

Troubleshooting Tips for Jefferson County Virtual Meetings

Most Common Tech Issues and How to Resolve Them

Audio Issues

- Choose your audio preference. You have several options for audio, only select one:
 - Use computer for audio
 - Call me
 - Call in
 - Don't connect to audio
- If you prefer to call in using your telephone rather than using the computer audio (for instance, if your computer does not have a microphone), you can select the "Call in" or "Call me" options, and you should not call in separately using the phone number option in the meeting.
- Mute your microphone in meetings when you are not speaking to avoid distractions or interruptions to the meeting. Do not double mute (muting your phone and your WebEx audio at the same time). Choose one method to make sure you unmute easily when ready to talk.
- If you join the meeting as a public attendee, the meeting host will have to unmute you before you can be heard.

Echo or Reverberation

- If your audio connection is causing an echo, try the following:
 - Ensure that you are only using the speakers and microphone for one audio device and mute any other devices.
 - For example, if you connected to the meeting by phone and by computer then mute the speakers on your computer.
 - Ensure that you did not accidentally open the same meeting twice on your computer. If you did then close one of the windows or tabs.
 - There are several possible causes of an echo. For more information, please use this link: <https://help.webex.com/en-us/WBX64076/I-m-Hearing-an-Echo-of-My-Voice-in-the-Audio-Conference>

Delay in Presentation Slides or Interruption of the Meeting

- Any videoconferencing solution may experience delays or hiccups within a meeting in the video, audio or presentation slides due to multiple variables – internet connection speeds and geographic distance between users are two examples. These can be delays of several seconds.
- We appreciate your patience if you are experiencing this issue and understand that the presenters are doing everything they can to keep things synced.
- To reduce the potential for delays:
 - Ensure that you are using a stable and fast internet connection
 - Only share video when necessary