Others can't Hear you?

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

- While in the call, check that you have the correct combination of microphone and speaker for the WebEx call
  1. Click on the "More" button (button with three dots vertical on it)
  2. Click Speaker, microphone, and camera
  3. Choose the camera/microphone combination that is appropriate
     a. while in this menu, below the microphone choice, you will see live feedback of the audio level that your microphone is picking up
- Scroll down for advanced troubleshooting options

**Advanced:** Check that Windows can see your microphone (for iOS, click here and follow the instructions for the microphone at the bottom of the page)

- This process is a little more advanced than the others, but it may prove useful if you're still having trouble
- right click on the Speaker icon on the right side of your taskbar
- Click on "Open Sound settings"
- Click on "Sound Control Panel" under "Related Settings"
  - in my screenshot, the Related Settings are on the right, however if your window is skinnier, you will have to scroll down to see the Related Settings
- In the pop-up window, click once on the microphone that you are trying to use for WebEx
  - if it has a green checkmark next to it, then Windows already sees it as the default device and it is the device Windows is trying to use
  - from this screen, you can see the level that the microphone is picking up. Try speaking into the microphone and watch the level meter to see if the level raises in response to your voice.
  - you may click on the Properties button to further investigate the problem
    - Click on the Listen tab
- Click on the checkbox in the window to enable the Listen Feature. This will play whatever the microphone picks up through your speakers. Be wary of feedback loops! Here you can hear for yourself what exactly the microphone is hearing. Be sure to uncheck this box as soon as you are done with this step!
- The next tab you can check is "Levels". This tab contains a volume slider for your microphone just like you have for your speakers. Try raising this if needed.