Can't See the far-end?

If you can't see other people in the WebEx Room, here are a few things to consider

- Check the camera icon after their name
  - If the user has a blue camera icon, that means they are transmitting video
  - If the user does not have a camera icon after their name, they are not sending video
    - this may be caused by:
      - they have their camera muted
      - they do not have a camera
      - their poor internet connection
        (suggest that they move closer to their Wi-Fi access point, this often solves the problem!). If this is the case, you will receive a notification on your screen in the top left of the video call window. The message will claim that the video will resume when connection strength increases.
    - they joined using a phone/landline
- If they do not have the camera icon, be sure to address it with them. The problem likely resides on their side and they have the option of fixing it.

AIT is not sending video for one of the reasons listed on the left.