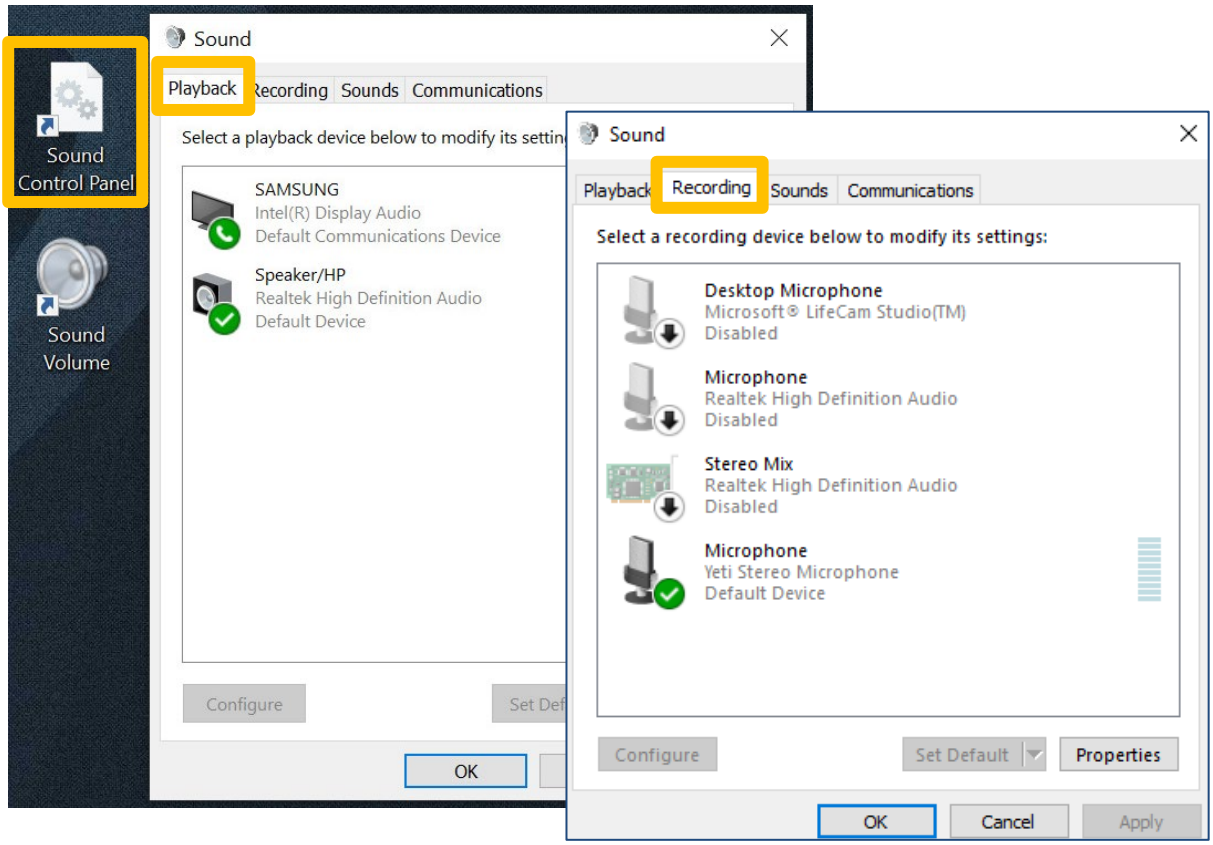
Managing Audio in Webex for Students

On a school computer

Note that the following information assumes you are using a Department of Education Windows computer.

- make sure that your device(s) are **connected to your computer correctly** and that they are the **selected sound device(s)**:
    1. **Double click** on the **Sound Control Panel** shortcut on your desktop.
    2. Check the default speaker under the **Playback tab** and the default microphone under the **Recording tab** are set to the device(s) you will be using in your Webex Meeting.

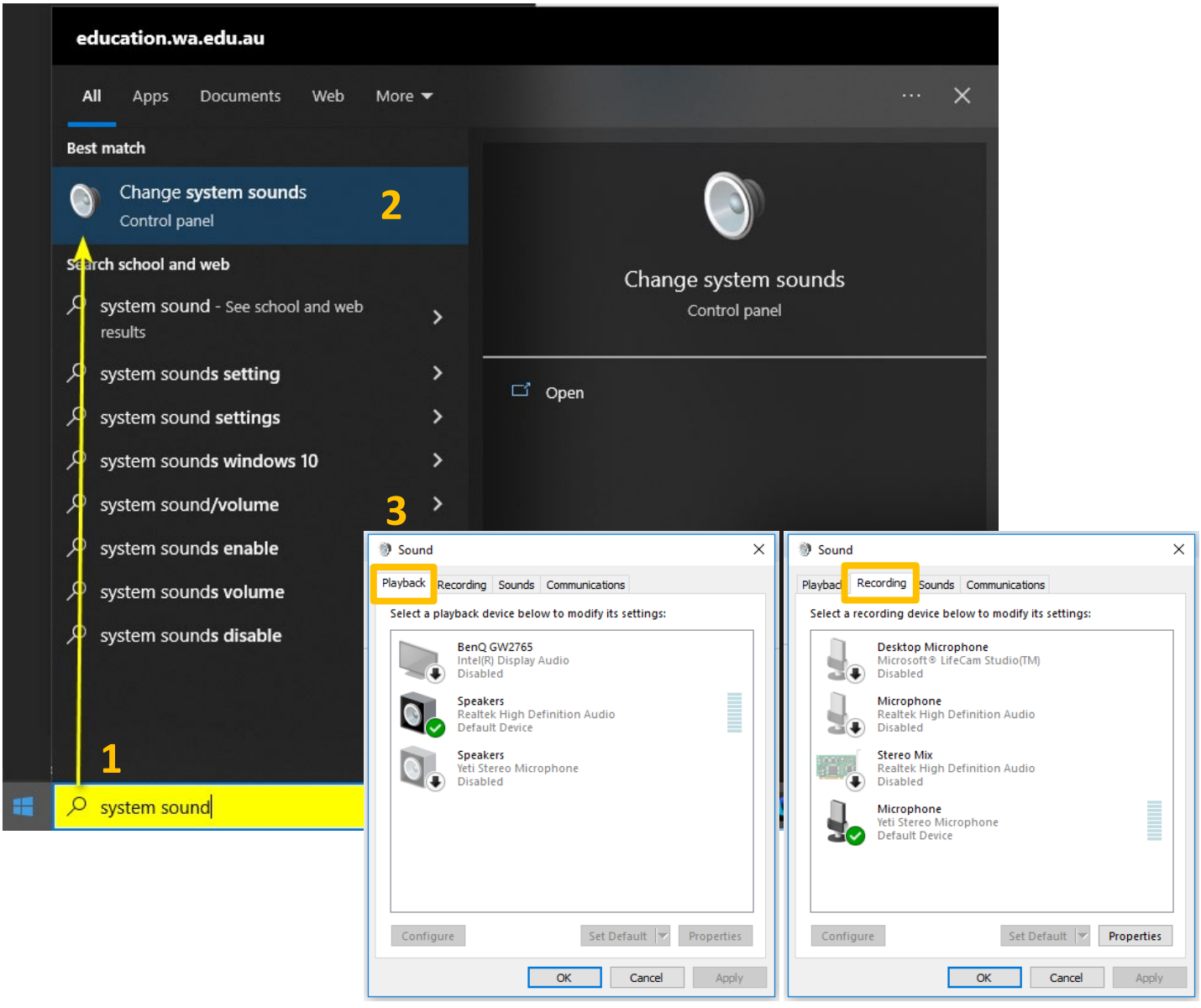


If problems persist, ask a staff member at your school to call the Department of Education **ICT Customer Service Centre**.

On your own computer

Note that the following information assumes you are using a Windows computer.

- make sure that your device(s) are **connected to your computer correctly** and that they are the **selected sound device(s)**:
    1. Use the search function on your taskbar to find **system** sound.
    2. Click **Change system sounds (control panel).**
    3. Check the default speaker under the **Playback tab** and the default microphone under the **Recording tab** are set to the device(s) you will be using in your Webex Meeting.



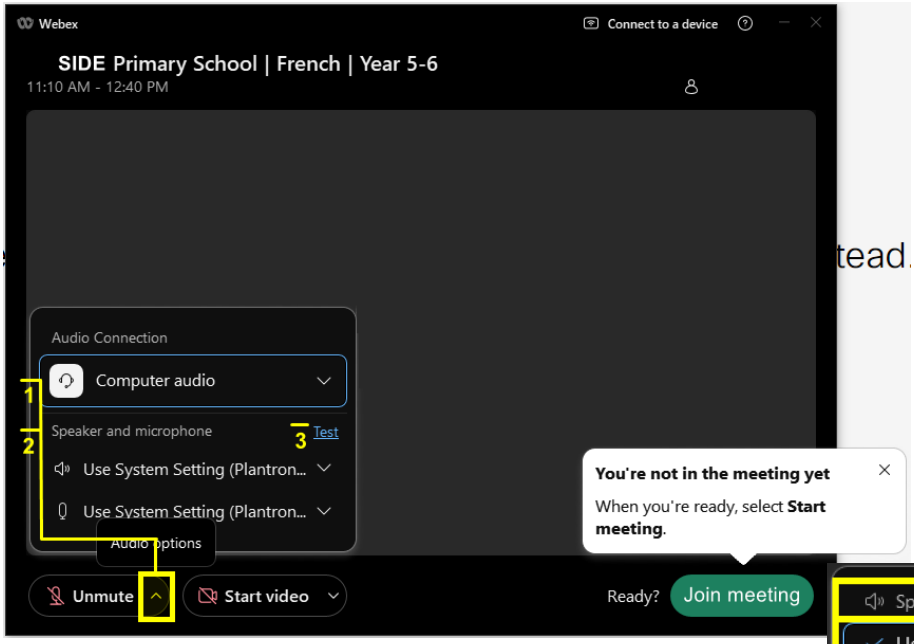
For further assistance in managing sound on a Windows device, visit: [Fix sound or audio problems in Windows - Microsoft Support]

Before you join your Webex Meeting

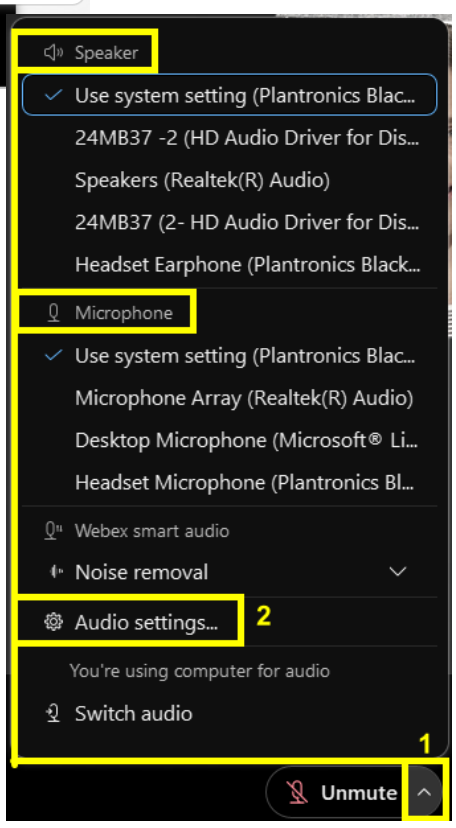
As you are about to join a Webex Meeting, you will see a preview screen. On this screen you can check that your audio settings are correct for your Webex Meeting.

1. Check that Audio is set to **Use computer audio**. This should be the default setting. If it is **not** set to this, use the drop-down arrow to change the setting.
2. Check that your speaker and microphone are set to the correct device(s). Use the drop-down boxes under the **Speaker and Microphone** heading and select the correct devices.
3. Click **Test** if:
    - If no devices appear, check that they are connected to your computer correctly.
    - to check that your devices are working correctly.

    When you are ready, join the meeting.



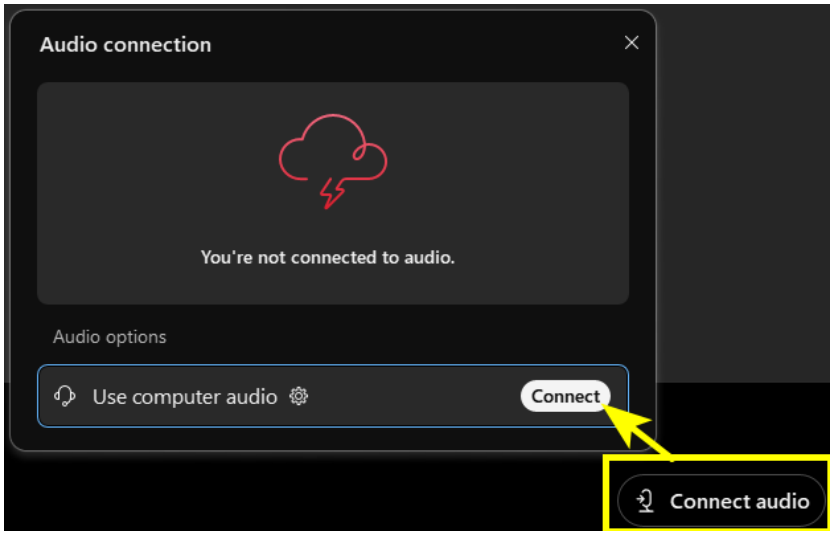
You can check your audio settings from within a lesson:



Help! I've joined the Meeting, but I've got no audio

Work through the troubleshooting tips below to resolve audio issues during a Webex Meeting.

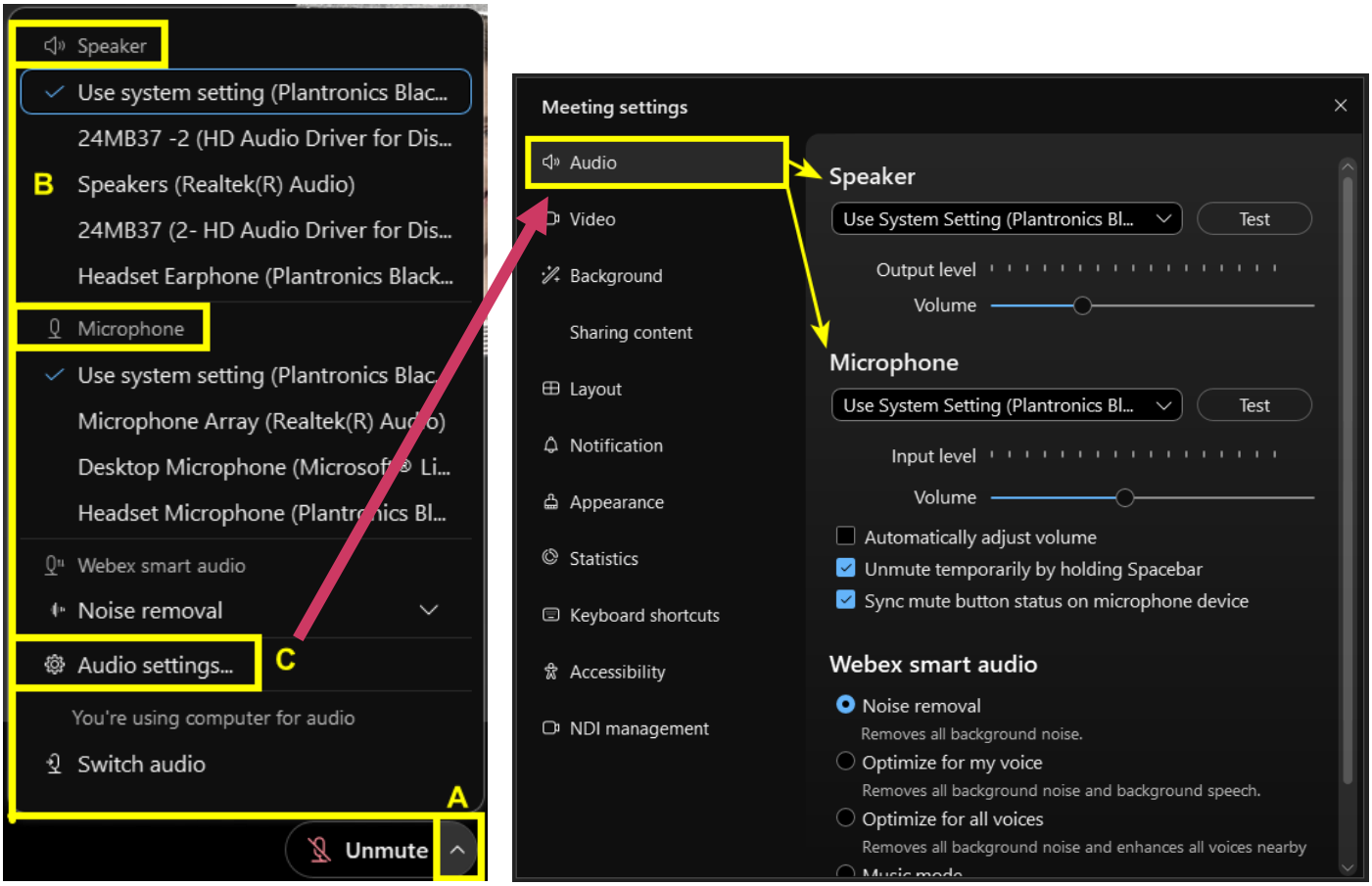
1. Check that your audio is connected. If it is not, you will see a **Connect audio** button on the Control bar at the bottom of the screen. Click on this button, then click **Connect** on the pop-up window.



2. **Unplug** your headset (or other audio device) and plug it back into your computer.

3. Check that your audio is set to the correct device: (images next page)
   a. Click on the drop-down arrow on the **un/mute button** on the Control bar at the bottom of the screen.
   b. Check that the speaker and microphone are set to the correct devices. You can change the device by clicking on the correct device in the listed devices so a tick appears beside it.
   c. If your devices are set correctly, but you still have no sound, click on the **Audio Settings** option in the menu. This will open the Speaker and Microphone settings. You can test devices here.

If you still have no sound, at this point you can try leaving the lesson and coming back in. You will need to seek support from your school or home supervisor if the above steps do not resolve your audio issues.


Speaker
Use system setting (Plantronics Blac...
24MB37 -2 (HD Audio Driver for Dis...
B
Speakers (Realtek(R) Audio)
24MB37 (2- HD Audio Driver for Dis...
Headset Earphone (Plantronics Black...
Microphone
Use system setting (Plantronics Blac
Microphone Array (Realtek(R) Au o)
Desktop Microphone (Microsof Li...
Headset Microphone (Plantr ics Bl...
Webex smart audio
Noise removal
Audio settings...
C
You're using computer for audio
Switch audio
A
Unmute
Meeting settings
Audio
Video
Background
Sharing content
Layout
Notification
Appearance
Statistics
Keyboard shortcuts
Accessibility
NDI management
Speaker
Use System Setting (Plantronics Bl...
Test
Output level
Volume
Microphone
Use System Setting (Plantronics Bl...
Test
Input level
Volume
Automatically adjust volume
Unmute temporarily by holding Spacebar
Sync mute button status on microphone device
Webex smart audio
Noise removal
Removes all background noise.
Optimize for my voice
Removes all background noise and background speech.
Optimize for all voices
Removes all background noise and enhances all voices nearby