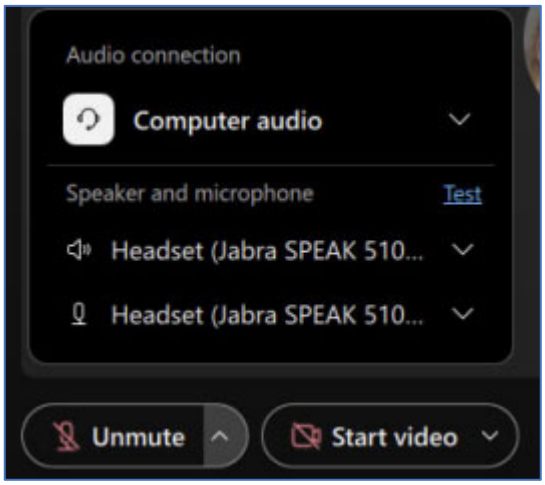
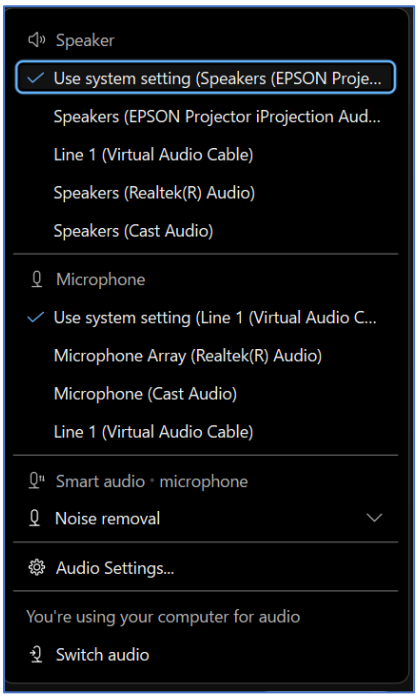
Troubleshooting Audio and Video in Webex

When audio isn't working well it may be an issue with the Webex App audio settings, caused by slower internet speeds, hardware issues or device setting issues. Users can check their audio settings in the meeting using the following instructions.

Before joining the meeting or during the meeting, click on the upward pointing arrow to the right of the "Mute/Unmute" icon.



1-Options Before Joining Meeting



2-Options After Joining Meeting

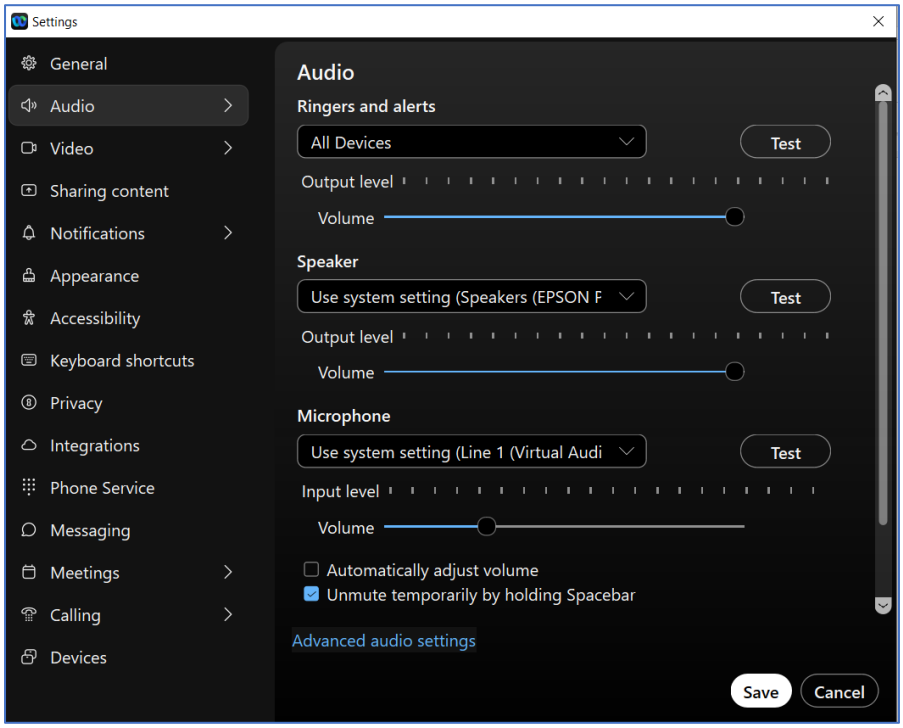
If more than one speaker/microphone option appears, verify the descriptions match exactly. In the example on the right, the "Realtek(R) Audio" options should both have the same device description selected. We recommend checking the settings next by selecting "Test" if not in the meeting yet and select "Audio Settings" if already in the meeting.

Use this screen to test the microphone and speakers.

1. Click on "Test" for the Microphone
   a. Speak into the microphone
   b. Listen for the playback over the speaker
2. Adjust volume for each and test again as needed
3. Select Save

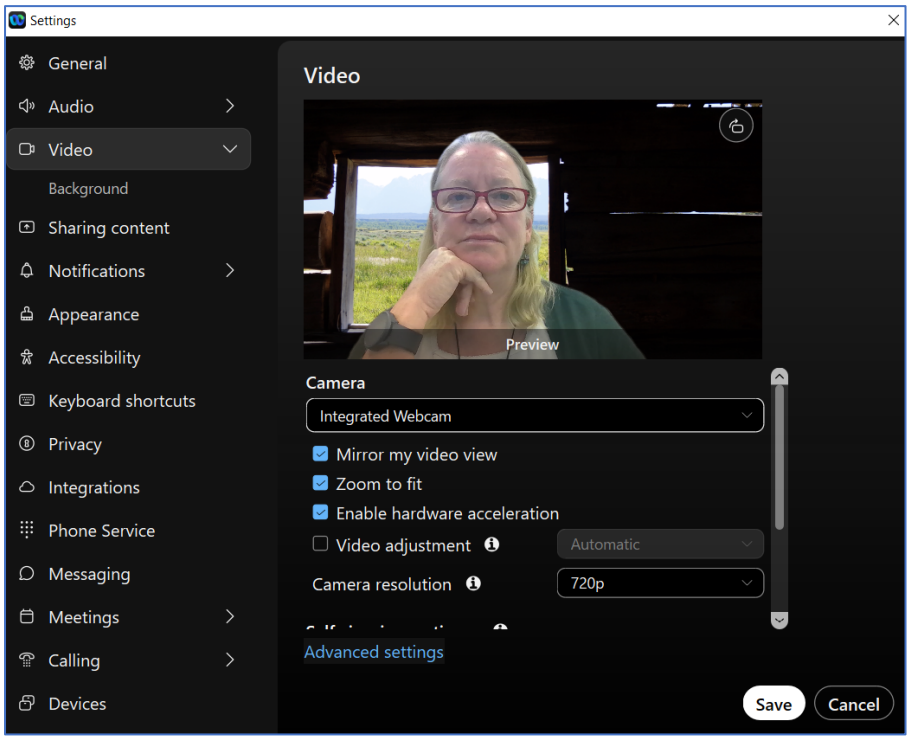
Note that all testing audio will be heard by you only.

Click on "Save" and it will return you to the meeting.



Troubleshooting Video:

If needed, you can also troubleshoot Video at this time. A drop down next to the Camera description will let you choose between connected camera options as well as many other options. Click Save when done.



All meetings also have a dial in option available. Call in options for audio are also available. Click on "Meeting Info" at the top left of the meeting window and scroll down. In addition to the Phone number and Meeting number and Access Code, there will be an Attendee Code that will link the call to your meeting attendee account in the meeting.

