

Tech Info Library

TITLE

iMac: No Sound or Startup Chime Heard

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TOPIC

When I power on my iMac, I get no sound, not even a start-up chime. All sound-in and sound-out ports are empty. Does this indicate a hardware problem?

DISCUSSION

It is likely that the system volume setting in the Sound portion of the Monitors & Sound control panel is either at the lowest setting or muted. Unlike previous Macintosh desktop computers, the start-up chime on the iMac is controlled via software sound controls, allowing the volume of the startup chime to be adjusted.

If RAM was recently installed it is possible the audio cable may have been accidentally disconnected or it may not be properly connected. Remove the rear access cover from the computer. You will see four cables attached to the main logic board. The cable furthest to the left is the audio cable. Make sure it is properly connected. Connect the cable if necessary. The Mac OS Info center has directions on how to install memory in your computer. Refer to these directions if you need help removing the rear access cover. Step 10 in the directions has a good diagram depicting the audio cable. If the cable is connected correctly, you may consider having the computer inspected by an Apple-authorized service provider.

EXTENDED Information - [Apple Internal Use](#) - [Service Providers and Support Professional](#)

Document Information

Product Area: iMac
Category: iMac Hardware
Sub Category: Troubleshooting