



WebEx Troubleshooting



Unable to log in

Make sure that you are using the correct log in first.lastname



Unable to access the instructor meeting

Confirm you are using the session password. You can find the password in the meeting invitation sent out by your instructor. If neither of these work, please contact your instructor.

Confirm if you are using the Meeting room or Training room.



Forgot username or password

Need to recover your username [Click here](#) Need to recover your password [Click here](#)



Unable to raise hand during a meeting

If you are using the WebEx app on a mobile device (iPad, iPhone, Android or Apple Watch) this feature is unavailable.



Unable to interact with pop quizzes

If you are using the WebEx app on a mobile device (iPad, iPhone, Android or Apple Watch) this feature is unavailable.



Unable to hear audio in the meeting room

Check to make sure you can hear normal computer audio through your computer's speakers or head set. Make sure your volume is turned up on your speakers. Also, verify you have clicked the

Connect to Audio button to join the audio portion of the meeting. A green button means that you are connected.



New users are unable to join my meeting

Verify that the Lock Room button is not selected. If selected, click the Unlock Room button and this will allow additional participants to attend the meeting. The maximum participants is 8.



Camera is not working in meeting room

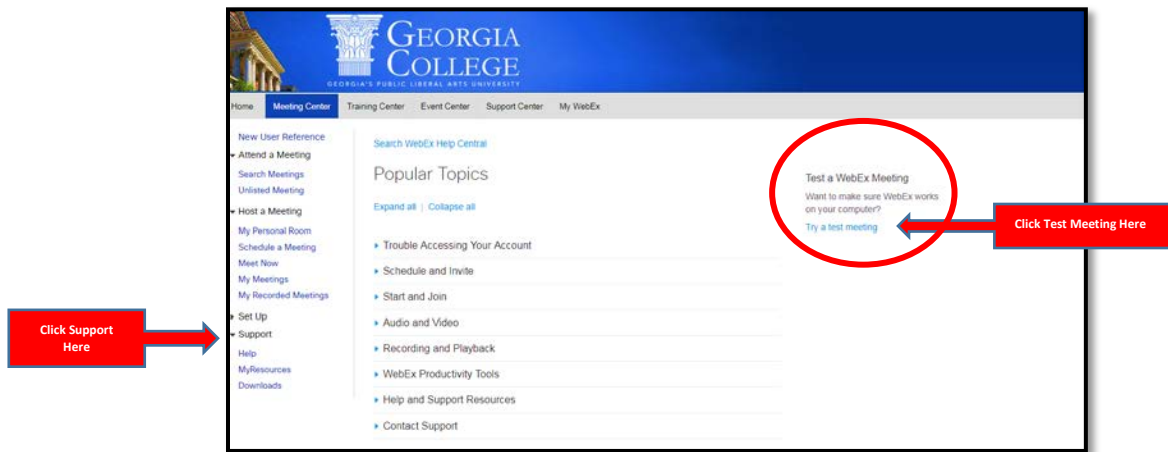
Confirm that you have enabled the camera on your computer. You are able to test your features by using the "Test a WebEx Meeting". It is recommended that you test the features prior to your scheduled meeting time. **Note** If your system does not have a camera, you will need to purchase one in order to use the camera feature.



Microphone is not working in meeting room

Confirm that you have unmuted the microphone on your computer.

Note: A best practice before joining a meeting is to use the **Test Meeting** feature in WebEx



WHERE DO I GET HELP

Cisco WebEx Technical Support- Get Help 24 hours a day, 7 days a week

Website <https://support.webex.com/support/manage-ticket.html>

Phone U.S. and Canada Toll-Free 1-866-229-3239

International Toll +1 408-906-1155