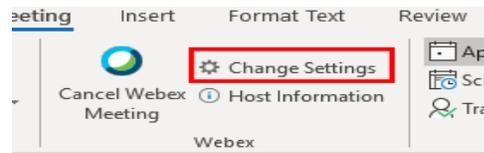


What to Do if You Experience a Webex Audio Dial-in Issue

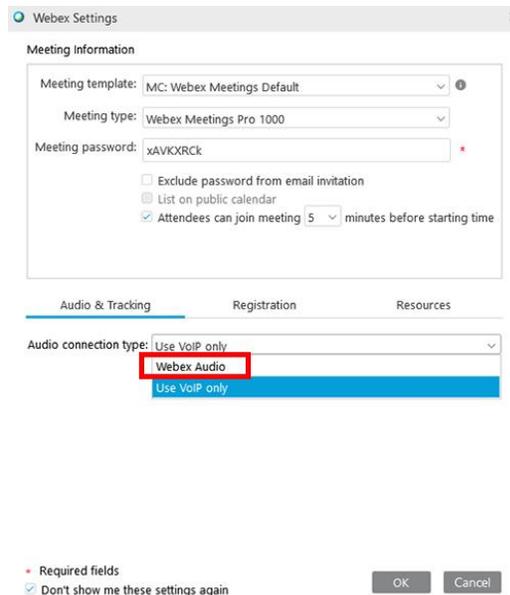
The following section shows you how to update your Webex audio settings from Outlook. There are two sets of instructions, one for previously-scheduled meetings and one for upcoming meetings.

To update the audio setting for previously-scheduled meetings from Outlook, please follow the steps below:

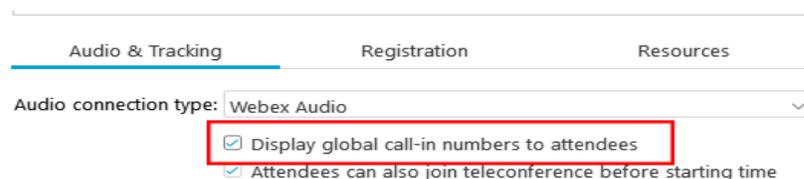
- 1- Find your Webex meeting in your calendar, and click to open it. From the top bar menu, select “Change Settings.”



2. In the Settings window, click the “Audio connection type” drop-down menu, and then select the “Webex Audio” option as your default.



- 3- If you need **Global call-in numbers**, check the “Display global call-in numbers to attendees” box (as shown below):



To update the audio setting for a new upcoming meeting from Outlook, please follow the steps below.

- 1- Create a new meeting in your Outlook calendar, and click the “Add Webex Meeting” button to add Webex to your meeting.
- 2- After adding Webex, the “Webex Setting” window will appear.
- 3- From the “Audio connection type” drop-down menu, select the “Webex Audio” option.

The screenshot shows the 'Webex Settings' dialog box with the 'Meeting Information' tab selected. The 'Audio connection type' dropdown menu is open, showing three options: 'Use VoIP only', 'Webex Audio' (highlighted with a red box), and 'Use VoIP only'. Below the dialog, there are 'OK' and 'Cancel' buttons, and a checkbox for 'Don't show me these settings again' which is checked.

- 4- If you need **Global call-in numbers**, check the “Display global call-in numbers to attendees” box (as shown below):

The screenshot shows the 'Webex Settings' dialog box with the 'Audio & Tracking' tab selected. The 'Audio connection type' dropdown menu is set to 'Webex Audio'. Below it, the 'Display global call-in numbers to attendees' checkbox is checked and highlighted with a red box. Another checkbox, 'Attendees can also join teleconference before starting time', is also checked.