

Cirrus Logic Audio No Sound on Inspiron 3910, Inspiron 3020 Desktop, Vostro 3910, and Vostro 3020 Tower Desktop

Summary: Troubleshooting Inspiron 3910, Inspiron 3020 Desktop, Vostro 3910, and Vostro 3020 Tower Desktop with no sound with Cirrus Logic Audio. This could occur in both Windows 11 and Windows 10 operating systems.

Article Content

Symptoms

Inspiron 3910, Inspiron 3020 Desktop, Vostro 3910, and Vostro 3020 Tower Desktop does not have sound output when playing media.

Cause

Microsoft operating system did not update the registry key to match the audio device format. This occurs if the Cirrus Logic Audio driver is installed from the Microsoft Inbox Driver while keeping the audio playback or recording running in the background. After the driver is installed, audio default format keeps at unsupported 32-bit rate, and no sound output.

Resolution

Option 1

1. **Stop** and **close** all audio playback or recording that is running.
2. **Download and install** the Cirrus Logic Audio driver from [Dell Drivers & Downloads](#).
3. After the driver installation finished, **reboot** the computer once.

Option 2

1. Right Click the **Audio Icon** in the taskbar, select **Sound Setting** (Figure 1 [English only]).

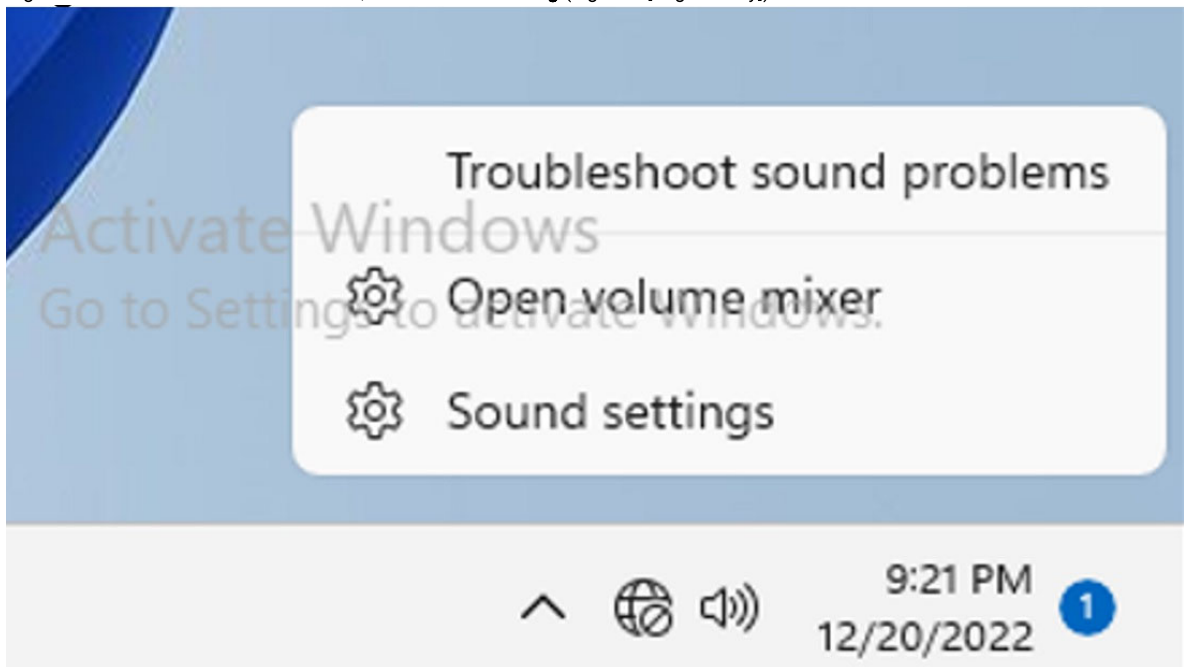


Figure 1: Sound Settings

2. Look under "**Advanced**" and Click **More sound settings** (Figure 2 [English only]).

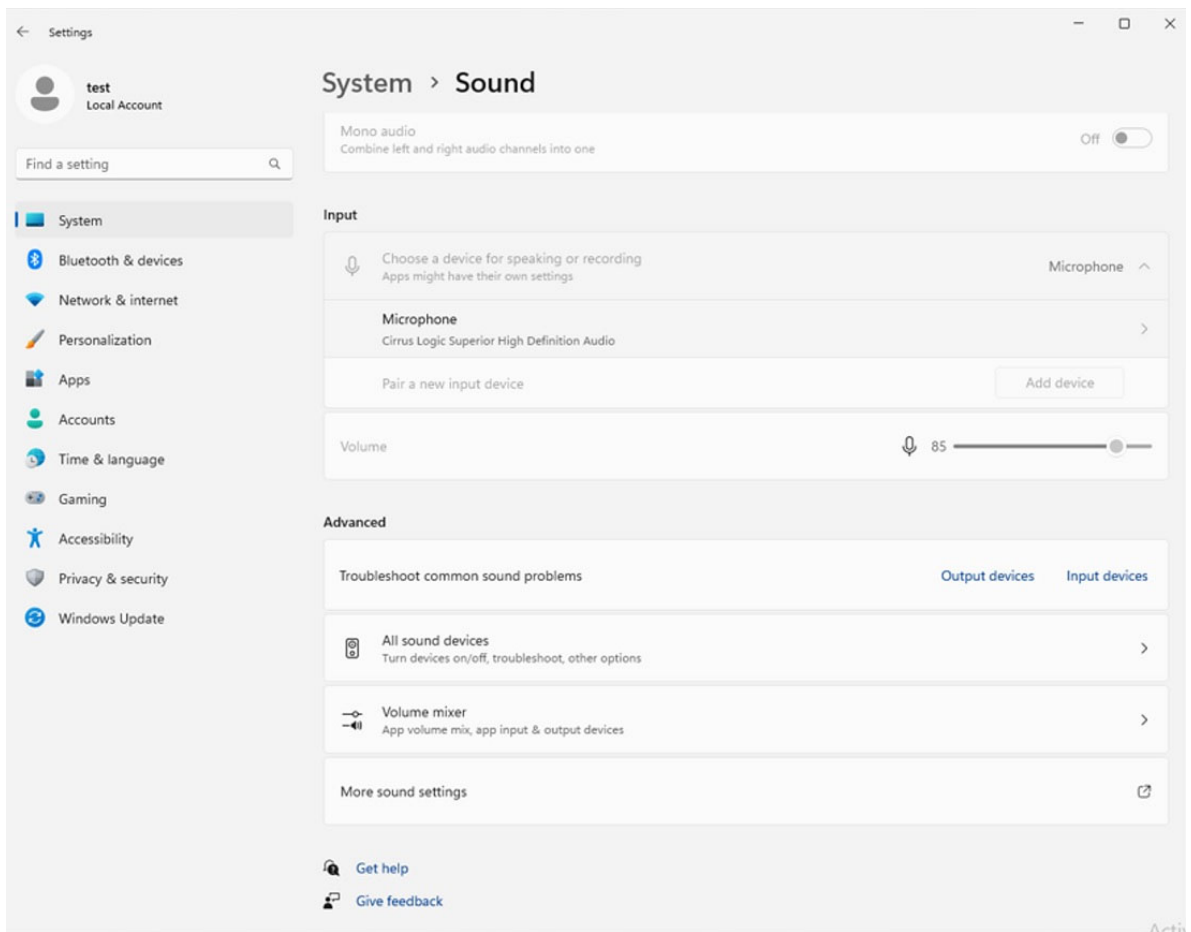


Figure 2: Advanced, More Sound Settings

3. Right Click the **Headphones device**, select **Properties** (Figure 3 [English only]).

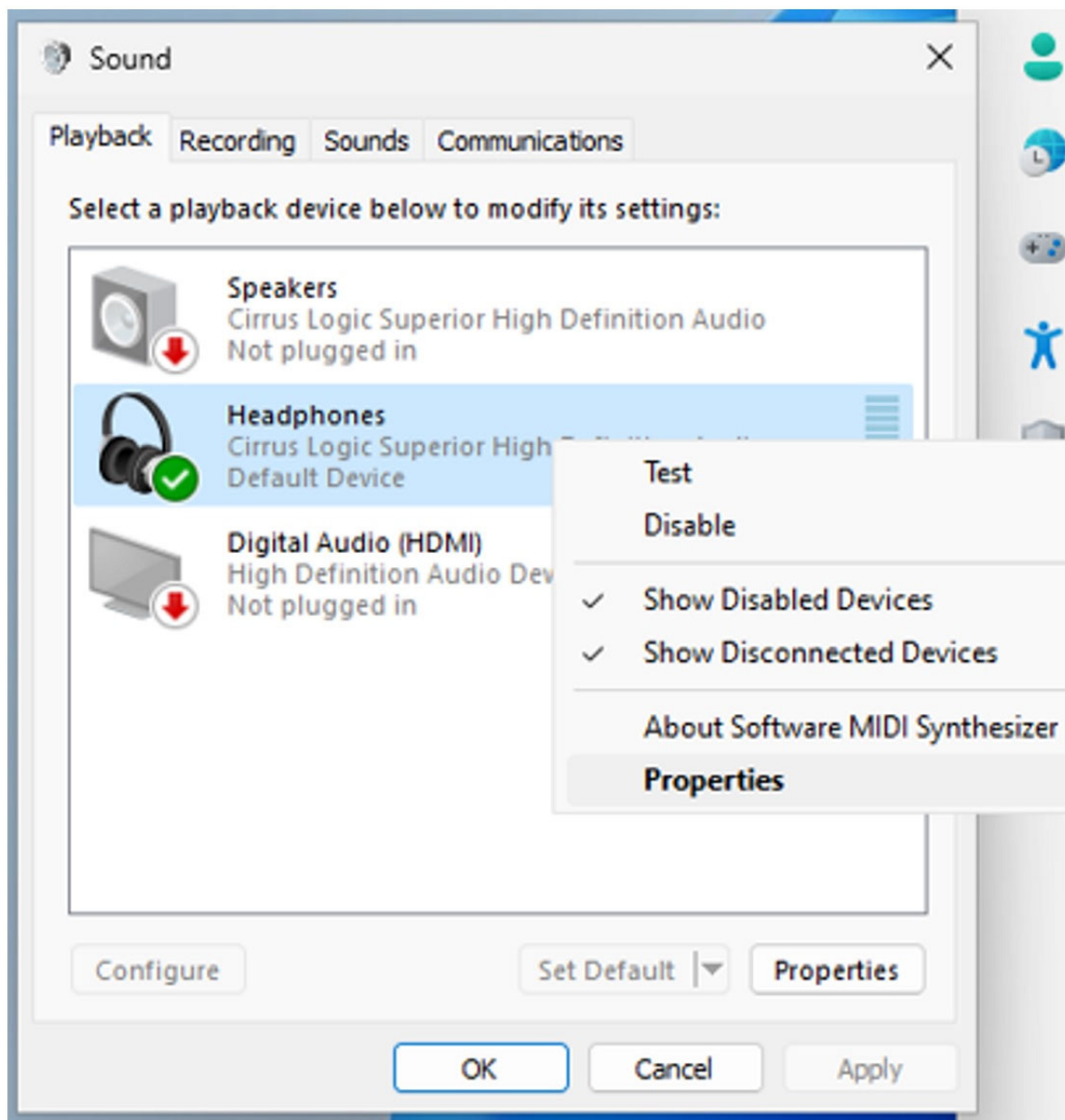


Figure 3: Select Properties from Headphones

4. Click "**Advanced**" tab and select **24 bit** from the drop-down selection. Click **Apply** then **Ok**. The unsupported 32-bit format no longer appears (Figure 4 [English only]).

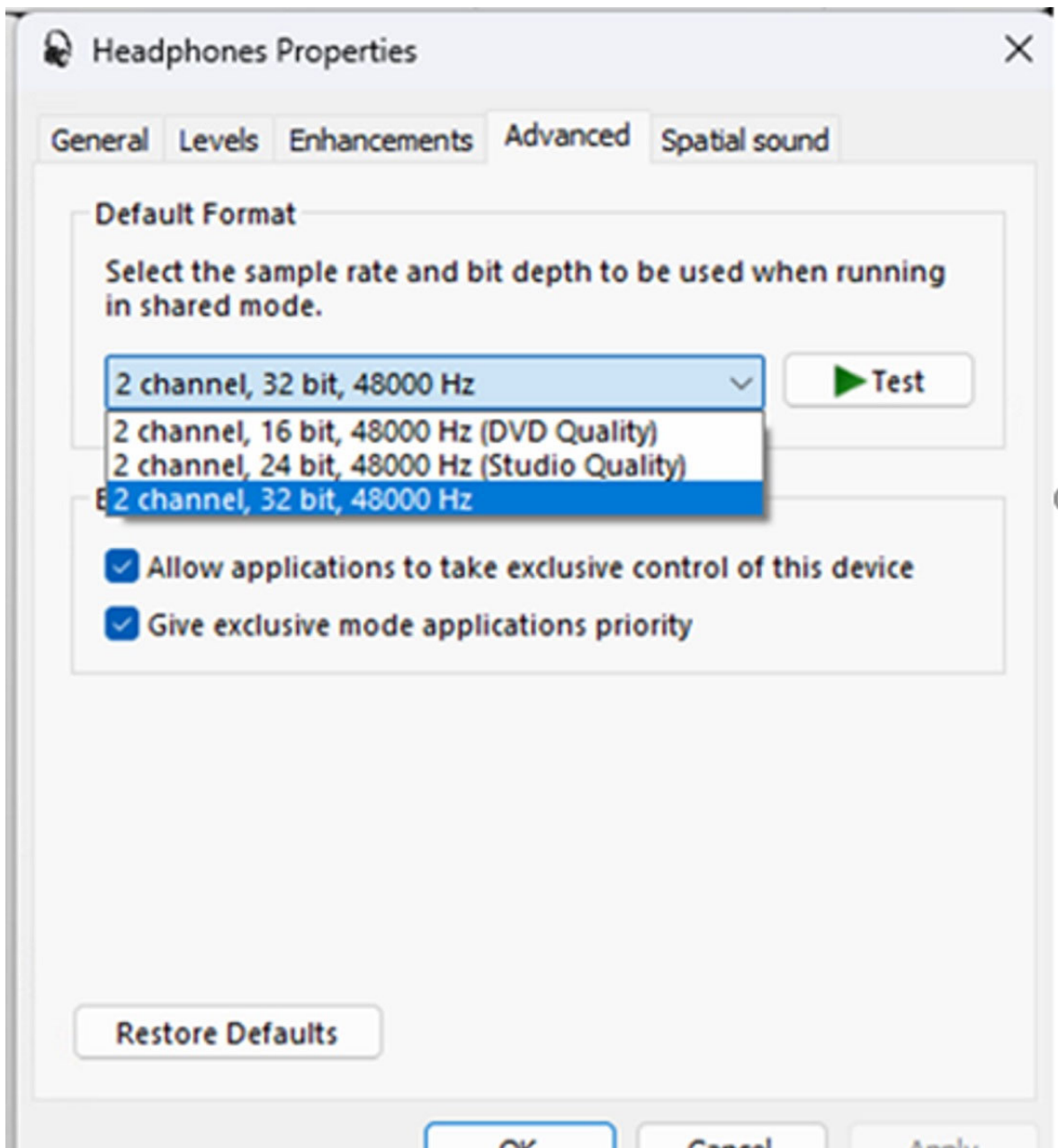


Figure 4: Select 24 bit from the drop-down selection

Article Properties

Affected Product

Inspiron 3020 Desktop, Inspiron 3910, Vostro 3020 Tower Desktop, Vostro 3910

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Version

3

Article Type

Solution