



## Audio Troubleshooting Guide

Some handy troubleshooting steps to take if your audio fails you. Note: Always consult your user manuals for further information. And in the event you have continuing problems with your audio, contact your manufacturer.

### **No sound at all!**

#### **Troubleshooting solutions:**

1. Make sure you have a discrete sound card and/or amplified set of speakers. If not, you need to purchase an amplified set.
2. Make sure your speakers are plugged in and turned on.
3. Make sure the speakers are connected to the correct outputs on the audio adapter and not to the microphone or line-in ports.
4. Select Start/Programs/Accessories/Volume Control and move the Wave slider all the way up.
5. Next, set the Volume Control slider a quarter of the way to the top. Now, make sure the Mute and Mute All check boxes are cleared.
6. Open your Start/Settings/Control Panel/System/Hardware/Device Manager and make sure the name of your audio adapter is listed beside "Sound, video and game controllers." If not, install your audio adapter's driver from the installation CD.
7. Open your audio adapter's configuration utility and make sure the selected output matches the actual digital or analog connection to your speakers.
8. Make sure your speakers are working properly. Plug them into an audio source, such as your CD player. If they don't work, replace them.

### **No Sound from CDs or DVDs!**

#### **Troubleshooting solutions:**

If your system isn't running on Windows XP, make sure your optical drive is connected internally to the sound card with either a 4-pin analog audio cable or a 2-pin digital audio cable.

### **No Sound During DVD Playback**

#### **Troubleshooting solutions:**

Uninstall the DVD playback software from your PC. Next, reboot your computer and reinstall the software from its installation disc.

### **Some of your really cool 3D games have no sound!**

#### **Troubleshooting solutions:**

1. Go to the manufacturer's website and download and install the latest software drivers for your audio adapter.
2. Disable any background utilities running on your PC; if the sound returns, restart each utility one by one until you isolate the problem-causing program.
3. Reduce DirectSound hardware acceleration by selecting Start/Settings/Control Panel/Sounds and Audio Devices/Speaker Settings/Advanced/Performance. Move the Hardware acceleration slider one notch to the left and click OK. If you still have no sound, move the slider one more notch to the left. If necessary, move it all the way to the left.
4. Select Start/Settings/Control Panel/Sounds and Audio Devices/Audio and change the default sound playback device to Game Compatible Device.