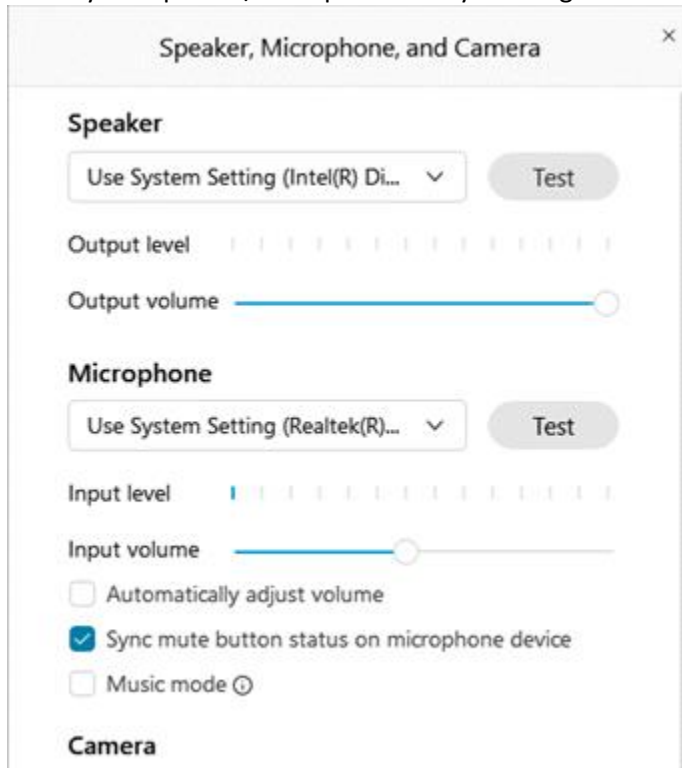


WebEx Troubleshooting

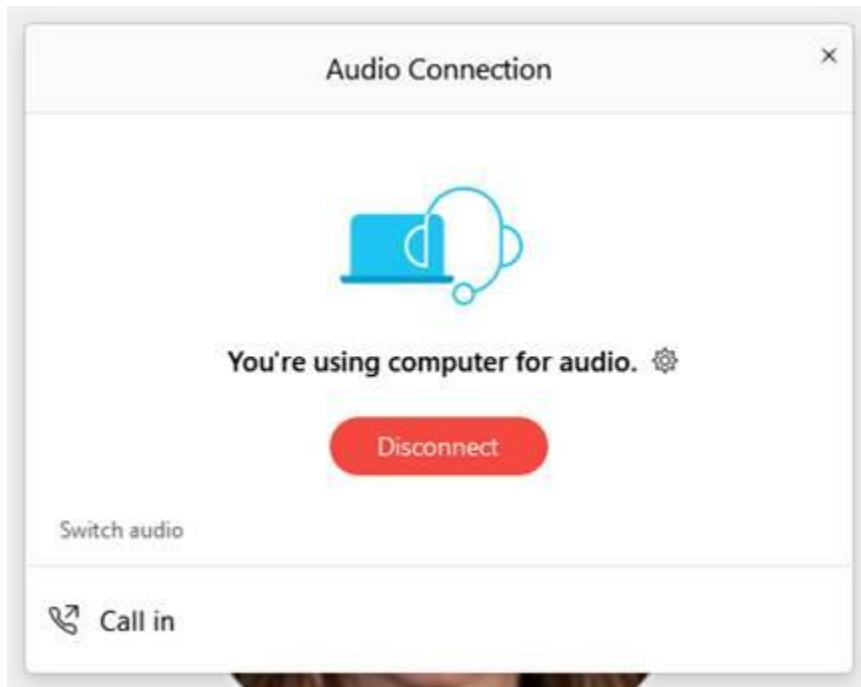
AUDIO ISSUES

When audio isn't working well it could be caused by slower internet speeds, hardware issues or device setting issues. Users will need to check their audio settings in the meeting. See screenshots below:

Click on Circle with 3 dots or click Audio from top left menu and select Speaker, Microphone and Camera – Verify the speaker/microphones they're using are correct and hit Test to check quality.



Select Audio Connection from circle with 3 dots or go to Audio from top left menu. They can click on "Call In" to get information to dial in from a phone.



They can also turn off video. If they have any internet problems turning off video will save bandwidth.

Hopefully this will give you what you need to fix the majority of audio issues.

