



Problems with a Webex call? Try these tips!

Don't panic if your Webex call is having issues! Follow these steps to troubleshoot or side step issues to resume your meeting.

1. **Disconnect from VPN on your computer.** You may be using a VPN (virtual private network) to connect to the City's network as you work from home. Disconnecting VPN allows your computer to connect directly to Webex for the best experience.
2. **Turn off video sharing on your computer.** Turning off video sharing reduces delays and improves audio quality for the best experience.
3. **Close background applications on your computer.** Even if you're not using them, applications on your computer are using precious resources. Close any applications and browser sessions that you are not using for the best experience.
4. **Join the meeting from the Webex App on your cell phone.** The Webex app is very convenient to use; [follow these steps to install the Webex app](#).
5. **Join the meeting from a landline or cell phone.** When joining Webex through a telephone call, there are multiple phone numbers available by city and country that each work to join the call. The host will normally include the phone number on the meeting invite, calling the local number provides a better experience. The Los Angeles number is 213-306-3065.
6. **Move the meeting to a Webex personal room.** If your scheduled meeting is experiencing issues, you or your coworker could quickly send out a link to a personal room (e.g. <https://longbeachcity.webex.com/meet/firstname.lastname>) or send out a new meeting invite.

Finally, you can check the system status of Webex to determine if there are system-wide issues. Check Webex's [status here](#).

If you have questions or technical difficulties with Cisco Webex, please call the Cisco Webex helpline 24/7 at: (866) 229-3239 or [click here](#).