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User Cannot Dial Out from the Cisco WebEx Meeting Room

Problem: User cannot dial out from the Cisco WebEx meeting room as a host, but can dial out as a guest.

Solution: All of the following must be checked in the Cisco WebEx account for that user:

- Call-in teleconferencing
- Call-back teleconferencing
- Global call-back teleconferencing
- Other teleconference service

Also, make sure the Cisco Unified MeetingPlace profile settings of the user allow outdial.

Problem: User has a phone number in his profile, but the number is not available in the Cisco WebEx meeting room in the Join Teleconference dialog box.

Solution: In the Cisco WebEx Site Administration interface, on the Site Setting page: Check the "Allow user to store personal information for joining meetings and call-back teleconference" check box.

Extra Meeting Notifications

Problem: User is getting extra email notification from WebEx after scheduling meeting, when trying to attend the meeting on WebEx.

Solution: In the Cisco WebEx Site Administration interface, on the Site Setting page, **Meeting email reminders** must be **Off**.

"Error Scheduling Meeting" When Trying to Attend Meeting

Problem: User attempting to join a meeting receives the message: "Error scheduling meeting"

Solution: In the Cisco WebEx Site Administration interface, on the Site Setting page:

- The setting for **All meetings must have a password** should match the equivalent setting in Cisco Unified MeetingPlace.
- Uncheck **Require strict passwords for meetings**.

Phone Control Features Do Not Work

Problem: Telephone control features such as mute, unmute, expel, and lock meeting do not work from the Cisco WebEx meeting room.

Solution: Check in MeetingTime to make sure the Technician user profile is not locked or set to inactive.

Recording Problems

See [Troubleshooting Tips for WebEx Network-Based Recording](#)

Other Problems

- Make sure you have followed all configuration instructions in [How to Configure WebEx](#).
 - ◆ Common problems include entering incorrect values for Cisco WebEx sitename and Cisco WebEx hostname.
- Problems that are not specific to Cisco WebEx deployments may also apply. See [Troubleshooting Web Conferencing](#).