

## Re: No sound, please help me!

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-06/12461.html>

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**From:** Malke ([malke\\_at\\_nospoonnotreally.com](mailto:malke_at_nospoonnotreally.com))

**Date:** 06/12/04

Date: Fri, 11 Jun 2004 19:17:30 -0700

Ramsey wrote:

> *I checked using services.msc and it said it was enabled. I do not know  
> how to check the BIOS, unless that is checking the BIOS.*  
>  
> *"Kelly" wrote:*  
>  
>> *Hi,*  
>>  
>> *Did you also install new DVD burning software or something similar?*  
>> *Did you verify that sound wasn't disabled in the BIOS?*  
>>  
>> *In the meantime:*  
>>  
>> *MusicMatch Support*  
>> <http://www.google.com/search?hl=en&lr=&ie=UTF-8&c2coff=1&q=MusicMatc>  
+Support  
>>  
>> --  
>> *All the Best,*  
>> *Kelly*  
>>  
>> *Microsoft-MVP Windows® XP*  
>> *2004 Windows MVP "Winny" Award*  
>>  
>> *Troubleshooting Windows XP*  
>> <http://www.kellys-korner-xp.com>  
>>  
>> *Taskbar Repair Tool Plus!*  
>> <http://www.kellys-korner-xp.com/taskbarplus!.htm>  
>>  
>>  
>> *"Ramsey" <Ramsey@discussions.microsoft.com> wrote in message*  
>> *news:7D106F7A-3A04-4DAF-9535-5F3371730E4A@microsoft.com...*  
>> > *My volume control will not open, and I have no sound. Volume*  
>> > *Control says I need to (re)install hardware in the control panel,*  
>> > *which I did, and Music Match says another program "is or was" using*

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>> > *the audio. Thus far I have:*  
>> > *1) Disabled then enabled the sound in services.msc from the Run*  
>> > *prompt 2) Tried to select it from device manager, but it IS NOT ON*  
>> > *THE LIST. I have no idea why.*  
>> > *3) Re-installed new drivers from dell.com. Didn't work*  
>> > *4) Read Kelly's FAQ thing. Nothing there.*  
>> >  
>> > *Any ideas? I swear, if I could pay someone to fix this, I would.*  
>> > *Alas, all I can offer is my undying gratitude.*  
>>  
>>  
>>

I could use the money more, but will settle for the gratitude ;-).  
Seriously, you haven't said what your hardware is, so I can't be quite that specific. Hopefully, it is an actual soundcard as opposed to onboard sound. Here are some things to try:

1. If you *\*do\** have onboard sound: start the computer up and press F12 or F2 or DEL or whatever the correct key is to get you into the BIOS. There will be a message at the bottom of the screen when you first start up that says "Press \_x\_ to enter Setup". If your Dell's splash screen covers up the boot messages, press Tab or Escape to show the system messages. Or read the manual. Once in the BIOS, look for an entry for disabling/enabling onboard sound. It is usually under something like "Peripheral devices", but you will have to look. Or read the manual. Don't change anything else! Find the entry for onboard sound and make sure it is a) enabled if you have only onboard sound; b) disabled if you have a separate soundcard.
2. Now go into Windows. If you had onboard sound and it was disabled, do you now have sound? Great. If you have a separate soundcard and still don't have sound, uninstall everything to do with the soundcard from Add/Remove Programs (if there) and from Device Manager. Shut down the computer.
3. Now unplug the computer, open the case, and touch the metal power supply to discharge any static electricity. Physically take the soundcard out of its slot. Put the soundcard back in its slot.
4. Close up the case and restart the computer. Does Windows now find this "new" hardware? If it does and you get the Add Hardware wizard, you can then install the drivers from the Dell Resources disk.

This is about the best I can do for you in a Usenet posting. If this still doesn't work, you're going to need to take the computer to a local repair shop or call Dell Tech Support in India.

Malke

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MS MVP - Windows Shell/User

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Elephant Boy Computers  
www.elephantboycomputers.com  
"Don't Panic!"