Why am I receiving a "Network error" message when trying to use the Text-to-Speech tool?

If you received the "Network error" message (shown below) when trying to use the Text-to-Speech feature, this could be due to the fact that your institution may need to add an IP range and/or domains to their whitelist to allow full, unrestricted access to this resource.

![Network error message](image)

The specific IP range and domains have been provided below:

**IP range:**
79.136.80.0-255

**Domains:**
- app.rs.ebscohost.com
- media.rs.ebscohost.com
- vttts.rs.ebscohost.com
- nvntts.rs.ebscohost.com
- ivotts.rs.ebscohost.com

Please also note the following:

- You do not need to open any additional ports for the Text-to-Speech tool.
- You do not need to add `http://` or `https://` to the domain.
- No EZproxy config file changes are needed as the new Text-to-Speech tool does not require additional authentication.
- Other network issues may have triggered this error, so please work with your institution to troubleshoot.

For a complete listing of IP's and domains that may need to be added to your institution’s firewalls/proxies to ensure unrestricted access to EBSCOhost resources, please select the link below to the corresponding FAQ:

[EBSCO Domains for Firewalls, Proxy Servers, and Whitelists](https://help.ebsco.com/interfaces/EBSCOhost/EBSCOhost_FAQs/Network_error_when_using_Text_to_Speech)

**Note:** At this time, streaming of text-to-speech reading selections are not logged as a transaction in usage statistics. However, when a text-to-speech MP3 of an article is downloaded it is logged as a transaction in usage statistics.