'Incompatible Microphone' Error when Pairing a Device with Webex
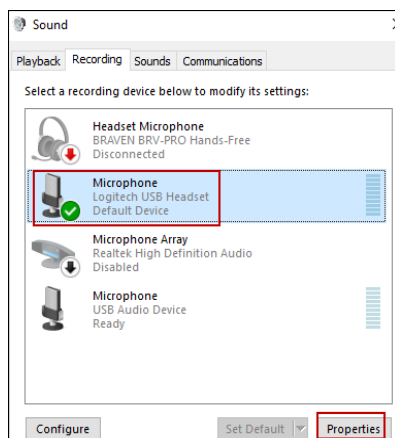
Cause:

Microphones set to record at any other frequency that 48khz are not compatible with Webex proximity pairing, and users will see an "Incompatible Microphone error.
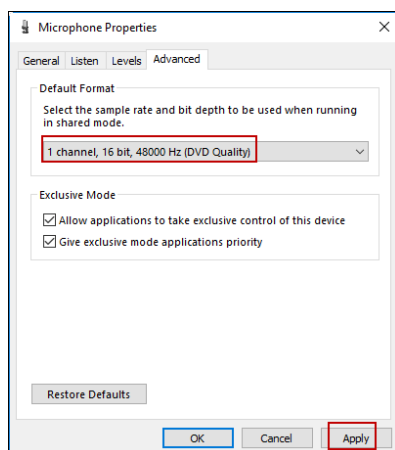
Solution: **Microsoft Windows**

To fix the problem:

1. Right-click on the speaker icon in the lower-right corner of your desktop screen:
2. Click on **Sounds**.
3. In the **Recording** tab, select your microphone, and click **Properties**:

4. Click the **Advanced** tab.
5. Under Default Format, select 48000 Hz in the drop-down, then click **Apply**:

6. Then exit out of the Webex app and relaunch.