



# Webex Best Practices and Basic Troubleshooting Steps

## Best Practices

### Webcam vs VCE

The DHW video conference equipment (VCE) in the conference rooms and VoIP phones have a percentage of the network dedicated to their bandwidth. Desktops and laptops with webcams use the same bandwidth as all data traffic. It is recommended for best video performance to use a VCE as webcam traffic could cause serious network performance issues at some DHW sites.

### Wireless Networks

Wireless networking is not recommended for performing video enabled Webex meetings. Wireless networks by default operate on a “best-effort” delivery basis and can create video degradation problems.

### Practice First

If DHW employees have not used the DHW Telehealth Webex before, it is recommended to perform a practice session before the scheduled meeting to ensure the best telehealth visit possible with Idaho citizens.

## Basic Troubleshooting Steps

Cisco Webex is a global solution for collaboration. Cisco has a site that users can visit to verify the status of the Webex services world-wide. Please visit [https://status.webex.com/service/status?lang=en\\_US](https://status.webex.com/service/status?lang=en_US) and verify that there is not currently an outage that would impact your meeting.

### *Troubleshooting topics:*

#### No video

1. Ensure that webcam is plugged in to computer.
2. Ensure there are no lens caps or covers over the webcam.
3. Make sure that the video is turned on in the Webex.
  - a. Hover near the bottom of the Webex session and a menu bar will pop up. Ensure that the video icon is not red.



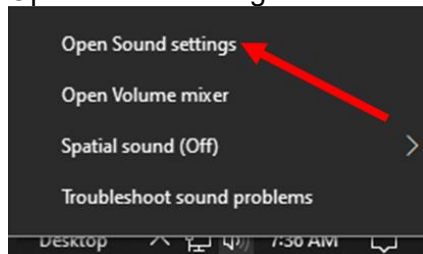
- b. If the icon is red, click on it to enable the video camera.



#### No audio / Audio quality issues

##### *Computer audio*

1. Ensure that the speakers and microphone are plugged in to the computer.
2. Verify that the proper output device and microphone are selected.
  - a. Right-click on the speaker icon in the system tray and select “Open Sound settings” from the menu.



- b. Verify that the **output device** has your speakers or headset listed. If not, click on the drop-down box and select your speakers/headset. If needed, click on the **Troubleshoot** button for output devices.

- c. Ensure that the **input device** has your microphone listed. If not, click on the drop-down box and select your microphone from the list. If needed, click on the Troubleshoot button for input devices.
3. Verify that the volume is turned up to an audible level and that there are no muted devices (computer, headset, or Webex).



4. If you still have no audio, please contact the IT Service Desk at extension 45673 (208-334-5673).

*VoIP phone audio*

1. Verify the call-in number, access code, and attendee ID are correct.
2. Verify that the volume is turned up to an audible level and that there are no muted devices (phone, headset, or Webex).
3. Try using a different audio source such as handset, headset, or speakerphone to see if the issues follow.
4. Check that all cables on the phone are fully seated and “clicked” in place.
5. If you still have no audio, please contact the IT Service Desk at extension 45673 (208-334-5673).




*Cell phone audio*

1. DHW cannot guarantee the quality of the audio from third party sources.
2. Verify the call-in number, access code, and attendee ID are correct.
3. Verify that the volume is turned up to an audible level and that there are no muted devices (phone, headset, or Webex).
4. Verify that your device has good cellular signal.
5. Move to a different area to see if the quality improves.
6. Switch to a landline if possible.

Video quality issues

1. Verify that no one on the call is using wireless networking to conduct the Webex video conference call. If possible, switch to an Ethernet connection.
2. Outside of the DHW network or for the citizen on the call, verify that there is enough network bandwidth for the video conference. Run a network speed test by going to [www.speedtest.net](http://www.speedtest.net). Minimum requirements should be no less than 3 Mbps.

If issues persist, please go to <https://help.webex.com/contact> and select an option for support of either **Chat**, **Call**, or **Open a Case**.

	<p><b>Chat</b></p> <p>Our agents are ready to assist (for urgent issues, call us)</p>		<p><b>Call</b></p> <p>For urgent issues, speak with a live agent</p>		<p><b>Open a Case</b></p> <p>Get the form you need to open a case with Support</p>
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