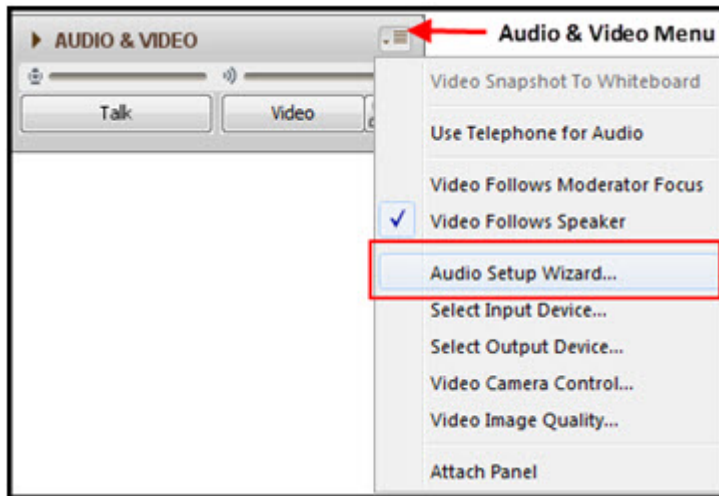


Thank you for contacting Technical Support,

We have reviewed the recording link and there is audio in the session. If you are not hearing audio please run the audio setup wizard.

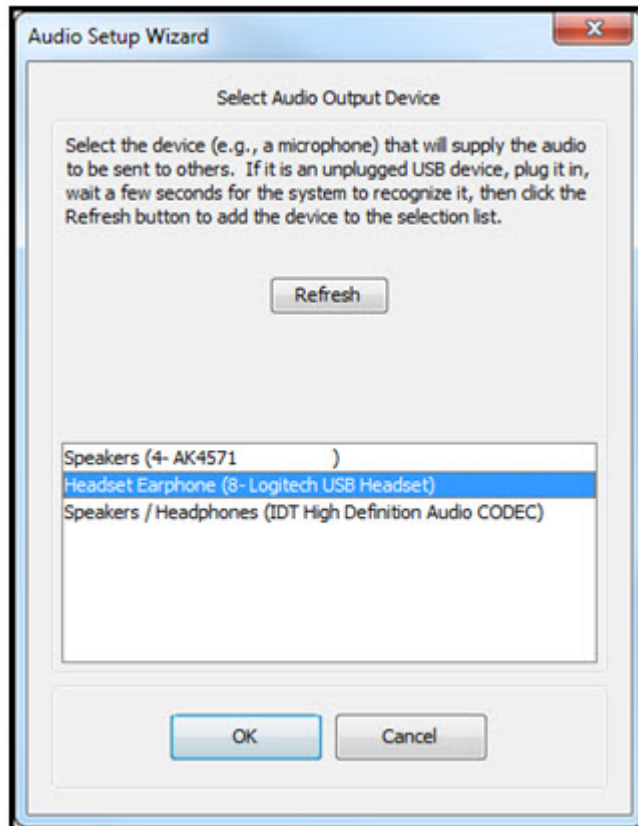
The Audio Setup Wizard is accessible from the Audio menu which is located in the Audio & Video panel.

Details:

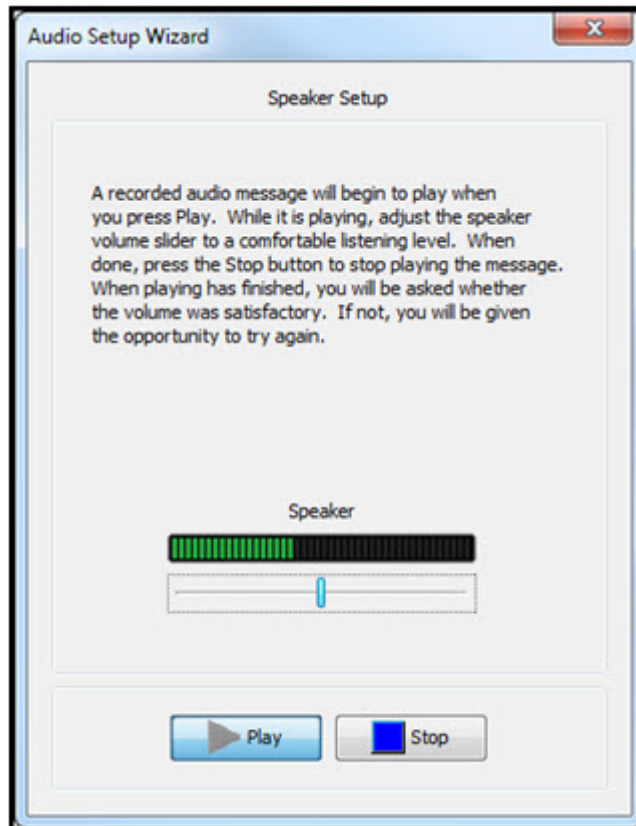


Steps for Configuring Your Audio

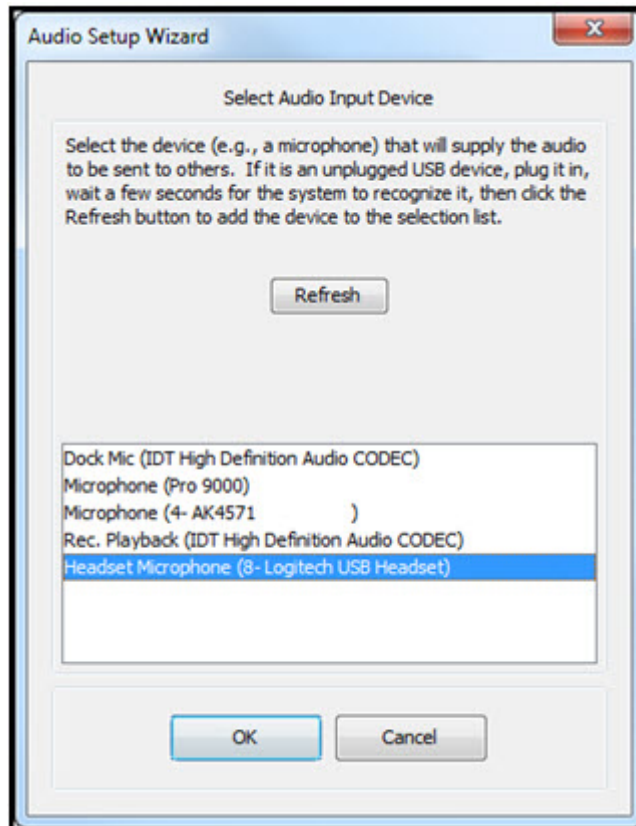
1. Open the Audio Setup Wizard by clicking the Audio & Video menu and clicking Audio Setup Wizard.
2. From the Select Audio Output Device dialog, choose the device that will play the session audio e.g. speakers.
3. Click OK



4. Click the Play button and adjust the volume slider so that you can clearly hear the pre-recorded message. Click Stop and then Yes to confirm you were able to hear the audio. If you were not able to hear the audio, click No and repeat the previous step.

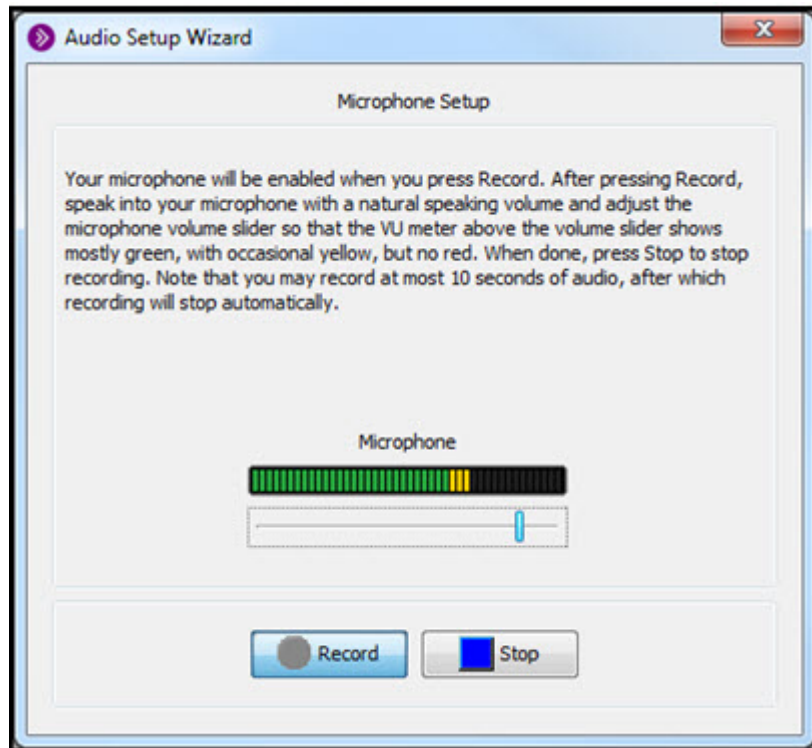


5. Select the device you will use to send your audio during the session e.g. microphone.



6. Click OK

7. Click Record and speak into the microphone using your normal speaking voice. Adjust the microphone slide bar so that it displays green bars with an occasional yellow bar. Red indicates that your audio is too loud or you microphone is too close to your mouth.



8. Click Play and confirm you can hear your recorded voice. You are now ready to participate in the audio portion of the session.

Thank you,

Technical Support