Chromebook Sound Problems

If you are having problems with sound on your Chromebook, try the following suggestions:

Fix #1: Make sure the headphones are securely plugged in

Make sure you firmly insert and push the headphones in. Give it a good push until you hear a click.

Fix #2: Try a different set of headphones or earbuds

By connecting a different set you can determine if the problem lies with a pair of broken headphones rather than a problem with the Chromebook.

Fix #3: The "close lid" solution

1. Unplug the headphones.
2. Close the lid of the Chromebook and wait ten seconds.
3. Plug in the headphones.
4. Open the lid. The Chromebook will re-scan for audio devices and should find your headphones. Or...
   1. Turn off the Chromebook.
   2. Plug in the headphones
   3. Turn on the Chromebook. The Chromebook will re-scan for audio devices on startup and should find headphones.

Fix #4: Check sound settings

In the lower right corner of the screen are a series of icons. Find and Click on your account picture at the very right. A window will appear displaying information about the Chromebook.

- Make sure that the audio is at a high volume and not muted.
- Make sure that the destination output is set to either headphones if you want to listen through headphones, or speakers if you want to listen through speakers.

Fix #5: Clear the cache

Clearing the cache on the Chromebook can resolve some audio issues. To clear the cache do this:

1. Click on the chrome setting button called the ellipsis in the browser in the top right corner (it looks like three horizontal lines or 3 vertical dots.)
2. Click on Tools or More Tools and then Clear browsing Data,
3. Select Advanced
4. Specify to clear information 'From the beginning of time'.
5. The option 'Empty the Cache' is related to sound troubleshooting.
6. Click 'Clear Browsing Data'
7. Turn the chrome book off and then on again and try the sound.

Fix #6: Disable all extensions

Some sound issues could be the result of a faulty or outdated extension. To solve this disable ALL extensions and remove the extensions you have not installed, used, or know what its purpose is.

If the sound now works then the problem was one of those extensions. Re-enable each extension you want to keep individually while checking the sound between each enable. Once the sound breaks again, the faulty extension should be removed and not used.