

Re: NO SOUND WITHOUT HEADPHONES

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-02/msg00877.htm

- *From:* "Brian A." <gonefish'n@afarawaylake>
 - *Date:* Tue, 6 Feb 2007 11:50:15 -0600
-

"Fool4dlaw" <fool4dlaw@xxxxxxx> wrote in message
<news:1170775279.782428.95370@xx>

I am running WindowsXP Media Center Edition on my Dell laptop and I can hear nothing without plugging hearphones into the headphone jack (this problem started on Friday 2/3/07). I tried to do a system restore, but had no restore points. I have removed and reinstalled the driver to no avail. Dell took me through all the steps and then told me to reboot the system and I did so using using CTRL, F11 and still I can only hear sound using headphones. My speakers are integrated into my system, not external. Do you have any insight into solving this problem? I'd be very grateful for any information you can provide.
Thank you.

Did you install/uninstall anything on the day the problem started what were you doing at the time? If yes, please explain is as much detail as you can.

Did you get any error messages when or after the problem began? If yes, please provide any error messages in detail that you can recall.

Did Dell have you look for any event errors in Event Viewer for any possible cause/solution? If no:

Click Start > Run, type in: eventvwr.msc and press Enter.

Check the three categories listed in the left pane for any errors.

To check the details of an error double click on the error to open the Detail window.

Read what the error was in the upper pane and there should/may also be a link to click on that will take you to a possible solution. If the link did not have a solution, please post the error details in a response in this thread.

Did Dell have you remove any/all related audio devices in Safe Mode > Device Manager, reboot and have windows reinstall the drivers? Safe Mode > Device Manager will show duplicate devices which are left over from prior installs and may be corrupt. Duplicate devices don't show in the normal OS with the exception of a very few devices.

Did Dell have you install the latest updated drivers? If no, check Dells support site to see if any driver updates are available that are newer than the ones installed now. If there are updated drivers available download and install them per their instructions which should also be available either with the update package or a separate file on the same page.

Re: NO SOUND WITHOUT HEADPHONES

Is the Audio integrated or is a Sound Card installed? If the audio is integrated check the BIOS to make sure that the Audio is enabled. If you have a sound card installed check Dells support site if it was provided with the machine or check the cards manufacturer support site for the latest updated drivers. Download and install as mention above.

If you still have problems after doing the above, download/unzip and run:

Everest Home Edition:

<http://www.majorgeeks.com/downloads9.html>

<http://basconotw.mvps.org/dwnlds.htm>

Create a new folder named Everest and extract the contents of the download to that folder.

Open the folder and double-click everest.exe to run the application.

Click the + next to Computer.

Click Summary.

Scroll to the section for your installed devices chip/adapter.

Go to the manufacturers Support > Download site and download the proper drivers for your device. As well download or print any Readme/Install file if it is available separately, it may be included in the downloadable driver file instead of separately. Install the drivers per the manufacturers instructions.

If you need further assistance in identifying your device:

Run Everest.

Click the + next to Computer to expand the tree.

Click once on Summary.

Right click in the Summary right pane and click "Copy All" in the popup menu.

Open your newsreader and start a response in this thread.

Right click in the email text window and click "Paste" in the popup menu.

Check to see if the [Debug – PCI] section is included, if it is delete it and everything below it.

Send the response.

--

Brian A. Sesko { MS MVP_Shell/User }

Conflicts start where information lacks.

<http://basconotw.mvps.org/>

Suggested posting do's/don'ts: <http://www.dts-l.org/goodpost.htm>

How to ask a question: <http://support.microsoft.com/kb/555375>

.