

# No sound playback - What to do?

It can happen that you have started the TightGate-Viewer, started a video or a radio stream and there is no sound playback on the client PC. The following checklist provides information on what to check in this case.

1. Is local sound playback possible on the client PC?

Please play a local audio file on the client PC and make sure that local sound playback is possible.

2. Is sound playback activated on TightGate-Pro?

Please check that global sound playback is activated on TightGate-Pro. To do this, as administrator, please use **config** on TightGate-Pro and ensure that under **System Preferences > Audio main switch = Yes** is set.

3. Does the user ID have authorisation to use sound?

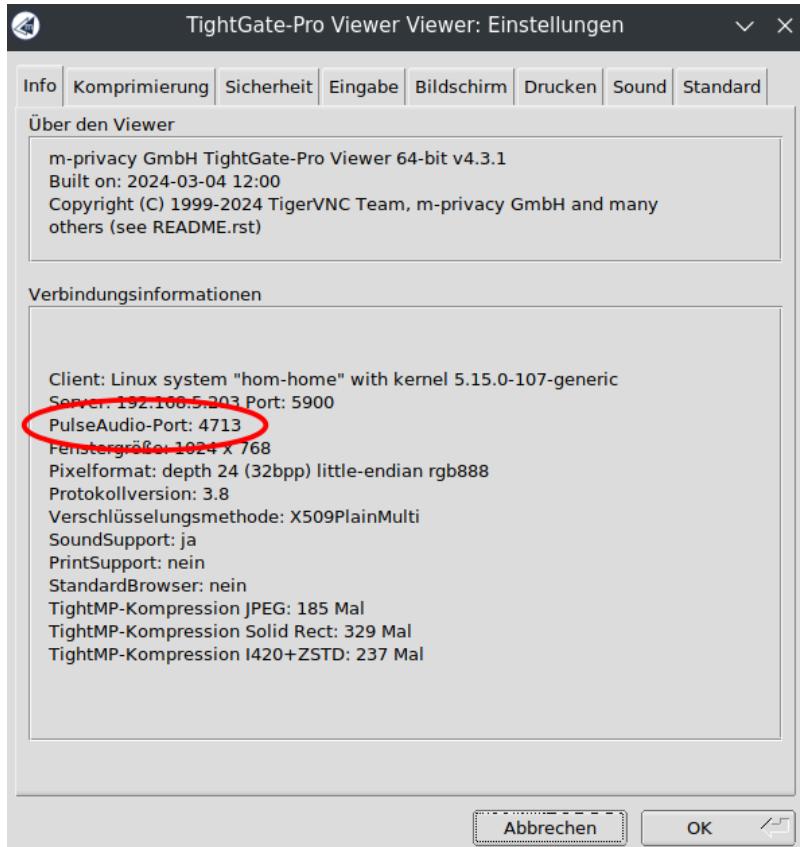
For user administration via Active Directory, check that the ID is a member of the AD security group **tgaudio**. In all other cases, check with the administrator **maint** that under the menu item **User management > Modify user > [User ID] > Audio = Yes** is set.

4. Does the TightGate-Viewer allow sound playback?

Please start the TightGate-Viewer and open the settings menu in TightGate-Viewer using the function key **F8**. Select the menu item **Settings** and select the **Sound** tab. Please make sure that the option **Switch on audio** is activated.

5. Is the sound from TightGate-Pro connecting correctly?

It is now necessary to check whether the sound from TightGate-Pro is being transferred correctly to the Pulseaudio server on the client PC. Please start TightGate-Viewer and open the settings menu in TightGate-Viewer again using the function key **F8**. Select the menu item **Settings** and select the tab **Info**. Under the connection information, you can see which Pulseaudio is used to communicate with the TightGate-Pro. By default, this is port 4713. In cases where the client PC is a Citrix terminal server, this port differs.



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