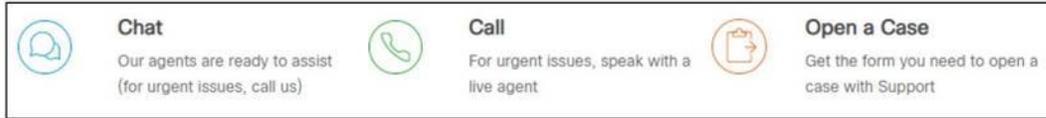




Contractor WebEx Basic Troubleshooting Steps

1) As a licensed WebEx user, you have access to Cisco WebEx’s helpdesk. Below is a screenshot for reference:

If issues persist, please go to <https://help.webex.com/contact> and select an option for support of either **Chat**, **Call**, or **Open a Case**.



- 2) We strongly encourage each contractor to run a few test/practice sessions using Cisco WebEx. You can set up test/practice sessions with colleagues, ITP staff, or others. The purpose is to test the technology out and help you gain familiarity with the system for your upcoming VEI sessions. The Infant Toddler Program will reimburse each individual contractor up to 2 hours of their time at the training rate to set up and run WebEx practice sessions. These test sessions are not mandatory at this time but are recommended if you have never used Cisco WebEx before.
- 3) Contractor use of Cisco WebEx cannot be used for any other purpose than conducting Infant Toddler program business. Contractors can use it to conduct individual Virtual Early Interventions sessions with families, joint visits with families and a secondary service provider, teaming with other MDT colleagues, and meetings/consultations with other ITP colleagues specific to Infant Toddler Program business.

NOTE: Use of Cisco WebEx for personal use or other professional use for services outside of your Infant Toddler contract is prohibited.

Thank you for your willingness to help families continue to receive early intervention services during this time.

Basic Troubleshooting Steps

Cisco WebEx is a global solution for collaboration. Cisco has a site that users can visit to verify the status of the WebEx services world-wide. Please visit https://status.webex.com/service/status?lang=en_US and verify that there is not currently an outage that would impact your meeting.

Troubleshooting topics:

No video

1. Ensure that webcam is plugged in to computer.
2. Ensure there are no lens caps or covers over the webcam.
3. Make sure that the video is turned on in the WebEx.
 - a. Hover near the bottom of the WebEx session and a menu bar will pop up. Ensure that the video icon is not red.



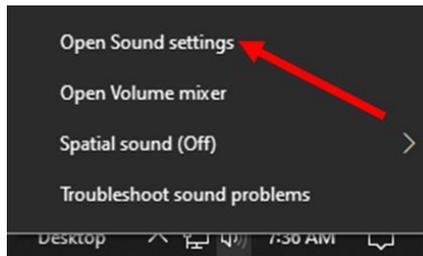
- b. If the icon is red, click on it to enable the video camera.



No audio / Audio quality issues

Computer audio

1. Ensure that the speakers and microphone are plugged in to the computer.
2. Verify that the proper output device and microphone are selected.
 - a. Right-click on the speaker icon in the system tray and select “Open Sound settings” from the menu.



- b. Verify that the **output device** has your speakers or headset listed. If not, click on the drop-down box and select your speakers/headset. If needed, click on the **Troubleshoot** button for output devices.
 - c. Ensure that the **input device** has your microphone listed. If not, click on the drop-down box and select your microphone from the list. If needed, click on the Troubleshoot button for input devices.
3. Verify that the volume is turned up to an audible level and that there are no muted devices (computer, headset, or Webex).



VoIP phone audio

1. Verify the call-in number, access code, and attendee ID are correct.
2. Verify that the volume is turned up to an audible level and that there are no muted devices (phone, headset, or WebEx).
3. Try using a different audio source such as handset, headset, or speakerphone to see if the issues follow.
4. Check that all cables on the phone are fully seated and “clicked” in place.

Cell phone audio

1. DHW cannot guarantee the quality of the audio from third party sources.
2. Verify the call-in number, access code, and attendee ID are correct.
3. Verify that the volume is turned up to an audible level and that there are no muted devices (phone, headset, or WebEx).
4. Verify that your device has good cellular signal.
5. Move to a different area to see if the quality improves.
6. Switch to a landline if possible.

Video quality issues

1. Verify that no one on the call is using wireless networking to conduct the WebEx video conference call. If possible, switch to an Ethernet connection.
2. Verify that there is enough network bandwidth for the video conference. Run a network speed test by going to www.speedtest.net. Minimum requirements should be no less than 1.5 Mbps.