



# Tech Info Library

## No Computer Sound Troubleshooting Steps (7/95)

Revised: 7/19/95  
Security: Everyone

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

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

Step 2

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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

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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.

Support Information Services

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