Sonos Arc: No TV Sound Checks

Check Arc setup, the TV return-audio connection and source formats before replacing cables or resetting your Sonos system.

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Offline edition. Check your model and follow its manufacturer instructions. Open the current online guide.

When a Sonos Arc is silent, first find out whether the problem affects every source or just one. A TV app, an external console and music started in the Sonos app do not exercise exactly the same connection path.

The checks below are a diagnostic sequence, not a promise that the cause is always an HDMI handshake or a bad cable. Do not factory-reset the Arc as the opening move.

Confirm setup and the physical route

Sonos says to set up Arc in the Sonos app before trying TV audio; Arc is not compatible with the S1 Controller app. Check that setup completed and that you are controlling the correct room.

Connect the Arc to the TV's socket labeled **ARC** or **eARC**, rather than an arbitrary HDMI input. The Sonos TV requirements describe the relevant connection and the optical-adapter alternative. Optical has different capabilities, including loss of CEC TV control; do not treat it as an equivalent Atmos route.

Check the TV's selected audio output against its own manual. Menu names vary by brand and software version. A generic table of guessed menu paths is less useful than verifying that your exact TV is sending sound to its return-audio output.

Work out which path fails

Try music in the Sonos app, a TV's built-in app and an external source if you have one. Check mute and the volume of the selected room. These are editorial isolation tests: music playback working does not prove every TV connection is configured correctly, and a silent external source does not prove the Arc has failed.

If only one source is silent, check that source's audio format and the TV's supported passthrough formats. Sonos documents format compatibility requirements; choose a format supported by the complete chain. If you use stereo PCM temporarily as a comparison, remember that it changes the audio format rather than repairing Atmos.

If you have sound but no Atmos, treat that as a separate problem from complete silence. Confirm the title and the format actually reported in the Sonos app. Atmos availability depends on the source and connection, not simply whether the bar has an Atmos badge.

Restart and compare without erasing setup

For Arc, Sonos's reboot instructions specify unplugging the power cord, waiting **10 seconds**, then reconnecting it and allowing **one minute** for startup. These are the instructions for nonportable speakers and components. A reboot is different from a factory reset, which deletes configuration. Sonos does not recommend resetting as a troubleshooting step.

You can also test the TV-to-Arc connection without other external HDMI devices temporarily connected. Photograph the existing wiring first and reconnect devices one at a time. This is a diagnostic suggestion to identify interactions; it is not evidence that HDMI-CEC is the cause in every system.

Reseat the HDMI plugs carefully. If a comparison cable is available, try it while keeping the other variables the same. Use HDMI's cable guidance when choosing a new one. No source cited here establishes that replacing the cable fixes most Arc faults or that purchasing one must come first.

When to ask Sonos for help

Keep the TV model, Arc software version, connection type and examples of working and failing sources. Sonos's no-sound support page is the starting point for source-specific checks and contacting support.

Do not buy a replacement speaker based on silence alone. If support requests a reset, confirm what will be erased and use the exact official procedure for Arc.

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Optional shopping references, not independently tested recommendations. Verify the exact model, compatibility and seller before purchasing. These are paid links.

Equipment mentioned in this guide

Check connections and settings first. Buy only if you have established a need.

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What we checked, and where

Specs, port numbers and settings paths on this page were checked against these sources. Manufacturer documentation first, professional reviews second.

• Arc requires Sonos app setup, supports ARC/eARC TV routing, and its documented non-erasing reboot uses a 10-second disconnection and one-minute boot allowance. support.sonos.com, support.sonos.com

Links for offline readers

1. https://support.sonos.com/en-us/article/set-up-your-sonos-arc
2. https://support.sonos.com/en-us/article/tv-requirements-for-sonos-home-theater-speakers
3. https://support.sonos.com/en-us/article/reboot-sonos-products
4. https://support.sonos.com/en-us/article/reset-your-sonos-product
5. https://www.hdmi.org/resource/cables
6. https://support.sonos.com/en/article/no-sound-from-sonos-home-theater-product?language=en_US
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