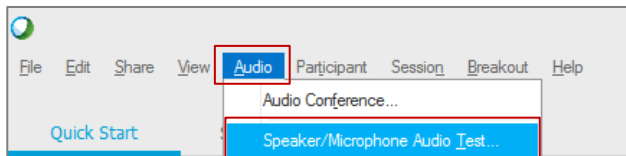# WebEx – Fixing Audio Issues

If audio is not working in your WebEx session, the following solutions may fix the issue.

Solution 1: Speaker / Microphone Audio Test

1. In the top left corner of the WebEx window, click on the **Audio Tab** and then click **Speaker/Microphone Audio Test…**


2. In the **speaker drop down menu**, ensure that your headset is listed. Click the **Test** button to confirm that you can hear a sound playing through your headset.

3. In the **microphone drop down menu**, ensure that your headset is listed. The **green bar** should say good and should move as you speak into the microphone.

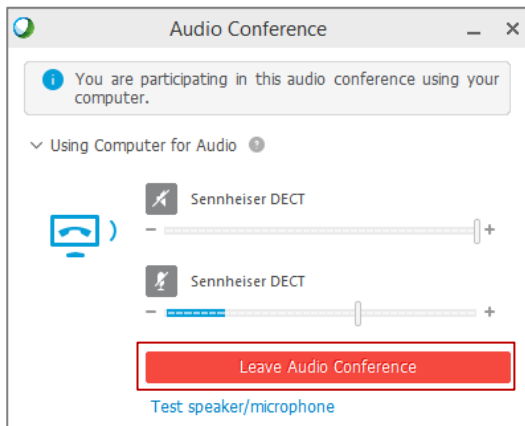4. Click **OK** to save the settings.
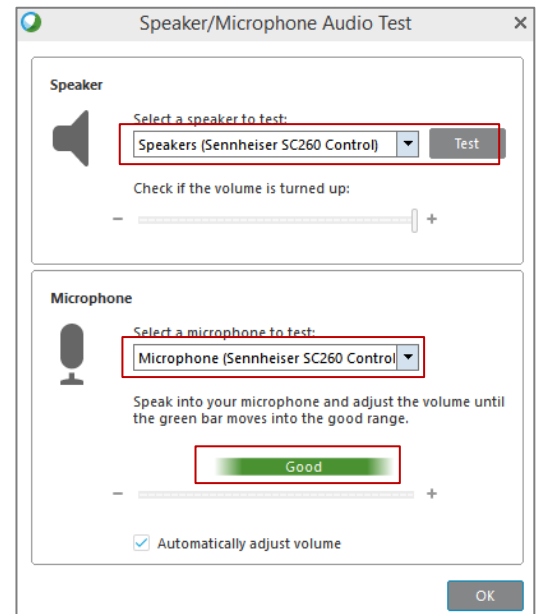
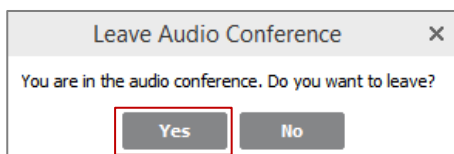## Solution 2: Leave then Re-join the Audio Conference

1. In the top left corner of the WebEx window, click on the **Audio Tab** and then click **Audio Conference**.
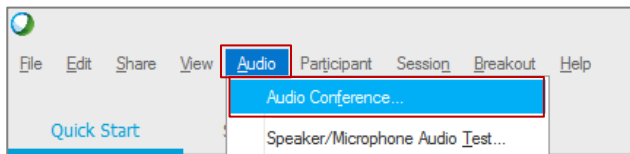
2. Click on **Leave Audio Conference**.

3. Click **Yes**

4. Click **Call Using Computer**