

Job Aid: Webex Trouble Shooting Audio

Why disable Webex video?

Webex is a virtual meeting collaboration tool that allows viewing of video and sharing of audio content. When in a Webex meeting with many participants sharing video and a document presentation, the audio may become garbled or choppy due to a lack of network bandwidth. This document explains how to adjust video settings.

Limited Network Bandwidth

If you experience poor audio quality while in a WebEx meeting, try the following steps.

1. On the Webex menu, go to **Audio & Video** as shown in Figure 1.

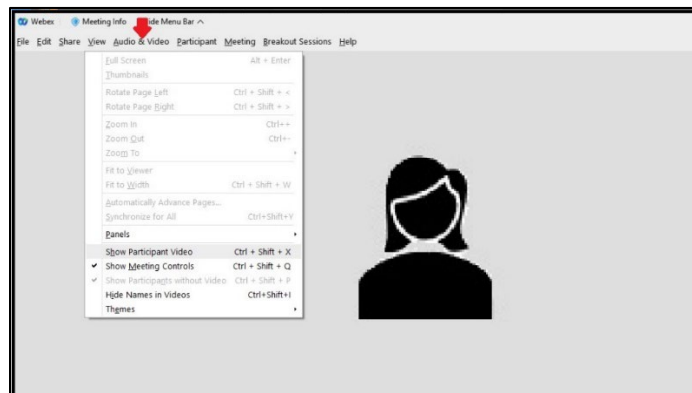


Figure 1

2. Clear **Show Participant Video** as shown in Figure 2.

Note: The CTRL + Shift + X keyboard short cut can also be used to toggle the video on/off.

