

I can't hear or speak in Webex!

Check if you're connected to the audio conference.

Webex Meetings

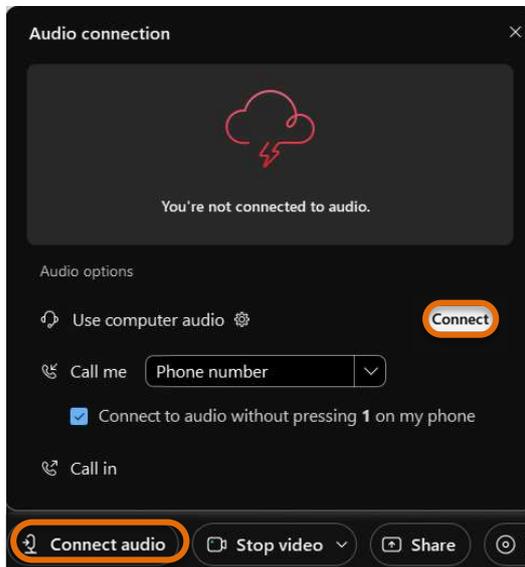


Next to your name in the participants list, you should see:

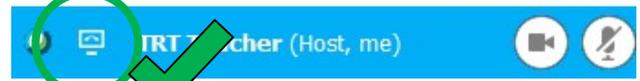


If your line does **NOT** have the above icon:

1. Click on the **Connect audio** button
An audio connection window should appear.
2. Click on the **Connect** button beside **Use computer audio**



Webex Training

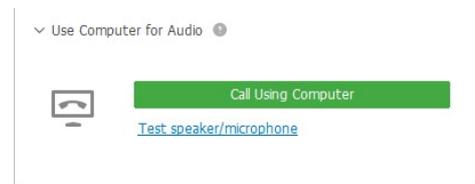


Next to your name in the participants list, you should see:



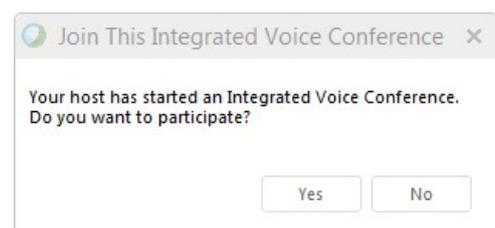
If your line does **NOT** have the above icon:

1. Go to the **Audio** menu
2. Click on **Audio Conference**
3. In the **Use Computer for Audio** section. Click on the **Call Using Computer** button



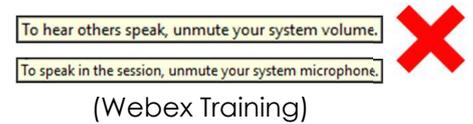
If you do not have an Audio Conference option per Step (2):

1. Go to the **Audio** menu
2. Go to **Integrated Voice Conference**
3. Click on **Join/Start Conference**
An Integrated Voice Conference window should appear.
4. Click **Yes**



I can't hear or speak in general in Windows!

Check your microphone and speakers aren't muted at the system level.

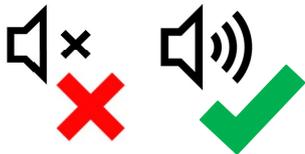
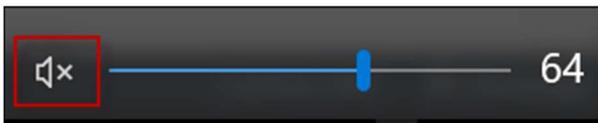


Unmute speakers

Click on the speaker icon in the bottom-right corner.

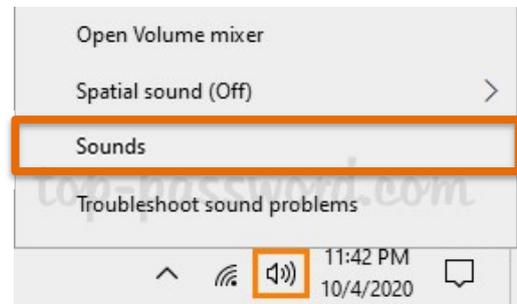


Click the speaker icon to unmute it.

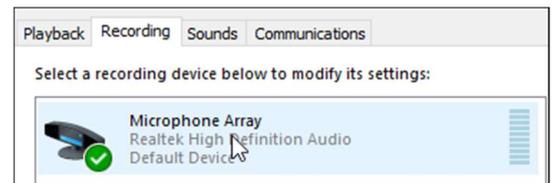


Unmute microphone

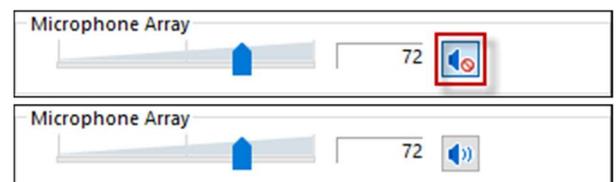
1. Right-click on the **speaker icon** in the bottom-right corner
2. Select **Sounds**



3. Click the **Recording** tab.
4. Double-click on the device you're using



5. Click the **Levels** tab.
6. Click the microphone icon



7. Click **Apply**, then **OK**

I can't hear or speak in general on a Mac!

1. Go the **Apple** menu (top-left corner)
2. Select **System Preferences...** from the menu

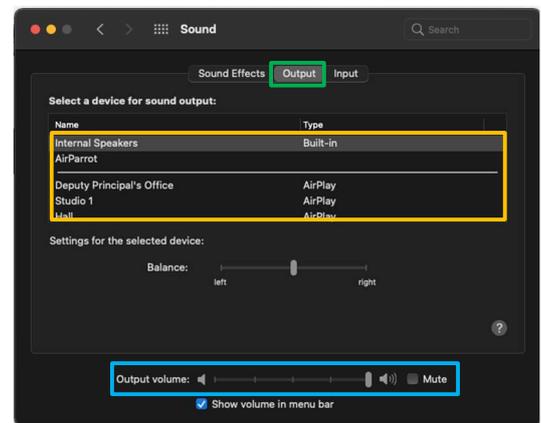


3. Click on the **Sound** icon
If you don't see **Sound**, click on the **waffle (:::)** icon in the title bar



Check your output (hear) settings

4. Go to the **Output** tab
5. Ensure the sound device you're using is **selected**
6. Ensure the **output volume** is loud enough and the **mute** box is **unchecked/unchecked**



Check your input (speak) settings

7. Go to the **Input** tab
8. Ensure the sound device you're using is **selected**
9. Ensure the **input volume** is loud enough
10. Ensure the **input level bar** is moving when you speak into the sound device

