

# Webex Audio Troubleshooting

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If you are having audio issues in a meeting, we have some tips to help you resolve your issue.

Webex Audio Troubleshooting

Note: This article does not apply to the Webex Personal Conferencing service.

When you join a meeting with audio, you should see a prompt to connect to the audio conference.

**For help connecting to the meeting audio, see:**


- [Connect to Audio and Video in Cisco Webex Meetings](#)
- [Join the Audio Conference for My Meeting from a Mobile Device](#)

**Sound will be heard through your speakers if:**

- The presenter is playing a media file (audio/video) in the meeting.
- The meeting is configured to use VoIP only, Mixed Mode audio, or Audio Broadcast.

**If you are not hearing any sound, try the following:**

- Make sure you are connected to the audio conference. When connected, a phone or headset icon should appear next to your name in the Participants panel.
- Use the **Audio and Video Connection ...** or **Computer Audio Settings...**, under the **Audio** menu, to make sure you have selected the right speaker to use for audio. You may also adjust the audio volume from this screen. For help, see: [WBX54825 - How Do I Configure My Audio Devices for Webex Meetings?](#)
- If connected using your computer, try increasing the volume on your speakers or headset.
- Make sure the host or presenter is actually speaking. When they are talking, you should see blue waves coming from their phone or microphone icon.
- Try chatting to the other participants and see if others are unable to hear the audio.

- If using VoIP or computer audio, make sure your speakers or headset are connected properly, try:
  - [Restarting the Windows Audio service](#)
  - Leaving the meeting and restarting your computer, then rejoin.
- The Exclamation  Mark appears when your speakers or headset are muted in your computer sound settings. This is a separate setting than any mute setting within the meeting window itself.
  - Hover your mouse over the Exclamation Mark, and you will see an indicator on whether your speakers or microphone are muted. Click [Here](#) to correct the issue
- If the event is using Audio Broadcast, try leaving the event and rejoining. If you still have problems, you can request to join the phone conference.