

Help for Microsoft Skype and Cisco WebEx online video conferences

Microsoft Skype Help

For Windows Desktop:

What do I do if I'm unable to hear the other person during my Microsoft Skype video conference?

First, check your speakers or headset:

1. Make sure that your speakers or headset are connected
2. Check that the mute button on your device or handset is off
3. Select **Skype Test Call** or **Echo / Sound Test Service** from your **Contact** list in Skype
4. Select **Call**
5. Follow the instructions. If you can hear the instructions, it means that your speakers are working

Still having trouble hearing the other person? The next step is to check your Windows settings:

1. Skype has a **Fix it tool** (<http://support2.microsoft.com/mats/skype/>) that automatically checks if you have the correct settings for Windows XP, Windows Vista, Windows 7 and Windows 8.
2. Check that your version of Windows is up-to-date
3. You can also refer to Skype sound guides for:
 - **Windows XP** (<https://support.skype.com/faq/fa11067>)
 - **Windows Vista** (<https://support.skype.com/en/faq/FA11068>)
 - **Windows 7** (<https://support.skype.com/faq/fa10330>)
 - **Windows 8** (<https://support.skype.com/en/faq/FA12319>)

Still having problems? Thirdly, check your speaker settings in Skype:

1. Select **Tools>Options > Audio Settings** from the menu and press the green play icon. Your speakers are working if you can hear sound
2. If you're unable to hear anything, check that the right speakers are selected in the **Speakers** drop-down list
3. If you're still having trouble hearing the other person, check your internet connection. Skype offers a [helpful guide](https://support.skype.com/en/faq/FA12303/i-m-having-a-connection-problem-windows-desktop) on checking your internet connection (<https://support.skype.com/en/faq/FA12303/i-m-having-a-connection-problem-windows-desktop>)

Need more help? Additional resources can be found at the [Skype support website](https://support.skype.com/en/). (<https://support.skype.com/en/>)

What do I do if the other person is unable to hear me during our Microsoft Skype video

First, check your microphone:

1. Check that your microphone is plugged in and turned on
2. Check that the mute button on your microphone is off
3. Select **Skype Test Call** or **Echo / Sound Test Service** from your Contact list in Skype
4. Select **Call**
5. Follow the instructions. Your microphone is working if you can hear your recorded message

Still having problems? The next step is to check your Windows settings:

1. Skype has a **Fix it tool** (<http://support2.microsoft.com/mats/skype/>) that automatically checks if you have the correct settings for Windows XP, Windows Vista, Windows 7 and Windows 8.
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 - **Windows 7** (<https://support.skype.com/faq/fa10330>)
 - **Windows 8** (<https://support.skype.com/en/faq/FA12319>)

Thirdly, check your microphone settings in Skype:

1. From the menu, select **Tools>Options>Audio Settings**
2. If the lights on the volume indicator move when you speak into the microphone, it means that your microphone is working
3. If the lights on the volume indicator don't light up when you speak, check that the microphone you're using is selected in the **Microphone** drop-down list
4. Check that you're not on mute by making sure that the microphone icon isn't crossed out

If the other person is still having trouble hearing you, check your internet connection. Skype offers a [helpful guide](https://support.skype.com/en/faq/FA12303/i-m-having-a-connection-problem-windows-desktop) (<https://support.skype.com/en/faq/FA12303/i-m-having-a-connection-problem-windows-desktop>) to checking your internet connection

What do I do if I'm unable see the other person during my Microsoft Skype video conference?

You'll need to see if your webcam is working correctly with Skype:

1. From the Skype menu bar, select **Tools >Options**
2. Under **General**, choose **Video Settings**. You should see live video if your webcam is connected
3. If you can't see live video, [Skype's troubleshooting guide](https://support.skype.com/en/faq/FA1267/) (<https://support.skype.com/en/faq/FA1267/>) can help

For Mac OSX:

What do I do if I'm unable to hear the other person during my Microsoft Skype video conference?

1. Make sure that your speakers or headset are plugged in
2. From the menu, select **Skype > Preferences**, followed by **Notifications > Details**
3. Select the speaker button next to **Play sound**. Your speakers are working if you can hear a sound being played
4. If you're unable to hear anything, check that the right speakers are selected in the **Speakers** drop-down list
5. Try making a test call by selecting **Skype Test Call** or **Echo / Sound Test Service** from your **Contact** list in Skype, pressing the **Call** button and following the instructions. If you can hear the instructions, it means that your speakers are working

Need more help? Additional resources can be found at the [Skype support website](https://support.skype.com/en/) (<https://support.skype.com/en/>)

What do I do if the other person is unable to hear me during our Microsoft Skype video

1. Check that your microphone is plugged in and turned on
2. See if the right sound input device is selected for your Mac by clicking the **Apple** icon and selecting **System Preferences > Sound**
3. Go to the **Input** tab and choose the right device in the **Select a device for sound input** box
4. In the **Settings for the selected device** section, test the volume using the **Input volume slider** while you speak into the microphone
5. See if the right sound input device is selected in Skype by going to **Skype > Preferences**, followed by **Audio/Video**. Check the **Microphone** drop-down box
6. See if the **Input level indicator** registers sound

Need more help? Additional resources can be found at the [Skype support website](https://support.skype.com/en/). (<https://support.skype.com/en/>)

What do I do if I'm unable see the other person during my Microsoft Skype video conference?

1. In Skype, go to **Skype > Preferences**, then **Audio/Video**
2. If the right camera device is chosen, you should see live video. This means that your webcam is working
3. If you don't see live video, Skype offers some [handy tips](https://support.skype.com/en/faq/FA12098/solving-call-quality-problems-mac) (<https://support.skype.com/en/faq/FA12098/solving-call-quality-problems-mac>) to help solve the problem

Need more help? Additional resources can be found at the [Skype support website](https://support.skype.com/en/).
(<https://support.skype.com/en/>)

Why should I update my Skype version and how do I do it?

From time to time, Skype retires older versions of Skype. If you're on an older version, you will be signed out of Skype automatically and will need to upgrade to a new version to sign in again. Find out how to download, install and sign into the latest version of Skype on the [Skype support website](https://support.skype.com/en/faq/FA34438/why-should-i-update-my-skype-version-what-do-i-need-to-do-to-update-my-skype-version-and-continue-using-skype).
(<https://support.skype.com/en/faq/FA34438/why-should-i-update-my-skype-version-what-do-i-need-to-do-to-update-my-skype-version-and-continue-using-skype>)

Skype is offered by Microsoft and the use of this platform (including the collection and handling of personal information) is subject to their [terms and conditions](http://www.skype.com/en/legal/tou/) (<http://www.skype.com/en/legal/tou/>) and [Privacy Policy](http://www.skype.com/en/legal/privacy/) (<http://www.skype.com/en/legal/privacy/>).

Cisco WebEx Help

For Windows Desktop & Mac OSX:

What do I do if I'm unable to hear the other person during my Cisco WebEx video conference?

Try the following:

1. Make sure you're connected to the audio conference by checking that a phone or microphone icon appears next to your name in the participant panel
2. Check that you've chosen the right speaker to hear audio by selecting the **Speaker/Microphone Audio Test** from the **Audio** menu. You can also check the audio volume from this screen
3. If you're using computer speakers or a headset, make sure they're connected properly. Try leaving the meeting, restarting your computer and then re-joining the meeting

Need more help? Additional resources can be found at the [WebEx support page](https://support.webex.com/MyAccountWeb/supporthome.do) (<https://support.webex.com/MyAccountWeb/supporthome.do>)

What do I do if the other person is unable to hear me during our Cisco WebEx video conference?

You'll need to check if your microphone is on mute:

1. If there is a physical mute switch on your microphone or headset, make sure that it's turned off
2. Check the **WebEx Participants** panel. If the microphone icon next to your name is orange, your microphone is muted. Click on this icon to unmute your microphone

Still having problems? The next step is to test your microphone:

1. Leave the conference and select **Speaker/Microphone Audio Test** in the **Audio** menu
2. Speak into your microphone. If it is working properly, green bars will show in the **Microphone** section
3. If no green bars are displayed, choose another device from the **Select a microphone to test** option in the drop down menu
4. Repeat step 3 until you find the right device
5. Press **OK** when you've finished
6. Re-join the conference by going to the **Audio** menu and selecting **Audio** conference. You can also re-join the conference by choosing **Integrated voice conference > Join conference or Start conference**

Microphone still not working? Follow these steps:

1. Leave the conference and select **Audio setup wizard** from the **Audio** or **Communicate** menu
2. Press **Next** to get to the **Preferred recording device and preferred playback device** window
3. If the incorrect device is listed, select the correct device from the drop-down menu and, when finished, click **Next** twice
4. On the **Microphone level** page, click the red button and talk into the microphone. Click the **Play** button to check if your voice was recorded properly
5. Re-join the session by selecting **Audio** or **Communicate > Integrated VoIP > Join conference**

Need more help? Additional resources can be found at the [WebEx support page](https://support.webex.com/MyAccountWeb/supporthome.do) (<https://support.webex.com/MyAccountWeb/supporthome.do>)

What do I do if I'm unable see the other person during my Cisco WebEx video conference?

You'll need to check that your webcam is working correctly by following these steps:

1. Leave the WebEx meeting
2. Close any programs that are accessing the webcam (e.g. Skype, Instant Messaging software, webcam software, etc.)
3. Re-join the WebEx meeting

Need more help? Additional resources can be found at the WebEx support page (<https://support.webex.com/MyAccountWeb/supporthome.do>)

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