

Troubleshooting Webex Audio Problems

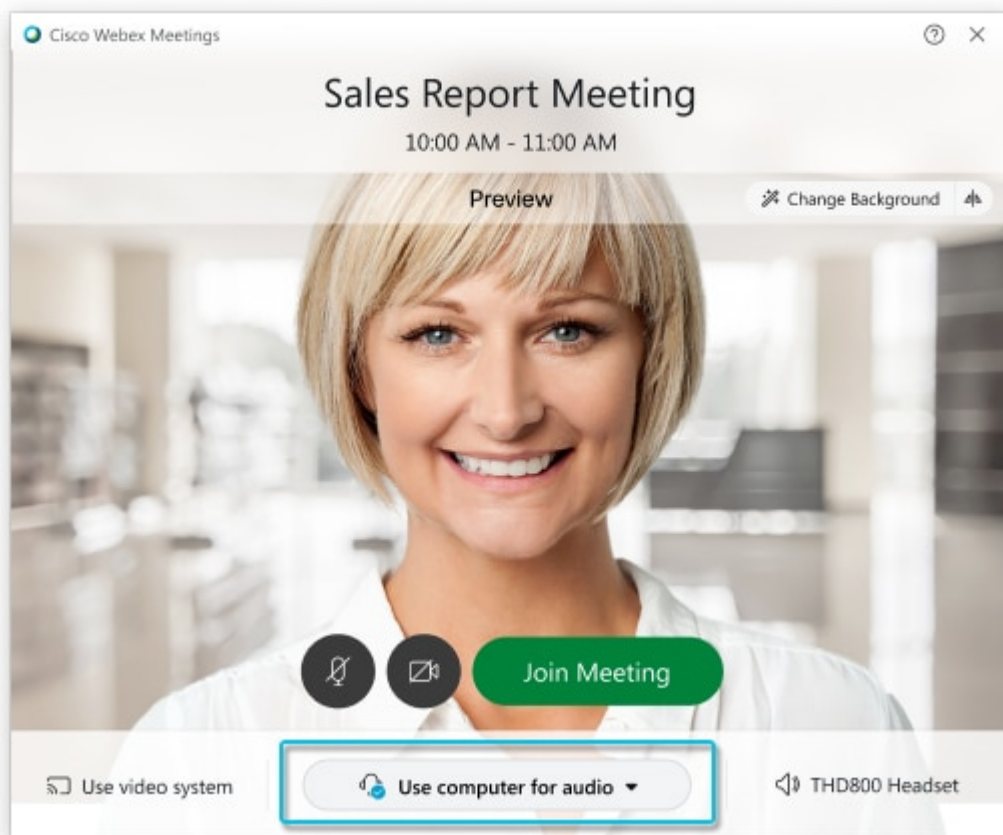
Connect to Audio Using Call Me in Webex Meetings and Webex Events

You can connect to the audio portion of a meeting or event by having Webex call you. This is handy when it might not be possible to use your computer for audio. You get the audio portion of the meeting through your mobile phone or land line and the content portion of the meeting through your computer.

Before a meeting

After you've clicked **Join** in your email invitation, select the audio connection options.

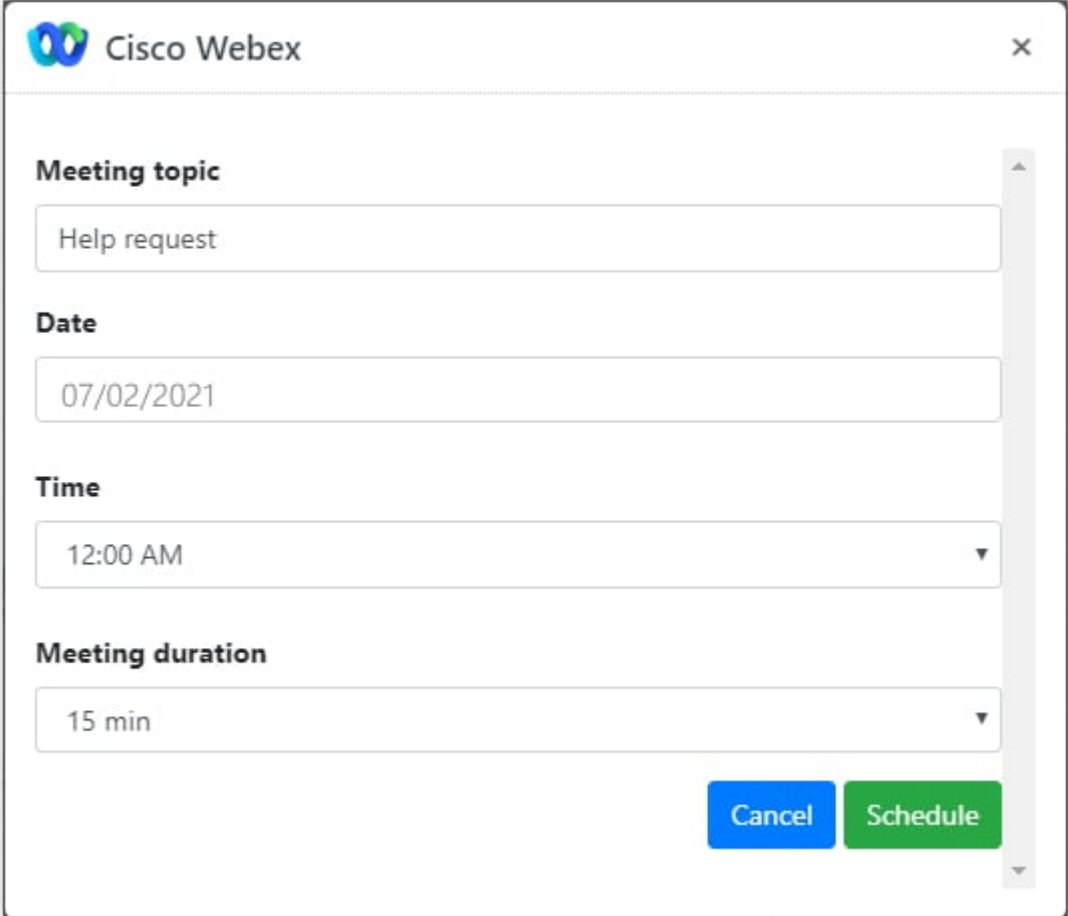
1



Select **Call me at** and enter or select a phone number, including the area code, that you want Webex to call

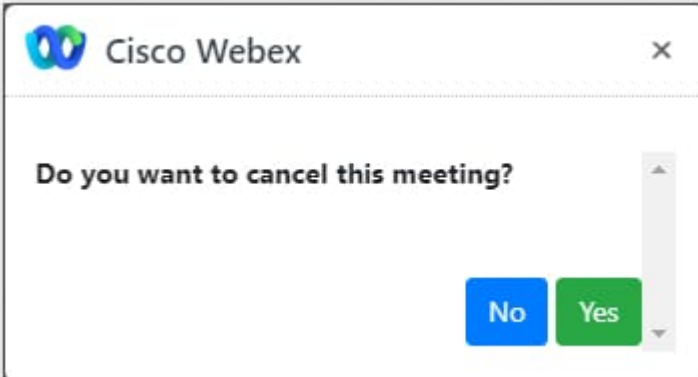
you at.

2



To connect to audio easily the next time, save your phone number. Then, you can select the number instead of having to enter it. Select the arrow, select **Manage my phone numbers**, and then follow the instructions to save your phone number. By default, when the meeting calls you, you'll be prompted to press **1** on your phone to connect to audio. You can check the **Connect to audio without pressing 1 on my phone** check box to connect to the meeting audio immediately after you answer the call from Webex. We recommend keeping this option unchecked to prevent disruptions to the meeting, such as the call going straight to

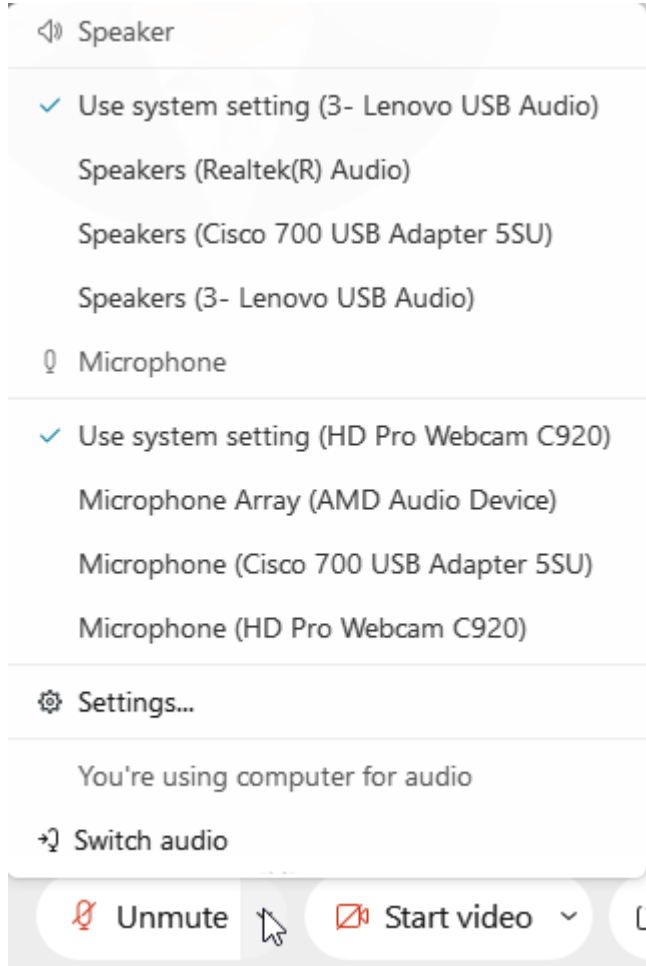
voicemail.



3 After you click **Join meeting**, answer the call when your phone rings. If prompted, press **1** to connect to the meeting audio.

During a meeting

Click the Carat on the right of your Mute/Unmute Button, then select Switch Audio



Audio connection



You're using computer for audio.

Disconnect

Switch audio



Call me at



+1

555-1212



Switch



Call in

Call me at +1-5551212

Type in your number and press the Switch button.