

No sound from 5.1 headset/headphone

Keywords / Key Phrases: no sound

If you are not getting any sound from your 5.1 headset/headphone, please ensure that your headset/headphone is not connecting via USB.

To troubleshoot the no sound issue, refer to the steps listed in the following article:

Configure and Connecting Headphones to PC

<http://support.creative.com/kb/ShowArticle.aspx?sid=64846>

If the issue persists, refer to the steps below to test the audio output from the sound card Line-Out jacks using a working headphone:

Please ensure that your speaker setting is configured to 5.1 for testing purpose for the following Line-Out jacks:

Green jack or Line Out 1 - Front left and front right

Black jack or Line Out 2 - Rear left and rear right

Orange jack or Line Out 3 > Center and subwoofer

Note: The **Side** channels will not be heard when connecting standard headphones to the **Line Out 2** and **Line Out 3** jacks on a sound card. Standard headphones have three contacts on the plug whereas the jacks each have a fourth connection for the **Side** audio channels.

1. Disconnect all cables from the back plate of the sound card (and any external modules if one is attached to the sound card).
2. Make sure that the **Digital Out Only** option is disabled.
3. Connect headphones with a 3.50 mm (1/8-inch) minijack connector into the **Line Out 1** jack on the sound card.
4. Play an MP3, WMA or WAV audio file or an audio CD.
5. Listen and note if there is not any sound or if there is sound that is distorted in some way.
6. Disconnect the headphones from the **Line Out 1** jack and repeat steps 3-5 for the **Line Out 2** and **Line Out 3** jacks.

