

## 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.

webex	
G Home	$\ensuremath{\mathbb{Q}}$ $% \ensuremath{\mathbb{Q}}$ Join a meeting or search for a meeting, recording, or transcript
Meetings	
Recordings	Preferences
Preferences	
<u>Dol</u> Insights	General My Personal Room Audio and Video Scheduling
⑦ Support	Please note that your <u>host PIN</u> can now be found under the <b>Audio and Video</b> section.
↓ Downloads	

Figure 2



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



Figure 3

5. Click Save.

Video devices	Video conferencing systems in my organization can start and join prompt
Mute attendees (i)	Allow attendees to unmute themselves in the meeting
	Always mute attendees when they join the meeting
Share content	Anyone can share content in my Personal Room
Cancel 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.



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