5 tips for great webinar audio

Best practices for optimizing webinar audio

Successful webinars depend on quality audio experiences for everyone involved. As the organizer, you need to know how to keep control of the audio experience.

Read on for audio best practices and tips for avoiding common mistakes when using GoToWebinar.

Best practices

1. **When possible, have your moderator and speakers dial in by phone.**
   Effect: Reliable audio connection

   Hard-wired phone lines offer a reliable audio experience, so if it's accessible, have your speakers dial-in via landline.

2. **Check that the moderator and speakers are using a headset.**
   Effect: Clear and high-definition audio

   Using a USB or analog headset during a webinar helps speakers sound clearer. When it comes to headsets, using just about any functional headset is better than not using one at all.

3. **Instruct attendees and speakers to enter their audio PIN number.**
   Effect: Ability to control audio

   When dialing in to the webinar by phone, both attendees and speakers need to enter their unique audio PIN that is visible in the Audio panel of GoToWebinar when **Telephone** is selected there.

When you're communicating across seas or borders, international audio is a reliable and affordable audio option. Toll-free international calling for GoToWebinar is available in over 40 countries. To set up international toll-free audio in GoToWebinar, contact sales.
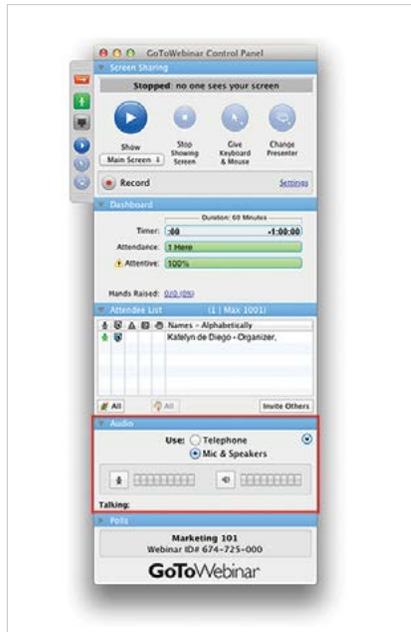
Looking for headset recommendations? Read our recommendations for VoIP setup or hear from presentation expert Roger Courville on his headset recommendations.

4. **Advise both speakers and attendees to select the correct audio connection.**
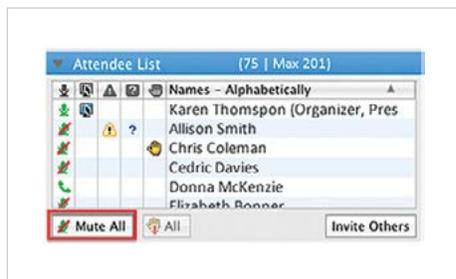   Effect: Elimination of echo and ability to control attendee's audio

   To eliminate echoes, instruct speakers and attendees who have dialed in by phone to select **Telephone** in the GoToWebinar Audio panel.

5. **Mute panelists and organizers who aren't speaking.**
   Effect: Elimination of background noise

   In GoToWebinar, organizers and panelists enter the event unmuted and are able to speak to anyone on the line. It is up to the event organizer to mute the panelists' and organizers' lines or the panelists and organizers themselves to mute their own lines when the event starts.

If you experience ongoing audio issues, contact Global Customer Support or contact us on Twitter @GoToWebinar.

Conclusion

Online events like webinars depend on clear audio for success. Using these tips before and during your next webinar will set you on your way to a successful event.

For additional audio setup tips, visit our audio support page.

Resources for achieving business agility

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