Troubleshooting

Audio Help

If you are experiencing difficulty with audio, determine which scenario is applicable to you and follow the recommended guidelines.

I can't hear anyone

Test your audio setup by clicking Settings in the Audio pane of your Control Panel. Or, you can right-click the GoToWebinar daisy icon in your system tray, and select Preferences > Audio. Check to see if you're using an appropriate audio device. Click Play Sound to check that you can hear sound from your speakers. Speak into the microphone to test your microphone setup.

No one can hear me.

If you're the organizer, you must click Start Broadcast at the top of your Control Panel, or press *1 on your telephone's keypad to start the audio conference.

Check to see that you're not muted by clicking the Audio icon in your Control Panel or Grab Tab.

If you're experiencing problems dialing in by phone, try hanging up and dialing in again.
If you're having problems connecting to VoIP (Mic & Speakers), test your computer's detected audio devices by clicking Settings in the Audio pane. Speak into your microphone to test if your microphone setup is working.

**I hear static or clicking sounds.**
Move electronic handheld devices, such as an iPhone, away from your mic and speakers.

**I hear echo, feedback or background noise.**
If you suspect that the echo is coming from an attendee, check to see who’s talking at the bottom of the Audio pane in the Control Panel, and mute the attendee by clicking that person's Audio icon.
If you dial in to the audio conference by telephone, make sure that you select Telephone from the Audio pane in the Control Panel instead of Use Mic & Speakers.
Built-in or external speakers may cause an echo. Try lowering the speaker's volume.
Built-in microphones on your computer or webcam can pick up noise and cause an echo. We don't recommend using built-in microphones. Try plugging in a USB headset to your computer.

**The audio quality is poor and choppy.**
Poor network performance, lack of memory or high CPU usage often causes the audio quality to drop, become delayed or sound robotic.
Try closing all applications you aren't using to free up some bandwidth.
If you're using a dial-up Internet connection with VoIP, it may cause poor performance. For optimum performance when using VoIP, we recommend using a broadband Internet connection.
If the problem persists, switch to Telephone mode. Select Use Telephone in the Audio pane and dial in to the audio conference.

**No sound is detected.**
After the first minute of a session, GoToWebinar looks for microphone input from attendees who have the following: a microphone, speaking rights and unmuted.
If no audio input is detected, you may see a "Trying to speak?" pink tip. You may see the error when you haven't spoken or made any sounds when the session starts or if your microphone device is incorrectly selected. Click Audio Setup in the Audio pane to test your input device.

**No microphone is detected.**
If a microphone (or headset) isn't detected or connected properly, you may see a pink tip.
Check that your microphone (or headset) is properly plugged in.
If the problem still persists, try switching to Telephone mode if available. Then dial in to the conference using the telephone number and Audio PIN provided in the Audio pane of your Control Panel.

**My microphone is disconnected.**
If your microphone isn't working or gets unplugged during a session, you may see a pink tip.
Check that your microphone is properly plugged in.

If the problem still persists, try switching to Telephone mode if available. Then dial in to the conference using the telephone number and Audio PIN provided in the Audio pane of your Control Panel.

**Broadcast Computer Audio**

While GoToMeeting is designed to efficiently broadcast voice audio over telephone or VoIP, there may be times when you wish to broadcast an audio recording from your computer. In this section you will find audio configuration instructions that should allow you to transmit both your voice and audio from your computer. Due to some sound card limitations, these procedures may not work with every system.

**Configure Windows XP to broadcast audio**

- **Note**: Not all computers have a Stereo Mix option. Depending on your sound card, it may be called something else (like "What U Hear" on some Soundblaster cards) or may be absent entirely.
- **Note**: You cannot use your microphone when switching via software.

1. Double-click the volume icon in the system tray (usually bottom-right of your desktop).
2. Select Options, then Properties.
3. Under Adjust Volume, choose Recording.
4. Ensure "Stereo Mix" is checked.
5. Click OK.
6. On the Recording Control screen, select the check box under Stereo Mix.

**Configure Vista or Windows 7 to broadcast audio**

- **Note**: Not all computers have a Stereo Mix option. Depending on your sound card, it may be called something else (like "What U Hear" on some Soundblaster cards) or it may be absent entirely.
- **Note**: You cannot use your microphone when switching via software.

1. Right-click the volume icon in the system tray (usually bottom-right of your desktop).
2. Select Recording devices from the menu.
3. Right-click the first item on the list and ensure Show Disabled Devices is checked.
4. Ensure Stereo Mix is the default device.
5. Press OK.

**Hardware option**

**Parts needed:**
- Two (2) 3.5 mm audio splitters (1 male, 2 female).
- One (1) 3.5 mm audio patch cable (2 male ends, typically 3" long).

**Configure your system to broadcast with hardware**

1. Plug 1 splitter into your line out port (for speakers, typically colored green)
2. Plug the other splitter into your microphone port (typically pink)
3. Plug the patch gable into the splitter on line out and then into the splitter on microphone.

4. Plug your microphone into the microphone splitter, and then plug your speakers into the line out splitter.

Note: You may use your microphone and speakers simultaneously.

Disable the Launcher Plugin

When you download the Citrix Online Launcher file, a browser plugin and the Citrix Online Launcher app will be automatically installed, so that you can connect to future sessions faster. If you frequently join sessions, we don’t recommend disabling the plugin or uninstalling the Citrix Online Launcher app (the same way you would uninstall any other program on your computer) because you’ll be required to go through the entire manual download process again.

Disable the Citrix Online Launcher plugin in Firefox on Windows

1. Open Firefox.

2. Select the Firefox menu > Add-ons.

3. In the Add-ons Manager, find the Citrix Online Web Deployment Plugin. Click Disable.