

## Sound Blaster: No Audio

Keywords/keyphrases: Sound, Blaster, no audio, no sound, sound card, sound device, detect, default, configure, configuration, playback, audio source, connection, cable, connectivity, USB, PCIe, PCI, Bluetooth, SD, priority, Line-In, Aux-In, streaming, mute, mixer

### Summary:

- ✓ **Applicable To:** All Sound Blaster products
- ✓ This article provides a general troubleshooting check list on sound device with no audio playback.

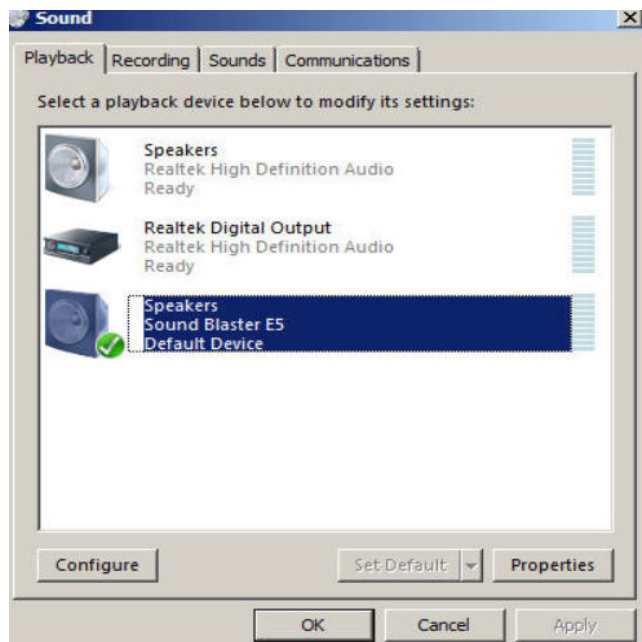
### Detection

For bus-standard such as PCI/PCIe or USB-based connection, the Sound Blaster has to be detected by the Operating System with the relevant custom driver/software installed.

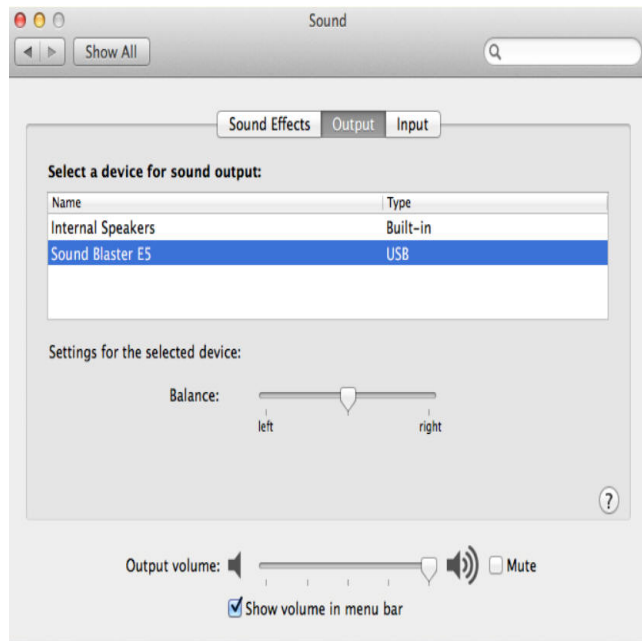
### Default Playback

Select the appropriate audio end-point of the Sound Blaster where the sound is being tapped for playback.

Windows:



Mac:



## **Physical Connection**

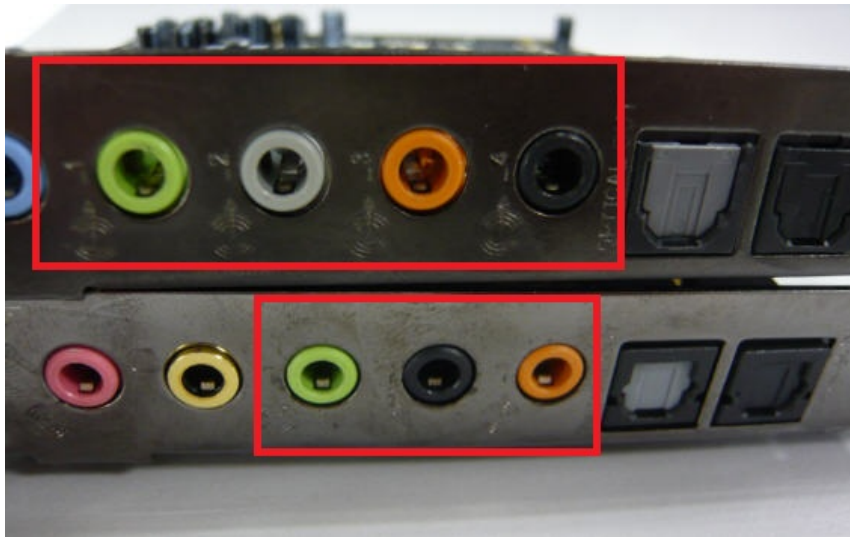
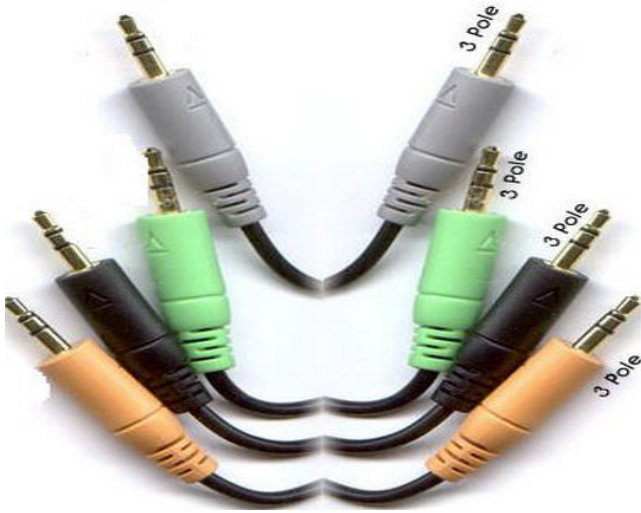
For analog speaker connection, making sure the cable plugs are inserted into the appropriate jacks of the Sound Blaster.

For 5.1 speaker system:

- Line Out 1 (green) - Front stereo channels
- Line Out 2 (black) - Rear stereo channels
- Line Out 3 (orange) - Center & Subwoofer channels

For 7.1 speaker system:

- Line Out 1 (green) - Front stereo channels
- Line Out 2 (grey) - Side stereo channels
- Line Out 3 (orange) - Center & Subwoofer channels
- Line Out 4 (Black) - Rear stereo channels



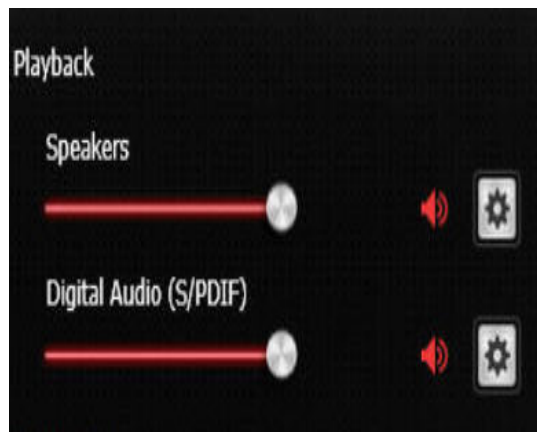
For SPDIF connection, make sure the Optical/Coaxial Out of the Sound Blaster is connected to the SPDIF input of the speaker or receiver and not vice versa.

### **Configurations**

Select the appropriate speaker configuration that matches the physical speaker connection.



Check that the playback is not muted and that it is not set at minimum level.



### **Playback priority**

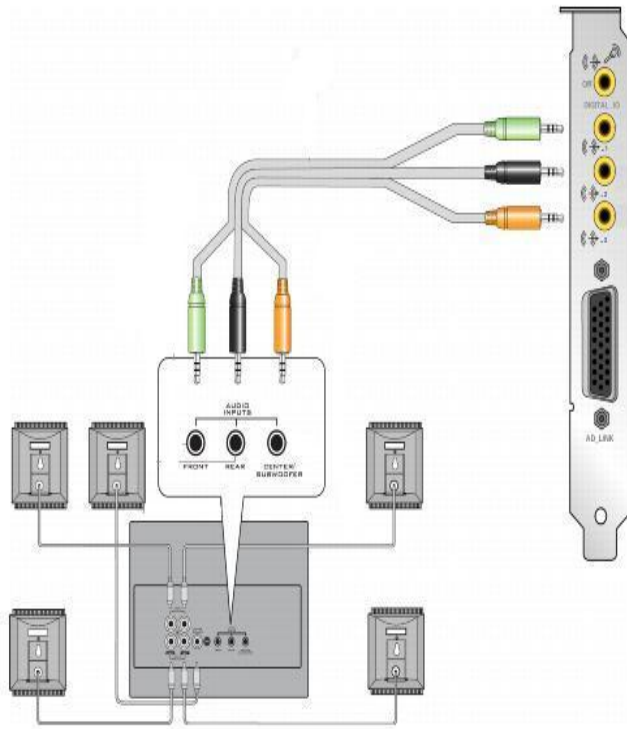
Depending on the models, some Sound Blaster support playback priority if 2 or more audio sources are played simultaneously.

Stop the audio source with higher priority to allow playback of the intended source with much lower priority.

For example, disconnect the Line-In connection (higher priority) to allow Bluetooth audio (lower priority) to stream through the Sound Blaster.

### **Problem Isolation**

To isolate the root cause of no audio, simply disconnect the speaker system from the Sound Blaster.



Instead, connect the speaker to a working portable music player. If there is still no audio, the problem should be inherited at the speaker end.

If the audio is working for the speaker, then the problem is originated at the Sound Blaster side.

Headphones will mute the speaker when it is connected to the Headphone out of most Creative soundcards. To isolate the problem, try to disconnect the headphones. (Make sure to bring the volume down before disconnecting, and then turn the volume up gradually.)

Last Updated: May 17, 2016