

How Do I Configure My Audio Devices for Webex Meetings?

Article ID:WBX54825

Last Updated:Dec 24, 2019

Product:Webex Events, Webex Meetings

Activities:Calls, Video Conferencing

Operating System:Mac,Web Browser,Windows Desktop

Release:WBS33, WBS39

195943 view(s)

136 people thought this was helpful

If your computer audio settings are not configured correctly, you can change settings from within your meeting.

How do I configure my audio devices for Webex meetings?

How do I test my speakers and microphone in a Webex meeting?

How do I configure my computer audio settings in a Webex meeting?

How do I modify the settings for the call using computer function in an Event?

How do I test my speakers and microphone in an Event?

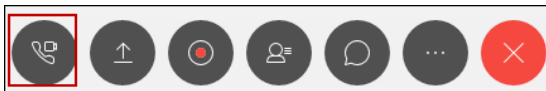
Note: A prompt will appear when you join your meeting or event to set your audio and video devices, If you have any issues, refer to the instructions below.

To configure your audio devices for the Call Using Computer option:

Webex Meetings:

Do either of the following:

- Click on **Audio** at the top left corner of the meeting window, then select **Computer Audio Settings....**
- Click on the **Connect audio and video** icon:



In the *Speaker* section, use the drop-down to select your audio playback device.

- Note: If no audio is heard, click on **More options**, then click on the **Test** button.

In the *Microphone* section, select your microphone from the drop-down.

- Note: If the bar isn't displaying any movement, select a different device from the *Microphone*: drop-down menu, then test again.

Click on the **Connect Audio** button when finished. (If you are sharing video, you will see Connect Audio and Video at this step.)

Notes:

- If no audio is heard, make sure the host or presenter is speaking. Use chat in the meeting to check to see if other participants can hear.
- If others cannot hear you speaking, check to make sure you are not muted in the meeting, and that your local microphone or headset is not muted.

If you still have issues with audio:

Open the Audio and Video settings again, and click on **More options**.

Make sure the right device is selected for your speaker and microphone, and adjust the levels using the slider bar.

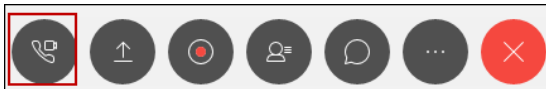
Check your speaker audio using the **Test** button, and speak into your microphone to check your levels.

Click **OK**.

Webex Events:

Do either of the following:

- Click on **Communicate** at the top left corner of the event window, then select **Speaker/Microphone Audio Test...**
- Click on the Connect to audio icon:



Under *Call Using Computer*, click on **Change settings**.

The 'Computer Audio Settings' window appears.

In the *Speaker* section, use the drop-down to select your audio playback device, then click on the **Test** button and verify you are able to hear audio.

- Note: If no audio is heard, select a different device from the *Speaker:* drop-down menu, then click on the **Test** button.

In the *Microphone* section, speak into your microphone and verify you can see the bar moving.

- Note: If the bar isn't displaying any movement, select a different device from the *Microphone:* drop-down menu, then test again.

Click on the **OK** button when finished.

If the test is successful, click **Call Using Computer** to join the audio conference.