This tutorial will help you identify and fix common sound problems in Windows, including no sound coming from your speakers or headphones.

Sound problems can be caused by cables that aren't connected properly, damaged drivers, incompatible drivers, sound settings, missing updates, and problems with your sound card.

Complete each step before moving on to the next one. Check for sound after each step before going to the next step.
Check Hardware

1. **Check if the cables are connected properly.**

Many PCs have three or more jacks that connect to a sound card or sound processor, including a microphone jack, line-in jack, and line-out jack.

Your speakers should be plugged in to the line-out jack (Green).

If the colors are faded, try plugging your speakers in to each of the jacks to see if any of them produce sound.
2. Check Power and Volume

If you have speakers, make sure they are plugged into a working power source and turned on.

Make sure that your speaker volume or headphone volume isn't muted or turned down too low. This can be checked by clicking the button on the task bar. If the button looks like this: 🔊, click on it to turn off muting.

If using a laptop or tablet, check the external volume control to make sure it’s not turned all the way down.

Check volume controls for each open application.
Use a Troubleshooter

A troubleshooter is an automated tool that can find and automatically fix some problems with your PC.

To troubleshoot, go to the start menu and search by typing ‘troubleshooting’.
Click on ‘Hardware and Sound’.
Next, click on ‘Troubleshoot audio playback’.
Follow the steps in the troubleshooting window.
Check for Windows Updates

If none of the above steps work, install windows updates and try the steps again.

To update windows, go to Start → Control panel → System and Security → Windows Update.

Install any available updates and restart your computer.