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.

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**Participants**

- **Daniel Jakubiski** (Host, me, internal)

**Connected**

- **Participants**

- **Daniel Jakubiski** (Host, me, internal)
• 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
1. System Preferences... 1 update
   App Store... 3 updates
   Recent Items
   Force Quit System Preferences
   Sleep
   Restart...
   Shut Down...
   Lock Screen
   Log Out Brien Woodman...

2. System Preferences
   General
   Desktop & Screen Saver
   Dock
   Mission Control
   Language & Region
   Security & Privacy
   Spotlight
   Notifications
   Displays
   Energy Saver
   Keyboard
   Mouse
   Trackpad
   Printers & Scanners
   Startup Disk
   iCloud
   Internet Accounts
   Wi-Fi & Apple Pay
   Software Update
   Network
   Bluetooth
   Accessibility
   Profiles
   Touch ID
   Dates & Times
   Mail Controls
   Sat
   Date & Time
   Time Machine
   Accessibility

3. Sound
   Select a device for sound output:
   Name: DELL USB 24HR
   Type: DisplayPort
   Name: USB audio CODEC
   Type: USB
   Name: Logitech G233 Headset
   Type: USB
   MacBook Pro Speakers
   Built-In
   Apple TV
   A11 Play
   Settings for the selected device:
   Balance:
   Left:
   Right:
   Output volume:
   Show volume in menu bar

4. Sound
   Select a device for sound input:
   Name: MacBook Pro Microphone
   Type: Built-In
   Name: Logitech G233 Headset
   Type: USB
   USB audio CODEC
   USB
   Settings for the selected device:
   Input volume:
   Input levels:
   Output volume:
   Show volume in menu bar