

DETERMINING WHAT VERSION OF AUDIO DRIVER YOU HAVE ON YOUR THINKSMART ONE

The Lenovo logo is positioned vertically on the right side of the page, consisting of the word "Lenovo" in white text on a red rectangular background.

ThinkSmart One has had several updates across the last several months, several of these updates have been to improve the audio quality. One frequent question that can come up as a result of these updates is how do you know what version of software is on YOUR ThinkSmart One?

To determine what version of audio driver is on YOUR ThinkSmart One from Lenovo is pretty straight forward – This can be done on your system in person, or you could do it remotely using Lenovo ThinkSmart Manager with a Premium License!

In either Case the process is the same once you get into the Windows environment.

Step 1 is to get into the Windows Admin Account.

If you are in person with the device, and have a keyboard connected, Press the windows Key 5 times, and enter your admin password. You will be in the Windows Admin Account

If you are in person with the device, and do NOT have a keyboard connected, on the room touch panel, go into settings, and enter your admin password. Then select Windows Settings, and then click on Administrator, and enter your Admin Password, you will be in the Windows Admin Account.

If you are remote and have ThinkSmart Manager with a Premium license – find your device in ThinkSmart Manager – Go to the VPRO tab and connect. Go into the Windows Admin Account from there as mentioned in the prior option (settings- →Windows Settings-→ click on Administrator-→ Enter Admin Password)

Step 2 is to check your driver Version

Once you are in the windows Administrator account – the method of finding the version is the same in all cases:

- 1- Press and hold the windows key on the bottom of the screen to pop up a list of options.
- 2- Select Device Manager from the menu.
- 3- Double Tap the Human Interface Devices Category.
- 4- Double Tap the Lenovo USB Input Device – this will pop up a menu.
- 5- In the pop up – select the Driver Tab
- 6- The Driver Version is listed there – as of 9-9-2024 the most recent version available is 1.32.11.44
- 7- If your version is the latest version – then you're all set – If not – Please go to <https://smartsupport.lenovo.com/us/en/products/smart/smart-collaboration/thinksmart-one-ip-controller-microsoft-teams-rooms/12bw/downloads/driver-list/component?name=Audio&id=3AA7F1C4-5B2A-453C-9CE2-B8FCDA8B69BA>

And Download and update your driver for the best audio experience!