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| **WebEx: Why can’t I hear the audio of a recording?** |
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| **Summary:** |
| User is unable to hear the audio on a recording, or can only hear audio using a headset but not PC speakers |
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| **Problem:** |
| Windows playback device not set correctly |
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| **Customer Resolution:**Change the default playback device1. **Start** > **Control Panel** > **Sound** > **Playback** tab
2. Select the desired playback device (generally **Speakers / HP** or **Speakers / Headphones**)
3. Press the **Set Default** button

*Note*: You will need to close the recording and re-open after changing the default playback device in the control panel |
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