

Since April 2018 Microsoft is rolling out Windows 10 Spring 2018 update to Win10 v1803. When using the VNWA Application this Windows 10 Update and possibly also a related Windows Security patch may result in the VNWA Application not functioning with error message “**No Operational Sound devices detected**”

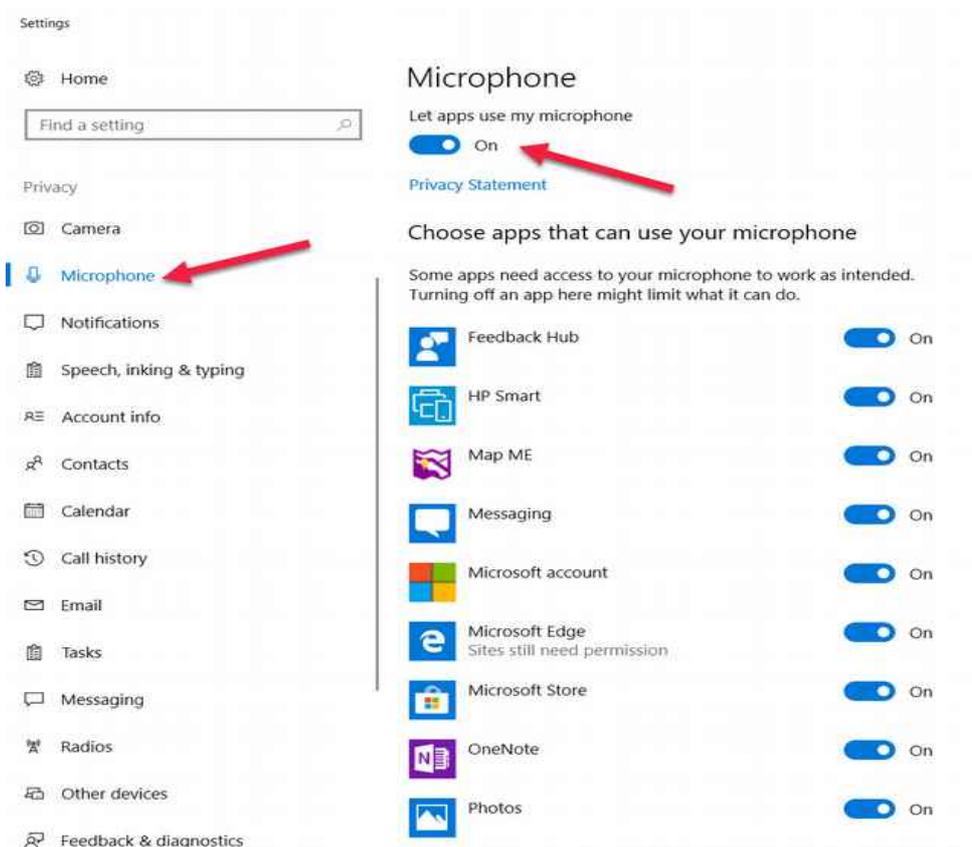
ROOT CAUSE AND RESOLUTION

The reason of the error message “No Operational Sound devices detected” is because Windows 1803 or a related Windows 10 Security update, implements new Privacy Settings **which has switched of the use of Microphone (Sound Devices)** on your Computer. This stops the VNWA (and other) from functioning.

After installing the Windows 10 updates you can change them at any time by selecting the Privacy Settings:

Start button > Settings > Search for Privacy> Microphones>

The following screen should now be visible - To resolve the issue ensure that Microphone is switched on as shown below.



For more information about Windows Privacy settings see here:

<https://privacy.microsoft.com/en-us/windows-10-camera-and-privacy>

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