



Audio

Troubleshooting

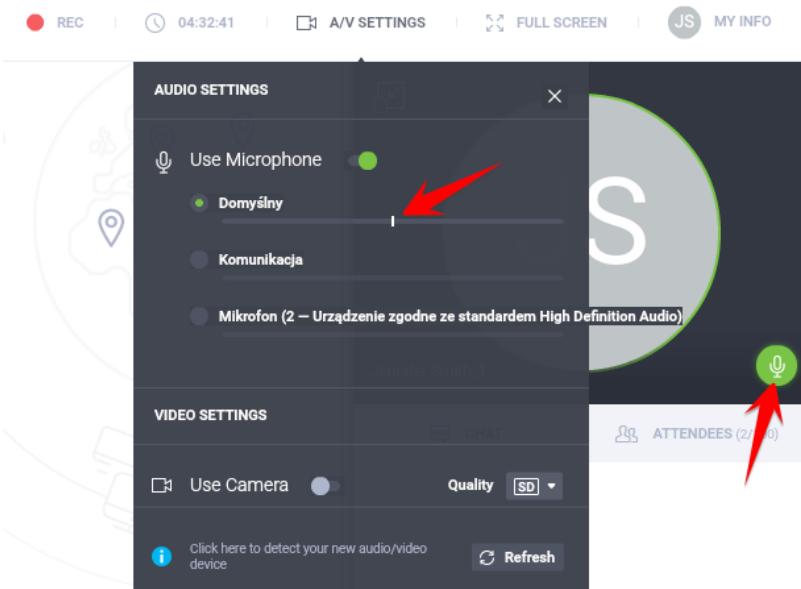
Below is a list of the most frequent audio issues and their solutions. Please consult this list before reporting your audio problem to our customer support team.

Audio is choppy and jerky.

Turn off the video stream, leaving only the audio stream on. If this helps, your internet connection may not be stable enough.

Attendees can't hear the presenter.

1. The presenter needs to make sure the microphone icon in his webinar room is turned on and that the volume levels of the computer and webinar room microphone are set at an appropriate level.

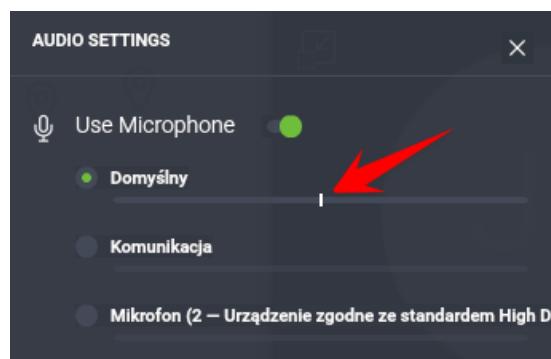


2. Make sure other audio/video software (such as Skype) is turned off as it can interfere with ClickMeeting features.

3. Make sure you didn't change the webinar mode to **Presenters Only**. When this mode is enabled, only the presenters can hear and see each other.

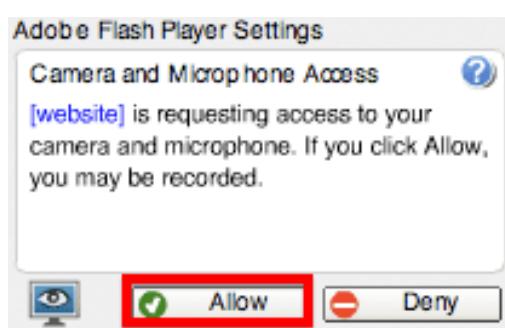
Attendees can't hear presenter well, or the volume is too low.

The presenter should check the volume. The volume bars for the computer and room microphone icon should be set at a mid-range level. If the volume is too quiet, turn it up first on the computer and then the webinar room microphone. Note that neither of the volume bars should be set to maximum levels.



Attendee can't be heard or can't turn on the microphone icon.

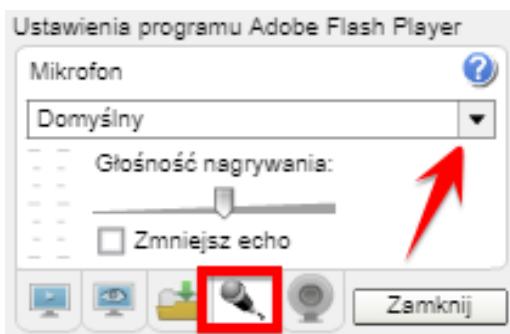
The attendee may have denied access to the camera and microphone in the Adobe Flash Player or Google Chrome settings window that pops up when you enter the room.



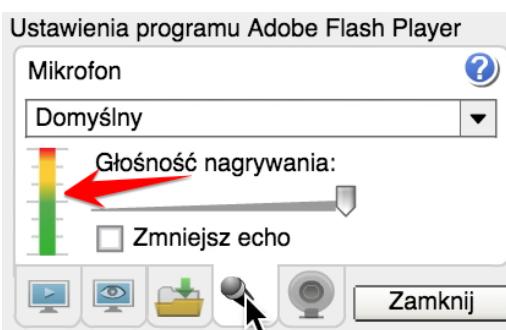
To enable access:

1. Right-click anywhere within the room and click **Settings** to open the Adobe Flash Player Settings window.

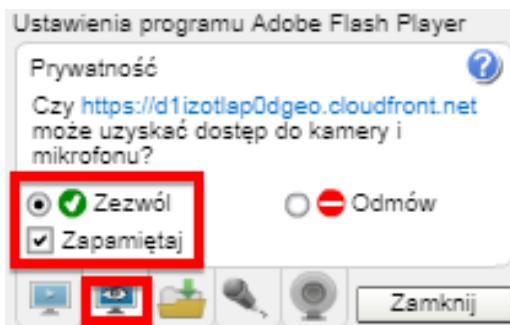
2. Click the microphone icon at the bottom of the window (fourth tab from the left) and check the dropdown list to see whether a microphone is available.



3. Speak into the microphone to test the output. If the sound activity bar registers your speech while talking, you'll see ascending colors. This indicates that the microphone is picking up your audio.



4. Go to the second tab from the left on the Adobe Flash Player Settings window and select **Allow** and **Remember** so your microphone configuration will be remembered for future events. Close the window. Click the microphone icon in the Audio/Video pod to proceed with audio.



If you are using Google Chrome, please refer to our manual: *Audio & Video Settings in Google Chrome*.

There is an echo.

1. Turn off all other software using audio and video.
2. All users who have their microphone turned on should use headphones – either earbuds (recommended) or a headphone set with a microphone (an advanced model that eliminates echo).
3. If there is an echo in the event, and it is unclear which user is generating the echo, look at the list of usernames in the video stream window. When someone speaks or makes noise, their username will turn green. If a user other than the main speaker has a username that is turning green, he is generating the echo.
4. If there are two or more people in the same room, they should use the same computer and talk with attendees together via one audio stream. Alternatively, they can use separate computers, but only one should turn on audio.

Further steps

If the steps above don't solve your problem, please contact our customer support team. To resolve your problems, please provide the following webinar details: name of the account, event date and time, and bandwidth and system details (operational system, browser type and version, FlashPlayer version).

If you have recordings or screenshots of a particular problem, please provide them too, as they will help the customer support team determine the problem.