

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



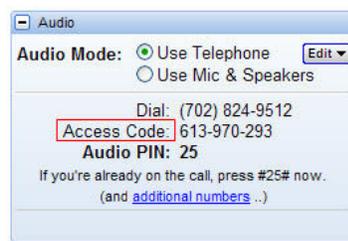
What are audio tips and best practices?

- As with any Webinar, it is important to test your sound quality and audio settings before your live event. In addition to testing your audio settings, it is recommended to start your Webinar in Practice mode with other organizers or panelists to provide feedback on your voice quality.
- If you plan to record your Webinar, be sure to test the Recording feature while in Practice mode.
- It is a best practice to close all applications and documents you are not using for your presentation; applications running in the background may use up your computer's bandwidth and affect network performance.
- It is a best practice to keep attendees muted during your presentation and unmute individual attendees as necessary.
- Attendees who join the audio portion of your Webinar are joined muted by default. Up to 25 attendees can be unmuted at any one time (this is a combination of VoIP and phone attendees).

Audio Help for Webinar Attendees

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:
 - a. 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.
 - b. 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:
 - a. 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.
 - b. If using a microphone: Does your microphone have a physical mute/unmute button on it? Check that your microphone is not muted.
 - c. Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.
 - d. If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.
 - e. Speaking very loudly can affect the volume; try speaking at a lower level.
 - f. The speed of your Internet connection can affect one-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection.
 - g. 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.
 - h. 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:

When someone experiences problems dialing in to the audio conference during a session, they can use an alternate phone number (toll, toll-free and/or international numbers) from a different network provider to connect to the audio conference.

1. During a session, click the *Problem dialing in?* link in the Audio pane of the Control Panel.



2. You'll automatically be redirected to the *Can't Dial in to the Conference?* web page where you can choose your preferred dial-in country if it's available.

3. Try calling the number provided instead.

- If the scheduling organizer only enables one country for the session, the alternate toll and/or toll-free number should be displayed on the “Can’t Dial in to the Conference?” page.

Can't Dial into the Conference?

If you're having issues reaching the number provided, please try this number instead.



United States

Dial: +1 (404) 589-1029
 Access Code: 142-241-279
 Audio PIN: Shown after joining the session

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.

Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToWebinar](#)

- If the scheduling organizer enables toll and/or toll-free numbers for multiple countries, use the drop-down menu to select your preferred country.

Can't Dial into the Conference?

If you're having issues reaching the number provided, please choose your preferred dial-in country and try the number



- Australia
- Spain
- India
- Norway
- Sweden
- ✓ United States

Toll: +1 (815) 879-4168
 Toll-free: 1 (915) 879-4167
 Access Code: 106-287-736
 Audio PIN: Shown after joining the session

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.

Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToMeeting](#)

- If the scheduling organizer enables multiple toll and/or toll-free countries and one of those countries does not have an alternate number available, the following message appears: “Unfortunately, an alternate number is not available for this country.”

Can't Dial into the Conference?

If you're having issues reaching the number provided, please choose your preferred dial-in country and try the number listed.



Unfortunately, an alternate number is not available for this country.

- The message “Unfortunately, alternate phone numbers aren’t available. To join the audio conference, please join the session via your computer and select Mic & Speakers” appears when any of the following occurs:
 - The scheduling organizer only enables one country and an alternate number is not available.
 - The scheduling organizer enables toll and/or toll-free numbers for multiple countries and none of those countries has any alternate numbers available.
 - The audio server is experiencing an outage.

Can't Dial into the Conference?

We are experiencing an outage with a telephone provider.

✖ **Unfortunately, alternate phone numbers aren't available.** To join to the audio conference, please join the session via your computer and select Mic & Speakers.

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.

Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToMeeting](#)

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.

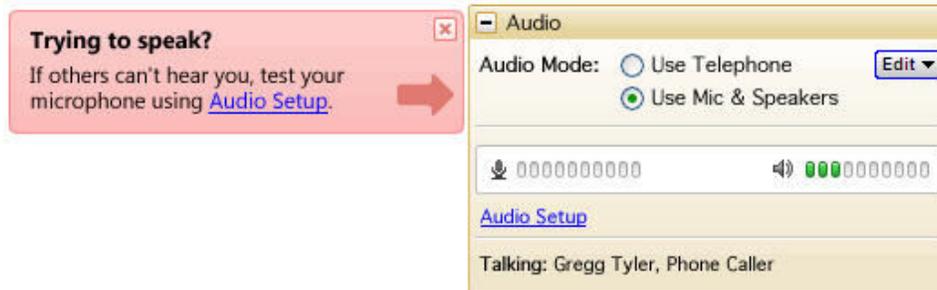


No Sound Detected

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](#), [1877650861](#)



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.

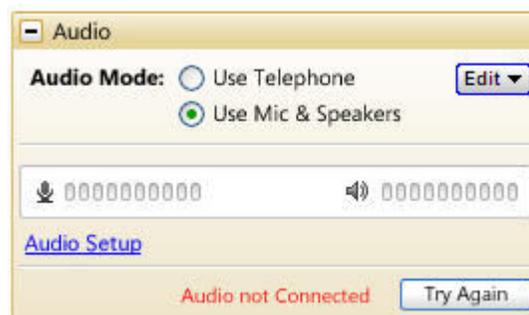
- Check that your microphone (or headset) is properly plugged in.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



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, 1877650861](#)
- 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



Audio Mode: Using VoIP

VoIP Audio Device Recommendations

When using VoIP for your Webinar, audio quality can vary based on your audio software/hardware manufacturer as well as your operating system.

Listed in order from best quality to poor quality		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog** headset connected to your computer	Good
	Headphones and analog microphone** connected to your computer	
 + 	External speakers and USB microphone	Fair
	External speakers and analog microphone	

Listed in order from best quality to poor quality		
	Laptop built-in microphone and speakers	Poor
	External speakers and USB Webcam microphone	

*USB Cable  ** Analog Cable 

VoIP Audio Setup - PC Users

▶ To select and test your Mic & Speakers settings

1. Right-click the  system tray icon and select **Preferences**.
2. Select **Audio**.
 - **Microphone Setup:** It is recommended that you test your microphone. To test, select your microphone device from the drop-down menu and speak into your microphone; if it is connected correctly, the sound meter will light up green. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.
 - **Speakers Setup:** It is recommended that you test your speakers. To test, select your speaker device from the drop-down menu and click **Play Sound**; if connected correctly, you will see the sound meter light up green and hear a soundtrack through your speaker device. If you do not hear sound after clicking **Play Sound**, select another device listed in the drop-down menu and repeat this test.
 - **Advanced:** GoToWebinar automatically adjusts audio levels. We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices. Use automatic volume and noise processing to improve voice quality.
3. Click **OK**.



VoIP Audio Setup - Mac Users

Mac users can select audio devices in-session only. GoToWebinar will automatically detect the input and output devices connected to your computer.

▶ To select and test your Mic & Speakers settings

1. You can test your audio devices through the Audio pane of the Control Panel. If your audio devices are connected correctly, you will see the sound meters in the Control Panel light up green.
2. If the meters for Mic or Speakers do not light up green when you or others are speaking, click the icons in the Audio pane of the Control Panel. A drop-down menu will appear when you click either icon.
 - *Microphone*: To test, speak into your microphone; if it is connected correctly, the sound meter will light up green. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.
 - *Speakers*: It is recommended that you test your speakers. To test, select each device from the drop-down menu until you will see the sound meter light up green and hear others speaking in the conference. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.

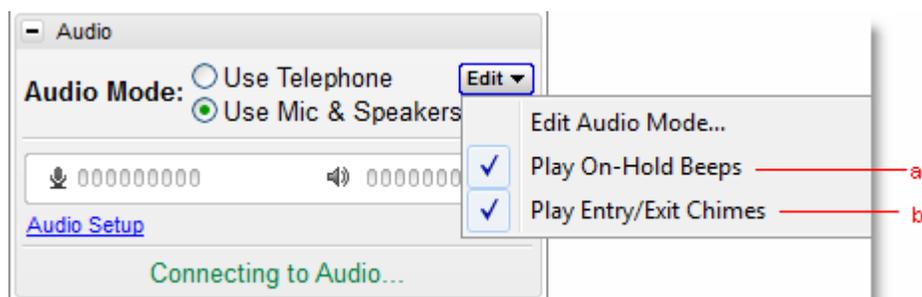


On-Hold Beeps and Entry/Exit Chimes

On-Hold Beeps (a) play when an attendee connects to a Webinar before the organizer has started it, unless the organizer disables the beeps.

Entry/Exit Chimes (b) play each time an attendee joins or leaves the Webinar, unless the organizer turns the chimes off.

To toggle *On-Hold Beeps* or *Entry/Exit Chimes* on and off, click *Edit* in the GoToWebinar Audio pane, then click each item to turn it on or off.



Using GoToWebinar Integrated Audio

Audio Mode: Using Telephone

At the specified Webinar time, dial the conference call number. When prompted, enter the access code followed by the # key.

Once in a conference call, the organizer is automatically entered into a sub-conference between all organizers and panelists. To start the conference call for all participants, an organizer must press *1.

Organizer Telephone Commands		
Command	Feature	Details
*1	Start	Starts the conference call. Organizers and panelists are initially joined in a sub-conference until *1 is pressed.
*2	Count	Provides the number of attendees dialed in to the conference
*3	On-hold beep controls	By default, organizer will hear beeps until the first caller arrives. Press *3 to turn off the on-hold beeps.
*4	Menu	Provides a menu of available conference commands.
*5	Mute/Unmute Organizers and Panelists	<p>Sets mute and unmute for organizer and panelist lines. By default, organizers and panelists are first joined unmuted. Pressing *5 cycles through the following options:</p> <ul style="list-style-type: none"> - Mute: organizers and panelists can unmute themselves by pressing *6 - Mute: organizers and panelists cannot unmute themselves - Unmute: organizers and panelists are unmuted (default)
*6	Organizer Mute/Unmute	Organizer can mute his or her line. Pressing *6 again will unmute the line
*8	Chime Control	<p>Sets entry and exit chimes. By default, entry and exit chimes are off. Pressing *8 cycles through the following options.</p> <ul style="list-style-type: none"> - Entry chime off and exit chime on - Entry chime on and exit chime off - Entry and exit chimes on - Entry and exit chimes off

▶ Turning On-Hold Beeps and Entry/Exit Chimes on and off

On-Hold Beeps (a) play when an attendee connects to a Webinar before the organizer has started it, unless the organizer disables the beeps.

Entry/Exit Chimes (b) play each time an attendee joins or leaves the Webinar, unless the organizer turns the chimes off.