KB10428 - Audio issues with newer Dell workstations

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KB10428 - Fluency Direct Microphone Audio issues with newer Dell workstations - Realtek Drivers

Overview: Since 2021 we have experienced multiple customers reporting audio issues after replacing workstations with newer Dell models. These issues include audio cutting out, microphone disconnects, and freezing of the application. Typically the issues are reproducible without FD open using another recording software such as Windows built in voice recorder, however it is most noticable with Flunecy Direct as it depends on the realtek drivers and the microphone. Dell has released new Realtek drivers and a BIOS update that has in most cases resolved the issue.

Other models may benefit from these fixes, these are just our confirmed resolutions: **Precision 3650 (and potentially other models that use Waves MaxxAudio), Optiplex 5090/7090, and other Dell model workstations.**

Reccomended course of action:

1. Navigate to https://www.dell.com/support/home/en-us and select your model of Dell workstation.
2. Download the latest Realtek drivers and workstation BIOS updates.
3. Update the BIOS on the workstation and update the Realtek drivers while logged in as local administrator.
4. Disable both Waves audio services (might be optional).
5. Disable Cortana (might be optional).
6. Uninstall Skype (might be optional).
7. Disable any unused audio devices.

For more information please see Dell's website: How to Troubleshoot Audio or Sound Recording Issues

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