

[LCD Monitor] Troubleshooting - No Sound/Speaker Noise/Abnormal Voice/Cannot control volume

Troubleshooting - No Sound/Speaker Noise/Abnormal Voice/Cannot control the volume

No Sound

1. Please check you are connecting with the correct input/ output ports with your PC and audio device.

There are two ports that are commonly confusing:

i. Audio-in port



(recognized as green port): It needs to be connected to the PC if you want to play audio from monitor by using VGA or DVI signal ports.

ii. Earphone jack

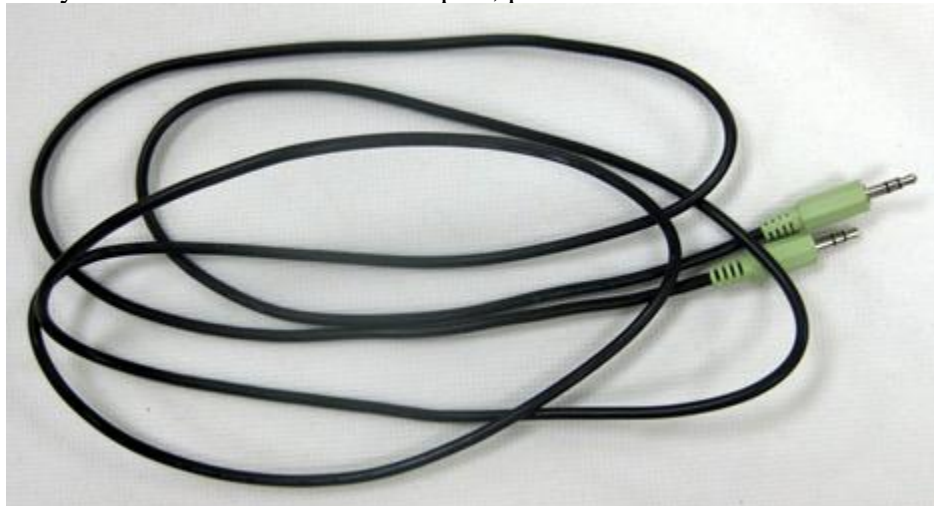


(recognized

as black port): It needs to be connected with your audio equipment for output.

Note: Earphone jack has no recording function.

2. Check that your monitor has built-in speakers or it'll need to have an earphone jack to connect with the audio equipment in order to play.
3. If you want to connect the audio source with a video cable, please make sure you're using **HDMI-to-HDMI** or **DisplayPort-to-DisplayPort** cables to connect with your PC. Because a VGA / DVI switch will filter out the audio source from HDMI or DP signals.
4. If your PC has no HDMI or DP port, please connect a standard audio cable to your PC.



5. Check speaker setting on PC

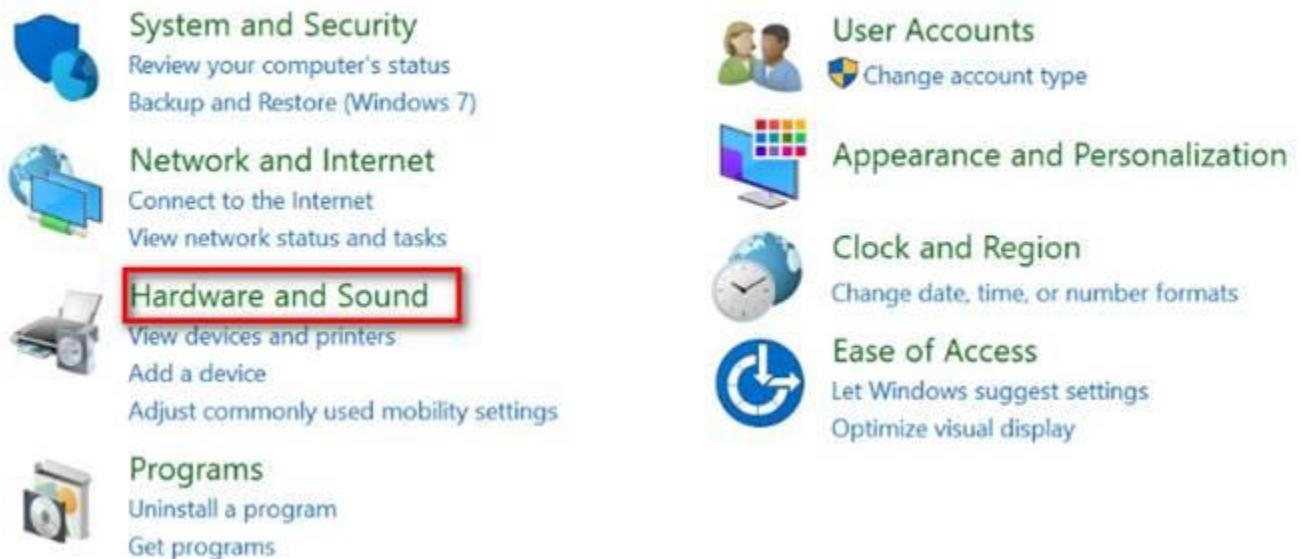
i. Choose your monitor as default audio device

Go to **Control Panel > Hardware and Sound > Sound > Change system sound**

In Windows 10.

Adjust your computer's settings

View by: Category ▾



System and Security
Review your computer's status
Backup and Restore (Windows 7)

Network and Internet
Connect to the Internet
View network status and tasks

Hardware and Sound
View devices and printers
Add a device
Adjust commonly used mobility settings

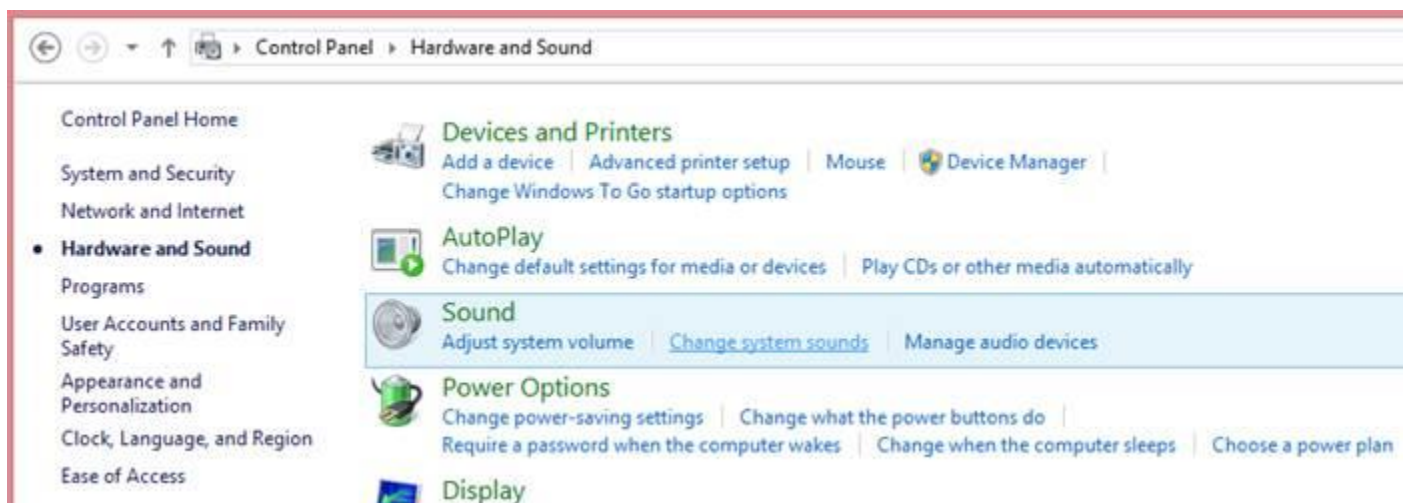
Programs
Uninstall a program
Get programs

User Accounts
Change account type

Appearance and Personalization

Clock and Region
Change date, time, or number formats

Ease of Access
Let Windows suggest settings
Optimize visual display



Control Panel > Hardware and Sound

Control Panel Home

System and Security

Network and Internet

• **Hardware and Sound**

Programs

User Accounts and Family Safety

Appearance and Personalization

Clock, Language, and Region

Ease of Access

Devices and Printers
Add a device | Advanced printer setup | Mouse | Device Manager |
Change Windows To Go startup options

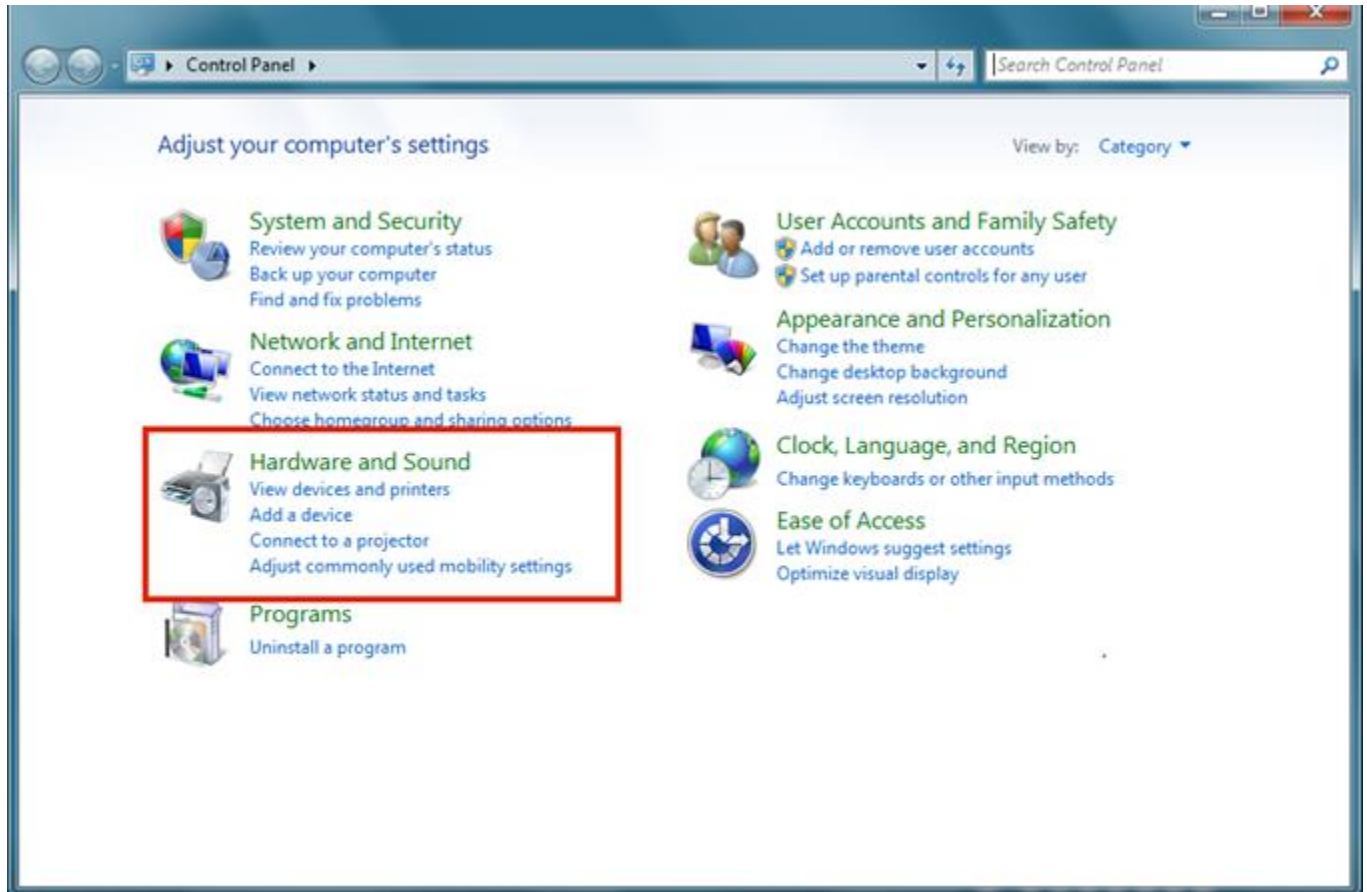
AutoPlay
Change default settings for media or devices | Play CDs or other media automatically

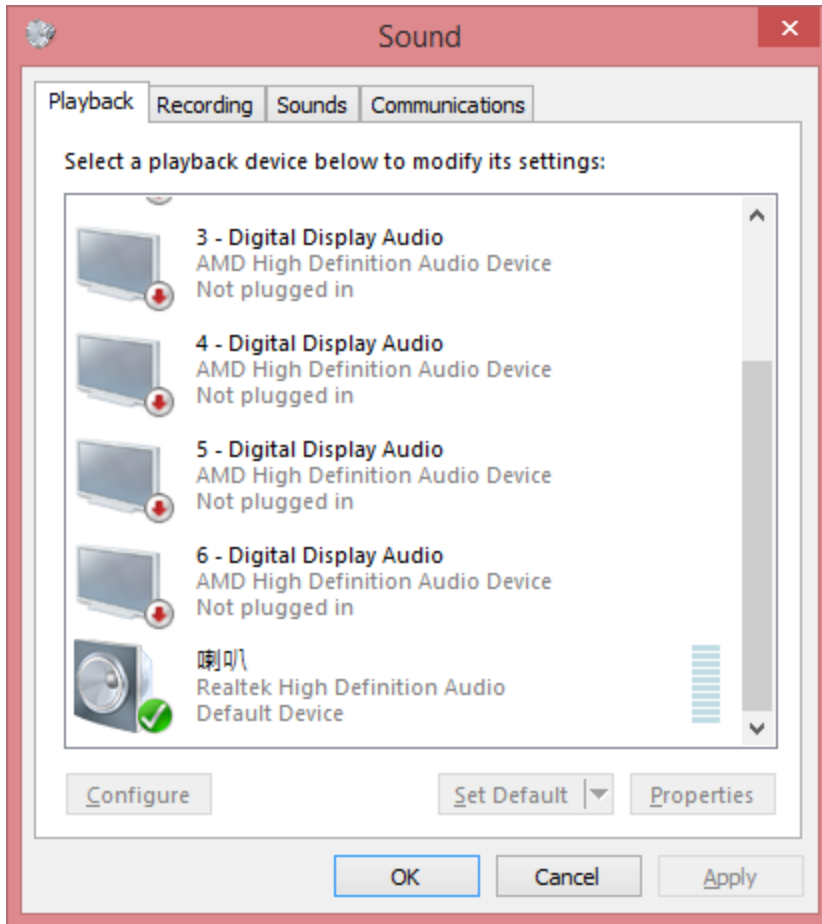
Sound
Adjust system volume | Change system sounds | Manage audio devices

Power Options
Change power-saving settings | Change what the power buttons do |
Require a password when the computer wakes | Change when the computer sleeps | Choose a power plan

Display

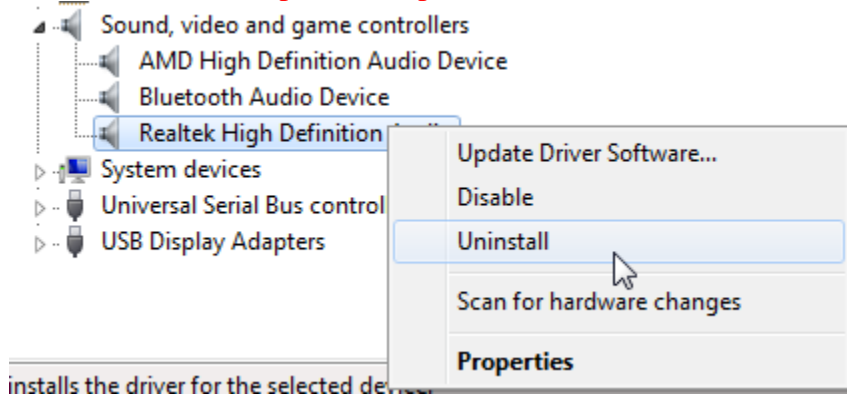
In Windows 7



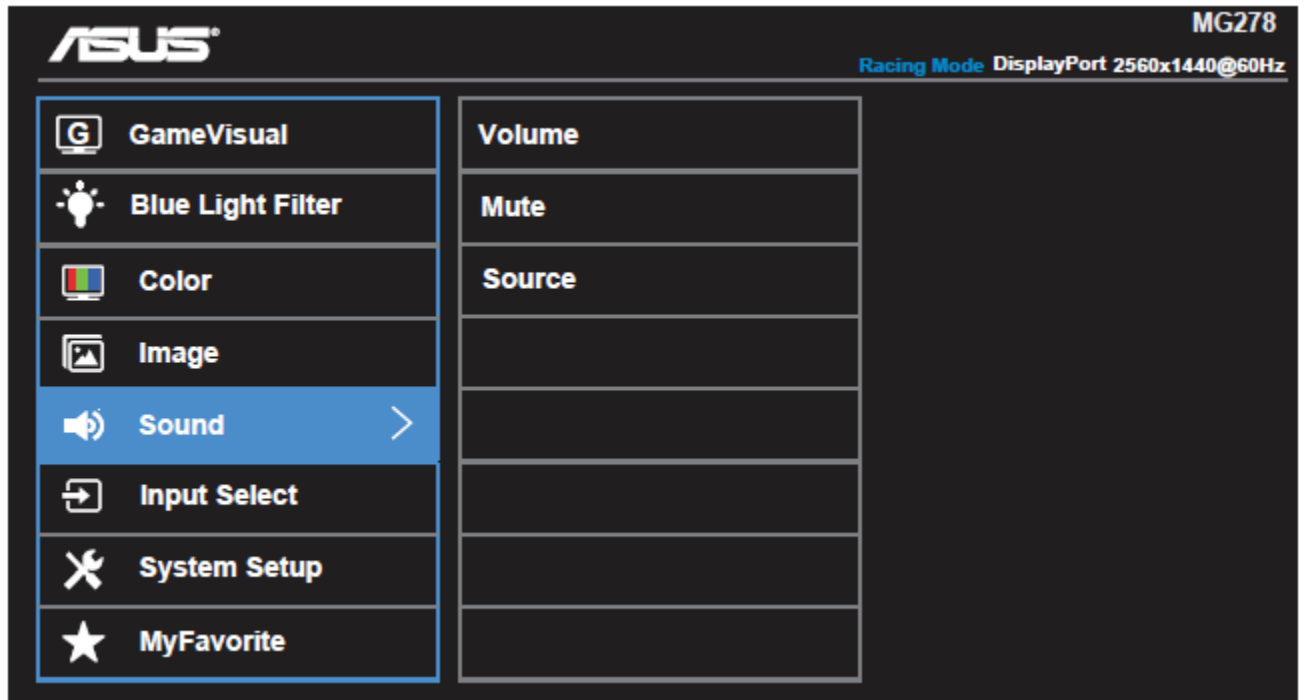


ii. If you're missing the monitor speaker in the list, go to **Device Manager** in Control Panel. Uninstall and install the device again and check whether the audio input and output are recognized by the audio device. Also, make sure the computer sound card driver is properly installed and activated.

(NB/PC Realtek audio chip for example)



6. Check the speaker setting on OSD (On-Screen Display) menu



iii. OSD (On-Screen Display) menu-> Sound -> Mute is OFF

iv. OSD (On-Screen Display) menu-> Sound -> Source is Line in / HDMI / DisplayPort

Can't control the volume

Please refer to Step 5 listed above; Make sure audio device is the one you're adjusting.

System Noise or Sound Abnormal

1. Please check the computer sound card driver is properly installed and activated.
2. Move any mobile device away because signals may interfere with the speakers.
3. 3.5mm earphone jack (black color) at ASUS LCD monitors support TRS connector/ cable. We recommend you use 3.5mm TRS earphone cable.

If you connect TRRS earphone cable to ASUS LCD monitor 3.5mm earphone jack, you may hear some electronic white noise in the background via TRRS cable's microphone input.



From left to right:

3.5mm TRS audio cable (ASUS) / TRS cable(iPod) / TRRS cable(iPhone)

4. All Reset your monitor

