

If you are having issues seeing or hearing the webinar...

1. **Make sure you are using a supported web browser.**

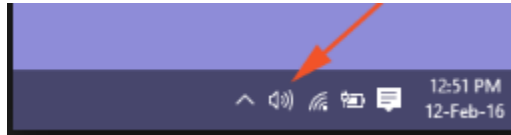
Only [Firefox](#) and [Chrome](#) are supported by the webinar system.



2. **Check that your audio works in the browser.**

You can test your speakers at <http://www.testmyspeakers.com/>.

a. **If you do not hear sound, check if your audio is muted or your speakers are turned off:**

You can look in the taskbar on your computer:



If you see a symbol by the speaker icon like this , or  your system is muted.

(Please note that on Macs it can be a little harder to tell – When sound is muted the icon looks like  ; you want it to look like )

Click the icon to access your volume control and unmute the computer or check the volume levels. If you don't see the symbol any longer and everything looks fine, continue to b.

b. **Check the cables connecting your speakers, headphones, microphones, or other devices to your computer or laptop.**

If a cable has come unplugged, this is likely the cause of your volume issue. Reinsert a loose cable and see if the volume on your computer improves. If no improvement, continue to c.

c. Run the computer's audio troubleshooter, if it has one.

Windows computers come with built in troubleshooters that can help you fix volume issues.

- Click on the "Start" bar, usually found on the lower left-hand screen.
- Click "Control Panel."
- On the control panel, click "Troubleshooting" and then "Hardware and Sound."
- From there, select the option "Troubleshoot audio playback."
- Your computer will ask you a series of questions that will help the troubleshooter determine the cause of your volume issue.

d. If you do hear sound, but just not in the webinar, follow the next steps.

3. Be sure you actually meet the minimum internet speed requirements for the webinar.

You can get a quick check of your speed by visiting <http://www.speedtest.net/> and pressing "Go." You want to have at least a speed of **2Mbps both down and up**.

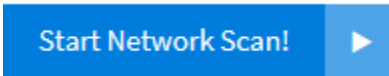
4. Try leaving and reentering the conference room.

5. Try restarting your browser or switching to another browser.

6. Try rebooting your computer.

7. Check to make sure your firewall is not blocking you:

a. Go to <http://www.netscan.co/demo/>

b. Click 

c. Run the test and scroll down. If you see anything like this:

The screenshot displays two sections of a diagnostic tool. The top section, titled "WebRTC Connectivity Tests", contains a table with two columns: "Test" and "Outcome". All four tests listed (Inbound UDP, Inbound TCP, Outbound UDP, and Outbound TCP) have failed, indicated by a red "X" in the Outcome column. The bottom section, titled "Network Environment", contains a table with two columns: "Test" and "Outcome". The "Client IP" field is populated with a redacted IP address. The "Behind NAT", "Behind Proxy", and "IPv6" tests have all failed, indicated by a red "X" in the Outcome column.

Test	Outcome
Inbound UDP	✗
Inbound TCP	✗
Outbound UDP	✗
Outbound TCP	✗

Test	Outcome
Client IP	[REDACTED]
Behind NAT	✗
Behind Proxy	✗
IPv6	✗

d. Contact your IT department to open your ports thusly:

- **TCP** Ports **80 and 443** must be open;
- Make sure **all traffic** can pass over 443 (TCP and UDP)
- UDP ports 1025-65535 should also be open for the best experience, but this is optional.