

Telephone Events - Speaker Can't Connect

Connecting using Phone Audio

If you would like to connect to the Presenter Bridge using your telephone, select the **Phone Audio** tab in the **Presenter Bridge** section. The system should display a local dial-in number and Passcode for the presenter. Presenters can use the dropdown to select another country number as desired.

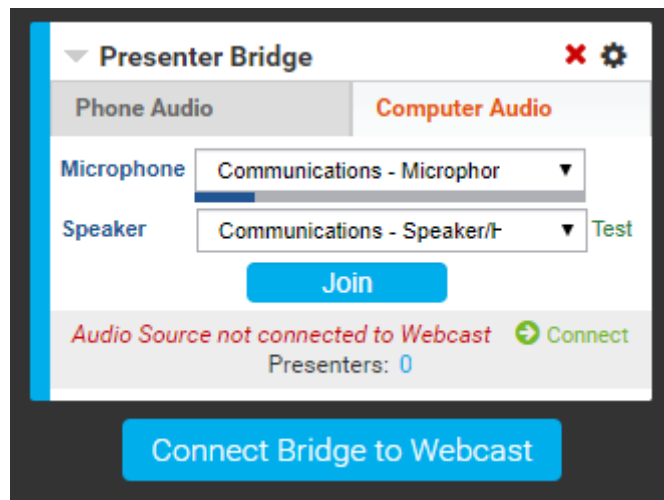


If you have issues connecting to the Presenter Bridge:

- Double-check the Presenter Bridge number and passcode to ensure you are using the correct information.
- Make sure your phone does not have any calling restrictions (ex. dial 9 to make an external call).
- Try to connect using another phone if possible.
- Switch to a VoIP connection if the issue persists.

Connecting using Computer Audio (VoIP)

If you would like to connect to the Presenter Bridge using computer audio (VoIP), select the **Computer Audio** tab in the **Presenter Bridge** section. The system will display a **Microphone** and **Speaker** dropdown to allow you to select the sources that will be used.



The audio from the selected Microphone will be registered with a blue bar directly below the **Microphone** dropdown. Click **Test** next to the **Speaker** dropdown to test the audio playback. Once your Microphone and Speaker have been tested, click **Join** to connect to the Presenter Bridge

If you have issues connecting to the Presenter Bridge:

- Make sure a valid Microphone and Speaker have been selected in the setup. Choose a new source and re-join the bridge.
- If you are using a corporate network or connected to a VPN, this may introduce network restrictions that prevent you from connecting.
 - If you are using a VPN, disconnect from the VPN and try again.
 - If you are using a corporate network, refer to the [network requirements](#). Your IT team may need to make updates on your network to allow you to connect.
- If you have issues staying connected to the Presenter Bridge, check your internet connection. Computer Audio (VoIP) relies on your internet connection to deliver the audio to/from the Presenter Bridge. Any issues with your internet connection will impact your connection to the Presenter Bridge.

Revision #2

Created 10 May 2022 15:06:03 by Chantal

Updated 10 May 2022 15:41:02 by Chantal