

Windows laptops & PCs | Easy | 2 min read

No sound from my computer

No sound is usually caused by muted volume, the wrong speakers being selected, or a loose cable. It is often a quick fix.

Quick fixes to try first

- Turn the volume up on the computer and on any speakers, and check that nothing is muted.
- Check the volume of the video or website you are playing too. Many have their own volume slider.
- Unplug headphones and any Bluetooth devices. Sound may be going to something other than your speakers.
- Restart the computer.

Step by step

1. Windows: click the speaker icon at the bottom right and check the volume slider and the output device. You can choose a different one from there.
2. Open **Settings**, then **System**, then **Sound**. Under **Output**, choose the right speakers or headphones. Windows 11 and Windows 10 look similar here, but the wording may differ slightly.
3. Still on that page, select your output and use the **Test** button, if there is one, to play a sound.
4. Mac: open **System Settings**, then **Sound**, and choose the right device under **Output**. Check that **Mute** is not ticked.
5. Check that cables are pushed in firmly, and that external speakers are switched on and plugged into power.

If that did not work

- Try headphones. If they work, the speakers or the cable may be at fault.
- Install waiting updates, as these sometimes fix sound problems.
- Try a different program or website to see if it is just one that is silent.

When to get more help

Stop and ask for help if the sound icon shows a red cross or says no device found, the sound crackles or cuts out, or you hear nothing after trying headphones. Please do not download "driver fixer" programs. Tell us the make and model and what you have already tried.

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.