

For the most current assistance go to the Cisco Webex [Help Center](#)  
**Help for Meetings specifically is available at [Webex Meetings](#)**

## Browsers

Not all browsers work well with all programs and platforms. For instance, if you are still using Internet Explorer (formerly provided by Microsoft) you should now migrate to Edge (Microsoft's new browser). If you are going to use Blackboard for a course you must use Chrome 79 or later.

Browsers are free and can be downloaded from the internet.

## Webex Browser Support for Video-Centric Network-Based MP4 (Video) Recordings

[Video-centric, network-based MP4 recordings](#) (Video) are available for meetings and events that are recorded in the cloud in MP4 format.

Internet Explorer 11 and earlier, and browsers earlier than Firefox 58, and Chrome 59 aren't able to display the video-centric MP4 player so recordings play using our online video-centric, network-based recordings player.

## Supported Browsers

### Windows

- **Chrome 59 and later** is supported on Windows 8.1 and Windows 10
- **Latest Edge version** on Windows 10
- **Firefox 58** and later is supported on Windows 8.1 and Windows 10

### Mac OS X

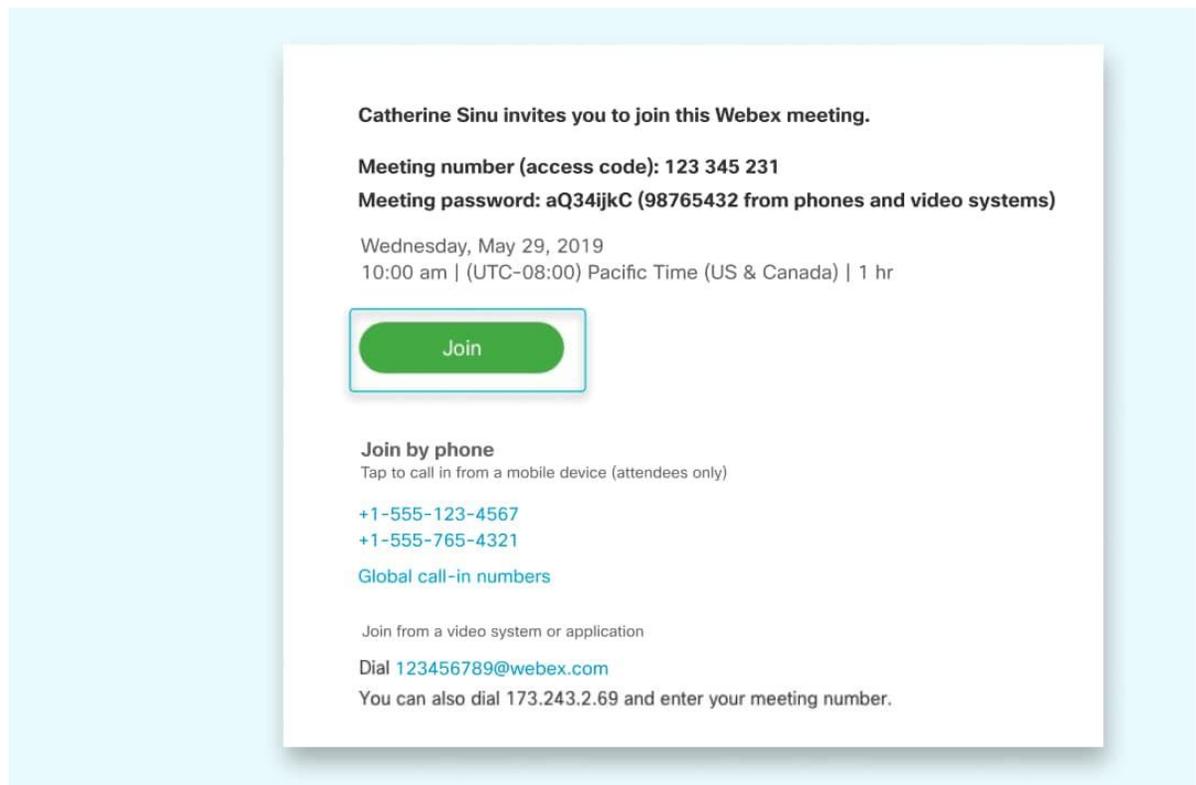
- **Chrome 59** and later
- **Firefox 58** and later
- **Latest Safari** version

# Join a Webex Meeting

You can join a meeting from your computer, mobile device, phone, or a video system. Pick the one that works best for you.

- [Desktop](#)
- [Mobile](#)
- [Web](#)
- [Phone only](#)

Open your email invite, and click Join.

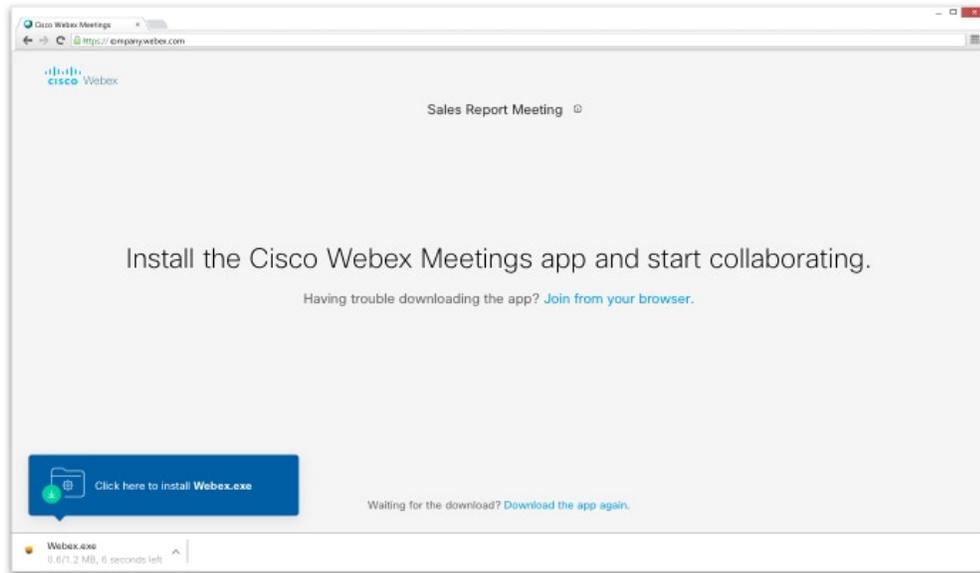


1

If this is the first time you're joining a Webex meeting, Webex automatically downloads the app. Click the installer file to install the app.

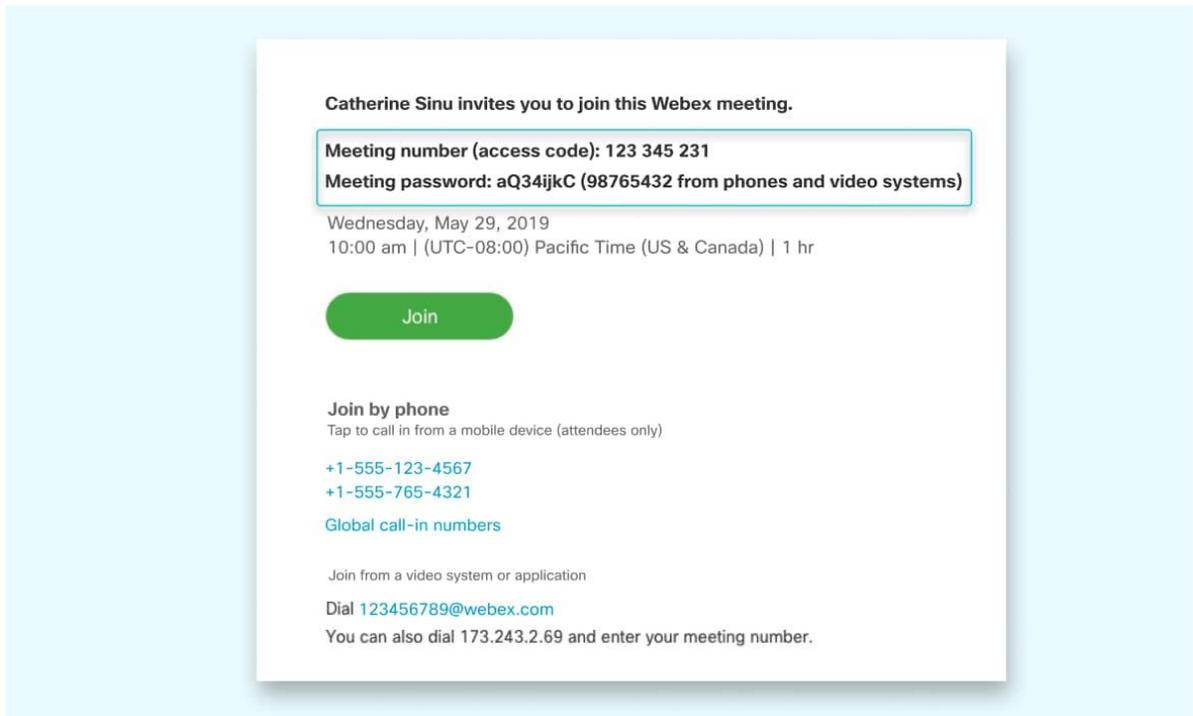
2

You can also [download the Webex Meetings app](#) manually.



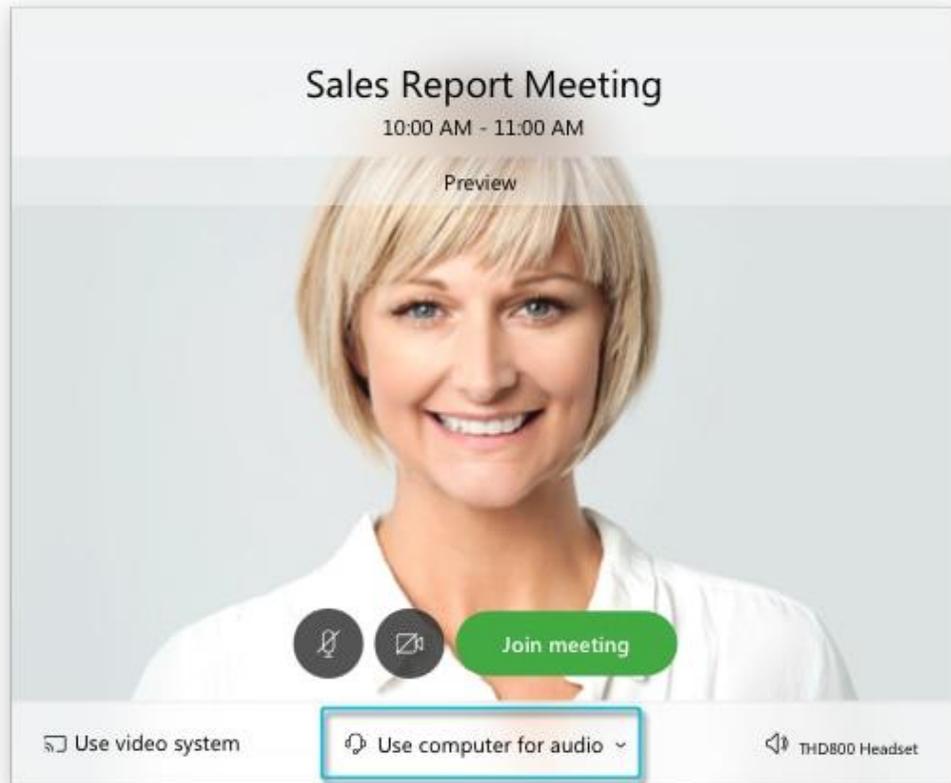
3 Enter your name and email address, and click Next.

If you're asked for a meeting password, enter the meeting password - it's in your email invitation - and click Next.



4

Next, you choose how you want to hear.



5

- Use computer for audio (default)—Use your computer with a headset or speakers.
- Call in—If you prefer to use your phone for audio, dial in when the meeting starts. A list of the global call-in numbers is available in your meeting invite. Choose this option if your Internet connection is slow.
- Call me—Enter a phone number and Webex calls you. Depending on your Webex plan, you may or may not see this option.
- Don't connect audio—Use this option when you need to join a meeting and share content, and don't need audio. For example, you're in a conference room with your team, or someone already connected to the meeting from a video device.

By default, your microphone and camera are turned off. The video and microphone buttons are both red.

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To join with your video on, click Start video

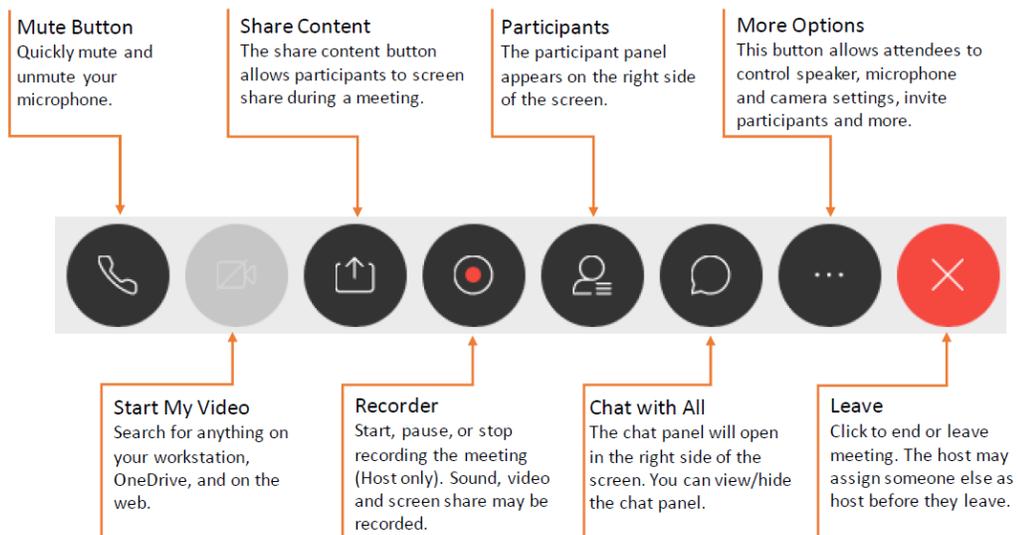


To join with your microphone on, click Unmute 

To connect to a compatible video device, click [Use video system](#).

Click **Join Meeting**.

## WebEx Quick Guide: Meeting Room Toolbar



## Frequently Asked Questions

### Do I need a Webex account to join a meeting?

You don't need a Webex account to join meetings that you're invited to. You do need an email invitation that provides the information you need to join the meeting.

Reach out to your meeting organizer for the invite.

### How do I join using a meeting number?

If you have a Webex account, [sign in to your Webex site](#) and [enter the meeting number in the search box](#).

If you don't have an account, [join by entering the meeting number on webex.com](#).

### **Why is there no audio?**

If you're using your computer for audio:

- The speaker or microphone volume may be low. [Adjust your speaker and microphone settings](#).
- Low bandwidth can also cause poor quality audio. [Check audio and video bandwidth](#). Consider [dialing into your meeting for audio](#).

### **Can I test my audio and video before the meeting?**

[Join a test meeting](#) to make sure your audio and video devices work as expected before your meeting.

When you join a test meeting, it automatically downloads the Webex Meetings app - so it's easier to join your next meeting.

### **How do I download the app?**

When you click the join link in your email invite, the Webex Meetings app automatically downloads. You can also download it from [webex.com](#).

[Download now](#)

### **How do I set up a meeting?**

The easiest way to [start a meeting](#) is from your Webex Personal Room.

If you don't have a Webex account, [sign up for a free account](#) and get started.

### **Why can't I record?**

- You may not be the host or alternate host of the meeting. If you were invited to the meeting, request the host to record.
- Recording may be disabled. [Contact your Webex site administrator](#).
- Your site may be out of recording space. [Contact your Webex site administrator](#).
- For free users, recording is currently only available from the desktop app. If you start a meeting from the web app using Chromebook, you can't record it.

