NO SOUND – PLAY BUTTON IS GREYED OUT

If you are unable to play dictations check the Playback Control Bar to see if the Play button is greyed out as below.

Or if you double click onto the dictation it will show as below.

1. Check to ensure your headphones are plugged in. If they are, unplug them and plug them back in. Try to plug them into the port at the back of the PC. If you are still unable to play your dictation follow the steps below:
2. Please check your Audio Playback:
   Right click on the 'Speaker' icon in your system tray. This will open Sound – select Playback and check you have only one device enabled.