

Webex Audio Troubleshooting

If you are having audio issues in a meeting, we have some tips to help you resolve your issue. 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.
- 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 by text 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- you phone th umber and hear the sound over your phone.

A Yellow Exclamation Appears Next to My Name When Using VoIP

A yellow exclamation appears next to my name when using VoIP

I see a yellow exclamation mark appearing next to my name when using VoIP Audio.

There's a warning sign on my headset icon in the Participant's panel.

Error: To hear others speak, unmute your system volume.

Error: To speak in the session, unmute your system microphone.

I see an exclamation mark next to my name when using Call Computer in a Webex meeting.

Note:

- The steps in this article apply to Windows 7. The steps will vary for other operating systems.
- You (or the host) may still mute/unmute your microphone within the meeting. For help, see: [Mute or Unmute in Cisco Webex Meetings Suite](#)

Cause:

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:

- Your speakers are muted, and you will not be able to hear others speaking in the session:

- Your microphone is muted, and others will not be able to hear you speak in the session:

This indicates your speakers or microphone is muted in your computer hardware settings.

Solution:

To correct the problem:

If your speakers are muted:

- Double-click on the speaker icon in the lower-right corner of your computer:

- Click the speaker icon to unmute it:

If your microphone is muted:

- Open **Control Panel**.
- Open **Sound**.
- Click the **Recording** tab.
- Double-click on the microphone you are using in the list of recording devices:

- Click the **Levels** tab.
- Click the microphone icon, shown muted below:

The icon will change to show as unmuted:

- Click **Apply**, then **OK**.

The yellow exclamation symbol should now disappear in the Participant list, indicating your speakers/microphone are no longer muted in your computer settings.