

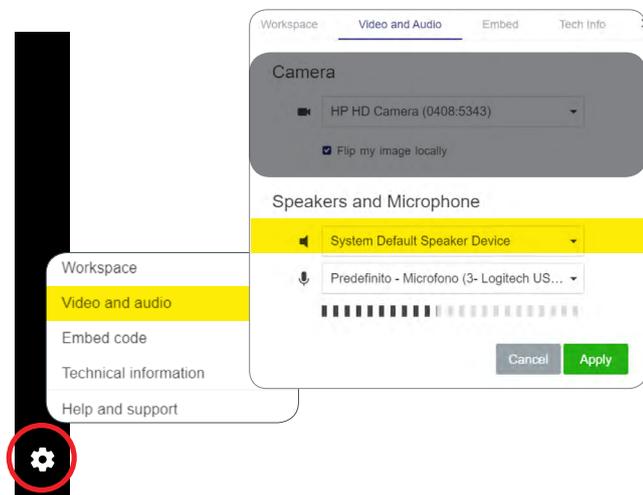
TECHNICAL AUDIO PROBLEMS

Audio doesn't work properly during live streaming? Please find hereby the most relevant issues:

VIDEOCONFERENCE ROOM

Please check which AUDIO OUT you selected when you logged in SkyMeeting, by clicking:

 /Video and Audio/ and select the correct AUDIO OUT (see example below)



COMPUTER

Please verify your PC/MAC audio is active and the speakers/headphones turned on

MICROSOFT

Settings bar is bottom right side:  Speakers



or

START  / Settings / System /  Sound / Choose your output device

MAC

Menù bar top right side:  Sound



or menù bar top left side:

 /System Preferences... /  Sound /Output and please select the preferred audio output

SYSTEM ERROR

Sometimes it's just enough leave the meeting and reconnect immediately to solve audio problems.

BROWSER

The problem may depend on the security settings of your browser. Please see instructions to change the permits:

GOOGLE CHROME

Settings bar on top right side:

 / Settings / Privacy And Security / Site Settings / Sound / Allow sites to play sound (advised option)

Please check that under the list "block audio" the website [https://go.skymeeeting.net/...](https://go.skymeeeting.net/) is not listed

MOZILLA FIREFOX

Settings bar on top rightside:

 / Privacy & Security / scroll down till "Permissions" / Autoplay – Settings / Default for all websites: **ALLOW AUDIO AND VIDEO**

INTERNET CONNECTION

Audio stream could be compromised if you are connecting from a company network (hospital, office etc.).

Sometimes these networks have default blocks that prevent some sites from play audio.

In this case we advise you to connect the pc to your personal HOTSPOT (4G network).



ATTENTION!

If after following all instructions audio problems persist, WE RECOMMEND TO CONNECT VIA SMARTPHONE OR TABLET using its 4G network.

This type of connection turns out simple and with no audio issues.