



If our students have any issues at the beginning of one of our virtual classes, they fall in one of the below categories. If this is happening to you, we have the most common solutions here. If you’ve tried this and your issue is still not fixed, please call us at 800-373-9188 ext. 0 and let the operator know that you are having a problem with a virtual class.

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Mic not working.

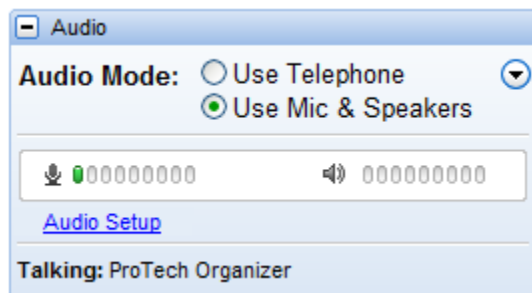
Here are some steps to take if you are having difficulty with your microphone.

Mic Plug. The most common issue is that the mic plug is in the wrong slot on the PC, please check there.

Sometimes, especially with Windows 7 machines, just unplugging the mic and plugging it back in reconnects it correctly. Please try that.

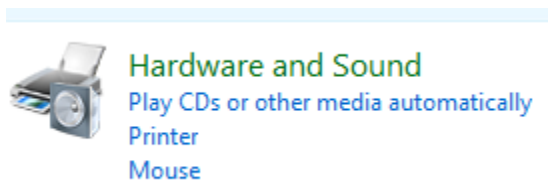
In-Line Volume Control. Sometimes the headsets that we ship have volume controls on the line between the plugs and the headsets. If there is, please confirm that the mic is not muted on that control.

Audio Setup in GoToWebinar. Please check the Audio Setup button under the Audio Panel of the GoToWebinar Control Panel.

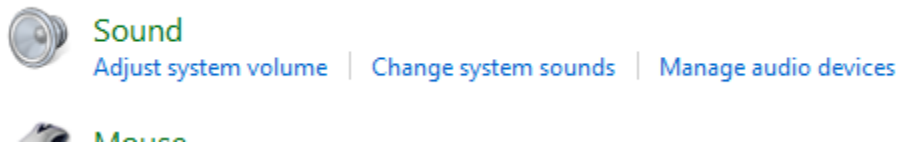


Control Panel. Please go to the control panel. Sometimes the mic that is assigned by the operating system is not the one that we want. The below pictures are from the Vista operating system and show how to discover and change that setting. XP has the same functionality.

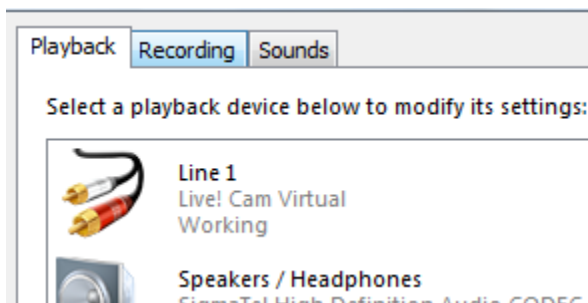
Start, control panel



Hardware and sound

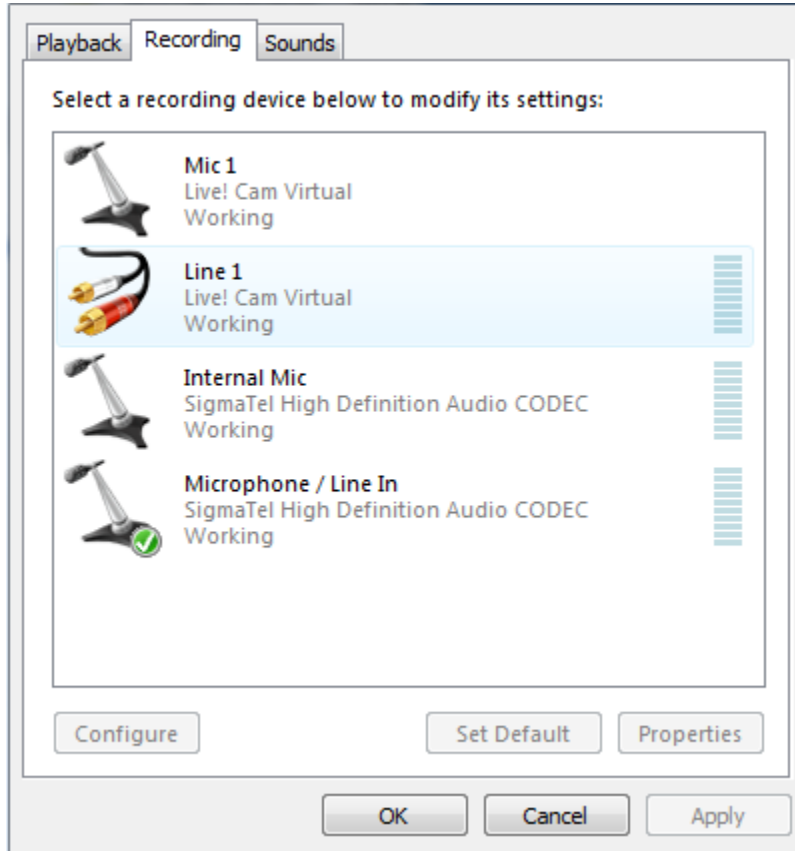


Manage audio devices



Recording.

You'll find mic's there, and what the default is. That default may need to change.



Disable Other Mics. This step is extraordinary, but we did find it to be true in one case. In order for the mic that we needed to be active, the other available mic's needed to be disabled. To disable a mic, highlight that mic, hit Properties, see the dropdown under Device usage.

Check Sound Drivers. Another extraordinary circumstance. Check your sound drivers. Possibly one needs to be updated.

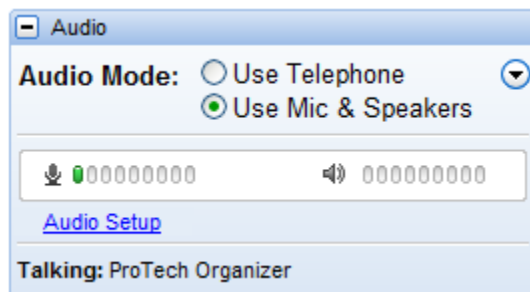
Speakers not working.

Here are some steps to check if you are having difficulty hearing the webinar.

Speaker Plug. The most common issue is that the speaker plug is in the wrong slot on the PC, please check there.

In-Line Volume Control. Sometimes the headsets that we ship have volume controls on the line between the plugs and the headsets. If it is there, please check that for volume.

Audio Setup in GoToWebinar. Please check the Audio Setup button under the Audio Panel of the GoToWebinar Control Panel.



Check Sound Drivers. Check your sound drivers. Possibly one needs to be updated.

Control Panel. Please go to the control panel. Sometimes the speakers that are assigned by the operating system are not the ones that we want. The below pictures are from the Vista operating system and show how to discover and change that setting. XP has the same functionality.

Start, control panel



Hardware and Sound

Play CDs or other media automatically

Printer

Mouse

Hardware and sound



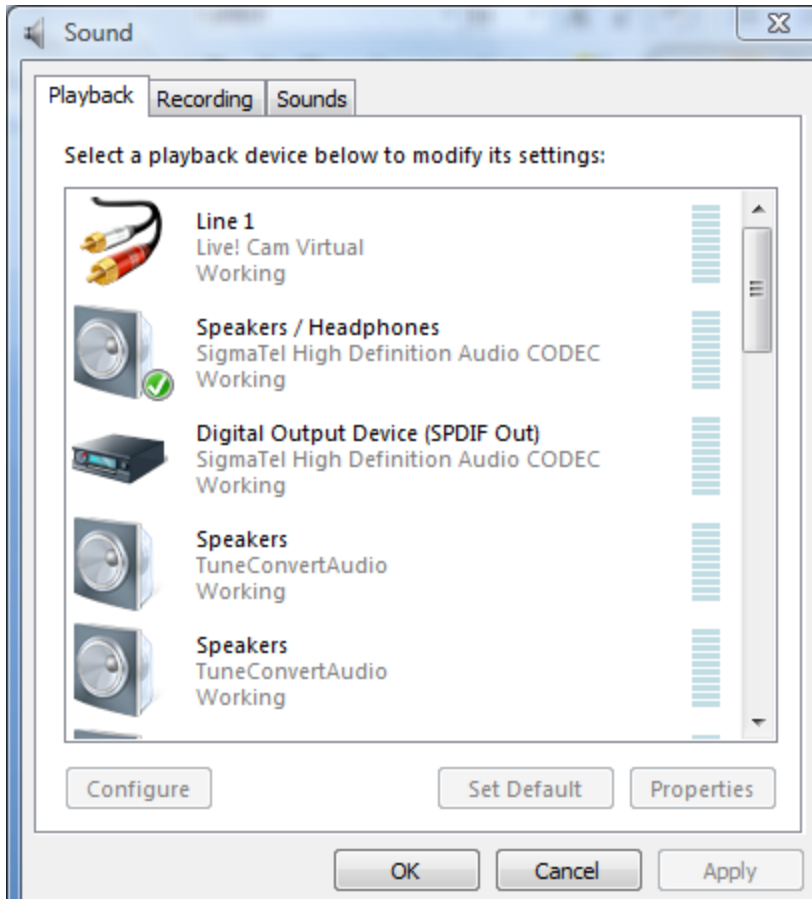
Sound

[Adjust system volume](#) | [Change system sounds](#) | [Manage audio devices](#)



Mouse

Manage audio devices

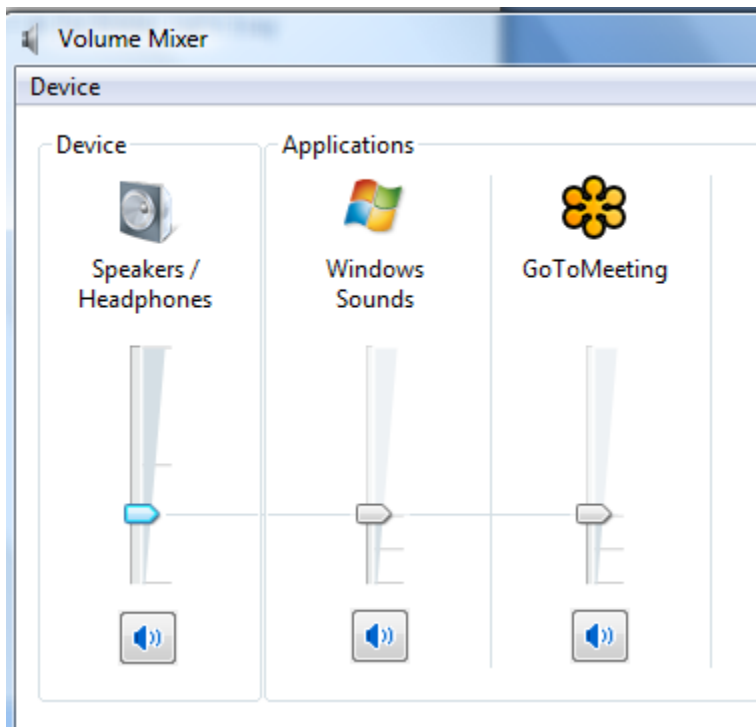


The default speakers may need to be changed.

GoToMeeting in Mixer. Please also make sure that the GoToMeeting Application is available and in use – in the lower right tray of your PC, click on the speaker icon.



Click on the Mixer after clicking on the speaker icon.



Sometimes, GoToMeeting has been muted.

Poor Audio Performance.

Sometimes our students can hear, but the audio is bad, or can speak and cannot be heard well. There are two contributing factors, the computer and the network. For your pc, please shut down all applications that you don't need for the class. This will free up the CPU to carry the VOIP. If this doesn't help, do the same with the network. At home networks can sometimes be busied up by carrying traffic to several devices. Please quiet the network as much as possible. If you are at work and have no power over the network – or if none of this has worked – please go to the telephone.

The Audio submenu of the GoToWebinar Control Panel has a radio button for "Use Telephone." It will present you with three numbers and the third one changes every time you log in. Please join the webinar audio by phone so that you can hear and be heard.

The Webinar says that I'm already logged in.

This happens from time to time. We do not have a way to kill the session that is currently active from our end. Here are the alternative actions:

1. It will time out, but that takes 4 to 5 hours, not a good alternative.
2. Sometimes rebooting takes care of the situation.
3. Please log in to the webinar with another email id for the day.
4. If you do not have one available, please use tim.noca@yahoo.com

Logging in with another email id:

Go to <http://joinwebinar.com> and use the alternative email id along with your webinar id. You will be sent to the registration page again, please register with the new email id. After you register, you will need to be approved. Your instructor, or someone from ProTech can approve you by logging in to our account. This only takes a moment, but without approval, you can't get in to the webinar under the new email id. Please be sure to contact us so we can approve the new email id. (800-373-9188)

Please exit the internet completely after you've registered. Upon approval, please log back in to <http://joinwebinar.com> with the webinar id and the newly registered email id.

The Registration Page keeps coming up.

If you are trying to log in to the webinar, and the Registration Page keeps appearing after you have already registered with this email id, here are a couple steps to take that should eliminate that problem.

1. The most common reason is that a popup blocker is turned on. If that is the case, please disable the popup blocker, exit the internet completely, log back in to the internet, and try again to join the webinar.
2. Clear out your cache and cookies, exit the internet completely, log back in to the internet and try again.
3. Confirm that the email id that you are logging in with is the exact same as the email that you are registered with, including being sensitive for case. We have discovered that John.Smith@abc_company.com might not be able to log in as john.smith@abc_company.com.

There is an echo in the room.

An echo can get created in a virtual room when the audio comes out of computer speakers or a speakerphone, is picked up by a mic, and is consequently shipped back in to the room. If there is an echo in the room, then most likely this is happening in one of the locations. Keep in mind that laptops usually have external mics.

If you mute the mic where this is happening, then you will solve the problem. Another way is to deliver the audio in that location by headset instead of speakers, although most often the audio is delivered this way because there are multiple people at the location.

Students controlling their microphones.

After your instructor has unmuted your microphone, then you get control of muting and unmuting. In order to do this, look for the bright green microphone icon. The GoToWebinar control panel has two segments. Pictured below is how they look when they are both displayed. The large one automatically disappears after you are in the webinar for a few minutes and leaves you with just the smaller, skinny one. The mic icon is the lowest icon on the skinny gotowebinar control panel. The one in the picture has been unmuted by the instructor and muted by the student.

