

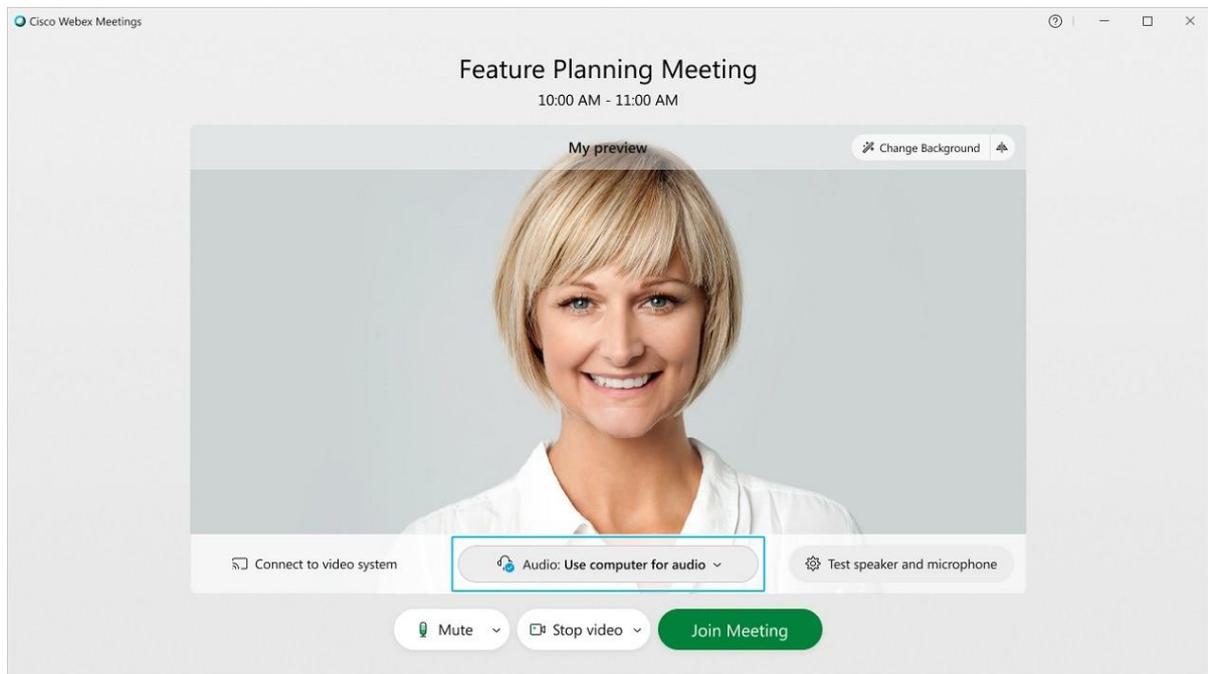
WebEx: Audio Issues

Before joining an event:

We recommend testing your audio a couple of days before the event to ensure you have the best possible experience on the day. By clicking [here](#) you will be taken into a WebEx test event where you can check your audio settings and ensure they are set correctly for the event.

Make sure your audio sounds good before you join the event by choosing your preferred options.

Select your preferred audio option:



- **Use computer audio** (default) - Use your computer with a headset or speakers.
- **Call in** - If you prefer to use your phone for audio, dial in when the meeting starts. A list of the global call-in numbers is available in your meeting invite. Choose this option if your Internet connection is slow.

Having trouble hearing the speaker?

If you are having audio issues while attending an online event, here are some general principles to help eliminate audio issues:

1. Allow Audio Broadcast by clicking on 
2. Make sure your speakers or headset are connected properly.

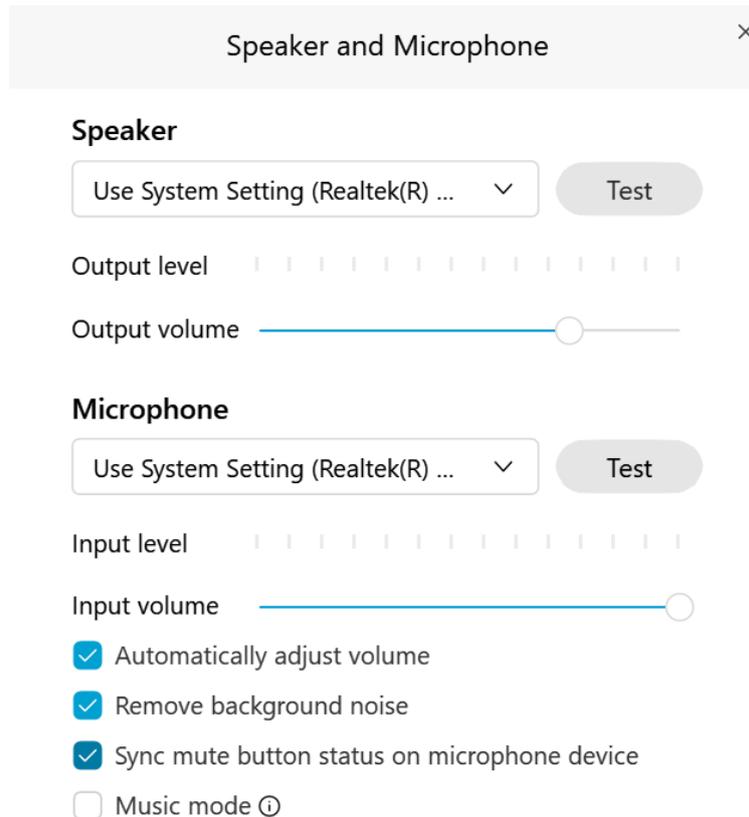
3. Changing audio source by selecting the drop-down arrow next to the mute



4. If connected using your computer, try increasing the volume on your speakers or headset.

Adjust Your Speaker Volume

1. Click the drop-down arrow next to the mute button, and select settings



2. Select Test to hear the volume at its current setting.
3. You can use the sensitivity sliders to adjust the speaker volume and microphone sensitivity.