If you discover that you have no sound and/or your microphone isn't functioning on your computer, please follow the steps below to ensure that your audio inputs and outputs are correctly configured.

From the start menu, select "Settings".
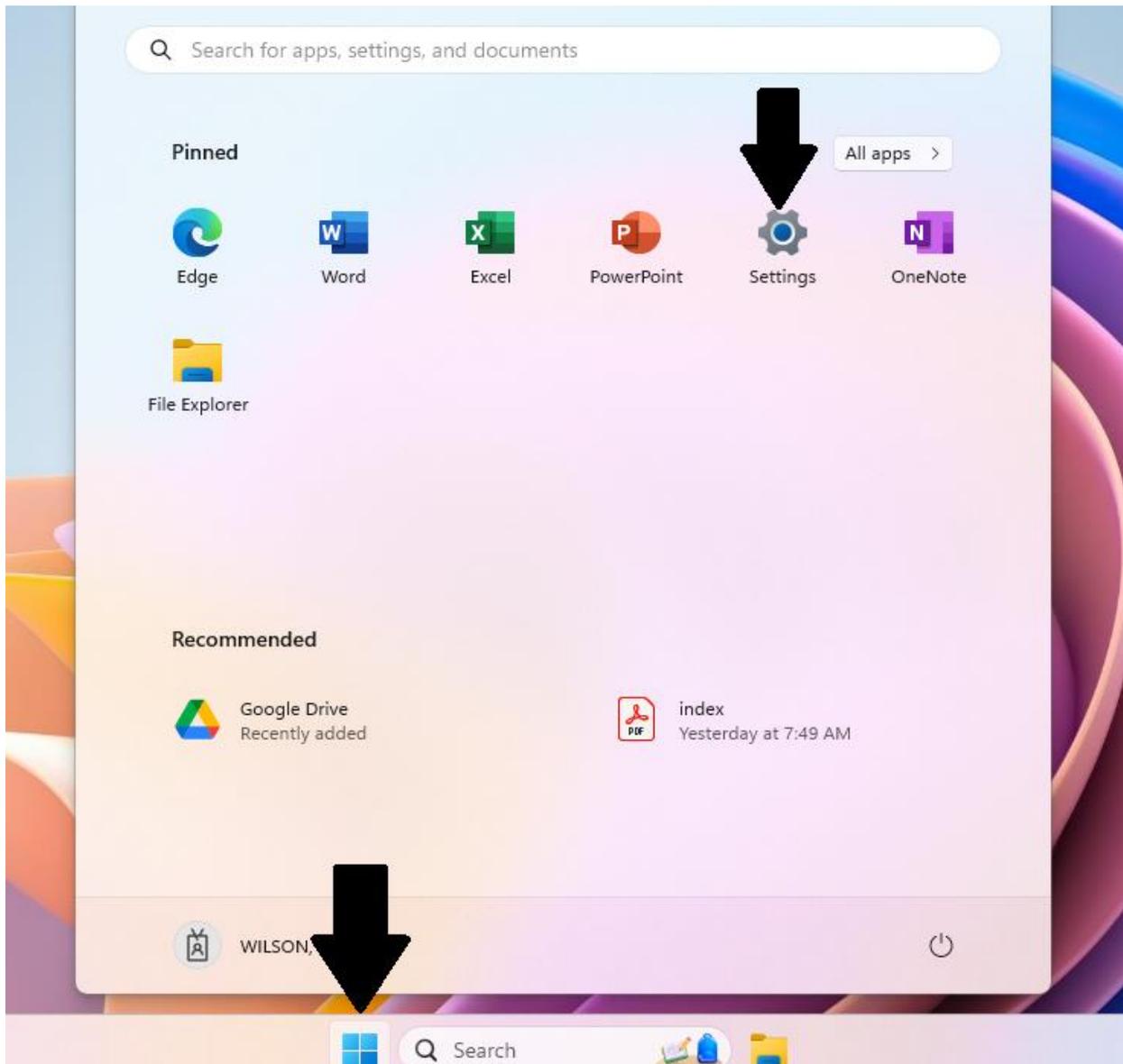
In Windows Settings, select "System".
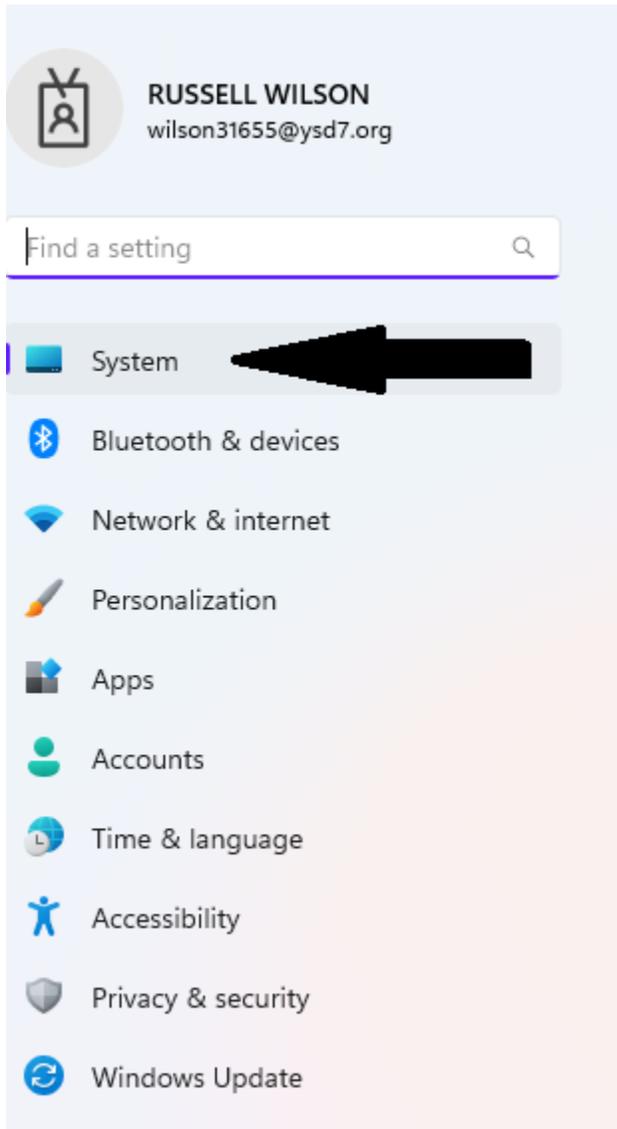
In System Settings, select "Sound".
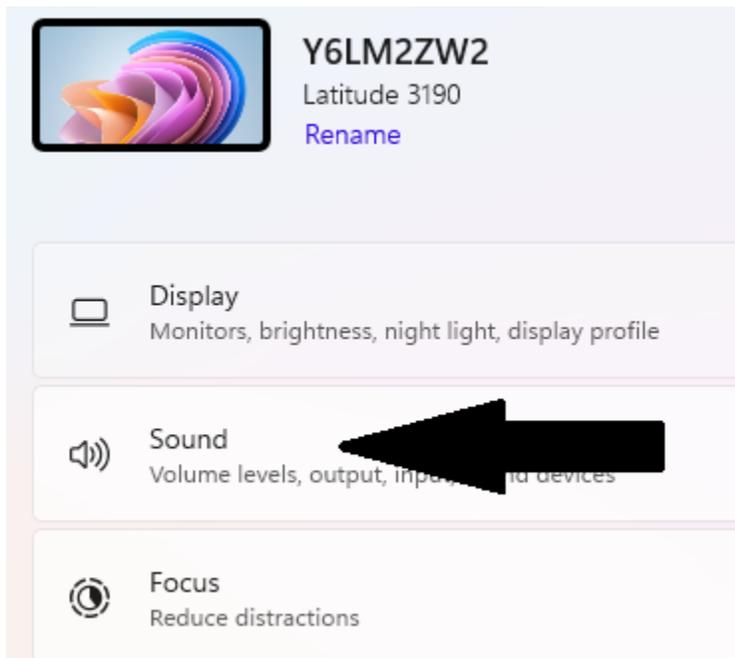
In Sound settings, select the output device you want to use for audio. In the example below, we'll select "Speakers/Headphones (Realtek Audio)".
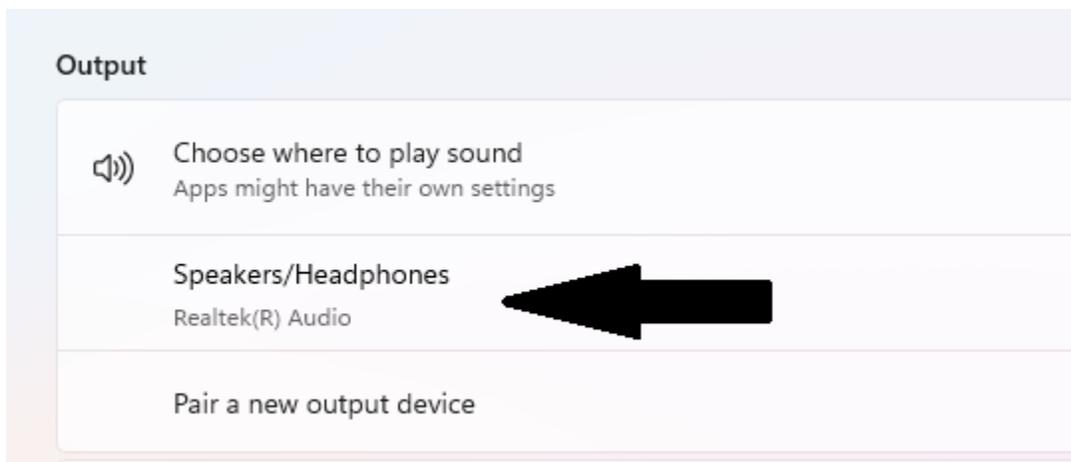
After selecting the output device, test audio playback by clicking in the lower right-hand corner, where the Wi-Fi and battery icons are. There should be slider that allows you to change the volume.

Don't allow

YSD

Not connected

Airplane mode

Battery saver

Night light

Accessibility

95%

9:01 AM
8/15/2024
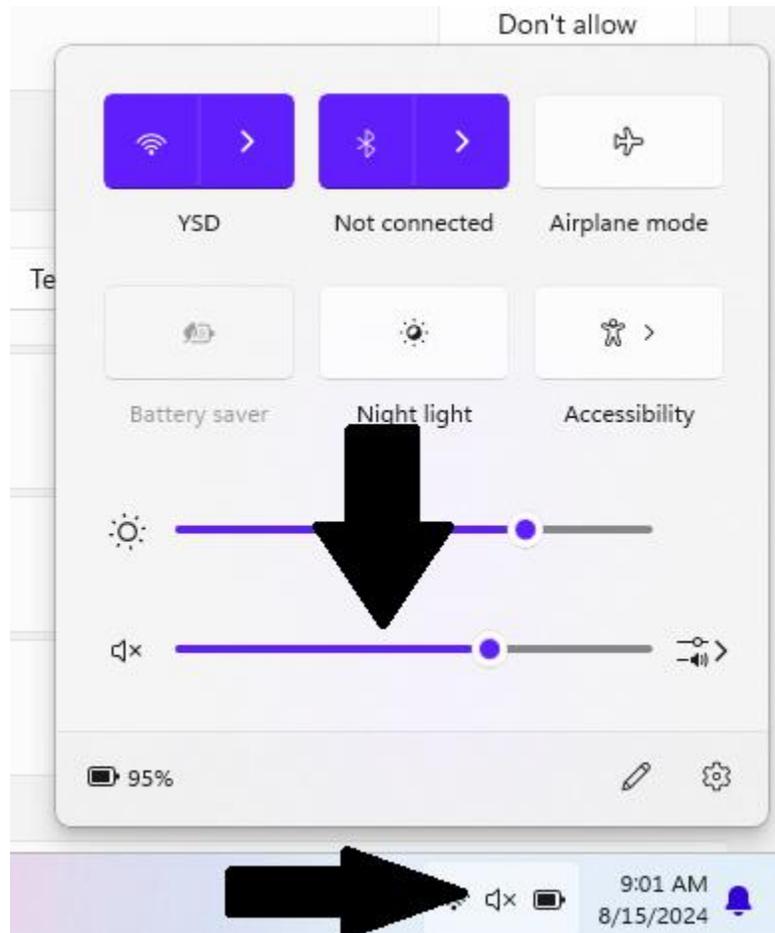
If you don't hear audio from the selected device, or if the dropdown list under "Choose your output device" lists "No output devices found", go to the advanced tab in the sound settings, and click on All sound Devices
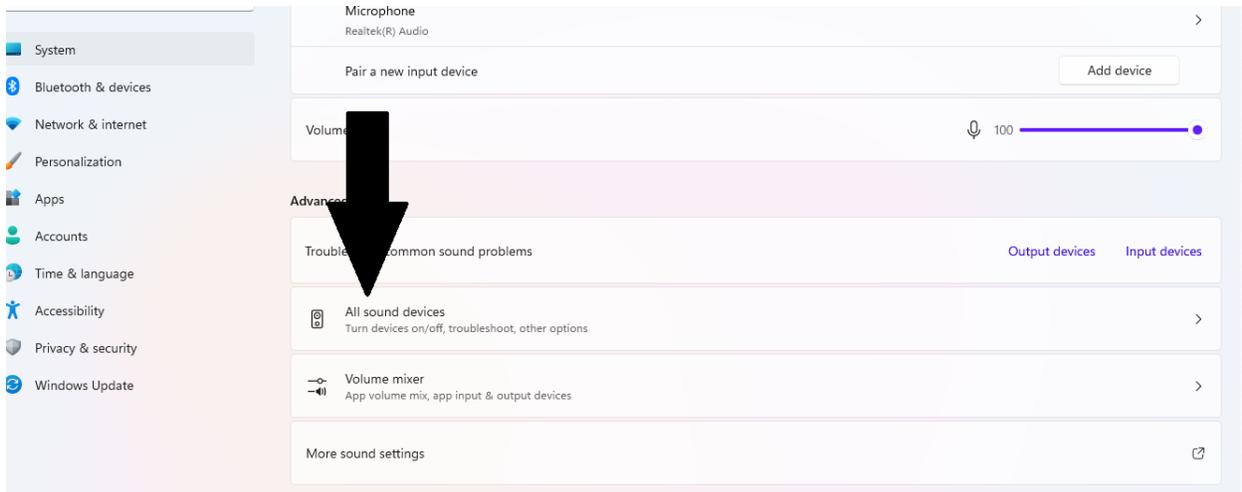
For this example: Once inside, click on the Realtek audio device and make sure it is enabled. It should say "Don't Allow" if it is enabled.

System › Sound › All sound devices › **Properties**

Speakers/Headphones
Realtek(R) Audio
Rename

Provider **Realtek**
Driver date **4/20/2021**
Driver version **6.0.9155.1**
Check for driver updates

General

Audio
Allow apps and Windows to use this device for audio

Don't allow