

Cisco Webex Meetings

Troubleshoot Your Cisco Webex Meeting

You can quickly fix problems you might experience in a Cisco Webex meeting.

Addressing Technical Issues

No one joining your meeting	<ul style="list-style-type: none"> • Check that the invitation contained the correct URL. • Verify that you scheduled the meeting for the correct time zone. • Contact attendees to rule out technical issues.
Participants can't log in	<ul style="list-style-type: none"> • Verify that the participant is using the correct password. • Ask the participant to open a new browser window and copy and paste the meeting URL from the invitation email into the browser Address bar.
Webex session loads slowly	<ul style="list-style-type: none"> • Ask the participant to log off and log back in again. • Ask the participant to close all applications except Webex Meetings. • Have the participant clear the web browser cache and delete temporary files and cookies. • Verify that the issue is not with the participant's ISP by asking them to test a web page they access frequently.
Participant's teleconference disconnects	<ul style="list-style-type: none"> • Send a chat or an instant message to the participant and ask them to rejoin the audio conference by clicking the Audio button and selecting a phone or a VoIP option.
Your browser crashes	<ul style="list-style-type: none"> • Open a new browser window and try to rejoin the meeting using the meeting number and Host ID. • If you cannot rejoin, stay on the phone. • Have backup material that you can read over the phone, or ask your alternate host to present.
You are hearing hold music	<ul style="list-style-type: none"> • Use the audio indicator in the Participants panel to identify whose line it is, then mute that participant. • Send the participant a chat message asking to take you off hold. • Explain what happened, and explain how participants can mute their own connections.
Participants cannot hear one another	<ul style="list-style-type: none"> • Make sure that audio connections are not muted • Have participants check their phone or VoIP connections and confirm that microphones or headsets are powered and switched on. • Try to reset a VoIP connection by clicking Mute then Unmute