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.

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