HP PCs – HDMI display and sound troubleshooting (Windows 10)

When connecting your computer to an HDMI device, such as a monitor, TV, or surround sound speakers, you might encounter display or sound issues.

Use this information to check your settings and troubleshoot problems.

How to fix HDMI display and sound problems in Windows

Using the correct HDMI cable for your HDMI device

Most HDTV devices have more than one HDMI input port. Make sure that the HDMI display's input source is set to the same HDMI port that is connected to your computer, for example HDMI 2 to HDMI 2.

If your computer and HDMI device use different cable types, you can purchase adapters. See Overview of HDMI and DVI Connections for PCs for more information.

Identifying an HDMI cable connector.

Identifying an HDMI 19-pin port.

## Selecting HDMI sound output as the default audio device in Windows

Select the HDMI device as the default output device. When an external sound device is not connected to the computer, the sound settings revert to your computer's speakers and headphones. When the HDMI device is connected to the computer, the sound settings change to the HDMI device.

Open sound settings to ensure the correct output device is selected.

NOTE: The images displayed might differ from your computer, but the steps are the same.

1.   Connect the HDMI cable to your computer and to your output device.

2.   In Windows, search for and open **Control Panel**.

3. Click **Sound**, and then click the **Playback** tab. The Sound window opens.

4. On the **Playback** tab, select **Speaker/Headphone** or **Speakers and Headphones**, and then click **Set Default**.
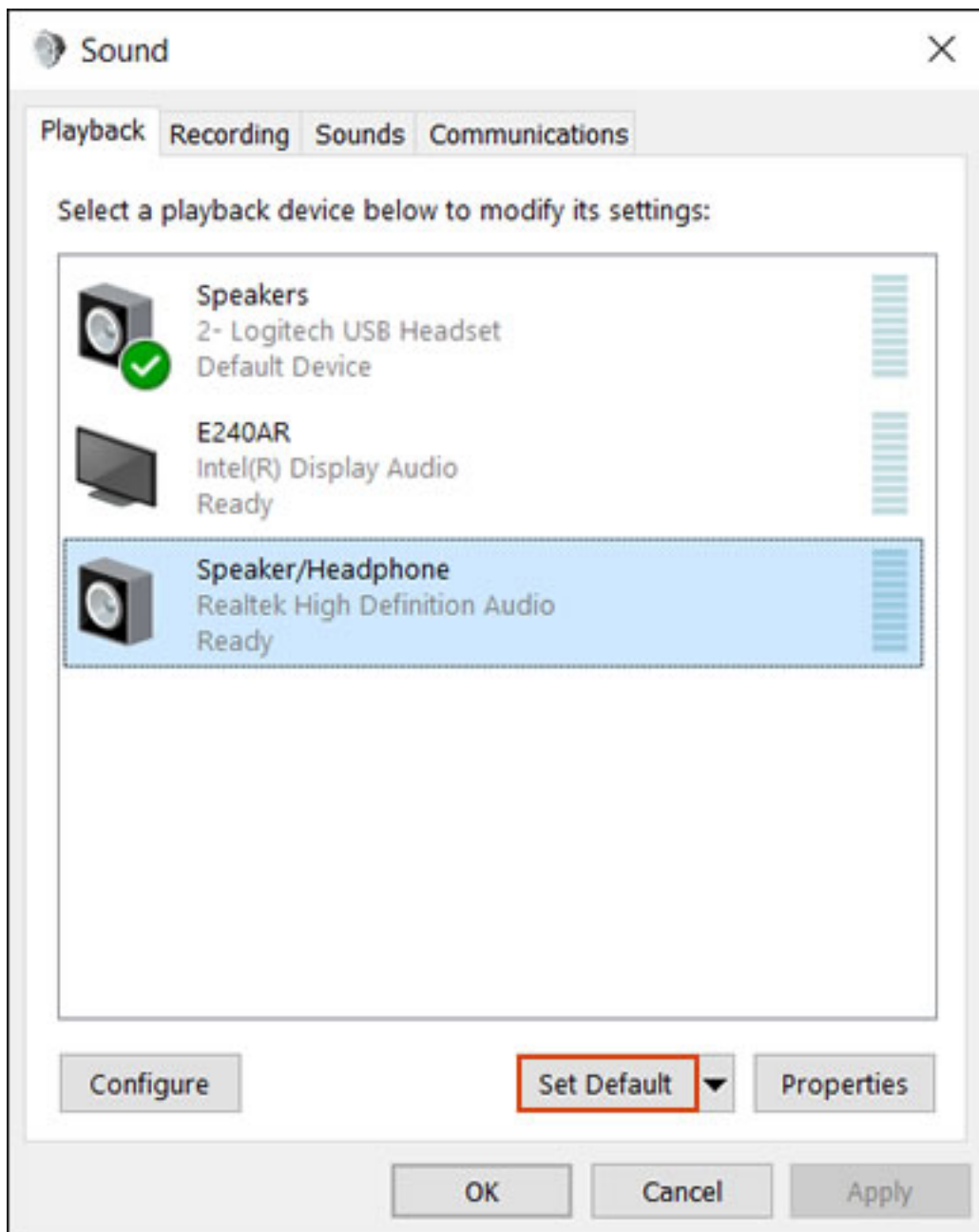

NOTE: Use **Default Devices** for audio output devices such as headphones or speakers. Use **Default Communication Device** for making and receiving phone calls.

5. Select the output device connected with the HDMI cable, and then click **Set Default**.
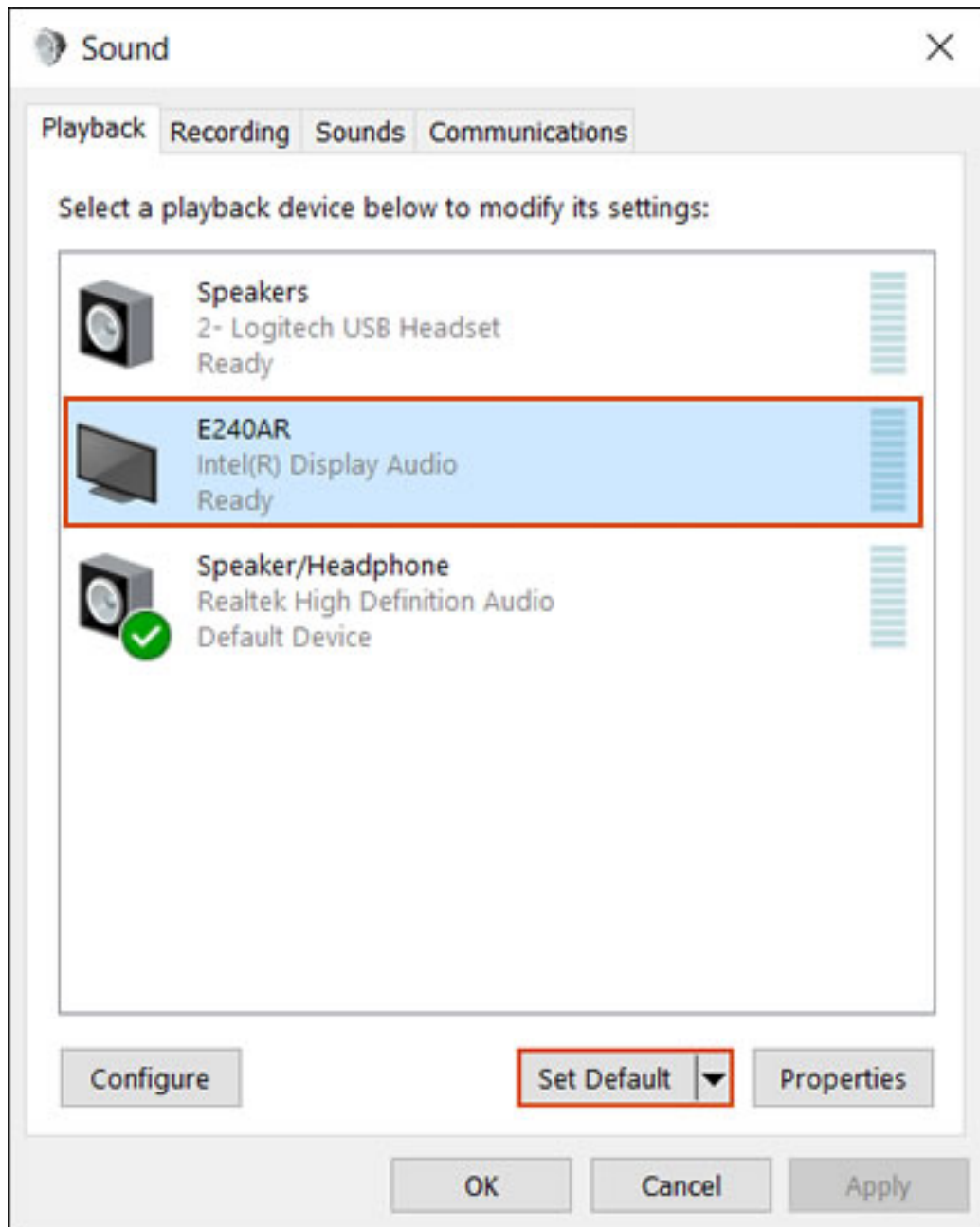
6. Right-click the output device connected with the HDMI cable, and then select **Show Disconnected Devices**. The HDMI cable must be connected when it is configured.
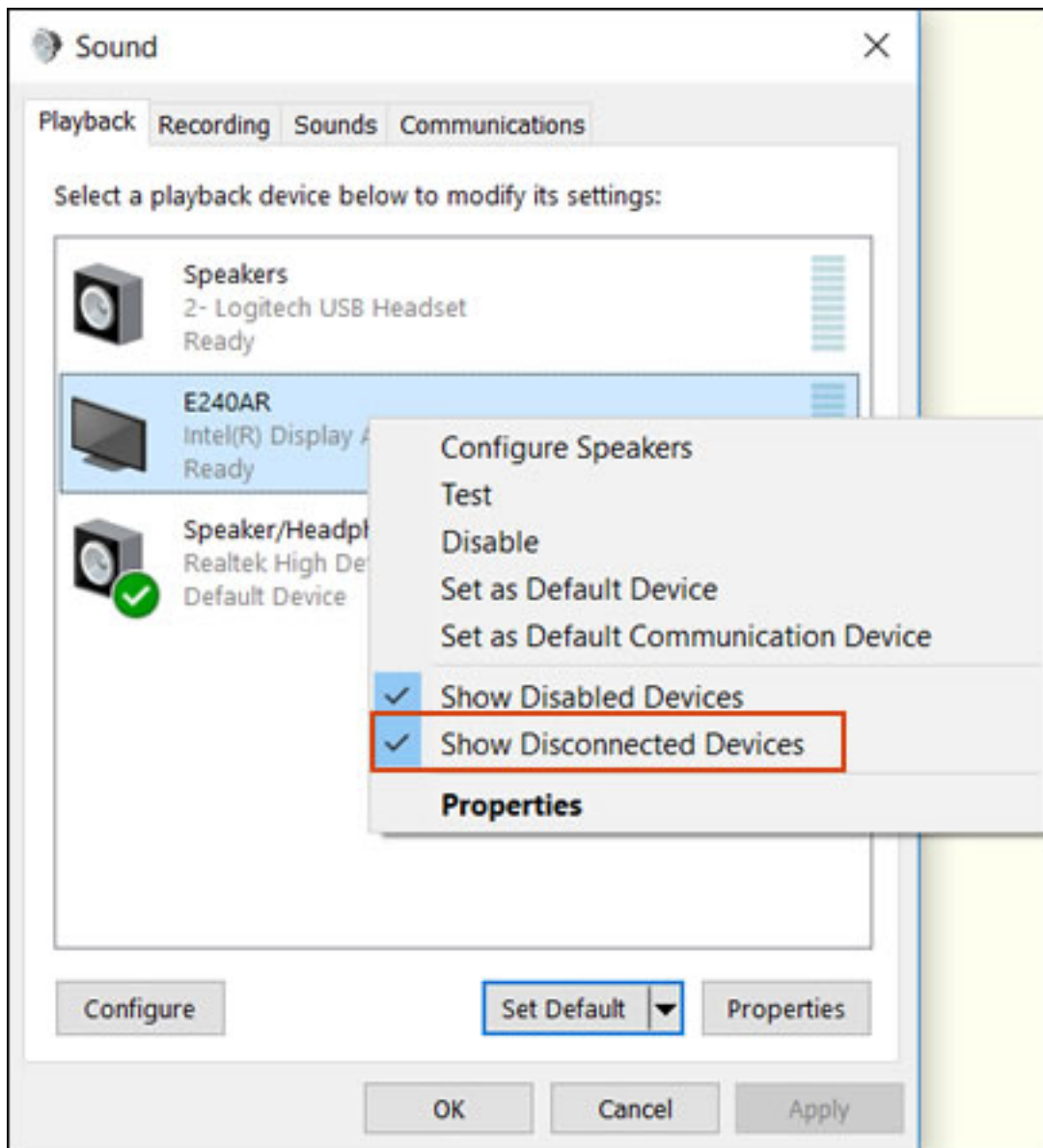

7. To view all the available sound devices, right-click any device displayed in the Sound window and select the **Show Disabled Device** and **Show Disconnected Devices** options.

Run Audio Check in HP Support Assistant

Run Audio Check in HP Support Assistant to make sure that the audio device is functioning properly.

1. Go to HP Support Assistant to download and install the HP Support Assistant software, if it is not already installed on your computer.

2. In Windows, search for and open **HP Support Assistant**.

3. On the **My Dashboard** tab, click **Fixes & Diagnostics**.
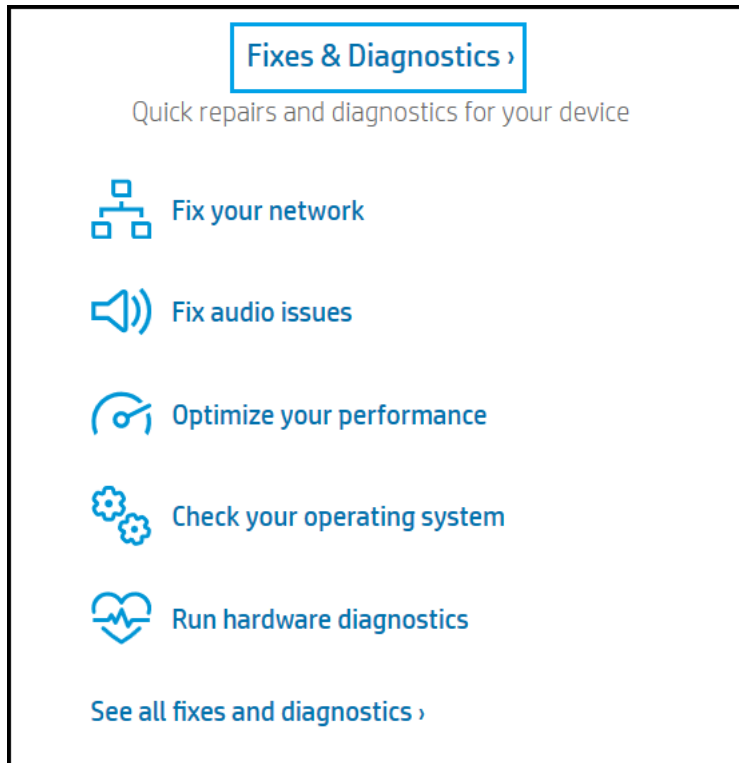
4. Click **Audio Check** in the **One click fixes** section.

5. Click **Next**, and then wait for the audio test to complete.
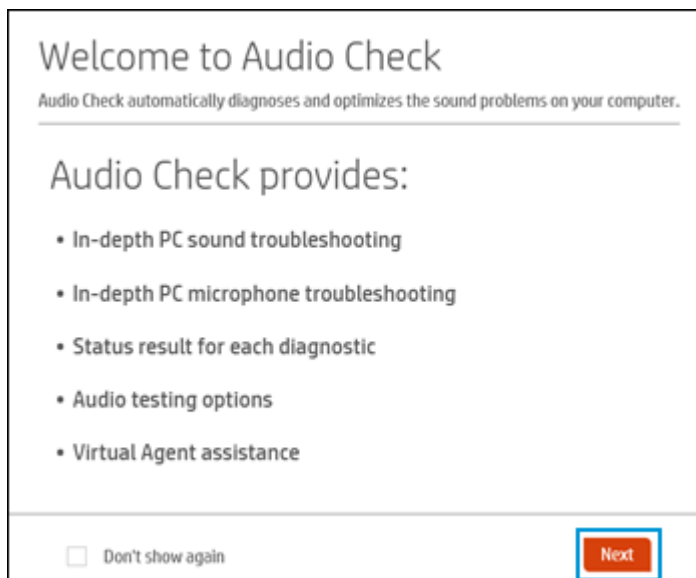
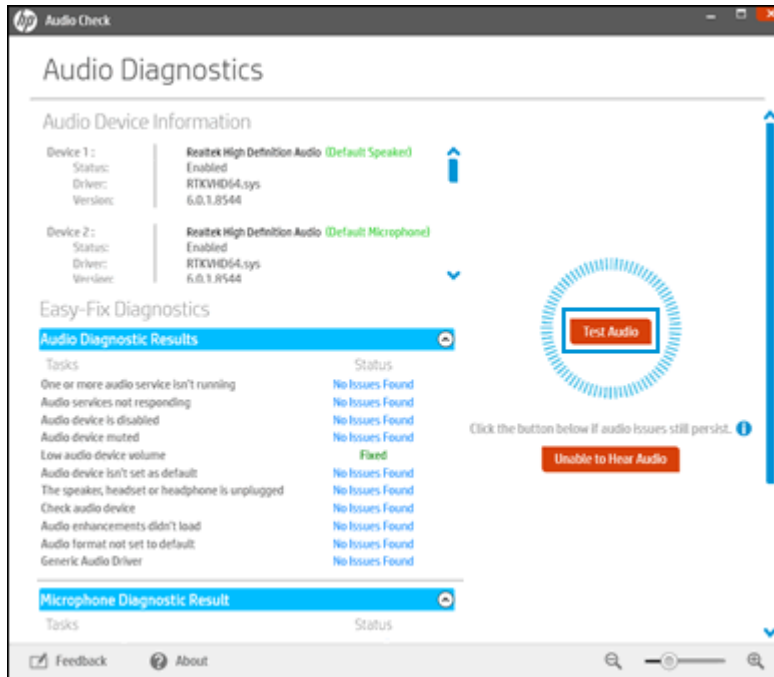6. Review the test results on the audio and microphone diagnostic results sections, and then click **Test Audio**.

7. If sound is not heard correctly, click **Unable to Hear Audio** and then follow the on-screen instructions.
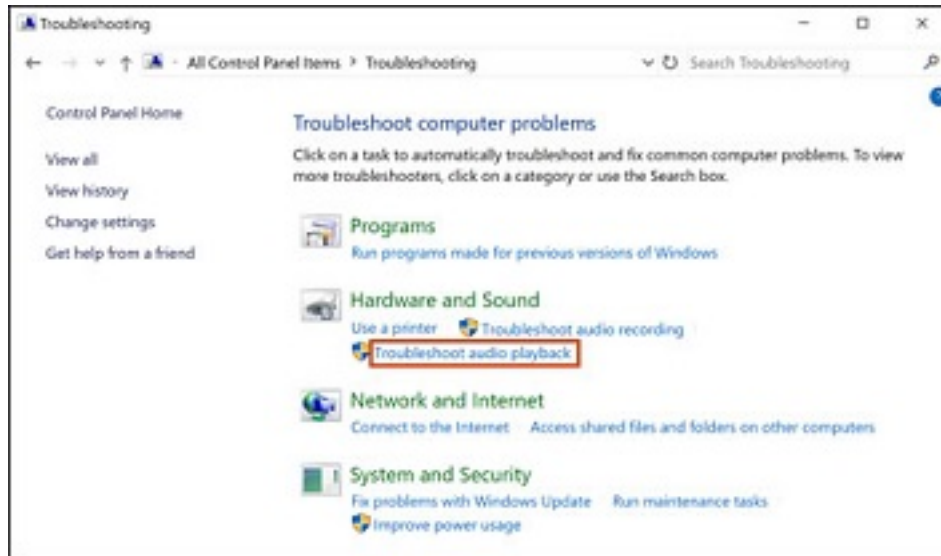
Using the Windows Sound troubleshooter

Use the troubleshooter to resolve audio playback issues.

1. In Windows, search for and open **Control Panel**.

2. Click **Troubleshooting**.

> NOTE: If you do not see **Troubleshooting** listed, change **View by** (located in the upper-right corner of the screen) to **Large Icons**.

3. Under **Hardware and Sound**, click **Troubleshoot audio playback**.

📝 **NOTE:** Administrator permission is required to run this program. If prompted, type the administrator password or provide confirmation.

4. The Sound troubleshooter opens. Click **Next**. The troubleshooter begins checking the audio service status.
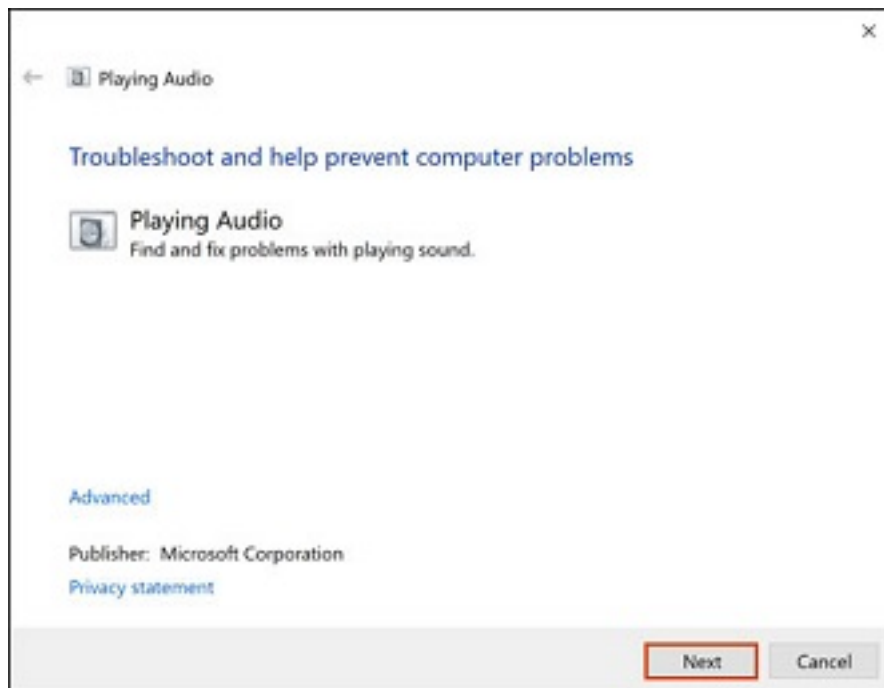
5. Select the device you want to troubleshoot, and then click **Next**.

6. Follow the on-screen instructions and make any changes suggested by the troubleshooter. When done, close the troubleshooter.

Advanced HDMI display and sound troubleshooting for Windows

Use these advanced troubleshooting procedures for issues with HDMI display and sound.

Performing a hard reset

A hard or forced reset erases all information in the computer memory, which might resolve HDMI display and sound issues.

When performing a hard reset, you must disconnect or remove all peripheral devices. Test the computer by itself, and then reconnect one peripheral device at a time.

Power reset your desktop computer

Perform a power reset on your desktop computer.

1. Turn off the computer.

2. Disconnect any peripheral devices, and then unplug the power cord.

3. With the power cord unplugged, press and hold the **Power** button for approximately 15 seconds.

4. After you drain the capacitors, plug in the power cord. Leave peripheral devices disconnected.

5. Turn on the computer.

Power reset a laptop with removable battery

Perform a power reset on your notebook with a removable battery.

Performing a hard or forced reset on your HP notebook with removable battery

1. Turn off the computer, and then unplug the power cord.

2. Disconnect any peripheral devices, and then remove the computer from any port replicator or docking station.

3. Remove the battery from the computer.

4. With the battery and power cord unplugged, press and hold the **Power** button for approximately 15 seconds.

5. After you drain the capacitors, re-insert the battery, and then plug in the power cord. Leave peripheral devices disconnected.

6. Turn on the computer.

Power reset a laptop with a non-removable battery

Perform a power reset on your notebook with a non-removable battery.

Performing a hard or forced reset on your HP notebook with non-removable battery

1. Turn off the computer, and then unplug the power cord.

2. Disconnect any peripheral devices, and then remove the computer from any port replicator or docking station.

3. With the power cord unplugged, press and hold the **Power** button for approximately 15 seconds.

4. After you drain the capacitors, plug in the power cord. Leave peripheral devices disconnected.

5. Turn on the computer.

Update the PC with HP Support Assistant

Use HP Support Assistant to find and install updates, including BIOS updates, for your computer with Windows.

1. In Windows, search for and open **HP Support Assistant**, or click the app icon 🔵 in the taskbar.

   If the app is not installed on your computer, download the latest version from the HP Support Assistant website.

2. On the **My Dashboard** tab, find your computer, and then click **Updates**.

3. Wait while HP Support Assistant analyzes the system.

4. After the analysis completes, select the listed updates, download and install the updates, and then follow any on-screen instructions.

5. If prompted, restart the computer, and then close the tool.

Installing computer updates using Windows Update

Find and install updates for your computer with Windows 10.

Find and install updates for your computer with Windows 10

1. In Windows, search for and open **Windows Update settings**.

2. Click **Check for updates**.

   If there are any available updates, they begin installing automatically.

3. After the updates install, restart your computer, if necessary.

Troubleshooting specific HDMI issues

Find your HDMI issue and use the suggestions to troubleshoot your issue.

No sound

HP recommends that you connect analog speakers to the computer Audio Line Out connector if you want to hear sound during the initial setup of the computer.

If you used a DVI-to-HDMI adapter to connect the display, DVI does not carry an audio signal. To hear sound through the display, you must connect the computer Audio Line Out connector to the DVI Audio In connector on the display and select DVI as the source. Do not select HDMI as the default audio device in Windows.

I hear DVD sound, but there's no video on the HDTV

With HDMI, you can view all the actions on both your computer and on your high definition TV screen at the same time. The audio plays, but there is no video output from the DVD.

- Check that the display is connected to the computer and turned on.

- Select the correct source on the HDTV monitor or TV. If the display or TV has more than one HDMI input, make sure you select the HDMI port that the HDMI cable is connected to, for example HDMI 2. If you are using a DVI-to-HDMI adapter, select DVI as the source. Do not select HDMI as the default audio device in Windows.

- If using multiple displays, check the specifications for the graphics card to ensure that it supports the display types and numbers to which you connected. Most cards do not support connecting more than two displays at a time.

- Update the BIOS and the video drivers to the latest version available for your computer.

Poor picture quality

If you experience poor picture quality, try a shorter or higher quality HDMI cable.

Use an HDMI cable five meters (16 feet) or less in length. Longer distances can result in signal degradation and possible loss of audio and video quality. For longer distances, or for viewing 1080 p or higher video definition, use a higher quality cable (Category 2) or a signal amplifier.

Display does not appear as a device in the graphics software

If you connected the monitor or TV after the graphics software was opened, close the software and open it again. Most software does not recognize a display added or attached after the software is opened.

Content protected error message when playing an HD DVD

While playing an HD DVD on your computer while it is connected to an LCD TV with an HDMI cable, you see the "Content protected" error message.

The following error sometimes occurs when single mode settings are selected:

The content is protected. The content is not allowed to be played in current mode.

To resolve the issue, click to accept the message when prompted. The movie plays. For more information on this error, see Content Protection Messages Interrupt Viewing of High Definition Movies.

Surround sound option is unavailable in Sound Manager

If you do not see the surround sound option in Sound Manager, confirm that the computer recognizes HDMI audio.

To confirm that the computer recognizes HDMI audio, right-click the **Volume** icon in the Windows system tray, and then select **Sounds** or **Playback Devices**. If you do not see **HDMI Output**, make sure that the HDMI cable is connected between the computer and the device.

If the issue persists, reinstall or update your audio drivers and make sure the BIOS is up-to-date.

HDMI icon disappeared

The HDMI port cannot receive audio if the HDMI icon disappears from the Sound properties in Control Panel.

1. Connect the HDMI cable to your computer and to your output device.

2. In Windows, search for and open **Control Panel**.

3. Click **Sound**, and then click the **Playback** tab.

4. The Sound window opens. On the **Playback** tab, select the output device connected with the HDMI cable, and then click **Set Default**.
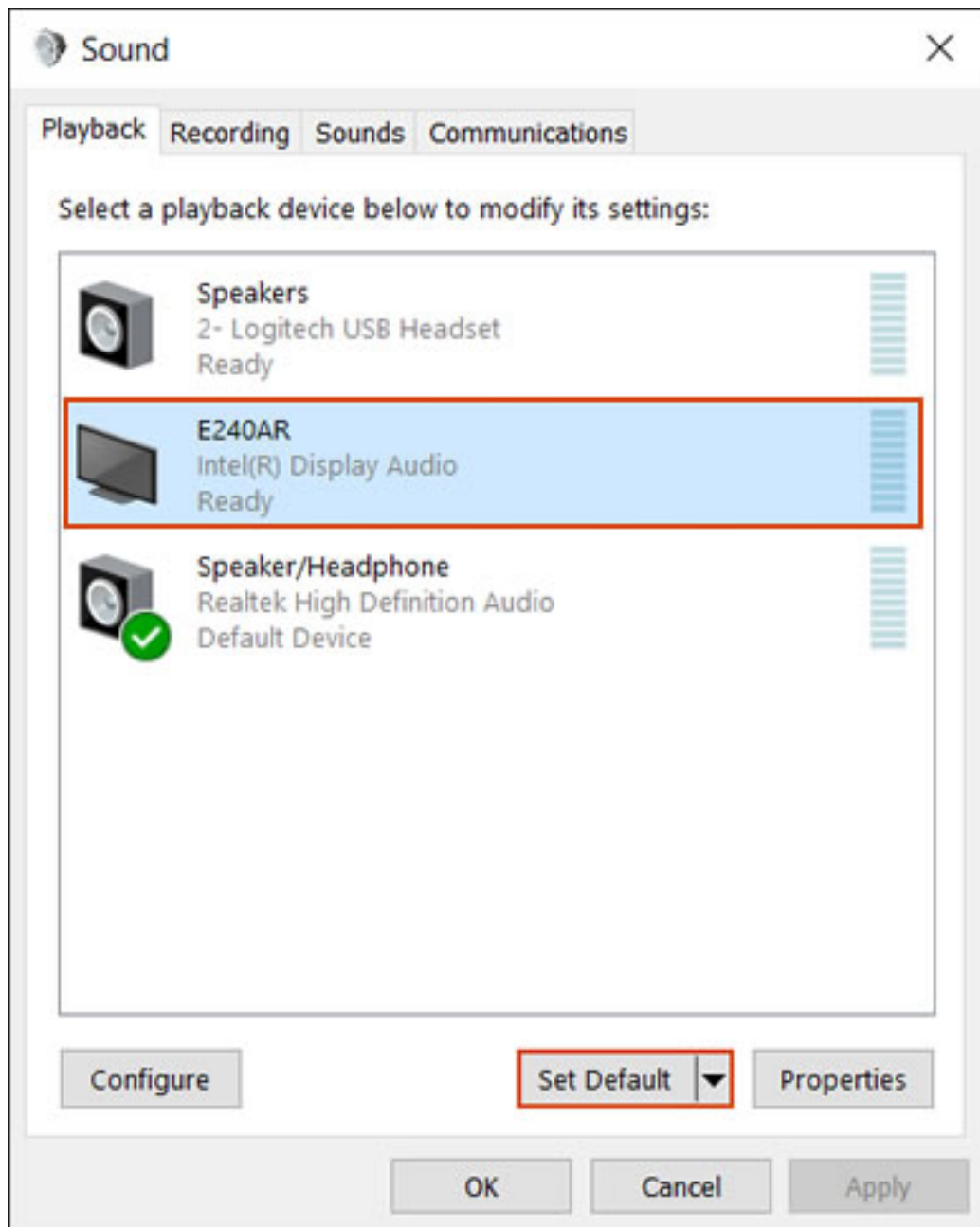
The HDMI icon displays in the Sound properties in Control Panel and the HDMI port can now receive audio.

HDMI icon always displays Working status

If the HDMI icon always displays **Working** status, the audio source is always directed to the HDMI port.

To remove the constant **Working** status from the HDMI icon, select a different default audio device.

1. Connect the HDMI cable to your computer and to your output device.

2. In Windows, search for and open **Control Panel**.

3. Click **Sound**, and then click the **Playback** tab. The Sound window opens.

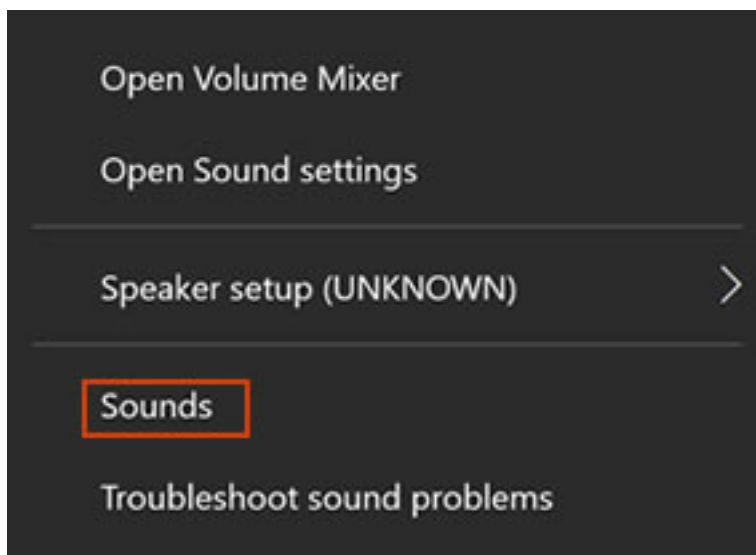4. On the **Playback** tab, select another audio device, click **Set Default** > **OK**.

   The HDMI icon no longer constantly displays **Working** status and the audio source is no longer always directed to the HDMI port.

HDMI icon always displays Not Plugged In

If the HDMI icon displays **Not Plugged In**, audio and video do not output to the HDMI port.

To remove the **Not Plugged In** status from the HDMI icon, select another audio device.

1. Remove the HDMI cable from the HDMI port on the computer.

2. Reinsert the HDMI cable into the HDMI port on the computer.

3. In Windows, search for and open **Control Panel**.

4. Click **Sound**, and then click the **Playback** tab.

5. After 10 seconds, switch the audio source in the Sound properties. Right-click the **Volume** icon [🔊] on the taskbar, and then select **Sounds** or **Playback Devices**.

   Open Volume Mixer

   Open Sound settings

   Speaker setup (UNKNOWN)   〉

   Sounds

   Troubleshoot sound problems

6. The Sound window opens. On the **Playback** tab, select another audio device, click **Set Default** > **OK**.

   The HDMI icon no longer displays **Not Plugged In** status. Audio and video can now output to the HDMI port.

My display does not have an HDMI connector

If your display does not have an HDMI connector, you can use a DVI-to-HDMI adapter with a DVI cable (or an HDMI cable). However, DVI does not carry an audio signal.

To hear sound through the display, you must connect the computer Audio Line Out connector to the DVI Audio In connector on the monitor or TV, and then select DVI as the source. Do not select HDMI as the default audio device in Windows.

Using the DVI-to-HDMI adapter with the HDMI and DVI connectors.

Connecting the analog audio cable to the computer Audio Line Out connector and the display DVI Audio In connector.