Laptop Audio Problem (HP Pro book)

by JoeAtkins on Mar 6, 2020 at 6:04 PM

✓ Solved HP Hardware General Hardware Windows 10

6

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My coworker sent me the message below. They use a HP ProBook laptop:

I am having an audio problem with my laptop. It automatically mutes itself, or folks can't hear me when I can hear them. During video, web, conference calls, the F5 and F8 light keeps turning on, and it automatically mutes itself, and when that happens, they can't hear me and I can't hear them. I have to keep pressing those keys every 3 seconds. I don't know what else to do.

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BLC61 Apr 9, 2020 at 5:46 PM 1ST POST ✓ Best Answer

We have several of these HP Probook 450 G6 laptops in our school district and I have struggled with this for a couple of weeks. Here is the fix:

1. Type in "Control Panel" in the Windows search window, lower left corner of the desktop. Open "Control Panel".
2. Navigate to "Hardware and Sound" > "Sound".
3. In the pop-up Sound window, click "Playback" Tab, highlight "Speakers" and click on "Properties".
4. In the pop-up Speakers Properties window click "Advanced" tab.
5. Uncheck all (four) check boxes, click "Apply" and "Ok".

1. In the pop-up Sound window, click "Recording" Tab, highlight "Microphone" and click on "Properties".
2. In the pop-up Microphone Properties window click "Advanced" tab.
3. Uncheck all (two) check boxes, click "Apply" and "Ok".
4. Exit out of Control Panel.

1. Finally, open Zoom, sign in if necessary.
2. Lower left corner of Zoom window, on task bar, click on arrow next to the microphone icon.
3. Click on "Audio Settings".
4. In the pop-up window click on advanced in the lower right corner.
5. Open the drop-down box in the first two lines, "Suppress Persistent Background Noise" and and "Suppress Intermittent Background Noise", and select "Disable".
6. Click the "X" in the upper right corner of the window to exit.

Turn on speakers and microphone as necessary in the Zoom app.

View this "Best Answer" in the replies below »

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James485 Mar 05, 2014

We had this problem when we setup lync. Check to see if she has the updated audio codecs and the speaker has been set to speakers/headphones. If she uses a microphone try hooking up a web camera for testing to see if that improves.

View in original topic Was this helpful?

2300peterw Mar 07, 2020

What the complainer appears to be saying is that BOTH the speaker and the microphone turn off during video conference calls and that happens every 3 seconds. It would be interesting to know if the speaker turns off while watching a video which will indicate whether it is either a feature of the video conferencing programme or the audio system. If it is the video conferencing programme then a reinstall may cure it.

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13 Replies

gilnov Mar 6, 2020 at 10:23 PM

The question is short on details so let's start with the obvious...

- Is there another audio device connected (e.g. Bluetooth or something plugged into the analog audio jack)?
- Are the audio drivers up-to-date?
- Are the audio drivers too up-to-date (i.e. you need to roll back to a previous driver version)?
- What was the last thing your friend changed or installed before the problem started?

Spice (1) · Reply Was this post helpful?

2300peterw Mar 7, 2020 at 3:07 AM

What the complainer appears to be saying is that BOTH the speaker and the microphone turn off during video conference calls and that happens every 3 seconds. It would be interesting to know if the speaker turns off while watching a video which will indicate whether it is either a feature of the video conferencing programme or the audio system. If it is the video conferencing programme then a reinstall may cure it.

There is always the possibility that liquids have been spilt on the key board.

Spice (1) · Reply 1 found this helpful

LCARStech Mar 9, 2020 at 9:31 AM

First step is more testing. Do the speaker or mic work in the Windows audio settings, where you can test them? Do they work with other programs? If so, then it's an issue with the conferencing software. If not, then I'd start checking drivers. It may be worth trying to manually download and install them from HP, and possibly from the vendor themselves - I've seen where the Win driver is different from the manufacturer driver from the vendor driver - sometimes it's a case of having to find the one that works best.

Spice · Reply 1 found this helpful

Priscilla@HP Mar 10, 2020 at 1:53 PM

Brand Representative for HP

HP HARDWARE EXPERT 198 Best Answers 226 Helpful Votes

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As 2300peterw pointed out it could be liquid spilt into keyboard or stuck key.

Check Windows sound settings for feature "When Windows detects communication activity" and change it to Do nothing.

You need to provide exact computer model, product number, if you are using built in or external speakers and microphone.

#####

Edited Mar 11, 2020 at 10:43 AM

JoeAtkins 2300peterw

Spice · Reply 1 found this helpful

Alex E Mar 11, 2020 at 2:36 PM

Is there an available BIOS update? I know that I have had to update the BIOS on a few HP machines when I have had audio issues

Spice (1) · Reply 1 found this helpful

PoorlyPCNigel Apr 3, 2020 at 4:19 AM 1ST POST

Did you ever get a solution to this, Joe ? I have exactly the same problem on two of my customer Probooks, the 430 G6 models.

Spice (1) · Reply Was this post helpful?

TammytheTamale Apr 7, 2020 at 8:00 PM 1ST POST

Please help! I am having the exact same issue. This is a brand new computer as of December 2019. No liquids spilled. Audio drivers up to date. My f5 and f8 buttons randomly mute me while I am on Zoom and Skype calls. When I unmute it will re-mute, sometimes within seconds, other times within minutes.

HP Probook 450 g6

I am also having problems with my microphone jack. It refuses to play out of my headphones when plugged in.

Spice · Reply Was this post helpful?

2300peterw Apr 8, 2020 at 12:17 AM

TammytheTamale.

That laptop has many different options and as Priscilla@HP states you need to provide more details:

"Check Windows sound settings for feature "When Windows detects communication activity" and change it to Do nothing.

You need to provide exact computer model, product number, if you are using built in or external speakers and microphone."

If none of the actions suggested above did not work (including updating the BIOS) then I would try a Live Linux Distro to see if the issue was hardware or not. If it is hardware then the issue will be the same with Linux. There is no need to install Linux to the hard drive to try it.
See: https://ubuntu.com/tutorials/tutorial-create-a-usb-stick-on-windows#1-overview

Priscilla@HP

Spice (1) · Reply Was this post helpful?

CeeCee-MOB Apr 9, 2020 at 5:31 PM 1ST POST

Help! I'm having the exact same issue. This is a brand new computer, 2 weeks old. HP ProBook 450 G6 RMN: HSN-Q16C

("Check Windows sound settings for feature "When Windows detects communication activity" and change it to Do nothing.) Changing this setting does nothing, still have the same issue of the speaker and mic turning off during zoom/skype conferences.

Please provide help with this as I'm having more and more meetings via zoom and skype.

Spice · Reply Was this post helpful?

BLC61 Apr 9, 2020 at 5:46 PM 1ST POST ✓ Best Answer

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6. Click the "X" in the upper right corner of the window to exit.

Turn on speakers and microphone as necessary in the Zoom app.

Spice (2) · Reply 4 found this helpful

JoeAtkins Apr 9, 2020 at 6:38 PM OP

Thanks everyone, for your responses - especially to BLC61 for the detailed solution above, from real-life experience. My colleague worked on this with Zoom and here is the information that he has provided to our coworkers.

"Zoom Tip for anyone that is having audio issues regarding your mic or speakers being muted randomly. This seems to be prevalent on HP laptops. This comes straight from Zoom support: "It sounds like echo cancellation kicking in. If you have open speakers (built-in for the laptop) and built-in mic. To avoid terrible echo, your microphone is muting itself, if you are not manually doing so. I'd recommend lowering the volume [of your speakers] or using a headset to avoid that."

I believe it is good to have BLC61's steps on hand also. We have not received any additional complaints for a few days now. I am praying it stays that way.

Spice (1) · Reply Was this post helpful?

lle2 Apr 29, 2020 at 9:36 AM

Very Helpful @BLC61 . Thank you!

Spice · Reply Was this post helpful?

spicehead-tzxww Apr 29, 2020 at 10:13 AM 1ST POST

Had this problem come up on two laptops - same model HP Probook 450 G6. Tried the above fixes, but nothing seemed to work. Was finally able to fix it by updating Windows to newest version and installing this audio driver from hp's website. I did also implement the above fix, so it's possible it helped too.

https://support.hp.com/us-en/drivers/selfservice/hp-probook-450-g6-notebook-pc/23201167

Realtek HD Audio Driver

13.8895.3349.83 Rev.A
365.6 MB

Mar 26, 2020

Download

Type:

Driver-Audio

Version:

13.8895.3349.83 Rev.A

Operating systems:

Windows 10 (64-bit)

Release date:

Mar 26, 2020

File name:

sp102140.exe
(365.6 MB)

I had gone to the Device Manager and tried to update from there, but it wasn't able to find this new version. Hope this helps someone.

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