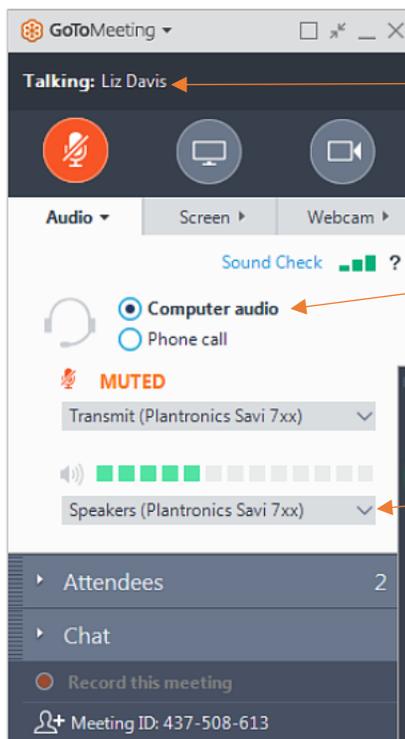If at any point you need technological assistance, e-mail Lila and Chris at ldisque@mtc.gov and cbarber@mtc.gov. We'll give all the tech help two lawyers can offer.

If you joined by computer…

…and you can't hear anything

Open your GoToMeeting control panel. If all you see is the "grab tab" (pictured here), click the orange flower at the top to open up the full panel. (See below.)

Check to see if anyone is talking. It could just be an awkward silence

On your control tab, make sure you selected "computer audio"—which will also include any speaker/ microphone settings on your computer.

Make sure it's showing the sound source that you want to use (or if not, change it here).

If all else fails, GoToMeeting offers more suggestions for finding the correct audio output device in Windows here: https://support.goto.com/meeting

Alternately, you can change the audio setting to "Phone call," dial in by phone, and continue to watch the proceedings online.

...and no one can hear you
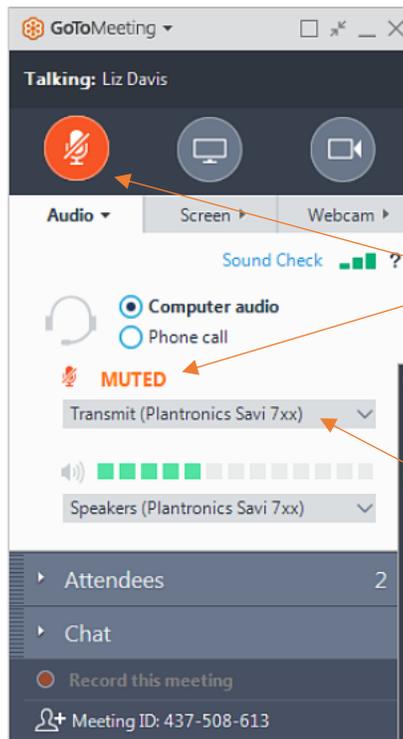
Check to see if you are muted. On the control panel it will show a red microphone icon and say "muted." The grab panel will show the same icon. Click it to unmute yourself.

Make sure the control panel (for the microphone) shows the microphone you're currently using.

If all else fails, change the audio setting to "Phone call." You can dial in by phone and watch proceedings online. Make sure to mute your computer speakers so they're not receiving sound and broadcasting it back through your phone.

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 Lila at ldisque@mtc.gov or Chris at cbarber@mtc.gov; we'll make sure the Chair knows someone is trying to participate.

If dialing back in doesn't work, and you're able to use the online link, join online to troubleshoot.
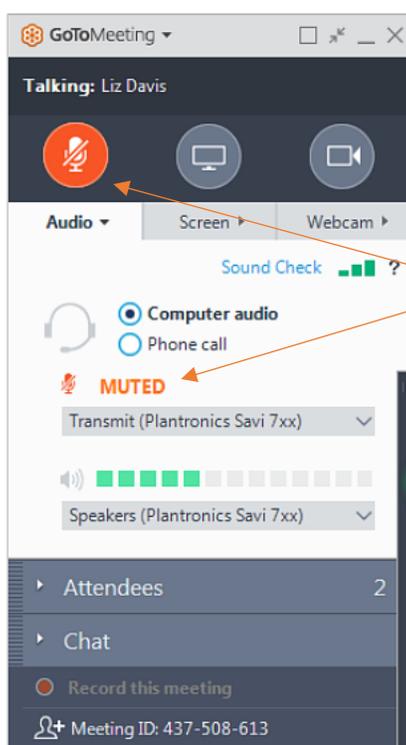
Check to see if you are muted. On the control panel it will show a red phone icon and say "muted." The grab panel will show the same icon. Click it to unmute yourself. The icon will turn green (like the picture on the right) when you're successful.

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.