



Troubleshooting Webex Connectivity Issues

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BEFORE MEETING-

1. Before participating or hosting a WebEx meeting, it's advised that you run the WebEx Network Test tool, which can be found at:
<https://mediatest.ciscospark.com/#/main>
2. Test your devices by launching your own WebEx meeting to test your microphone and speakers before the event.
 1. <https://fau.webex.com/>
 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

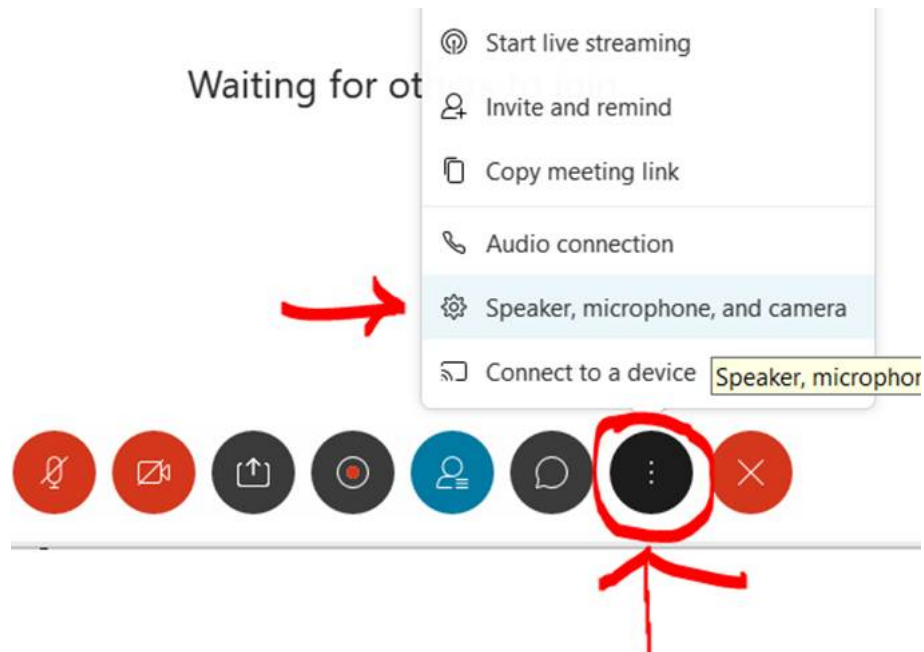


3.



TROUBLESHOOTING DURING MEETING (Audio/Video):

1. 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 ComHelpDesk@health.fau.edu Phone: 561-297-2017 or the FAU Office of Information Technology (OIT) HelpDesk at 561-297-3999