

iPhone 6: No Sound During Calls?

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| iPhone 6, iOS 8 |

Possible Solutions

Not being able to hear any sound during calls may be caused by a variety of different problems, the solutions to which are outlined in the following slides. If none of these solutions work then contact Apple Support.

Step 1 - Turn the Volume Up



Image courtesy of: iphonehacks.com

Step 2 - Check the Headphone Jack

Unplug any headphones.



Image courtesy of: ubergizmo.com

Step 3 - Turn Off Bluetooth

Go to 'settings', then 'Bluetooth'.



Image courtesy of: getpebble.com

Step 4 - Clean the Receiver

Remove anything blocking this area.



Image courtesy of: apple.com

Step 5 - Restart your device

Turn your phone off and on again using the sleep/wake button.



Image courtesy of: apple.com

Step 6 - Update to the newest iOS



Image courtesy of: apple.com

Additional Resources

- [Apple Support](#)
- [Article with Sound Advice](#)
- [VIDEO: iPhone sound problems](#)

References

- [Reference 1](#)
- [Reference 2](#)
- [Reference 3](#)

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