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Audio Fast Help

Audio Help for Webinar Attendees

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My Access Code is not being accepted

The Access Code is different from the Webinar ID. The Access Code is for attendees who have dialed into the audio portion of the Webinar via telephone. The Access Code is located in the Audio pane of your Control Panel.

I can't hear other callers

- GoToWebinar audiences are muted by default. You may not hear the presenter until the Webinar begins.

- Telephone users: Hang up and dial back in.
- VoIP users:
    1. Test your Speakers setup. Click **Audio Setup** in the Audio pane to select the correct device. Mac users: Click the speaker icon in the Audio pane to select the correct device.
    2. Check the volume setting in Audio Setup. Under Speakers Setup, click **Play Sound**and adjust the slider bar to the desired volume.

Other callers can't hear me

- As an attendee, a Webinar organizer must unmute your line so that everyone can hear you.
- At any time during the Webinar, you can change your audio selection from VoIP to telephone (and vice versa) if the Webinar organizer has given attendees that option. The option to change audio is in the Audio pane of your Control Panel.
- Telephone users: Hang up and dial back in.
- VoIP users:
    1. Is the correct microphone device selected? Click **Audio Setup** in the Audio pane to select the correct device. Mac users: Click the microphone icon in the Audio pane to select the correct device.
    2. If using a microphone: Does your microphone have a physical mute/unmute button on it? Check that your microphone is not muted.
    3. Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.
    4. If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.
    5. Speaking very loudly can affect the volume; try speaking at a lower level.
    6. The speed of your Internet connection can affect one-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection.
    7. File sharing: Uploading a file while attending a Webinar can sometimes affect VoIP sound quality. It is recommended that you close all file sharing applications before you join the Webinar.
    8. Streaming music or video while attending a GoToWebinar event can sometimes affect VoIP sound quality. It is recommended that you close all streaming music or video before you join a Webinar.

I hear static, beeping or a clicking sound

- Electronic devices, such as BlackBerry® smartphones, can affect microphone and speaker devices. Move any electronic handheld devices away from your microphone and speakers.

I'm experiencing echo, feedback or background noise

- If you join a Webinar via telephone make sure the audio setting on your Control Panel is not set to *Use Mic & Speakers*.
- A USB headset is recommended. See Audio Mode: Using VoIP.
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.

- Laptops with built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended. If you know how to turn off your laptop's built-in microphone, turn it off before you join a Webinar (check your laptop's owner manual).
- If using a microphone, move the microphone closer to your voice and away from competing sounds (e.g., computer fans).
- Avoid moving or touching the microphone when speaking.

Words are getting cut off or are being dropped

- Dropped words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU usage.
- Close all applications you are not using while attending a Webinar.
- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection.
- VoIP users: If the problem persists, switch to telephone. Select Use Telephone in the Audio pane and dial in to the Webinar.

I need to adjust my VoIP audio volume

- PC users, click **Audio Setup** in the Audio pane. Under *Speakers Setup*, move the slider bar to the desired volume.
- Mac users, press the volume buttons on your keyboard.

Error Messages

An audio device (speakers or headset) is necessary to join a Webinar using VoIP. When an audio device such as microphone or speakers is not detected, some of the following errors may occur:

[No Speakers Detected](#)

[No Sound Detected](#)

[No Microphone Detected](#)

[Microphone Disconnected](#)

[Virtual Operating System (VMware, Parallels, etc.)](#)

No Speakers Detected

An error message will appear if speakers (or headset) are not present or are not connected properly, or if there is no sound card installed in your computer. You will not hear audio at this time and will not be heard in the conference.

- Check that your speakers (or headset) are properly connected and click **Try Again** in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP](#).
- If you have the option to join the Webinar via telephone, you will automatically be switched to Telephone mode. Dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel.

No Sound Detected

After the first minute of a session, GoToWebinar looks for microphone input from attendees who are using a microphone, have speaking rights and are unmuted.

If no input is detected, you may get a *Trying to speak?* error message. This error may appear under the following conditions:

- You have not spoken or made any sound during the first minute of joining the Webinar, or
- The microphone device was incorrectly selected. You can click the **Audio Setup** link if you are trying to speak but can't be heard. See Audio Mode: Using VoIP.

No Microphone Detected

An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the Webinar but will not be able to speak.

- Check that your microphone (or headset) is properly plugged in.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.

Microphone Disconnected

An error message will appear if your microphone fails or is unplugged after joining a Webinar. When this happens, you will no longer hear audio nor be heard by others.

- Check that your microphone is properly plugged in. If it is, test your microphone device and click *Try Again* in the Audio pane of the Control Panel. See Audio Mode: Using VoIP.

- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel.

Virtual Operating System (VMware, Parallels, etc.)

An error message will appear if you are attempting to join a Webinar using VoIP through a virtualized operating system, such as VMware, Parallels, etc. In this instance, to connect to audio, please choose one of the following:

- Rejoin the Webinar through a non-virtual operating system.

- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel

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