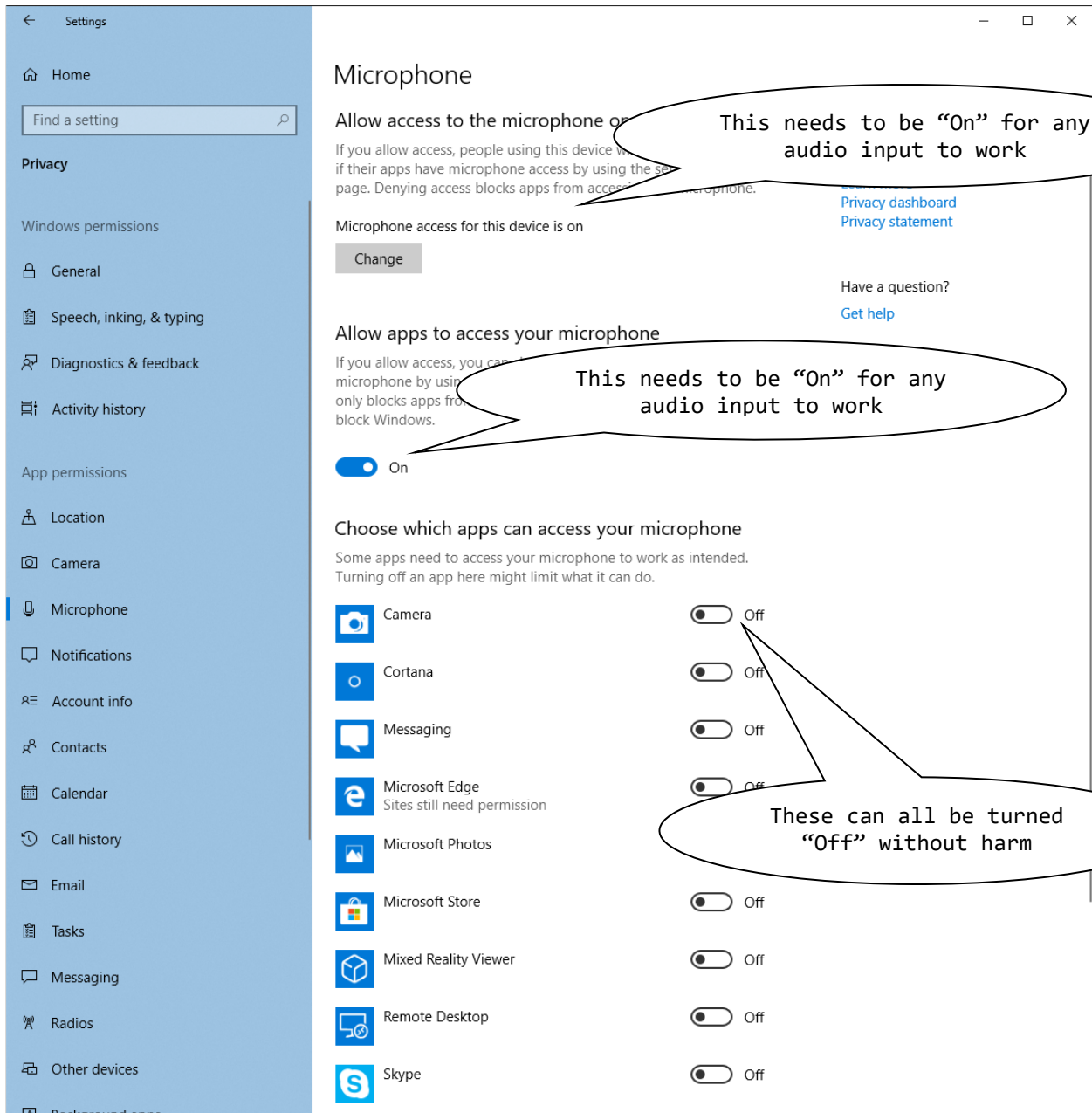
If at any point you need help with this information please contact our Technical Support department at 585-271-8870 between the hours of 9AM and 5PM EST or by email at [support@audioscience.com](mailto:support@audioscience.com)

#### **1 Addendum:**

As solutions become available, we will document our findings here:

##### **1.1 Privacy Settings disable inputs**

Windows update 1803 added a privacy setting for audio inputs in response to concerns about apps spying on people. Incorrect settings here can disable audio input entirely. Check your system's status at **Settings>Privacy>Microphone** and make sure that "Allow access to the microphone on this device" and "Allow apps to access your microphone" are both on as shown below.



If your AudioScience cards appear to be functioning properly in all regards except input, check this setting first to ensure it is enabled.

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