Troubleshooting Webex Issues with Audio, Video and Sharing

Below are ways for Webex users to troubleshoot issues in Webex as well as how to help reduce issues.

Troubleshooting issues during a meeting:
Attendees can use the health checker to get a quick view of device and internet status:

- In Meeting App – click on Help>Health Checker
- In Browser App (Chromebooks) – click on circle with 3 dots in bottom control window, select Health Checker

- Summary Report reports back on services at that time only:

- Audio and Video Statistics is a live view of the computer and network/internet services:
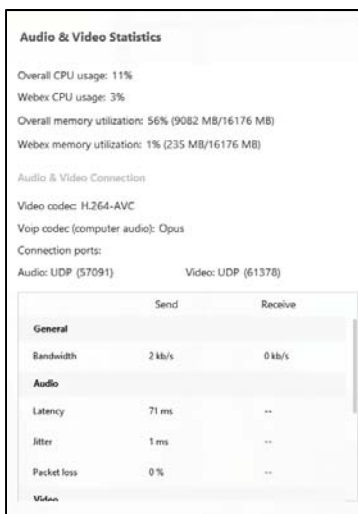
Checking internet services anytime:
https://mediatest.ciscospark.com/#/main

How to reduce issues:
- Turn off virtual backgrounds
- Limit use of Meeting Reactions
- Turn off video
- Change audio to phone – Click on Up arrow next to Audio icon and select Switch Audio

Note that when CPU and/or memory usage are consistently above 50%, the user may see audio, video and share issues depending on other computer resources, document/video sharing, virtual backgrounds etc. If help is needed with network issues at District locations, please be sure to include the school name, room number and computer port information if possible.