

# GoToMeeting Echo and Audio Issues

Echo and microphone feedback is generally caused by the improper placement of hardware, or potentially the misconfiguration of either hardware or software settings.

If there is echo, static, feedback and/or noise in your meeting, there are several common causes to address.

## **First, the Organizer must determine the source of the echo:**

1. Click **Mute All** in the audio pane of the Control Panel
2. **Unmute** each person individually
3. Each unmuted person should test by speaking
4. When the echo/feedback/noise returns as someone speaks, they are the source of the audio difficulties.

## **Second, the organizer should find the hardware being utilized and try the following suggestions:**

### **Potential sources and troubleshooting steps for phone callers**

#### **Using any telephone:**

- Make sure that in the audio panel in the control panel that Mic & Speakers is NOT selected if dialed into the telephone **Cell Phone:**
- Have the caller hang up and try calling back in
- Have the caller try a land-line or a different cell phone if available

#### **Landline:**

- Have the user hang up and dial back in
- Have the user use a different land-line phone if available **Speaker-Phone:**
- Disable speaker phone and use the handset or a headset

#### **Multiple speakers in one room with more than one computer:**

- If they are using telephones (one each) have them move into different rooms or use headsets

#### **Multiple speakers in one room sharing one computer:**

- They need to share one phone line/speaker phone

### **Potential sources and troubleshooting steps for VoIP (Mic and Speakers) users**

#### **Mic & Speakers:**

- Move the microphone away from the speaker
- Mute the microphone when not speaking
- Use a headset **Headset:**
- If an analog connection then try using a USB headset
- If using a USB headset try a different USB port on the computer

**Note:** Not all audio options are enabled by the organizer for each session. They have the choice of providing the option of using Telephone, Mic and Speakers or Both with our GoToMeeting integrated audio. If you are having difficulties on the telephone you can try using your computer's mic and speakers or vice versa.