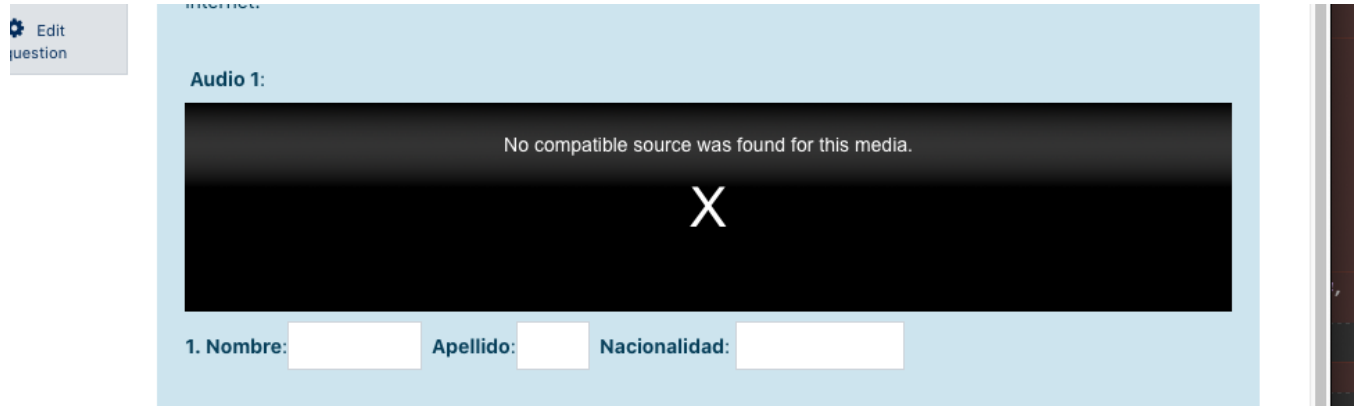


No compatible source was found for this media

- [Symptoms](#)
- [Solution](#)

Symptoms

Where audio files have been embedded into a Myplace page the following is displayed:



This may occur in **Safari** if the audio file format is not supported, such as the OGG audio format.

Solution

Chrome appears to have built in support for OGG file formats, so using an alternative browser may work.

Alternatively converting the audio file in an mp4 format, which is almost universally supported should allow playback to work in Safari.