

# Headphone error, can't hear? The cause and how to fix it

Join TipsMake to discover the causes of inaudible headphone errors and how to fix them.

Plugging a headset into the phone but the headset cannot hear sound is a fairly common error and stems from many different causes. In the following article, TipsMake will show you the exact causes of the inaudible headphone error and how to fix this problem as quickly as possible. Let's follow along.

## Signs of the phone not receiving the headset

Picture 1 of Headphone error, can't hear? The cause and how to fix it

The phone cannot connect to the headset when one of the following signs appears:

1. Headphones do not receive audio connection.
2. The sound of the headphones shows signs of flickering and loss of sound.
3. Sound only comes out on one side and doesn't pick up the microphone.
4. Headphones cannot listen to music or make calls.
5. The sound is small, muffled, and unclear.

## Reasons why headphones cannot be heard when plugged into the phone

Currently, there are many reasons why users cannot hear sound when plugging headphones into the phone, including:

1. The headphone jack on the phone is dirty or oxidized after long periods of use.
2. The audio software in the phone is corrupted.
3. A strong impact to the phone affects the device's hardware and causes the audio unit or headphone pin to be damaged.
4. Poor quality, non-genuine headphones.
5. Headphone error comes from the manufacturer.
6. The headphone pin connection is not compatible with the headphone jack.

Picture 2 of Headphone error, can't hear? The cause and how to fix it

# 6 ways to fix headphones that cannot be heard when plugged into the phone

To fix the error of headphones not receiving sound, users can apply one or all of the following 6 methods:

## 1. Check the headphones

One of the most common reasons why the phone does not recognize headphones is because the headphones are damaged. Therefore, users need to check whether the headset is still working well or not by plugging the headphone jack into another device. Such as phones, laptops, tablets or any device that uses a 3.5mm jack. If the headphones still produce normal sound, the problem may not be with the headphones.

In addition, in some cases, the headset is not compatible with the phone so it cannot be heard. When switching to another device, the headset still works normally. To check this situation, you should prepare another pair of headphones to plug into your phone. If the headset still does not make sound, it means your phone has a problem.

Picture 3 of Headphone error, can't hear? The cause and how to fix it

## 2. Restart the phone

This is one of the simplest and most popular ways to fix inaudible headphone errors today. Maybe your phone is working at full capacity and is overheating, affecting peripheral connectivity. Therefore, restarting the device will help the phone rest and operate more effectively.

Picture 4 of Headphone error, can't hear? The cause and how to fix it

## 3. Check Bluetooth mode

The next reason why the headphones do not play music even when plugged into the phone could be that they are connected to a wireless headset, speaker or any other device via Bluetooth. When this is the case, you should open the **Settings menu on your device, find the Bluetooth** option and turn it off. Or in case your phone is being paired with other audio devices in the house, you just need to turn off these devices and then plug in the headphones again.

Picture 5 of Headphone error, can't hear? The cause and how to fix it

## 4. Clean the port and headphone jack

Over time, the headphone jack may become clogged with dirt or lint, affecting the headphone's connectivity. Because dirt is an obstacle blocking the connection between the headphone and the jack. This causes the headset to not be able to hear when plugged into the phone.

If you want to fix this situation, you should clean the headset and jack regularly by using a cotton swab to slide deep inside the jack. Then gently rotate the cotton swab to remove dirt from the outside. However, users need to

note that operations must be very gentle to avoid causing damage to the device. After cleaning the jack, you can next plug the headset back into the phone and check to see if the headset works again.

Picture 6 of Headphone error, can't hear? The cause and how to fix it

## 5. Check sound settings

Faulty sound settings on the phone are also one of the common causes of headphones not making sound. To fix this error, you need to open the sound settings folder on the device and then check the volume level and other settings because they may be the culprit causing the sound to turn off.

If the settings are fine but your headphones are still not working, your best bet is to try restarting your device by pressing and holding the power button. Then tap on the reboot option and wait for the phone to reboot. Finally, you just need to check whether the headphone problem has been fixed or not.

Picture 7 of Headphone error, can't hear? The cause and how to fix it

## 6. Equipment warranty

If you have applied all of the above measures but the headphones do not work, your only last solution is to take the headphones to a reputable warranty center for repair as soon as possible. If your headphones are still under warranty, you just need to contact the retailer or manufacturer directly for free error repair support as soon as possible.

On the contrary, if your headset warranty period has expired, you are required to pay the repair fee according to regulations. At this point, you can consider choosing between repairing the headset or replacing it to save the most money.

## Epilogue

Above are detailed instructions on how to fix the problem of headphones not being able to hear when plugged into the phone. Hopefully after applying the above methods, your headphones will return to normal and work better. If you are in need of buying new headphones, contact TipsMake for advice on quality products at the most preferential prices.

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