

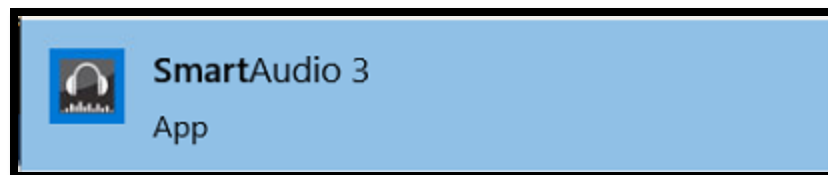
For users experiencing this error, **it will be a popup** during Zoom meetings:



If this message is not popping up, or the SmartAudio 3 application cannot be found with the steps below, then the issue may be different and require different troubleshooting.

Follow the steps below to fix this known issue:

- 1) Search the **Start** menu for “**SMART**” (you typically have to use all-caps to find it, or type the name exactly as “**SmartAudio 3**”) – the application should show up as pictured below on Windows 10 systems:



- 2) Right-click the application from the **Start** menu to uninstall it. **It will uninstall silently over the next few minutes.**
- 3) Search for the application again as in **Step 1** – the application should no longer appear in the **Start** menu.
- 4) Start a **Zoom** meeting to see if another **Feedback Loop Detected** message appears. If it does not appear within a few minutes of starting the meeting, then the message should not appear in the future.

**Alternatively**, you can try to open the application itself and disable / change the settings. However, this is not guaranteed to fix the issue. Uninstalling appears to always fix the issue.

Deleting this application does not appear to affect audio in any noticeable capacity – the application is simply an extension of the Conexant audio drivers, which should install automatically on any Lenovo system.