

Webex Training Platform

Testing Webex Connectivity

Each participant must have their own computer connected to the internet with audio and video capability. Participants are advised to conduct a Webex connectivity test at least a week before the scheduled training. Follow these simple instructions to ensure that your computer is “Webex compatible.” This test should take less than one minute.

1. Using Chrome as your web browser, go to <https://www.webex.com/test-meeting.html>. (You must use Chrome.)
2. You will see the “Try out a real Webex online meeting” window. Enter your name and email address. Click “Join.”
3. You will see the “Open Cisco Webex Meetings?” popup window. Click “Open Cisco Webex Meetings.”
4. This will open a “Join Meeting Test” window.
 - Be patient: this may take a few moments.
 - Click on the green “Join Meeting” button to start the test.
5. A “Host Not In Meeting” popup window will appear. This indicates that your computer is compatible with Webex. Click on the “OK” button.
6. To test your audio connection:
 - Click “Connect audio” (it’s the button with the microphone icon).
 - An “Audio Connection” popup window will appear. Under “Audio Options,” click “Use computer audio.”
 - Click on the “Settings” icon (it will look like a gear or cog).
 - Click “Test” to test your speaker and microphone.
 - Click the blue “Connect” button next to the “Settings” icon.
7. To test your video, click on “Start video” (it’s the button with the camera icon). Your video feed should appear on the screen.
8. To exit the Webex test session, click on the red circle with the X. A “Leave Meeting” popup window will appear. Click on “Leave Meeting.” That’s it!
9. If you are unable to join the test meeting, please contact Webex support at 866-229-3239, option 4, or <https://help.webex.com/contact/Meetings/Join%20Meetings?language=en-us>.