

LG, Sony, Sky, Virgin & other TVs | Easy | 2 min read

LG TV: no sound from the TV speakers

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your LG TV shows a picture but stays silent, the cause is usually a setting rather than a broken speaker. Menus differ between LG models and years, so your screen may look slightly different to the steps below.

Quick checks

- Press **Volume up** on the remote and make sure the **Mute** symbol is not on screen.
- Try a different channel or app. If only one is silent, the fault is with that programme or app.
- If you use a Sky or Virgin box, turn up its volume too, and check the box is not set to a different audio output.

Check where the sound is being sent

LG TVs can send sound to a soundbar, headphones or Bluetooth speaker and then stay quiet. Press the **Settings** (cog) button on the remote, then choose **All Settings** and look for **Sound**, then **Sound Out**. Choose **TV Speaker** and test again. On some models the wording is slightly different.

If a soundbar is connected by HDMI, look for the option called **HDMI ARC** or **eARC** in the same list. Switch it on or off to see which works for you.

Restart the TV properly

1. Switch the TV off with the remote.
2. Unplug it from the wall socket.
3. Wait a full minute, then plug it back in and switch on.

This clears many temporary glitches and is safe. Nothing is erased.

Try the sound reset

In the **Sound** menu there may be a **Sound Mode** setting. Try **Standard**. Some models also have a reset option for sound only. If you see this, use it rather than a full factory reset.

When to get more help

Get help if there is still no sound on every channel and input after a restart, if the sound crackles, or if a soundbar still stays silent. Please do not factory reset the TV as a first step, as it removes your apps, logins and settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.