

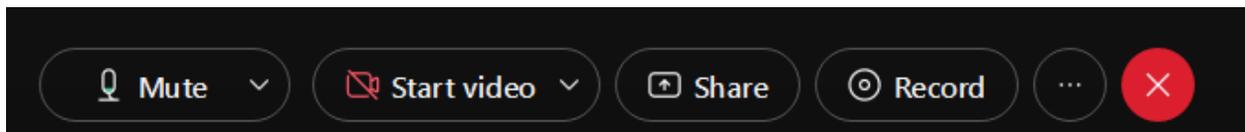
# Webex Troubleshooting for Virtual SEAS Advising Appointments

Virtual appointments are conducted through web conferencing tools, including [Zoom](#), [Webex](#), and [Google Meet](#). If you are having issues connecting to Webex or using any of its features, please [contact us](#) via email or phone during our operating hours. For the best results, we recommend using Google Chrome as your browser for Google Meet appointments or downloading the [Webex](#)

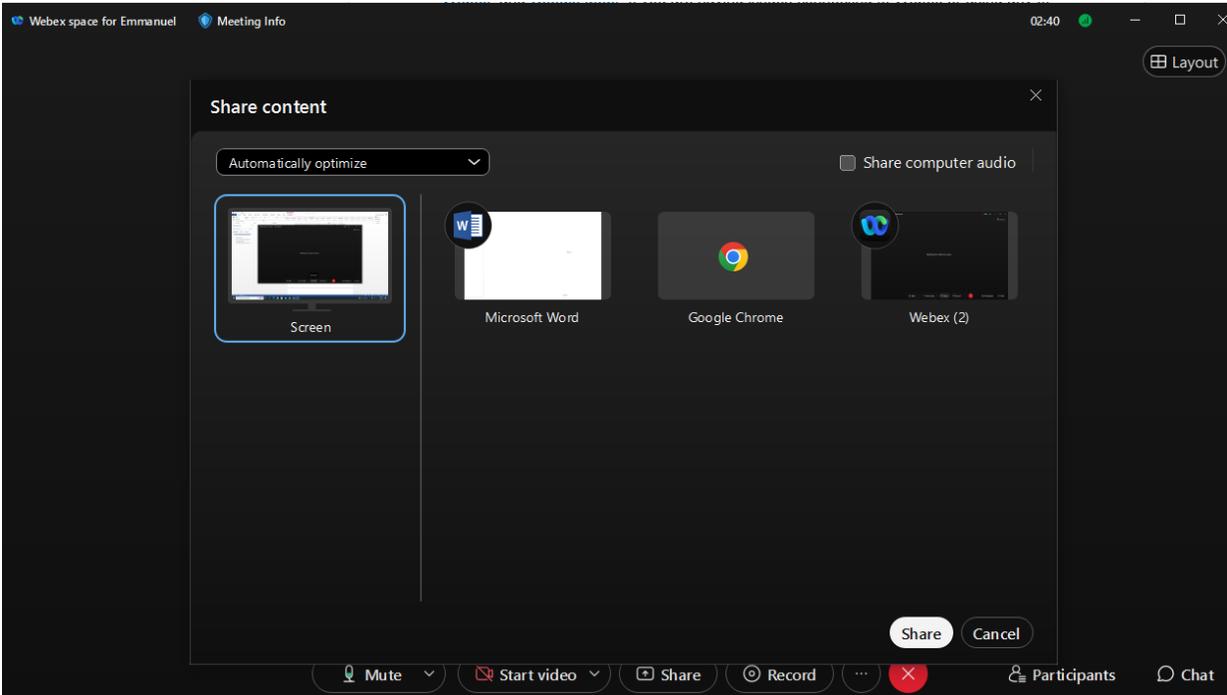
## Screen Sharing

Screen sharing allows for easy communication between you and your advisor on how to complete forms, find useful resources, and more. In order to share your screen, please follow these steps:

1. Look at the bottom of the screen to see the menu of options



2. Locate and click on the "Share" button, third to the right in the Webex dashboard. You can select "screen" in order to show your advisor and move throughout your windows freely.



3. Your window that you want to share should now appear and you should see a small video screen showing your advisor's video off to the side of your screen. You should see your own desktop screen, and so should your advisor.

## Video Issues

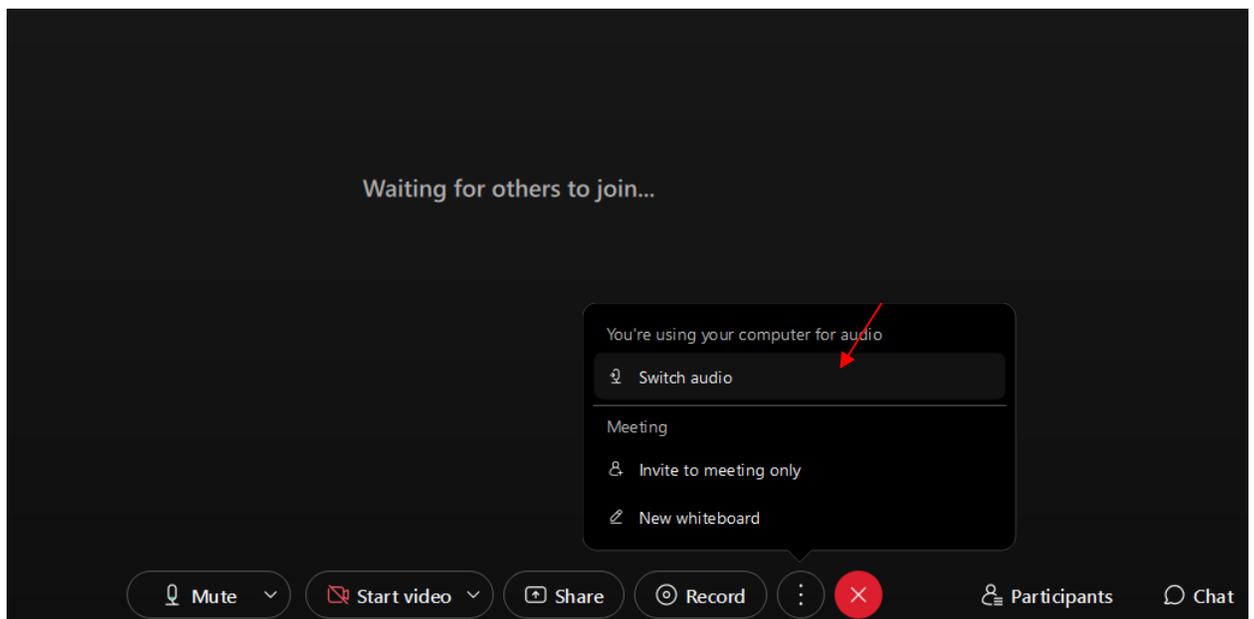
Sharing your video during your Webex appointment can help confirm audio and troubleshoot any audio issues with your advisor (i.e. you are speaking but the advisor can't hear you or vice versa). Share your video on Webex by following these steps:

1. Look at the bottom of the screen to see the menu of options
2. Locate the camera button, second from the left. If it shows a camera with a red slash through it with the label "Start my video," simply click on it to start the video.
3. If the camera button shows a camera with the label "Stop my video," Webex may not be using the correct camera.

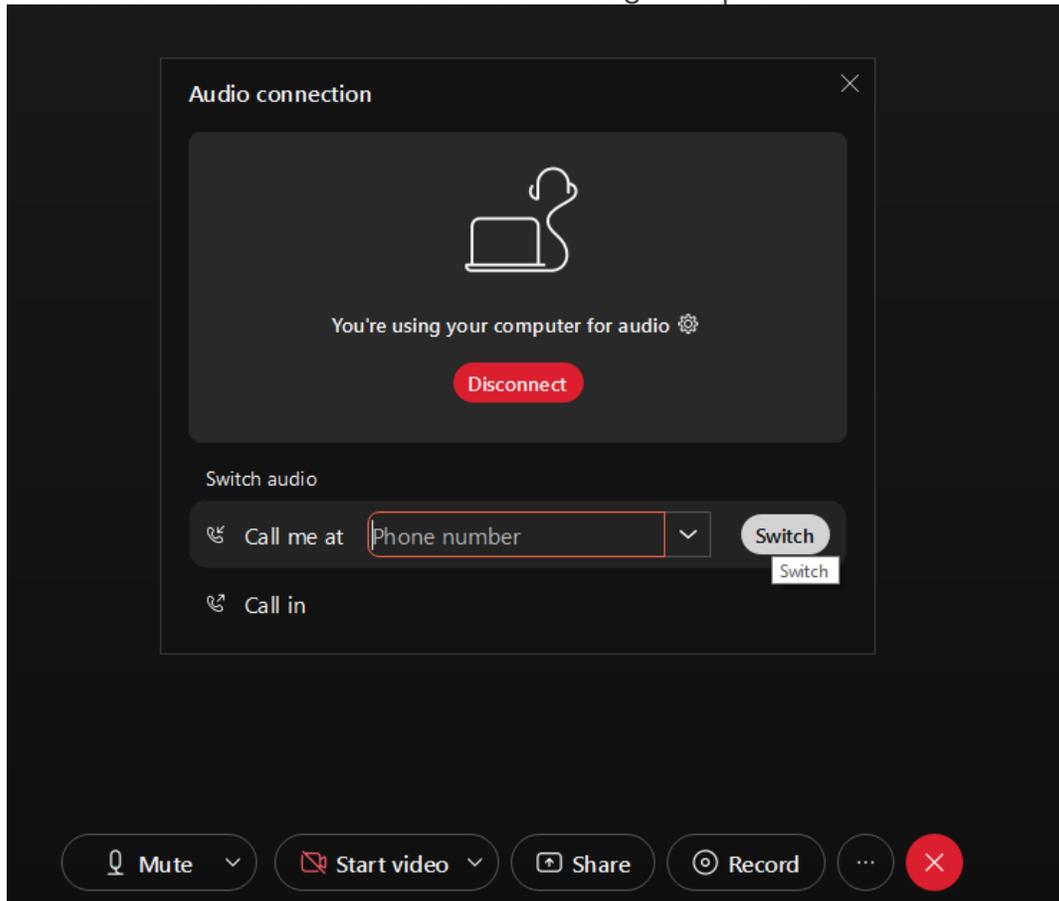
# Speaker Issues

## (You Cannot Hear Your Advisor)

1. Check your computer volume and make sure it is not muted or turned down too low. You can further test this by trying to play a song or video elsewhere on your computer to ensure your speakers are functioning and at the appropriate volume.
2. If you have checked that your speakers are working and turned up but you still cannot hear your advisor, Webex may be using the wrong speakers or there may be another technical problem.
3. You can try and use your phone as an audio device by clicking the option with the 3 vertical dots in the menu at the bottom which is 5 options to the right. Then click on the “ switch audio” button



4. Enter your phone number click, “Switch” and you should get a phone call and be able to communicate with the advisor through the phone.



## Microphone Issues (Your Advisor Cannot Hear You)

We recommend using a set of headphones with a microphone if you are not sure if your computer's internal microphone works.

1. To turn on your microphone, move your mouse to the menu and click on the mic button which is the first button.
2. If it shows a microphone with a red slash through it, simply click on it to turn on your microphone.
3. If the correct microphone is selected and your advisor still cannot hear you, follow the steps under 'Speaker Issues' above, to use your phone as an audio device.