

Hardware

- Sound is not working on iPad

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Check the Mute switch

Please check your iPad and make sure that you have not switched on the mute button by accident. Typically, when you share your iPad you will want to check this setting.

ipad-no-sound-1.jpg

If you have tried fiddling with the button and still do not hear the Sound, it may have to do with how you have chosen to use the side switch in your iPad Settings.

System sounds can be muted and controlled two different ways. The screen lock rotation can be controlled in the same manner as well. Simply go to Settings > General > Use Side Switch to Mute System sounds.

ipad-no-sound-2.png [Save](#)

If this option is selected, the switch on the side of the iPad above the VOLUME button will mute system sounds. When the Lock Screen Rotation is chosen, then the switch locks the screen. Please note that If the screen is locked, you will see a lock icon in the upper right corner next to the battery indicator gauge.

It is important to remember that if you have the side switch set to lock screen rotation then the system sound control is in the task bar. Double tap the home button and in the task bar at the bottom, swipe all the way to the right. The speaker icon is all the way to the left. Tap on it and system sounds will return. [ipad-no-sound-3.png](#)

iPad Sound Not Working: Restart your iPad

When in doubt just reset the iPad by holding down on the Sleep and Home buttons at the same time for about 10-15 seconds until the Apple Logo appears – ignore the red slider – let go of the buttons. Following this soft Reset, The Sound should return to your iPad.

Perform a Forced Restart On Other iDevices

On an iPhone 6S or below plus all iPads & iPod Touches, press Home and Power at the same time until you see the Apple logo

For iPhone 7 or iPhone 7 Plus: Press and hold both the Side and Volume Down buttons for at least 10 seconds, until you see the Apple logo

On an iPhone X or iPhone 8 or iPhone 8 Plus: Press and quickly release the Volume Up button. Then press and quickly release the Volume Down button. Finally, press and hold the Side button until you see the Apple logo

If the soft reset did not work for you, Please make sure to check the following [article](#) from Apple for additional ideas.

Still having issues? Put in a workorder and a Technician will assist!