


Additional information for sound troubleshooting

If you cannot hear us, the problem is in your speaker settings. Please, try:

- Click on  button in the upper right corner where you can find settings of speaker volume, try to increase it
- Try to use another web browser (i.e. Chrome is recommended)
- Accept cookies and in Chrome allow the web browser to use audio devices (microphone and speakers)
- Change sound settings in your operating system. Problems might occur if you have connected more speakers (integrated in your device, integrated in your screen, external, in headset, etc.) and it is necessary to set a correct one. It can happen that myownconference client does not recognize correctly which speaker should be used.
- Problematic can be plugins installed in your web browser, i.e. AdBlock, FlashBlock etc. It might be helpful to deactivate these plugins during attending a webinar.
- Delete web browser cache.
- Allow applications in your computer to access your microphone (this setting applies for operating system).