



## Support

Contact Support |  USA

Product Categories ▾ Support by Type ▾ Register a Product Repair Parts Community

# Sound Issues on One or Both Sides of the Headphones

Article ID: 38966 | Last Updated: 04/11/2017

## Before You Start

### IMPORTANT:

- **This solution has been written to work with all products that can use headphones. Because of this, some steps are only spelled out in general terms because the process to perform particular steps is different depending on the product you have. For model-specific information on how to complete any of the steps in this solution, refer to the operating instructions supplied with your product. [Go to Manuals, Specifications & Warranty.](#)**
- **If wireless headphones are used, see these articles:**
  - [Connecting wireless headphones](#)
  - [Sound issues with wireless headphones](#)

## Issue

There is no sound, distorted sound, or sound cutting in and out on one or both sides of the headphones.

## Solution

Each of these steps represents a possible solution to this issue, check the headphone status after completing each step.

1. Verify that the headphones are firmly plugged all the way into the headphone jack on the unit.

**Note:** If your player or audio device has more than one connection jack available, make sure the headphones are not connected to an audio-in or microphone jack.

2. If the headphones have a volume control, set the volume on the source to a high level and use the volume on the headphones to adjust the volume to the desired listening level.
3. Play from a different source, a different cassette tape, CD, or MiniDisc, or tune to a different station or channel.

**Note:** If the issue is resolved at this point, the audio source is the cause.

4. If audio is being heard from the left side of the headphones only, make sure the device from which it is connected has stereo output capability.

**IMPORTANT: A mono device will only output sound to the left side.**

**Note:** Generally, if a device has an output jack labeled **EARPHONE**, it will be mono, while an output jack labeled **HEADPHONE** will be stereo.

5. If an extension cable is being used to connect the headphones, disconnect the extension cable and then connect the headphones directly.

**Note:** If the issue is resolved, with the extension cable disconnected, the extension cable is the cause.

6. If connected to a portable player that uses a line remote, disconnect the remote and plug the headphones directly into the player.

**Note:** If the issue is resolved, with the remote disconnected, the remote may require service.

7. Test the headphones on another device.
8. Test a different set of headphones on the device.

If the issue is still unresolved, then the headphones should be replaced or repaired.

**For all Sony products (EXCEPT VAIO computers):** To send your product to a Sony facility to be repaired or to check the status of the a repair, [visit our eService web site](#).

**For VAIO Computer products:** Please call 1-888-4SONYPC (476-6972) for service information for your product. To check the status of your VAIO product repair, have your phone number or Best Buy service number available and call 1-800-433-5778.

#### Where To Buy

[See Retail Partners](#)

#### Sony Rewards

- [Join Now](#)
- [Learn More](#)
- [Manage Account](#)

#### News & Info

- [Press Releases](#)
- [About Sony](#)
- [Product Support](#)
- [Product Manuals](#)
- [Product Registration](#)
- [Newsletter sign up](#)
- [Accessibility and Usability](#)

#### Other Sites

- [PlayStation](#)
- [Sony Pictures](#)
- [Sony Music](#)
- [Sony Mobile](#)
- [Crackle](#)
- [Sony Square NYC](#)

[United States](#)

[For Professionals](#) [Careers](#) [Contact Us](#) [Company Info](#) [Voluntary Recall](#)

