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AVerMedia AX310

Troubleshooting: How to solve the stuttering, intermittent, or choppy audio issue?

Provided by: AVerMedia Customer Success & Satisfaction Dept.
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AVerMedia Capture Card Model:
Live Streamer AX310 - AX310

What symptom users see:
Audio is stuttering / intermittent / choppy.

Platforms where the audio issue may appear:
Operation system: **Windows 10, 11**
Laptop model:
DELL Inspiron 15 3000 Intel Premium
DELL Inspiron 14 Intel Premium
DELL Inspiron 14 5420
DELL Inspiron 13 5320
HP Victus Laptop 16-d1xxx
Note: This issue is not specific to the laptop models above. We believe on other brands of computers with AI noise reduction or noise removal by APO plugin automatically, or by audio control app on these laptops, the audio issue may happen as well.

Possible Cause:
According to feedbacks from some customers, this choppy audio issue may appear on the laptops whose audio control applications with noise reduction turned on by default.

Solution:
Navigate and find the audio control application installed on the laptop in use and turn off noise reduction removal manually.
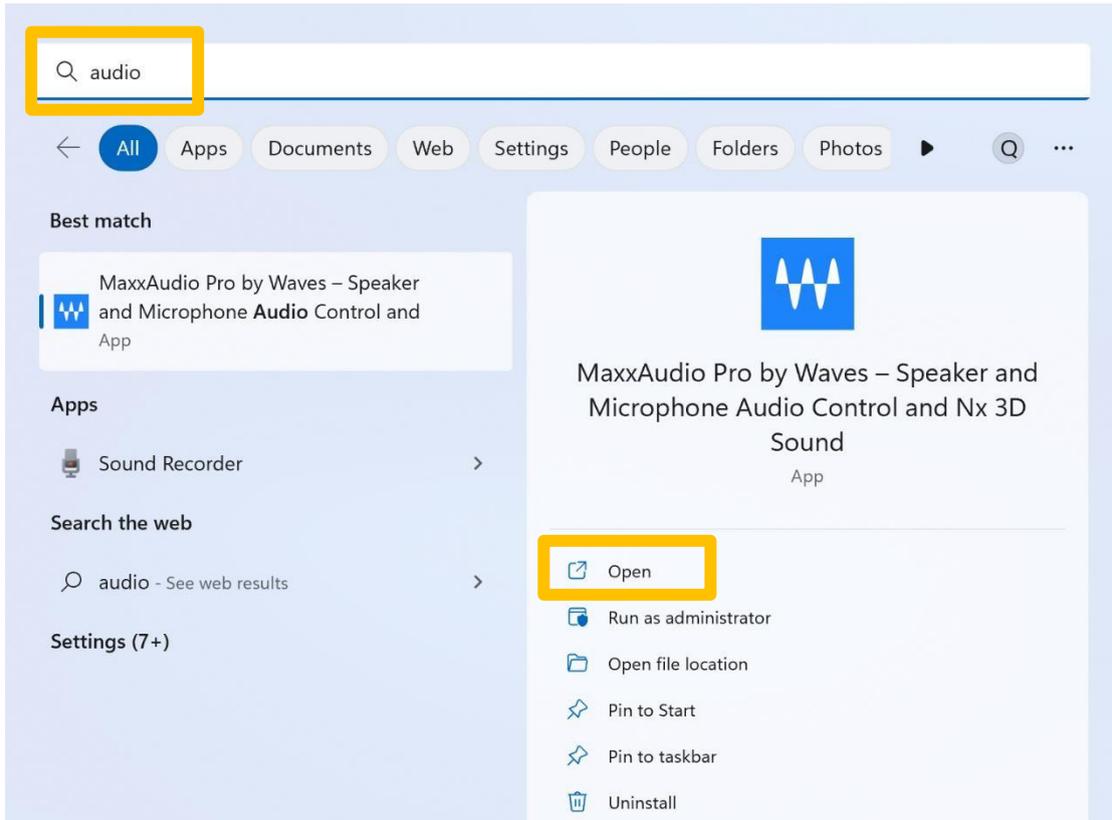
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Example 1, based on DELL Inspiron 13 5320:

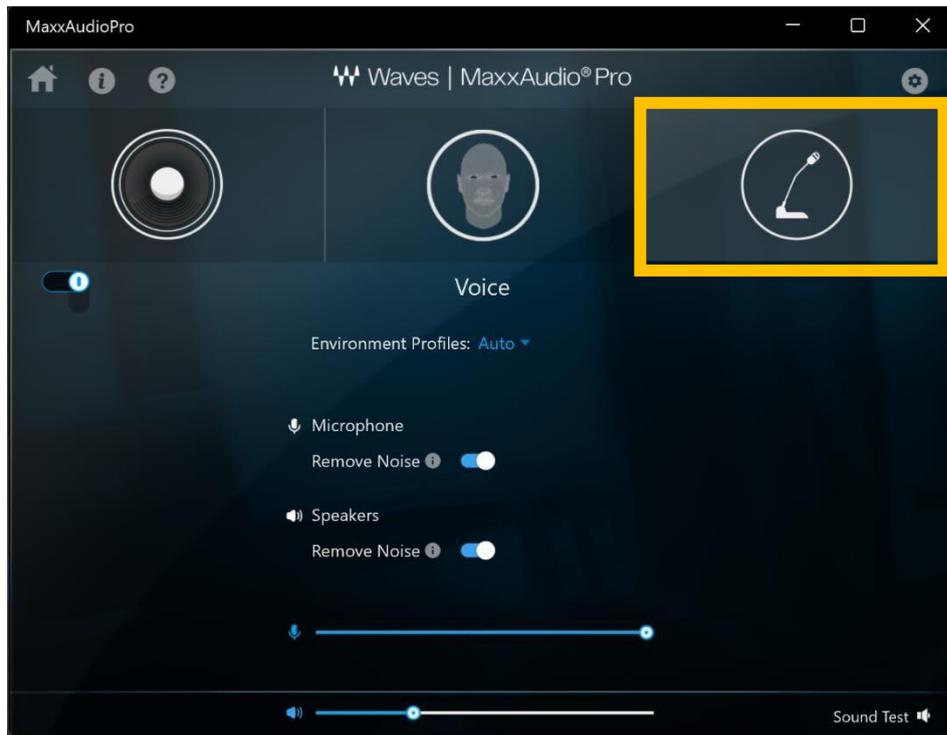Note: Before start, keep the capture device connected to the laptop.
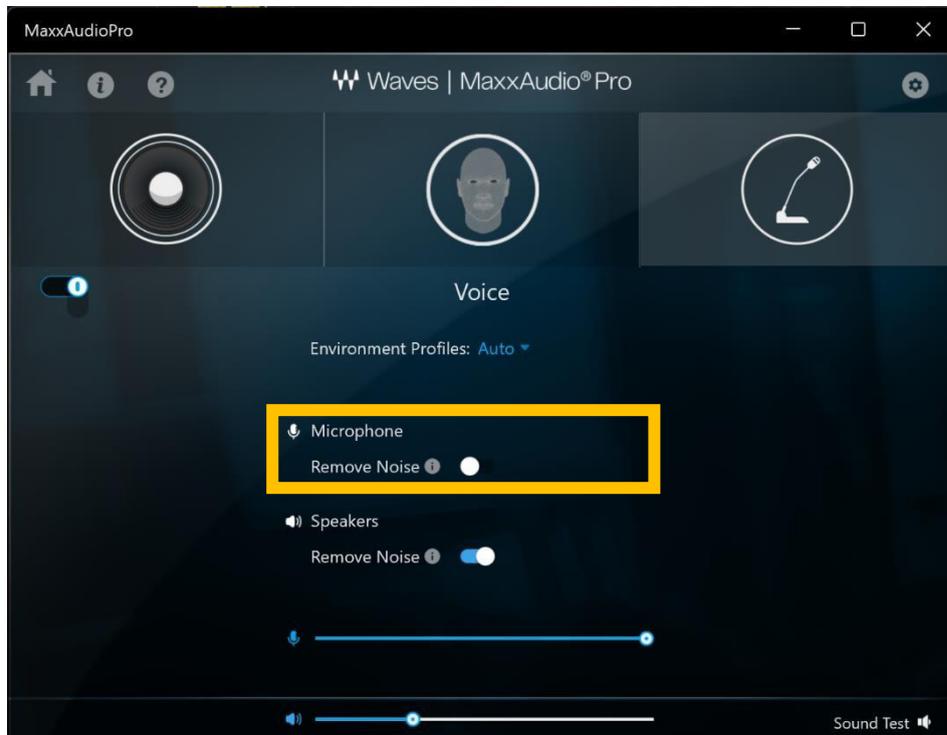
1. Go to Search:

Type Audio, you will find the application, MaxxAudio Pro by Waves, shown in the app list. Click Open:

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2. Select the Voice category at upper right:

Find Microphone. In Remove Noise function, tweak the toggle to **Off:**

Once the noise removal is off, the sound should work normally.

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Example 2, based on HP Victus Laptop 16-d1xxx:
Note: Before start, keep the capture device connected to the laptop.
1. Launch the HP B&O Audio Control application.
2. Click on the NOISE CANCELLATION tab.
Check the AI Noise Removal applied to input device, select microphone device, and tweak the toggle to be **Off.**
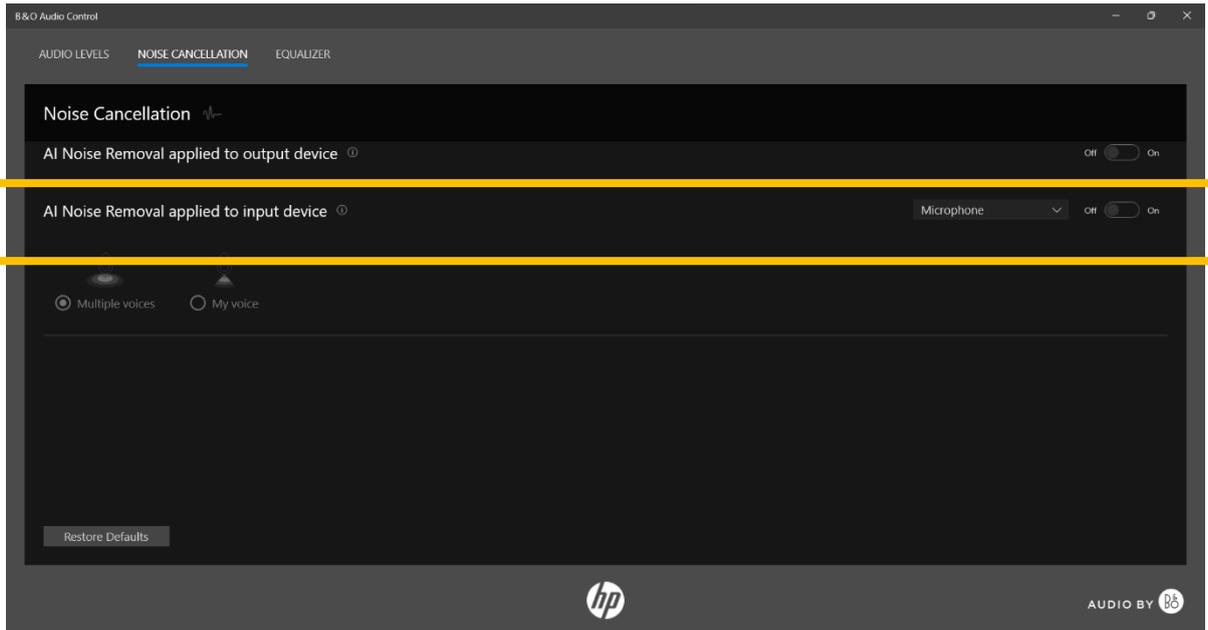
Once the noise removal is off, the sound should work normally.

In case if the audio issue is still there after the steps above, please contact AVerMedia support team to check further. Please write to:
Support | Technical | AVerMedia