

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

Common reasons for uneven sound balance or no audio in a Razer headset include:

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

Loose or improper audio jack connections

Incorrect playback device settings

Software conflicts or issues

Faulty or outdated audio drivers

Note that you don't need to go through every troubleshooting step. Stop once the issue is resolved.

Let's get started.

Test the headset on another computer or device to determine whether the issue is with the headset or your primary device. If the headset works fine on a different device, the problem is likely due to faulty audio or USB ports on your primary device. In that case, consider having it inspected by the manufacturer or a qualified technician.

If the issue persists on a different device, rule out any connection-related problems.

For 3.5 mm headsets:

Clean the audio port and jack using a Q-tip and cloth to remove any dirt or debris.

Ensure the audio port on your PC is compatible with your headset's connector type.

Headsets use either a 3-pole (TRS) or 4-pole (TRRS) 3.5 mm jack. If they are incompatible, use an appropriate adapter.

For wired USB headsets:

Plug the device directly into a PC USB port rather than a USB hub.

For wireless headsets:

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

Check that both the headset's in-line controls and system volume are set to an appropriate level.

To adjust system volume settings:

Right-click the speaker icon in the system tray.

Select "Open volume mixer."

Ensure the volume levels are not too low or muted.

Ensure the device is set as the default playback device:

Right-click the speaker icon in the system tray.

Select "Sound settings."

Under the "Advanced" section, click "More sound settings."

For 3.5 mm headsets, right-click the system's onboard audio playback device (for example, "Realtek HD Audio").

For wireless or USB headsets, right-click the headset (for example, "Razer Kraken V4").

Click "Set as Default Device."

If the sound is unbalanced, check and adjust the audio balance settings in Windows:

Right-click the speaker icon in the system tray.

Select "Sound settings."

Under the "Advanced" section, click "More sound settings."

Navigate to the "Playback" tab.

For 3.5 mm headsets, right-click the onboard playback device (for example, "Realtek HD Audio").

For wireless or USB headsets, right-click the headset (for example, "Razer Kraken V4").

Select "Properties."

In the "Levels" tab, click "Balance."

Adjust the left and right channels to ensure they have equal volume levels.

Test the balance by playing audio from your computer.

Exit 7.1 Surround Sound or THX Spatial if installed.

Right-click the "Razer AppEngine" icon in the system and select "Exit".

If the headset works with the software disabled, reinstall the software and restart your computer.

Disable Audio Enhancements on wireless or USB-type headsets.

Open Razer Synapse 4.

Go to "ENHANCEMENT".

Toggle the "AUDIO ENHANCEMENT" slider off.

Disable Razer Synapse 4 on wireless or USB-type headsets.

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

Do a clean reinstall of the software if the headset works with Razer Synapse 4 disabled. Follow the link in the description for our video on how to re-install Razer Synapse on Windows.

Reinstall the audio drivers.

Open the "Device Manager."

Expand "Audio inputs and outputs."

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

Restart the computer to fully remove the drivers. They will automatically reinstall upon restart.

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