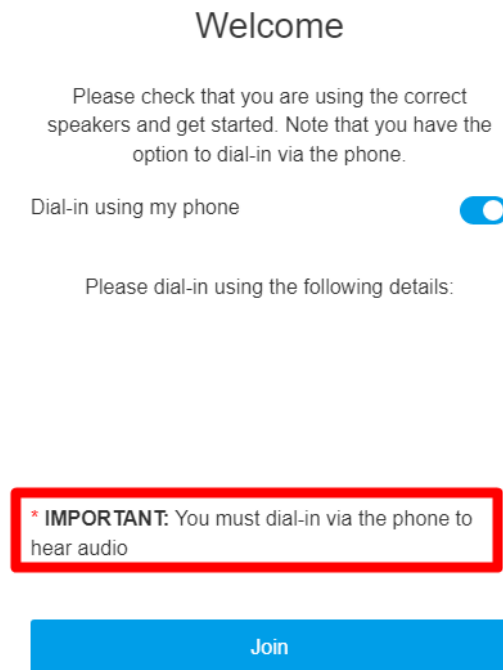




## Troubleshooting Audio issues..

What you can do if you don't **hear** the speaker over your browser:

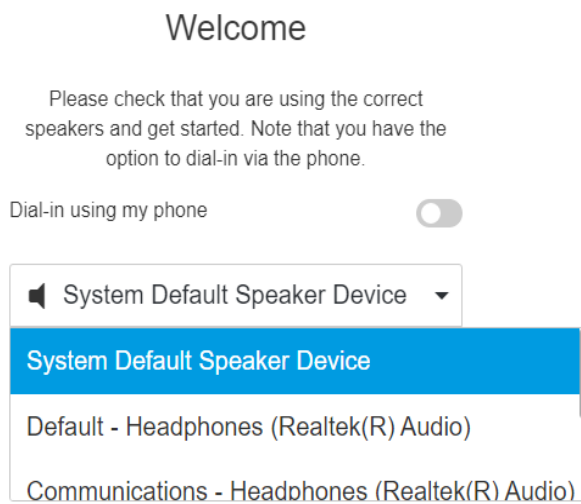
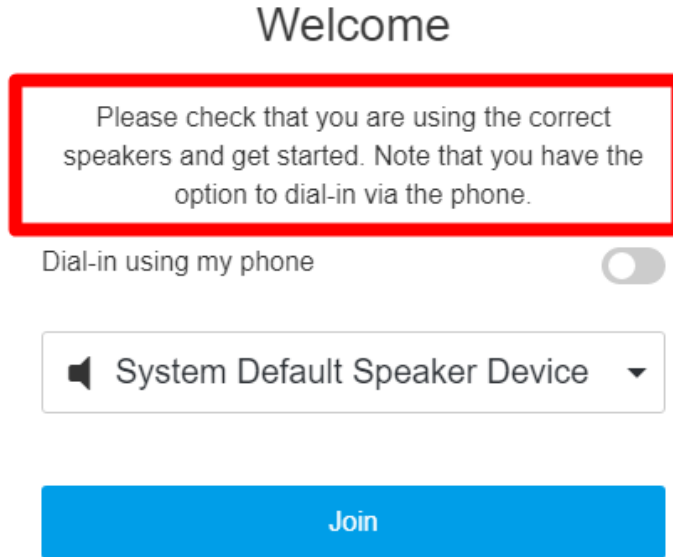
1. Refresh the page and make sure you did not dial in via phone option:



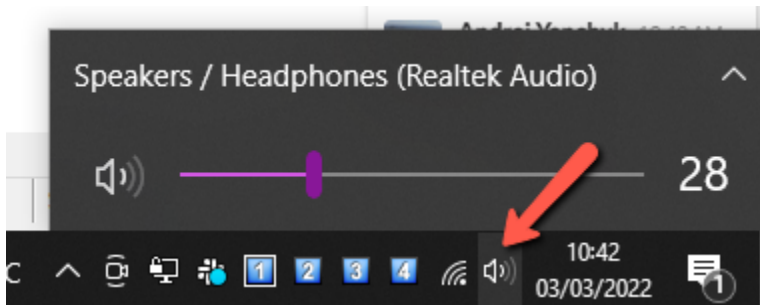
If you dial in via phone and join, then you won't hear the sound from your browser, you should hear it from your phone.

---

2. If you joined through browser to hear the sound, make sure you have chosen correct speaker device or headphones, if you are using one:

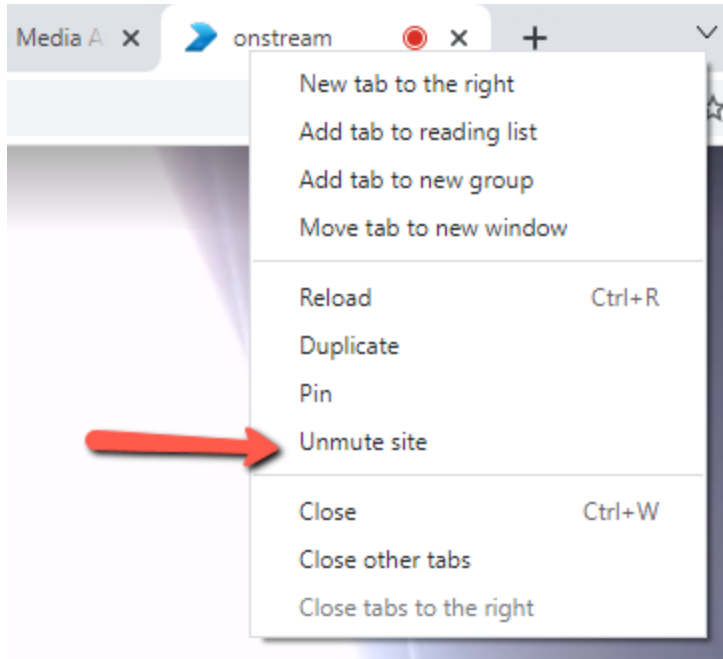


- 
3. Make sure that the volume is up on your speaker/headset



- 
4. If your output device does have a hardware based mute button, make sure that it is not enabled

- 
5. Make sure you have not inadvertently muted the site.  
In Chrome - you can check this by right-clicking the browser tab :



If none of these resolve the issue, you are most likely behind some kind of firewall. You can find firewall info [here](#)

Or if available - please join the conference on the number and PIN provided to listen in.