

<https://youtu.be/ATdDlpTux50>

This video is a step-by-step process on how to fix a Razer headset with no audio or sound.

The following are the common causes why a Razer headset has uneven balance or no sound at all:

Dirt or debris in the audio port and on the audio jack

Improper audio jack connections

Incorrect playback device settings

Software issues

Faulty audio drivers

Do note that it is not necessary to run through all the troubleshooting steps. Stop once the issue is fixed after performing a particular set of steps.

Let's get started.

First, test the headset on a different computer or device to isolate the cause of the issue.

If the headset is working properly on a different device, the issue could be due to defective audio or USB ports on your primary device.

It is recommended to have it checked by the manufacturer or a reputable technician.

If the issue persists even on a different device, eliminate any possibility of connection-related issues in general.

For 3.5 mm headsets:

Remove any dirt or debris from the audio port and audio jack using a Q-tip and cloth.

Also, ensure the audio port on your PC is compatible with the type of connector your headset has.

Your headset may have a 3-pole (TRS) or 4-pole (TRRS) 3.5 mm jack. If you find it incompatible, using an appropriate adapter will help.

For wired USB headsets:

Ensure the device is plugged in directly to a PC USB port and not a USB hub.

For wireless headsets:

Ensure the device is on, properly charged, and is connected to the PC wirelessly via the USB dongle or Bluetooth.

Ensure the headset in-line control and system volume are not set too low.

To check system volume settings:

Right-click on the speaker icon in the system tray.

Select "Open Volume mixer".

Adjust the volume levels to ensure they are not set to a minimum or muted.

Ensure the device is set as the default playback device.

Right-click on the speaker icon in the system tray.

Select "Open Sound settings".

Click on "Sound Control Panel" under "Related Settings".

For 3.5 mm headsets, right-click on the system's onboard audio playback device. For example, "Realtek High-Definition Audio."

For wireless or USB-type headsets, right-click on the Razer headset. For example, "Razer Nari."

Then select "Set as Default Device."

If the sound is unbalanced, check the audio balance settings in Windows.

Right-click on the speaker icon in the system tray.

Select "Open Sound settings."

Click on "Sound Control Panel" under "Related Settings."

Go to "Playback."

For 3.5 mm headsets, right-click on the onboard playback device. For example, "Realtek High Definition Audio."

For wireless or USB-type headsets, right-click on the Razer headset. For example, "Razer Nari."

Then select "Properties."

Go to the "Levels" tab and click "Balance."

Adjust the levels so the left and right have the same volume.

Perform a test by playing audio from the computer.

Exit 7.1 Surround Sound or THX Spatial if installed.

Right-click the app icon in the system tray then select "Exit All Apps."

Reinstall the software and restart the computer if the headset works with the software disabled.

Disable Audio Enhancements on wireless or USB-type headsets.

Open Razer Synapse 3.

Go to "AUDIO" > "ENHANCEMENT."

Toggle the slider off on each enhancement.

Disable Razer Synapse 3 on wireless or USB-type headsets.

Right-click on the Razer Synapse 3 icon in the system tray then select "Exit Synapse."

Do a clean reinstall of the software if the headset works with Razer Synapse 3 disabled. See [How to perform a clean re-installation of Razer Synapse 3 & 2.0 on Windows](#) that is linked in the description.

Reinstall the audio drivers.

Open Device Manager. To do so, right-click on the Start button and select "Device Manager."

Expand "Audio inputs and outputs."

Right-click on the Razer headset and select "Uninstall device."

Restart the computer to completely uninstall the drivers. The drivers are automatically installed after the computer restarts.

That's it! You have successfully resolved sound issues on your Razer headset.