Tech Info Library

No Computer Sound Troubleshooting Steps (7/95)

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TOPIC --

What could be causing my computer to not play sounds?

DISCUSSION ---

Step 1

Check the volume in the Sound control panel to make sure the volume is not
turned all of the way down.

Step 2

Check to see if anything (such as a microphone) is plugged into the speaker port
on the back of your computer. If you have a microphone, it must be connected to
the microphone port and not to the speaker port. If you have external speakers
connected, disconnect them and see if your computer will play sounds through the
internal speaker. Having anything connected to the speaker port will
automatically disable the internal speaker. If your computer will play sounds
with nothing connected to the speaker port, you will need to examine your
speakers.

Step 3

If you still cannot hear any sound and have nothing connected to the speaker
port, you should reinstall your system software. If reinstalling system software
does not resolve your issue, contact an Apple authorized service provider. You
may locate one in your area by calling 800-538-9696.

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