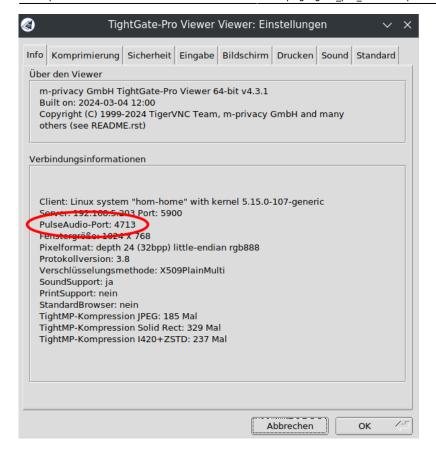
No sound playback - What to do?

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.

- 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.
- 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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