Can't Hear the far-end?

If you can't hear other people in the WebEx Room, here are a few simple checks you can conduct on your side:

- Check to see that the other user has a microphone icon after their name
  - If the user has a blue animating icon, that means they are transmitting audio
  - If the user has a red microphone icon, that means that they are muted

- Check your system volume
  - Be sure that the Volume level on your computer/laptop is at an appropriate level. The volume can often be adjusted by keys on your keyboard.
    - On Windows, use the speaker icon in the taskbar at the bottom of the screen.
    - On Mac, use the speaker icon at the top of your screen in the toolbar

- Check your default speaker option
  - While in a Webex call, use this page to make sure the right speaker choice is highlighted
    - Click on the "More" button (button with three dots on it)
    - Click Speaker, microphone, and camera
    - Choose the speaker/microphone, camera combination that is appropriate
      - while in this menu, next to the speaker selection is a "Test" button. Click on that button to play a test sound through your speakers. If you hear it, then your WebEx speaker choice is correct.
    - If you did hear the test tone, ask the far-end to confirm that their microphone is working. This page will help them
    - If you didn't hear the test sound, try playing another source, such as a YouTube video, to make sure your computer is producing audio output.
    - If you did not hear the test tone or second audio source, continue below
• For Windows: The choice you make above will override your system setting, but this option can still be checked.  
  • Click on the Volume icon in the taskbar at the bottom of the page. Then click on the speaker name above the Volume bar to see a list of available speakers  
  • Make sure it is on the correct selection by clicking on the speakers you would like to use  
  • If you still cannot hear sound out of your speakers, try a different device (headphones) or make sure your external speakers are powered from a wall outlet or usb port

• In iOS, click on the Apple icon in the top left corner of the screen  
  • Click on System Preferences  
  • Click on the Sound option  
  • Click on the Output to choose your system default  
  • in this window, you can also check that you have the correct microphone selected (Input)  
  • Use this step if you were directed here from: Other's Can't Hear You  
  - iOS

  • If you still cannot hear sound out of your speakers, try a different device (headphones) or make sure your external speakers are powered from a wall outlet or usb port