

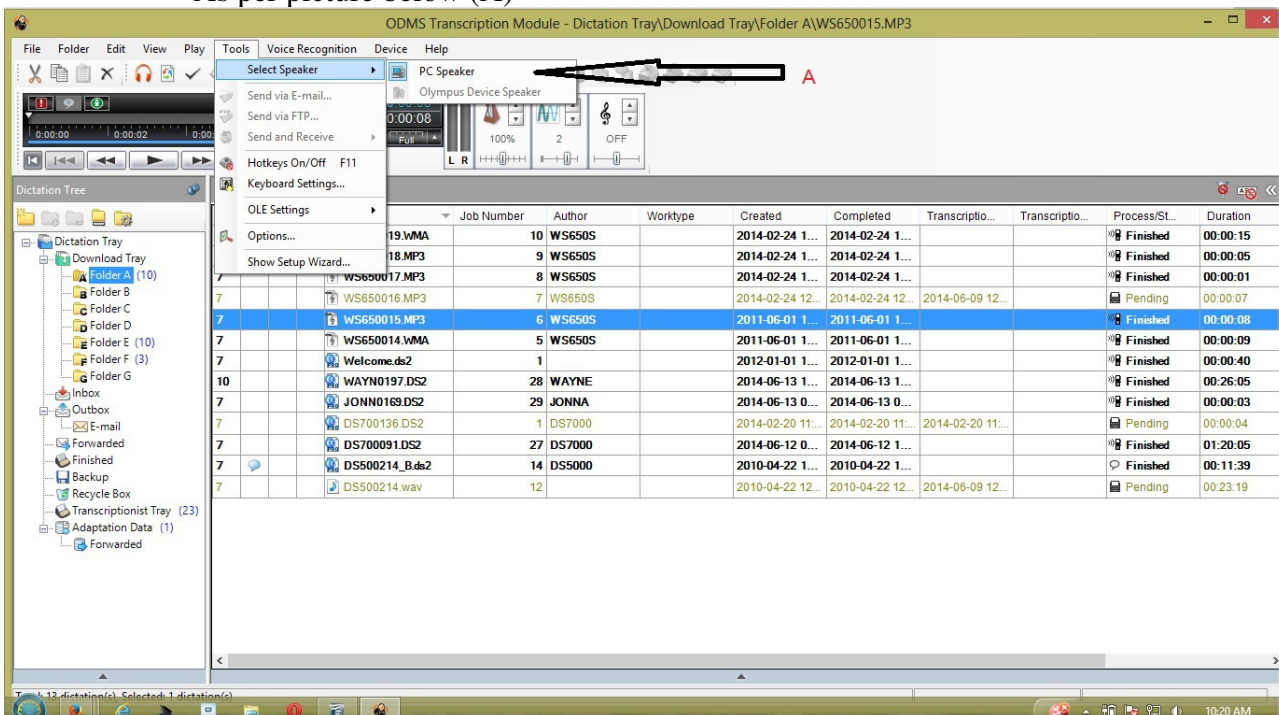
No Audio in Transcription Dictation Module or the Play button is not available

Problem: Play button is greyed out

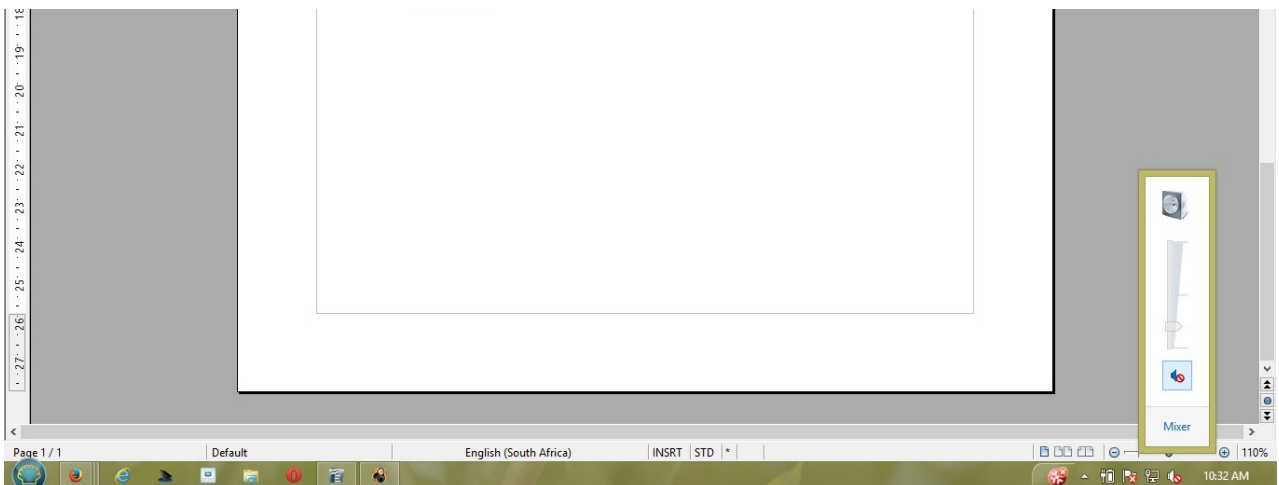
Solution: Install the correct Audio drivers specific to your computer/laptop

Problem: No audio when playing back voice files

Solution 1: Open Transcription or Dictation Module
Click on “Tools”, select “Speaker” and click on “PC Speaker” (Even if it already selected – This is done to activate it)
As per picture below (A)



Solution 2: Check if your computer sound is off Mute. Please follow the instructions as per picture below



Solution 3: Make sure the sound is not on Mute or low in the Dictation or Transcription Module
 Follow the instructions as per picture below. **A**

