

- [User Cannot Dial Out from the WebEx Meeting Room](#)
- [Extra Meeting Notifications](#)
- ["Error Scheduling Meeting" When Trying to Attend Meeting](#)
- [Phone Control Features Do Not Work](#)
- [Recording Problems](#)
- [Other Problems](#)

## Contents

- [1 User Cannot Dial Out from the Cisco WebEx Meeting Room](#)
- [2 Extra Meeting Notifications](#)
- [3 "Error Scheduling Meeting" When Trying to Attend Meeting](#)
- [4 Phone Control Features Do Not Work](#)
- [5 Recording Problems](#)
- [6 Other Problems](#)

## 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](#).