

Samsung TVs | Easy | 2 min read

Samsung TV has a picture but no sound

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.

When the picture works but there is no sound, the cause is nearly always a setting, a connected speaker or a cable. These steps go from easiest to hardest.

Check the obvious things

1. Press **Volume up** on the remote and check that the mute icon is not showing.
2. Try another channel or app. If only one has no sound, the problem is with that source.
3. If you use a soundbar or Bluetooth speaker, make sure it is switched on and turned up.

Check where the sound is going

The TV may be sending sound to the wrong place, such as a Bluetooth speaker that is now switched off.

1. Go to **Settings > Sound > Sound Output**.
2. Choose **TV Speaker**.

Menu names can vary a little between models, but Samsung's support pages list this path for recent TVs.

Run the Sound Test

On recent models, go to **Settings > Support > Device Care > Self Diagnosis > Sound Test**. The TV plays a melody through its own speakers. If you hear it, the speakers work and the problem is a setting or a connected device. If you do not, try the next steps.

Reset sound settings

Go to **Settings > Sound > Expert Settings > Reset Sound**. This only resets sound options and does not remove your apps or Wi-Fi.

Other things to try

- Unplug any HDMI or optical cable and see if sound returns.
- If the sound is missing only from a Sky box, console or Blu-ray player, check that device's own audio settings.
- Run **Software Update** under **Settings > Support**.
- Unplug the TV for a minute and plug it back in.

When to get more help

If the Sound Test plays nothing with all external devices unplugged, the speakers or sound board may be faulty. Do not open the TV. Check your warranty and contact the shop or Samsung. Vision Tech can help you work through the checks first.

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.