

Why can I hear sound through other applications on my PC but not GoToWebinar?

If you do not hear sound through GoToWebinar first make sure that you have selected the Mic and Speakers radio button in the GoToWebinar control panel.

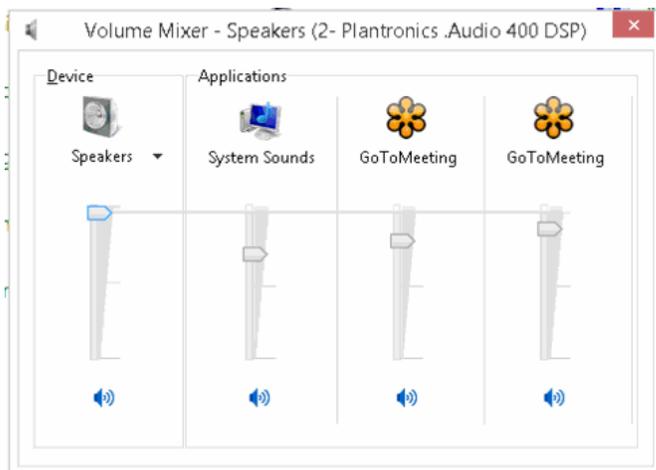
Next, make sure that you have the correct audio device selected. [Click Here](#) for instructions. If you are still having issues with hearing sound while using the Mic and Speakers some additional audio troubleshooting may be required.

Note: This is not to be confused with other attendees being unable to hear your microphone. For mic troubleshooting, please [Click Here](#).

Check your volume mixer

Windows 7 has a volume mixer included which allows applications to be muted individually. The GoToWebinar software may be muted.

1. Right-click on the **Volume** icon in the system tray
2. Select **Open Volume Mixer**
3. Locate the GoToWebinar application within the volume mixer (there will be 2 if you are in session, see below)
4. Click the **sound icon** below the volume slider if GoToWebinar is muted
5. See if you can now hear sound when using GoToWebinar with your Mic and Speakers

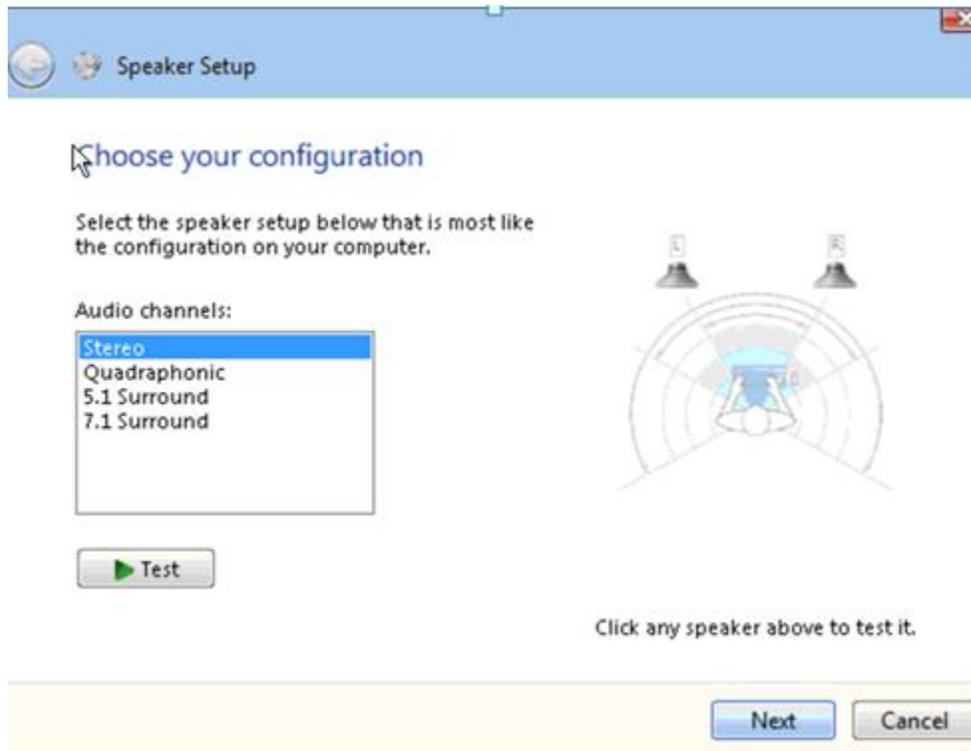


Check your speaker settings

Windows 7 allows you to configure the Sound Control panel to allow for multiple speaker arrangements. These settings may need to be adjusted if you cannot hear sound through GoToWebinar.

1. Click **Start**
2. Select **Control Panel**
3. Select **Sound** (Note: you may have to select Hardware and Sound then select Sound)
4. Click the **Playback tab**

5. Click on your **audio device**
6. Select **Configure**
7. Under Audio channels try a different audio channel setting
8. Click **Test** to ensure your arrangement is working correctly
9. Click **Next**
10. Click **Next**
11. Click **Finish**
12. See if you can hear sound when using GoToWebinar with your Mic and Speakers

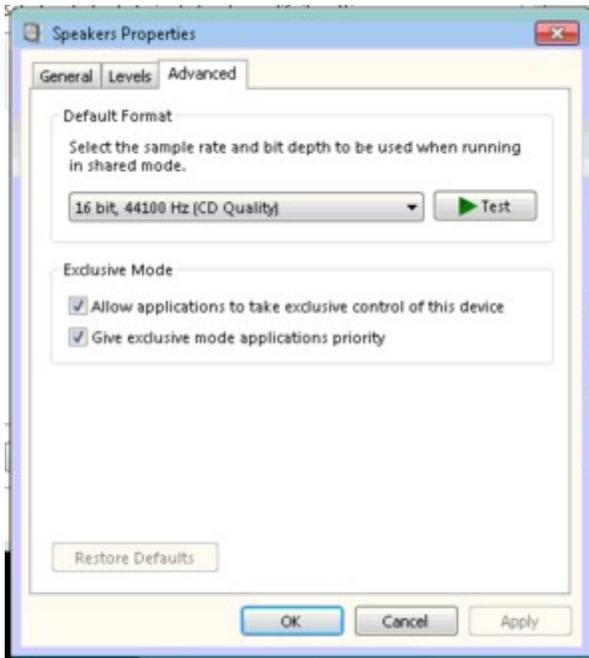


Note: If you do not have multiple speakers plugged in, we recommend selecting Stereo

Check your audio sample rate settings

On rare occasions, your the audio settings in Windows 7 may not be registering sound at the frequencies that GoToWebinar transmitting sound from.

1. Click **Start**
2. Select **Control Panel**
3. Select **Sound** (Note: you may have to select Hardware and Sound then select Sound)
4. Click the **Playback** tab
5. *Right click* on your audio device and select **Properties**
6. Click **Advanced**
7. Under *Default Format* select a different sample rate
8. See if you can hear sound when using GoToWebinar with your Mic and Speakers



Note: It is recommended that you use a sample rate setting **lower** than 192000 Hz