[How To] Uninstall/Install Realtek audio driver, Nahimic and related software
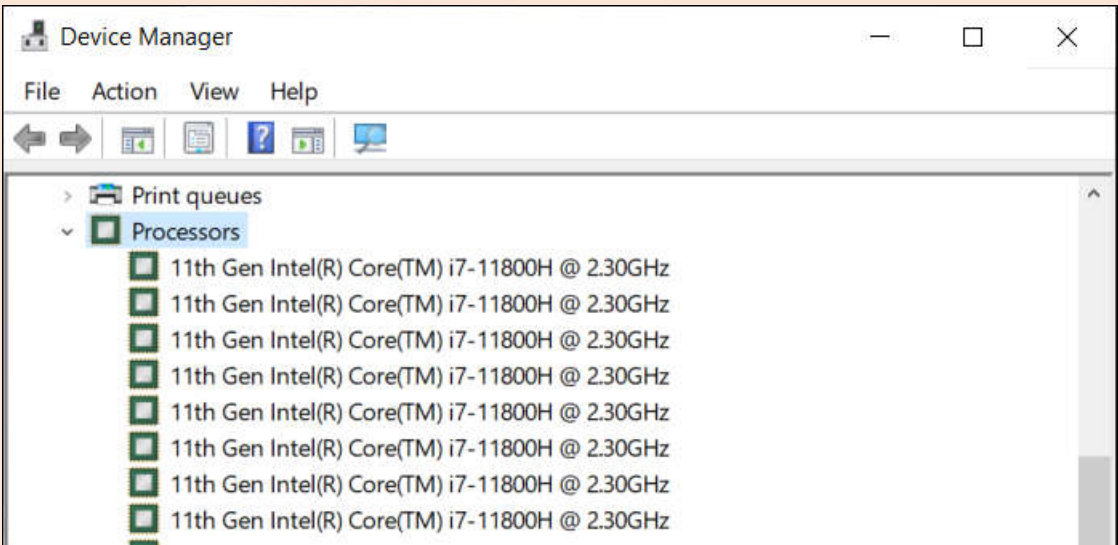This document applies to all MSI notebook with Nahimic 3 supported.

To experience the microphone, speaker and the audio EQ settings, a complete driver installation/update is required in order for the system to function properly. If there is a sound issue such as no audio output, microphone doesn't pick up sound, or Nahimic software can't be launched properly…etc. refer to the steps below to perform a clean installation of all sound related driver/software.

The driver uninstall/install step varies by the notebook platform, refer to the following CPU generation list and the detailed instruction.

> ❶ Go to Device Manager > Processors, check the CPU generation.
> Here we take 11th generation Intel H-Series CPU as an example.

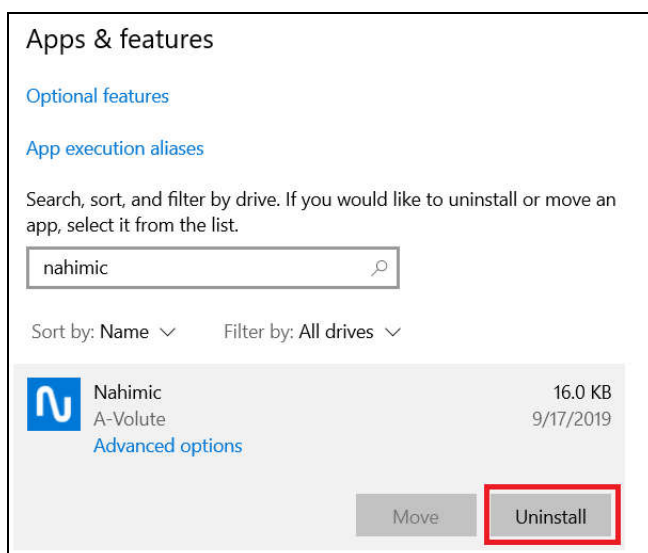• **Notebook with the 8ᵗʰ, 9ᵗʰ, 10ᵗʰ generation Intel CPU.**

I.   Prepare the driver install package

1.   Visit MSI website, search for product name and go to the "Driver" and "Utility" tab in the download page to download the driver.
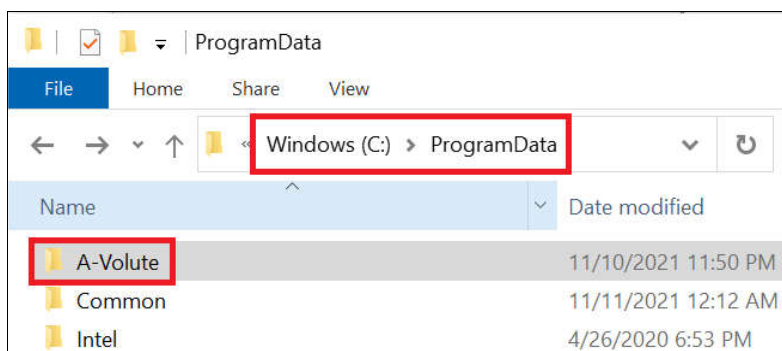2.   Download the audio related driver.

Driver	Realtek Audio driver	Download on MSI web
	Nahimic driver	Download on MSI web
Utility	Realtek Audio Console (UWP)	Download on Microsoft Store
	Nahimic 3 (UWP)	Download on Microsoft Store

II.   Uninstall the current driver and application

1.   Disconnect the network.
       It prevents the Windows Update from installing the generic driver automatically.

2.   Uninstall the utility and driver.
       A.   Uninstall **Nahimic 3** in Apps & Features.
              Open Settings > Apps > Apps & features, search "Nahimic" and click on "Uninstall".
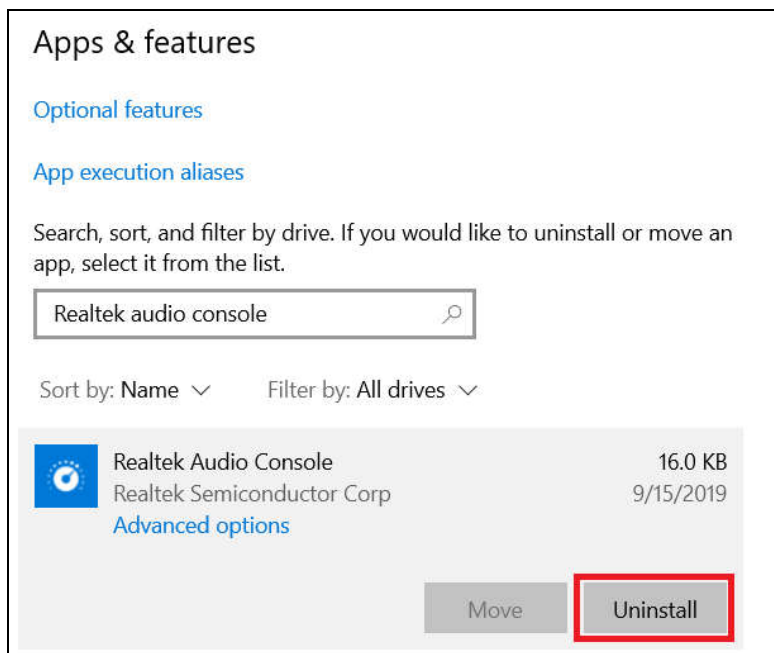

       B.   Restart the system.
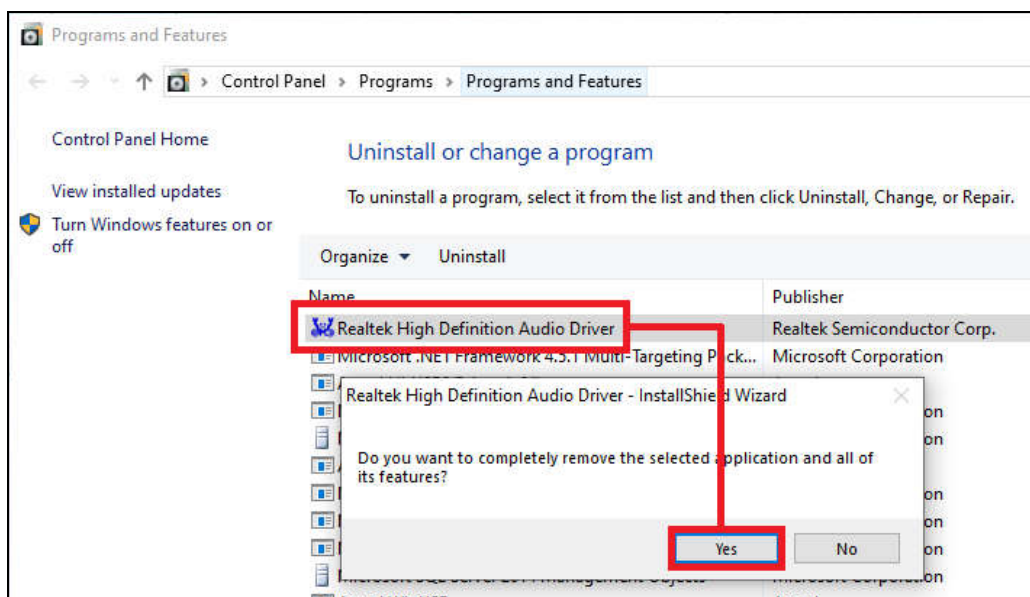   C.   Go to C:/ProgramData folder and look for the "A-Volute" folder, and delete it.

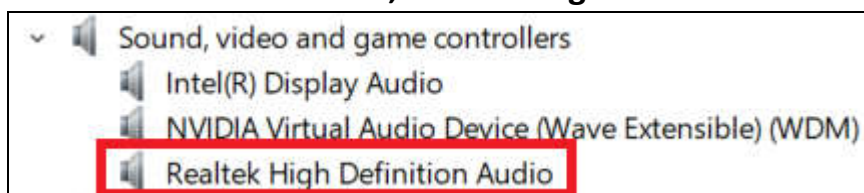(It's a hidden folder, please enable "Hidden items" in the file explorer)

D. Uninstall **Realtek audio console** in "Apps & Features".
    Open Settings > Apps > Apps & features, search "Realtek Audio Console"
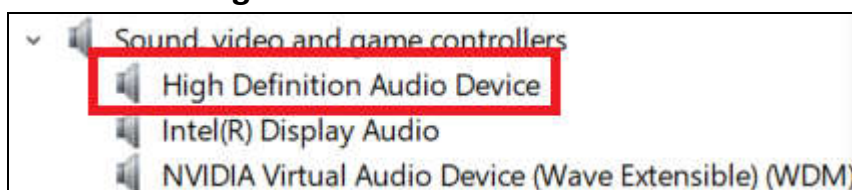   and click on "Uninstall".

E. Uninstall **Realtek audio driver**
    a. Uninstall Realtek audio driver in "Programs & Features".
        Open Settings > Apps > Apps & features, select "Program and Features".
        Double click on "Realtek Audio Driver" and follow on-screen instruction
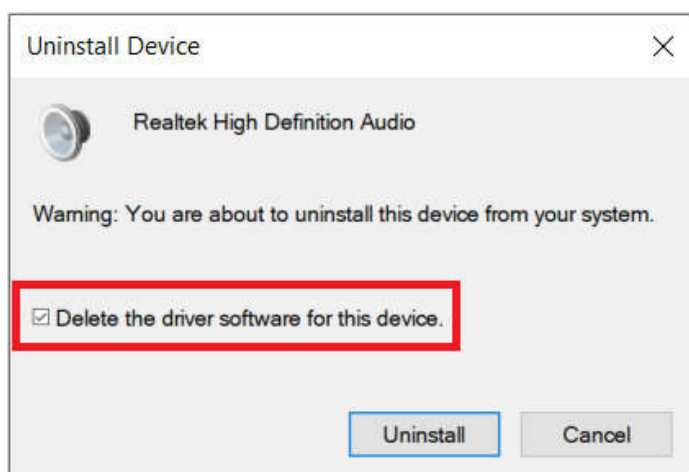   to uninstall the Realtek audio driver.

b. Restart the system.
c. Go to Device Manager and check if the **Realtek audio driver** is completely removed.
   If the Realtek audio driver is not removed, there is a **Realtek Audio device** in the "**Sound, video and game controllers**" tab.

If the Realtek audio driver is completely removed, there is a **High Definition Audio Device** instead of Realtek Audio device in the "**Sound, video and game controllers**" tab.

d. If the Realtek audio driver is completely removed, please Right-click the Realtek audio device and choose "**Uninstall device**".
e. Select the option "**Delete the driver software for this device**" and click "**Uninstall**"
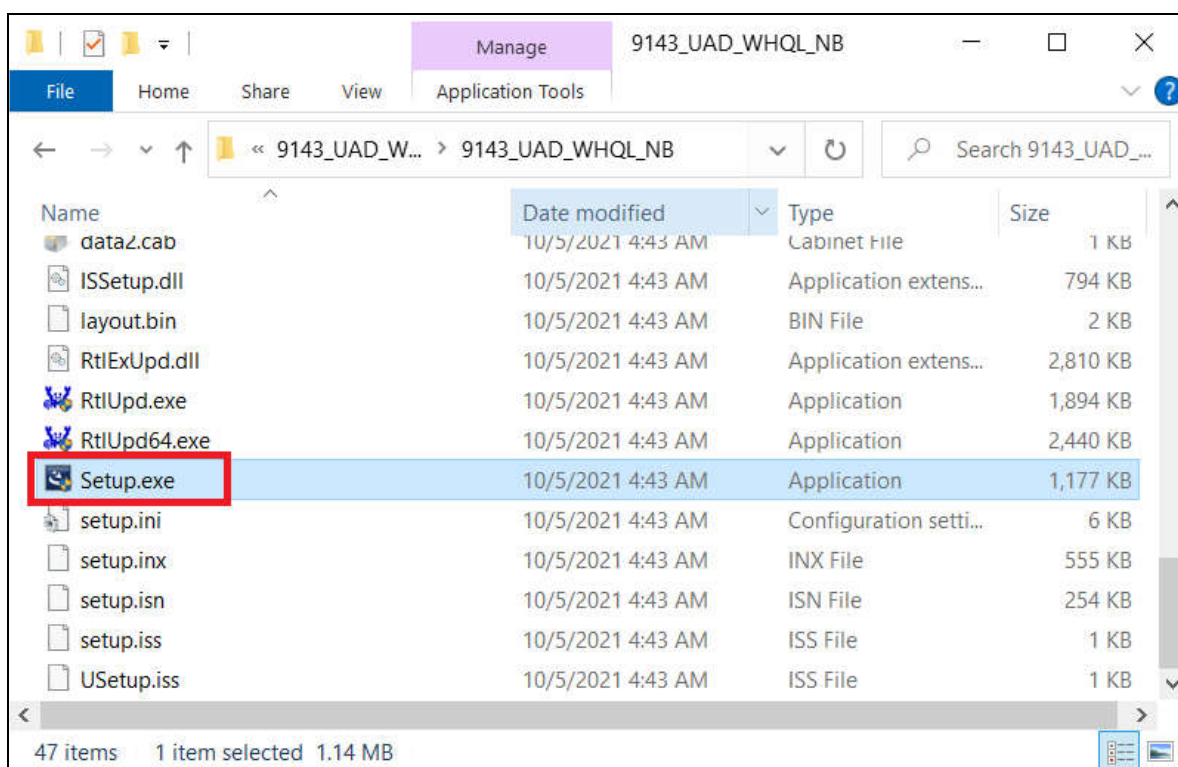
f. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.
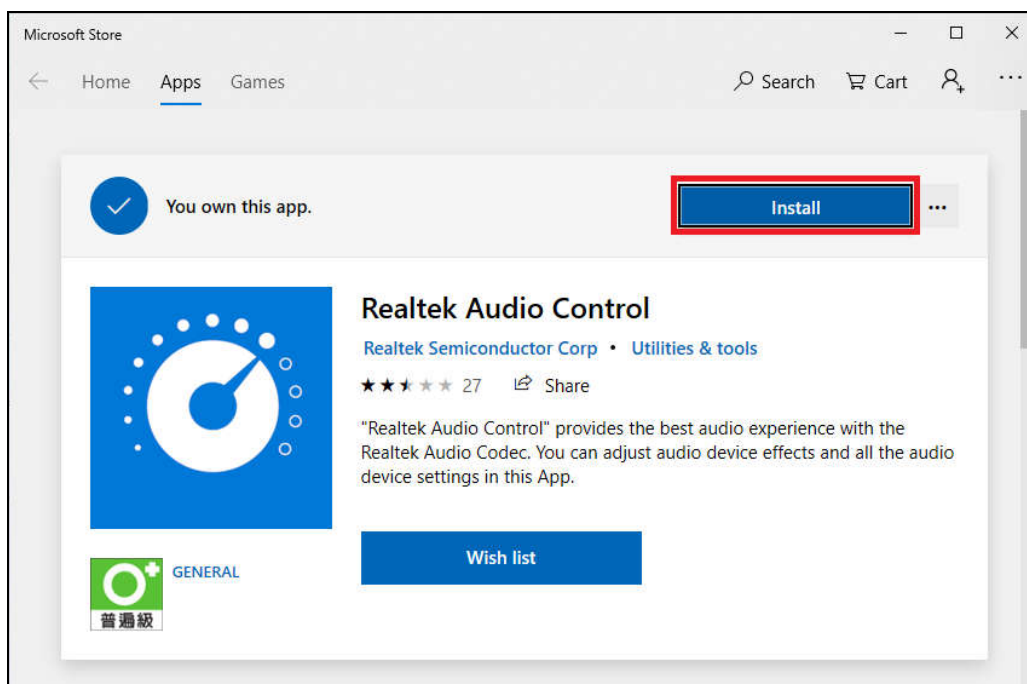

III. **Install the new driver and application**

1. Install audio driver and the related software.
   A. Install **Realtek audio driver** downloaded in step I.
      Run the Setup.exe and follow the on-screen instruction to fininsh the installation.
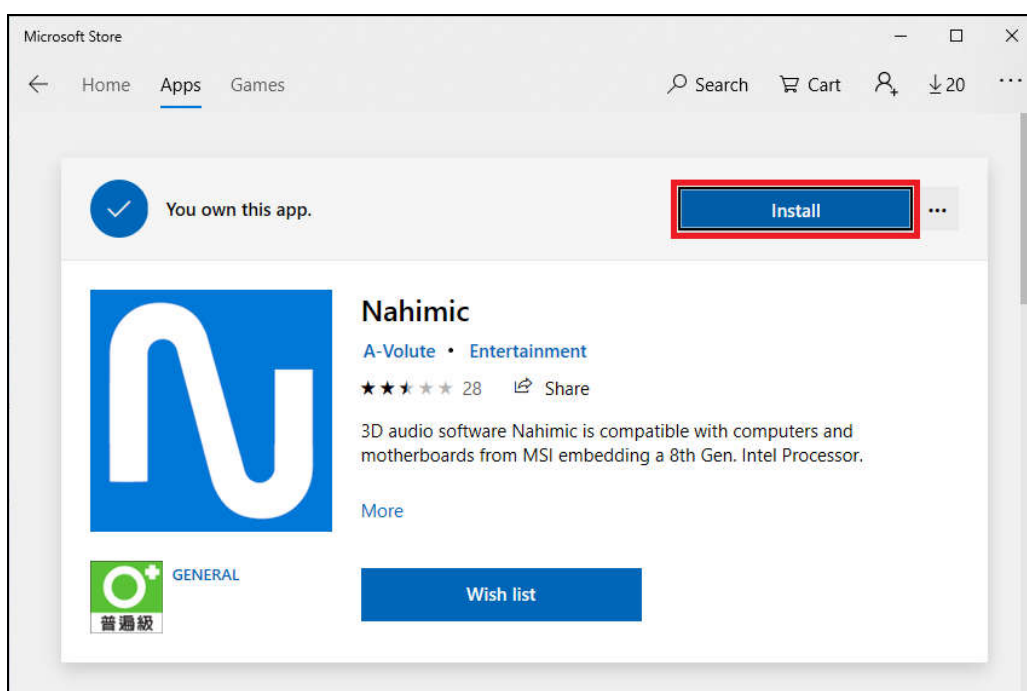

   B. Install the **Nahimic driver** downloaded in step I.
   C. Install **Realtek audio console** on Microsoft Store.
      Here is the download link.

D. Install **Nahimic 3** on Microsoft Store.
Here is the download link.

2. Restart the system.

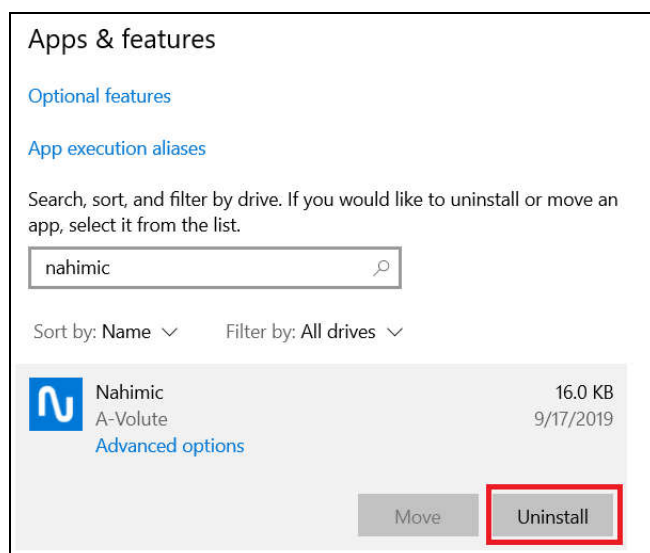• **Notebook with the 11ᵗʰ generation Intel U-Series CPU.**

I. **Prepare the driver install package**

1. Visit MSI website, search for product name and go to the "Driver" and "Utility" tab in the download page to download the driver.
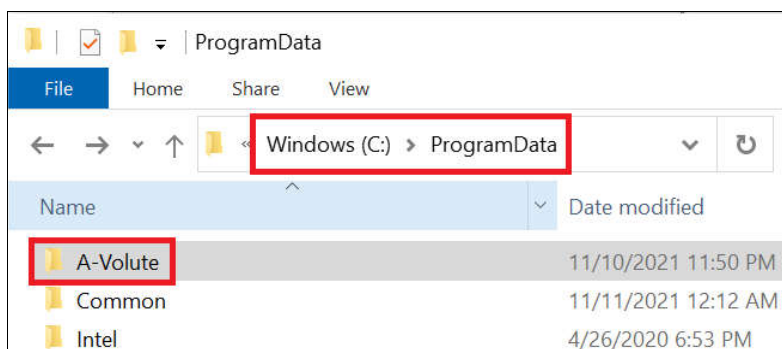
2. Download the audio related driver.

Driver	Realtek Audio driver	Download on MSI web
	Nahimic driver	Download on MSI web
	Intel SST driver	Download on MSI web
	Intel MVA driver	Download on MSI web
	Intel OED driver	Download on MSI web
Utility	Realtek Audio console (UWP)	Download on Microsoft Store
	Nahimic 3 (UWP)	Download on Microsoft Store

II. **Uninstall the current driver and application**

1. Disconnect the network.
   It prevents the Windows Update from installing the generic driver automatically.

2. Uninstall the utility and driver.
   A. Uninstall **Nahimic 3** in Apps & Features.
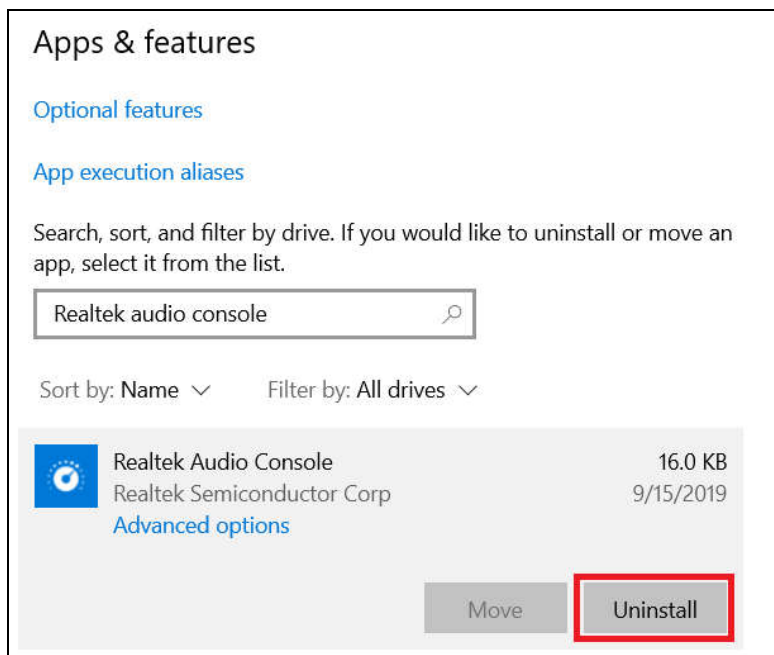   Open Settings > Apps > Apps & features, search "Nahimic" and click on "Uninstall".

B.   Restart the system.

C.   Go to C:/ProgramData folder and look for the "A-Volute" folder, and delete it.

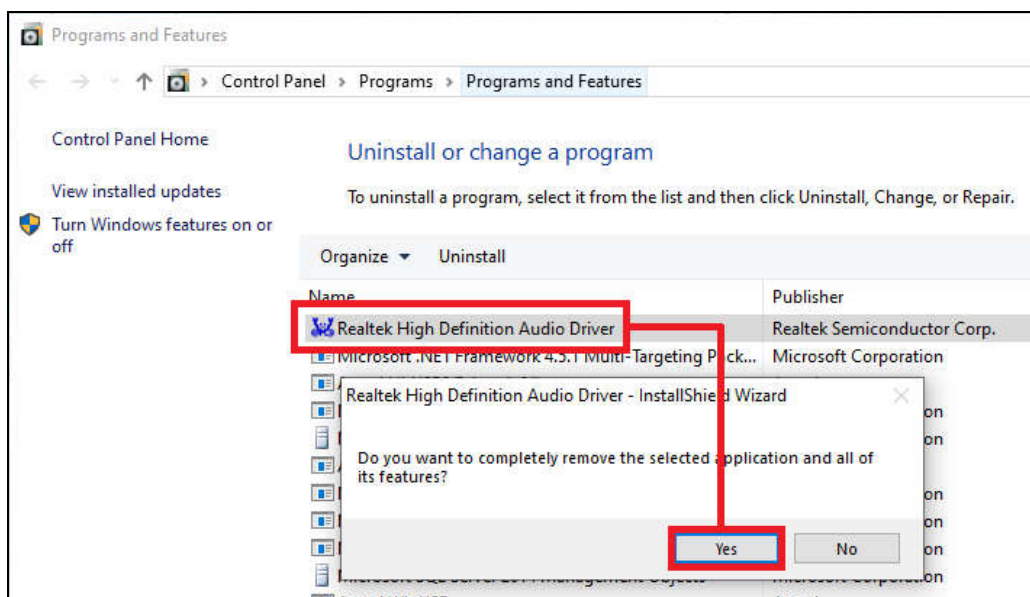

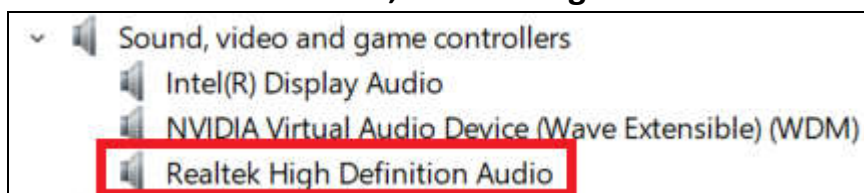(It's a hidden folder, please enable "Hidden items" in the file explorer)

D.   Uninstall **Realtek audio console** in "Apps & Features".
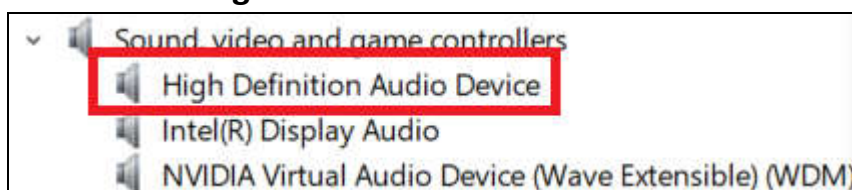Open Settings > Apps > Apps & features, search "Realtek Audio Console" and click on "Uninstall".

E.   Uninstall **Realtek audio driver**
a.   Uninstall Realtek audio driver in "Programs & Features".
Open Settings > Apps > Apps & features, select "Program and Features".
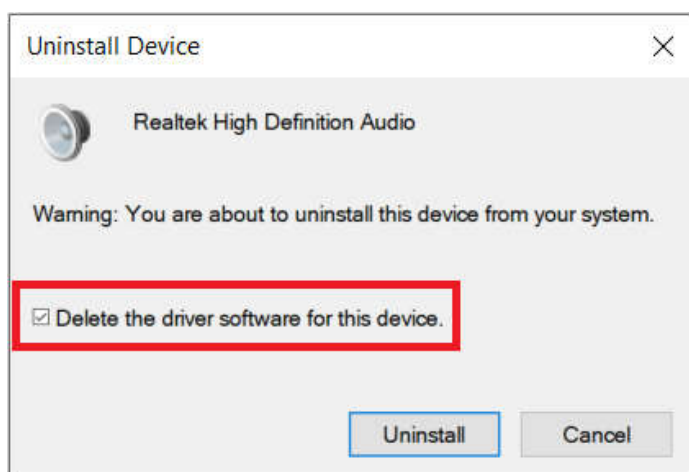Double click on "Realtek Audio Driver" and follow on-screen instruction to uninstall the Realtek audio driver.

b.   Restart the system.

c.   Go to Device Manager and check if the **Realtek audio driver** is completely removed.
If the Realtek audio driver is not removed, there is a **Realtek Audio device** in the "**Sound, video and game controllers**" tab.

If the Realtek audio driver is completely removed, there is a **High Definition Audio Device** instead of Realtek Audio device in the "**Sound, video and game controllers**" tab.
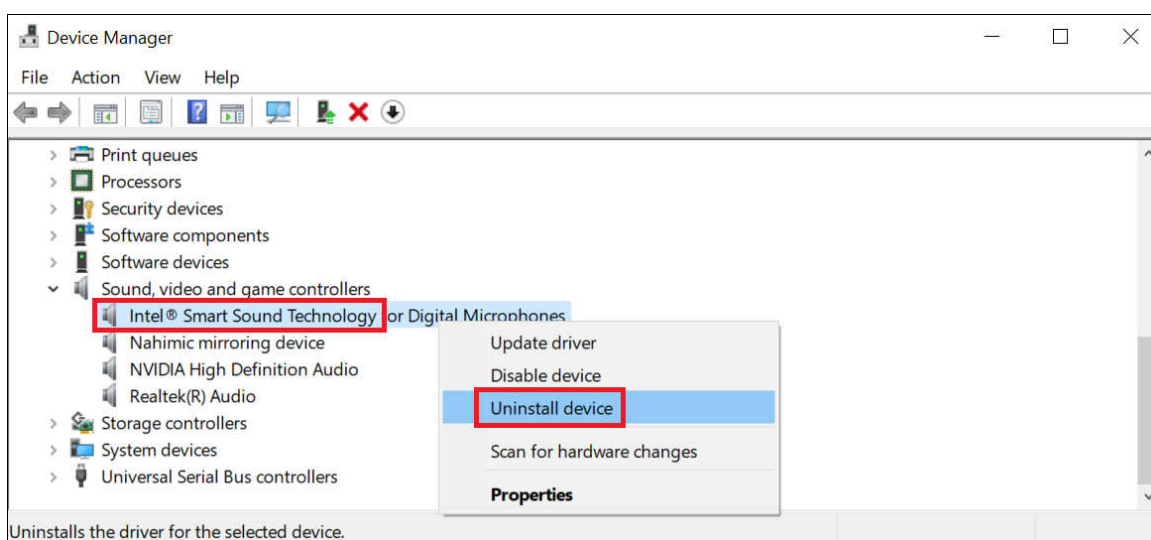

d.   If the Realtek audio driver is completely removed, please Right-click the Realtek audio device and choose "**Uninstall device**".

e.   Select the option "**Delete the driver software for this device**" and click "**Uninstall**"

f. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.

F. Uninstall **Intel Smart Sound Technology** driver
   a. Go to Device Manager
   b. Find "**Sound, video and game controllers**" tab, right click on the all the "Intel Smart Sound Technology" devices and select "Uninstall device"
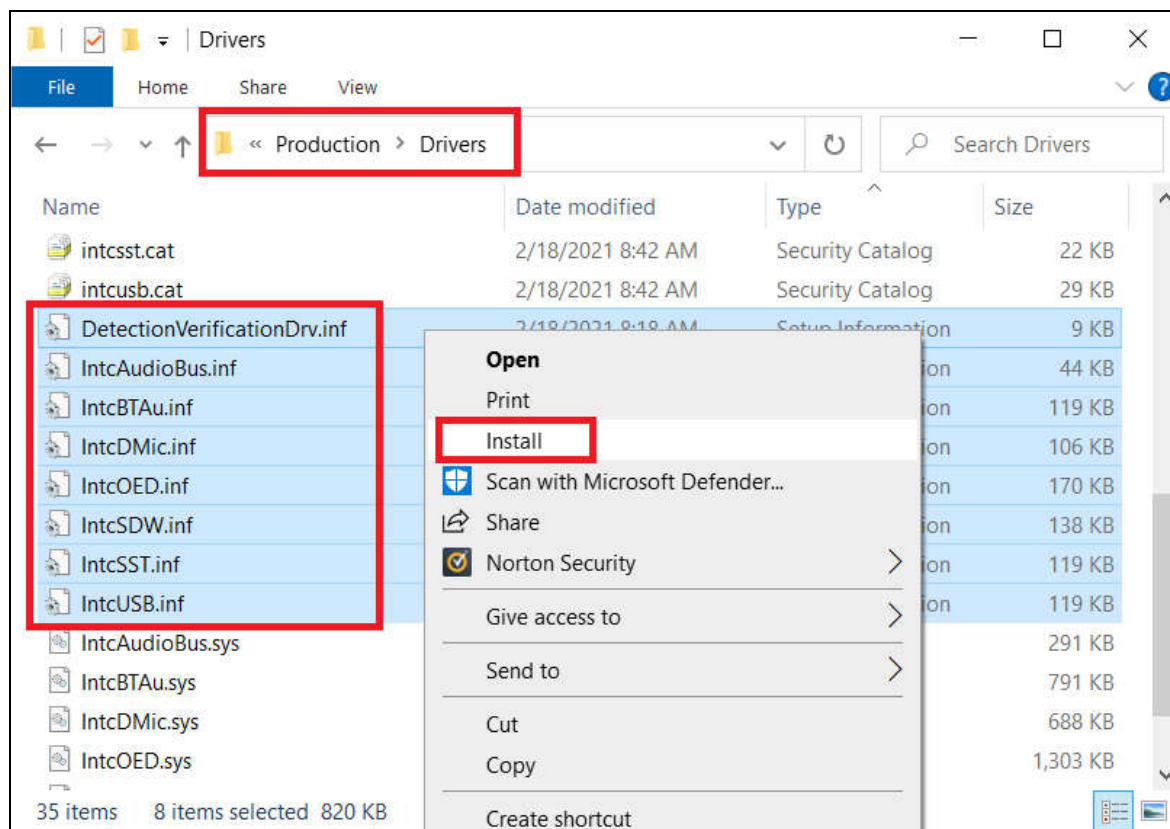

   c. Select the option "**Delete the driver software for this device**" and click "**Uninstall**"
   d. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.
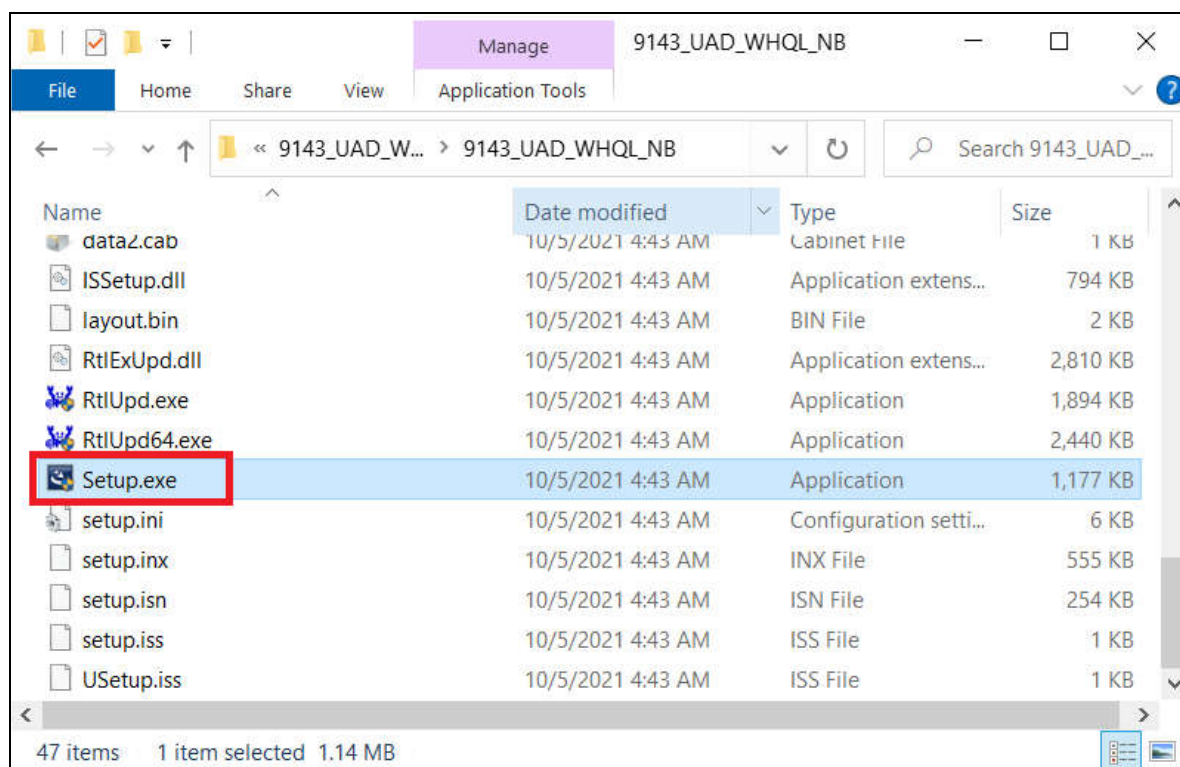
III. **Install the new driver and application**

1. Install audio driver and the related software.

   A. Install **Intel SST (Smart Sound Technology) driver** downloaded in step I.
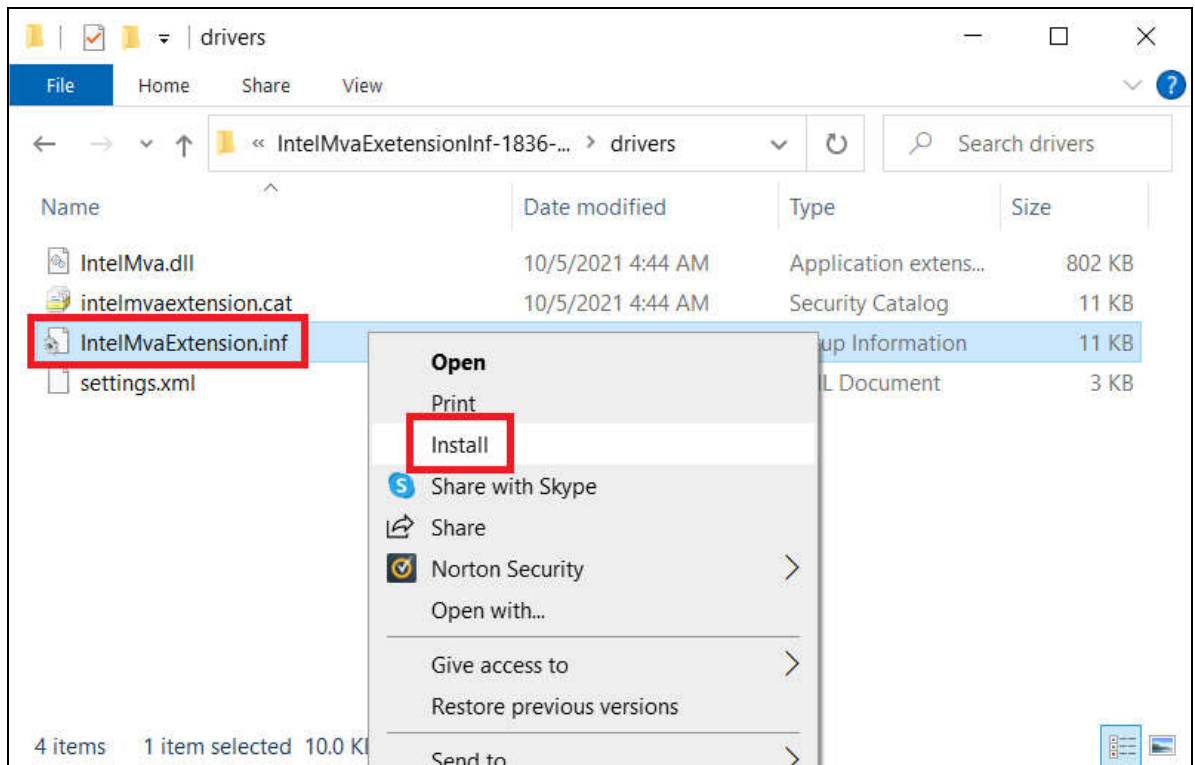
a. Go to the location of INF file: Production > Drivers
b. Right-Click on INF files, and select Install.
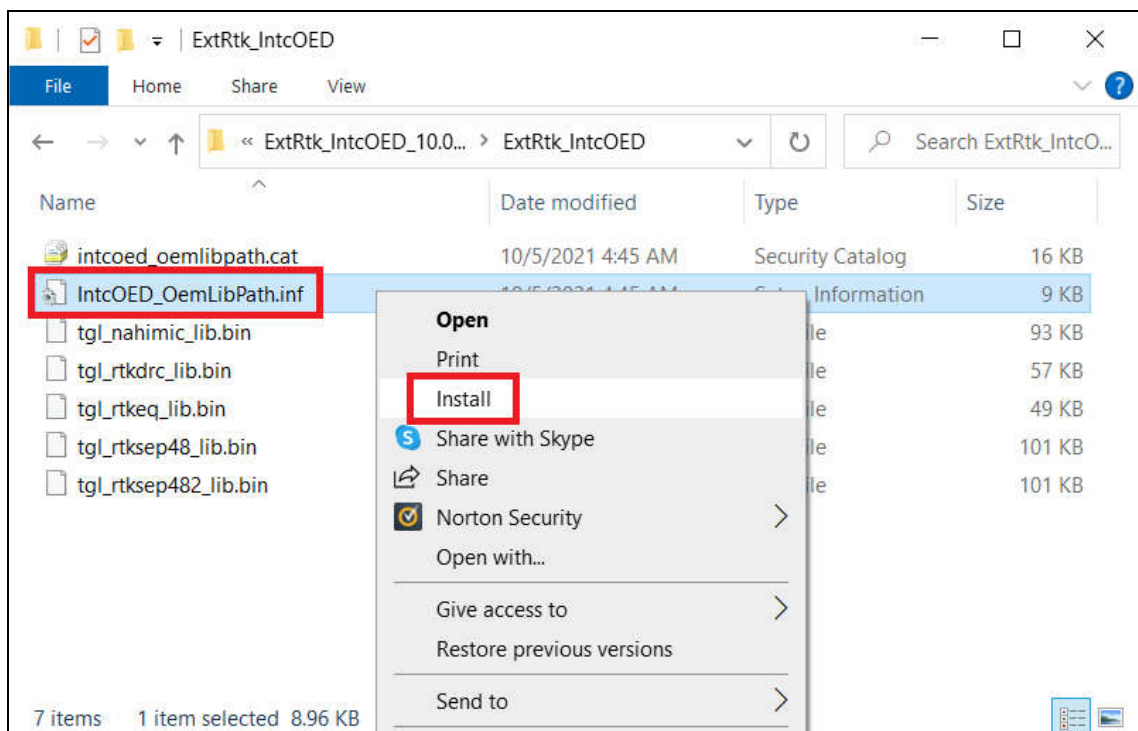c. Repeat step b for all INF files.

B. Install **Realtek audio driver** downloaded in step I.
Run the Setup.exe and follow the on-screen instruction to fininsh the installation.
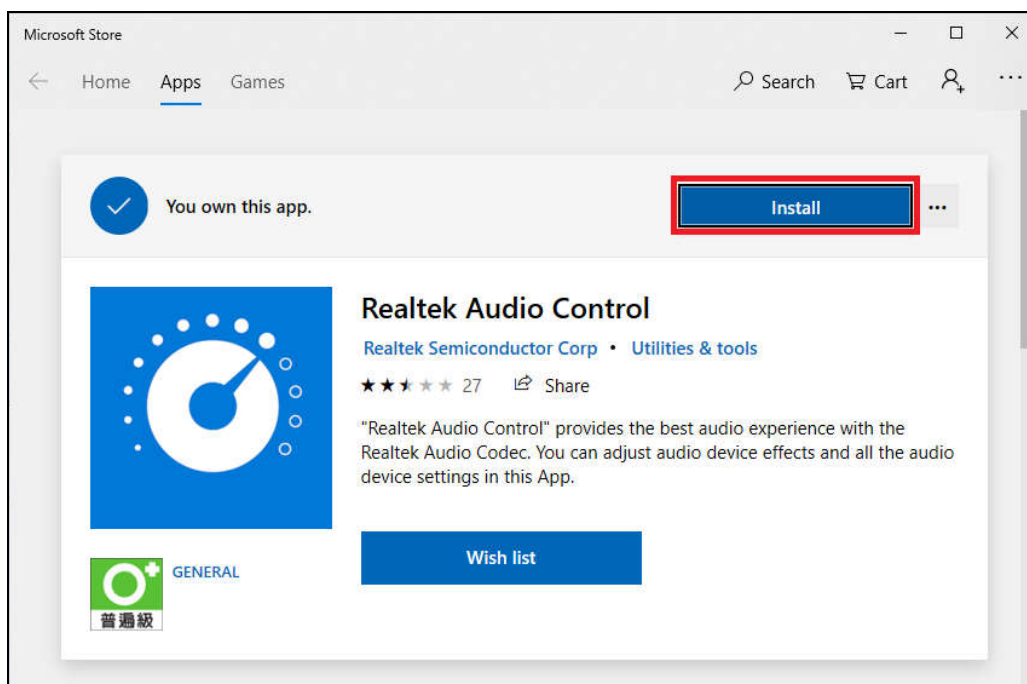
C. Install **Intel MVA driver** downloaded in step I.
    a. Find the IntelMvaExtension.inf.
    b. Right-Click on IntelMvaExtension.inf file, and select Install.
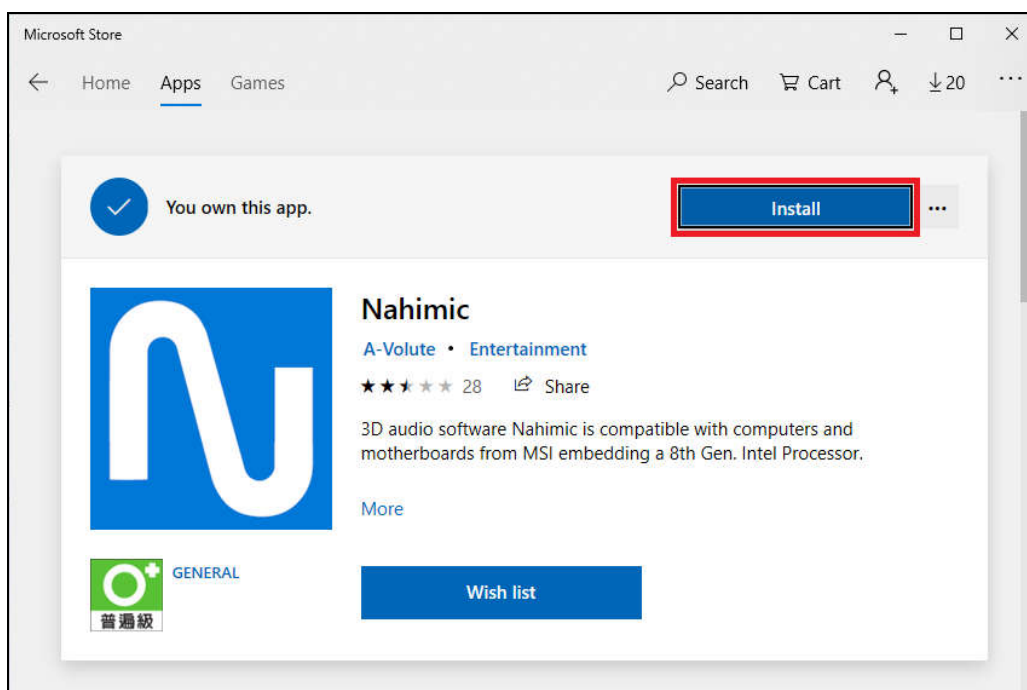

D. Install **OED Driver** downloaded in step I.
    a. Find the IntcOED_OemLibPath.inf.
    b. Right-Click on IntcOED_OemLibPath.inf file, and select Install.

E. Install the **Nahimic driver** downloaded in step I.

F. Install **Realtek audio console** on Microsoft Store.
    Here is the download link.

G. Install **Nahimic 3** on Microsoft Store.
    Here is the download link.

2. Restart the system.

• Notebook with the 11ᵗʰ generation Intel H-Series CPU.

I. Prepare the driver install package

1. Visit MSI website, search for product name and go to the "Driver" and "Utility" tab in the download page to download the driver.
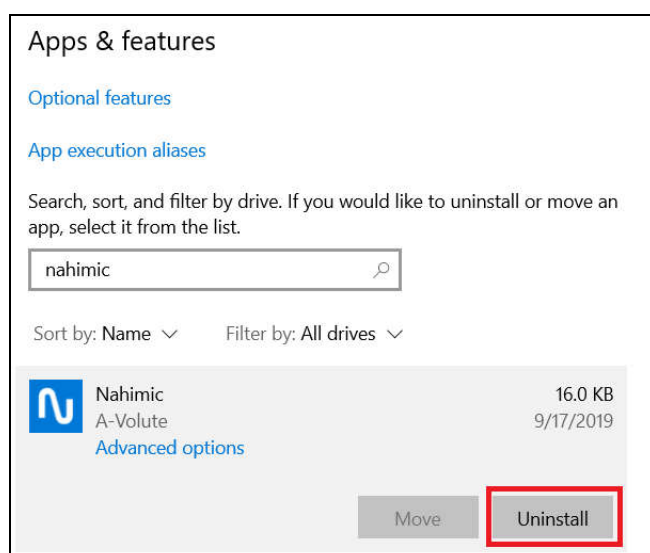
2. Download the audio related driver.

Driver	Realtek Audio driver	Download on MSI web
	Nahimic driver	Download on MSI web
	Intel Smart Sound Technology driver	Download on MSI web
	Intel MVA Driver	Download on MSI web
Utility	Realtek Audio console (UWP)	Download on Microsoft Store
	Nahimic 3 (UWP)	Download on Microsoft Store

II. Uninstall the current driver and application
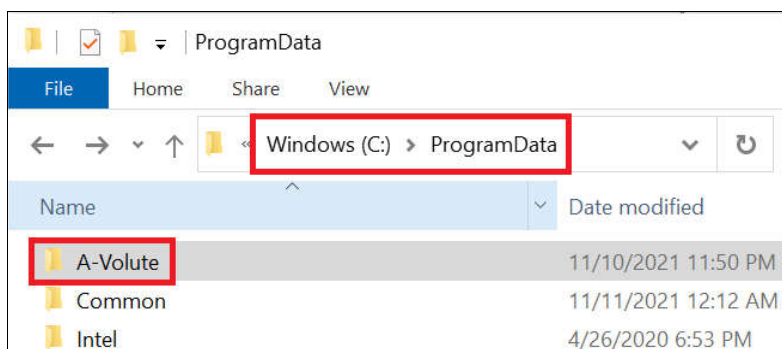
1. Disconnect the network.
   It prevents the Windows Update from installing the generic driver automatically.

2. Uninstall the utility and driver.

   A. Uninstall **Nahimic 3** in Apps & Features.
      Open Settings > Apps > Apps & features, search "Nahimic" and click on "Uninstall".
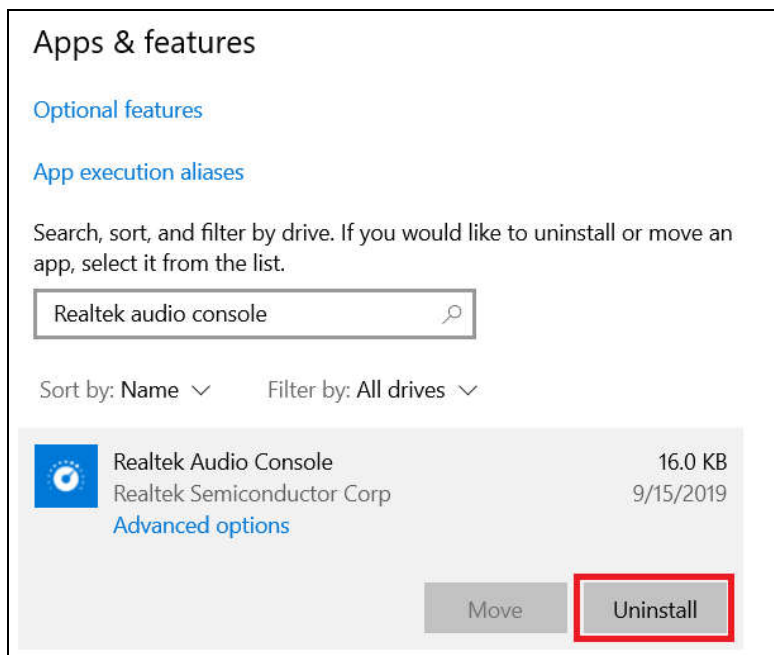
B. Restart the system.
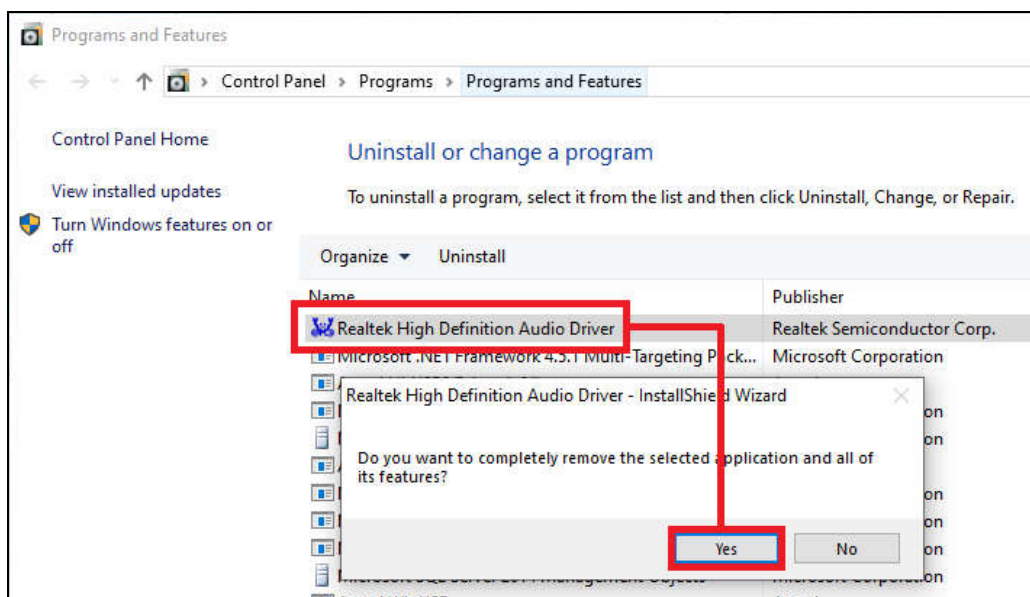C. Go to C:/ProgramData folder and look for the "A-Volute" folder, and delete it.

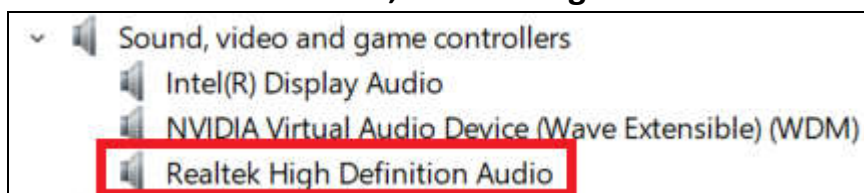(It's a hidden folder, please enable "Hidden items" in the file explorer)

D. Uninstall **Realtek audio console** in "Apps & Features".
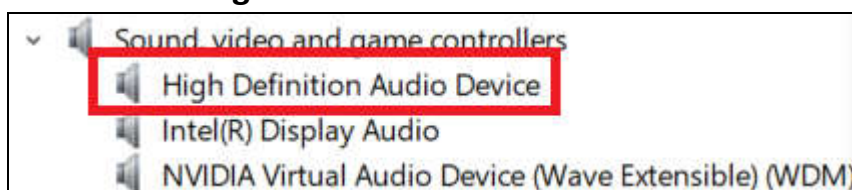Open Settings > Apps > Apps & features, search "Realtek Audio Console" and click on "Uninstall".

E. Uninstall **Realtek audio driver**
   a. Uninstall Realtek audio driver in "Programs & Features".
      Open Settings > Apps > Apps & features, select "Program and Features". Double click on "Realtek Audio Driver" and follow on-screen instruction to uninstall the Realtek audio driver.
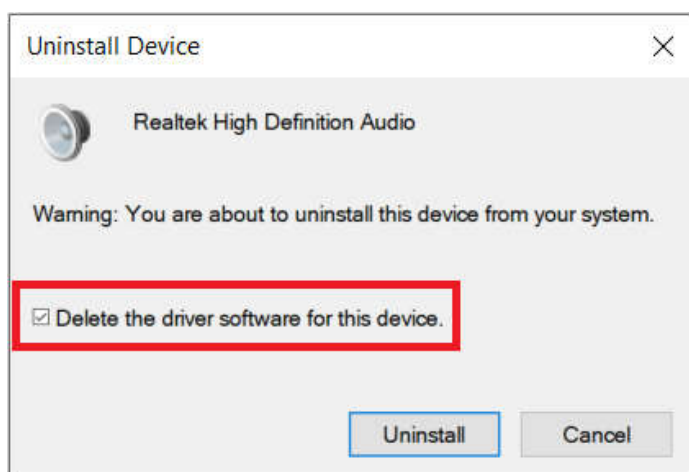
b. Restart the system.
c. Go to Device Manager and check if the **Realtek audio driver** is completely removed.
   If the Realtek audio driver is not removed, there is a **Realtek Audio device** in the "**Sound, video and game controllers**" tab.

   If the Realtek audio driver is completely removed, there is a **High Definition Audio Device** instead of Realtek Audio device in the "**Sound, video and game controllers**" tab.
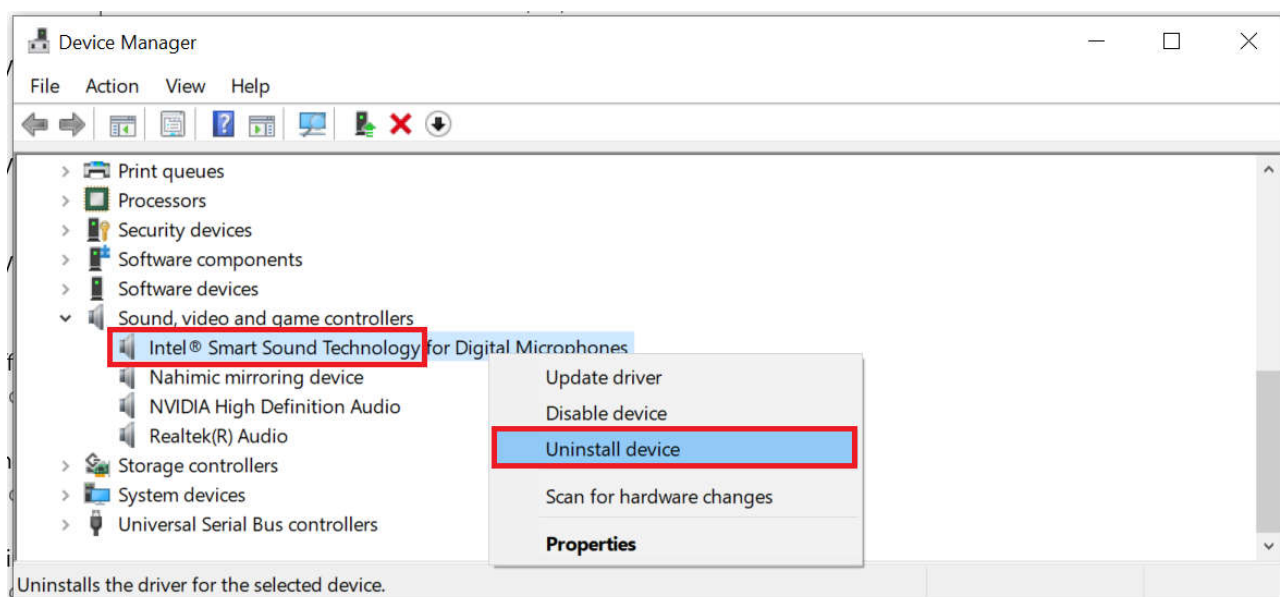

d. If the Realtek audio driver is completely removed, please Right-click the Realtek audio device and choose "**Uninstall device**".
e. Select the option "**Delete the driver software for this device**" and click "**Uninstall**"

f. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.

F. Uninstall **Intel Smart Sound Technology** driver
   a. Go to Device Manager
   b. Find "**Sound, video and game controllers**" tab, right click on the all the "Intel Smart Sound Technology" devices and select "Uninstall device"
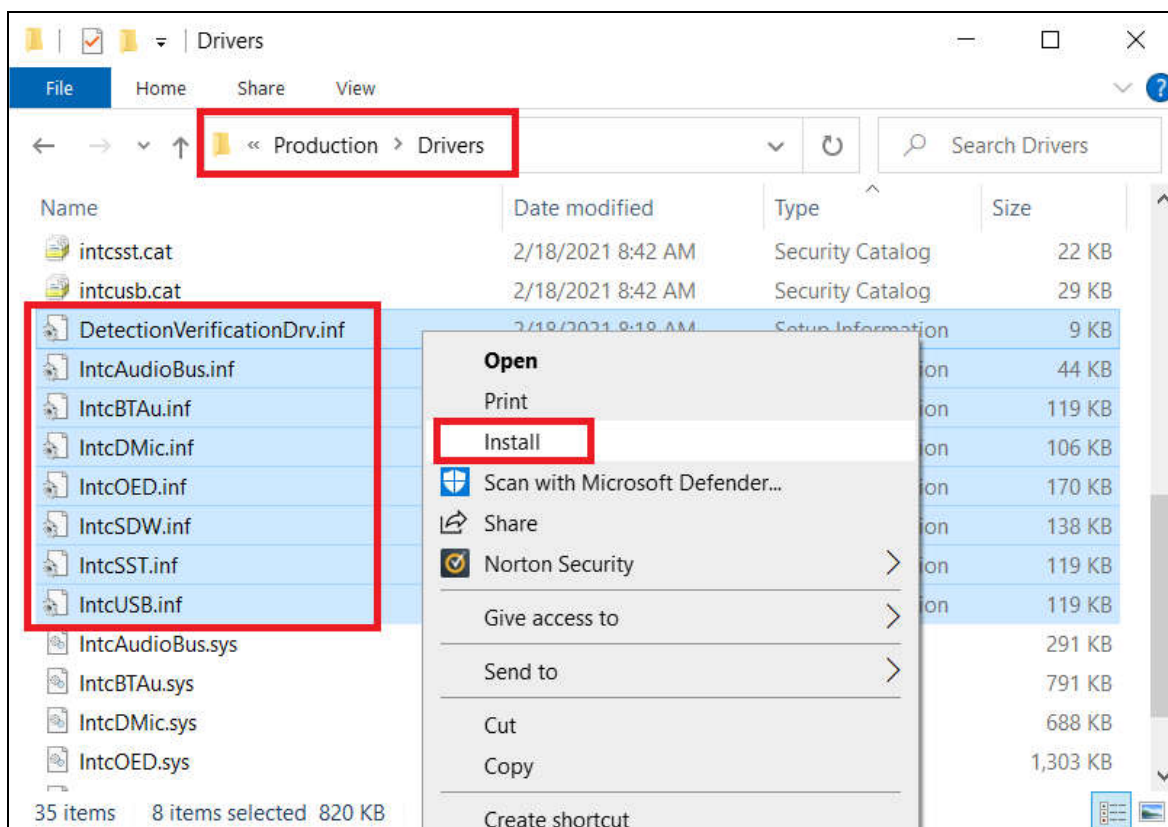

   c. Select the option "**Delete the driver software for this device**" and click "**Uninstall**"
   d. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.
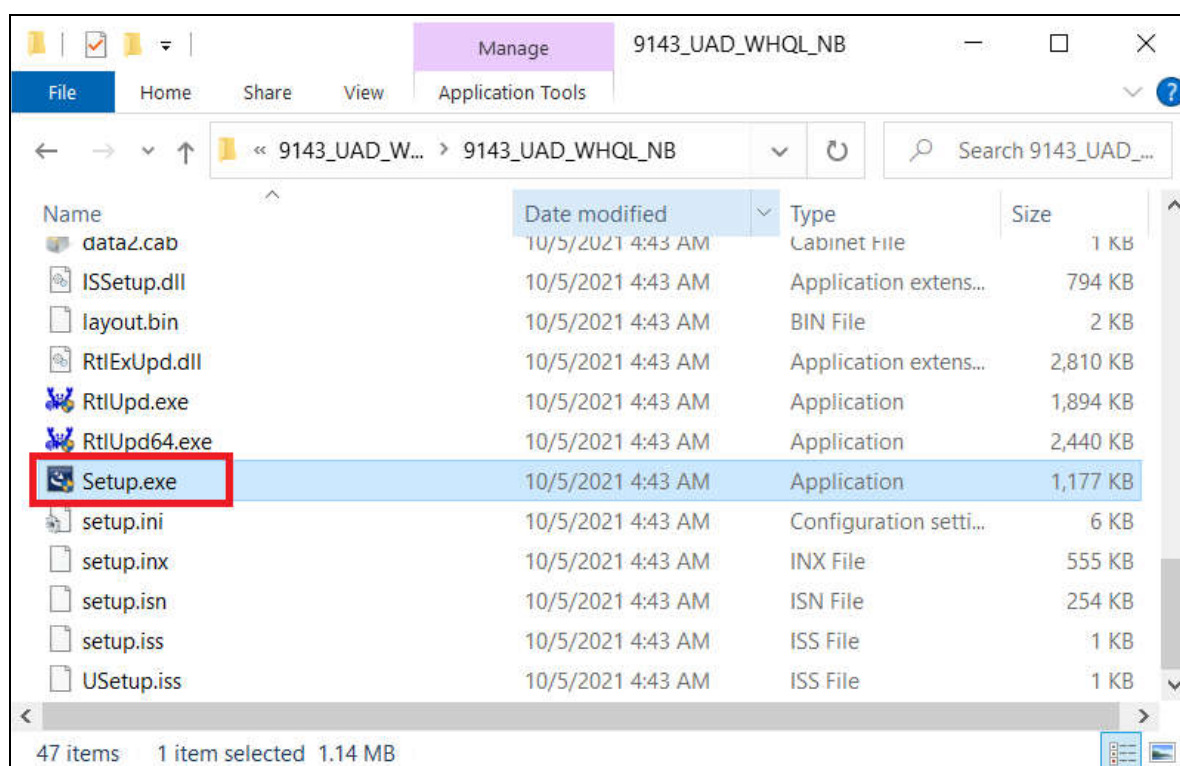
III. Install the new driver and application

1. Install audio driver and the related software.
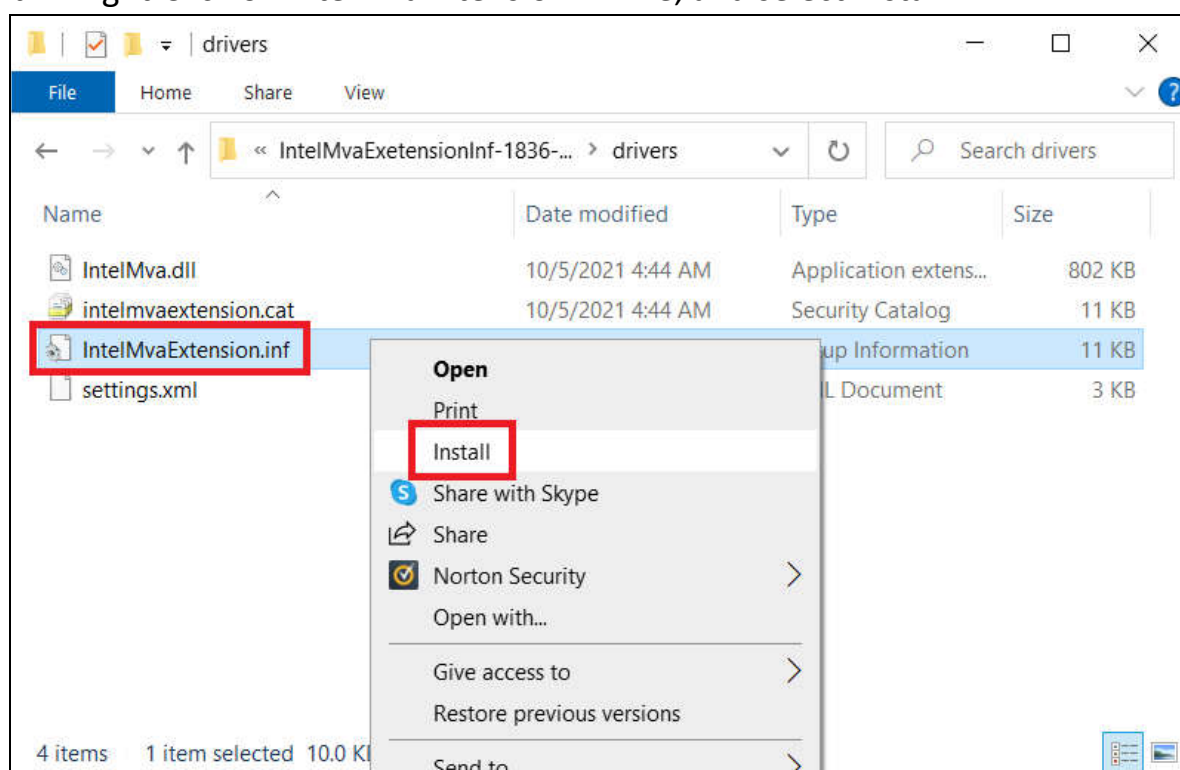
   A. Install **Intel SST (Smart Sound Technology) driver** downloaded in step I.
      a. Go to the location of INF file: Production > Drivers
      b. Right-Click on INF files, and select Install.
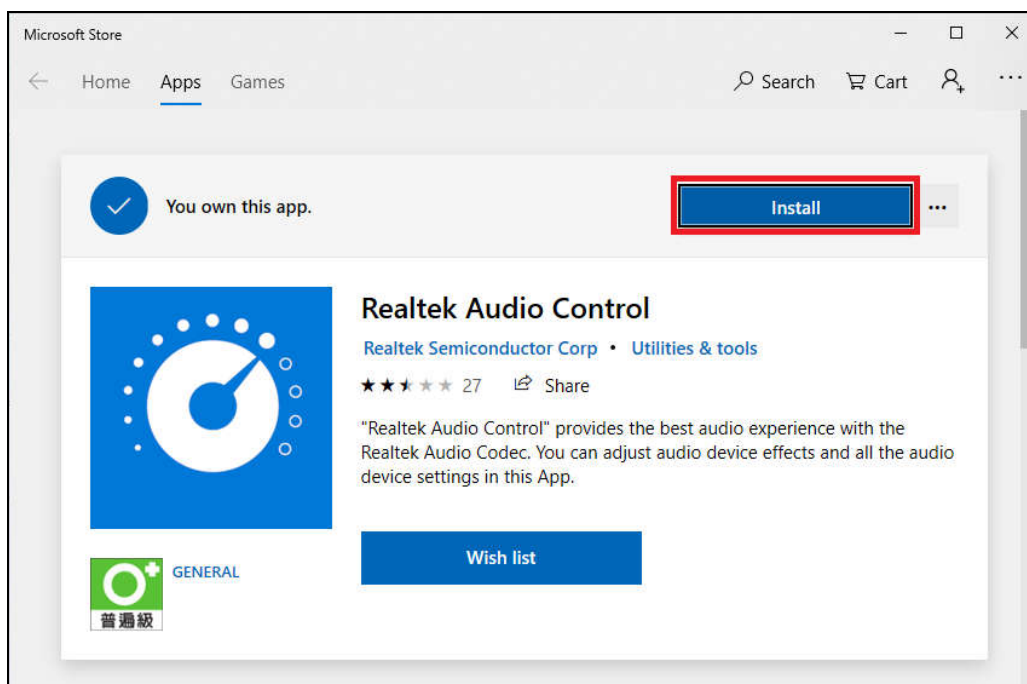   c. Repeat step b for all INF files.

   B. Install **Realtek audio driver** downloaded in step I.
      Run the Setup.exe and follow the on-screen instruction to fininsh the installation.
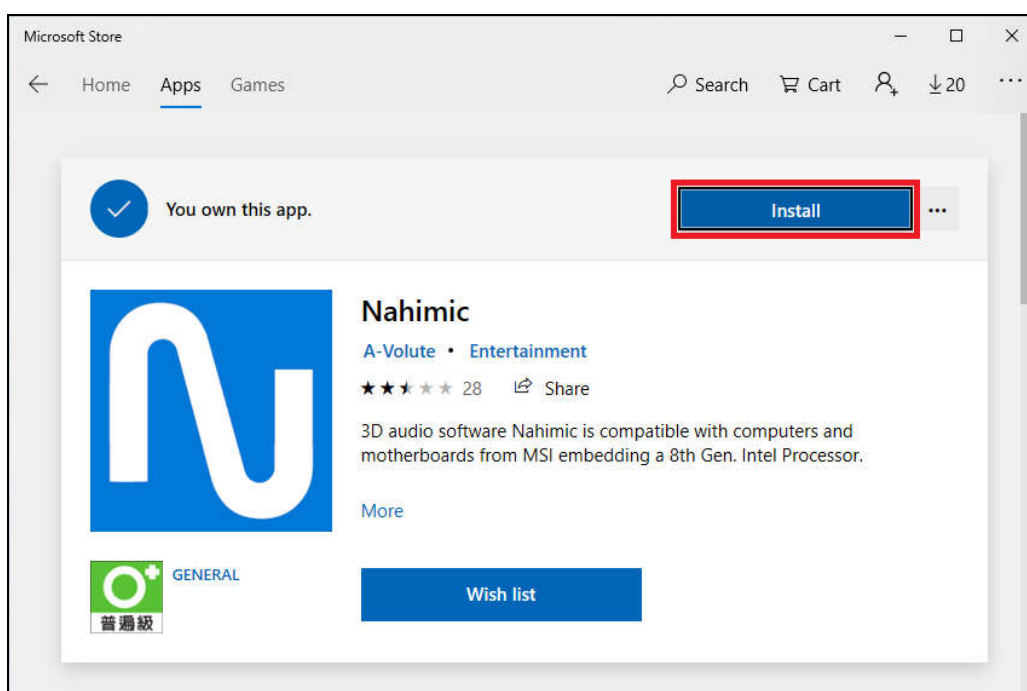
C.   Install **Intel MVA driver** downloaded in step I.
    a.   Find the IntelMvaExtension.inf.
    b.   Right-Click on IntelMvaExtension.inf file, and select Install.

D.   Install the **Nahimic driver** downloaded in step I.
E.   Install **Realtek audio console** on Microsoft Store.
    Here is the download link.

F.   Install **Nahimic 3** on Microsoft Store.
      Here is the download link.

2.   Restart the system.

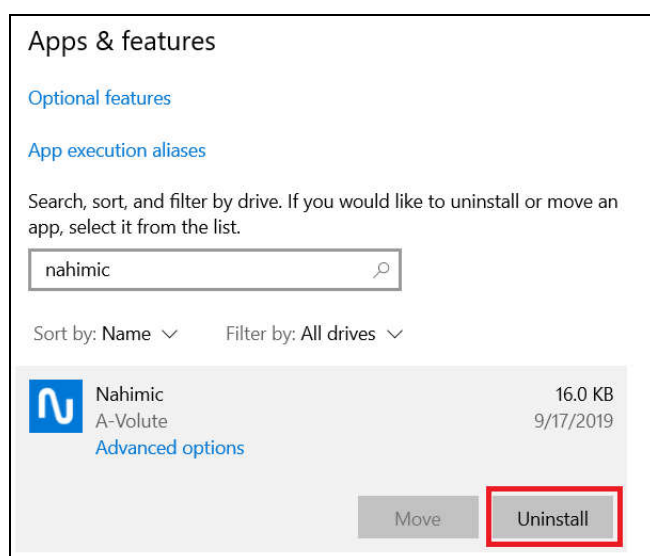• Notebook with the AMD Ryzen™ 7 3000 H-Series, 4000 U-Series, 4000 H-Series CPU, and 5000 H-Series CPU

I.   Prepare the driver install package

1. Visit MSI website, search for product name and go to the "Driver" and "Utility" tab in the download page to download the driver.

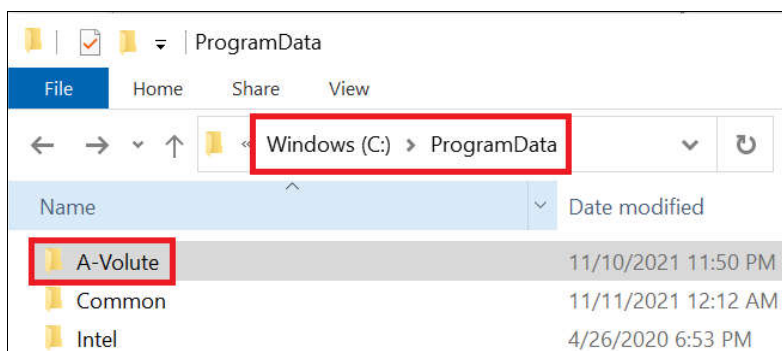2. Download the audio related driver.

Driver	Realtek Audio driver	Download on MSI web
	Nahimic driver	Download on MSI web
Utility	Realtek Audio console (UWP)	Download on Microsoft Store
	Nahimic 3 (UWP)	Download on Microsoft Store

II.   Uninstall the current driver and application

1. Disconnect the network.
    It prevents the Windows Update from installing the generic driver automatically.

2. Uninstall the utility and driver.
    A. Uninstall **Nahimic 3** in Apps & Features.
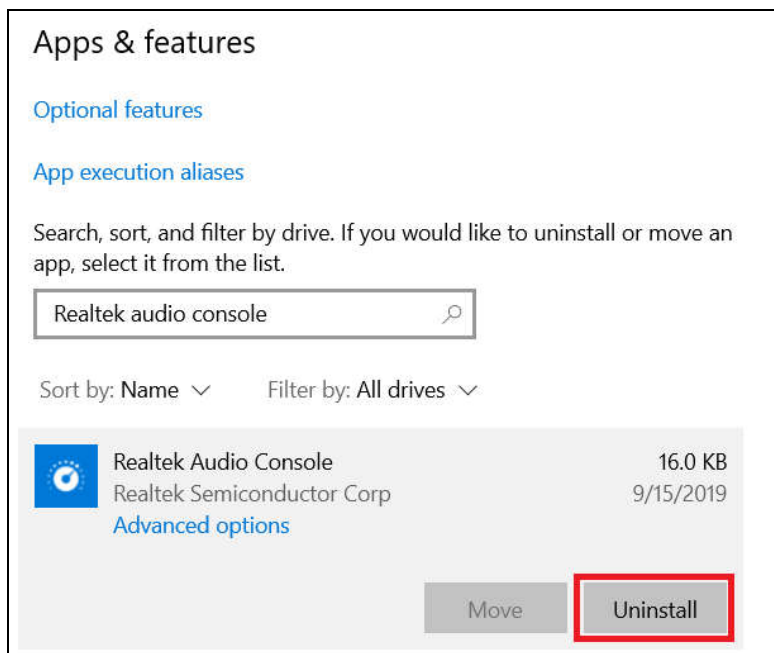   Open Settings > Apps > Apps & features, search "Nahimic" and click on "Uninstall".

    B. Restart the system.
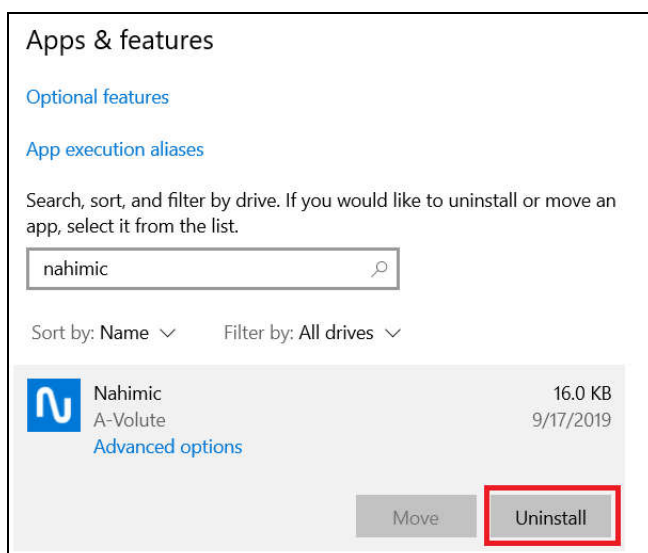   C. Go to C:/ProgramData folder and look for the "A-Volute" folder, and delete it.

(It's a hidden folder, please enable "Hidden items" in the file explorer)

D. Uninstall **Realtek audio console** in "Apps & Features".
    Open Settings > Apps > Apps & features, search "Realtek Audio Console"
    and click on "Uninstall".

E. Uninstall **Nahimic 3** in Apps & Features.
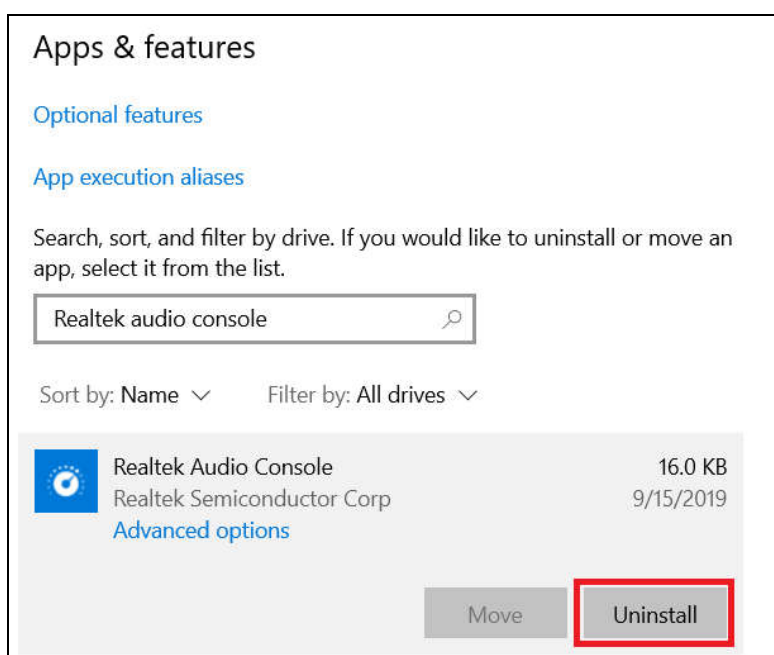   Open Settings > Apps > Apps & features, search "Nahimic" and click on
    "Uninstall".

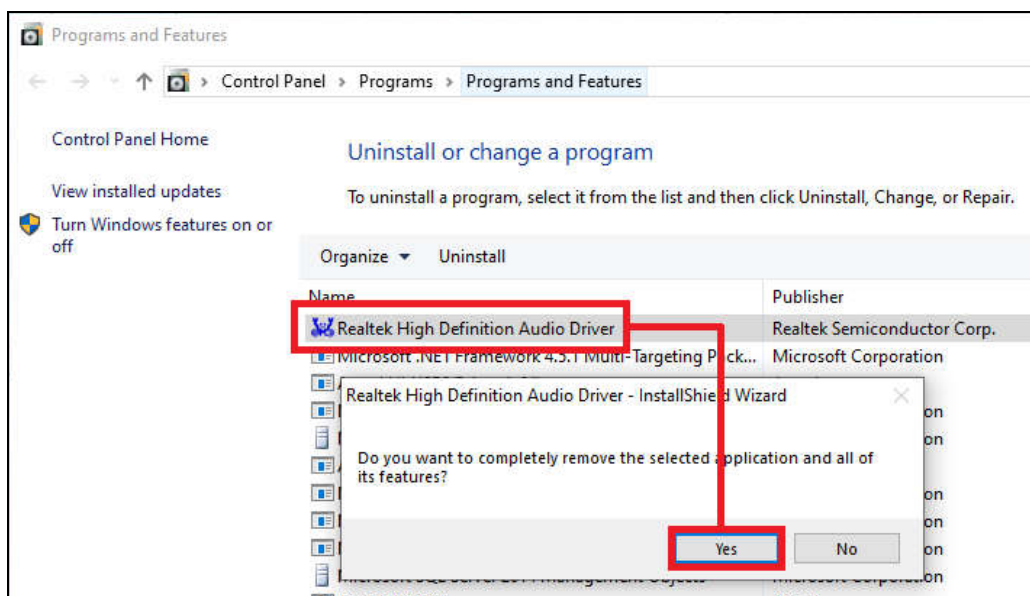F. Go to C:/ProgramData folder and look for the "A-Volute" folder, and delete it.

(It's a hidden folder, please enable "Hidden items" in the file explorer)

G. Uninstall **Realtek audio console** in "Apps & Features".
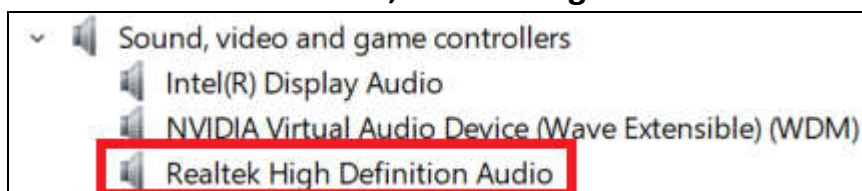Open Settings > Apps > Apps & features, search "Realtek Audio Console" and click on "Uninstall".
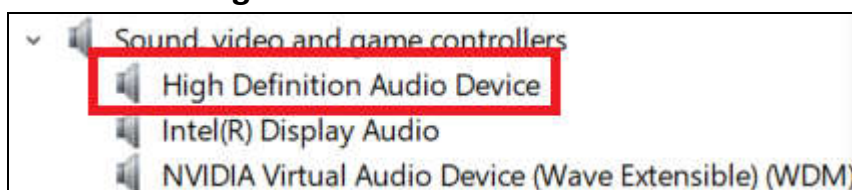
H. Uninstall **Realtek audio driver**
   a. Uninstall Realtek audio driver in "Programs & Features".
      Open Settings > Apps > Apps & features, select "Program and Features".
      Double click on "Realtek Audio Driver" and follow on-screen instruction
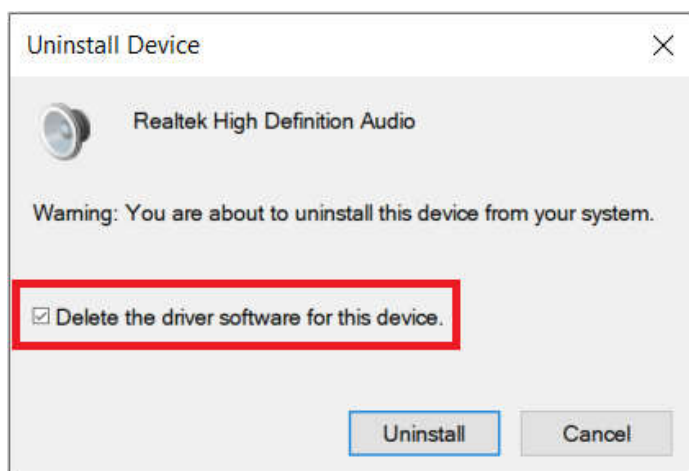   to uninstall the Realtek audio driver.

   b. Restart the system.
   c. Go to Device Manager and check if the **Realtek audio driver** is
      completely removed.
      If the Realtek audio driver is not removed, there is a **Realtek Audio**
      device in the "**Sound, video and game controllers**" tab.

      If the Realtek audio driver is completely removed, there is a **High**
      Definition Audio Device instead of Realtek Audio device in the "**Sound,**
      video and game controllers" tab.

   d. If the Realtek audio driver is completely removed, please Right-click the
      Realtek audio device and choose "**Uninstall device**".
   e. Select the option "**Delete the driver software for this device**" and click
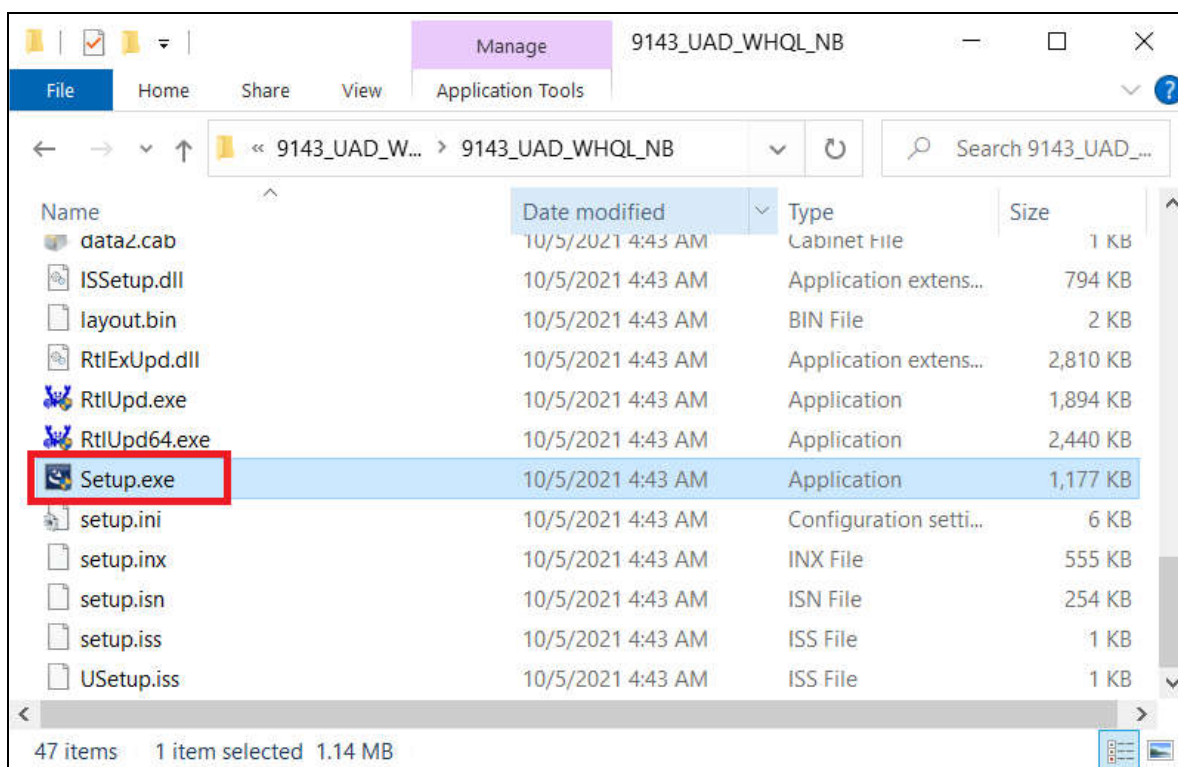
"**Uninstall**"

f. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.

III. Install the new driver and application

1. Install audio driver and the related software.
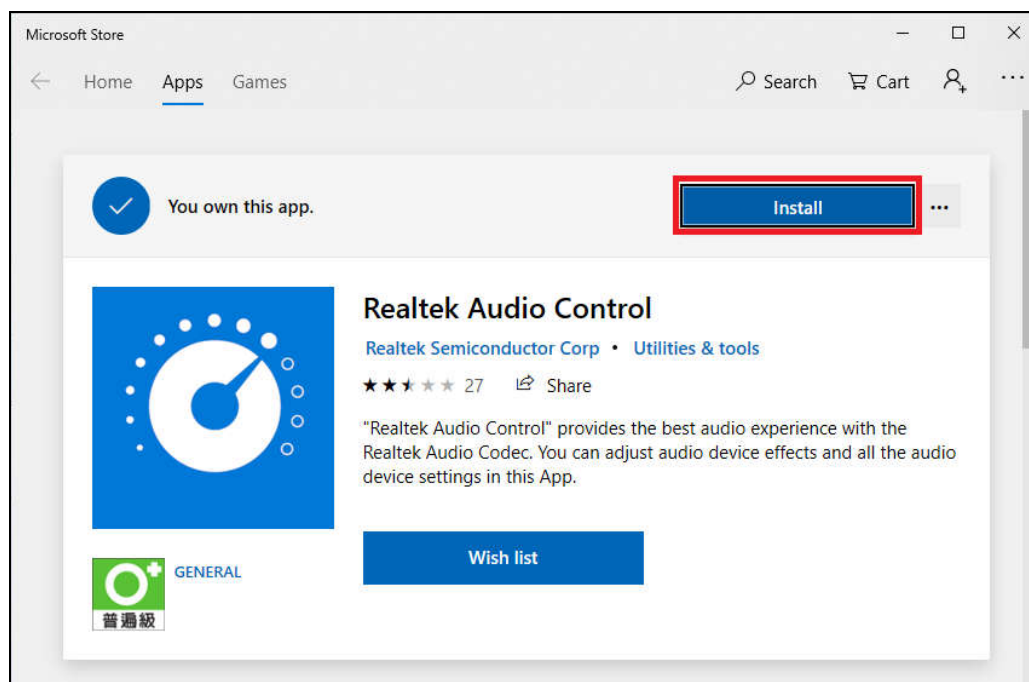
    A. Install **Realtek audio driver** downloaded in step I.
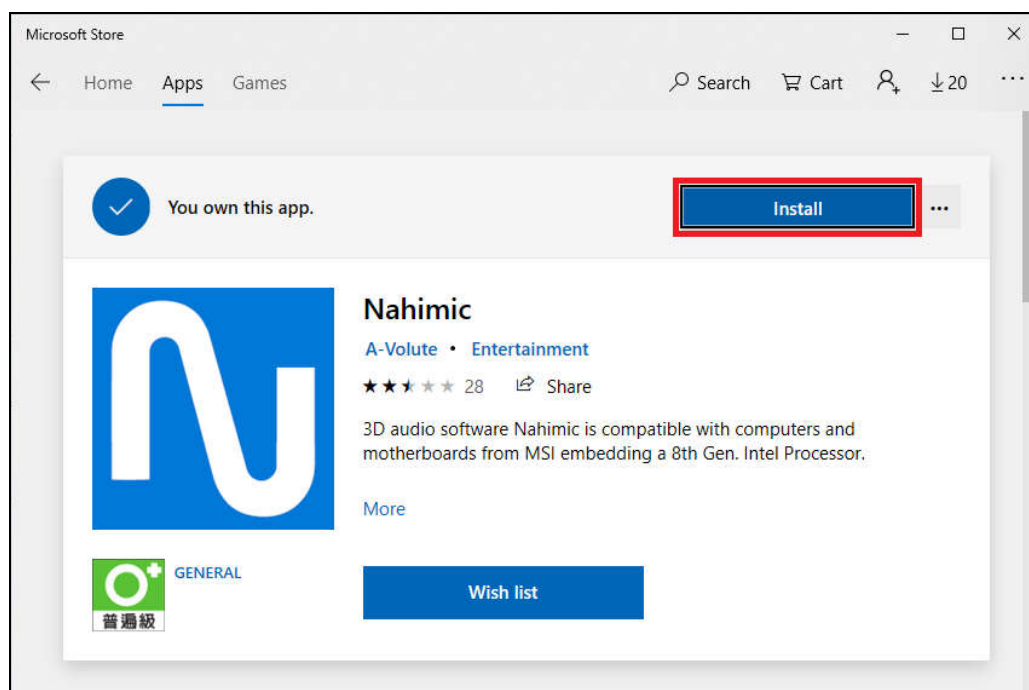   Run the Setup.exe and follow the on-screen instruction to fininsh the installation.

B. Install the **Nahimic driver** downloaded in step I.
C. Install **Realtek audio console** on Microsoft Store.
    Here is the download link.

D. Install **Nahimic 3** on Microsoft Store.
    Here is the download link.

2. Restart the system.

• **Notebook with the AMD Ryzen™ 7 5000 U-Series CPU (Modern 14 B5M, Modern 15 A5M)**
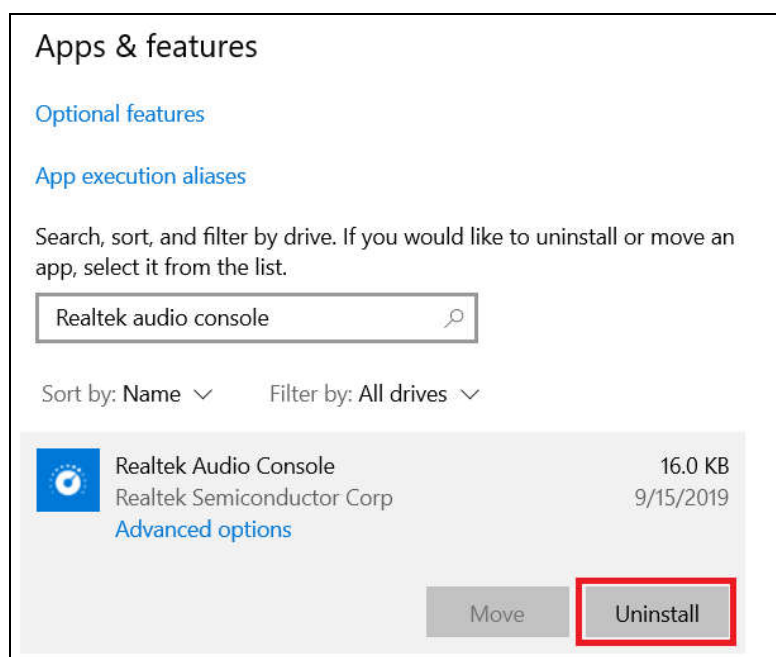
I.   Prepare the driver install package

1. Visit MSI website, search for product name and go to the "Driver" and "Utility" tab in the download page to download the driver.

2. Download the audio related driver.

Driver	Realtek Audio driver	Download on MSI web
Utility	Realtek Audio console (UWP)	Download on Microsoft Store

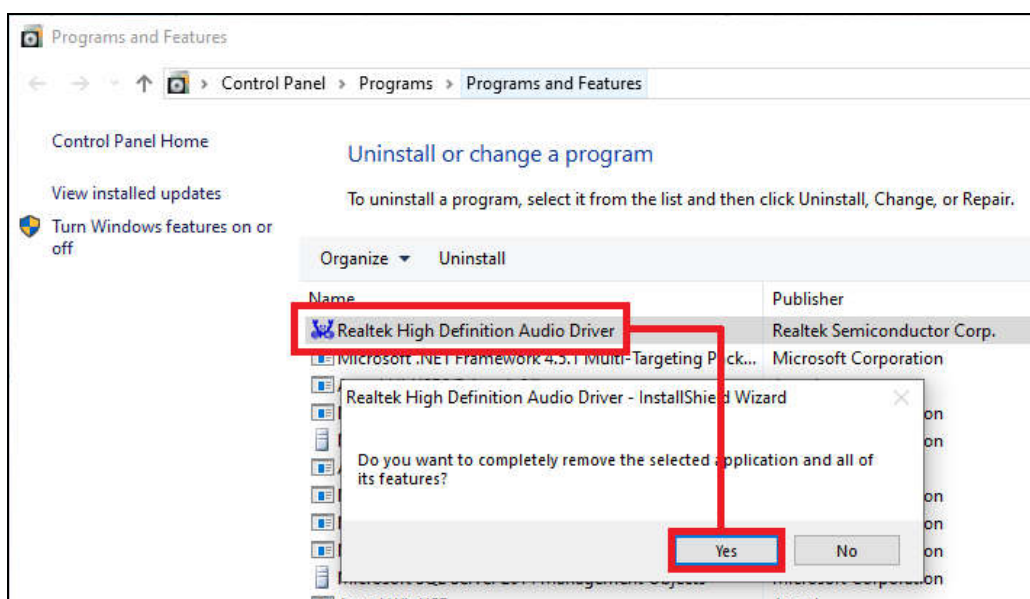**II.   Uninstall the current driver and application**

1. Disconnect the network.
    It prevents the Windows Update from installing the generic driver automatically.

2. Uninstall the utility and driver.
    A. Uninstall **Realtek audio console** in "Apps & Features".
        Open Settings > Apps > Apps & features, search "Realtek Audio Console" and click on "Uninstall".
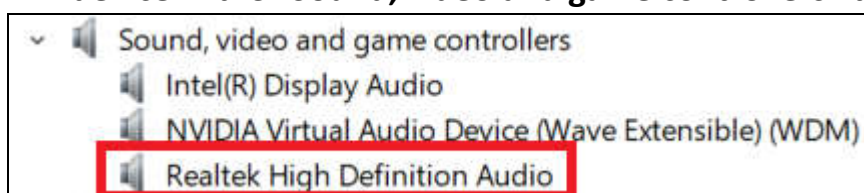

    B. Uninstall **Realtek audio driver**
        a. Uninstall Realtek audio driver in "Programs & Features".
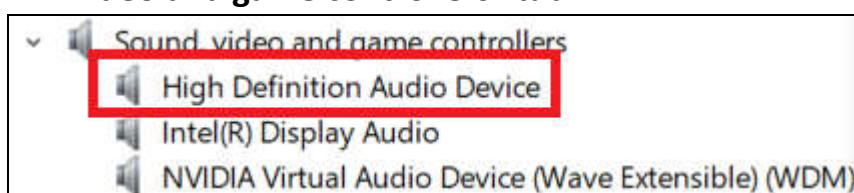   Open Settings > Apps > Apps & features, select "Program and Features".

Double click on "Realtek Audio Driver" and follow on-screen instruction to uninstall the Realtek audio driver.
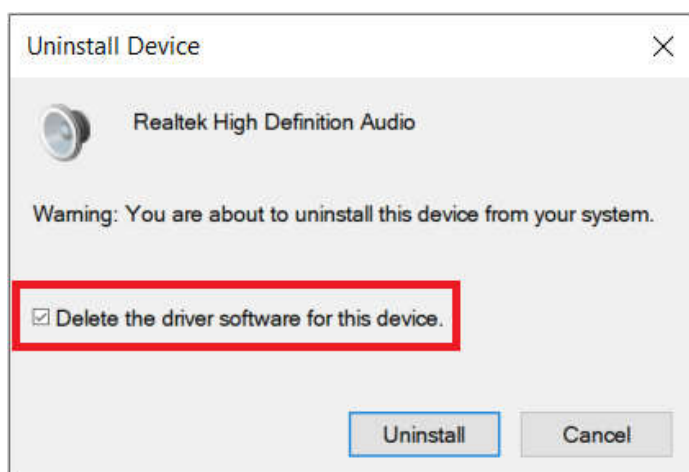

b. Restart the system.

c. Go to Device Manager and check if the **Realtek audio driver** is completely removed.
   If the Realtek audio driver is not removed, there is a **Realtek Audio device** in the "**Sound, video and game controllers**" tab.

If the Realtek audio driver is completely removed, there is a **High Definition Audio Device** instead of Realtek Audio device in the "**Sound, video and game controllers**" tab.

d. If the Realtek audio driver is completely removed, please Right-click the Realtek audio device and choose "**Uninstall device**".

e. Select the option "**Delete the driver software for this device**" and click "**Uninstall**"
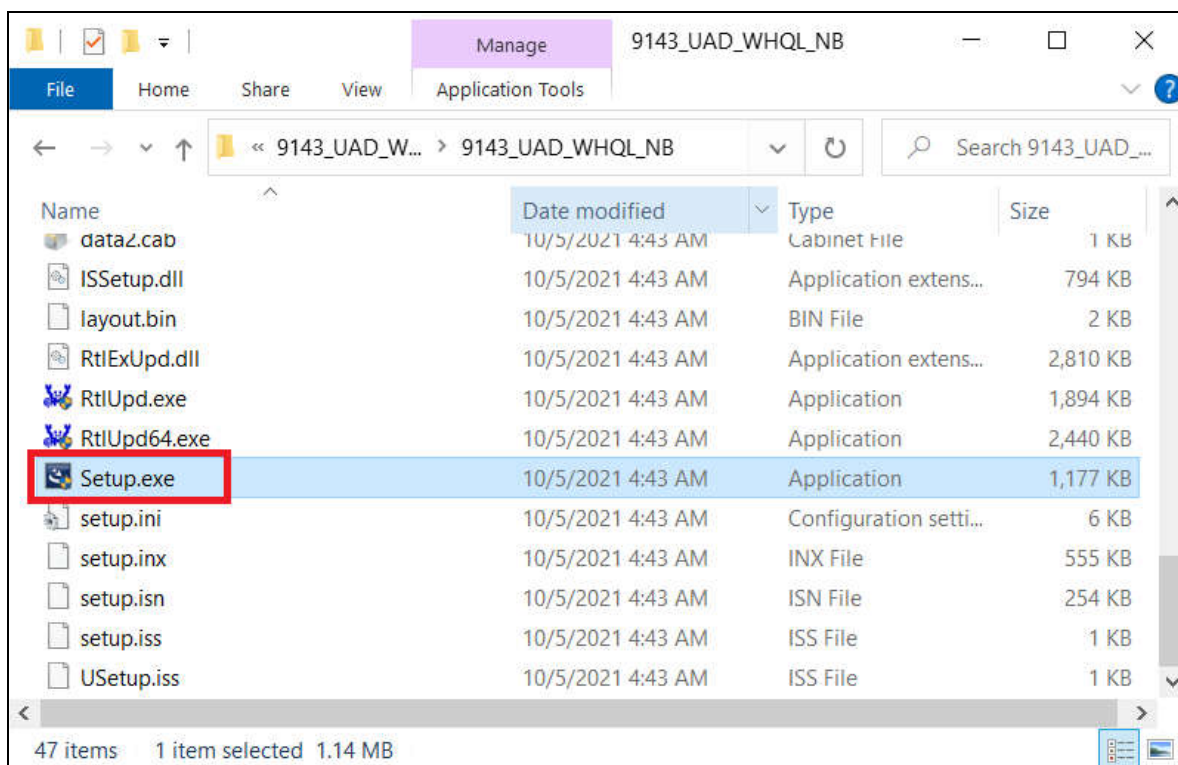
f. Repeat steps a and b until the option "**Delete the driver software for this device**" doesn't show up.
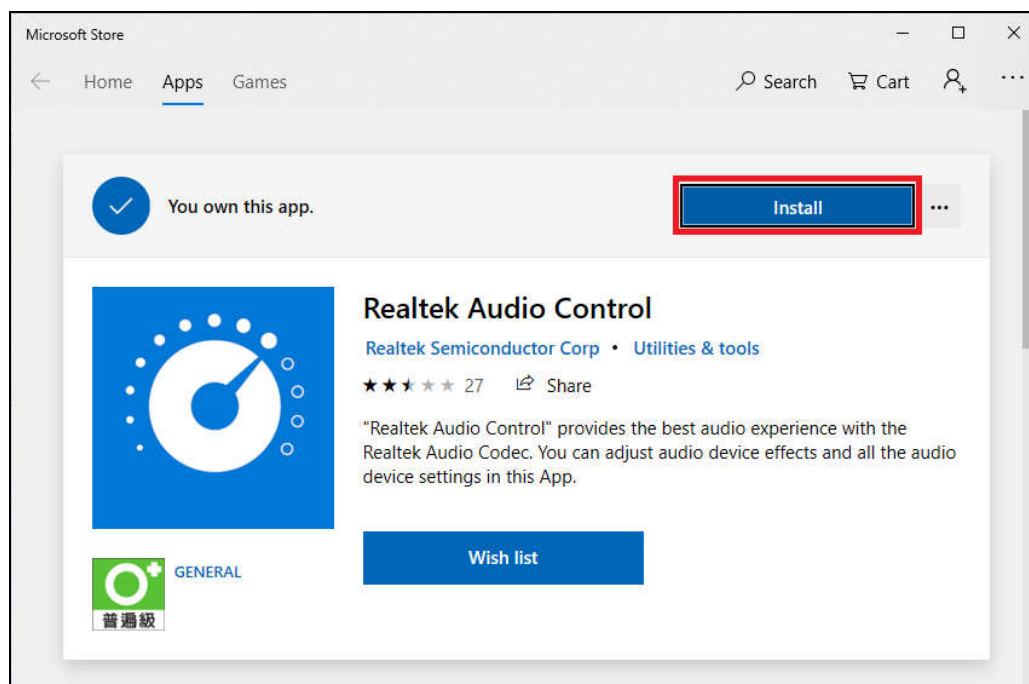
III. **Install the new driver and application**

1. Install audio driver and the related software.

   A. Install **Realtek audio driver** downloaded in step I.
      Run the Setup.exe and follow the on-screen instruction to fininsh the installation.

   B. Install **Realtek audio console** on Microsoft Store.
      Here is the download link.

2. Restart the system.