

Resolving No Audio or Poor Audio Quality

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Symptom

Resolving no audio or poor audio quality

Resolution

To receive an audio notification, the OnGuard application server must have a sound card installed. For virtual machines, the server hosting the virtual machine must have a sound card. Without this, audio notifications will not play on client machines.

1. No audio as result of incorrect setup:

- a). Check the sound card in the computer. Ensure that mute is not selected and that the volume settings are correct.
- b). Check if **Enable audio support** is selected under **Setup > System Options > Security > Audio Support**.
- c). Check that the correct audio input source is selected under **Setup > Video & Audio > Audio Settings**.

2. Poor audio quality:

- a). Stuttering - Reduce the number of listeners and viewers. Decrease image resolution and compression.
- b). Unsynchronized audio and video using H.264 - Synchronize the product's date and time settings with an NTP server. Go to **Setup > System Options > Date & Time**.
- c). Distorted audio- Check that the correct audio input source is selected in **Setup > Video & Audio > Audio Settings**.
- d). Feedback loops - Feedback loops might appear in full-duplex mode. Try moving the microphone or the speaker, or use half-duplex mode instead.

Applies To

Alarm Monitoring

Additional Information

None

