

## Helpful Links for Troubleshooting Webex Audio Issues

Based on previous webinars - it is recommend that you have the Webex App downloaded to your device for this webinar. If you try to view the webinar through the web browser link only you may experience audio issues.

If the Webex Audio Connection options of either join by phone or computer speakers are not working for you, then please try connecting via smartphone or tablet.

**Webex Audio Troubleshooting Link:** <https://help.webex.com/en-us/WBX12581/Webex-Audio-Troubleshooting>

If you have not previously used Webex you should talk with your IT department to ensure that your audio settings are compatible with Webex. You can test Webex ahead of time at <https://www.webex.com/test-meeting.html>.

**How do I adjust audio connection?** Use the **Audio and Video Connection ...** or **Computer Audio Settings...**, under the **Audio** menu, to make sure you have selected the right speaker to use for audio. You may also adjust the audio volume from this screen. For help, see: [How Do I Configure My Audio Devices for Webex Meetings?](#)

When connected, a phone or headset icon should appear next to your name in the participant's panel. If you dial-in by phone your phone number may appear as a call-in user.

**If you are not hearing any sound, try the following solutions:**

### **1. VoIP or computer audio**

- If connected using your computer, try increasing the volume on your speakers or headset.
- Make sure your speakers or headset are connected properly.
- Check your computer speaker settings and review the sound settings for your Cisco Webex App.
- The Exclamation Mark appears when your speakers or headset are muted in your computer sound settings. Note: This is a separate setting than any mute setting within the meeting window itself. The microphone muted does not affect your speakers or headset.

### **2. Close Session & Rejoin**

- If you still cannot hear the audio, try leaving the event and rejoining. Be sure to fully close all windows so that you are not logged in multiple times.

### **3. Login on your smartphone or a tablet**

- As a final solution, try connecting with your smartphone or a tablet.  
*Note: It is easy to unmute yourself during the webinar on a mobile phone, be careful to not accidentally unmute yourself. All lines are muted upon entry. The host will be monitoring lines to ensure they stay muted during the webinar.*

### **Echoing is heard:**

- Phone - Echoing is generally caused by a participant in the teleconference on a speakerphone creating an audio feedback loop. The mic on the speakerphone is picking up the teleconference and rebroadcasting it.
- VoIP - One of the causes of echo in your audio conference is a microphone, or headset with microphone, that is placed too close to computer speakers.
- Logged in by phone and VoIP – ensure you do not connect through both options.

*Please note that during the webinar the meeting host cannot individually correct audio issues. If you have tried all the above recommendations and still cannot hear audio during this webinar, please register for a future webinar at <https://www.transcaer.com/training/training-events> and work with your IT department to correct your audio issues.*