

Forum:[Hack Forums](#)

Thread: [\[Urgent\] Audio not playing through Realtek HD Audio](#)

Elements. - May 17, 2015, 5:16 pm

I installed some new graphics cards in my computer (upgraded from 770s to 970s) and now, surprisingly I am having trouble with my headset (and any other audio device connected to the PC).

Sound appears to be outputting in the task bar but I dont hear anything coming from my headset (tested with earphones and speakers, same result and the headset works fine with my phone)

[img]http://elmnts.co/i/3004256.png[/img]

[img]http://elmnts.co/i/0046557.png[/img]

[img]http://elmnts.co/i/5297374.png[/img]

This is pretty odd because the ports work fine and I haven't had any issues with this PC for months.

Also, its pretty odd, but suddenly audio over displayport to my monitor works, so the speakers built into my monitor work and the data is being carried over displayport.

I tried troubleshooting myself so here are some of my findings:

- Tried reinstalling Nvidia drivers and Realtek, didn't work even with them both uninstalled (still shows output, but no sound comes through)

Any help would be appreciated! I will even offer a \$10 reward to whoever figures this out :P (Paypal or BTC, your choice)

archangel.dmitry - May 17, 2015, 5:35 pm

Make sure you didn't switch audio and mic cables. Try choosing different out ports and then go back to analog port.

Elements. - May 17, 2015, 5:46 pm

(May 17, 2015 05:35 PM)archangel.dmitry Wrote: [\[CITE\]](#) Make sure you didn't switch audio and mic cables. Try choosing different out ports and then go back to analog port.

Tried front and back, also the cables are correctly inserted.

archangel.dmitry - May 17, 2015, 5:57 pm

Try connecting the speakers/headphones to something else, like a phone. Just to verify that it is working.

Elements. - May 17, 2015, 6:37 pm

(May 17, 2015 05:57 PM)archangel.dmitry Wrote: [\[CITE\]](#) Try connecting the speakers/headphones to something else, like a phone. Just to verify that it is working.

Yes, the headset works, as stated in the thread, it works on my phone.

archangel.dmitry - May 17, 2015, 6:46 pm

Can you take a screenshot of available playback devices?

Elements. - May 17, 2015, 7:16 pm

(May 17, 2015 06:46 PM)archangel.dmitry Wrote: [\[CITE\]](#) Can you take a screenshot of available playback devices?

Sure thing!

[img]http://elmnts.co/i/3945044.png[/img]

archangel.dmitry - May 17, 2015, 7:40 pm

Well, do you see your problem? Your default output device is the monitor. Set Speakers (Realtek High Definition Audio) as default playback device. It should resolve your problem.

Elements. - May 17, 2015, 7:48 pm

(May 17, 2015 07:40 PM)archangel.dmitry Wrote: [\[CITE\]](#) Well, do you see your problem? Your default output device is the monitor. Set Speakers (Realtek High Definition Audio) as default playback device. It should resolve your problem.

Thats just temporary, using the monitors speakers for now. When I set the speakers to default playback it shows them as playing audio but nothing comes through.

archangel.dmitry - May 17, 2015, 7:55 pm

Check your Device Manager for unknown devices. If you don't have any try disabling NVIDIA sound adapter (part of GPU).

Elements. - May 17, 2015, 8:09 pm

No Unknown Devices, I disabled the sound adapters under System devices based of PCI lane. Here: <http://elmnts.co/i.php?img=2627045> but still no luck :/

archangel.dmitry - May 17, 2015, 8:16 pm

You should have NVIDIA high definition audio controller under "sound, video and game controllers".

Elements. - May 18, 2015, 6:17 am

(May 17, 2015 08:16 PM)archangel.dmitry Wrote: [\[CITE\]](#) You should have NVIDIA high definition audio controller under "sound, video and game controllers".

Not seeing that here, <http://elmnts.co/i.php?img=6437299> am I looking in the right spot?

archangel.dmitry - May 18, 2015, 6:34 am

No, it should be in the device manager. At least, I have one. I believe, most of NVIDIA cards have it.

Elements. - May 18, 2015, 6:41 am

(May 18, 2015 06:34 AM)archangel.dmitry Wrote: [\[CITE\]](#) No, it should be in the device manager. At least, I have one. I believe, most of NVIDIA cards have it.

Found it, disabled and restarted but no luck, all that did was make it so I cant use the speakers built into my monitor.

archangel.dmitry - May 18, 2015, 7:25 am

You can re-enable it (NVIDIA audio controller). Try uninstalling sound card driver. Uninstall, reboot the computer. Re-install the driver. It should re-initialize the on-board sound.

Elements. - May 18, 2015, 7:43 am

(May 18, 2015 07:25 AM)archangel.dmitry Wrote: [\[CITE\]](#) You can re-enable it (NVIDIA audio controller). Try uninstalling sound card driver. Uninstall, reboot the computer. Re-install the driver. It should re-initialize the on-board sound.

Im just using the sound built into my motherboard. I have tried uninstalling reatek and reinstalling a bunch of ways but none work and it still doesnt work without Realtek at all.

Still looking for this ASAP \$10 reward is still on the table HALP

archangel.dmitry - May 18, 2015, 8:41 am

Have you checked BIOS settings for the on-board audio controller? If it was disabled or set to auto, enable it. If it is enabled, try disabling it and reboot. Let the OS load and reboot again, go to BIOS and re-enable the adapter. Restart the computer.

Elements. - May 18, 2015, 9:11 am

(May 18, 2015 08:41 AM)archangel.dmitry Wrote: [\[CITE\]](#) Have you checked BIOS settings for the on-board audio controller? If it was disabled or set to auto, enable it. If it is enabled, try disabling it and reboot. Let the OS load and reboot again, go to BIOS and re-enable the adapter. Restart the computer.

Tried it just now, didnt work :/

ordered this sound card, that might fix it
[img]<http://elmnts.co/i/8164579.png>[/img]

Sikes - May 18, 2015, 10:21 am

Can anyone provide a fix?

A friend of mine is experiencing the same issue.

archangel.dmitry - May 18, 2015, 12:39 pm

OP, what are brand and model of your motherboard?

Elements. - May 18, 2015, 12:53 pm

Asus P8Z77-V , my whole build is in the OP

archangel.dmitry - May 18, 2015, 1:08 pm

When disconnect or connect speakers, does the computer detect it?

Elements. - May 18, 2015, 1:53 pm

Yes, RealTek can see the connection in the panel <http://elmnts.co/i.php?img=4168758> , It didnt work when I had the motherboard sound card disabled from the BIOS.

Smexy - May 18, 2015, 1:54 pm

Perhaps you have mislead a cable for audio?

Go to a pc hardware store or something :D

archangel.dmitry - May 18, 2015, 1:58 pm

Do you still have your old GPU? If so, try swapping it back for testing purposes.

Elements. - May 18, 2015, 1:58 pm

(May 18, 2015 01:54 PM)Sm?exy Wrote: [\[CITE\]](#) Perhaps you have mislead a cable for audio?

Go to a pc hardware store or something :D

No. The headset/cable both work fine on my laptop and phone.

(May 18, 2015 01:58 PM)archangel.dmitry Wrote: [\[CITE\]](#) Do you still have your old GPU? If so, try swapping it back for testing purposes.

No I dont have them any more :/

archangel.dmitry - May 18, 2015, 2:29 pm

Can you try using only one GPU and hard reset BIOS?

Elements. - May 18, 2015, 2:30 pm

(May 18, 2015 02:29 PM)archangel.dmitry Wrote: [\[CITE\]](#) Can you try using only one GPU and hard reset BIOS?

How do you hard reset the BIOS?

archangel.dmitry - May 18, 2015, 2:40 pm

- Disconnect the power cord from the computer.
- Remove CMOS battery.
- Press the power button on the case to drain leftover charge.
- Wait 30 seconds.
- Insert the battery back.
- Connect the power cord.
- Press the power button to start the computer.
- Go to BIOS and load default settings and make changes necessary to boot the OS if needed.

Check if it made any difference.

Elements. - May 18, 2015, 3:13 pm

Tried that just now, no luck, same thing, shows audio being played but nothing comes through.

archangel.dmitry - May 18, 2015, 3:25 pm

I have checked if anybody else complained about same problem with same motherboard. It seems to be a common problem. Some people have it not working since day one, or it works for months and then just stops. We can try TeamViewer but chances to fix the problem are not great.

Elements. - May 18, 2015, 4:09 pm

Sent you a PM with my Skype, add me and I can send you the TV details

archangel.dmitry - May 18, 2015, 5:24 pm

I don't use Skype for HF purposes any more, sorry.

Elements. - May 18, 2015, 5:38 pm

Ok, I PMd you my TV details

ThaTorrentBoy - May 19, 2015, 5:58 am

I had the exact same issue with my P8Z77-V Deluxe when I installed a new GPU. Tried reinstalling drivers, windows, etc. Nothing worked. I gave up and bought a dedicated sound card.

I'm pretty sure the onboard died the moment I installed my new GPU.

archangel.dmitry - May 19, 2015, 8:41 am

(May 19, 2015 05:58 AM)ThaTorrentBoy Wrote: [\[CITE\]](#) I had the exact same issue with my P8Z77-V Deluxe when I installed a new GPU. Tried reinstalling drivers, windows, etc. Nothing worked. I gave up and bought a dedicated sound card.

I'm pretty sure the onboard died the moment I installed my new GPU.

I have found couple reports stating the same problem. I didn't want to give up on problem yet.

Elements. - May 19, 2015, 6:14 pm

(May 19, 2015 05:58 AM)ThaTorrentBoy Wrote: [\[CITE\]](#) I had the exact same issue with my P8Z77-V Deluxe when I installed a new GPU. Tried reinstalling drivers, windows, etc. Nothing worked. I gave up and bought a dedicated sound card.

I'm pretty sure the onboard died the moment I installed my new GPU.

Yea I ended up buying a dedicated sound card and that fixed the issue. Thanks for the help everybody!

Bugattisport1 - *June 13, 2015, 10:37 pm*

maybe one of the inputs are damaged on the pc