

# 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:

- 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
- In the Use Computer for Audio section. Click on the Call Using Computer button

Call Using Computer	

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

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Sounds			
Troubleshoo	t sound pro	oblems	m
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- 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
- Ensure the output volume is loud enough and the mute box is unchecked/unticked

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	Sound Effects Output Input	
Select a device for sound o	output:	
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	🐼 Show volume in menu bar	

### Check your input (speak) settings

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

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	Sound Effects Output Input	
Select a device for sound	input:	
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