

## THINKPROJECT WEBINARS: FREQUENTLY ASKED QUESTIONS

We host our webinars via GoToWebinar. In case you have questions or technical problems on how to participate, this FAQ provides answers.

### **Do you have any problems during the webinar with the audio setting?**

Then the following issue may help. Below you will find a checklist how to solve problems regarding connecting to the audio conference during a session.

If you have audio problems during a webinar, please check:

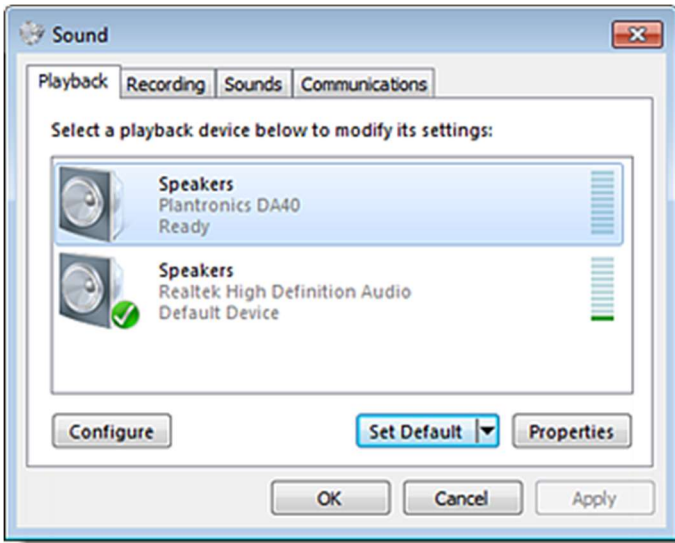
#### **I am trying to connect using a mic and speakers (VoIP).**

- Are your speakers activated and the volume turned up enough?
- If you still cannot hear anything, please check the following: GoToWebinar might be playing sound through a headset instead of speakers. If you have a headset plugged into your computer or device but you are not currently wearing it, GoToWebinar might be using it as your audio output device instead of your speakers.
- Check if your computer has selected the right audio output device:
  - You can specify the audio device you want to use for your speakers in your computer's settings. Open the Sound settings (under Control Panel > Manage Audio Devices). On the Playback tab, select the speakers that you want to use. Click Set Default, and then click OK.

#### **I am trying to connect using my telephone:**

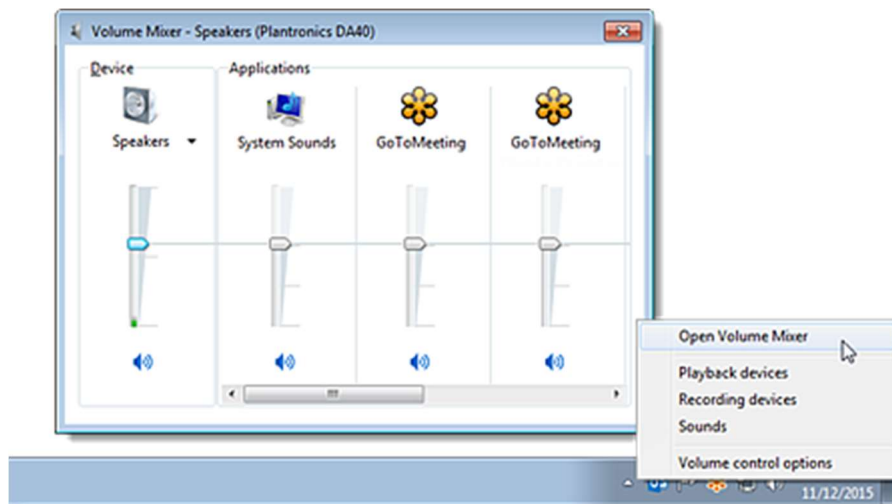
- Are your speakers activated and the volume turned up enough?
- If there is a problem with your telephone connection, it might be an issue with your service provider

**Important** Telephone mode can not be provided for all our webinars! In case this option is not available or there is an issue with your service provider please switch to your computer microphone and speakers.



**Maybe you must check and adjust your Volume Mixer might need adjustment.**

- While in session the GoToWebinar Sound Check operates as a separate component from the GoToWebinar desktop app itself. As a result, it is possible for the GoToWebinar Sound Check volume to be on, while the GoToMeeting app itself is muted. Open the Volume Mixer (right-click the Volume icon in your system tray and select Open Volume Mixer).
- Under the GoToMeeting entries, make sure the Volume icon isn't displaying as muted. Try moving the slider higher to see if it affects the volume.



**Did you press the “OK”-button after starting the program?**

- When you open GoToWebinar you have to click “OK”, then you are able to listen to the Webinar and check the specific audio settings.

**Did the Webinar already start officially?**

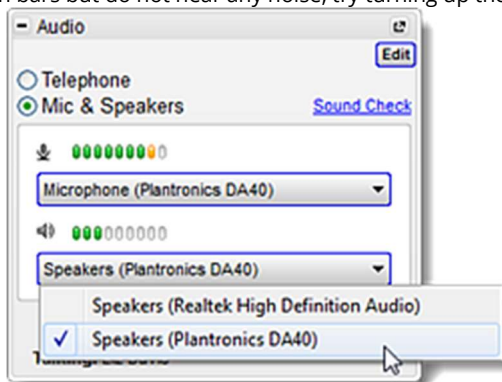
- If you see the Control Panel and hear intermittent on-hold beeps, then the organizer has started the webinar but has not yet begun broadcasting their audio, screen or webcam to attendees. You should remain connected and wait for the organizer to start the broadcast.

**Did you choose the right audio mode?**

- When you are in a session, you are able to specify which audio mode you use to connect to the audio conference (depending on which modes the organizer made available). It's possible that the default mode you joined with is not the one you want, and that you need to manually switch it.
  - If you want to connect with your mic and speakers, make sure Computer Mode or Internet Mode is selected.
  - If you want to connect with your telephone, make sure Phone Mode is selected.

**Test your Speakers (VoIP) at GoToWebinar:**

- In the Computer Audio section, you will see separate icons for your microphone and speakers. Next to each one is a volume meter that shows you whether your microphone is picking up sound and your speakers are emitting audio.
- Test your speakers by listening for audio. If the volume meter next to the Speakers icon does not show any green bars, then it is not properly emitting any sound. Use the drop-down menu to select a different microphone.
- If you do not see the speaker device that you are trying to use, then try unplugging it and then plugging it back in.
- If you see green bars but do not hear any noise, try turning up the volume of your speakers.



**You can't enter the webinar; GoToWebinar does not work at your PC?**

- After clicking on the attend button in your Webinar invitation mail, GoToWebinar should normally start on its own. On first use the download of the corresponding application will start. If a problem arises at this point, it may be because your operating system or browser is not up to date. [Hereby](#) you can check your system requirements and adjust if necessary.
- Otherwise, there is also the possibility that your (corporate) firewall is blocking the GoToWebinar application. Clarify with your IT how this can be solved.

Your problem still cannot be solved? Then we refer you directly to the [help page of the GoToWebinar provider](#).