How to Troubleshoot WebEx Audio

Check # 1 - Ensure that you have joined the audio conference portion of the session

When you join the session, the Audio Conference box will automatically open. You will have the option to call in using a phone or through your computer using a head set.

If you choose to call in using your computer, be sure your head set is connected and choose Use Computer for Audio. You will be placed into the session.

If you choose to call in using your phone, in the Audio Conference box under Use Phone, select the “I’ll call in” option.

The Audio Conference box will change to show call in numbers. Select the “All global call-in numbers” link to view the list of call-in toll free numbers.
Check #2 – Ensure that you have been connected to the sessions audio

Once you have joined the audio conference portion of the session, the audio conference icon will say connected below it.

You can also verify your audio connection by checking to see if there is a headset or telephone hand set next to your name (depending on whether you used a phone or computer to join the audio conference). This will indicate that you are connected to the audio.

Check #3 – Test the speakers and microphone for the audio conference

To be sure that the speakers and microphone connected to the audio conference are working, go to the top of the session screen and choose Audio > Speaker/Microphone Audio Test.
The test box will appear. Choose the **Test** button in the speaker box. Select **Yes** if you hear the music.

![Speaker/Microphone Audio Test](image)

Then choose the **Test** button in the Microphone box. Speak into your microphone. If the green bar moves, select **Yes**.

![Speaker/Microphone Audio Test](image)

If after completing the above checks, you continue to experience difficulty with your audio, leave the session and re-join following the instructions in your invitation email.