

# Troubleshooting Steps

1. Check the audio ports and audio jack for any dirt or debris.
2. Confirm that the audio jack is plugged in properly.
  - For headsets with a splitter cable, ensure the connection between the splitter cable and the headset's audio jack is secure and not loose.
  - For headsets with in-line volume or headset volume controls, ensure it is not set too low.
3. Ensure the system volume is not set too low or muted.
4. Ensure the device is set as the default playback device.
  - a. Right-click on the speaker icon on the system tray and select "Open Sound settings".
  - b. Under "Related Settings", click "Sound Control Panel".
  - c. Right-click on the system's onboard audio playback device, for example, Realtek High Definition Audio, and select "Set as Default Device". It is the default device if it has a green checkmark on it.

## Sound

Playback Recording Sounds Communications

Select a playback device below to modify its settings:



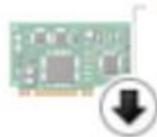
Configure Speakers

Test

Disable

Set as Default Device

Set as Default Communication Device



Show Disabled Devices

Show Disconnected Devices

### Properties



Speakers

Realtek High Definition Audio

Ready



Speakers

THX Spatial

Default Device



Internal AUX Jack

THX Spatial

Configure

Set Default

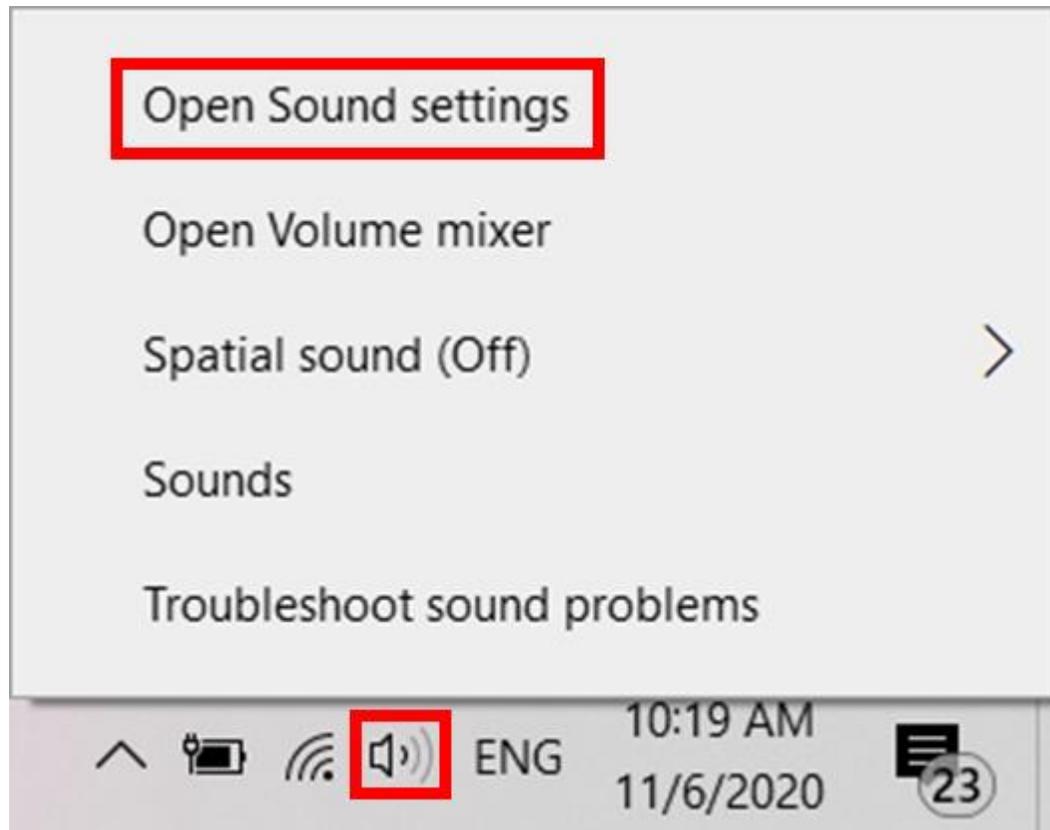


Properties

OK

Cancel

5. Check the balance audio settings in Windows.
  - . Right-click on the speaker icon on the System tray and select “Open Sound settings”.



- a. Click “Sound Control Panel” under “Related Settings”.

← Settings

🏠 Home

Find a setting 🔍

### System

🖥️ Display

🔊 Sound

🗨️ Notifications & actions

🌙 Focus assist

🔌 Power & sleep

🔋 Battery

💾 Storage

📱 Tablet

🖥️ Multitasking

🖥️ Projecting to this PC

🔗 Shared experiences

📄 Clipboard

🖥️ Remote Desktop

## Sound



⚠️ Troubleshoot

[Manage sound devices](#)

### Advanced sound options



App volume and device preferences  
Customize app volumes

### Related Settings

[Bluetooth and other devices](#)

[Sound Control Panel](#)

[Microphone privacy settings](#)

[Ease of Access audio settings](#)

### Help from the web

[Fixing sound problems](#)

[Setting up a microphone](#)

🗨️ [Get help](#)

👤 [Give feedback](#)

- b. Go to the “Playback” tab.
- c. Right-click on “Realtek High Definition Audio” and select “Properties”.

## Sound

Playback Recording Sounds Communications

Select a playback device below to modify its settings:



Speakers

Realtek High Definition Audio  
Ready



Realtek HD Audio 2nd output

Realtek High Definition Audio  
Default Device

Test

Disable



Show Disabled Devices



Show Disconnected Devices

About Software MIDI Synthesizer

**Properties**

Configure

Set Default

Properties

OK

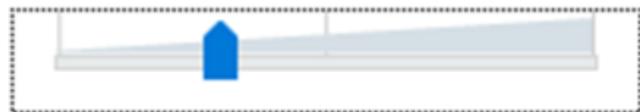
Cancel

d. Go to the “Levels” tab and click “Balance”.

## Realtek HD Audio 2nd output Properties

General Levels **Dolby** Advanced Spatial sound

Realtek HD Audio 2nd output



30

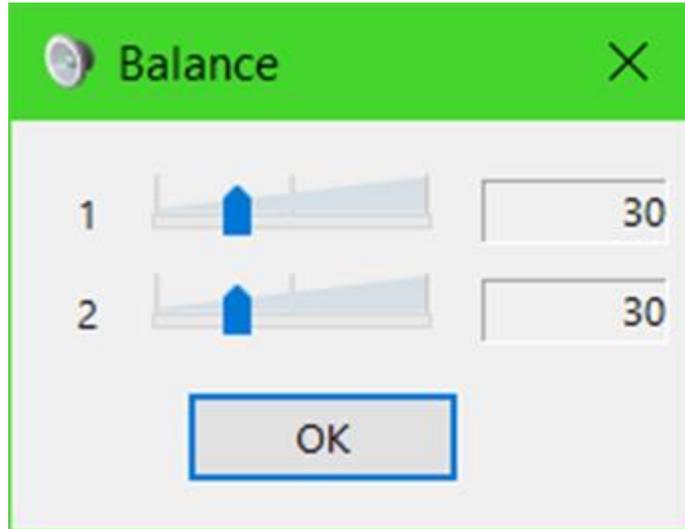


**B**alance

OK

Cancel

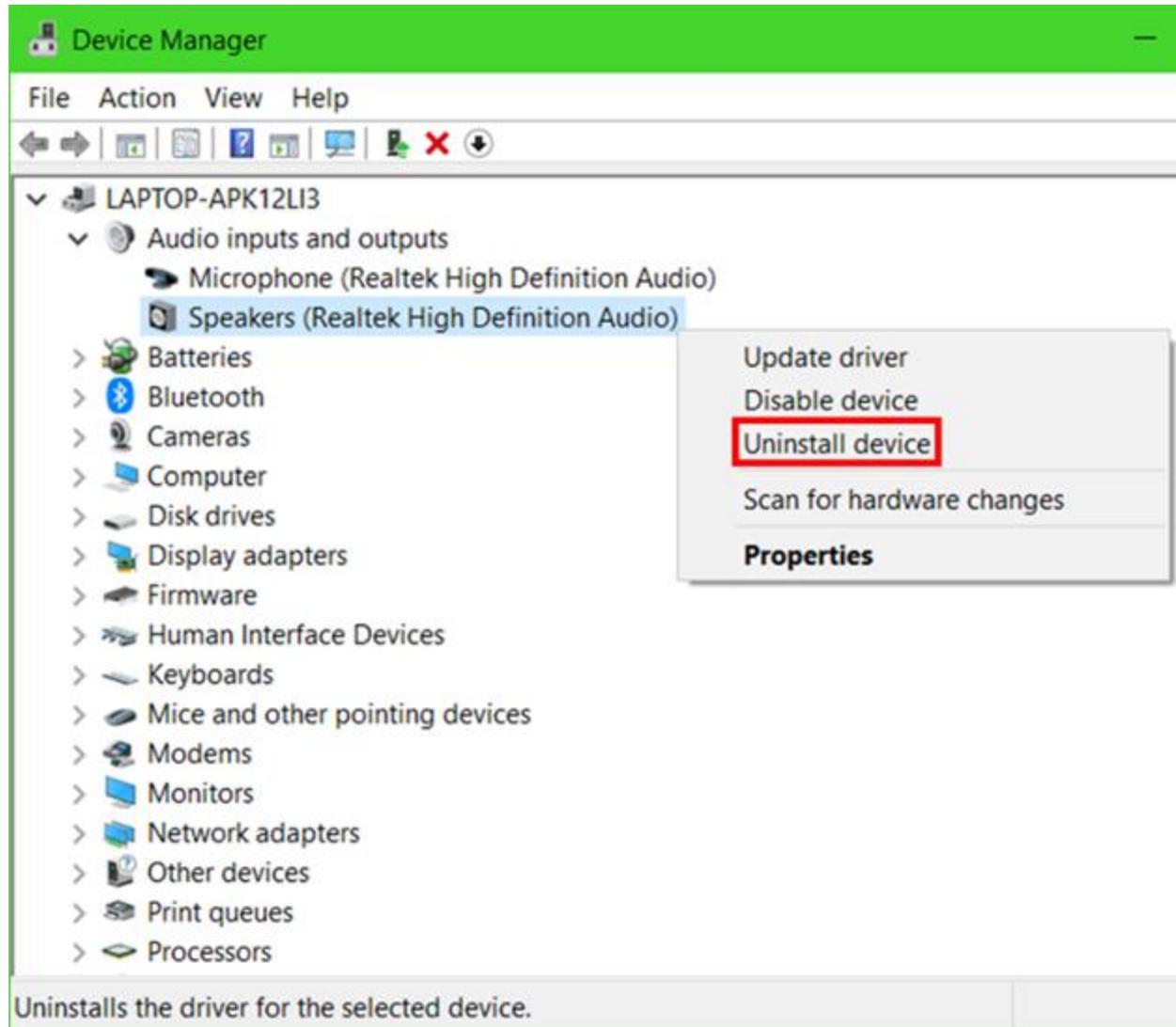
- e. Adjust the levels so the left and right have the same volume levels.



- f. Perform a test by playing any audio from the computer.
6. Check if 7.1 Surround Sound (applicable to 7.1 Surround Sound headsets only) and/or THX Spatial software is installed on the PC.
7. Disable 7.1 Surround Sound or THX Spatial.
  - . Click on the 7.1 Surround Sound icon in the system tray.
  - a. Click the slider to turn it on or off.
  - b. Alternatively, open the 7.1 Surround Sound app and click on the "Turn ON" or "Turn OFF" button.

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

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



- d. Restart the computer to completely uninstall the drivers. The drivers are automatically installed on the computer after a restart.
9. Use the headset on a different computer to further isolate the issue. If the headset is working properly on a different device, the issue is possibly due to a defective computer or device audio port.