Cisco Webex Help

Connect to Webex Audio

Cisco Webex Training provides the flexibility to connect audio in multiple ways when audio conferencing is enabled.

After you join the training session, there is an option to select one of the following:

- Call Me–Enter a phone number, select Call Me. You will receive a call and may be prompted to press 1 to connect.

- I Will Call In–To choose this option, select the Use Phone drop-down list. Dial the phone number shown on your screen. When prompted, use your phone keypad to enter the access code, and the Attendee ID shown on your screen.

- Call Using Computer–Choose this option to connect to audio using VoIP. To adjust your speaker and microphone settings, go to Audio > Speaker/Microphone Audio Test in the menu bar.

Be sure to always use Call Using Computer

How Do I Configure My Audio Devices for Webex Meetings?

If your computer audio settings are not configured correctly, you can change settings from within your meeting.

To configure your audio devices:

Do either of the following:

- Click on **Audio** at the top left corner of the meeting window, then select **Computer Audio Settings...**.
- Click on the **Connect audio and video** icon:

1. In the *Speaker* section, use the drop-down to select your audio playback device.

   - Note: If no audio is heard, click on **More options**, then click on the **Test** button.

2. In the *Microphone* section, select your microphone from the drop-down.

   - Note: If the bar isn't displaying any movement, select a different device from the *Microphone:* drop-down menu, then test again.

3. Click on the **Connect Audio** button when finished.

Notes:

- If no audio is heard, make sure the host or presenter is speaking. Use chat in the meeting to check to see if other participants can hear.

- If others cannot hear you speaking, check to make sure you are not muted in the meeting, and that your local microphone or headset is not muted.

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If you still have issues with audio:

1. Open the Audio and Video settings again, and click on **More options**,.
2. Make sure the right device is selected for your speaker and microphone, and adjust the levels using the slider bar.
3. Check your speaker audio using the **Test** button, and speak into your microphone to check your levels.
4. Click **OK.**

Unable to Hear Audio During a Webex Session?

- Make sure you are connected to the audio conference with your computer. When connected, microphone icon should appear next to your name in the Participant panel.

- Use the **Audio and Video Connection ...** or **Computer Audio Settings...**, under the **Audio** menu, to make sure you have selected the right speaker to use for audio. You may also adjust the audio volume from this screen.

- Make sure the host or presenter is actually speaking. When they are talking, you should see green waves coming from their phone or microphone icon.

- If using computer audio, make sure your speakers or headset are connected properly.

- Try leaving the meeting and restarting your computer, then rejoin.

For further assistance, please go to https://collaborationhelp.cisco.com/?language=en-us