

If you're having sound problems on Windows 10, Windows 8, Windows 7, or Vista, check to make sure your computer has a sound card, or sound processor, and it's working properly.


On Windows 10: First try the following suggestions, and if none of these work, continue on with “2. Open Device Manager” below.

- If you get the “Sorry—sound doesn't seem to be working properly” alert, you can probably fix this problem by downloading and installing MacGAMUT version 6.2.8a or higher which includes a workaround for the sound bug Microsoft introduced into Windows 10 shortly before its official release.
- If you are using 6.2.8a and did not get the “Sorry” alert, right-click the volume icon in your Task Bar and click Open Volume Mixer. Check to make sure none of the applicable volumes are muted.
- If you still have no sound, right-click the volume icon in your Task Bar and click on Playback devices. If an audio output device is listed, you should have sound. If no device is listed, continue on with #2 below.

On Windows Vista through Windows 8.1:

1. Open the Control Panel:

On Windows 8, go to the traditional Desktop, click on the Folder icon in the taskbar, click on Desktop under Favorites, and then double-click Control Panel to open it.

On Windows 7 and Vista, click the Start button , and then click Control Panel.

2. Open Device Manager: On Windows Vista through Windows 8.1, click System and Security, and then, under System, click Device Manager. On Windows 10, click the Start button, then click on Settings, and search for Device Manager. If you're prompted for an administrator password or confirmation, type the password or provide confirmation. Double-click Sound, video and game controllers to expand that category.

3. If a sound card or playback device is listed, you have sound installed. If no sound card or playback device is listed, you may need to reinstall the audio/sound drivers for your computer.

Notes

- If you think you have a sound card installed but you don't see it under the Sound, video and game controllers category, expand the Other devices category and check the devices listed there.
- Laptops don't usually have sound cards. Instead, they have integrated sound processors, which appear in the same category in Device Manager.

If there's a yellow question mark or red marker next to the name of the sound card or output device in Device Manager, there is a problem.

1. Right-click the name of the sound card, and then click Properties.
2. Click the General tab, and then look in the Device status box to identify problems with the sound card.

If you have followed these steps and sound still isn't working, there's one more thing to try:

If you have recently updated your operating system, trying shutting down and restarting your computer (click Shut down, not Restart).