

Ticket No: 3

Summary (Rea) #002 Lenovo Laptop Microsoft Failure Resolution

Description

Lab Objective: Diagnose and resolve a system-wide microphone failure on a Lenovo laptop.

Issue Reported:

User could not be heard during Telegram audio calls. The issue was confirmed to be with the laptop, not the other device.

Troubleshooting Steps:

Phase 1: Issue Reproduction & Hardware Verification

- Tested microphone by recording a video via Camera app - no audio detected.
- Verified in Settings > Sound that the built-in microphone was detected and set as the active input device.

Phase 2: System-Level Diagnosis

- Ran the built-in "Test your microphone" feature in Windows Sound Settings - test failed with no input levels.
- Confirmed issue was system-wide, not application-specific.

Phase 3: Driver Update & Resolution

- Checked for and installed all available Windows Updates, which included audio driver updates.
- Post-update, the microphone test passed successfully.
- Recorded another test video - audio was now clear and functional.

Root Cause:

Outdated or corrupted audio drivers preventing the operating system from properly utilizing the microphone hardware.

Resolution:

Performed Windows Update to automatically install correct audio drivers.

Verification:

- Microphone test in Sound Settings: PASS
- Audio recording in Camera app: Functional with clear audio
- Telegram call functionality: Restored (confirmed by user)

Time to Resolution: 25 minutes

Ticket Attributes

Status

Closed

Priority

Medium

Category

Maintenance

Assignee

Winfred Kofi Amoah

Creator

wcannerro@gmail.com

Created At

6m ago

Updated At

37s ago

Due At

-

Organization

Winfred's Home Lab

Time Spent

-

Ticket Activity

wcannerro@gmail.com 6m ago

created the ticket.

Winfred Kofi Amoah 45s ago

Hi Winner,

I am glad to inform you that i have resolved the problem with your microphone. Feel free to reach out if you encounter any other problem with your laptop. Upon resolution, i will close this ticket. If you have any concerns, you can feel free to reach out.

Have a great day!

Regards,

Winfred's Home Setup Support Team.

Winfred Kofi Amoah 37s agochanged status from **Open** → **Closed**.