

Webinar Support

Thank you for joining our webinar today. We hope your experience runs smoothly, but in case you encounter problems I want to let you know how you can troubleshoot.

First, you can send me a direct message at any time by expanding your **control panel** on the top right of your screen (click on the orange arrow) and typing a question in the “Questions” pane. Or, you can click the hand icon in your control panel to raise your hand, and I can respond to you in the “Chat” pane.

For sound problems:

First, try unplugging and re-plugging in your headset if you are using Voice-over Internet Protocol (VoIP), or hanging up and re-dialing in if you are using a telephone.

If you are using voice-over internet equipment, try switching to the telephone using the number, access code, and pin provided in your webinar confirmation email, or write me in the questions pane and I can have the system send you that information.

If you are using a speaker phone, make sure that both your “Speaker” and “Mic” buttons are activated.

You can test your sound from the “Audio” tab in your control panel. “Audio Setup” will automatically mute you until you close it.

For GoTo Customer Support audio troubleshooting documents go to: <http://support.gotomeeting.com/>. At the bottom of the page, click “Audio Fast Help,” then choose “I am an attendee,” and click on the link that best describes your problem.

Or, call GoTo Customer Support at **800-263-6317**.