# Application Note Rev 1.0 – PCP-SSP Setup
# and Audio Issues after Windows 10 Update

**Introduction**

Windows 10 version 1803 will soon no longer receive update support from Microsoft and users will be compelled to upgrade to Windows 10 version 1903.

We recently upgraded our office PC and noticed potential issues with computer audio output and/or PCP-SSP speaker and microphone settings after the update. We have confirmed with the manufacturer that there are no issues with the approved Windows driver in PCP-SSP.

The purpose of this note is to provide troubleshooting tips for PCP-SSP if you have issues after a Windows update.

**Troubleshooting**

The first thing we noticed is that it took a very long time to download and install Win 10 v 1903, over 3 hours on our PC.

When it was finally completed and we attempted to run PCP-SSP, a change in the speaker settings had occurred.
A Google search for sound issues after a Windows update showed that many people had similar problems.

It seems that, frequently, sound output from the computer seems to be knocked out after the update. The recommendation was to go to control panel and check the playback devices in Sounds.

We did this and found that the headset had been disabled. In PCP-SSP the settings had changed because of the disabling of the headset speaker. Re-enabling the headset in playback devices allowed us to correct the speaker setting in PCP-SSP and get things back to normal.

If you have audio and/or PCP-SSP issues after a Windows update, follow the steps below to correct:

1)  Confirm that the version 1903 update completed the installation fully and correctly. If not, reinstall and let it run until completed.

2)  Go to Windows playback devices and confirm that your computer speakers, headset (if attached) and RNK PCP-SSP are enabled and check in recording devices to confirm that BOTH PCP-USB and RNK PCP-SSP are enabled.

3)  Open your videoconference platform and confirm that the default microphone is RNK PCP-SSP.

4)  Open PCP-SSP and confirm that the room mic and speaker selection in setup are correct.

5)  Exit out of PCP-SSP and then restart it. If your videoconference program is running, it should indicate "VC is using PCP-SSP" and there should be no driver configuration error messages.

6)  If you have made settings changes and are still having issues, reboot your PC and run through these steps again.

At this point, all should be working. If not, please contact support@mobildrtech.com to open a trouble ticket.