

Dell OptiPlex 3010 & 3020 No Sound Issue

Problem: You can get sound (Windows Default Sounds, notifications, etc.) to play through the HDMI cable connected from the desktop to the monitor. However if you plug a device into the “Input” 3.5mm jack no sound plays on the Desktop or Monitor Speakers. For example you plug a 3.5mm Cable from your iPhone into the “Input” (Line In) jack on the Desktop. When you play music or something that has audio on your phone it will not play on the Desktop or the Monitor Speakers.

Solution: First of course double check under “Sounds” in control panel that you have your monitor speakers set as your default speaker. Also, make sure you have the 3.5mm Jack Plugged, into the “Input” (Line In) Jack on the back of the computer and not in the headphone port on the front of the computer. After you have done that go to start and then control panel, and then double click on “Sounds”. Now click on the “Recording Tab” at the top. Find where it says “Line In” (Under the “Select a recording device below to modify its settings”) and make sure it has a green check mark beside it. **Note: If it doesn’t then click on it one time and click on set as default at the bottom.** Now if “Line In” isn’t already highlighted click on it one time and then click on the properties button at the bottom right. The “Line In Properties Box” opens and you need to click on the “Listen Tab”. Now look about half way down

and you should see the words “Listen to this device”. You will need to put a check mark in that box and then hit Apply and then Ok at the bottom. Then Hit Ok on any remaining Windows until you are back at the Control Panel. Close Control Panel.

When you try to play sounds from your device through to “Line In” input of the Desktop via a 3.5mm cable; your sound should now travel to the monitor’s speakers.