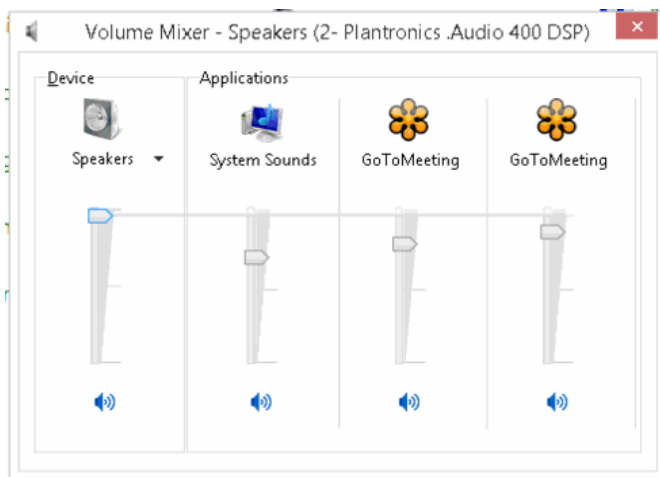# Why can I hear sound through other applications on my PC but not GoToWebinar?

Check your volume mixer

Windows 7 has a volume mixer included which allows applications to be muted individually. The GoToWebinar software may be muted.
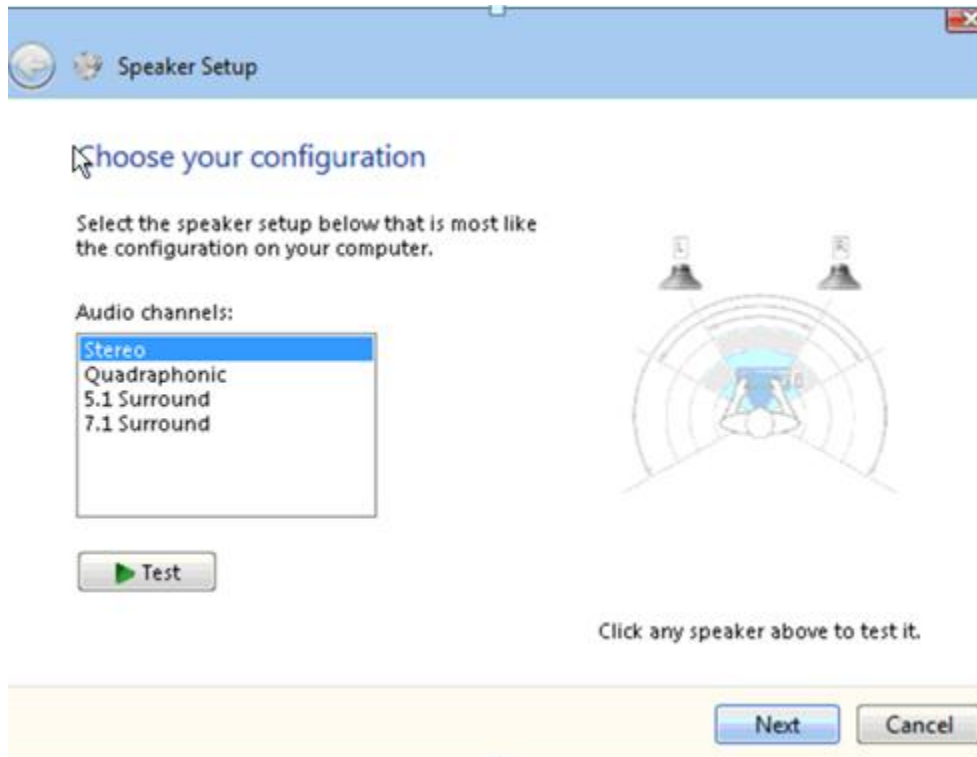
1. Right-click on the **Volume** icon in the system tray
2. Select **Open Volume Mixer**
3. Locate the GoToWebinar application within the volume mixer (there will be 2 if you are in session, see below)
4. Click the **sound icon** below the volume slider if GoToWebinar is muted
5. See if you can now hear 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
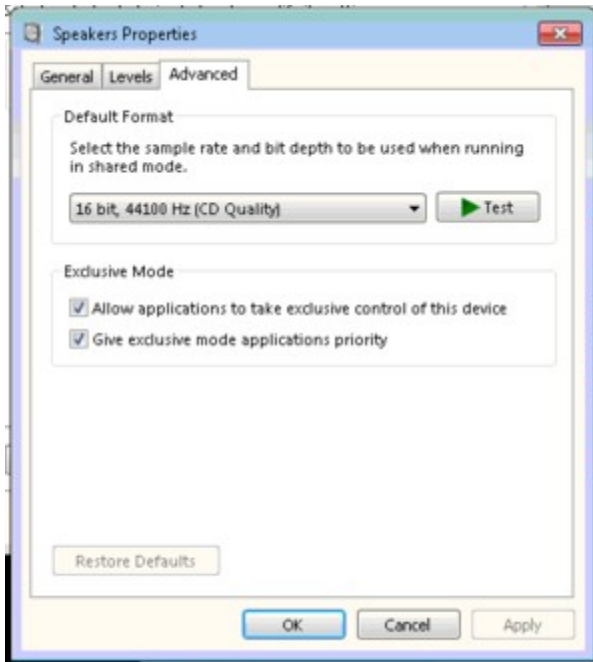
Note: If you do not have multiple speakers plugged in, we recommend selecting Stereo

Check your audio sample rate settings

On rare occasions, the audio settings in Windows 7 may not be registering sound at the frequencies that GoToWebinar is 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