## 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

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Speakers 🔻	System Sounds	GoToMeeting	GoToMeeting
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## 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

Shoose your configuration	
Select the speaker setup below that is mo the configuration on your computer.	st like
Audio channels:	
Stereo Quadraphonic 5.1 Surround 7.1 Surround	
▶ Test	

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
- Select Sound (Note: you may have to select Hardware and Sound then select Sound)
  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

	dvanced
Default Format	
Select the samp in shared mode	le rate and bit depth to be used when running t.
16 bit, 44100 H	iz (CD Quality)
Exclusive Mode	
Allow applic	ations to take exclusive control of this device
Give exclusion	e mode applications priority
Restore Defaul	

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