MY CAREER INSIGHTS

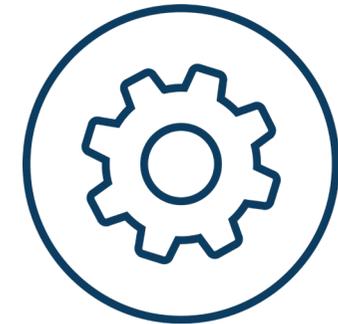# WEBEX MEETINGS TROUBLESHOOTING

FOR MAC OS

No Camera Video Displaying or Microphone working.

(Screenshots Shown with Mac OS 12 Monterey)

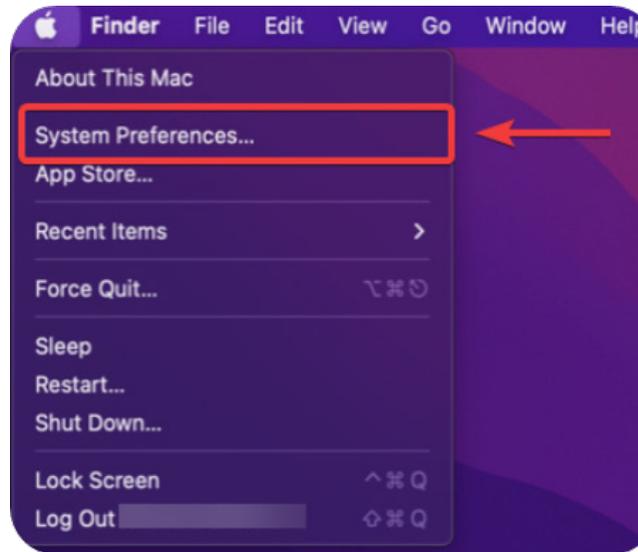When entering a **WebEx Meeting** your camera may no longer appear as an option to turn on.

Caused by

1. **Not allowing** your camera to be used with WebEx Meetings.

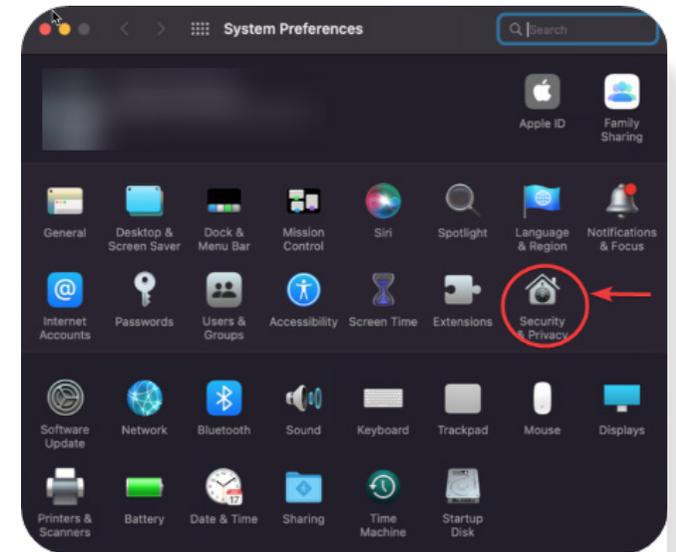2. MacOS **Update disabling** the permission.

GUIDE

TO ALLOW CAMERA AND MICROPHONE ACCESS

STEP 1

You can easily turn it back on by going to the Apple in the upper left corner and select **System Preferences**, then select **Security and Privacy.**

If you don't see them, click on the **four by 3 (12 dots panel)** to get to the various options under System Preferences.
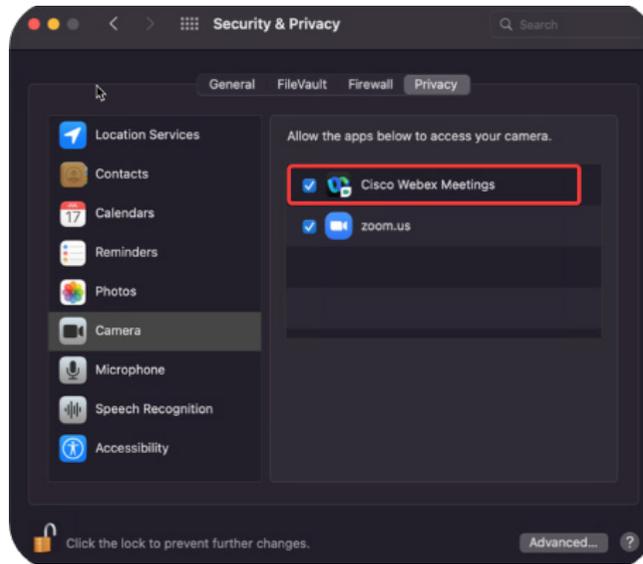

STEP 2

Under **Security and Privacy,** you may see several items referring to WebEx Meetings or other tools of WebEx, like WebEx Events.

Make sure there is a **check mark in the box next to these items.** If there is already a check mark and your camera is still not seen by WebEx Meetings. Remove the checkmark and click in the box to put it back in.
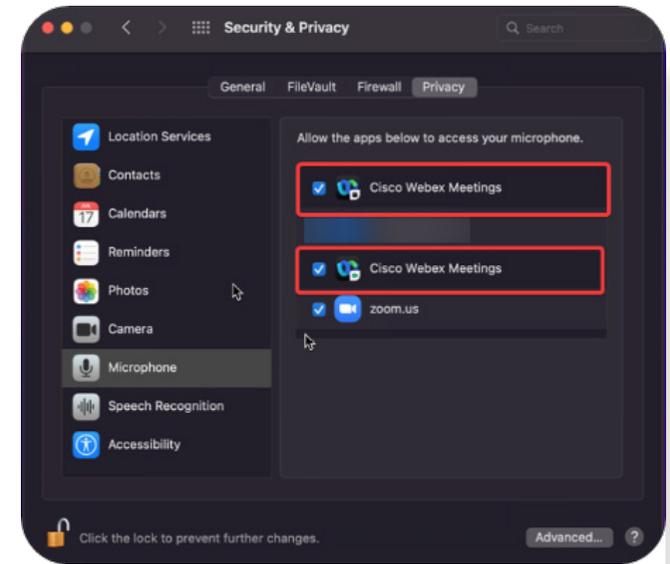
STEP 3

You might need to unlock these settings by clicking on the **Lock on the bottom left** and inputting your **username and password.**

STEP 4

Check for under **Camera Settings.**

STEP 5

While you are there you can also check your **Microphone Settings.**

Additional WebEx Centers allow them to use your camera.