How to troubleshoot a headset that has static, buzzing, or crackling sound

A headset that has static or buzzing noise might be caused by dirt or debris in audio ports and on the audio jack, improperly plugged in audio jack, hub connections, software issues, or faulty audio drivers.

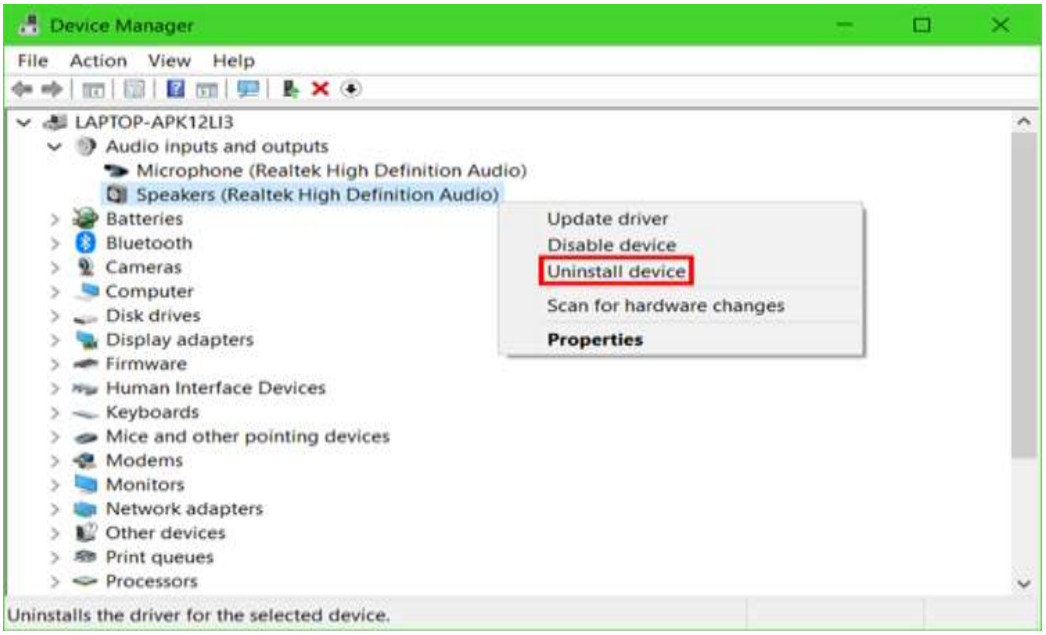
Below are the steps on how to troubleshoot a headset that has static or buzzing noise:

3.5 mm Headsets

1. Check the audio ports and audio jack for any dirt or debris that may cause the issue.
2. Check if the audio jack is plugged in properly.
3. Check if 7.1 Surround Sound and/or THX Spatial software is installed on the PC.
4. Disable the 7.1 Surround Sound (applicable to 7.1 Surround Sound headsets only) or THX Spatial. Click on the app icon in the system tray and click the slider to turn it on or off. Alternatively, open the 7.1 Surround Sound or THX Spatial app, then click the slider to enable or disable. Green means enabled, and grey means disabled.

   Note: If the earpiece works once the software is disabled, reinstall the software and restart the computer.

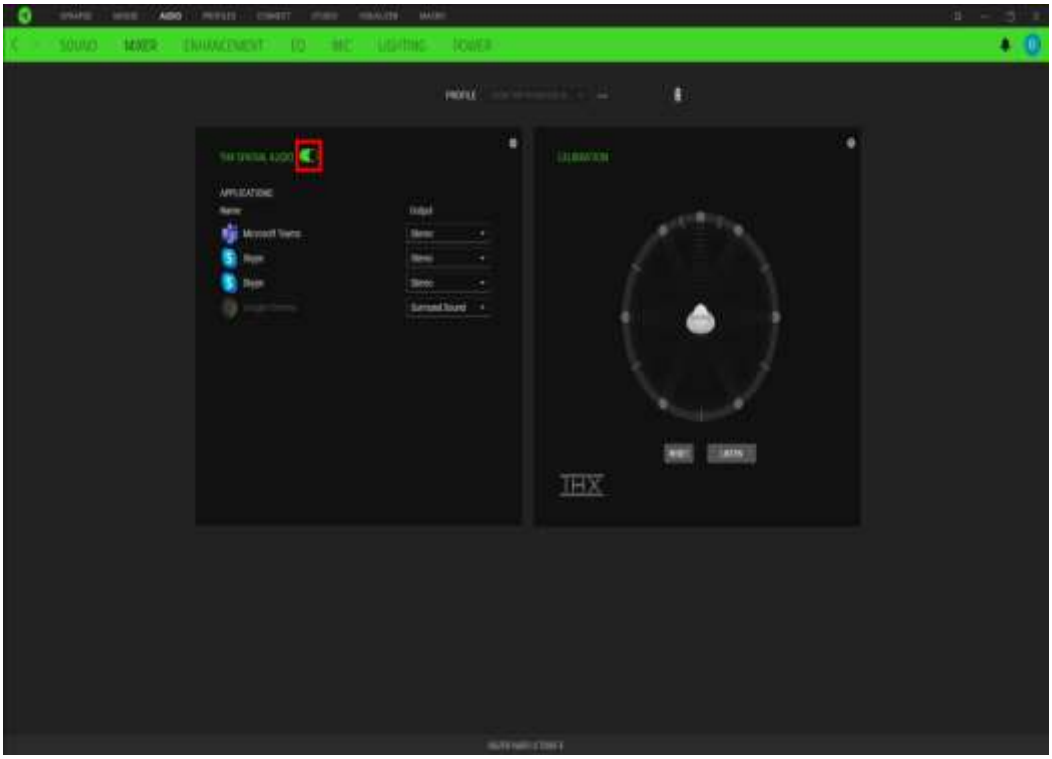
5. Reinstall the audio drivers.
   a. Press Windows key + S on the keyboard to open the Search bar.
   b. Type in “Device Manager” and hit enter.
   c. Expand “Audio inputs and outputs”.
   d. Right-click on “Speakers (Realtek High Definition Audio)” and select “Uninstall device”.



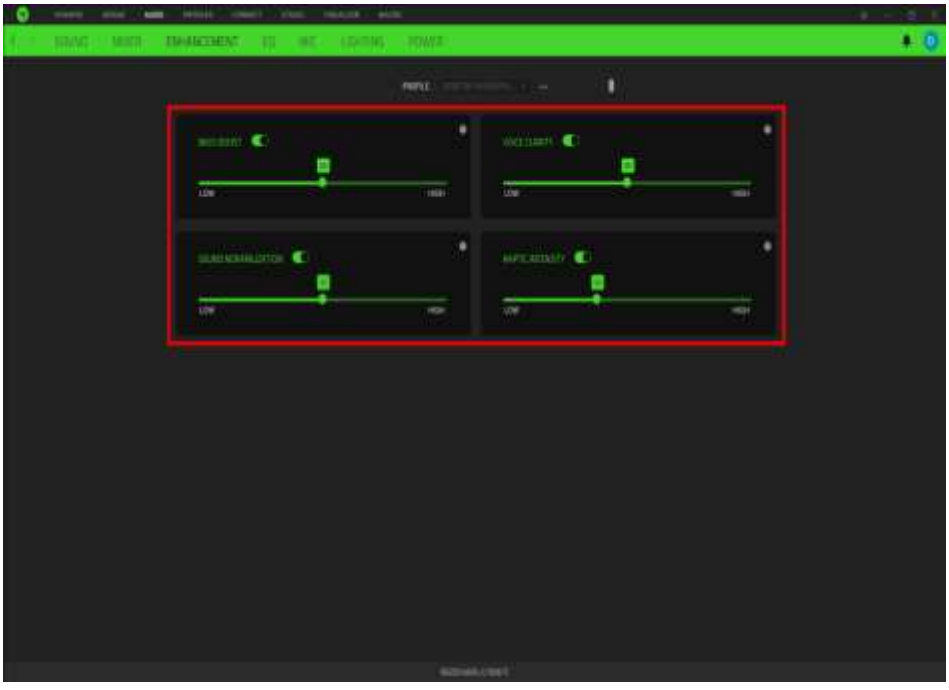
   e. Restart the computer to completely uninstall the drivers. The drivers are automatically installed on the computer after a restart.
6. Try the headset on a different computer to further isolate the issue. If the headset is working properly on a different device, the issue could be due to a defective computer or device audio port.

USB Type Headsets

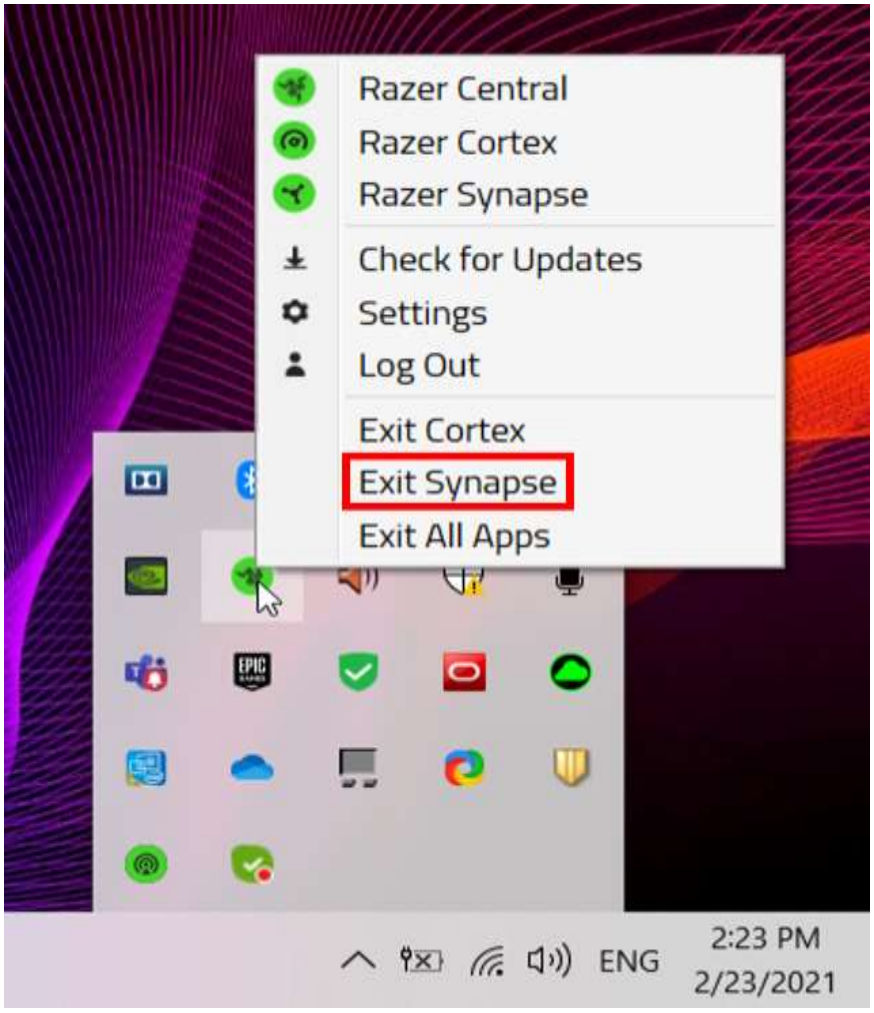
1. For wired USB headsets, ensure that the device is plugged in directly to a PC and not a USB hub.
2. For wireless USB headsets, ensure that the device is not subject to wireless interference. Turn off or disable any other wireless devices or move away from them if possible, to avoid interference.
3. Disable THX in Synapse 3.
   a. Open Synapse 3 and go to the AUDIO tab > MIXER.
   b. Disable THX Spatial Audio by clicking the slider. Green means on and grey means off.



4. Disable Audio Enhancements.
    a. Open Synapse 3, go to AUDIO tab > ENHANCEMENT.
    b. Disable all enhancements or adjust the levels according to preference.



5. Disable Synapse 3. Right-click the Razer Synapse icon found in the system tray, then select "Exit Synapse".



6. If the headset works without Synapse, do a clean reinstall of Synapse, see How to perform a clean re-installation of Razer Synapse 3 & 2.0 on Windows.
7. Uninstall headset drivers.
    1. Press Windows key + S on the keyboard to open the Search bar.
    2. Type in “Device Manager” and hit enter.
    3. Go to “Audio inputs and outputs”.
    4. Right-click on the Razer headset and select “Uninstall device”.
    5. Restart the computer to completely uninstall the drivers. The drivers are automatically installed on the computer after a restart.
8. Try the headset on a different computer to further isolate the issue. If the headset is working properly on a different device, the issue could be due to a defective computer or device USB port.