



## Webex Videoconferencing Best Practices

- Connect to the meeting 5-10 minutes early in case you have difficulty logging in. Join the meeting in Google Chrome for best connectivity.
- To avoid echoes, please be sure your microphone and/or telephone are muted.



- To chat with other call participants or to ask questions, please use the chat window on the side of your screen.
- If you need to speak, unmute yourself and try to avoid speaking at the same time as someone else.
- If you do need to speak, use a headset with a mic to avoid echoes. If you do not have a headset, connect to the meeting by using the Call In or Call Me feature. You can use this on a landline or cellphone.

## Webex Video Best Practices

- Be mindful of your background and lighting to eliminate distractions for other participants. Natural lighting that illuminates your face is best. If you are sitting in front of a window, close the blinds to avoid being backlit.
- Ensure you have a good camera angle, head-on and at eye level. Use a set of books, a stool, or a higher table to make sure your camera is at the same level as your eyes.
- Don't forget to smile! When you're speaking, look directly into the camera, not at the images of other people on the screen.
- In the upper right corner of the video screen you will see two icons. The left one is speaker view. The right one is gallery view. ▶



## Audio Troubleshooting

**Problem:** Audio is lagging or dropping.

**Possible cause:** Poor internet connection either on your side or another attendee's side.

**Solution:** Connect to the meeting with your phone by using the Call In or Call Me feature.

**Problem:** Audio has an echo.

**Possible cause No. 1:** Using your computer for the audio connection.

**Solution:** Change your audio connection to a headset or phone.

**Possible cause No. 2:** Multiple meeting participants are in the same conference room.

**Solution:** All participants should mute themselves except for the person speaking.

**Problem:** Cannot hear participants.

**Possible cause No. 1:** The volume is down on your computer.

**Solution:** Verify that the volume on your computer is up; test this by playing a video or audio file.

**Possible cause No. 2:** The audio connections of other participants are muted.

**Solution:** Unmute participants' audio in Webex. Have participants verify that their connected device is not muted.

**Problem:** Participants cannot hear you.

**Possible cause No. 1:** Connected device is muted.

**Solution:** Unmute your audio in Webex. Verify that the connected device is unmuted. If you call in as well as have video on your computer, you must unmute both devices to speak.

**Possible cause No. 2:** No audio connection has been established.

**Solution:** Select an audio connection and verify that the connection has been established.

- Test your audio before the meeting. At the top of the screen, click on Audio and Test Computer Audio.
- If you are trying to dial in and continue to get a busy signal, try the Call Me option. ▶
- Depending on your connection you will see the icons below: ▶
- Leave the session and try to rejoin.

