CHANDLER arizona

Job Aid: Webex Meetings--Avoiding Double Muting

What is "Double Muting"?

"Double muting" occurs when the hosts accidentally mute participants based on the Webex Personal Room or the Participants Panel settings. This document outlines how the host can prevent "double muting."

Personal Room Settings

1. Open a web browser, and go to chandleraz.webex.com.
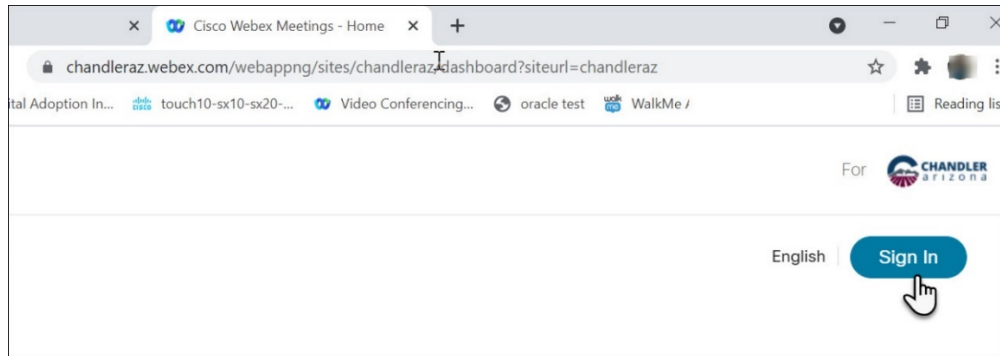2. Click **Sign In** (Figure 1.) Enter your City of Chandler email and password.

Figure 1

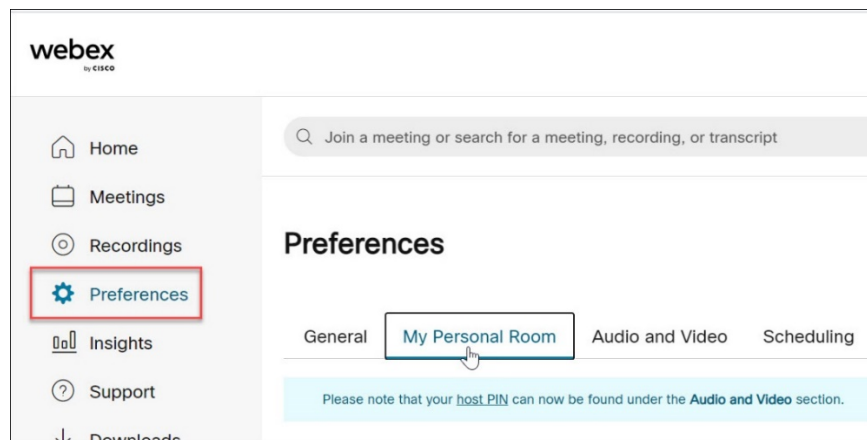3. Click **Preferences,** and select the **My Personal Room** tab.

Figure 2

4. Scroll down. Clear the **Always mute attendees when they join the meeting** checkbox if selected.
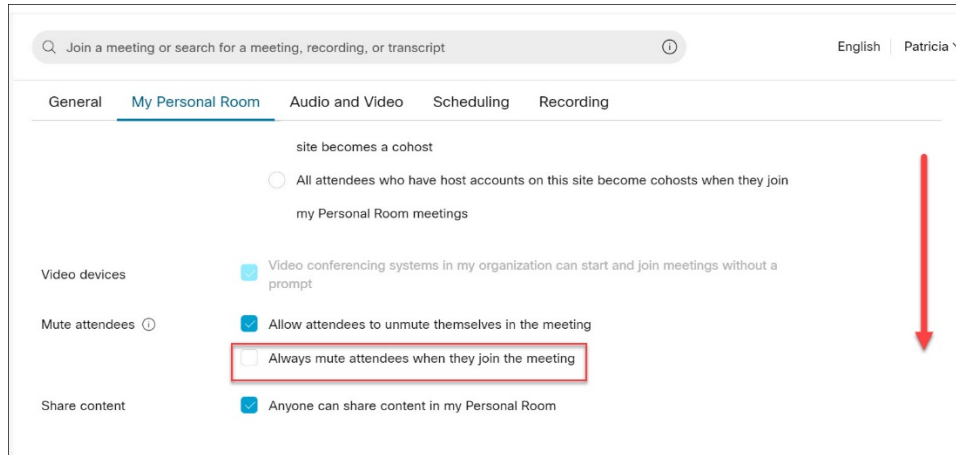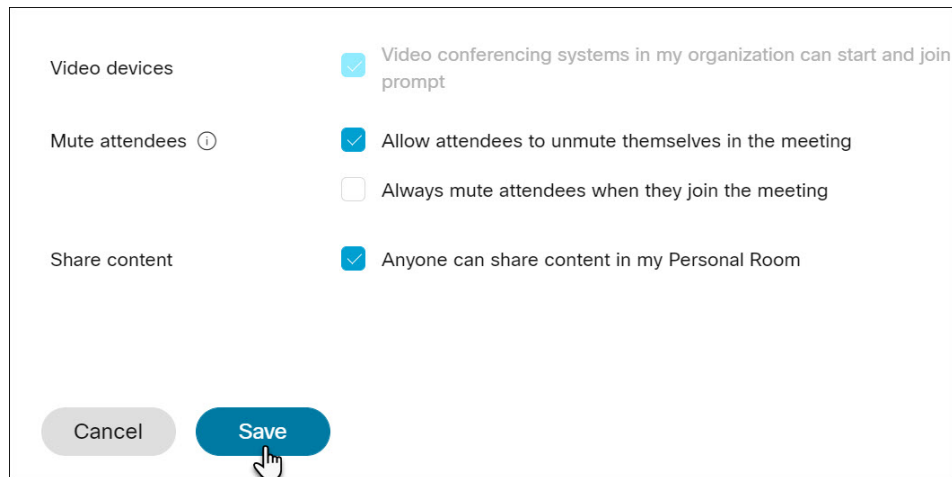

Figure 3

5. Click **Save**.

Figure 4

Participants Panel Settings

In addition to the Personal Room settings, the **Participants Panel** setting can cause users to be muted.

1. Log into the Webex room as explained in <u>Personal Room Settings</u> or click the Webex icon.

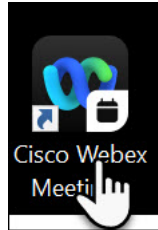   **Note**: The Webex icon location depends on the user's set up.

Figure 5

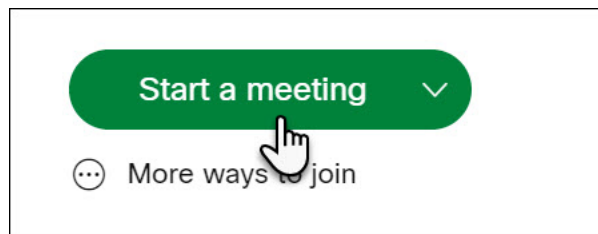2. Click **Start a meeting**.

Figure 6

3. Click the **participant icon** to open the Participants Panel as shown in Figure 7.
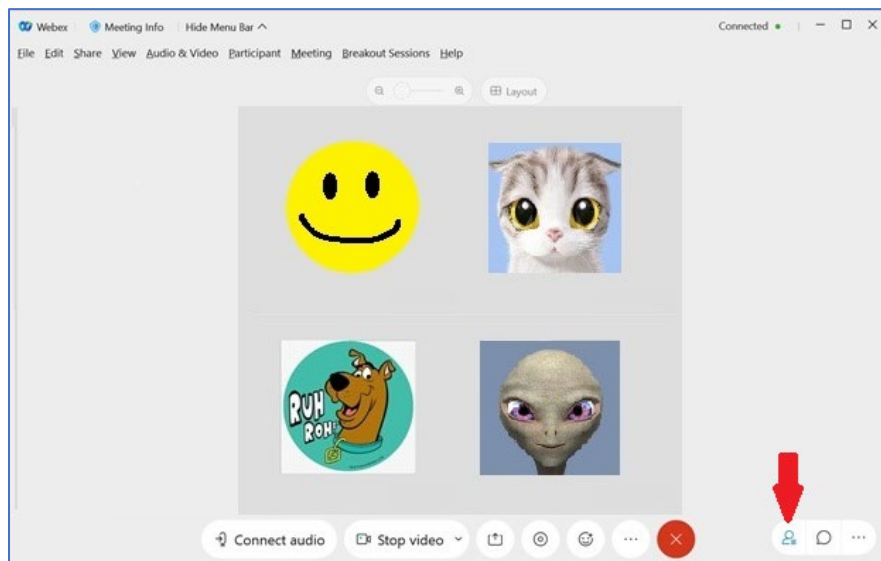

Figure 7

4. Click **Unmute All** as shown in Figure 8, or click the **microphone icon** next to the name of the participant to individually unmute a participant.
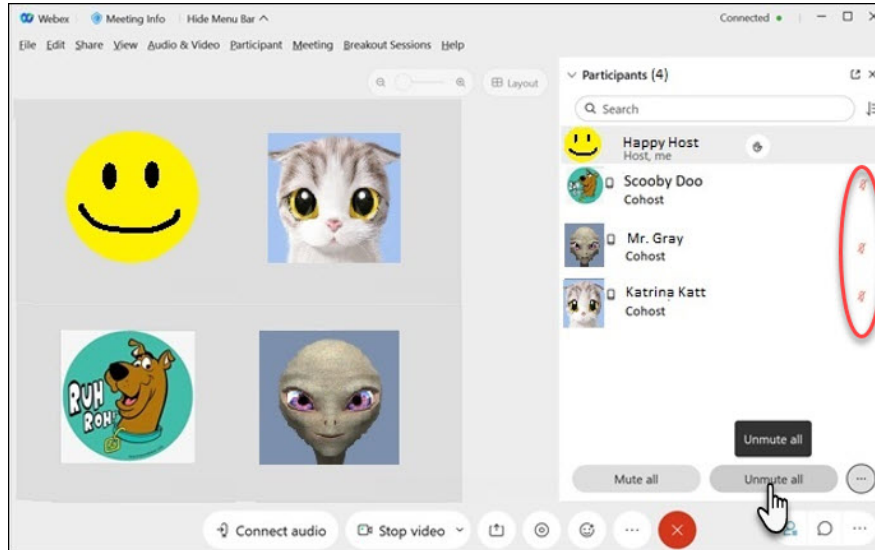

Figure 8