

## Sound card has become de-installed

*It's the next day. A fine morning. You turn your PC on, it boots OK, but ..... you no longer have sound. The normal welcoming Windows tune does not play, your CDs do not play, nothing does, and the yellow speaker has disappeared from the Task Bar. You have done nothing different, and you certainly did not install a new piece of software the day before – it was business as usual, until .....*

### Likely Causes

This problem can occur for one of two reasons :

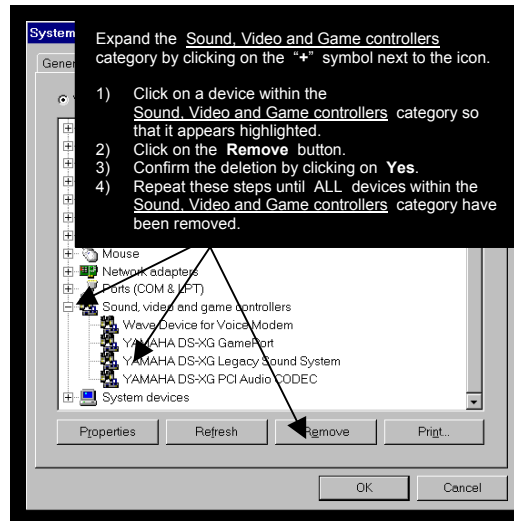
- 1) The Soundcard has become faulty and needs replacing.
- 2) You have Windows 98, the original version, or the upgrade, and Windows 98 simply has lost the settings of your soundcard !  
**This is a bug specific to Windows 98, the original version, or the upgrade version.** We, at AnswersThatWork, have not encountered this problem in any other versions of Windows; that said, if this has happened to you and you are running a version of Windows other than the aforementioned versions, then this document will be of use to you too.

### The Solution

Whatever the cause of the problem may be, the first thing to try is to have Windows attempt to re-install the soundcard card properly. To do this, do as follows :

- Click on **Start \ Settings \ Control Panel \ System**.
- Position yourself on the **Device Manager** tab.
- Expand the Sound, video and game controllers category by clicking on the "+" sign to the left of it.

- Within the Sound, video and game controllers category, click on any sound device so that it appears highlighted, and then click on the **Remove** button.
- When you are prompted to confirm the deletion, click on **Yes**.
- Repeat this process until all devices within the Sound, video and game controllers category have been removed :



- Close the System Properties dialogue box by clicking on **OK**.
- Close the Control Panel.
- Reboot the PC (**Start \ Shut Down \ Restart \ Yes**).  
If you are lucky, on reboot Windows 98 will correctly re-detect your sound card and will re-install the appropriate drivers. If it does, you should then be able to see everything to do with sound, work again.
- If Windows 98 does re-detect and install your Soundcard correctly, check that everything to do with sound works properly.
- If, however, Windows 98 is not able to re-detect and install your Soundcard correctly, the problem is likely to be with the card itself which may need replacing.  
**Double-check with us before replacing it.**
- That's it. You're done.**

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