Sound

Distorted sound from speakers

1. Check balance in System Preferences: Sound: Output. Verify sound is correct with external speakers/headphones.

2. Check to see if the sound is the same from the internal speaker vs. external speakers.

3. Check that speakers are inserted correctly, and check cables for damage.

4. Compare same sound with two different units to make sure that sound is actually distorted.

5. Remove the top housing and internal frame.

6. Check that the speaker is seated correctly and screwed to the internal frame.

7. Check for speaker cable damage and that the cable is securely connected to the interconnect board.

8. Replace the speaker.

9. Replace the interconnect board.

10. Replace logic board.

No sound from speaker(s)

1. Check balance in System Preferences: Sound: Output. Verify sound is correct with external speakers/headphones.

2. Check to see if the sound is the same from the internal speaker vs. external speakers.

3. Verify no external speakers or headphones are plugged in.

4. Shutdown computer and restart.

5. Reset PRAM (Press the power button, then hold down the Option-Command-P-R keys until you hear the startup chime at least one additional time after the initial startup chime).

6. Remove the top housing and internal frame.

7. Check that the speaker is seated correctly and screwed to the internal frame.

8. Check for speaker cable damage and that the cable is securely connected to the interconnect board.

9. Replace the speaker.

10. Replace the interconnect board.

11. Replace logic board.