

Volume not Working in Sound Blaster Audio and Windows Volume Panel

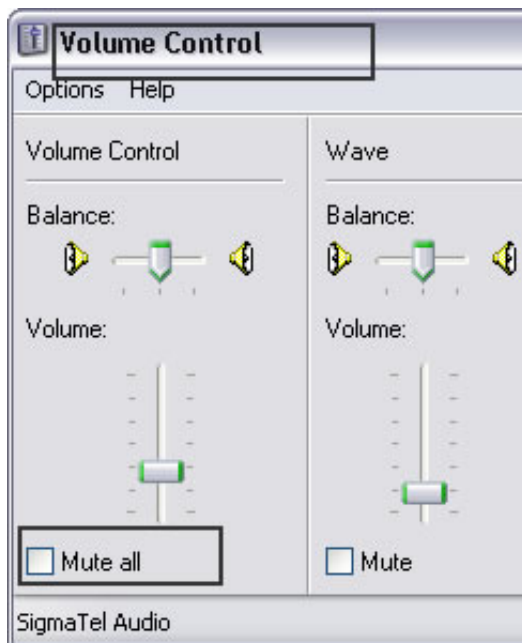
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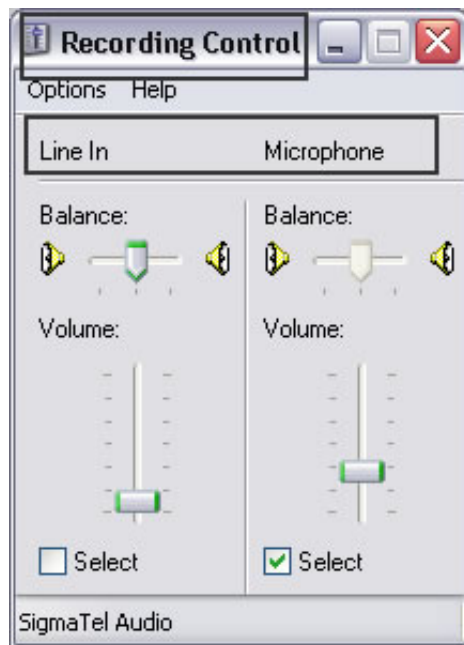
Incorrect installation of soundcard, not selecting a default soundcard or as simple as setting the volume to mute are just some of the reasons why the volume is not producing any sound in your computer system. This despite the volume being cranked up to the loudest.

To ensure that we cover as much areas as possible, we have compiled a list below which you can use to ascertain the root cause of your volume not working in your computer system.

Checking the basics:

1. Launch the Windows Volume Panel from **Start > Accessories > Entertainment > Volume Control**
2. Check if the volume sliders there are for **Playback** and not **Recording**.





3. Ensure that there are no check marks in the mute check boxes
4. Secure the wires going from your sound card to the speaker system. No cables should be loose and make sure that the cables are connected to the correct ports to the soundcard
5. If your speaker has a volume knob, ensure that the speaker is powered on and the volume knob is turned up as well.

Checking your soundcard settings:

1. If you have connected your speaker system to a soundcard, you will need to set that soundcard as the default soundcard in your computer system. Otherwise, Windows will not know where to output the sound to. Therefore, go to Control Panel and select the audio settings. Make sure that you have the correct soundcard selected as default
2. In the Sound Blaster audio control panel, ensure that the volume is not muted and turn the volume up

Checking for soundcard and Windows updates:

1. Check if your computer has all the necessary audio codecs to play the audio files. Download and install the latest updates from Windows and Creative

2. Close all applications and re launch only the music media player that you are using. Check if the media player can produce sounds.

Scenarios and common situations when the above fails to produce positive results:

1. If the system prompts you an error when you are adjusting the volume control panel, capture a screen shot of the error (CTRL + ALT + Print Screen - SysRq) and paste (CTRL + V) it into the email correspondence when you contact us for further support.
2. Verify if there is sound, even for Windows operations such as shutting down the computer. If there are no sound even at this level, uninstall the soundcard. After the uninstallation, restart the computer and check if it is now producing sounds. If yes, reinstall the soundcard and check again.

If Windows does not produce sound even after the uninstallation of the soundcard, check your PC settings with the manufacturer if there is any missing component that needs to be reinstalled

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