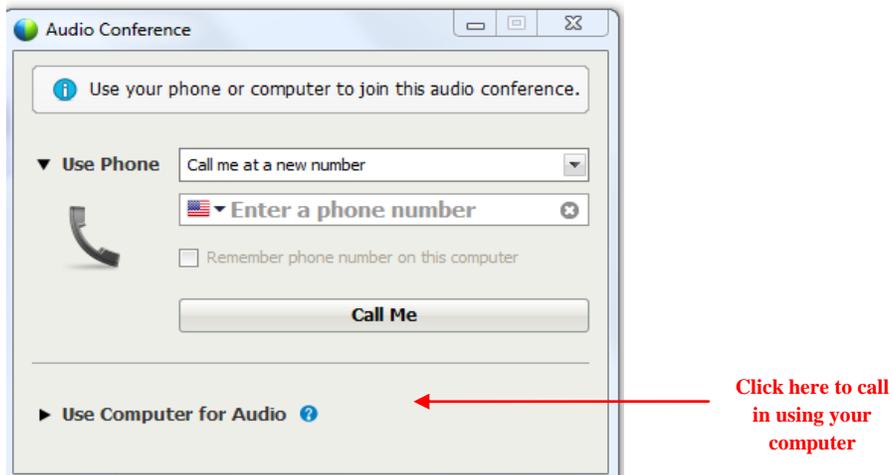


How to Troubleshoot WebEx Audio

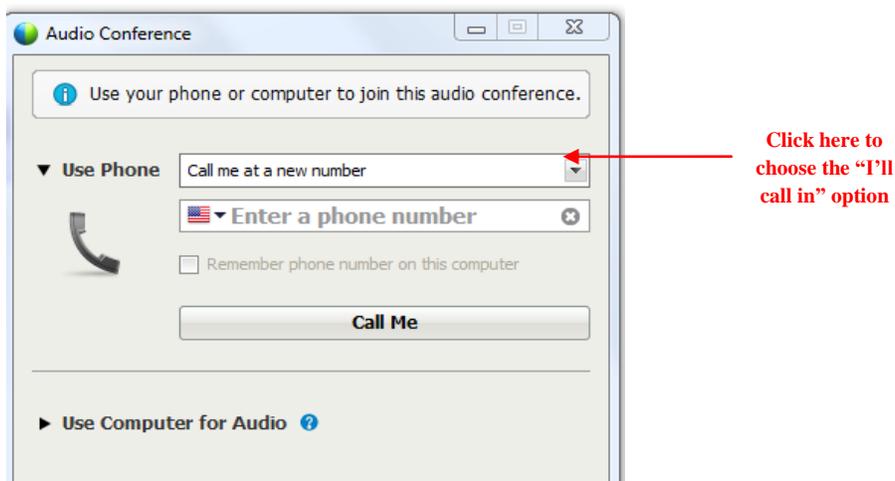
Check # 1 - Ensure that you have joined the audio conference portion of the session

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.

Cisco WebEx Meetings - global health initiative

File Edit Share View Audio Participant Meeting Help

Quick Start Meeting Info New Whiteboard

Meeting Topic: global health initiative

Host: Rajla Farzana

Audio conference: Toll +1 415-514-1000
Toll-free +1 844-321-8600

Access code: 991 206 337

Attendee ID: 4

Meeting number: 991 206 337

Host key: 573670

Participants

Speaking:

- Rajla Farzana (Host, me)
- Topaz

Make Presenter Audio

Chat

Send to: Everyone

Select a participant in the Send to menu first, type chat message, and send.

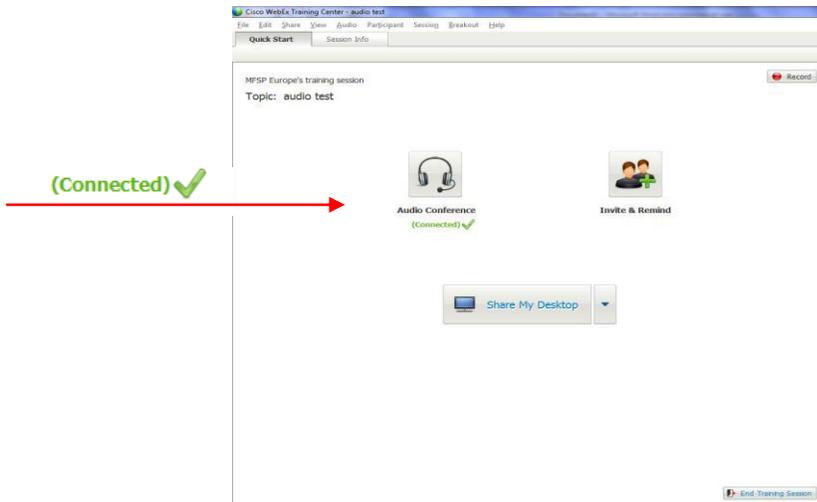
Send

Speak now Connected

speaker off

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.

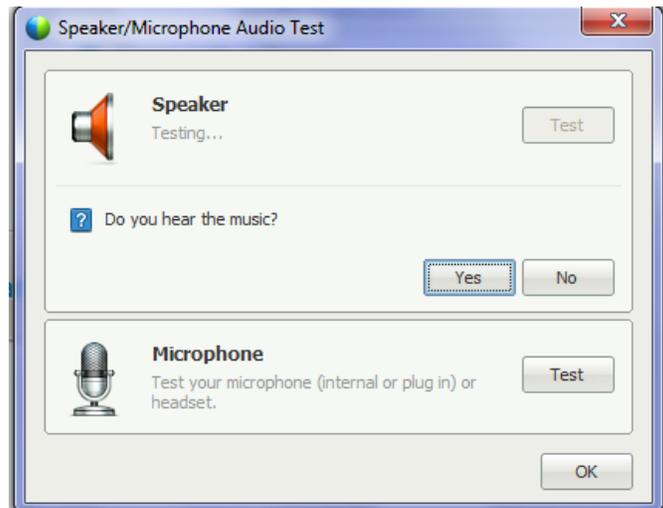


Check #3 – Test the speakers and microphone for the audio conference

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.



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



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.