

Audio option is not available for On Screen Administration (OSA)

If Audio option is not available for On Screen Administration (OSA):

1. On the top of the Q Local screen, click Settings/ Change Preferences, and select the Audio tab.

The Status for the desired Audio Package should show "Installed."

If necessary, put a check mark by the Audio Package and click "Download All Selected" so Status is "Installed" and try again.

2. If the Audio option is still not working, go to Windows and click Start/ Programs/Q Local 2/ Tools/Audio Diagnostic Tool.

Make sure the user has speakers connected to their computer audio ports, that they are turned on, and that the volume is audible.

Click "Next," click "Volume Control" and "Test," and click "Sound Properties" and "Test," if necessary, to check audio on the PC.

Click "Next" and "Test," to check the Q Local audio. If you get an error for Apple QuickTime, proceed to Step 3 on this list.

3. Go to www.apple.com/quicktime/ and install Quicktime for Windows on the user's computer.

It is possible that QuickTime may need to be uninstalled and reinstalled.

Go back to click Start/Programs/Q Local 2/ Tools/Audio Diagnostic Tool and check Step 3 to make sure the Q Local audio is working-

Step 3 of the Audio Diagnostic Tools should display: *A supported version of Apple QuickTime Player is installed. The QTSysDir is*

.....(path will be displayed).

Selecting the "Test" button on Step 3 should give "Audio Test" message. The user should hear the words "Audio Test".

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4524>