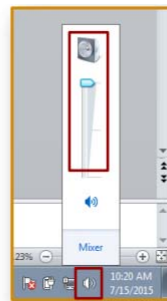


Webinar Audio Trouble Shooting

AASA

Webinar Sound



With regard to webinar sound volume, please check:

- **WebEx volume**
- **Computer volume**
- **External speaker volume**

AASA

AASA

Webinar Trouble Shooting Audio

Connected to audio but cannot hear:

- If you have joined the WebEx but cannot hear the presentation, navigate to "Communicate" and click on the first option "Audio Connection". You will be able to select or re-select the audio option you prefer.
- If you have double-checked that you are connected but still cannot hear, try testing your speakers. Navigate to "Communicate" again and select the second option "Speaker audio test".
- If you are connected via phone and cannot hear the audio, hang up and redial the conference call line.



AASA

Webinar Trouble Shooting Audio

If you are unable to participate in the Q&A audio you should ensure that your computer is equip with a microphone and that it is on.

If you are still unable to participate in the audio Q&A please dial into the webinar with the audio information provided. Navigate to "Communicate" and click on the first option "Audio Connection". You will be able to select or re-select the audio option you prefer.



AASA

Need Additional Assistance

If you are having further issues, please call our office at
(978) 364-5175.

