

Audio for Videos on Hosted/Terminal Servers

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Q. Audio is not working when viewing Agvance University courses on a hosted/terminal server.

A. Audio issues are usually caused by one of the following:

- **Headphones/Speakers Unplugged** – First, check to make sure any headphones or speakers are plugged in. These are necessary if the computer does not have built in speakers.
- **Internet Connection** – Confirm the internet connection is strong enough to view videos.
- **Terminal Server Connection** – Many companies choose to host Agvance on a terminal server or remote desktop environment. Minimize the remote environment, and open a browser on the local machine. Audio should now work in the local environment.

If these options do not work, contact SSI for assistance.