Sound Not Working on Lenovo Laptop in MSTeams (This only affects Teams, for some reason. Sound works in Zoom and other programs.)

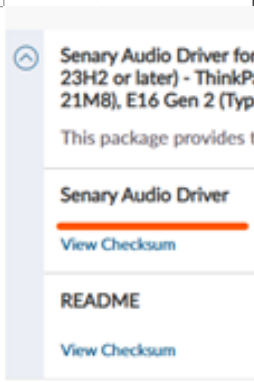
Applies to: Windows 11 (23H2 or later)

ThinkPad E14 Gen 6 (Type 21M7, 21M8) Laptops

ThinkPad E16 Gen 2 (Type 21MA, 21MB) Laptops

ThinkPad R14 Gen 6 (Type 21M9) Laptops

#	Instructions	
1	First, the current driver must be removed completely. To start, log on to Windows with an Administrator account. Open Device Manager.	
2	In Device Manager, change the view to Devices by Connection. Double click the “Senary Audio Device”. Go to “Details”, select “Properties”, go to “Extended INFs” Make a note of the files like “oemXX.inf “	
3	Uninstall all devices under Senary Audio Device. Check the box for “Delete the driver software for this device” and click “Uninstall”	

	IMPORTANT: Do not refresh or rescan devices or the bad driver will reinstall!	
4	When that is complete, open a Command Prompt as Admin. Type: pnputil /delete-driver oemXX.inf replacing the XX with the numbers you noted in step 2 above. Do this for every file noted.	
5	Restart Windows. Open Device Manager and ensure that under Sound, video and game controllers" you see "High-Definition Audio Device". Test Teams. You will be able to use the microphone as designed. No further steps are required.	
6	If you still can't be heard in Teams, run Lenovo Vantage or Update and get the latest updates. Look for version 3.48.19.1012 or later.	

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