



USACE

CIO TELEWORK TIPS

HOW TO STOP CLICKING AND OTHER NOISES DURING WEBEX SESSIONS

If you are hosting a meeting and experience a clicking sound in the background follow this guidance to eliminate the beep:

STEP 1

If scheduled meeting is audio only, the host can mute all callers (*78).

STEP 2

If the meeting also has a visual component click on "Participants" in the top navigation bar for more muting options. During a meeting with visual components you can also identify the connection causing the beep by looking at the "Participants" tab, which will show who is creating the beep by darkening the profile. Once identified ask the user to step out of the meeting and return, this should resolve the beep as well.

STEP 3

Once all callers are muted the clicking sound should stop
*If all callers are muted, participants will be required to hit *6 to unmute and be heard, then *6 to mute again.

Visit our Audio and Web Conferencing support page, <https://aceit.usace.army.mil/Support/Communications/Pages/AudioWeb.aspx>, for additional information such as a Reservationless User Guide including keypad shortcuts. , if the problem is not resolved by following the step above please contact the Enterprise Service Desk at 866-562-2348



For additional guidance while teleworking, please visit:
[https://www.whs.mil/Portals/75/Coronavirus/Telework%20Dos%20and%20Donts%20Card%20\(Final\).pdf?ver=2020-03-18-114652-387](https://www.whs.mil/Portals/75/Coronavirus/Telework%20Dos%20and%20Donts%20Card%20(Final).pdf?ver=2020-03-18-114652-387)

It is everyone's responsibility to safeguard the USACE network. Take time to review and ensure that you comply with the Acceptable Use Policy (AUP)
https://u-pass.usace.army.mil/upasscac/UPASS.aup_page2

Immediately report any suspicious cyber activity to the Enterprise Service Desk."

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