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Troubleshooting Webex Connectivity Issues

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BEFORE MEETING-

- Before participating or hosting a WebEx meeting, it's advised that you run the WebEx Network Test tool, which can be found at: <u>https://mediatest.ciscospark.com/#/main</u>
- 2. Test your devices by launching your own WebEx meeting to test your microphone and speakers before the event.
 - 1. <u>https://fau.webex.com/</u>
 - 2. Select: SIGN IN
 - 3. Select: START A MEETING
 - 4. Select **SETTINGS**
 - 5. Here you can select your Microphone/Speaker options (if you have multiple audio devices attached) as well as test them



TROUBLESHOOTING DURING MEETING (Audio/Video):

 Confirm you have selected the correct audio devices / change them if needed. During a meeting, select the icon with the 3 DOTs on the bottom to change the Audio option:



- 2. Leave the meeting and re-enter
- 3. If using a wireless connection:
 - 1. Try moving closer to your modem or wireless access point
 - 2. Try to use a wired connection
- 4. Try using a different device (iPad/phone, computer)
- 5. Try turning off the your camera
- 6. Use the call in numbers (provided in the invitation) to connect by telephone
- 7. Try powering off the device and restarting
- 8. Confirm your internet is working by going to another website.
- 9. If on a phone, confirm you have 4+ bars of service

If all else fails, you can contact the College of Medicine IT group at: Email <u>ComHelpDesk@health.fau.edu</u> Phone: 561-297-2017 or the FAU Office of Information Technology (OIT) HelpDesk at 561-297-3999