

Identifying why there is no sound, or why the sound is faint in Windows 9x/ME

The Problem

If the sound on your PC has stopped working, or it works but it is very faint, then this document may be able to step you through resolving this problem.

The problem is likely to be one of the following 3 issues :

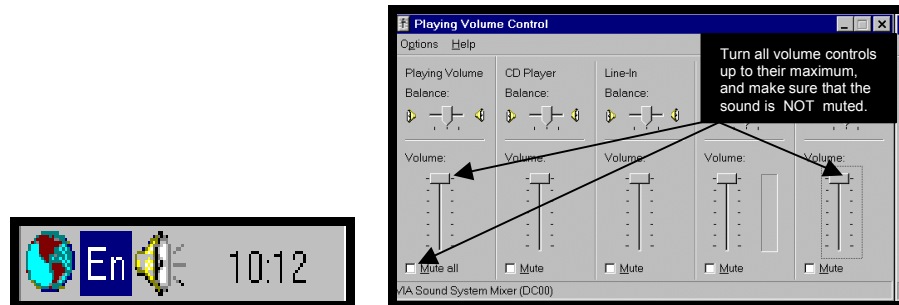
- The Volume.** *The volume is not turned up on the speakers, and/or it is not turned up on the loudspeaker icon in the TaskBar. It may even be muted.*
- Faulty soundcard.** *Either the soundcard is defective, it has a defective connection, or you are not plugged into the correct output socket. Make sure the connections are well in, and see if the sound suddenly comes out blasting when you turn the jack around and around.*
- Faulty Speakers.** *The speakers are faulty.*

Things to try

The Volume

- Turn the sound up on the speakers and see if this makes a difference.

- If not, **double-click** on the loudspeaker icon next to the time in the TaskBar, to bring up the "Playing Volume Control" dialogue box. *The sound control icon may appear different to the example below, as some soundcard drivers go and install their own "sound manager" application.*



- Turn all volume controls up to their maximum, and make sure that the sound is NOT muted.
- If this has not solved your problem, continue with this document.

Defective Soundcard

- Make sure the speakers are plugged into the correct output socket on the soundcard at the back of your PC. If this problem has appeared after you recently unplugged and re-plugged the speakers (ie. after moving the PC), then try a different output socket on the soundcard at the back of your PC (on many modern PCs the speaker output is **Green**).
- Try turning the jack around and around, as sometimes there is a bad or loose connection. If there is a loose connection, the sound should come blasting out as you "fiddle" with the speakers jack.
- In case the soundcard has been installed wrongly, i.e. incorrect drivers etc., make your way to...

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Windows 95 & 98

And download...

- **Problem - Sound card has become de-installed**

- If the problem still persists after you followed the instructions in the document you downloaded above, then continue with this document.

Faulty Speakers

- If none of the above has solved your problem, it looks as if your speakers are faulty. Replace the speakers and see if this makes a difference.
- If you still have problems after trying all the above, then go back to our website and post us a query, indicating all the steps that you went through.

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