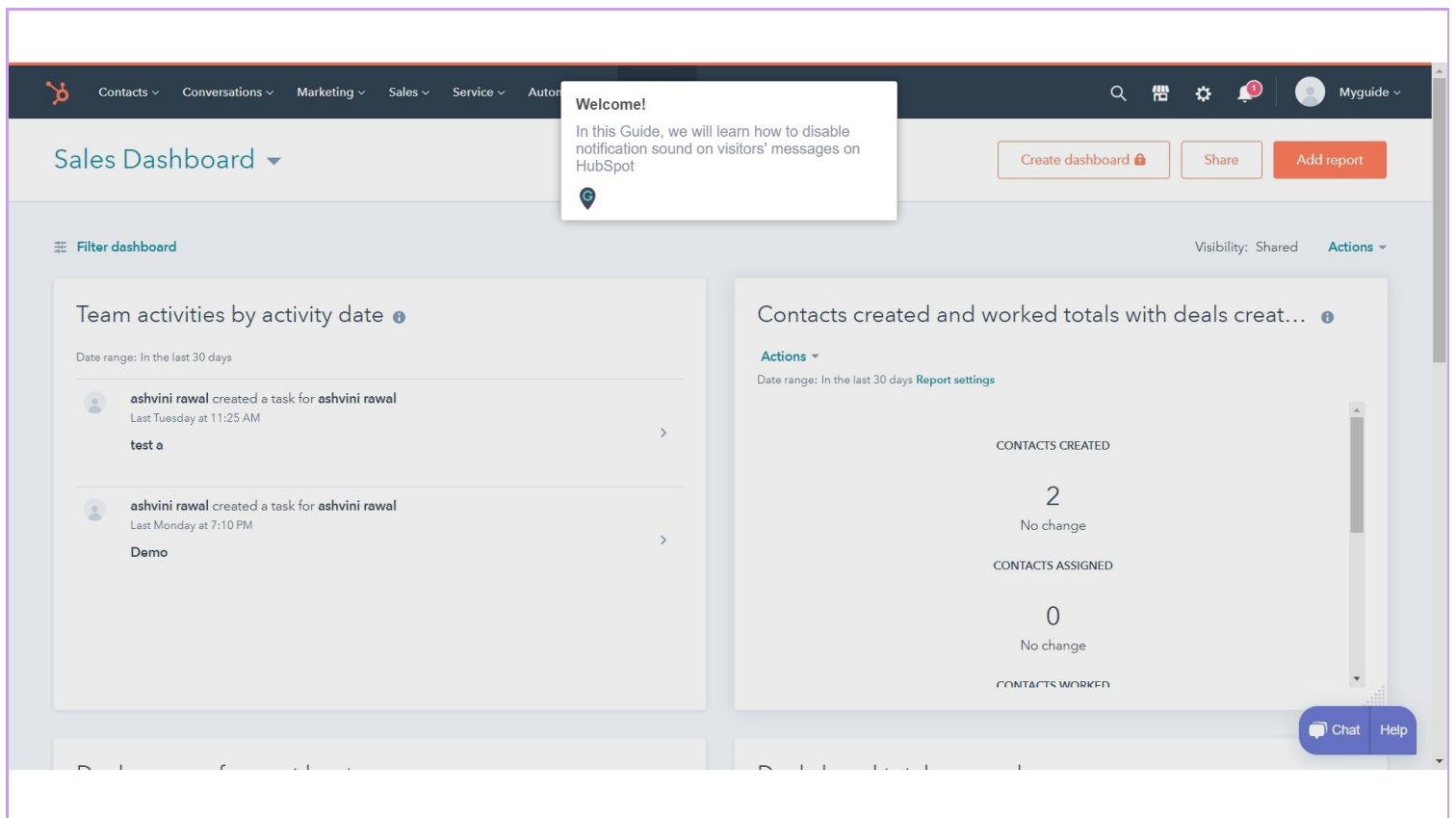# myguide

How to disable notification sound on visitors' messages on HubSpot
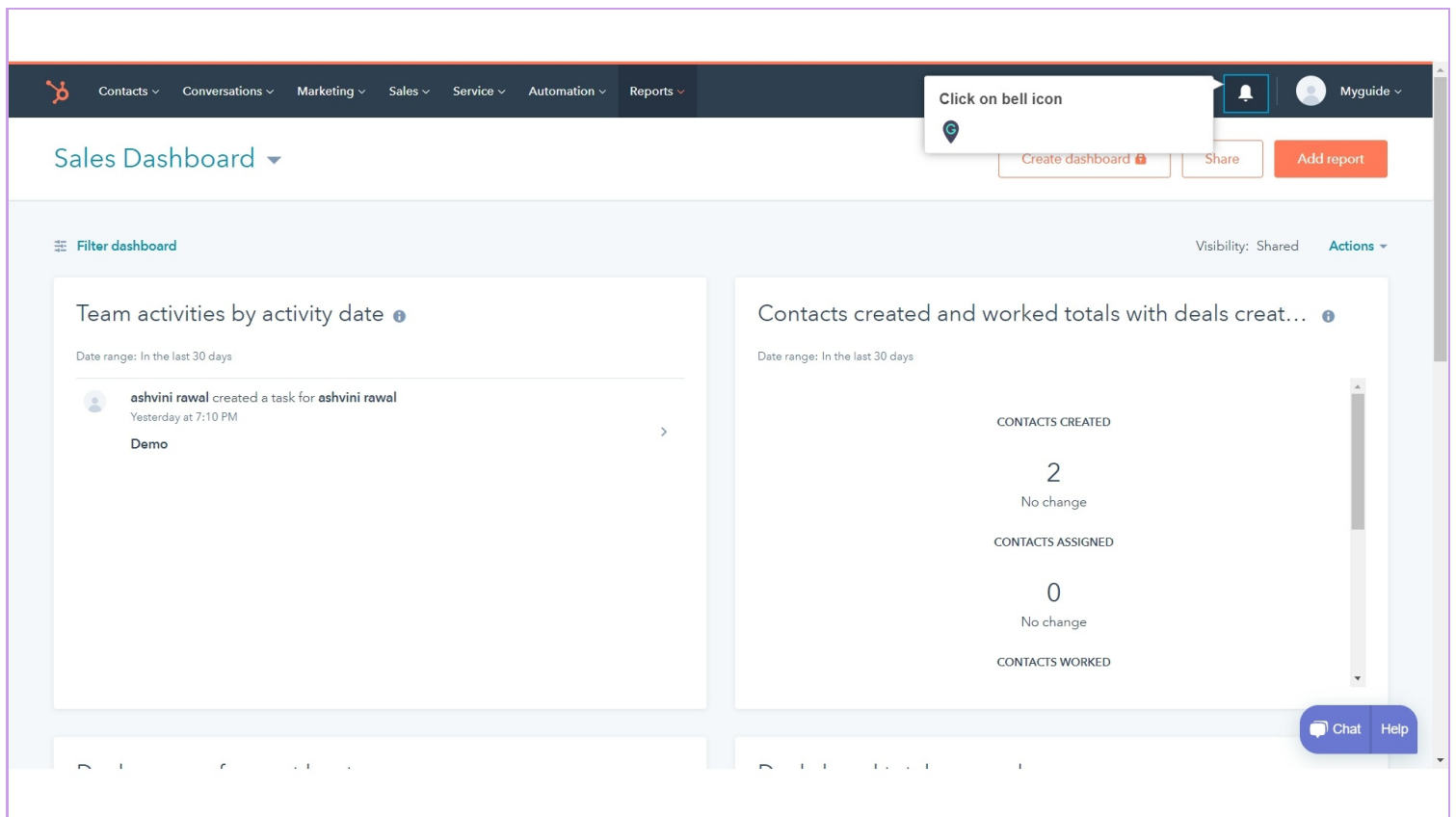
Step: 01

Welcome!

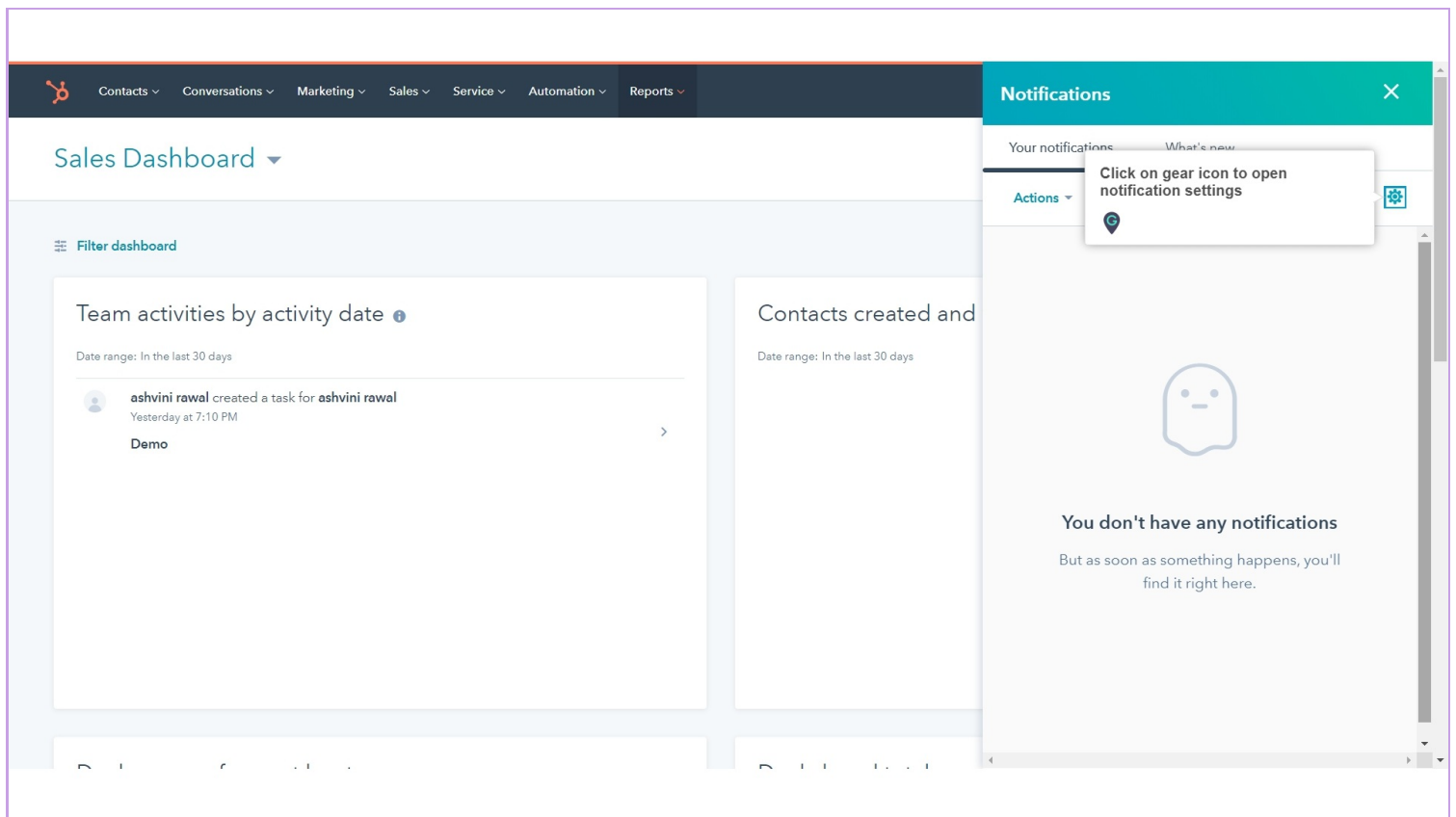In this Guide, we will learn how to disable notification sound on visitors' messages on HubSpot

Click on bell icon

Click on gear icon to open notification settings

Deselect the check box next to "Floating notification sound"

Your preferences

Basic info

Notifications

Security

Choose where you'd like to receive HubSpot notifications on your devices. You can turn them on or off here too.

Desktop ⓘ ☑   Email ☑   Floating ⓘ ☑   Mobile ☑   Notification Center ☑

Account Defaults

Deselect the check box next to "Floating notification sound"

General Settings

Integrations ⌄

Marketing ⌄

Properties

Sales ⌄

Tickets

Tracking Code

Users & Teams

Floating notification sound
Play sound when a visitor sends a new message.   ☑

New unread notifications icon in browser tab
Show that you have new unread notifications in your notification center by displaying a red dot on the HubSpot icon in your browser tab.   ☑

Website visits

Get notified when a lead or prospect visits your site, so you know when to follow up. Leads are already contacts in HubSpot. Prospects aren't in your contacts, but can often be identified by company.

Leads

Choose who you receive notifications about:

Chat   Help

myGuide

Thank You!

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