

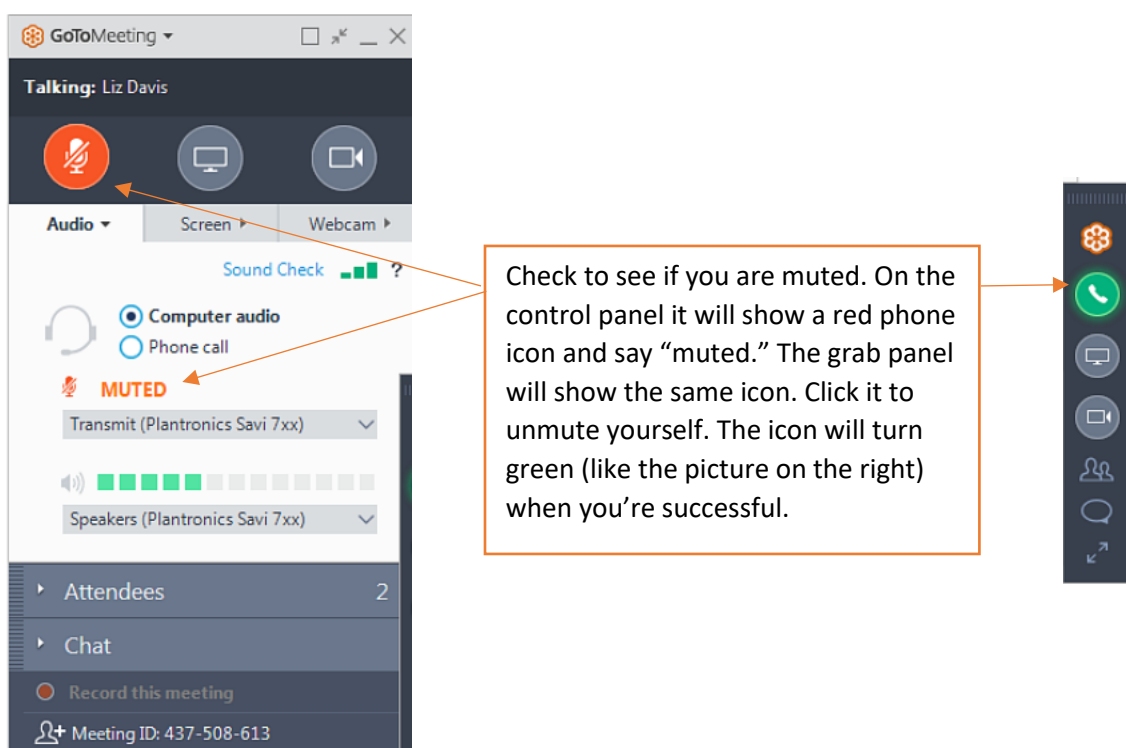
If you joined by phone...

...and no one can hear you

You might be muted. Press ***6** to unmute yourself.

If that doesn't work, hang up and dial back in. **If you wanted to contribute to the discussion, feel free to e-mail events@mtc.gov; we'll make sure the Chair knows you want to participate.**

If dialing back in doesn't work, and you're able to use the online link, join online to troubleshoot.



The image shows a screenshot of the GoToMeeting interface. At the top, it says "Talking: Liz Davis". Below this are three icons: a microphone (muted, red), a screen, and a webcam. The "Audio" section is expanded, showing "Sound Check" with a green bar and a question mark. Under "Audio", "Computer audio" is selected. Below that, a microphone icon is labeled "MUTED" in red. A dropdown menu shows "Transmit (Plantronics Savi 7xx)". A volume level indicator shows a full green bar. Below that, "Speakers (Plantronics Savi 7xx)" is selected. At the bottom, there are sections for "Attendees" (2), "Chat", "Record this meeting", and "Meeting ID: 437-508-613".

An orange box highlights the "MUTED" icon and the microphone icon in the top bar. A text box explains: "Check to see if you are muted. On the control panel it will show a red phone icon and say 'muted.' The grab panel will show the same icon. Click it to unmute yourself. The icon will turn green (like the picture on the right) when you're successful." An arrow points from this text box to a vertical call status bar on the right, which shows a green phone icon, a screen icon, a webcam icon, a group of people icon, and a speech bubble icon.

If you joined by computer *and* phone...

The main problem we see is a feedback loop, caused by computer audio looping through the phone speaker when the phone is unmuted. Mute your computer speakers.