

TVs, streaming & smart home | Medium | 2 min read

Soundbar setup and no sound

A soundbar can make TV speech and films much clearer. If you have just fitted one, or it has gone quiet, these steps can help. Menu names and socket labels differ by brand, so check your TV and soundbar manuals if you have them.

The best way to connect

1. Look at the back or side of the TV for an HDMI socket marked **ARC** or **eARC**.
2. Plug an HDMI cable from that socket into the soundbar's HDMI output marked **ARC** or **TV**.
3. Turn both on.

If your TV has no ARC socket, you may use an optical cable, which is a square-ended cable called Toslink.

Turn the TV speakers over to the soundbar

1. Open the TV **Settings**.
2. Look for **Sound**, then **Sound output** or **Speaker**.
3. Choose the HDMI ARC or optical option, or the name of your soundbar.

Check the soundbar

- Make sure it is switched on and on the correct input, often marked ARC, HDMI or TV.
- Check the volume is up and mute is off.
- Check the volume on the TV is not set to zero.

If there is still no sound

1. Turn off the TV and soundbar at the wall.
2. Unplug the HDMI cable and push it back in.
3. Wait a minute, then switch on again.
4. Try another cable if you have one.

If the sound is poor or missing in some programmes

- Look in the TV sound menu for **Digital audio** or **Audio format** and try **PCM** or **Auto**.
- Some channels use surround sound that not every soundbar can play.

Controlling the volume

If the TV remote does not change the soundbar volume, turn on **HDMI-CEC** in the TV's settings, or teach the soundbar remote to work with the TV.

When to get more help

Get in touch if the soundbar has no power light, if you cannot find the right socket, or if the sound cuts out every few minutes. We can help with setup and cables.

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.