GoToMeeting®

GoToMeeting

User Guide

Organizing, Conducting, Presenting and Attending Web Meetings

Version 6.0

CITRIX®

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http://support.citrixonline.com

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Getting Started

Welcome

GoToMeeting is designed to make it easy for everyone to organize and participate in online meetings, thus eliminating the need to travel and allowing you to be more efficient and productive with your time.

GoToMeeting users can collaborate on documents, deliver presentations, perform product demonstrations and securely share confidential information from anywhere, at any time. GoToMeeting's rapid download, quick meeting setup and intuitive user interface have meeting organizers and attendees up and running in a matter of seconds.

GoToMeeting with HDFaces features the innovative new Citrix Multistream HD technology, which enables all participants to view up to 6 high-resolution video conferencing streams in a high-definition session. Participants can also view video and the presenter's shared desktop in the same screen for the most natural virtual meeting experience yet.

GoToMeeting incorporates industry-standard security features and end-to-end SSL encryption to ensure that login information and meeting data are secure. This high level of security allows GoToMeeting users to confidently present and collaborate on any data. Users can rest assured that information such as sales forecasts, financial data and M&A contracts will not be viewable to anyone except meeting participants.

GoToMeeting's All You Can Meet® pricing model provides easy-to-understand billing that helps you effectively budget and manage online meeting costs with no unexpected overage charges or additional fees. Meet as often and as long as you want for one low flat fee.

To further increase your savings, GoToMeeting now offers an extended choice of integrated audio conferencing services for your online meetings at no additional cost. With GoToMeeting integrated audio, you can choose between phone conferencing and Voice over Internet Protocol (VoIP) or allow both options.

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Using This Guide

Guide Structure

This guide is divided into several sections:

- **Getting Started** - provides information on system requirements, useful terms and a product feature summary.
- **Install GoToMeeting** - covers information on creating an organizer account, installing GoToMeeting, managing your GoToMeeting Preferences, and GoToMeeting integration.
- **Organize Meetings** - describes how GoToMeeting organizers can schedule, view, edit and cancel meetings.
- **GoToMeeting Integrated Audio** - explains phone conferencing, VoIP, hardware setup recommendations and audio best practices.
- **HDFaces video conferencing** - describes how to share up to 6 high-resolution video conferencing streams while viewing the presenter's screen.
- **Start Meetings** - describes the multiple ways an organizer can begin a meeting.
- **Presenter Controls** - provides GoToMeeting presenters with explanations about features available during a meeting, such as attendee management, audio, chat and drawing tools.
- **Record Meetings** - explains how to record, play back and distribute meetings.
- **Attend Meetings** - explains how any GoToMeeting attendee can join a meeting and use attendee features.
- **The GoToMeeting Web Site** - provides GoToMeeting organizers instructions for accessing and using the GoToMeeting Organizer website.

Individual and Corporate Plan Users

This user guide addresses both individual GoToMeeting users and GoToMeeting corporate users. While most features apply to both audiences, some content relates to just one audience. To help you identify when something is just for one specific audience, this guide will clearly note the audience for any user-specific content.

Feature Notes

- GoToMeeting organizers on both individual and corporate plans may invite up to 25 attendees per meeting, for a total of 26 people in each meeting.

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System Requirements

Please check to see that you meet the minimum system requirements and that you have the equipment you need before downloading the latest version of GoToMeeting.

What are the system requirements for running GoToMeeting?

Windows	
Operating system	Windows 2003 Server Windows XP Windows Vista Windows 7 Windows 8
Processor	2.4GHz or more
RAM	2GB or more
Internet	DSL or better
Bandwidth	700Kbps or more for simultaneous screen sharing, video and audio conferencing
Browser	Internet Explorer® 7.0 or newer Mozilla® Firefox® 4.0 or newer Google Chrome™ 5.0 or newer

Mac	
Operating system	Mac OS® X 10.6 (Snow Leopard®) Mac OS® X 10.7 (Lion®) Mac OS® X 10.8 (Mountain Lion®)
Processor	2.4GHz Intel processor (Core 2 Duo)
RAM	1GB
Internet	DSL or better
Bandwidth	700Kbps or more for simultaneous screen sharing, video and audio conferencing
Browser	Safari® 3.0 or newer Mozilla® Firefox® 4.0 or newer Google Chrome™ 5.0 or newer

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iOS	
Device	iPad® 1 or newer
	iPhone® 3GS or newer
	iPod® Touch (3rd generation) or newer
Operating system	iOS 5 or newer
Internet	WiFi recommended for VoIP
Additional software	Free GoToMeeting App from the App Store

Android	
Operating system	Android 2.2 or higher
Processor	1Ghz CPU or higher recommended
Internet	WiFi recommended for VoIP
Additional software	Free GoToMeeting App from the Google Play Store

Windows 8 and Windows RT	
Operating system	Windows 8 or Windows RT
Processor	x86, x64 or ARM
Internet	WiFi recommended for VoIP
Additional software	Free GoToMeeting App from the Windows Store. Organizer must be on GoToMeeting v5.0, build 799 or higher

What equipment do I need to use GoToMeeting?

All you need to start using GoToMeeting are the following:

- Windows or Mac computer
- Internet connection (broadband is best)
- Microphone and speakers (built-in or USB headset)
- Webcam to use GoToMeeting with HDFaces

Most computers have built-in microphones and speakers, but you will get much better audio quality if you use a headset or handset.You can also make calls on your landline or mobile device.

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Forgot Your Password

If you can't remember your password, you can reset it with a few easy steps!

Forgot your password?

1. Go to the Forgot Your Password? page.

2. Enter the email address you use to log in to your account.

3. Click **Continue** to reset your password.

4. Once you receive the Forgot Your Password email, click the link to create a new password. Then log in using your newly created password.

If you're still having trouble accessing your account, contact Global Customer Support.

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Terms

Review a list of commonly used GoToMeeting terms.

- **Organizer** - An organizer has a GoToMeeting account that enables him or her to schedule and host meetings. The organizer can also grant and revoke attendee privileges, such as passing the presenter role, sharing keyboard and mouse, inviting attendees and dismissing others.
- **Attendee** - An attendee is any person who attends a meeting, including organizers and presenters. By default, attendees can view the presenter's screen. An attendee may remotely control the presenter's computer screen if given the privilege. An attendee may optionally chat with other attendees, use Drawing Tools or view the Attendee List.
- **Presenter** - A presenter is any attendee who is giving a presentation and shares his or her computer screen with all the attendees. The initial presenter is also the initial meeting organizer. The presenter also determines who gets to control the keyboard and mouse of the remotely viewed screen.
- **GoToMeeting Website** - The website www.gotomeeting.com is where organizers manage their accounts and host meetings and also where attendees join meetings.
- **GoToMeeting System Tray Icon** - The system tray icon is used by Windows users to access organizer features of GoToMeeting and to provide status of GoToMeeting service. To access organizer features, right-click the system tray icon and select the desired feature.

Icon	Description
	GoToMeeting is in Session – A meeting is in progress.
	GoToMeeting is Starting/Stopping – The application is starting up or shutting down. When this icon is showing, the user will not have any menu options
	GoToMeeting is Connecting – The application is attempting to establish a connection with the server. This icon is animated to look like it is "filling up". While connecting, the user has a very limited set of menu options (Help, About, Exit).
	GoToMeeting is Ready – A connection has been made, and the application is ready to be used. The user has all menu options available.
	GoToMeeting is Offline – A connection has been made, but there is some temporary network difficulty. The user will still have all menu options available.
	GoToMeeting is Not Connected – A connection could not be established. The user has a very limited set of menu options (Help, About, Exit).

- **GoToMeeting Suite Icon** - Mac users can access organizer features by double-clicking on the GoToMeeting Suite icon on their desktop.
- **Account Password** - An account password is what organizers use to log in to the GoToMeeting website. It must contain at least eight characters and include both letters and numbers.
- **Meeting Password** - A meeting password is an optional value chosen by the meeting organizer that is used to help authenticate attendees. Requiring and specifying a meeting password provides enhanced privacy guarantees for the meeting by ensuring that only attendees who know the meeting password may join the meeting. The meeting password is never transmitted to Citrix Online in any form. The meeting password may be any alphanumeric string of one character or more the organizer would like such as: "7891," "Happy Birthday," "Citrix123," etc. Picking a meeting password that is difficult to guess helps to maximize security.
- **Viewer** - The Viewer is the window displayed on the attendees' computers in which the presenter's desktop or shared application appears. The Viewer window has its own title and menu bars.
- **Presenter's Windows Image** - The presenter's Windows image is the picture of the presenter's Windows desktop or shared application that appears to attendees in the Viewer window.
- **Published Application** - An application that is pushed to a client Windows by Citrix Presentation Server.

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Product Features

Review a list of the most popular GoToMeeting features.

Intuitive User Interface	Start and join meetings in seconds without training using easy-to-understand controls.
Specific Application Sharing*	Windows-based presenters only. Display only one application, so the entire desktop does not have to be shown and interruptions will not occur by distracting pop-ups from instant messages or email.
Screen Clean*	Windows-based presenters only. Instantly hide desktop icons, wallpaper background and toolbars, so attendees won't be distracted by them.
GoToMeeting Integrated Audio	Offer choice of audio service between phone conferencing and Voice over Internet Protocol (VoIP) options for you and your attendees; you can allow both options to be used in the same meeting.
HDFaces Video Conferencing	You and your meeting participants can collaborate by broadcasting up to 6 high-resolution video conferencing streams while sharing your screen.
Mac Support	Organize, present and attend meetings from a Mac.
Share Keyboard and Mouse Control	Securely collaborate on documents in real time.
Instantly Change Presenters	Enable any participant to present to the entire group.
Desktop Recording and Meeting Playback	Record and play back meeting sessions to review meetings or send copies to absent colleagues or customers.
Chat Window	Chat online with any participant in the meeting.
Drawing Tools - Pen, Highlighter, Arrow, Spotlight	Draw, highlight and point to items of interest right on the screen. Presenters can use the spotlight and erase all markings on the screen.
Multiple Monitor Support	Integrate GoToMeeting with multiple monitor systems, so users can use one for Screen Sharing and the other for different tasks or share all of their screens.
Transparent Control Panel	Keep Control Panel open on the screen while screen sharing and chatting.
Integration*	Easily start or join GoToMeeting sessions through various email and instant-messaging applications.
Attendee Authority	Grant and revoke attendee privileges before or during a meeting session.
Reporting	Get detailed reports for trend analysis and ROI validation.
True 24-Bit Color	Share presentations, graphics, pictures and applications with all meeting attendees in true 24-bit color.

Features marked with an asterisk (*) are not currently available for Mac users.

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GoToMeeting Administrator

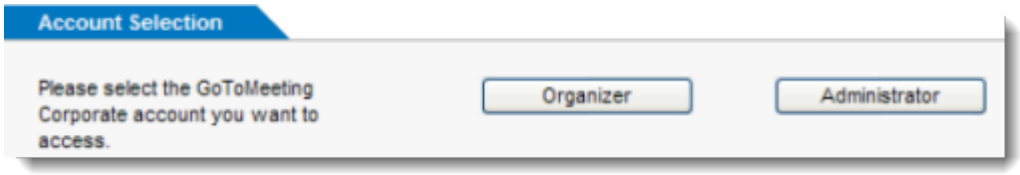
As your company's GoToMeeting corporate administrator, you are responsible for setting up and managing your GoToMeeting corporate organizers. The Administration Center is efficient and easy to use, and it will help you set up organizers, manage organizer accounts, report meeting and webinar activity and maintain your company's GoToMeeting corporate account.

Log In

To access the Administration Center, you need to log in to the site. For your convenience, administration of GoToMeeting and GoToWebinar is accessed from a single Administration Center, provided your account is enabled with GoToWebinar.

To log in:

1. Go to www.gotomeeting.com and click Log In in the left navigation.
2. Enter your email address and password, and click Log In.
3. On the Account Selection page, select the Administrator option. The Organizer option will not appear unless you have registered yourself as an organizer.



Manage Groups

The administrator can manage groups using GoToMeeting to categorize organizers by department or job function, or by any other category.

The Manage Groups feature enables you to create 3 levels of groups:

- Your account (primary domain)
- Groups
- Subgroups

Organizers can belong to the account or to either a group or subgroup.

Note: You can learn and understand more about the Manage Groups feature in the GoToMeeting Administration Guide.

Administration Tools

The Administration Tools feature enables you to invite and manage company administrators and managers. From the Admin Tools page, you can view a status list of your account's existing or invited administrators and managers.

Note: You can learn and understand more about the Administrator Tools feature in the GoToMeeting Administration Guide.

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Manage Organizers

Administrators can sign up new organizers, view an organizer's account status, suspend or delete an organizer's account, configure organizer settings and access an organizer's account record.

Note: You can learn and understand more about the Manage Groups feature in the GoToMeeting Administration Guide.

Active Sessions

The Active Sessions feature enables you to monitor the status of all active organizer's meetings and webinars. You can also end an organizer's active meeting at any time by clicking End in the "In Session" column on the Active Sessions page.

Organizer	Group	Type	Attendees	Started	In Session
Jason V	XYZ Company	Meeting	2	5:30 PM	10 min End

Note: You can learn and understand more about the Manage Groups feature in the GoToMeeting Administration Guide.

Generate Reports

Administrators and managers can get summary and detailed information for groups, managers and organizers that include webinar and training information. Managers are limited to reporting on their assigned groups. The reports that can be generated are as follows:

- Snapshot Report
- Organizers Performance Report
- Scheduled Meetings Report
- Attendance History Report
- Meeting History Report
- Scheduled Webinar Report
- Webinar Attendee Report
- Recorded Webinars Report

Data on reports is made available online for 90 days from the date of meeting or webinar's scheduled end date. We strongly recommend that you run reports on a quarterly basis.

Note: You can learn and understand more about the Manage Groups feature in the GoToMeeting Administration Guide.

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Release Notes

What's New in 6.0 – November 15, 2013

- New Labs menu that allows you to try out exciting new features like video sharing, profile pictures, pane undocking, sharing a rectangle of your screen and showing your Control Panel to attendees!
- "Remember me" check box on the Log In page selected by default
- Ability to install the GoToMeeting Codec at the end of session
- Quicker launch into session
- New feedback survey
- Ability to switch from a Web Viewer session to a regular session without re-entering log in credentials
- Clickable meetings in the My Meetings dialog box
- Less information required to enter a session
- Fixed an issue where GoToMeeting users sometimes saw a spinner in the Webcam pane
- Fixed an issue where Mac users would experience crashes
- Fixed an issue where GoToMeeting organizers on a Windows Surface Pro tablet could not share their screen

What's New in v5.9 – September 6, 2013

- Fixed an issue that caused screen sharing lags
- Fixed an issue that caused Mac crashes when leaving trainings
- Fixed an issue with starting webcams
- Other various bug fixes and improvements

What's New in v5.8 – July 12, 2013

- Ability to automatically install upgrades
- Fixed issues that caused various in-session crashes
- Fixed an issue that prevented some organizers from starting meetings or webinars

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Install GoToMeeting

Before you can schedule or start a meeting for the first time, you must create a GoToMeeting account and download the GoToMeeting software. It generally takes less than 2 minutes to set up a GoToMeeting account.

Create Your Organizer Account - Individual Organizers

Personal plan users need to sign up for service.

To create your account

1. Go to www.gotomeeting.com and click the **Try It Free** button.
2. On the Create Your Account page, enter your information and click **Continue**.
3. Enter your password and click **Continue**.
4. If required, enter credit card and billing information and click **Get Free Trial**.
5. On the GoToMeeting Software page, click the **Install Our Software** button.
6. If prompted, click **Yes**, **Grant** (or **Trust** on a Mac) to accept the download.

Create Your Organizer Account - Corporate Plan

If you are a GoToMeeting corporate user, you will be invited to join by your company's GoToMeeting Administrator. Before being able to schedule or start a meeting, you need to create your GoToMeeting account and download the GoToMeeting software.

To create your Corporate Plan organizer account

1. Go to your email application and open the GoToMeeting invitation email you received from your administrator entitled GoToMeeting Account Confirmation.
2. In the email, click the activation link to create your organizer account.
3. On the Create Account page, enter your information and click **Create Account**.
4. On the Download GoToMeeting page, click the **Download** button.
5. If prompted, click **Yes**, **Grant** or **Trust** to accept the download.

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Install GoToMeeting

To start a session, the GoToMeeting desktop application must first be installed onto your computer. When you start a session, GoToMeeting automatically begins downloading if Java is enabled on your Windows computer. Your attendees download the same version of GoToMeeting as you each time they join a session.

Download the GoToMeeting software

- Start GoToMeeting
- Join Meeting

Download the GoToMeeting app for Android or iOS

- Download the GoToMeeting app for Android
- Download the GoToMeeting app for iOS
- Download the GoToMeeting App for Windows 8 and Windows RT

Having trouble downloading GoToMeeting?

For instructions on how to install the software on Macs, see Download GoToMeeting on Macs.

Can't join a session?

If you're still having problems, see on Windows.

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Automatic Upgrades (Windows only)

You can easily install the latest version of GoToMeeting, GoToWebinar and GoToTraining whenever an update is available using the automatic updates feature. You won't be prompted to install the latest version – you'll simply get upgraded seamlessly when you're not in session. By default on Windows, the automatic updates feature is enabled if you're logged in to the application and have the "Remember me on this computer" option selected.

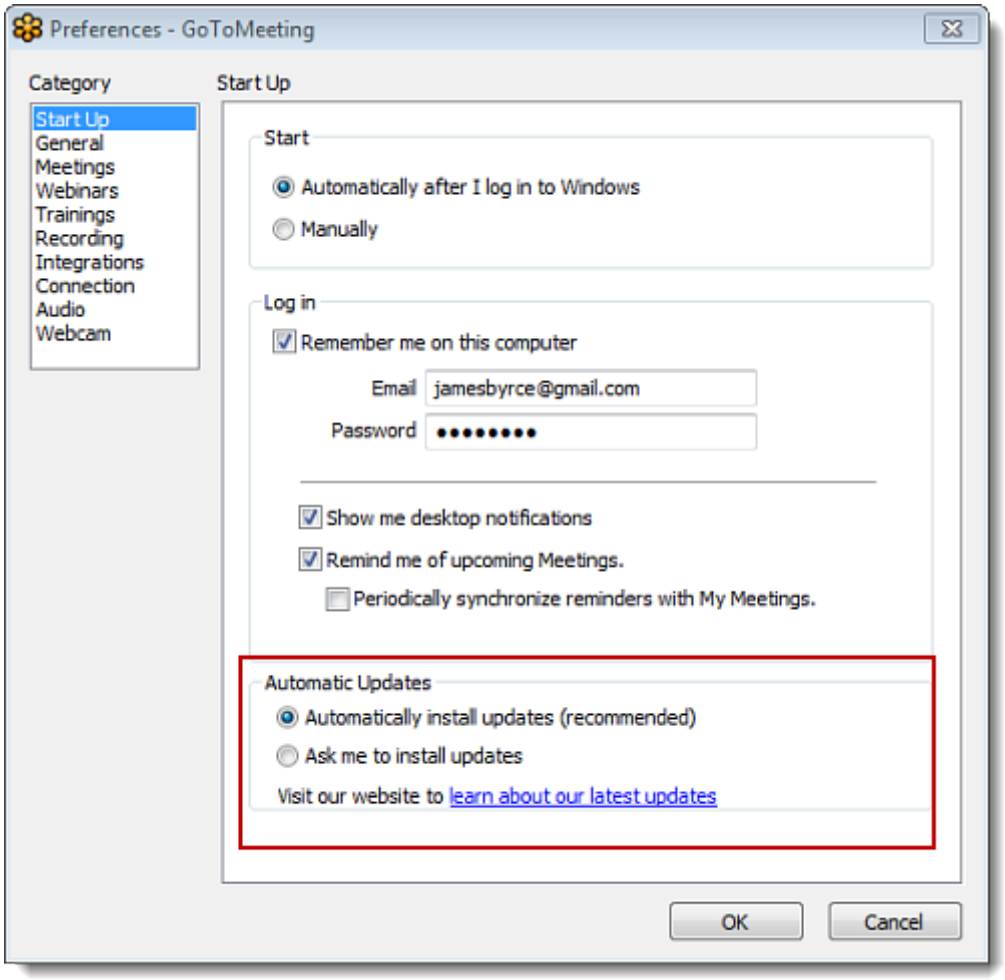
Enable or disable automatic updates

Note: If you prefer to be prompted every 24 hours the next time an update is available, you may turn off automatic updates, but you'll be required to go through the download process.

1. Right-click the GoToMeeting daisy icon in your system tray and select **Preferences**.

2. Select the "Ask me to install updates" option to turn off automatic updates, or select the "Automatically install updates" option to re-enable it (if you've previously disable the feature).

You can click learn about our latest updates to see what's new in the latest version.



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Upgrade to GoToMeeting with HDFaces

GoToMeeting, GoToWebinar and GoToTraining organizers can now upgrade their individual seat and begin using GoToMeeting with HDFaces by logging in to www.gotomeeting.com or visiting the GoToMeeting with HDFaces upgrade page.

Note: If you are an organizer on a corporate plan and cannot self-upgrade, please contact your GoToMeeting administrator.

To upgrade your account, follow these 4 steps:

▶ To upgrade to GoToMeeting with HDFaces

1. Visit the GoToMeeting with HDFaces upgrade page.
2. Log in to your existing GoToMeeting account, and click the **Upgrade** button.

3. Review the list of new features, and click the **Upgrade Account** button to upgrade your account to GoToMeeting with HDFaces.

Note: Once you click the **Upgrade Account** button, you cannot self-downgrade to your previous version of GoToMeeting.

Note: If you are a GoToMeeting Web Viewer Beta user and upgrade to GoToMeeting with HDFaces, you will lose web-viewer functionality. If you want to return to the Web Viewer Beta, you can opt in again via http://www.gotomeeting.com/webviewer/beta or call Global Customer Support.

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4. Click the **Download** button to install the new version of GoToMeeting with HDFaces.

Note: If you have GoToMeeting installed on multiple computers, the new version of GoToMeeting will be installed once a GoToMeeting session is hosted from those computers.

Congratulations - GoToMeeting has been upgraded!

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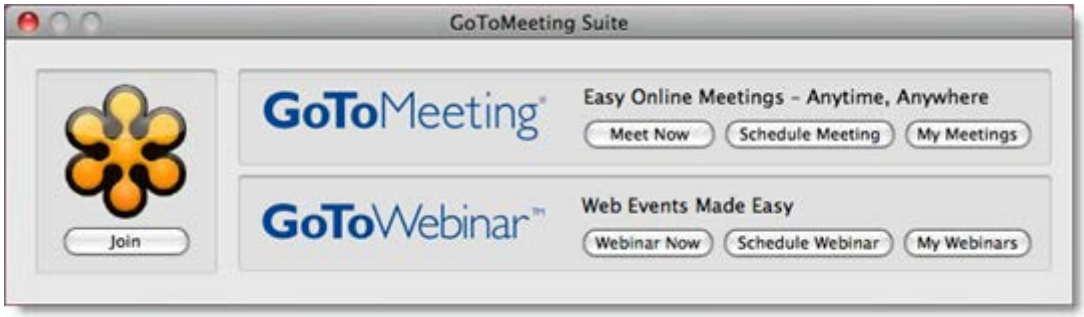
The GoToMeeting Application

To access GoToMeeting functions directly from your desktop, right-click the daisy icon in your system tray and select the desired function.

- **Meet Now:** Enables you to immediately start impromptu meetings without needing to enter meeting information.
- **Schedule a Meeting:** Enables you to schedule meetings.
- **My Meetings:** Provides access to your scheduled meetings and the lets you add, edit or delete scheduled meetings.
- **Join:** Enables you to join meetings already in progress.
- **Help:** Launches online help.
- **Preferences:** Provides access to user preferences.
- **About:** Provides GoToMeeting software version information.
- **Exit:** Closes the GoToMeeting application.

Note: If your account includes GoToWebinar, additional menu options will appear.

Mac users can access many GoToMeeting functions by double-clicking the GoToMeeting icon on their desktop or clicking the icon in their dock. Other functions, including Help and Preferences, can be accessed from the GoToMeeting menu bar.



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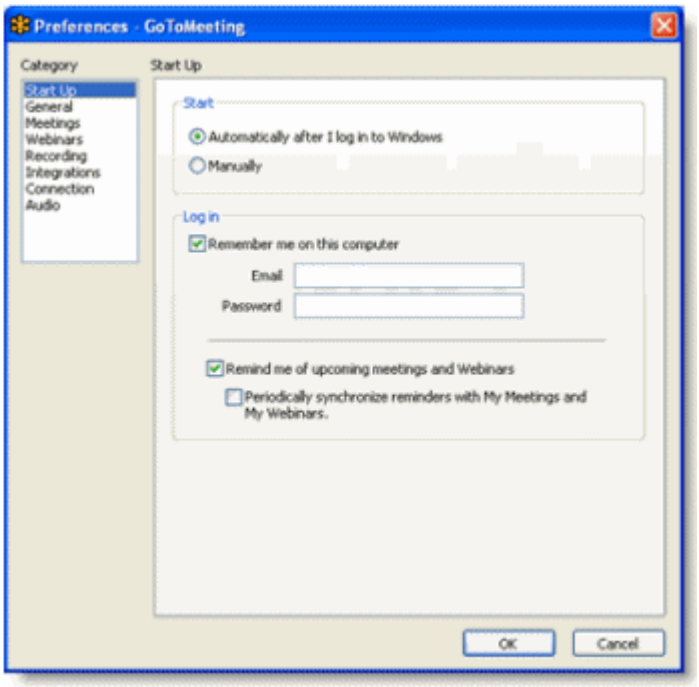
Preferences for Windows Users

The GoToMeeting Preferences feature allows you to set preferences for running GoToMeeting, choose which GoToMeeting integrations are displayed and test the GoToMeeting connection.

Windows users can access GoToMeeting Preferences by right-clicking the daisy icon in the system tray, or if in a meeting, from the File menu.

Note: Preference options outlined in this guide are specific to GoToMeeting. If your account includes GoToWebinar, additional preference options will appear. For more information on GoToWebinar preference options, please refer to the Getting Started section of the GoToWebinar help.

Start Up Preferences



The Start Up category lets you determine how you start GoToMeeting.

- **Automatically after I log in to Windows** - This option starts GoToMeeting automatically after you log in to your PC.
- **Manually** - This option sets GoToMeeting to start only when you launch the application from your Programs menu.
- **Remember me on this computer** - This checkbox enables automatic login to GoToMeeting.
- **Show me desktop notifications** - Desktop Notifications is a free GoToMeeting feature designed to deliver simple and effortless access to complimentary Citrix Online software upgrades, information, news and discounts individual users may be eligible for.
- **Remind me of upcoming meetings** - This check box becomes available if you select Remember me on this computer and provides reminders for your scheduled meetings.
- **Periodically synchronize reminders with My Meetings** - This option is applicable to Citrix Presentation Server users and is the recommended setting for optimal use. This checkbox becomes available if you select the Remind me of upcoming meetings check box and will synchronize meetings scheduled from a published Outlook® or Lotus Notes® with a local installation of GoToMeeting.

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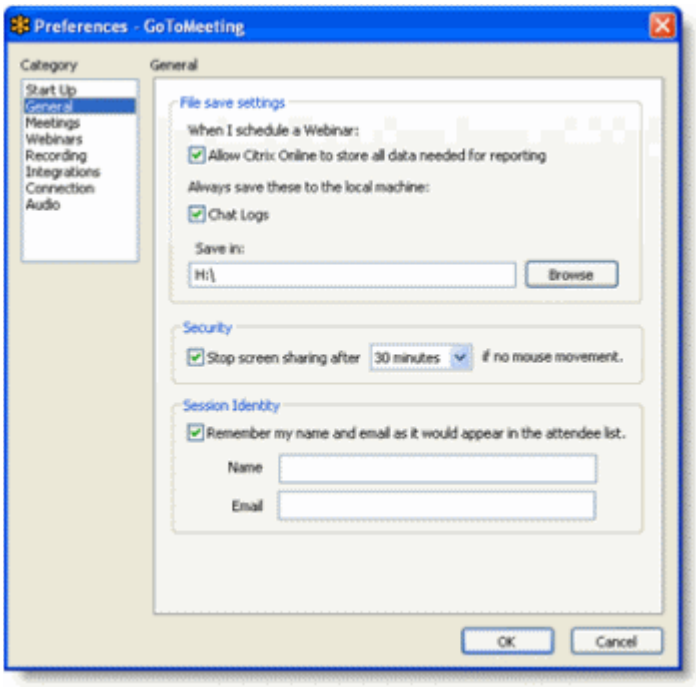
General Preferences

The General category lets you set your general GoToMeeting preferences.

- **File save settings** - Enables you to save the Chat Log to any drive or directory.
- **Security** - Set the inactivity timeout to automatically stop screen sharing if there is no keyboard input or mouse movement for the specified period of time.
- **Session Identity** - Remember your name and email as displayed in the attendee list.

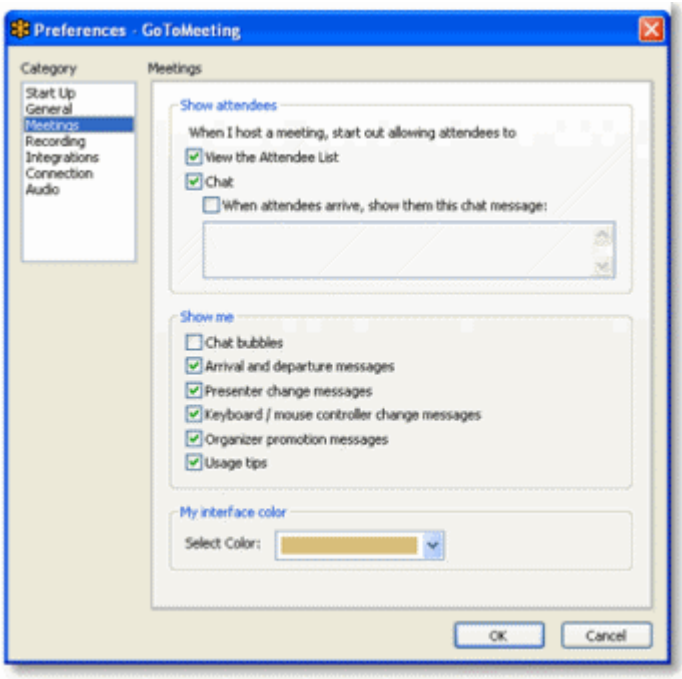


Meetings Preferences

The Meetings category lets you determine which GoToMeeting options are available to attendees during a meeting. You can also select which messages are viewable during a meeting.

- Enable or disable the ability for attendees to chat and view the Attendee List.
- Create a Chat Welcome Message that is sent to each attendee upon joining the meeting.
- Enable or disable various system messages that appear to you when specific meeting actions occur.
- Select the desired color for your GoToMeeting Viewer and Control Panel.

Note: If you disable the Chat Bubbles option, a new message icon will still appear on the Grab Tab to notify you of new chat messages as they are received.



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Recording Preferences

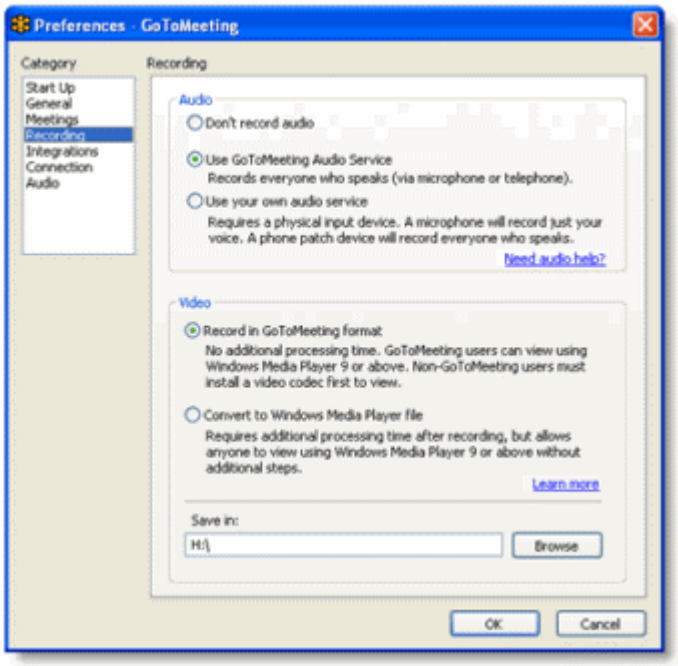
The Recording category lets you set your audio and video recording preferences. See Record a Meeting for more information.

- **Audio** - Allows you to enable or disable recording the audio portion of your meeting. To record, choose which audio service you have scheduled to use for your meeting (see the following table).
- **Video** - Allows you to select the meeting recording output format and destination for saving the file.

Note: Be sure to check your audio device settings under Audio in the left menu.

Note: Mac users can only view meetings recorded in the Windows Media Player format.

- **Save in** - Select the folder in which you want to save your recording.



Using GoToMeeting Integrated Audio	Using Your Own Audio Service
Records all unmuted speakers in the meeting.	To record all unmuted speakers, you will need a phone patch connected to both your phone and the mic in port of your computer.
	To record just your voice, you will need a microphone connected to your computer.
	If you want to use VoIP with your own audio service, please contact your Account Manager (GoToMeeting corporate plans) or Global Customer Support (GoToMeeting plans).
Your Windowsmust have a sound card installed in order to record audio. For example, if you can hear music through your Windows, you have a sound card.	

Mac users are not able to record a meeting. If you want your meeting recorded, promote a Windows attendee to organizer in-session. A Windows-based organizer will have the recording feature.

Integration Preferences

The Integrations category lets you determine where to display GoToMeeting integrations. Options include:

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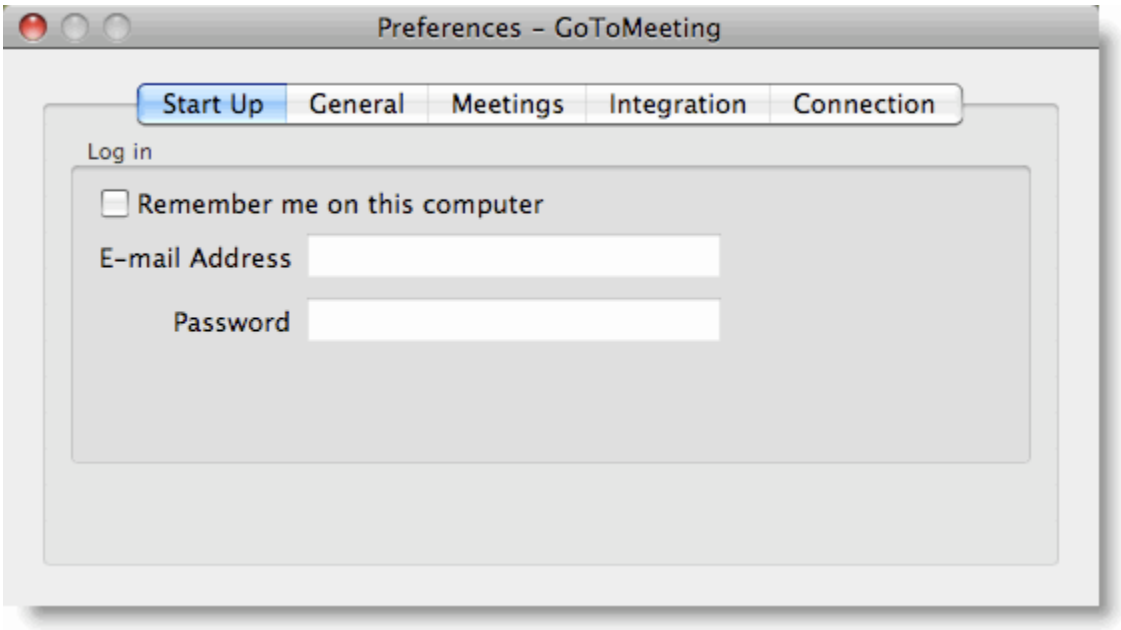
Preferences for Mac Users

GoToMeeting Preferences allow you to set preferences for running GoToMeeting, choose which GoToMeeting integrations are displayed and test the GoToMeeting connection.

Mac users may access GoToMeeting preferences by double-clicking the GoToMeeting Suite icon on their desktop and selecting **Preferences** from the GoToMeeting menu in the menu bar.

Note: Preference options outlined in this guide are specific to GoToMeeting. If your account includes GoToWebinar, additional preference options will appear. For more information on GoToWebinar preference options, please refer to the Getting Started section of the GoToWebinar help file.



Start Up Preferences

The **Start Up** tab lets you determine whether GoToMeeting is available immediately after startup.

- "Remember me on this computer" - This check box enables automatic login to GoToMeeting.

General Preferences

The **General** tab lets you set your general GoToMeeting preferences.

- Session Identity - Remember your name and email as displayed in the Attendee List.

Meeting Preferences

The **Meetings** tab lets you determine which GoToMeeting options are available to attendees during a meeting. You can also select which messages are viewable during a meeting. Options include:

- Enable or disable the ability for attendees to chat and view the Attendee List.
- Create a Chat Welcome Message that is sent to each attendee upon joining the meeting.

Integrations Preferences

The **Integrations** tab lets you determine where to display GoToMeeting integrations.

By selecting **My default email application**, you can integrate with MAPI-compliant email/calendar programs other than Microsoft Outlook and Lotus Notes. Depending on your email application's

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capabilities, integration with MAPI-enabled programs allows for features such as automatically adding meetings to a calendar and automatic creation of email messages with meeting information.

Connection Preferences

The **Connection** tab allows you to test the status of your GoToMeeting connection.

Note: To ensure a valid connection test, we advise that you refrain from testing your connection unless a GoToMeeting Global Customer Care representative directs you to perform the connection test.

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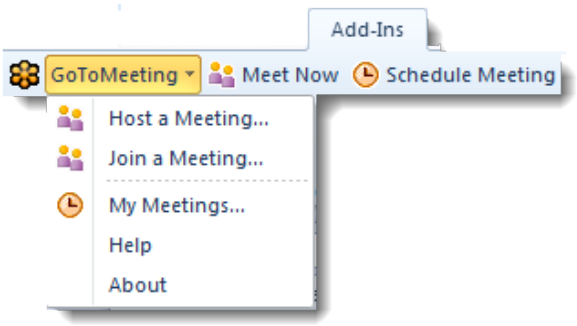
GoToMeeting Outlook Toolbar

The GoToMeeting Outlook toolbar provides Windows-based users quick and easy access to GoToMeeting functions right from Microsoft Outlook. It includes the **Meet Now** and **Schedule Meeting** buttons, in addition to links to **Host a Meeting** and **Join a Meeting** and access to the My Meetings, Help and About pages.



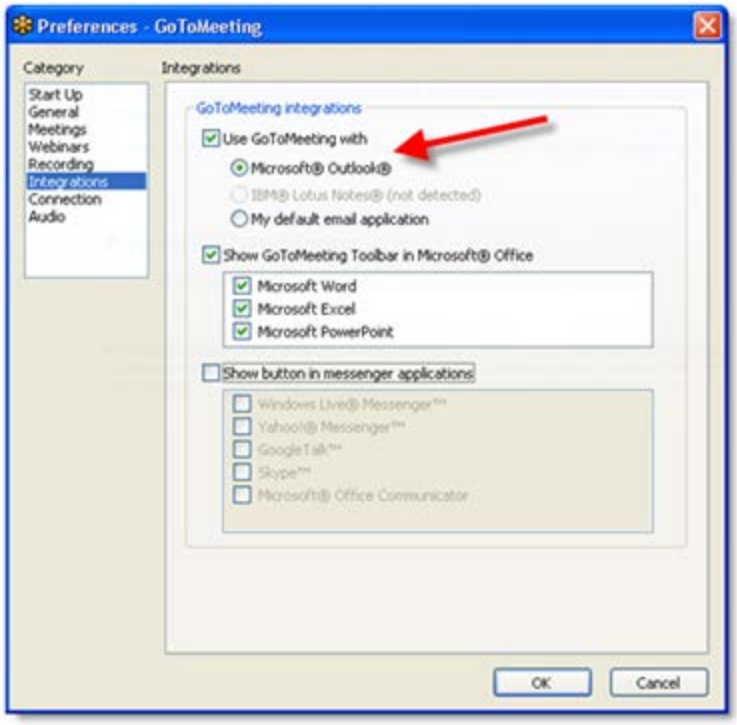
The GoToMeeting Outlook bar can be added or removed from the Preferences menu.

Integration with Microsoft Outlook is currently unavailable on the Mac.

▶ To add the Outlook Toolbar

1. Right-click the daisy icon in the system tray and select **Preferences**.
2. On the **Integrations** tab select Outlook and any other applications you would like integrated with GoToMeeting.
3. Click **OK**.

   Outlook may need to be shut down and restarted for the GoToMeeting Outlook bar to appear.



Note: Outlook integration requires Microsoft Outlook 2002 or later. Organizers using the Outlook published by Citrix Presentation Server may need to manually add the Outlook toolbar from the Outlook tools menu. For more details, see the Set Up GoToMeeting for Use with Citrix Presentation Server section of this guide.

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Integrate GoToMeeting with Microsoft Lync

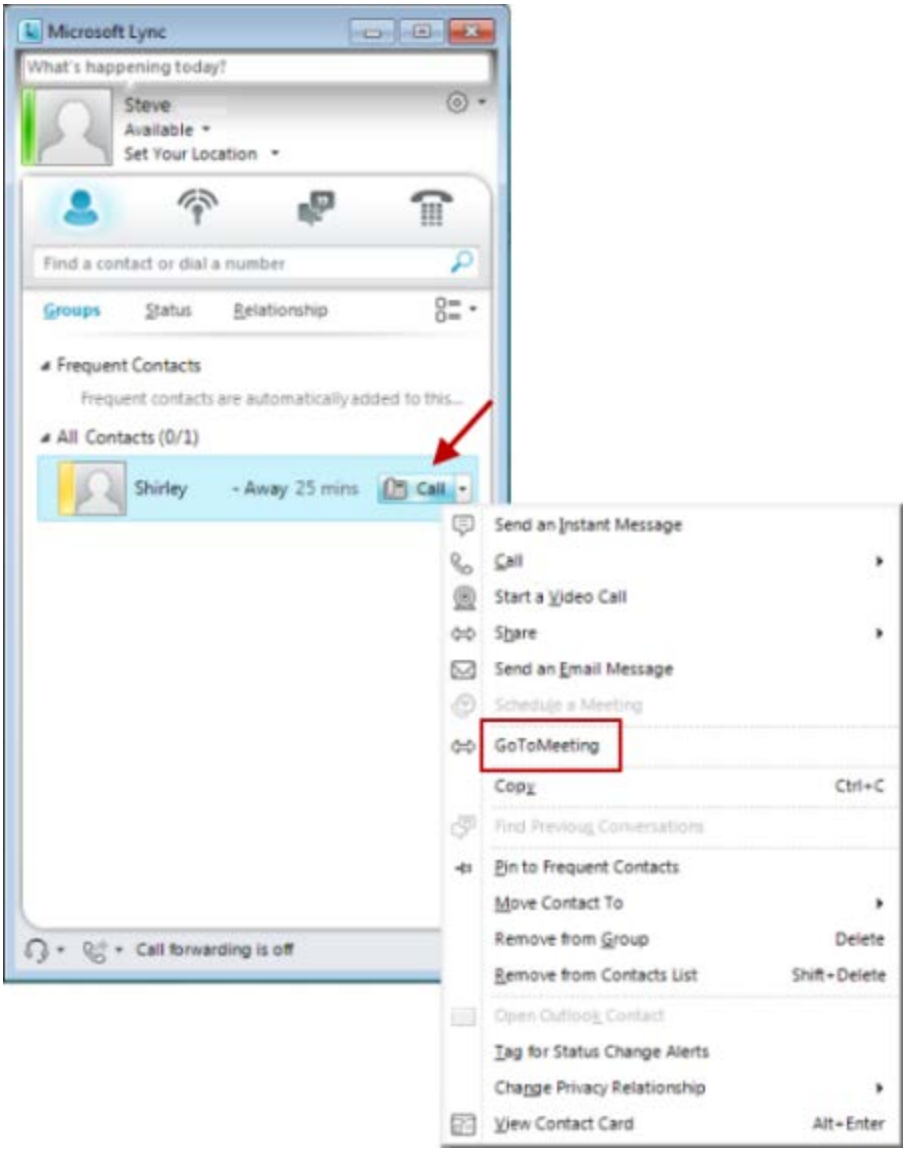
Organizers can use GoToMeeting's integration with Microsoft Lync 2010 (formerly Microsoft Office Communicator) to initiate a Meet Now session and invite any contacts to join directly within Lync.

Start a Meet Now from Lync (Windows only)

1. Once you've installed the latest version of GoToMeeting, open Microsoft Lync 2010. You don't have to set up any preferences to integrate GoToMeeting with Lync – it's done automatically.

2. Find your Lync contacts and right-click the Call drop-down menu next to the person you'd like to invite to join an instant meeting.

3. Then select **GoToMeeting**.



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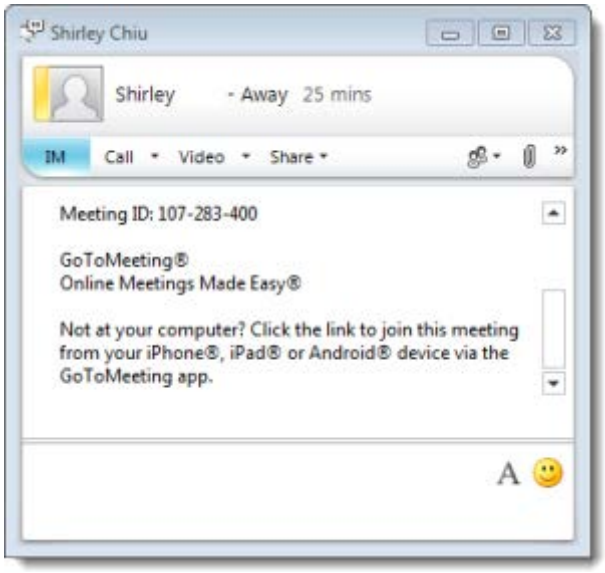
GoToMeeting should automatically launch and an instant message with the meeting information will be sent to the invitee.



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GoToMeeting Messenger Button

The GoToMeeting Messenger button provides convenient access to starting an impromptu meeting right from the Messenger application.

Note: Please see the Software Requirements section to check what instant-messaging products and versions are supported. Instant-messaging applications may need to be shut down and restarted for the GoToMeeting Messenger button to appear. The GoToMeeting Messenger button can be added or removed from the Preferences Integrations category.

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Add a GoToMeeting Corporate "Meet Now" Button to Your Website

As a GoToMeeting corporate account administrator, you can embed a GoToMeeting **Meet Now** button to your website so that attendees can easily join a scheduled or impromptu meeting. To add any of the **Meet Now** buttons to your website, copy one of the HTML codes below and paste it into the source code of the page where you'd like to embed the button.

To schedule a meeting using the Meet Now button

1. Schedule a meeting set for a future date or start an impromptu meeting.

2. Instruct your attendees to visit your website and click the **Meet Now** button to join the meeting. They can also join the meeting by clicking the Join URL in the GoToMeeting invitation email.

3. If your attendees click on of the **Meet Now** buttons without the Meeting ID field, they are directed to www.gotomeeting.com/join where they are prompted to enter the Meeting ID (the 9-digit number provided by the meeting organizer). Once they enter the Meeting ID and click **Join a Meeting**, they will be launched into session!

If your attendees are provided with the option to enter the Meeting ID above the **Meet Now** button on your website, once they enter the Meeting ID, they will be seamlessly launched into session!

Large Gray Button
<img src="http://www.citrixonlinecdn.com/dtsimages/im/support/en/Large_160X80.png" width="160" height="80" border="0">

Small White Button
<img src="http://www.citrixonlinecdn.com/dtsimages/im/support/en/Small_120X60.png" width="120" height="60" border="0">

Gray Button with Meeting ID Field

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Gray Button with Meeting ID Field

```
<script src="http://www.citrixonlinecdn.com/dtsimages/im/support/en/meetNowG.js"
language="javascript" type="text/javascript"></script>
```

White Button with Meeting ID Field

```
<script
src="http://www.citrixonlinecdn.com/dtsimages/im/support/en/meetNowW.js"
language="javascript" type="text/javascript"></script>
```

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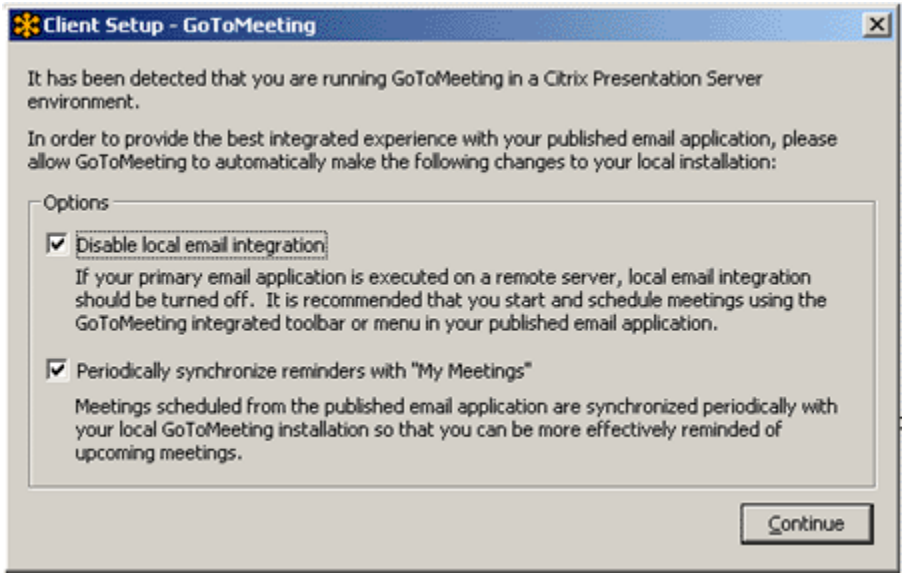
Set Up GoToMeeting for Use with Citrix Presentation Server

Depending on your Presentation Server environment, your Presentation Server administrator can choose to configure your GoToMeeting settings for you without notifying you; configure your settings and notify you of those settings; or allow you to configure them yourself. If your administrator has chosen your configurations for you, you won't need to do anything; if your administrator has configured your settings and opted to notify you, you will see a notification dialog when you start your first meeting from your published environment.



If your Citrix Presentation Server administrator has not already configured your GoToMeeting preferences, the recommended settings can be configured under the **Start Up** tab and the **Integrations** tab in the Preferences window.

Recommended settings for the Start Up category:

- Check the "Remind me of upcoming meetings" check box - This check box becomes available if you select *Automatically log in to GoToMeeting* and will provide you with reminders for your scheduled meetings.
- Check the "Periodically synchronize reminders with My Meetings" check box - This check box is applicable to users of Citrix Presentation Server and is the recommended setting for optimal use. This check box becomes available if you select the "Remind me of upcoming meetings" check box and will synchronize meetings scheduled from a published Outlook® or Lotus Notes® with a local installation of GoToMeeting.

Recommended settings for the Integrations tab:

1. Select your desired integration from the list of GoToMeeting integrations
2. Click the **Advanced** button and confirm that the application listed in the Application Name section is the same as your selection from the GoToMeeting Integrations list.

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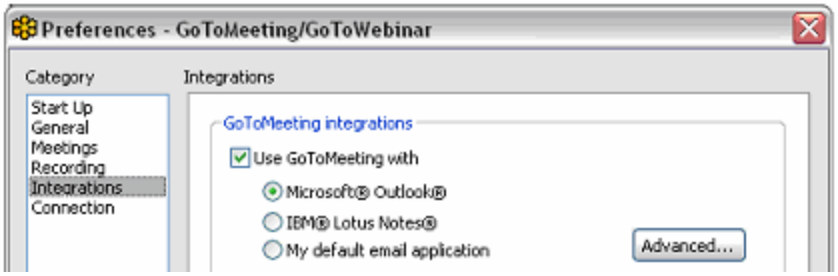
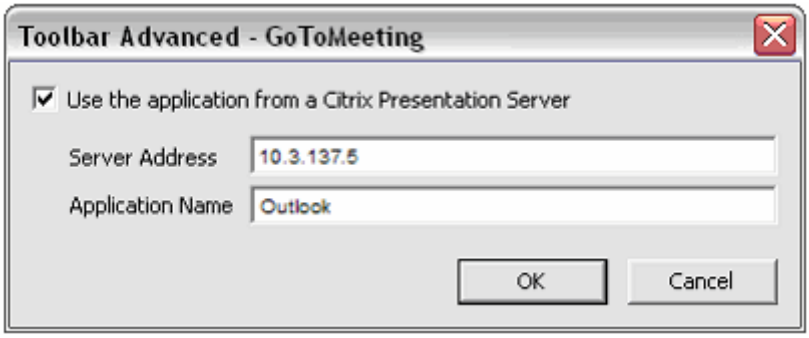




▶ To configure GoToMeeting preferences

1. Right-click the GoToMeeting system tray icon and select **Preferences**,

   -or-

   When in a meeting, select **Preferences** from the Tools menu in the Control Panel.

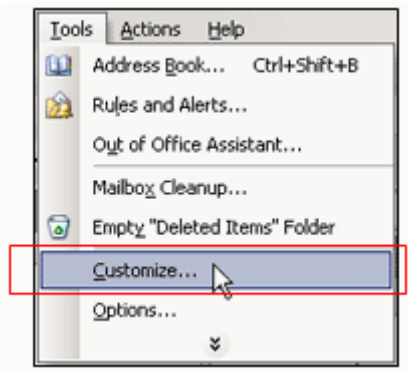
2. Select the appropriate category for the set of preferences you want to customize.
3. Select your preferences.
4. Click **OK**.

Displaying the GoToMeeting Toolbar in Published Outlook

Organizers using Outlook published by Citrix Presentation Server may need to activate the Outlook toolbar manually in order for it to display the first time.

▶ To activate the Outlook toolbar if it does not automatically display

1. Open Outlook.
2. Select **Customize** from the Tools menu.



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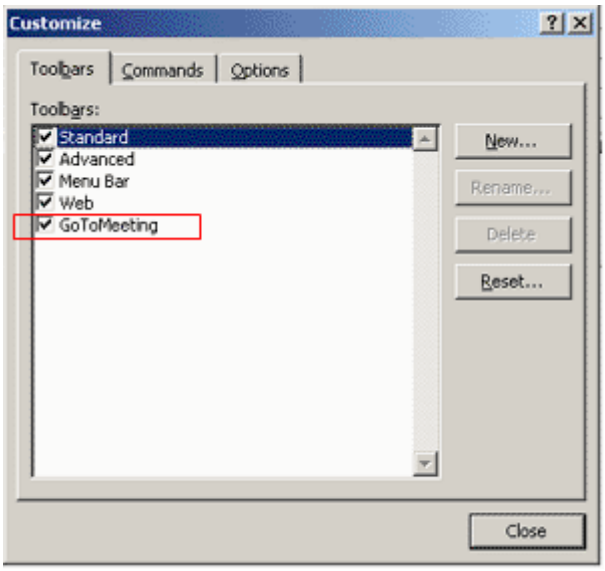
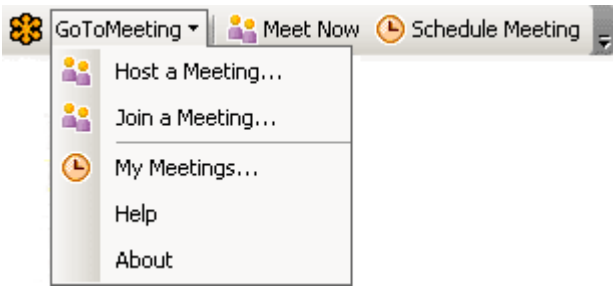
3. Click to check the box next to GoToMeeting.



4. The Outlook toolbar will appear in your published Outlook on the Citrix Presentation Server.



Note: You may need to restart Outlook for the toolbar to appear.

Removing the Outlook Toolbar in Published Outlook

To remove the Outlook toolbar

1. Open Outlook.
2. Select **Customize** from the Tools menu.
3. Deselect GoToMeeting from the list of toolbars.

For more information about using GoToMeeting with Presentation Server, refer to GoToMeeting for Citrix Presentation Server FAQs.

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Organize Meetings

With a GoToMeeting account, organizers can schedule and host meetings and grant and revoke attendee privileges

Organizer Role Overview

- Create your account and download the GoToMeeting software on your computers so you can schedule or conduct meetings.
- Be present at the start of any meeting as the meeting host.
- Create scheduled meetings or start impromptu meetings.
- Invite attendees via phone, email or instant message.
- Start meetings from the daisy icon in the Windows system tray, the Mac GoToMeeting Suite icon, the GoToMeeting website, the GoToMeeting Outlook bar or the GoToMeeting **Messenger** button.
- Once a meeting starts, you become the meeting presenter. During the meeting, you may pass the role of presenter to other attendees or promote an attendee to co-organizer.

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Schedule a Meeting

As a GoToMeeting organizer you can quickly schedule meetings in advance or start an impromptu meeting directly from your desktop. Once a meeting is scheduled, you can host as many meetings as you like with the existing meeting information no matter when it is scheduled. If you wish to save that meeting information for future meetings then select the Recurring meeting option.

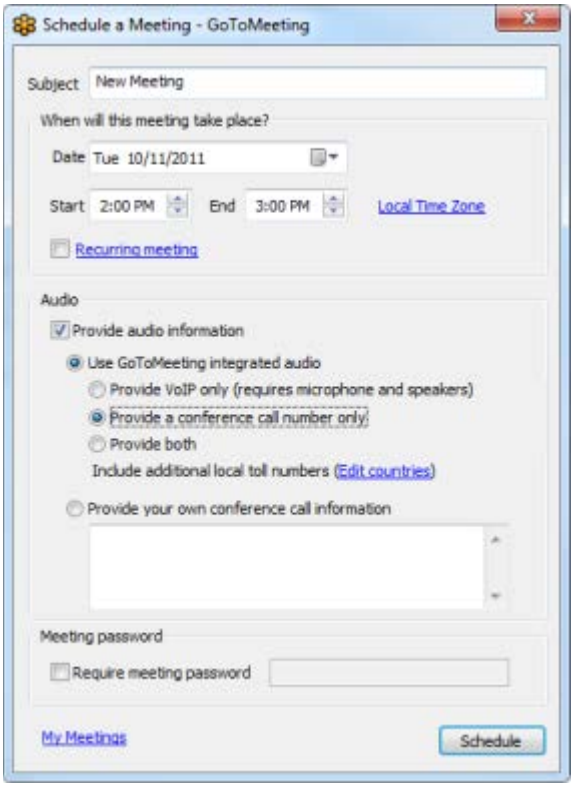
Schedule a Meeting from Your Desktop

To schedule a meeting from your desktop

1. Right-click the daisy icon in the system tray on a Windowsor double-click the GoToMeeting Suite icon on a Mac and select **Schedule a Meeting**.

2. If prompted, enter your email and password and click **Log In**.

3. On the Schedule a Meeting window, enter:



- **Subject** - Enter the title of your meeting.
- **When will this meeting take place?** - Select the date and start time.
- **Recurring meeting** - Check this box to reuse the same meeting information for future meetings.
- **Audio** - Select the GoToMeeting integrated audio or use your own.
- **Provide VoIP only (requires microphone and speakers)** - All attendees join the audio portion via the Internet with built-in VoIP (Voice over Internet Protocol).
- **Provide a conference call number only** - All attendees join the audio portion through the telephone.
- **Provide both** - Allows all attendees to join the audio portion through the telephone or VoIP. Attendees joining through VoIP must have speakers to hear the meeting and a microphone if you would like them to speak. Attendees can switch between these audio options during a meeting.

Note: If you are using the GoToMeeting Integrated Audio, you can provide toll numbers for multiple countries. Please see Schedule an International Meeting for more information.

- **Provide your own conference call information** - Select this option if you wish to use your company's existing conference phone number.
- **Meeting password** - If you wish to protect your meeting with a password, you will be prompted for it when you start your meeting and/or invite additional attendees. Your attendees will also need to know this password to join.

4. Click the **Schedule** button when complete.

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You will receive notification that your meeting has been scheduled. If you have chosen to integrate with Lotus Notes or Microsoft Outlook, a meeting reminder will be generated and give you the option of inviting attendees via a Calendar appointment. See the Integrated Preferences section of PC Preferences.

Note: In order to find the conference call number without Outlook or Lotus Notes integration, begin the meeting: the number is displayed in the Audio tab.

View Scheduled Meetings

To view your scheduled meeting

- Right-click the daisy icon in the system tray on a Windows or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.

  -or-

- You can view meeting history data to see information on your past meetings (date, time, title, duration and attendees). Meeting history data is stored for 90 days after a meeting's scheduled end date. If you're on a GoToMeeting corporate plan (multi-user account), meeting history is stored for up to 12 months.

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Schedule a Meeting with the Outlook Plug-in

The GoToMeeting Outlook plug-in allows you to schedule meetings directly from your Outlook calendar. You can then email meeting invitations directly to your contacts.

System Requirements

- Windows XP or newer
- Outlook 2010 and newer

Download the Outlook Plug-In

1. Download the Outlook plug-in by clicking https://builds.citrixonlinecdn.com/builds/calendarintegration/outlook/G2M/setup.exe

2. Click **Yes** on the Download prompt.

3. The Outlook plug-in will be installed and your Outlook calendar should be updated to include the plug-in.

Schedule a Meeting from Outlook

1. In your calendar, double click the desired time slot.

2. Click the **Add Meeting** button.

3. If this is your first time using the GoToMeeting Outlook plug-in, you will be prompted to enter your Email and Password for your GoToMeeting account. Select the “Remember me” check box to save your account information and click **OK**.

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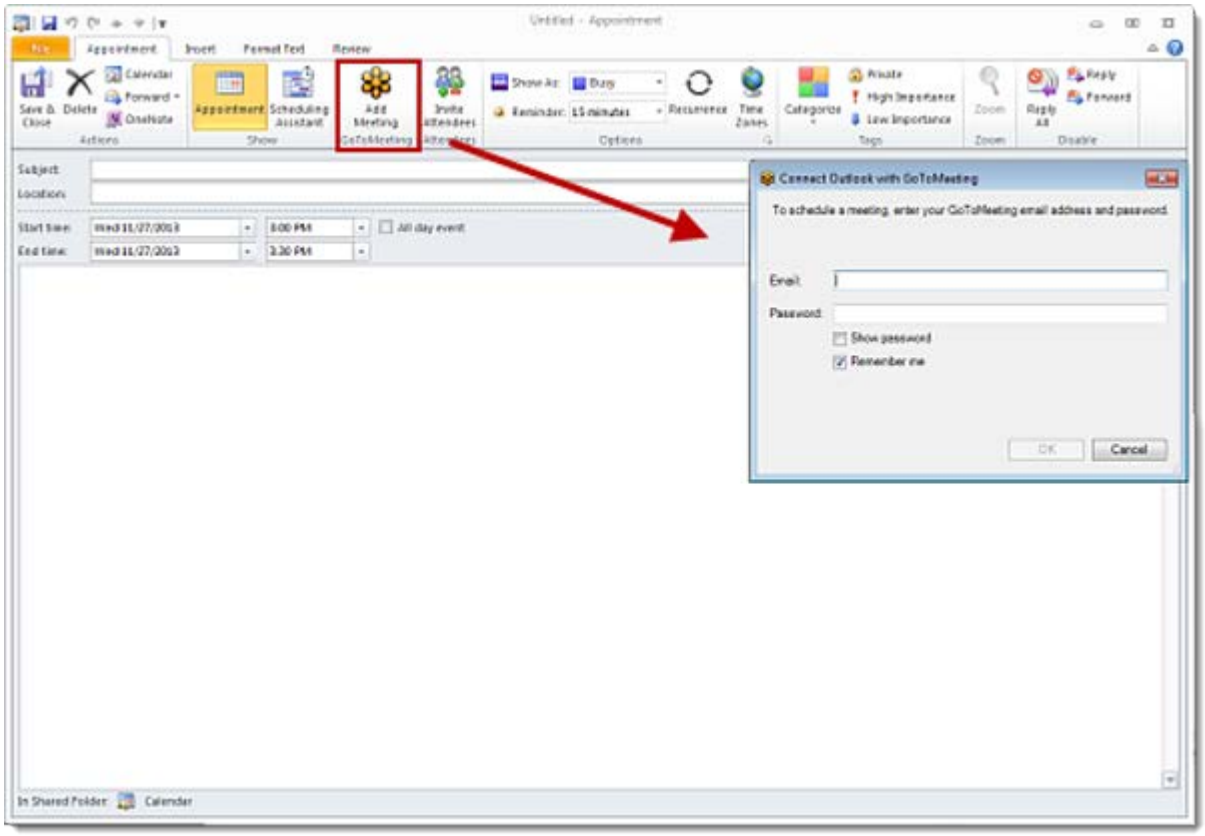

4. A new appointment is created with the meeting information prepopulated with Join links and phone numbers. You can invite attendees by clicking the Invite Attendees button in the ribbon. Click **Send** to send the meeting invitation to attendees.

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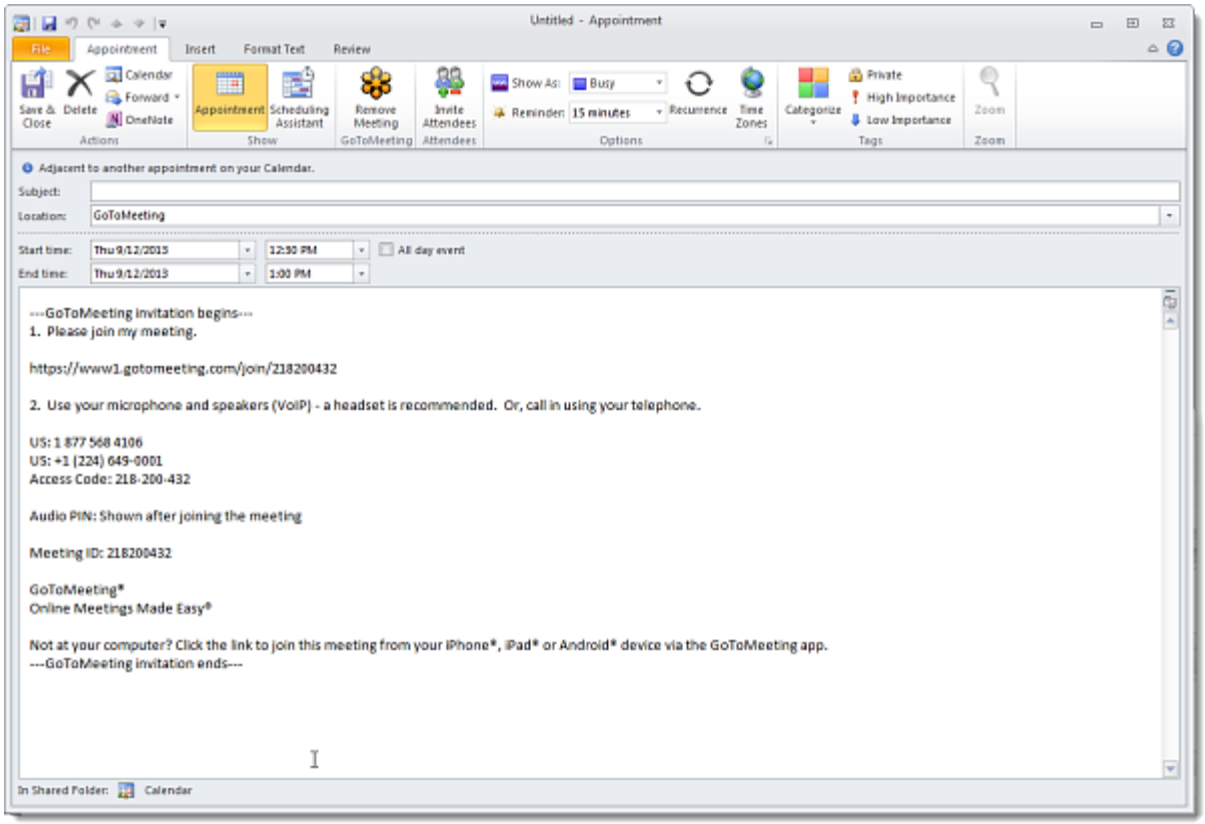

Once you save the appointment and/or send the invitation out, the following occurs:

- Customized Join links and phone numbers are added to the meeting appointment/invitation. The meeting appointment appears in your Outlook calendar.

Note: The plug-in does not automatically update the Outlook calendar when meetings are scheduled or edited from the GoToMeeting website and the GoToMeeting app for mobile devices. You must manually update the meeting in Outlook.

Update or Remove a Meeting from Outlook

From your Outlook calendar, you can update or remove any GoToMeeting session that you scheduled with your plug-in.

Update or reschedule a meeting in your Outlook calendar

If you update or reschedule an appointment in your calendar, the associated meeting will be rescheduled as well.

1. On your calendar, double click the meeting that you would like to update.

2. The meeting appointment information will open. Update the date, time, meeting subject or attendees.

3. Click **Send Update** to send your updates to attendees. If you don't wish to send an update, click the Save icon .

Remove a meeting in your Outlook calendar

1. On your calendar, double click the meeting that you would like to remove.

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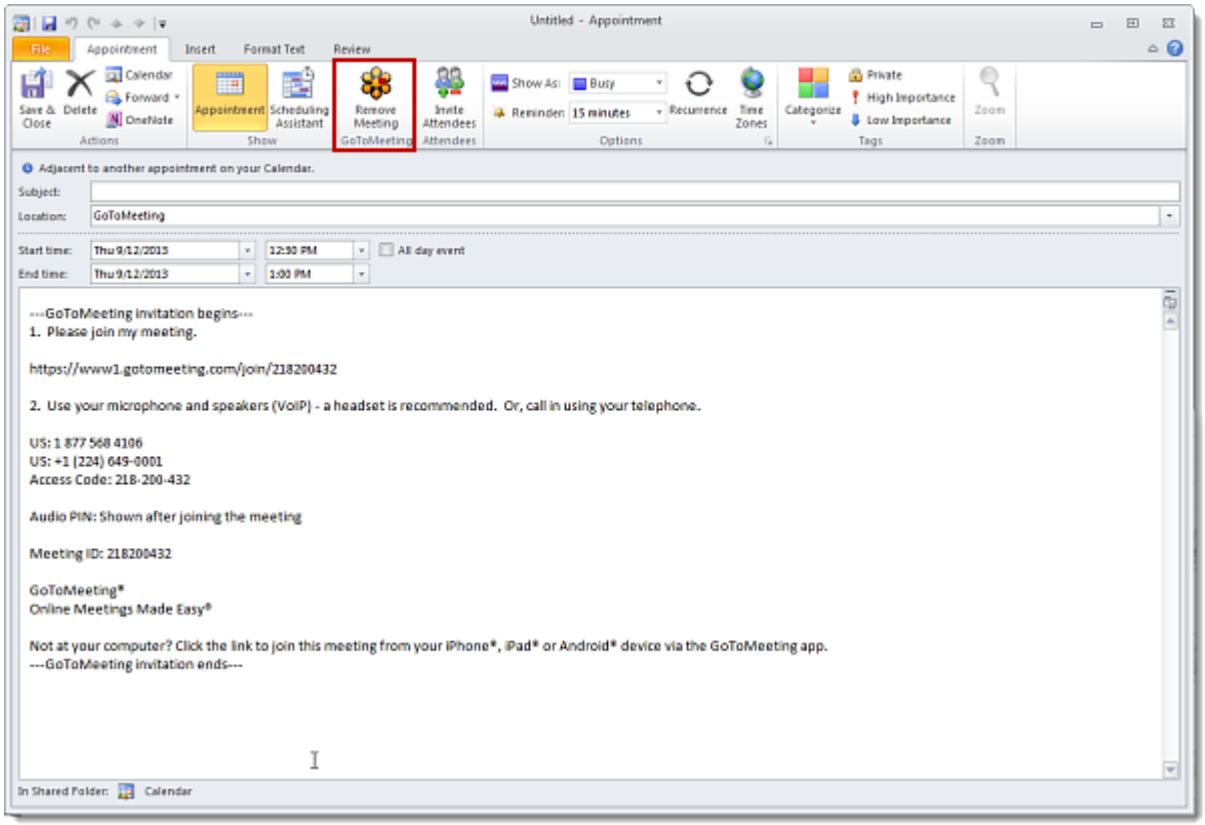
2. The meeting appointment information will open. Click the **Remove Meeting** button in the top ribbon.



3. Save your changes by exiting the appointment and clicking **Yes** in the “Do you want to save changes” pop-up message or by clicking the Save icon .The meeting will be removed from your calendar.

Note: If you delete an appointment including a meeting invitation, the associated meeting will also be deleted.

Schedule Recurring Meetings

With the recurring meeting feature your meeting ID, phone number, access code and any other settings are preserved indefinitely for your future recurring meetings. This feature can be a time saver if you have routine meetings or want to post the information on a website. Please see Schedule a Meeting for more information.

There are a few important considerations to keep in mind when creating recurring meetings:

- The recurring meeting will only appear once in the My Meetings window and the Organizer website and will be labeled "Recurring." You will need to use your own local calendar applications to schedule and track recurring meetings.
- The Meeting URL/ID and conference number stays available indefinitely.

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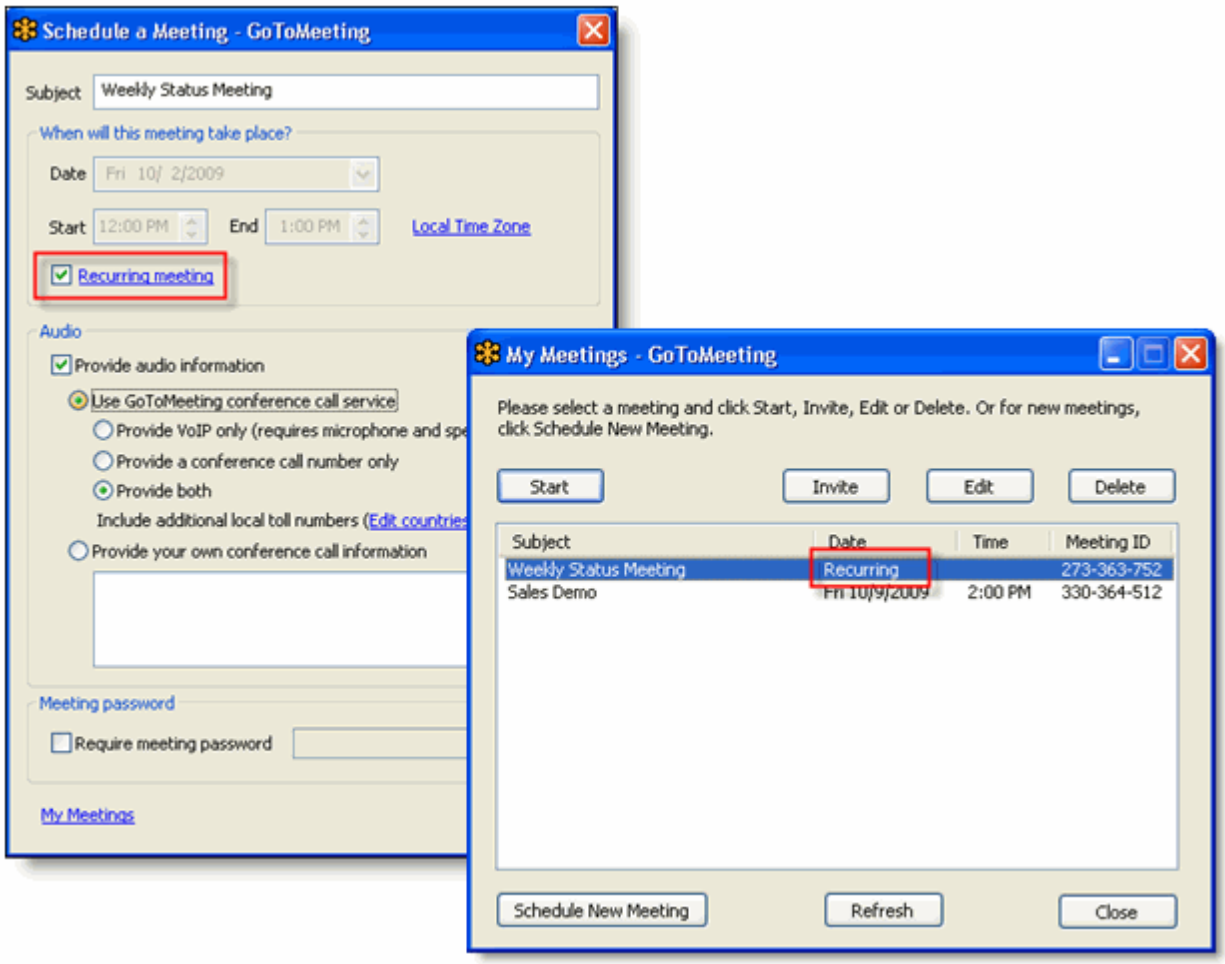

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Schedule International Meetings

As a GoToMeeting organizer you can offer your international attendees conference numbers specific to the country they are calling from. For example, if your attendees join from 3 different countries then you can provide 3 different international numbers that all access the same meeting. By doing this you and your attendees can avoid international rates and the trouble of looking up and dialing International Country Codes. To manage your default country preferences please see Audio Conference Options.

The GoToMeeting Toll audio conference service includes the following international coverage.

International Toll Conference Numbers		
Australia	France	Spain
Austria	Germany	Sweden
Belgium	Italy	Switzerland
Canada	Netherlands	United Kingdom
Denmark	New Zealand	United States
Finland	Norway	

The GoToMeeting Integrated Toll-Free audio conferencing service includes the following international coverage. Note this option is a separately purchased service. Please see Integrated Toll-Free Audio for more information.

International Toll-Free Conference Numbers			
Australia	Hong Kong	New Zealand	Switzerland
Austria	Iceland	Panama	Taiwan
Belarus	India	Peru	Thailand
Belgium	Indonesia	Philippines	Ukraine
Brazil	Ireland	Poland	United Kingdom
Canada	Israel	Portugal	United States
China	Italy	Russia	Uruguay
Czech Republic	Japan	Singapore	Vietnam
Denmark	Luxembourg	South Africa	
Finland	Malaysia	Spain	
France	Mexico	Sweden	

▶ To schedule a meeting with international conference numbers

1. From the Schedule a Meeting window select GoToMeeting conference call service and then the **Edit countries** link.
2. From the Edit Countries window select as many countries as necessary and click **Done**.
3. Click **Schedule** to confirm the new meeting.

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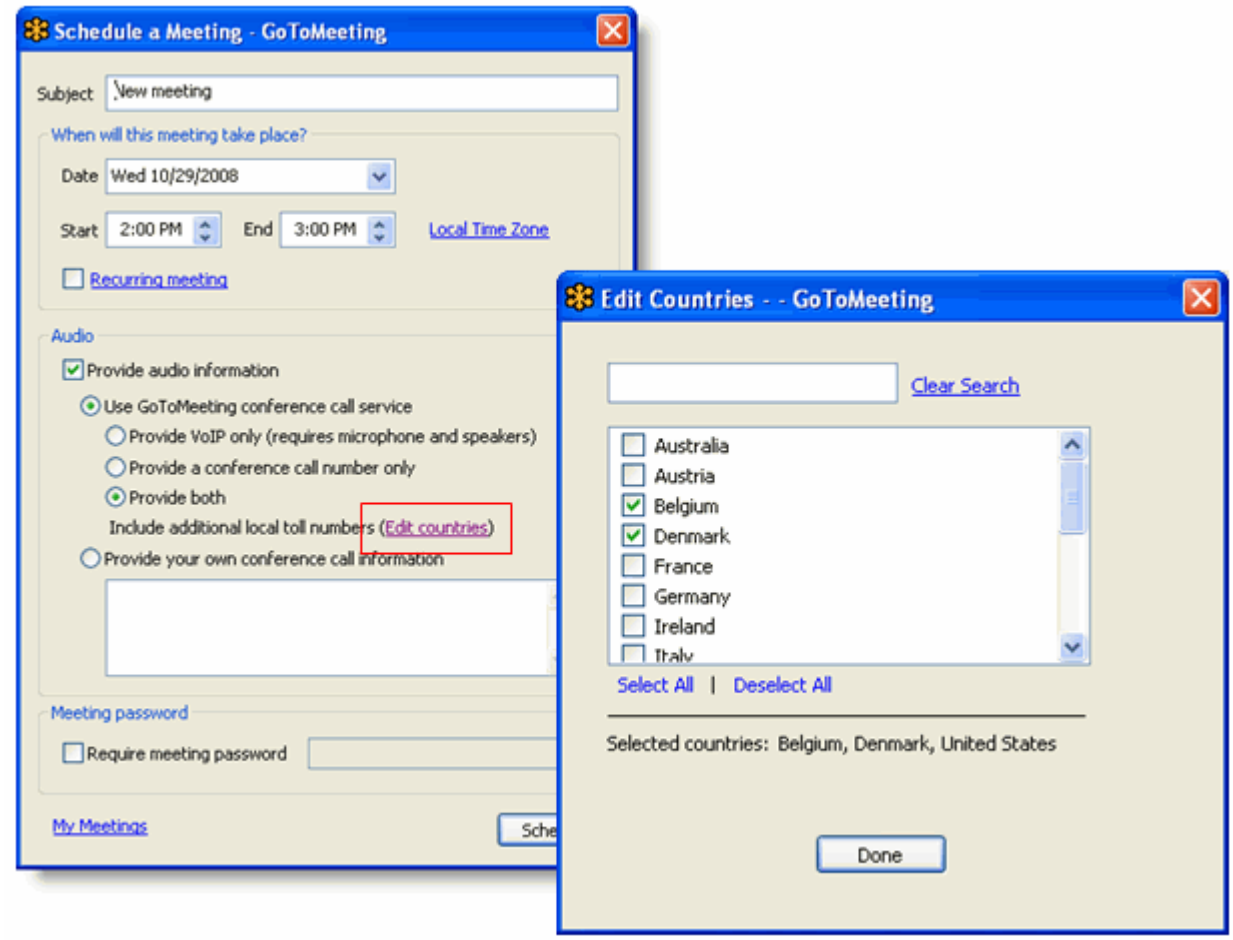

View Scheduled Meetings

Organizers can view all scheduled meetings via the GoToMeeting application.

▶ To view scheduled meetings via the GoToMeeting application

1. Right-click the daisy icon in the Windows system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your Email and Password in the Login window, and click **Log In**.

   The My Meetings window appears listing all scheduled meetings.

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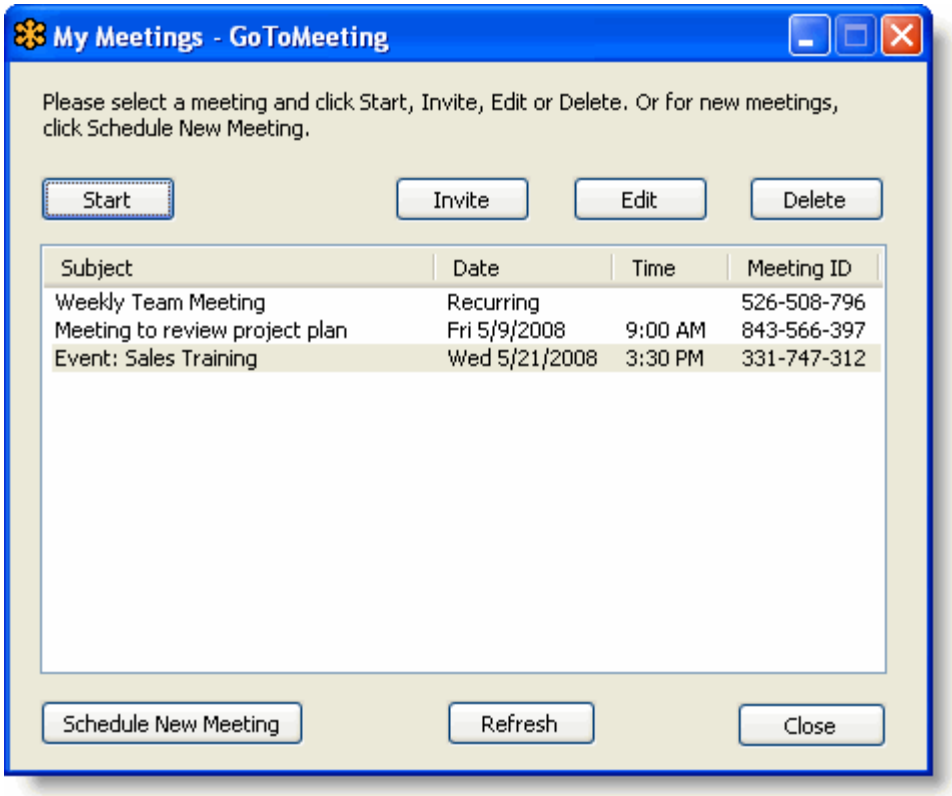

Note: Scheduled meetings may al so be viewed from the www.gotomeeting.com website after logging in to your account.

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Invite Attendees to a Scheduled Meeting

An organizer can invite attendees to a scheduled meeting at any time prior to the start of the meeting.

Note: For information on how to invite attendees to a meeting already in progress, please see the Invite Attendees During a Meeting section.

To invite attendees to a scheduled meeting

1. Right-click the daisy icon in the Windows system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your Email and Password in the Login window, and click **Log In**.
3. On the My Meetings window, select the meeting you want to invite attendees to by clicking the name of the meeting in the Subject column, and click the **Invite** button.
    - If you have an integrated email application an email will automatically be generated with the meeting information included in the body text: Simply send the email to attendees.
    - If you do not have an integrated email application, the Meeting Scheduled window will appear: Simply click the **Show invitation text** link to display the invitation information and on the "Invitation Text - GoToMeeting" dialog box click the **Copy to Clipboard** button and paste the invitation information into your email program or convey the information to attendees via any desired method.

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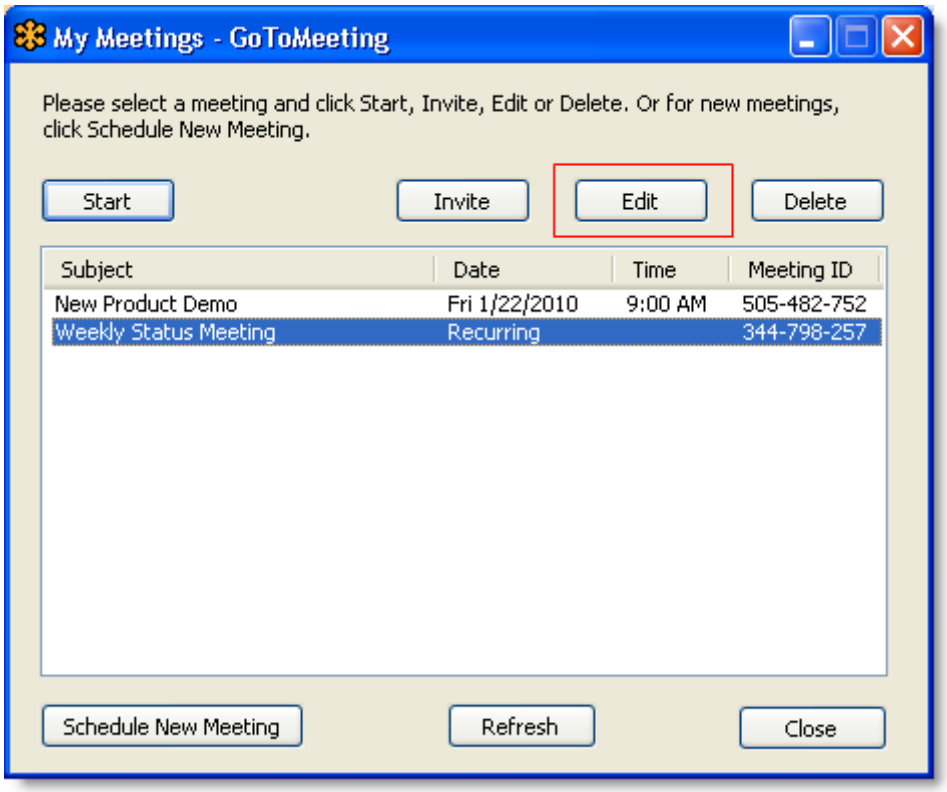
Edit a Scheduled Meeting

Editing a scheduled meeting can be done at any time prior to the start of the meeting directly from your desktop. If you change the date and time you must remember to notify your attendees of that change. The easiest way to notify your attendees is to send out a new invitation.

To edit a scheduled meeting

1. Right-click the daisy icon in the Windows system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. If prompted, enter your Email and Password in the Login window, and click **Log In**.
3. Select the meeting you want to modify and then click the **Edit** button.
4. Make any changes and click **Save**.



5. Be sure to contact any previously invited attendees to notify them of the change!

If you re-schedule a meeting:

If you reschedule a meeting, you must update the information in both your Outlook calendar and the GoToMeeting software. Updating your Outlook calendar should notify affected participants of the change in time, but does not change the time in GoToMeeting. After updating your Outlook calendar appointment, you also need to update your meeting in the GoToMeeting software in order to reschedule.

Expired Meetings

After you schedule a meeting, you can start or modify it for up to one hour after the scheduled end time. After this time, a meeting expires and cannot be started, modified or otherwise accessed. If you need to

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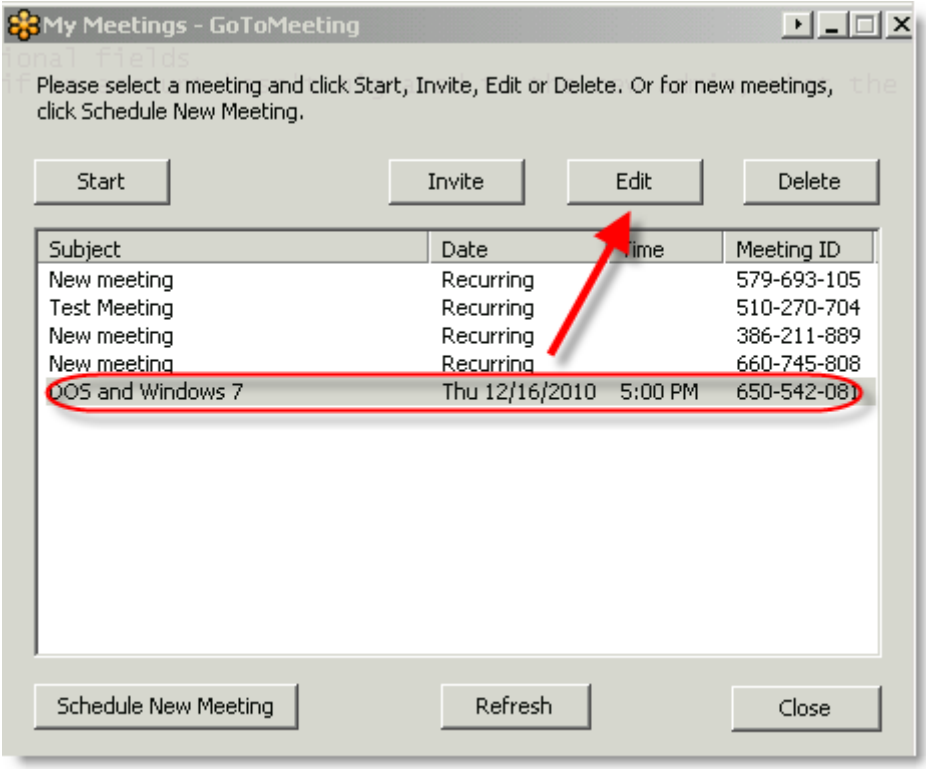
reschedule a meeting, you must do so from within the GoToMeeting software and not with Outlook or another email client.

Note: Although GoToMeeting creates calendar appointments in Microsoft Outlook, it does not synchronize your scheduled meetings with your Outlook calendar. See Edit a Scheduled Meeting.

To change the date or time of a scheduled meeting

1. Right-click the icon in your system tray and select *My Meetings*.
2. Select the meeting time you want to change and click **Edit**.
3. Enter the new meeting start time and click **Save**.



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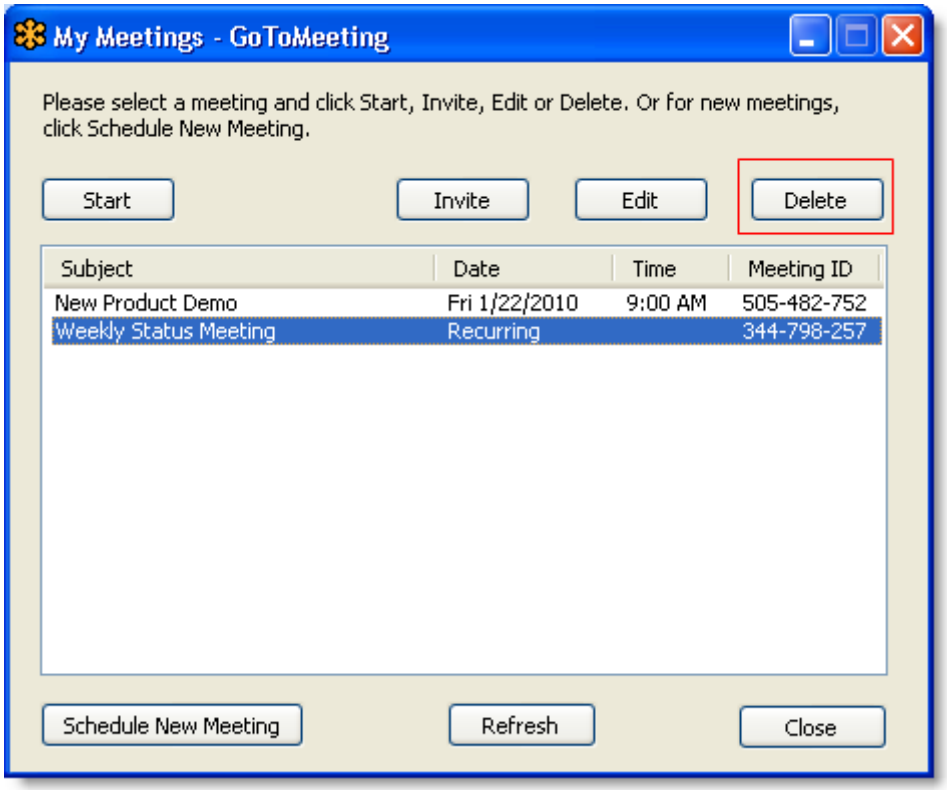
Cancel a Scheduled Meeting

As a GoToMeeting organizer you can easily delete a scheduled meeting at any time prior to the start of the meeting directly from your desktop.

Note: Canceling a scheduled meeting will not be automatically updated in Microsoft Outlook or other calendar applications; neither will meeting attendees receive notice of the cancellation from GoToMeeting. Please be sure to contact meeting attendees directly to notify them of the cancellation.

To cancel a scheduled meeting

1. Right-click the daisy icon in the Windows system tray or double-click the GoToMeeting Suite icon on a Mac and select My Meetings.
2. If prompted, enter your Email and Password and click **Log In**.
3. Select the meeting you want to cancel and click **Delete**.



4. Click **OK** .
5. Notify any previously invited attendees about the cancellation.

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Set GoToMeeting Time Zone

When you first create your account, GoToMeeting sets the default meeting time to Pacific Time. To have your meeting times display in your local time zone, you will need to update your default time zone setting.

To set GoToMeeting time zone

1. Open an Internet browser and go to www.gotomeeting.com.
2. Click **Log In** on the top-right of the screen.
3. In the Returning Users section, enter your email address and password and click the **Log In** button.
4. In the left navigation, click **My Account**.

The My Account Details page loads displaying organizer account information.

5. At the top of your My Account Details page, enter your current Password.
6. In the Time Zone drop-down selection box, select your time zone and click **Save Changes**.

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Mobile Devices

GoToMeeting now offers attendees the flexibility to attend meetings and webinars directly from an Apple® iPad, iPhone and iPod touch.

GoToMeeting App for iPad™, iPhone™ & iPod Touch™ FAQs

General Information

What can I do with GoToMeeting on an Apple® iPad, iPhone or iPod Touch?

- Attend GoToMeeting or GoToWebinar sessions from anywhere - free of charge.
- Log in and start previously scheduled meetings.
- Start instant meetings with Meet Now.
- Present from an iPad, invite attendees and share content.
- See up to 6 meeting participants on iPads.
- Join meetings in seconds by tapping a Join link in an invitation email.
- View presentations, mockups and reports – whatever the presenter shares on-screen.
- Share HD video from the front or back camera on an iPad 2.
- See who's presenting, who's talking and who else is attending.
- Connect to audio through your Internet connection (WiFi or 3G), or dial in over the phone.
- Chat with everyone in the meeting, with only organizers or with individual attendees.
- Schedule meetings and invite attendees

How much does the GoToMeeting app cost? Are there any additional fees for using the GoToMeeting app?

There is no cost for the GoToMeeting app. You can easily download the app from the App Store. There's no charge for attending meetings or webinars. However, you are responsible for any long-distance charges associated with dialing in to sessions by phone, as well as sharing HD video over 3G. There are no long-distance charges for using audio over your iPad, iPhone or iPod Touch's built-in mic & speakers (VoIP), but you'll be responsible for any data charges that may be incurred.

What are the mandatory system requirements to join sessions from my iPad, iPhone or iPod Touch?

- Free GoToMeeting app from the App Store
- iOS 5 or higher
- iPad 1 or newer, iPhone 3G or newer or iPod Touch 3rd generation or newer

Can I schedule meetings from the GoToMeeting app for iOS?

Yes, you can schedule meetings from the GoToMeeting app for iOS. You can invite attendees to these meetings, edit the audio and create a meeting password from the GoToMeeting app. Also, you can delete meetings from the My Meetings screen.

How do I join a session from an iPad, iPhone or iPod Touch?

If you know the 9-digit Meeting or Webinar ID, you can join the session by simply opening the GoToMeeting app and entering your name and the Meeting or Webinar ID (webinar attendees must also enter their email). If you already have the GoToMeeting app installed, you can also join a session by

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tapping the Join link in your GoToMeeting or GoToWebinar invitation email, which will automatically launch you into session.

Can I join a GoToMeeting or GoToWebinar HDFaces session from an iPad? How do I share my webcam?

Yes. You can join HDFaces video meetings and webinars as an attendee. If you're using an iPad, you can see up to 6 webcams. And if you're using a iPad 2 or higher, you can collaborate face-to-face by sharing your front or back camera in meetings! You cannot yet share your own webcam in a webinar.

To turn on your webcam on an iPad 2 or higher, tap the Webcam icon in the navigation bar, and then tap **Share My Webcam**. We highly recommend using a strong WiFi connection. While it's possible to stream video over 3G, we recommend WiFi. Operator data charges may apply, so we highly recommend using an unlimited data plan or WiFi connection.

Can I host a meeting from my iPad, iPhone or iPod Touch? Can I show my screen if I'm given presenter controls?

Yes, you can host a meeting from an iPad, iPhone and iPod touch with your GoToMeeting username and password. Organizers can start previously scheduled meetings or they can start and host instant meetings by tapping the Meet Now button on the My Meetings screen. Only iPad users can present and share content on screen.

How do I share content as a presenter?

Only iPad users can be presenters (iPhone and iPod touch users can't be made presenter). Presenters can share content by sharing through the cloud, sharing through the browser or sharing a whiteboard. Presenters can share content by tapping Share from the Cloud, Share from the Browser by entering a URL into the browser or by tapping Share a Whiteboard. Presenters can also share content by tapping the Cloud icon and the Bookmark icon in the navigation bar. In order for attendees to see the content, presenters must tap the Play icon in the toolbar. The Screen Sharing icon will turn green when the content is being shared.

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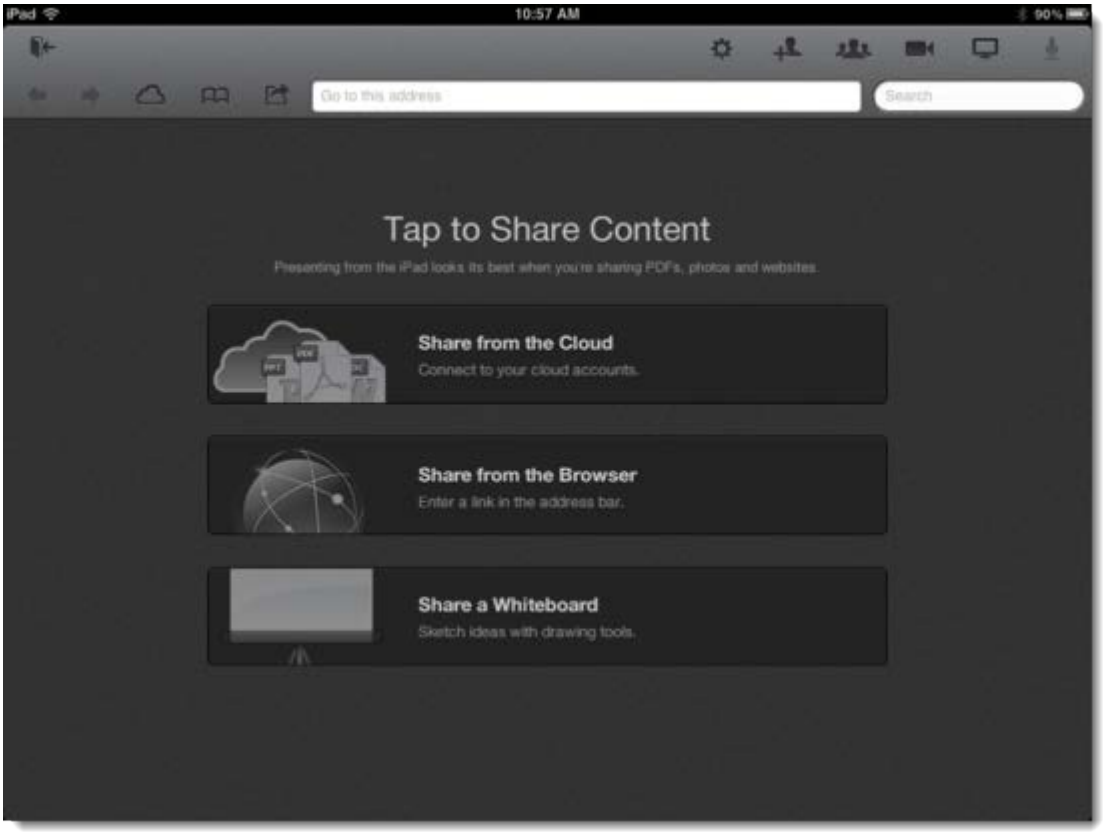

Can I invite others to the meeting?

Yes, organizers can invite others to the meeting by tapping the Invite icon and selecting either Email, Message or Copy to Clipboard. The Meeting ID and meeting information can then be sent to participants. For the Message option to appear, iMessage must be activated from the Settings app on the iOS device. For the Email option to appear, email must be set up on the device.

As an organizer, can I promote attendees to presenter or organizer?

Organizers can make someone who joins from a Windows, Mac or iPad the presenter so that person can share their screen. At this time, attendees who join from an iPhone or an Android cannot be made presenters.

From the Attendee List, organizers can make someone else who joined from a Windows, Mac or Android the organizer. Currently, attendees who join from an iOS device cannot be made an organizer.

Can I see how my screen looks to attendees?

Yes, when sharing content you can preview how attendees are viewing their screen by tapping the Screen Sharing icon and turning Audience View on. A thumbnail image of what attendees are seeing will appear on-screen and you can drag the thumbnail image by dragging the image with 1 finger.

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Can I only draw on a whiteboard?

No. Presenters can use Drawing Tools to annotate directly on any screen being shared by tapping the Drawing Tools icon in the toolbar. The Drawing Tools Grab Tab with the main controls will expand. The Play icon must be selected in order to share annotations. Drawings are only shown to the attendees after you have picked up your finger.

Can attendees draw on the whiteboard?

No, not at this time. Only presenters can draw on the whiteboard.

Can I join a webinar as a panelist?

No, you cannot join a webinar as a panelist on an iPad, iPhone or iPod Touch.

Can I be made presenter during a webinar on an iPad?

No, not at this time.

Can I record sessions from my iOS device?

No, you cannot currently record sessions from an iOS device.

How does attending a meeting or webinar on an iPad, iPhone or iPod Touch compare with the experience on a Windows or Mac?

Just as on a Windows or Mac, you can view the presenter's screen, see who's attending and who's talking. However, some organizer features are not yet available on the iPad, iPhone and iPod Touch.

Unsupported features for GoToWebinar on iOS:

- Drawing tools
- Presenter controls
- Keyboard and mouse controls
- Start sessions
- Schedule sessions

Unsupported features for GoToMeeting for iOS:

- Keyboard and mouse controls of the presenter's desktop

How can I change the view or zoom into the presenter's screen?

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You can view the presenter's screen in both portrait and landscape mode. You can also double-tap anywhere on the GoToMeeting Viewer to change the display to Fill Screen mode. Double-tap a second time to zoom in to 100% mode. Double-tap a third time to return to the default view – Entire Screen mode. You can also pinch or expand with 2 fingers, and pan to different parts of the presenter's screen by dragging 1 finger across the GoToMeeting Viewer.

Can I chat with other meeting participants?

Yes, you can tap Chat in the toolbar to instantly send and receive messages to everyone, to only the organizer(s) or to individual attendees. You can toggle between meeting participant names in the Attendee List to read and send messages.

Can I ask questions, raise my hand or answer polls during a webinar?

You can ask questions (Q & A) to participate in the webinar, but you currently can't raise your hand or answer polls from the GoToMeeting app. If a GoToWebinar organizer sends a chat or question to everyone in the webinar, iOS attendees can reply or send a response.

Is the GoToMeeting app available on any other mobile device?

The GoToMeeting app is also available on Android smartphones and tablets.

Can I attend a GoToWebinar session from an iPad, iPhone or iPod Touch?

Yes! Simply use the GoToMeeting app to attend webinars from your iPad, iPhone or iPod touch.

Can I attend a GoToTraining session from an iPad, iPhone or iPod Touch?

No. You can only join GoToMeeting and GoToWebinar sessions as an attendee at this time.

Audio

Can I connect to audio from the GoToMeeting app?

If the organizer provides both mic and speakers (VoIP) and conference call numbers, you will automatically connect to mic and speakers over your iPad, iPhone or iPod Touch's Internet connection (WiFi or 3G) once you join. The audio quality on your iPhone depends on the quality and bandwidth available on the WiFi or 3G network that you're connected to. For best results, you should make sure you have nothing else running that might use up bandwidth. WiFi connection is highly recommended.

If the organizer only provides a conference call number, or if you prefer to dial in by phone, iPad attendees can tap the Settings icon at the top right of the screen, tap **Audio Settings** and then **Telephone** to access the conference call information.

iPhone attendees can go to the Meeting Information screen and tap a U.S. phone number to automatically connect to the audio conference. With a single tap, the conference call number, access code and Audio PIN are automatically dialed.

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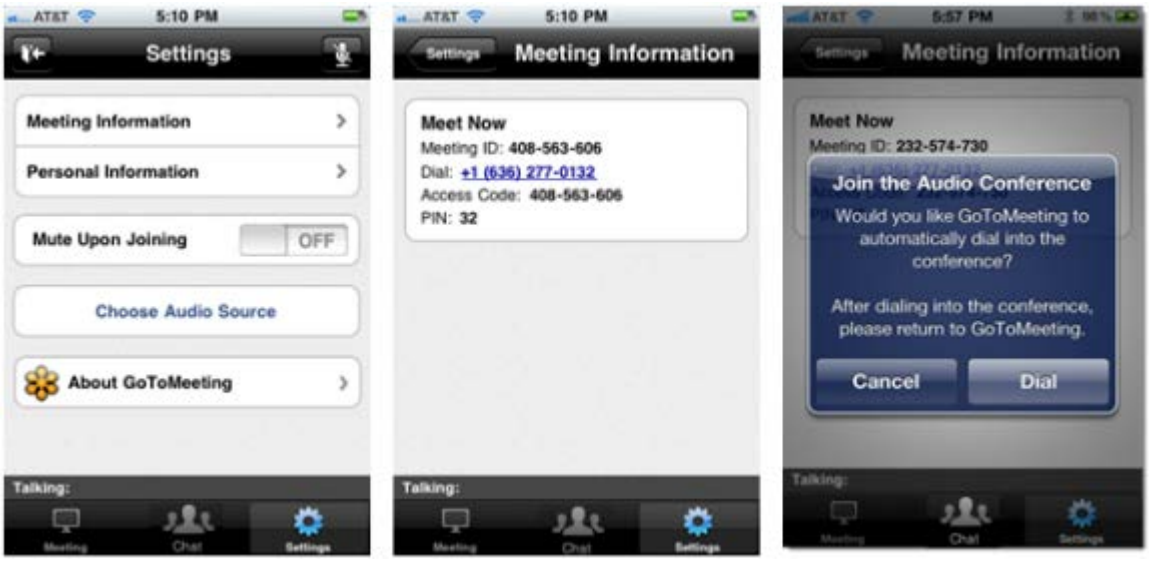
If you have an iPhone 4 or 4S on a network that does not allow simultaneous voice and data sharing (CDMA), you won't be able to connect to GoToMeeting and dial in on your iPhone at the same time. To connect to audio, you should use your iPhone's Internet connection (WiFi or 3G) or dial in with a different device.



Can I mute/unmute attendees using VoIP or dialing in by phone on iOS devices?

Yes, if the attendee is connected to VoIP, you can mute/unmute them to allow them to speak. If the attendee is dialed in by phone, you can mute/unmute them only if the they have entered the Audio PIN, which they can access in-session from Settings.

How do I dial in to the audio conference by phone?

If the organizer provides a U.S. phone number, you can go to the Meeting Information screen in-session and tap the telephone number to automatically connect to the audio conference from your iPhone.

International telephone numbers do not have the single tap auto-dialing capability at this time. You can still use the Phone app on your iPhone to enter international telephone numbers manually and dial in to the audio conference.

Why can't I switch from phone to mic & speakers (VoIP)?

Once you dial in to the audio conference, mic and speakers (VoIP) is disabled for the remainder of the session. If you want to switch back to VoIP, you will need to leave the session and rejoin.

Why can't I connect to GoToMeeting and dial in on my iPhone?

If you have an iPhone 4 or 4S on a network that does not allow simultaneous voice and data over (CDMA), you won't be able to connect to GoToMeeting and dial in on your iPhone at the same time. To connect to audio, you should use your iPhone's built-in mic and speakers (VoIP) or dial in with a different device.

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If the organizer only provides a conference call number as the audio option and you try to dial in to the audio conference from a CDMA network without having a WiFi connection, you'll see a dialog notifying you that your device does not support simultaneous voice and data sharing. Once you tap the **Dial** button on the Join the Audio Conference dialog, you'll lose access to screen sharing.

What audio options does the GoToMeeting app support?

- iPad, iPhone or iPod Touch's built-in mic and speakers (VoIP).
- iPad, iPhone or iPod Touch's built-in mic along with external headphones connected via the 3.5-mm stereo headphone jack.
- Headset connected via the 3.5-mm stereo headphone jack.
- Bluetooth Hands Free devices.

For optimal audio quality, we recommend using a headset.

Will I have access to all of the session's conference call numbers?

Any conference call numbers provided by the organizer are available to an iPad attendee. iPhone attendees who prefer to dial in by phone can access the conference call number(s) (if provided by the organizer) in the GoToMeeting or GoToWebinar invitation email or Meeting Information screen.

Troubleshooting

When I tap on the Join link, why do I have to enable cookies? How do I enable cookies on Safari?

If your iPad, iPhone or iPod Touch is running iOS 5 or higher, cookies are disabled on Safari by default. You must first change your settings to enable cookies before you can join a meeting or webinar. To enable cookies on Safari, go to **Settings** > **Safari** > **Accept Cookies** > **Always** or **From Visited**. Then tap the Join link in your GoToMeeting or GoToWebinar invitation email to join the session.

I enabled cookies on Safari but still can't join the session. What should I do?

Try clearing your history, cookies and data by going to **Settings** > **Safari** > **Clear History/Clear Cookies and Data**. Then tap the Join link again in your GoToMeeting or GoToWebinar invitation email to join the session.

If you're still having problems joining, try forcing the GoToMeeting app to close:

1. Double-click the **Home** button to bring up the multi-tasking bar.
2. Press and hold the GoToMeeting app until the icon starts to wiggle.
3. Tap the minus symbol above the GoToMeeting app to close it.
4. Tap the **Home** button or anywhere above the multi-tasking bar to exit.
5. Then tap the Join link in your GoToMeeting or GoToWebinar invitation email to join. If you know the 9-digit Meeting or Webinar ID, you can also open the app and manually enter it.

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GoToMeeting App for Android FAQs

Review frequently asked questions on the GoToMeeting app for Android.

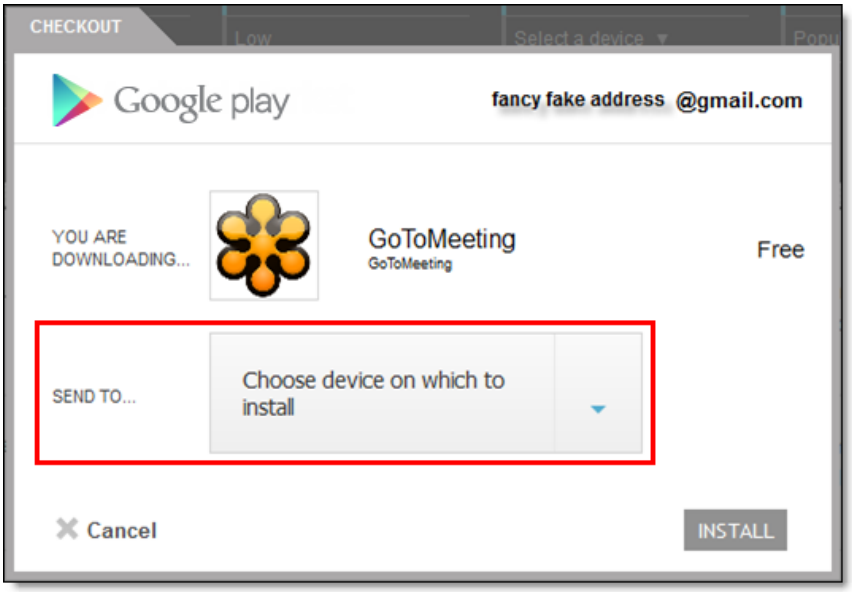
General Information

Can I use the GoToMeeting app for Android on my Android device?

Yes. If you're running Android 2.2 (Froyo) or higher, you can install the GoToMeeting app from the Google Play Store to join meetings and webinars as an attendee. If you're a GoToMeeting organizer, you can log in and start a scheduled meeting from the app, but you won't yet be able to share your screen, so we recommend making someone else who joined the meeting from a Windows or Mac the presenter or co-organizer. We recommend using devices with a 1Ghz processor or higher for optimal performance.

How can I download the GoToMeeting app?

You can download the GoToMeeting app from the Google Play Store by signing in to your Google account linked with your Android device and searching for the GoToMeeting app to install it. If you don't see an **Install** button, you may not be running Android 2.2 (Froyo) or higher (the minimum system requirement needed to install the GoToMeeting app).



You can also download the GoToMeeting app from the Amazon Appstore (only available in the U.S.), which lets you instantly download the GoToMeeting app to an Android device.

If you have the GoToMeeting app pre-loaded onto your device, you'll need to first upgrade to the latest version of GoToMeeting. To upgrade, select the GoToMeeting daisy icon and then select the **Upgrade** button to install the most recent version of the app.

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If I have a Motorola Android-based device that doesn't have the Google Play app, can I still download the GoToMeeting app?

Yes. Attendees using Motorola Android-based devices in China can now download the GoToMeeting app from SHOP4APPS™ – Motorola's pre-installed Android application storefront. The GoToMeeting app is not yet localized in Chinese, but it is available in English, German, French, Spanish and Italian.

Why can I see the GoToMeeting app in the Google Play Store but can't download it?

Your device may not be running Android 2.2 (Froyo) or higher (the minimum system requirement needed to install the GoToMeeting app). If your device is running 528 MHz CPU, you may not see the **Install** button to download the GoToMeeting app.

What are the minimum system requirements for joining a GoToMeeting or GoToWebinar session from my Android device?

- Android 2.2 (Froyo) or higher
- 1 Ghz CPU or higher recommended
- WiFi or 3G connection (WiFi recommended)
- Free GoToMeeting app

Note: Attendees on devices that use CDMA and do not allow simultaneous data and voice sharing must be connected to the Internet from a WiFi network to dial in using the same device they use to join the meeting. Otherwise, they will be disconnected from GoToMeeting. Attendees on devices that use GSM can simultaneously share data and voice seamlessly.

- For the best audio experience, a headset is recommended.

Can I host meetings or webinars from the GoToMeeting app?

You can log in and start scheduled meetings from your Android smartphone or tablet, but you won't be able to share your screen. We recommend making someone else who joined the meeting from a Windows or Mac the presenter or co-organizer from the Attendee List. Unfortunately, you can't start GoToWebinar sessions from your Android device at this time.

How do I join a meeting on my calendar from the GoToMeeting app?

Meetings in the Android Calendar app sync with the GoToMeeting app so you will see a list of your upcoming meetings on your Join screen. You can quickly join a meeting by tapping the name of the meeting.

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You will also see a GoToMeeting widget that displays your upcoming meetings. You can tap the meeting to view the meeting information, and tap **Join** to join the meeting.

Can I join a GoToWebinar session as an attendee on my Android smartphone or tablet?

Yes! Simply use the GoToMeeting app to join a webinar as an attendee. You can select the Join URL from your GoToWebinar invitation email, or you can enter the Webinar ID into the Meeting ID field to join.

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If you haven't yet registered for the webinar, you'll be prompted to register and fill out the required information before you can join the session.

Can I join or host a GoToTraining or GoToMeeting Global session from the GoToMeeting app?

No, only GoToMeeting U.S. organizers can start previously scheduled meetings from the app. Attendees can join GoToMeeting Global and GoToWebinar Global sessions, but not training sessions.

Do I need a GoToMeeting or GoToWebinar account to join a session from my Android device?

No. As long as you're running Android 2.2 (Froyo) or higher, you can install the GoToMeeting app from the Google Play Store free of charge and join meetings and webinars from your device.

Can I record sessions from my Android device?

No, you cannot currently record sessions from an Android device.

What are some of the unsupported GoToWebinar features?

- Starting or joining a webinar as an organizer
- Joining a webinar from a panelist invitation email
- Presenting as a panelist or organizer
- Screen Sharing

What are some of the unsupported GoToWebinar attendee features?

- Sending and receiving chats
- Screen Sharing or presenting

Can I chat from the GoToMeeting app?

Yes, all attendees, organizers and presenters in a meeting can chat by tapping the Chat icon in the toolbar, typing a message in the Type a Message field and selecting **Send**. You can choose to chat with everyone in the meeting or privately with 1 person in the meeting. When you receive a Chat message, the Chat icon will bounce in the keyboard toolbar.

Note: The Chat feature is currently only supported for GoToMeeting

Can I multi-task and use other apps on my Android device while attending a session?

Yes. During a session, you can put the GoToMeeting app into background mode by pressing the Home button on your device to simultaneously use other apps without disconnecting from the meeting.

To re-open the GoToMeeting app, you can do any of the following:

- Select the daisy icon from the Android app menu.
- Open the Notifications tab and select **GoToMeeting**.
- Hold down the Home button on your device until the Recent Apps screen appears. Select the daisy icon.

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Can I use a Bluetooth device for a meeting or webinar?

The GoToMeeting app for Android does not officially support Bluetooth devices. However, if you have an A2DP (Advanced Audio Distribution Profile) device, you may be able to listen to the audio during a meeting or webinar, but you probably won't be able to speak. If you can stream music from your Bluetooth device, then you most likely have an A2DP profile that may let you listen to audio during a meeting or webinar; however, those devices are not officially supported. .

Check your device's manufacturer to see if it supports an A2DP profile.

What languages does the GoToMeeting app for Android support?

The GoToMeeting app for Android is supported in English, German, French, Spanish and Italian. If you set your device's default language to one of the supported languages, the GoToMeeting app appears in your selected language.

Troubleshooting

Why can't I connect to a meeting or webinar on the GoToMeeting app for Android?

The meeting organizer must be using GoToMeeting or GoToWebinar v4.8 or higher for attendees to join sessions from Android devices. If the organizer is using an older version, you won't be able to use the GoToMeeting app; instead, you would need to join the meeting from a Windows or Mac. Attendees cannot join GoToTraining sessions from an Android device.

Why do I see an "Unable to Join the Meeting" error telling me that the Meeting ID is invalid?

If you manually entered the Meeting ID, double check to see that you typed it correctly.

When I select the Join link, why do I have to enable cookies before I can join? How do I enable cookies on my browser?

If your browser is set to disable cookies, you must first enable cookies before you can join a session. To enable cookies, go to your browser's settings, and select **Accept Cookies**. Then select the Join link in your GoToMeeting or GoToWebinar invitation email to join.

I prefer to dial in to audio by phone. Where can I find the Audio PIN?

You do not need an Audio Pin to dial in to the audio conference by telephone. To dial in to the audio conference by telephone you can set your default audio to Phone by going to the Settings tab and selecting the Phone icon next to Default Audio. If your default audio is set to Phone and you join a meeting from an Android device, you will be automatically dialed in to the meeting.

You can see if you are connected to the meeting by VoIP or telephone in the Audio tab. If the organizer has provided dial-in phone numbers, you can switch to telephone by tapping **Switch to Phone** in the Audio Tab. In the Audio tab you will also see a list of telephone numbers associated with the session. If the organizer provides international country numbers, you can choose which country you wish to dial into.

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Once you tap **Dial**, you will automatically dial in to the conference via the Android Phone app and will need to navigate back to the GoToMeeting app to return to the session.

Why am I disconnected from GoToMeeting when I try dialing in from my device?

If you're using a device that doesn't allow simultaneous data and voice sharing (CDMA), you must connect to the Internet from a WiFi network to dial in using the same device you use to join the meeting; otherwise, you'll be disconnected from GoToMeeting. If you aren't connected to the Internet through WiFi, you must use your device's mic and speakers (VoIP) or dial in with a different device to connect to audio.

Why can't I access the Meeting Information in my Settings before the meeting starts?

You have to wait until you enter the meeting before you can access the Meeting Information. Once the organizer starts the meeting, you can access the Meeting Information by selecting the **Settings** button on the View tab.

Why can't I register for a webinar from my Android device?

You may be using an Android device that is not fully compatible with GoToWebinar. Try registering for the webinar from a supported computer or tablet.

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GoToMeeting App for Windows 8 and Windows RT FAQs

Review GoToMeeting app for Windows 8 and Windows RT FAQs.

What is the GoToMeeting app for Windows 8 and Windows RT?

The GoToMeeting app for Windows 8 and Windows RT can be downloaded to your Windows 8 desktop and/or your Windows RT tablet from the Apps for Windows store. Windows 8 desktop users can join meetings from either the app or the desktop version.

What can I do with GoToMeeting for Windows 8 and Windows RT?

- Attend online meetings free of charge
- Join meetings in seconds by entering the Meeting ID and your name in the app
- View the presenter's screen
- Connect to audio through VoIP

How do I join a meeting with the GoToMeeting app for Windows 8 and Windows RT?

If you know the 9-digit Meeting ID, you can join the meeting by simply opening the GoToMeeting app and entering the Meeting ID and your name. If you don't have the GoToMeeting app yet, you can install it for free from the Windows Store

Are there any limitations to using the app?

- Scheduling, starting or joining a meeting as an organizer

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- Presenting, Screen Sharing and Keyboard and Mouse Control
- Viewing an Attendee List
- Viewing and sharing webcams
- Dialing in by phone
- Using the Chat feature

What are the system requirements for using the GoToMeeting app for a Windows 8 and Windows RT?

Organizers must be using GoToMeeting v5.0, build 799 or higher for attendees to join sessions on the app. Any user with Windows 8 or Windows RT running on x86, x64 or ARM processors will be able to use the GoToMeeting app. Windows 8 tablets and all-in-one devices, such as the Surface Windows 8 Pro, are not officially supported on the GoToMeeting desktop application, but if the GoToMeeting app for Windows 8 and Windows RT is installed, you can enter the 9-digit Meeting ID and your name on the app to join a meeting from the mobile app. For more information, see the complete GoToMeeting System Requirements.

Are there any additional fees for using the GoToMeeting app?

Nope, the app is free, and there's no charge for attending GoToMeeting sessions. But you may be responsible for any long-distance charges associated with dialing in to sessions by phone or any data charges that may be incurred.

Can I join GoToTraining and GoToWebinar sessions from the GoToMeeting app?

No, you cannot currently join webinar sessions or training sessions from the GoToMeeting app. You are able to join any meeting hosted by a GoToMeeting organizer using GoToMeeting v5.0, build 799 or higher.

Can I host a GoToMeeting session from the GoToMeeting app for Windows 8 or Windows RT?

You cannot currently start or host your own meetings from the GoToMeeting app for Windows 8 and Windows RT.

Can I connect to audio from the GoToMeeting app?

If the organizer provides both mic and speakers (VoIP) and conference call numbers, you will automatically connect to mic and speakers over your device's Internet connection (WiFi) once you join. The audio quality on your device depends on the quality and bandwidth available on the WiFi network that you're connected to. For best results, you should make sure you have nothing else running that might use up bandwidth. WiFi connection is highly recommended.

Can I join password-protected meetings from the app?

No, you cannot currently join password-protected meetings from your Windows tablet.

Are webcams supported? I'm prompted to use my webcam but I don't see them at all.

Although you may be prompted to use your webcam and microphone, GoToMeeting does not currently support webcams for the Windows Tablet. Therefore, you will not be able to see others' webcams or show your own.

If I have the GoToMeeting app for Windows 8 and Windows RT, as well as the GoToMeeting desktop application on my desktop, what happens when I click the Join URL?

If you have the GoToMeeting app for Windows 8 and Windows RT, as well as the GoToMeeting desktop application installed on your Windows 8 desktop, clicking the Join URL will automatically launch the GoToMeeting desktop application.

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Audio Introduction

GoToMeeting includes an integrated audio solution at no extra cost to you. Choose between phone and Voice over Internet Protocol (VoIP) or allow both options. Participants who join the meeting via telephone dial a toll-based number that GoToMeeting provides automatically. Participants are then charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call. Participants who join the meeting via VoIP need speakers or headphones to hear the meeting and a microphone if you want them to speak. (We recommend a USB headset).

Audio details can be found in the Control Panel once the meeting starts. GoToMeeting will automatically generate a conference call number, access code and Audio PIN for all attendees joining via telephone.

You may decide to use the GoToMeeting integrated audio or choose another method of bringing audio to your online meetings

Note: If you choose to use your own audio service provider for the audio portion of the meeting, GoToMeeting will include your dial-in numbers with the meeting information; however GoToMeeting audio features (such as VoIP and Control Panel audio management) do not apply.

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Audio

If the organizer schedules a session that gives attendees the flexibility to use different audio options, attendees can use the Audio pane to switch between Telephone and Mic & Speakers. If you're having trouble connecting to the audio conference, see Audio Help.

Use Telephone to connect to the audio conference

You can use a landline or mobile phone to dial in to the audio conference. Once you're in-session, you'll have access to your unique Audio PIN.

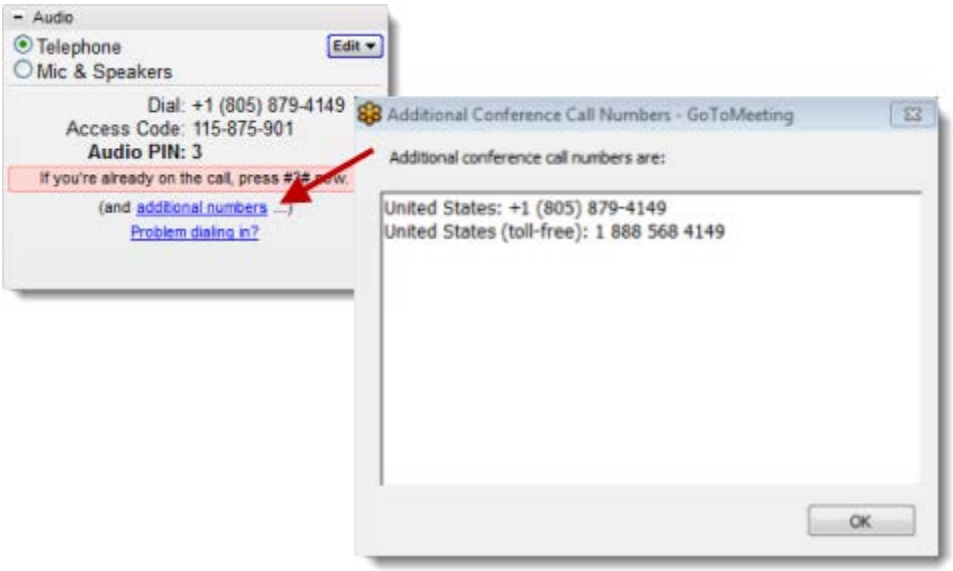
1. In the Audio pane of your Control Panel, select the **Telephone** option.

2. Dial into the audio conference using the provided telephone number.

3. When you're prompted, enter the Access Code, and then press "**1**".

4. Enter your unique Audio PIN, and then press "**#**" on your keypad. If you don't enter your Audio PIN, the organizer won't be able to mute you in-session.

- If you want to see if the organizer provided additional numbers (e.g., toll-free numbers), click **additional numbers** in the Audio pane to access all the phone numbers available for the session.



- If you're having trouble dialing in to the audio conference, click **Problem dialing in?** in the Audio pane to access alternate telephone numbers from a different network provider.

Use Telephone with an alternate phone number

If you're experiencing problems dialing in to the audio conference, you can use an alternate phone number (toll, toll-free and/or international numbers) from a different network provider to connect to the audio conference.

1. In the Audio pane of the Control Panel, click **Problem dialing in?** to access alternate telephone numbers from a different provider.

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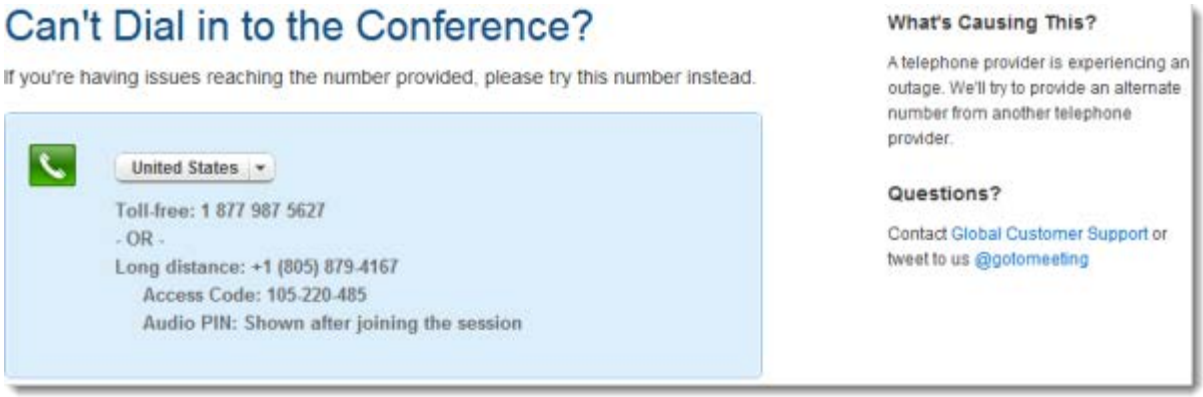
2. When you're redirected to the Can't Dial in to the Conference? web page, choose your preferred dial-in country if available.



3. Try calling the number provided instead. Toll (long-distance), toll-free and/or international numbers for one or multiple countries may be available, depending on what the scheduling organizer chooses to provide.

If an alternate number is not available, you can still join the audio conference using your built-in microphone and speakers (VoIP) by selecting **Mic & Speakers** in the Audio pane.

Manage audio via telephone commands (organizers only)

Organizer Telephone Commands		
Command	**Feature**	**Details**
***2**	Count	Provides the number of attendees dialed in to the conference.
***3**	On-hold beep controls	Sets the on-hold beeps. Pressing ***3** sets the following options: • On-hold beeps on (default). • On-hold beeps off.
***4**	Menu	Provides a menu of available conference commands.
***5**	Listening Modes	Sets listening modes for the audience. Meeting organizers can cycle through three listening modes by pressing ***5**. • Mute: organizers and panelists can unmute themselves by pressing ***6** • Mute: organizers and panelists cannot unmute themselves • Unmute: organizers and panelists are unmuted (default)

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Organizer Telephone Commands		
Command	**Feature**	**Details**
***6**	Mute/Unmute	Mutes the organizer's line. Pressing ***6** again will unmute the line.
***8**	Chime Controls	Sets entry and exit chimes. By default, entry and exit chimes are on. Pressing ***8** cycles through the following options. • Entry chime and exit chime on (default) • Entry and exit chimes off • Entry chimes off exit chime on • Entry chime on exit chime off

Manage audio via telephone commands (attendees only)

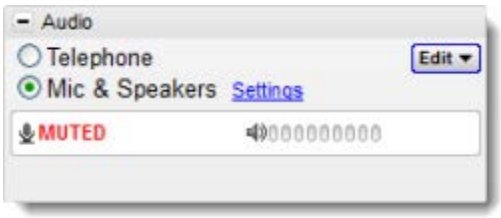
Attendees Telephone Commands		
Command	**Feature**	**Details**
***3**	On-hold beep controls	Sets the on-hold beeps. Pressing ***3** sets the following options: • On-hold beeps on (default). • On-hold beeps off.
***4**	Menu	Provides a menu of available conference commands.
***6**	Mute/ Unmute	Mutes the participant's line. Pressing ***6** again will unmute the line.

Use Mic & Speakers (VoIP) to connect to the audio conference (Windows)

Your audio quality may vary depending on your audio software, hardware, operating system and Internet connection. We recommend using a USB headset plugged into your computer and placing your microphone away from other speakers or devices.

1. In the Audio pane of your Control Panel, select the **Mic & Speakers** option to connect to the audio conference over VoIP (requires microphone and speakers).

2. Test your audio hardware and audio input and output by selecting **Settings** next to the **Mic & Speakers** option.



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3. In the Preferences window, test your microphone and speakers setup. You'll be muted while you're testing your audio setup. Make sure to select the appropriate device.

- **Test your microphone setup**: Speak into your microphone. If your microphone works, the audio indicator will turn green.
- **Test your speakers setup**: Click **Play Sound** to check that you can hear audio from your speakers. If your speakers work, you'll hear sound.

If your microphone or speakers aren't working, try selecting another device that's connected to your computer from the drop-down menu until the audio indicators turn green.

4. Click **OK** when you've verified that your microphone and speakers are working properly.

5. To mute or unmute yourself, click the Mute icon in the Grab Tab.

- The Mute icon is green when you are unmuted and people can hear you.
- The Mute icon is gray when you are muted and no one can hear you.

Use Mic & Speakers (VoIP) to connect to the audio conference (Mac)

1. In the Audio pane of your Control Panel, select the **Mic & Speakers** option to connect to the audio conference over VoIP (requires microphone and speakers).

2. Test your audio hardware and audio input and output. The audio indicators should turn green when you or other attendees speak.

If your microphone or speakers aren't working, try selecting another device that's connected to your computer until the audio indicators turn green.

- If your microphone is not working, change your audio input device from the drop-down menu. Try talking into the microphone to test if the audio is picked up.
- If your speakers are not working, change the audio output device from the drop-down menu. Listen to see if you can hear audio.

3. You may adjust the speaker volume on your Mac if needed.

Test your audio setup (Windows only)

Test your audio setup by clicking **Settings** in the Audio pane of your Control Panel. Or, you can right-click the daisy icon in your system tray, and select **Preferences** > **Audio**. Check to see if you're using an appropriate audio device. Click **Play Sound** to check that you can hear sound from your speakers. Speak into the microphone to test your microphone setup.

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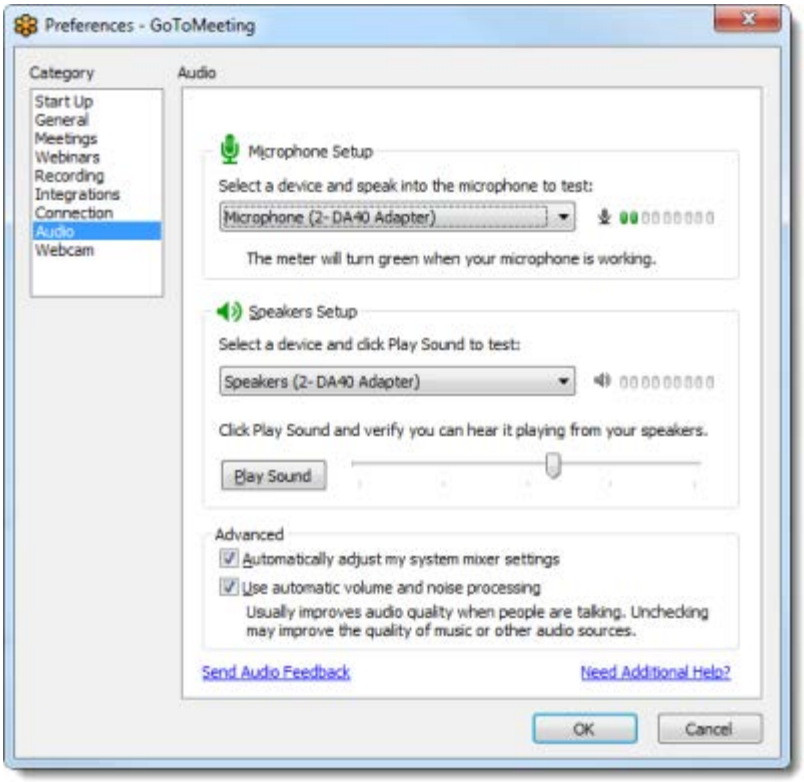

Edit audio mode (organizer only)

As the organizer, you can edit the audio mode in-session if you'd like to provide additional audio options for your attendees.

1. In the Audio pane of your Control Panel, click **Edit** on a Windows computer. On a Mac, click the Edit Audio Options drop-down icon .

2. Select **Edit Audio Mode** from the drop-down menu.

3. In the Edit Audio Mode window, change your audio options. You can only select either **Use built-in audio conferencing** or **Provide your own conference call information** – but not both.

- **Use built-in audio conferencing**
  - Provide VoIP only (requires microphone and speakers)
  - Provide a conference call number only
  - Provide both
- **Provide your own conference call information**
  - Organizers
  - Panelists
  - Attendees

4. Click **OK** to save your changes.

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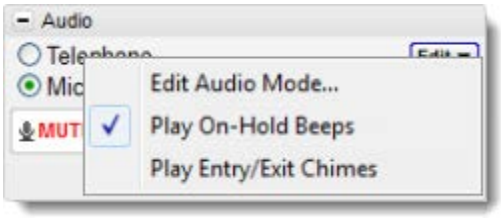
Play or disable on-hold beeps (organizers only)

1. In the Audio pane of your Control Panel, click **Edit** on a Windows computer. On a Mac, click the Edit Audio Options drop-down icon .

2. Select **Play On-Hold Beeps** from the drop-down menu. If there's a checkmark next to it, then everyone will hear beeps while on-hold. If no checkmark appears next to it, no one will hear any on-hold beeps.



Play or disable entry or exit chimes (organizers only)

1.In the Audio pane of your Control Panel, click **Edit** on a Windows computer. On a Mac, click the Edit Audio Options drop-down icon .

2. Select **Play Entry/Exit Chimes** from the drop-down menu. If there's a checkmark next to it, then everyone will hear chimes when someone enters or exits the session. If no checkmark appears next to it, no one will hear entry or exit chimes.

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Integrated Toll-Free Audio (GoToMeeting Corporate only)

Organizers can host sessions using GoToMeeting's integrated audio and provide VoIP, toll (long distance) numbers and/or toll-free numbers.

Integrated Toll-Free audio service must be purchased separately from your GoToMeeting plan. If you have a GoToMeeting Corporate plan (multi-user account) and your billing address is based in the U.S., U.K., Canada or Australia, you may purchase Integrated Toll-Free audio online.

Organizers incur per-minute changes for each attendee who uses the Integrated Toll-Free audio service.

Calculating toll-free minutes

Per-minute charges apply to all participants who dial in with the toll-free option. Those who join by regular toll (long distance) numbers are charged rates based on their own long distance provider. There are no additional charges for those who join a session using VoIP.

To minimize billing, any attendee who joins a session before the organizer starts the event is disconnected after 15 minutes of inactivity. If the session is cancelled and never started by the organizer, then no charges are incurred. However, if an organizer joins the session, even if was never started, the account is charged for the organizer's minutes, along with the minutes incurred by any attendees waiting for the event to start.

Available international countries with Integrated Toll-Free audio

See the available international toll-free and long-distance (toll) numbers.

Schedule a Meeting with Integrated Toll-Free Audio

1. If you already have the GoToMeeting application installed on your Windows computer, right-click the GoToMeeting daisy icon in your system tray and select **My Meetings**. On a Mac, open GoToMeeting and select **My Meetings**. If you don't have the GoToMeeting application installed, download it now.

2. If prompted enter your email and password, and click **Log In**.

3. On the Schedule a Meeting window, fill out the subject, date and start and end times. You can also protect your meeting by adding a meeting password (optional) so that participants are required to enter a password successfully before joining.

   To schedule a recurring meeting so that you and your attendees can reuse the same Meeting ID and audio information, select the **Recurring meeting** check box. Recurring meetings remain available in My Meetings until you delete them.

4. Choose which audio option you'd like to provide for the meeting. To add more international long-distance (toll) and/or toll-free numbers, click **Edit countries** to choose more countries.

5. Click the **Schedule** button when finished.

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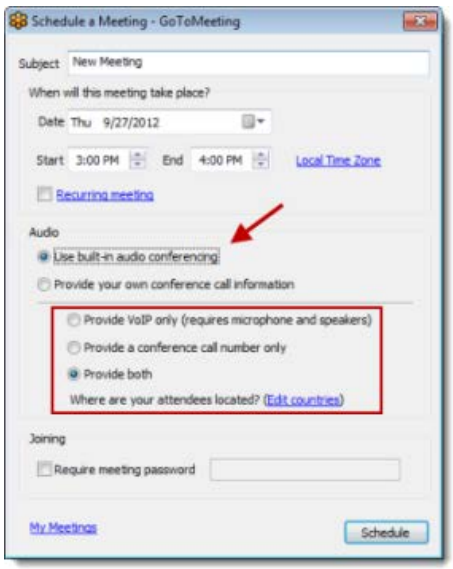
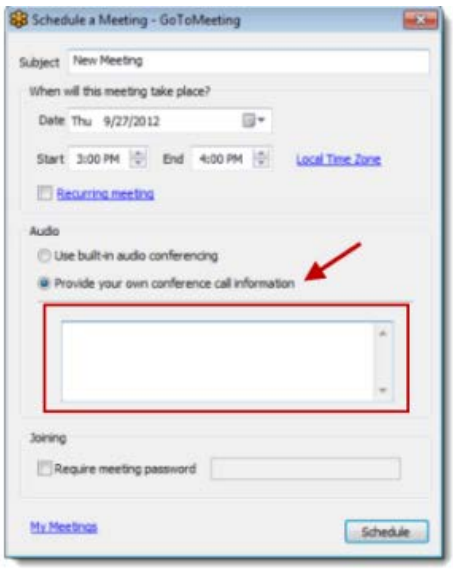




If you integrate GoToMeeting with an email client, such as Outlook, a meeting invitation will pop up, which you can send to attendees as a calendar appointment. If you want to remind attendees of a recurring meeting, click Recurrence in your Outlook invitation email, or choose another calendar to remind attendees.

Start a session with Integrated Toll-Free audio

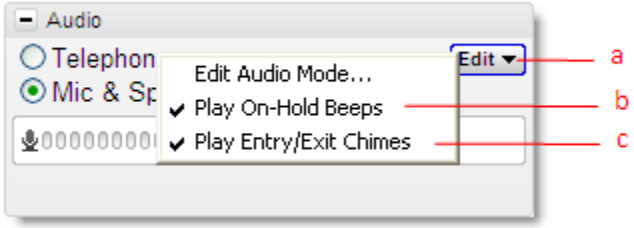
Starting a session with Integrated Toll-Free audio is the same as starting any other session but with one key difference. Because the organizer is charged for each attendee dialing in with toll-free audio, attendees cannot talk amongst themselves until the organizer arrives. If an organizer starts the session late, attendees will remain on hold and will hear the following greeting: "The organizer has not yet started the meeting. You will be placed on hold until the organizer arrives."

Toggle Audio Notifications

GoToMeeting produces 2 different types of audio notifications that can be managed directly from the Presenter's Control Panel or from the telephone. These notifications can be disabled if you or your attendees find them distracting.

To manage entry/exit chimes and on-hold beeps from the control panel

1. From the Audio pane in the presenter's control panel, click **Edit**. (a)
   - **Play On-Hold Beeps***:* If this option is checked, you hear status beeps until the first attendee joins your meeting. (b)
   - **Play Entry/Exit Chimes***:* If this option is checked, then the organizer and attendees hear a chime every time an attendee enters or exits the meeting. (c)



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Broadcast Computer Audio

While GoToMeeting is designed to efficiently broadcast voice audio over telephone or VoIP there may be times when you wish to broadcast an audio recording from your computer. In this section you will find audio configuration instructions that should allow you to transmit both your voice and audio from your computer. Due to some sound card limitations these procedures may not work with every system.

▶ To configure Windows XP to broadcast audio

Note: Not all computers have a Stereo Mix option. Depending on your sound card, it may be called something else (like "What U Hear" on some Soundblaster cards) or may be absent entirely.

Note: You cannot use your microphone when switching via software.

1. Double-click the volume icon in the system tray (usually bottom-right of your desktop).
2. Select **Options**, then **Properties**.
3. Under Adjust Volume for choose **Recording.**
4. Ensure "Stereo Mix" is checked.
5. Click **OK**.
6. On the Recording Control screen, select the check box under Stereo Mix.

▶ To configure Vista or Windows 7 to broadcast audio

Note: Not all computers have a Stereo Mix option. Depending on your sound card, it may be called something else (like "What U Hear" on some Soundblaster cards) or may be absent entirely.

Note: You cannot use your microphone when switching via software.

1. Right-click the volume icon in the system tray (usually bottom-right of your desktop).
2. Select **Recording Devices** from the menu.
3. Right-click the first item on the list and ensure Show Disabled Devices is checked.
4. Ensure Stereo Mix is the default device.
5. Press **OK**.

Hardware Option

Parts needed

- Two (2) 3.5 mm audio splitters (1male, 2female).
- One (1) 3.5 mm audio patch cable (2male ends, typically 3" long).

▶ To configure your system to broadcast with hardware

1. Plug 1 splitter into your line out port (for speakers, typically colored green).
2. Plug the other splitter into your microphone port (typically pink).
3. Plug the patch cable into the splitter on line out and then into the splitter on microphone.
4. Plug your microphone into the microphone splitter, and then plug your speakers into the line out splitter.

Note: You may use your microphone and speakers simultaneously.

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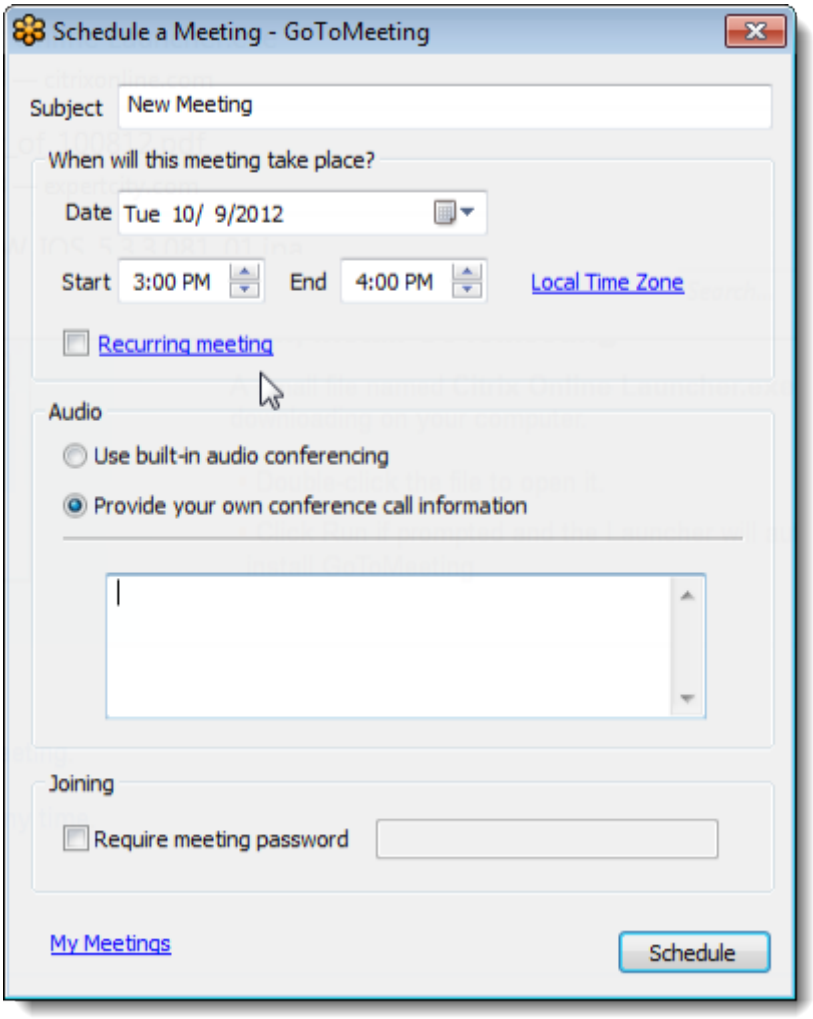
3rd Party Audio and HiDef Conferencing

When you schedule a meeting you can select which audio option works best for you and your attendees. If you choose to use a conferencing solution other than GoToMeeting integrated audio then all you have to do is include that information in the conference call field in the Schedule a Meeting dialog box.

Once scheduled, you will see your 3rd party conference number referenced in your meeting invitation, waiting room and the Audio pane in the presenter and attendee Control Panel.

Note: On-screen muting and VoIP audio are not available while using 3rd party audio solutions.

You can obtain a toll-free or international access conference call number through most conference call vendors. Note that there is often an additional fee for these numbers.



Citrix Online HiDef Conferencing™

Citrix Online now offers additional audio solutions including toll-free numbers through HiDef Conferencing which can be used with GoToMeeting. If you already have a HiDef Conferencing account then simply include your phone number and meeting room ID in the conference call field in the Schedule a Meeting dialog box.

If you wish to learn more about integrated toll-free audio service for GoToMeeting Corporate customers then please refer to Integrated Toll-Free Audio for details.

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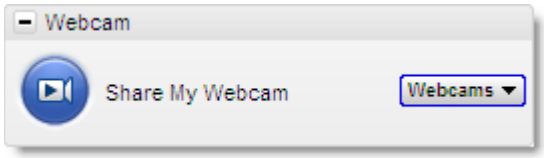
HDFaces Video Conferencing

GoToMeeting with HDFaces is a high-definition video conferencing technology that combines screen sharing, audio conferencing and video conferencing. Meeting participants can share up to 6 high-resolution video conferencing streams while viewing the presenter's screen. A resizable viewer and customizable layouts allow you to adapt to numerous monitor and projection configurations. HDFaces is included with GoToMeeting at no additional cost. All you need is an Internet connection and a webcam to begin enjoying a telepresence-quality experience!

Share or stop webcams from the Control Panel

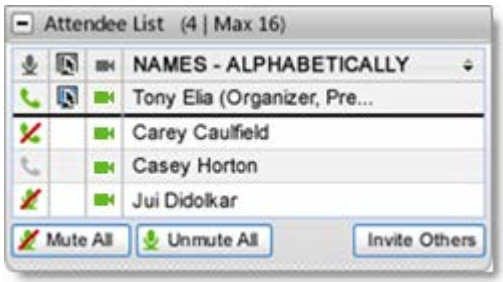


You and your attendees can share webcams in any of the following ways:

- Click the webcam icon on the Grab Tab.
- Click the **Share My Webcam** button in the Webcam pane on the Control Panel.
- Select Share My Webcam from the **Webcams** drop-down menu.
- Click the webcam icon next to your name in the Attendee List (Windows-only).
- Right-click your own name in the Attendee List and select **Share My Webcam**.

Organizers can send Share Webcam Requests to attendees in any of the following ways:

- Click the Webcam column on the Attendee List.
- Right-click an attendee's name from the Attendee List and select **Send Webcam Request** from the drop-down menu.



Organizers can turn off attendee webcams in any of the following ways:

- Click the green webcam button next to an attendee's name. Attendees will see a yellow tip or dialog indicating that the organizer has closed their webcam feed.
- Right-click an attendee's name from the Attendee list and select **Stop Webcam Sharing**.

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Manage your webcam from your video feed

- Temporarily Pause/Play your video by selecting the **Pause** or **Play** button on the top-right corner of your webcam feed. (a)
- Resize the webcam viewer and screen sharing using the slider. You can click and drag any part of the slider to adjust the display. (b)
- When only webcams are being shared, participants can resize webcams by clicking and dragging the bottom-right corner of the Viewer. Expand and minimize how webcams and/or screen sharing is displayed by clicking and dragging the bottom-right corner of the viewer. If only webcams are being shared (not screen sharing), you can adjust the size and position of the webcam viewer by using the Webcams drop-down menu and selecting one of the following Webcam Positions: **Top**, **Left**, **Bottom**, **Right**.

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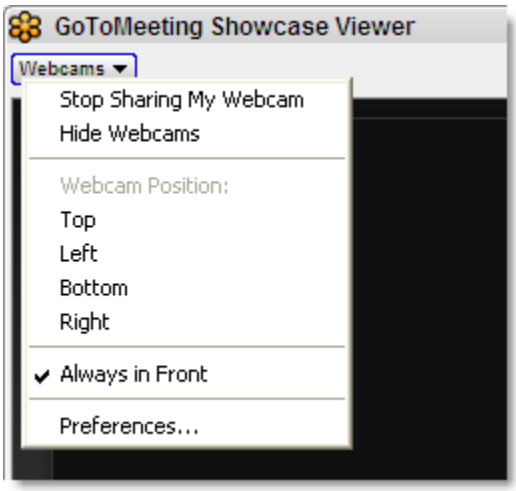
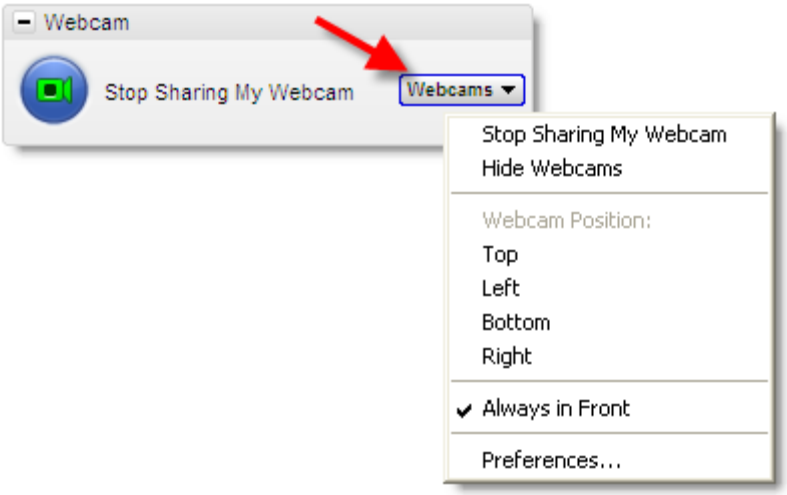
Toggle the webcam layouts

Attendees can change the webcam position from the **Webcams** drop-down menu located in the top-left corner of the viewer or the Webcam pane in the Control Panel (only available when both webcams and screen sharing are enabled).





- **Share My Webcam** - Shares your own webcam.
- **Stop Sharing My Webcam** - Stops broadcasting your own webcam.
- **Hide Webcams** - Hides the webcam viewer but still broadcasts your webcam feed to other attendees.
- **Always in Front** - Keeps webcams on top of all other applications and windows (only available for Windows organizers and all Mac participants). Hiding webcams decrease bandwidth consumption.

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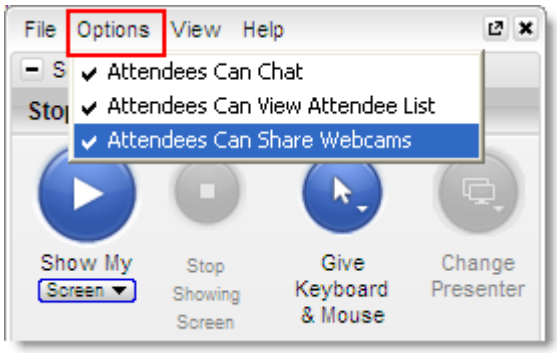
Remove webcams for all participants

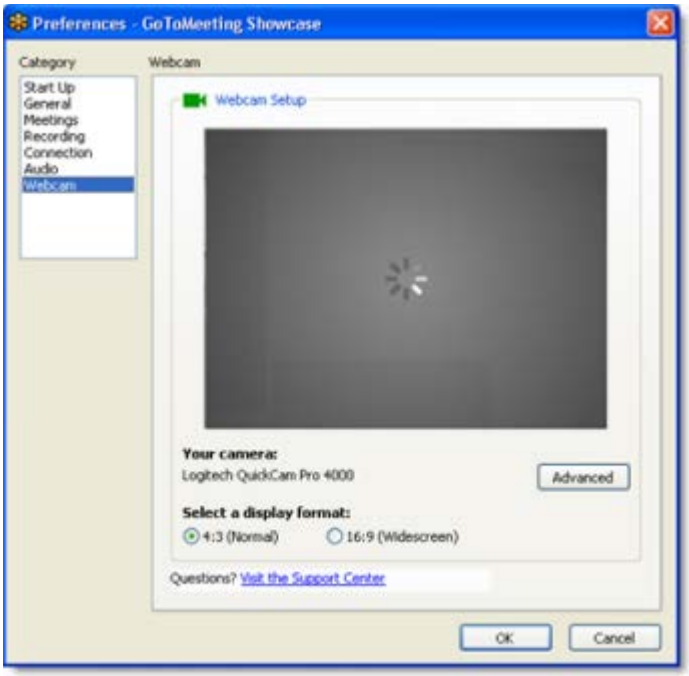
From the Options menu, organizers can uncheck the **Attendees Can Share Webcams** setting to remove the option for all meeting participants to share webcams.



Manage your webcam settings

1. Click the **File** menu and select **Preferences**, or right-click the GoToMeeting daisy icon from your system tray and select **Preferences**. Preferences can also be found on the **Webcams** drop-down menu in the Webcam pane or viewer.
2. From the Preferences window, select the **Webcam** option from the left navigation to view the following:

- **Your camera** - Shows the make and model of your detected webcam.
- **Select a display format** - Adjusts the aspect ratios of webcam feeds. 4:3 is the normal display and 16:9 is the widescreen display.
- **Advanced** - Modifies your hardware settings from within GoToMeeting. Customizable options depend on your webcam manufacturer.



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Start/End a Scheduled Meeting

Scheduled GoToMeeting sessions can be started from the GoToMeeting Windows system tray icon, the Mac GoToMeeting Suite icon, the GoToMeeting website and the GoToMeeting Outlook bar.

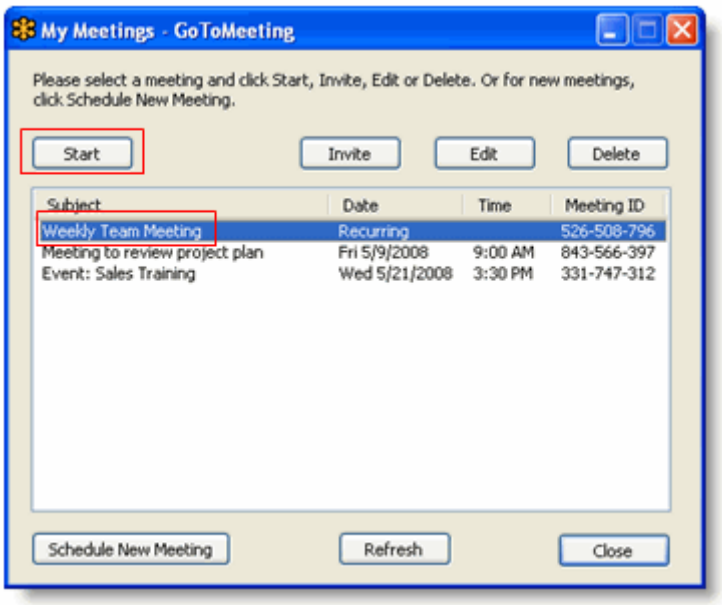
Note: To start a meeting the GoToMeeting application must be installed on the Windows or Mac being used by the meeting organizer. For more information on installing the GoToMeeting application please see the GoToMeeting Install GoToMeeting section.

Start a Scheduled Meeting from Your Desktop

To start a scheduled meeting from your desktop

1. Right-click the daisy icon in the Windows system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
2. Enter your Email and Password in the Login window, and click **Log In**.
3. On the My Meetings window, select the meeting you want to start by selecting the name in the Subject column and then click the **Start** button.

   Your meeting will start and the GoToMeeting Organizer Control Panel will appear on the right side of your desktop.



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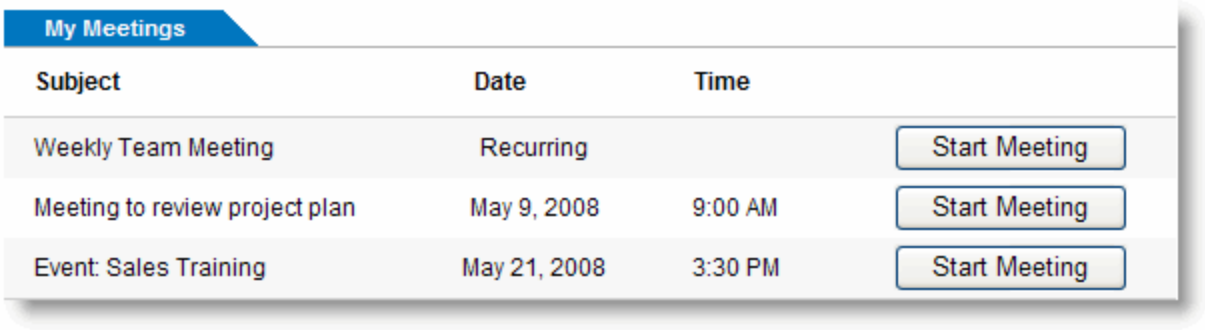
Start a Meeting from the Web

To start a scheduled meeting from the GoToMeeting website

1. Log in to www.gotomeeting.com.

2. On the My Meetings page, locate the scheduled meeting you wish to start and click the **Start Meeting** button.



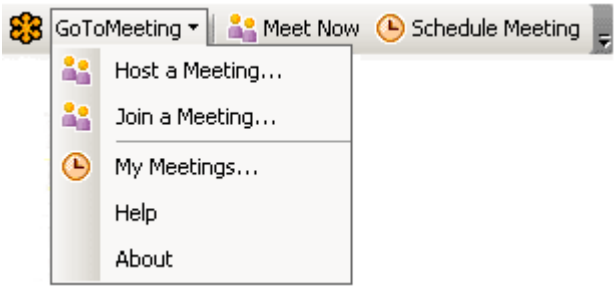
3. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.

Your meeting begins and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Please see the Organizer Control Panel section for more information.

Start a Meeting from Outlook

To start a scheduled meeting from the GoToMeeting Outlook bar

1. From the GoToMeeting toolbar in Outlook, click the **GoToMeeting** button and select **My Meetings**.
2. On the Login window, enter your Email and Password and click **Log In**.
3. On the My Meetings window, select the meeting you want to start by clicking the name of the meeting in the Subject column, and click the **Start** button.



Your meeting begins and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Please see the Organizer Control Panel section for more information

Note: If the GoToMeeting toolbar does not appear in your Microsoft Office application, see the GoToMeeting Application Preferences section for instructions.

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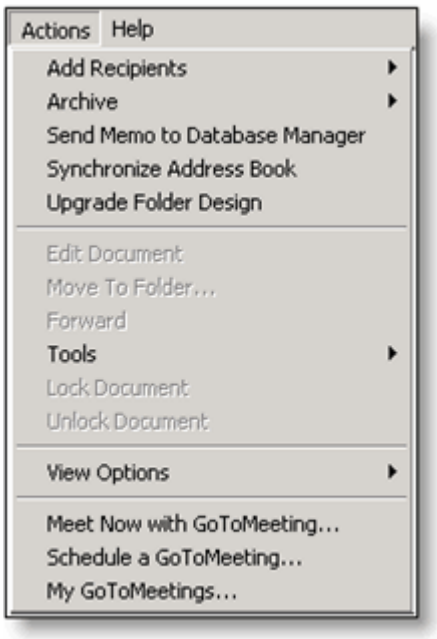
Start a Meeting from IBM Lotus Notes

To start a scheduled meeting from the GoToMeeting IBM Lotus Notes Actions menu



1. From the Actions menu in the Lotus Notes toolbar, select **My GoToMeetings**.
2. On the Login window enter your Email address and Password and click **Log In**.
3. On the My Meetings window, select the meeting you want to start by clicking the name in the Subject column, and click the **Start** button.

   Your meeting will start and the GoToMeeting Organizer Control Panel will appear on the right side of your desktop. Please see the Organizer Control Panel section for more information

Start a Meeting from Microsoft Office

To start a scheduled meeting from the GoToMeeting Toolbar in Microsoft Office

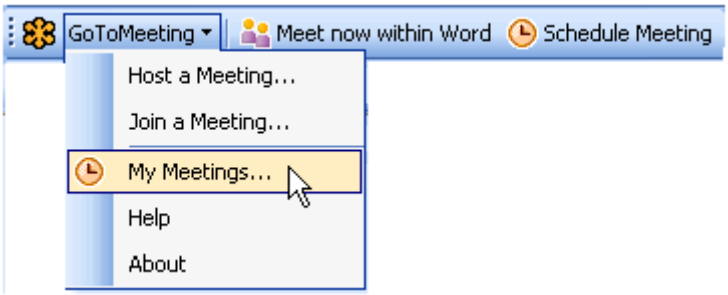
1. From the GoToMeeting toolbar in Microsoft Office, click the **GoToMeeting** button and select **My Meetings**.

   On the Login window, enter your Email address and Password and click **Log In.**

2. On the My Meetings window, select the meeting you want to start by clicking the name in the Subject column, and click the **Start** button.

3. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. Please see the Organizer Control Panel section for more information

Note: If the GoToMeeting toolbar does not appear in your Microsoft Office application, see the GoToMeeting Application Preferences section for instructions.



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Start an Impromptu Meeting

Start an impromptu meeting at any time without having to schedule them in advance. The Meet Now feature is for last-minute or on-the-fly meetings that need to occur without prior notice. Impromptu meetings may be initiated either from the GoToMeeting Windows system tray icon, the Mac GoToMeeting Suite icon, from the Microsoft Outlook tool bar, the Lotus Notes Actions menu or from an integrated instant-messaging application.

Start a Impromptu Meeting from your desktop

To start an impromptu meeting from your desktop

1. Right-click the daisy icon in the Windows system tray or double-click the GoToMeeting Suite icon on a Mac and select **Meet Now**.
2. On the Login window, enter your Email address and Password and click **Log In**.
3. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

Or

1. Double-click the daisy icon in the Windows system tray.
2. Your meeting starts and the GoToMeeting Organizer Control Panel appears on the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

Start an impromptu meeting from the Web

To start an impromptu meeting from the GoToMeeting website

1. Go to www.gotomeeting.com and click the **Host a Meeting** button.
2. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.
3. On the Login window, enter your Email address and Password and click **Log In**.
4. On the Host a Meeting window, select **Meet Now**.
5. Your meeting starts and the GoToMeeting Organizer Control Panel appears on the right side of your desktop. Conference call information appears in the meeting information pane of the Organizer Control Panel.

Start an impromptu meeting from Outlook

To start an impromptu meeting from the GoToMeeting Toolbar in Outlook

1. From the GoToMeeting Outlook bar, click the **Meet Now** button.
2. On the Login window, enter your Email address and Password and click **Log In**.
3. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. Audio information appears in the meeting information pane of the Organizer Control Panel.

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Start an Impromptu Meeting from Microsoft Office

To start an impromptu meeting from the GoToMeeting Toolbar in Microsoft Office

1. From the GoToMeeting Toolbar in Microsoft Office, click the **Meet now within** button to launch an impromptu meeting.
2. On the Login window, enter your Email address and Password and click **Log In**.
3. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop.
4. Click the **Show My** Screen button and your presentation starts in specific application-sharing mode. This means that GoToMeeting only displays the Microsoft Office window from which you started the impromptu meeting.

Note: The GoToMeeting toolbar can be displayed in Microsoft Word, Excel and PowerPoint.

Start an Impromptu Meeting from IBM Lotus Notes

To start an impromptu meeting from the IBM Lotus Notes Actions menu

1. From the Lotus Notes menu options under the **Actions** menu, select **Meet Now with GoToMeeting**.
2. On the Login window, enter your Email address and Password and click **Log In**.
3. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. Audio information appears in the meeting information pane of the Organizer Control Panel

Start an Impromptu Meeting from an Instant-Messaging Application

To start an impromptu meeting from an instant-messaging application

1. Launch the instant-messaging application.
2. Open a chat communication with the attendee you would like to meet.
3. In the Title bar, click the GoToMeeting Messenger Button and select **Meet Now**.
4. On the Login window, enter your Email address and Password and click **Log In**.
5. Your meeting starts and the GoToMeeting Organizer Control Panel appears in the right side of your desktop. Audio information appears in the meeting information pane of the Organizer Control Panel.

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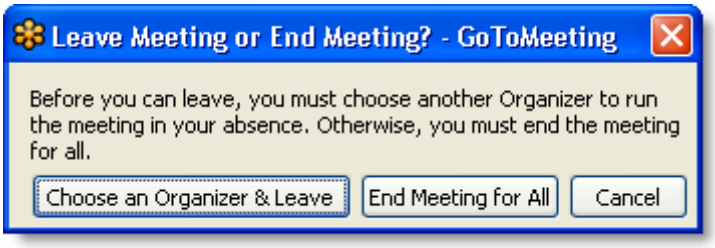
Leave or End a Meeting

Organizers may chose to either leave a meeting while allowing the meeting to continue, or to end a meeting completely.

Note: If an organizer chooses to leave a meeting while allowing the meeting to continue he or she must first make another attendee an organizer for the meeting.

▶ To leave a meeting and allow the meeting to continue

1. From the File menu, select **Leave Meeting**.
2. Click **Choose an Organizer & Leave** and then promote an attendee from the drop down list to organizer.



Note: If you leave a meeting running that you started, you will not be allowed to host or join another meeting until the first meeting is finished.

▶ To end a meeting

1. From the File menu, select **End Meeting**.
2. On the "End meeting for everyone?" confirmation dialog box, click **Yes**.

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The Organizer/Presenter Control Panel

When the organizer first joins the meeting the Presenter Control Panel appears on the right side of the desktop. The Presenter Control Panel gives organizers and presenters access to various organizer and presenter functions. The Presenter Control Panel is comprised of four panes: Screen Sharing, Attendee List, Audio, Chat and the Grab Tab. The Organizer Control Panel has a sixth pane, the Recording pane, which can be displayed by selecting **View** and then **Recording** from the Organizer Control Panel Menu Bar.

Note: When the Organizer passes the Presenter role to another attendee, the Control Panel changes and the Screen Tools section is removed and given to the new presenter.

- The Screen Sharing pane provides organizers/presenters with a visual reminder of On Air status, as well as the ability to show their screens, pause showing their screens, pass keyboard control and change presenters.
- The Grab Tab enables organizers/presenters to minimize the Control Panel to the side of their desktops to display their full desktops to attendees and still access Presenter Screen Tools.
- The Recording pane gives Windows-based organizers/presenters the ability to record meetings.
- The Attendee List pane provides organizers/presenters with a list of all meeting attendees and enables them to make other attendees organizers or presenters, grant or revoke attendee privileges and dismiss attendees. This pane also provides a handy way to invite more attendees.
- The Audio pane provides access to the audio settings for organizers/presenters and attendees.
- The Webcam pane provides organizers and attendees ability to broadcasting up to 6 high-resolution video conferencing streams while sharing your screen.
- The Chat pane allows organizers and attendees to communicate privately or publicly and share websites.

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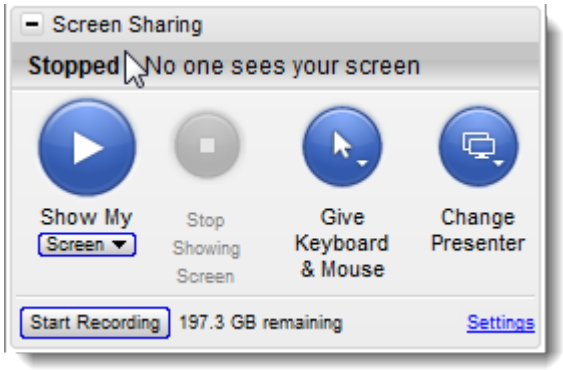
Screen Sharing Pane

When an attendee becomes a presenter, the Control Panel adjusts to incorporate the Presenter Screen Sharing pane at the top. The Screen Sharing pane provides the presenter with access to the various presentation controls.

- The Broadcasting Status field notifies presenters of the status of Screen Sharing.
- The **Show My Screen** button starts or pauses a presenter's ability to show the entire desktop to attendees.
- The **Screen** drop-down button allows the presenter to share specific application windows, or a clean screen with meeting attendees.
- The **Give Keyboard & Mouse** button grants shared mouse and keyboard control to another attendee.
- The **Change Presenter** button passes the presenter role to another attendee.



Share Your Desktop

To share your entire desktop

1. Click the **Screen** button on the GoToMeeting Control Panel.
2. Select the preferred screen setting or a specific application.

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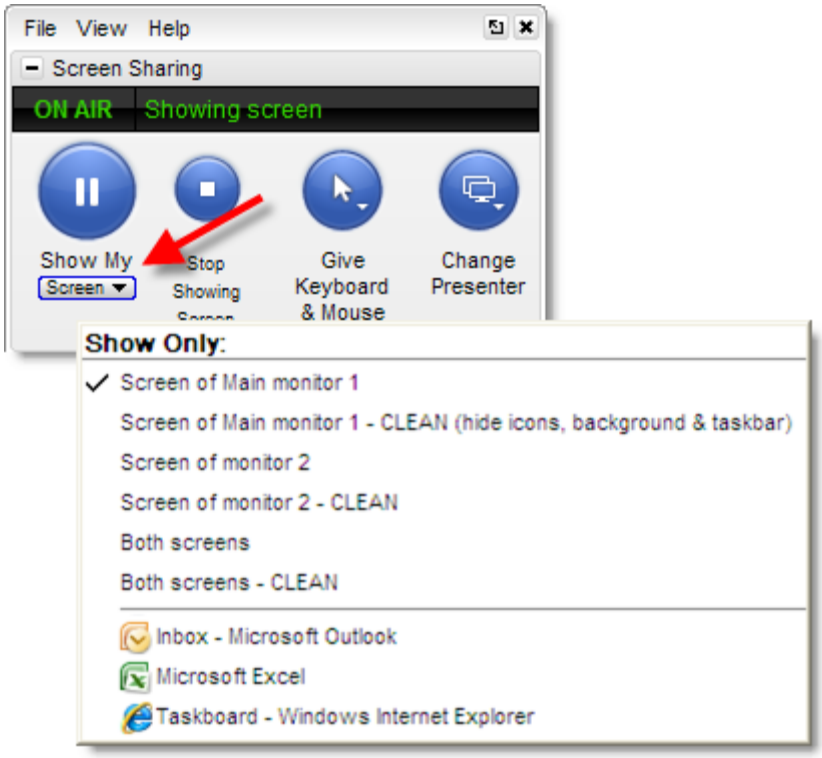

Note: Hovering over your Show Only menu selection will display an animated gray frame which indicates what attendees will see if selected. If you select an application window that is minimized, the selected window will automatically maximize and be presented to attendees. If the presenter opens a window on top of the window being shared, screen sharing will pause until the intruding window is either moved or closed.

Note: The specific application sharing feature will also allow you to share one or all of your multiple monitors if you have the hardware already set up.

Note: To change the background color of a CLEAN screen presentation, simply right-click on your desktop while you're in that mode and pick from the available colors.

Note: If you are attempting to show a PowerPoint presentation and your screen will not advance to the next slide, click the PowerPoint presentation displaying on-screen to bring it back into focus, then try again.

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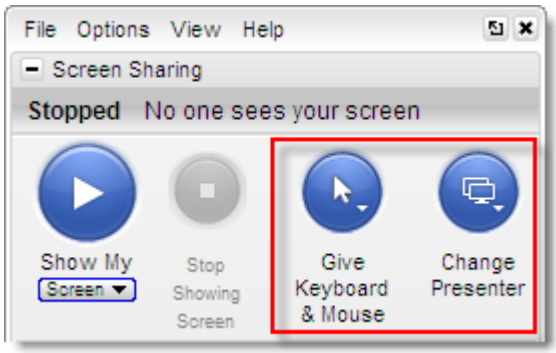
Pass Roles to Attendees



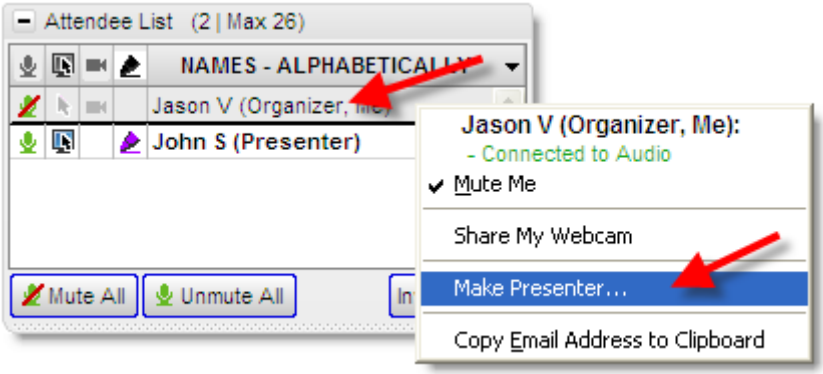
Your keyboard and mouse controls can be temporarily shared with one of your attendees or the entire group. Simply click the **Give Keyboard & Mouse** button on the Screen Sharing pane or the Grab Tab and then select the attendee. As the presenter you will always have priority control of your keyboard and mouse, and can regain control simply by hitting a key or moving your mouse.

If you would like to pass the presenter role to one of your attendees, simply click the **Change Presenter** button on the Screen Sharing pane or the Grab Tab and select the new presenter.

To return the presenter role to yourself, click the **Change Presenter** button again and select your own name.

Request Keyboard and Mouse

Organizers and panelists can request keyboard and mouse control from the presenter. Right-click or Control-click your name in the Attendee List pane and select **Make Presenter**.



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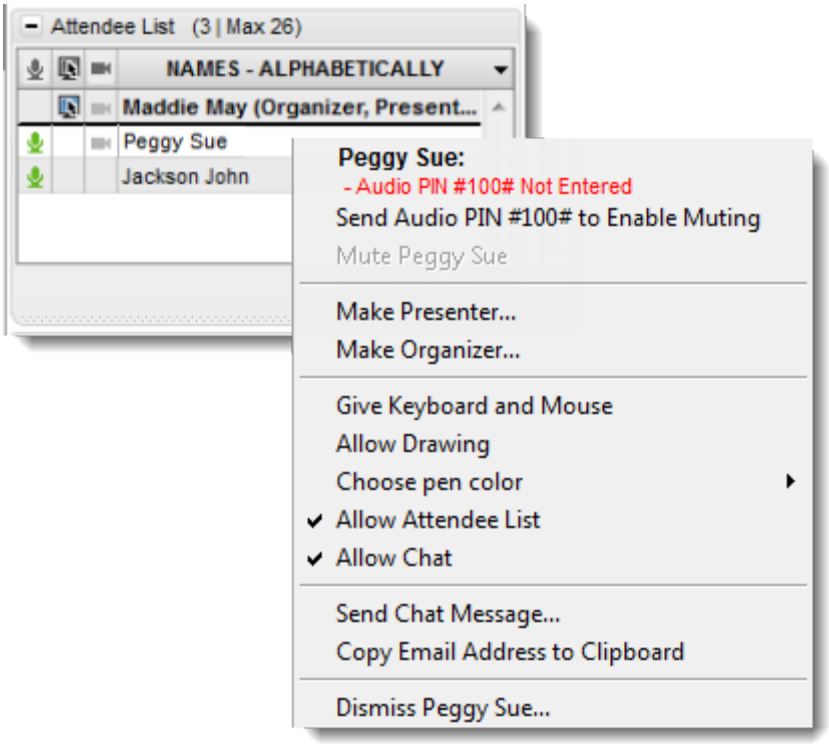
Manage Attendees

Organizers can manage attendees by right-clicking or Control-clicking attendee names in the Attendee List pane and selecting or deselecting the desired attendee options.

Attendee List:

- Displays the number of attendees and maximum number of attendees for the meeting
- Indicates attendee role and color of assigned drawing tool
- Mute or unmute the attendee
- Mute or unmute all the attendees
- Assign an attendee the role of presenter and/or organizer
- Share your keyboard and mouse with an attendee
- Provide an attendee with on-screen drawing tools
- Choose pen color for yourself or your attendees
- Allow your attendee to see the list of other attendees
- Allow your attendee to chat
- Sends a chat message directly to the attendee
- Copy the attendees email address to the clipboard
- Dismisses an attendee from the meeting



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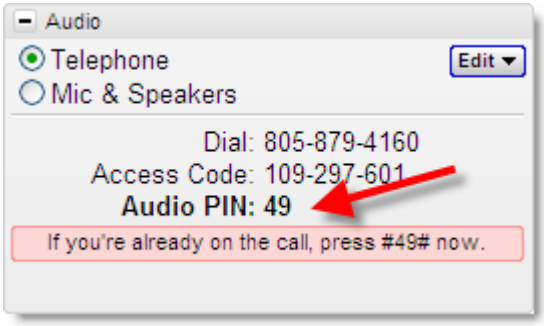
Manage Audio

When attendees join the audio portion of your meeting, they are unmuted by default. Attendees who connect via VoIP will have a microphone icon next to their name; attendees who connect via telephone will have a handset icon next to their name. For more information on audio options, please see GoToMeeting Integrated Audio.

Note: Organizers should be aware that attendees will not be able to participate in the audio portion of the meeting until the meeting is started.

Audio PIN

Everyone who joins a meeting is provided a unique Audio PIN that, when entered, gives an organizer and attendee muting and unmuting control. Those joining by VoIP automatically have the Audio PIN assigned to them. Those joining by telephone are prompted to enter their Audio PIN when they first dial in. This unique PIN is displayed in the GoToMeeting waiting room as well as in the Audio pane of the Control Panel.



An Audio PIN can be entered on the telephone at anytime during the meeting by entering the # key, then the **Audio PIN**, followed by the # key a second time.

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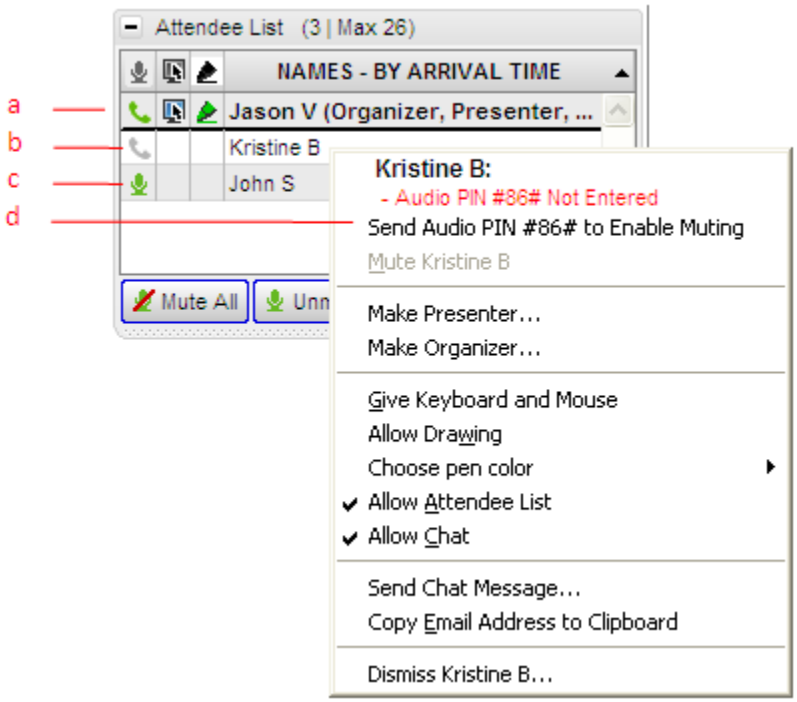
Attendees Audio

- This example shows that the presenter joined via telephone entered his Audio PIN and is currently unmuted. (a)
- This attendee joined via telephone but did not enter her Audio PIN. (b)
- This attendee joined via VoIP and is unmuted. (c)
- Attendees who join the meeting via telephone must enter their Audio PIN so that you have full audio controls through the Organizer Control Panel. If not entered, you can right-click the person's name and select **Send Audio PIN**. This will send a pop-up message with the Audio PIN to that person. (d)

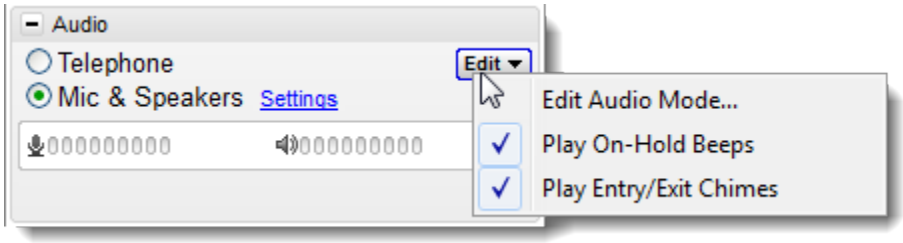


On-Hold Beeps and Entry/Exit Chimes

On-Hold Beeps play when an attendee connects to a meeting before the organizer has started it, unless the organizer disables the beeps.

Entry/Exit Chimes play each time an attendee joins or leaves the meeting, unless the organizer turns the chimes off.

To toggle **On-Hold Beeps** or **Entry/Exit Chimes** on and off, click the **Edit** button in the Audio pane, then click each item to turn it on or off.



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Audio Control Icons

Audio Control Icons	
	Telephone: Unmuted (default) Can mute/unmute self through Control Panel or telephone keypad (*6)
	Telephone: Muted
	Telephone: Did not enter Audio PIN or has not yet joined the audio portion of the meeting. Cannot mute/unmute attendee until Audio PIN is entered.
	VoIP: Unmuted (default) Can mute/unmute self through Control Panel
	VoIP: Muted
No icon	Not connected to audio (cannot hear audio or speak).

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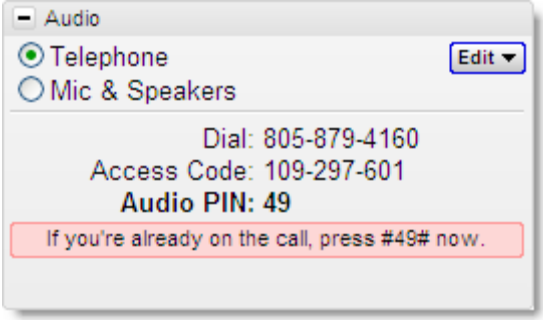
Organizer Audio

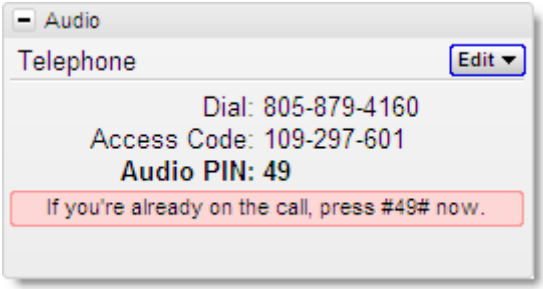
GoToMeeting integrated audio allows you to manage audio options before and during your meetings. If you wish to change your own connection or your attendees' audio connection during a meeting, you can do so from the Audio pane of your Control Panel. For more information about audio options, please see GoToMeeting Integrated Audio.

Starting the Meeting

VoIP and Telephone: If you have selected to use VoIP and Telephone for your meeting, you will see the options Telephone and Mic & Speakers in the Audio pane. The default mode is Telephone; however, GoToMeeting will remember your selection for your next meeting.

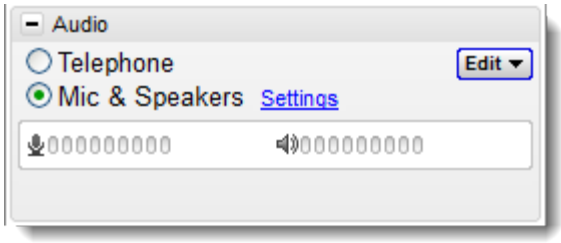


Telephone: If you selected Telephone only for your meeting, you must join the audio portion by dialing the conference number and entering the access code and Audio PIN noted in the Control Panel.



▶ To switch audio formats during a meeting

If you are using the GoToMeeting Conference Call Service during a meeting, you can switch between using Mic & Speakers or Telephone. In the Audio pane at Audio Mode, click either Telephone or Mic & Speakers.



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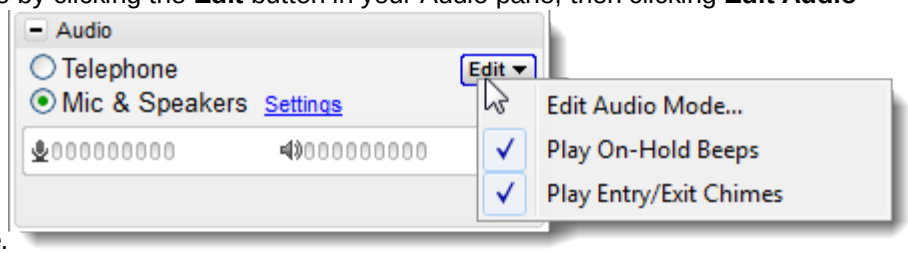
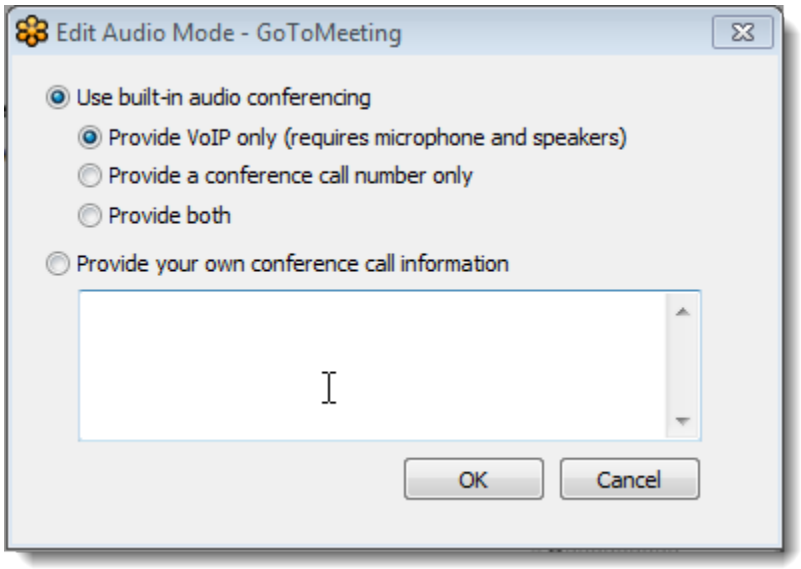
To edit audio services for your attendees

If you would like to provide your attendees different conference call options during a meeting, you may do so by clicking the **Edit** button in your Audio pane, then clicking **Edit Audio Mode**.





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Muting Audio

With GoToMeeting integrated audio, you can manage the muting and unmuting of individual attendees, switch audio formats and keep track of who is speaking. For more information about audio options, please see GoToMeeting Integrated Audio.

To manage muting and unmuting during a meeting

You can mute/unmute yourself and attendees in the following ways:

- Click the microphone icon on the Grab Tab to mute yourself.
- Click the microphone or handset icon next to any name in the attendee list.
- Right-click a name in the attendee list and select the Mute option.
- Click the **Mute All** button to mute all attendees.

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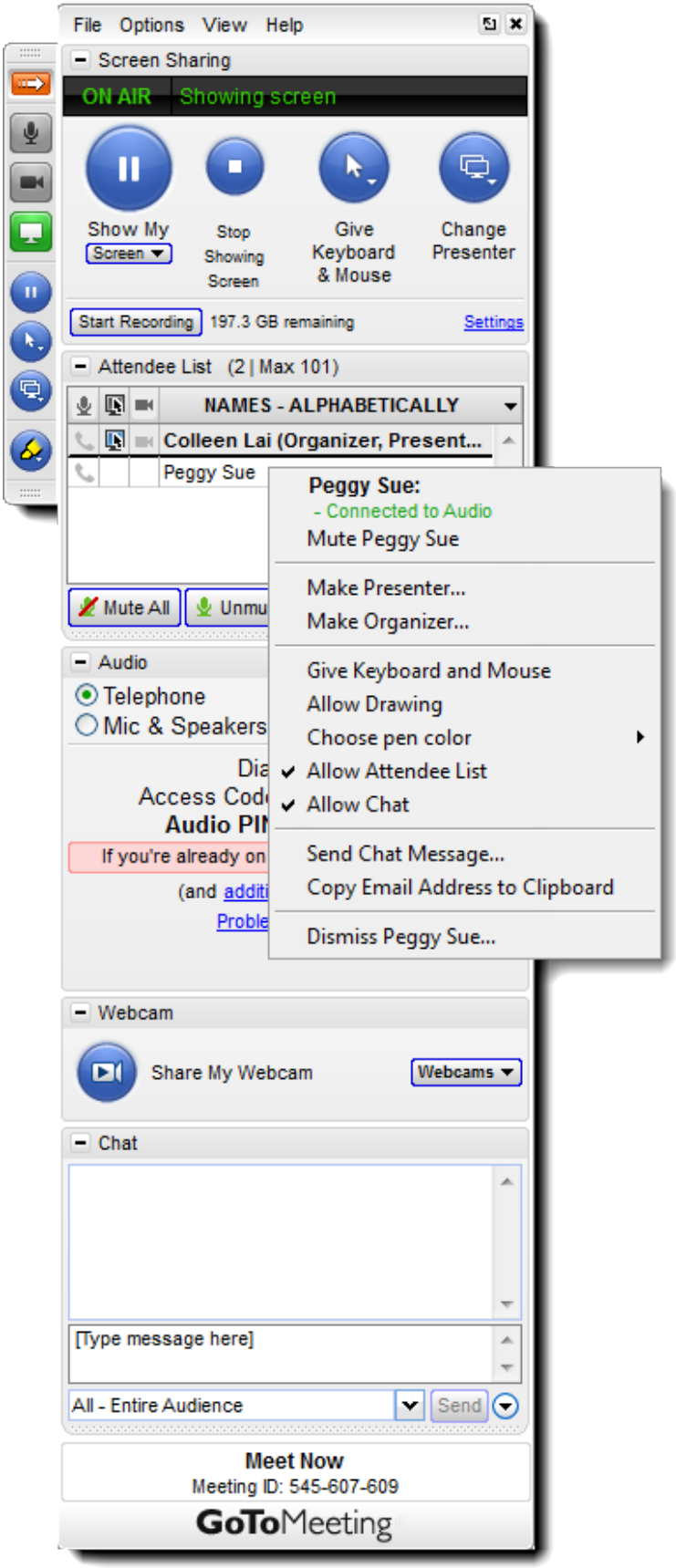

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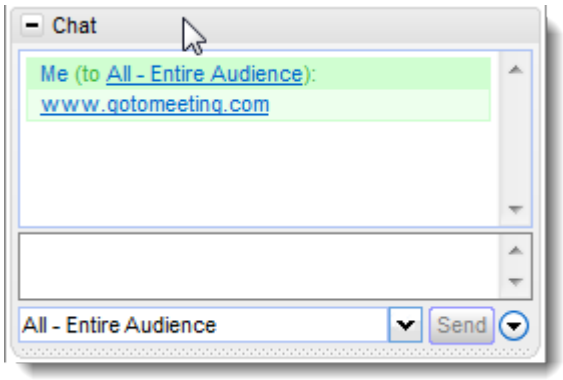
Chat with Attendees

As an organizer, you can chat with your attendees by using the built-in Chat feature in the Chat pane. This feature can be turned on or off from the Meetings tab in the Preferences window or during a meeting from the Attendee List pane.

- The Chat Log displays the text of all public chat and chat between 2 attendees.
- Share websites with attendees for easy navigation.
- The Message Entry field enables input of chat text.
- Send your chat message to all attendees or a specific attendee from the drop-down selection field.
- The **Send** button transmits chat to selected recipients.
- Create a welcome message to be delivered to attendees when they arrive.



Mac organizers can edit welcome messages from the File drop-down menu in the toolbar.

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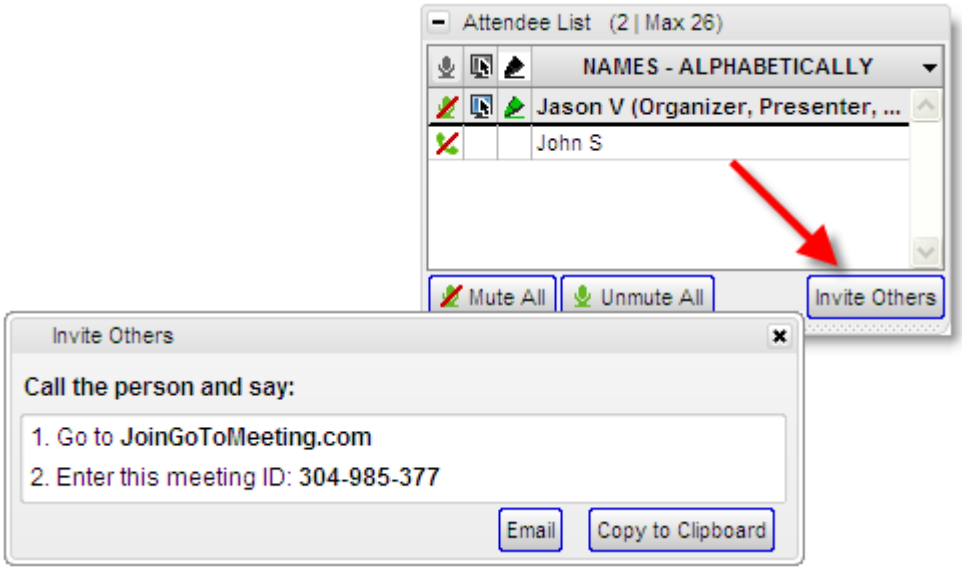
Invite Attendees During a Meeting

As an organizer, you can invite new attendees to meetings that are already in progress from the Attendee List pane. Invitation methods include phone, email and copy/paste.



Invite attendees by phone

To invite attendees by phone, call the desired attendees and direct them to JoinGoToMeeting.com. Next, read them the Meeting ID which can be found in the Invite Others window or at the bottom of your Control Panel.

Invite attendees by email

To invite attendees by email, click the **Invite Others** button from the Attendee List and then click the **Email** button.

A new Microsoft Outlook or IBM Lotus Notes email will be generated with the meeting invitation information in the body of the email; simply enter the email address and send the email to the desired attendees.

Note: The email option works with Microsoft Outlook, IBM Lotus Notes and most Windows based Email clients. If your Email application is not supported then simply click the **Copy to Clipboard** button and paste the meeting information into your email service. See Integration Preferences to learn more about Email integration.

Copy and paste the invitation

To invite attendees using an email service other than Microsoft Outlook, click the **Invite Others** button from the Attendee List and then click the **Copy to Clipboard** button.

This will copy the meeting invitation information to your clipboard, where it can then be pasted into another Email program or an instant-messaging application.

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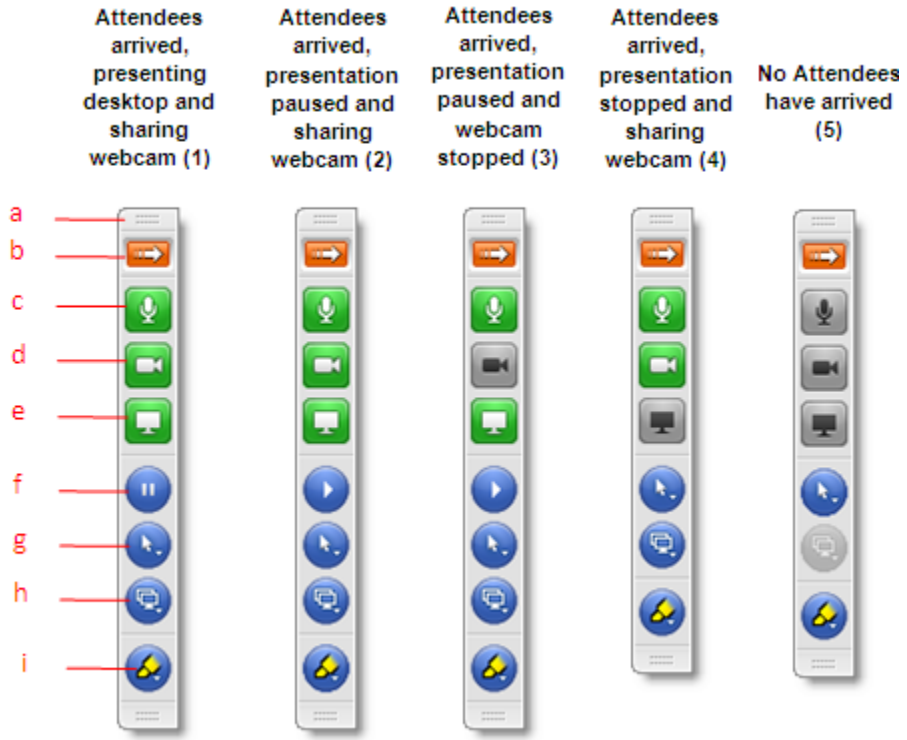
Grab Tab

The Control Panel Grab Tab enables organizers and presenters to minimize the Control Panel and still access Presenter Screen Tools. There are 5 main display modes:

1. Attendees have arrived and the presenter is displaying his or her desktop and webcam.
2. Attendees have arrived and the presenter has paused displaying his or her desktop. In this mode, screen sharing is paused and attendees see a frozen image of the presenter's desktop. The presenter is still sharing the webcam.
3. Attendees have arrived and the presenter has paused displaying his or her desktop. In this mode, screen sharing is paused and attendees see a frozen image of the presenter's desktop. The webcam has been disabled.
4. Attendees have arrived and the presenter has stopped displaying his or her desktop. In this mode, screen sharing is stopped and attendees return to the waiting room.
5. The organizer/presenter has started meeting but no attendees have arrived.
    - Click and drag to move Grab Tab up or down (a)
    - Hide or display Control Panel (b)
    - Mute or unmute the microphone or telephone from attendees. (c)
    - Share or disable your webcam (d)
    - Displays desktop to attendees.(e)
    - Pause your desktop so the desktop remains frozen (f)
    - Give Keyboard & Mouse button grants shared mouse/keyboard control to another attendee (g)
    - Pass the presenter role to another attendee (h)
    - Draw, highlight and place arrows on the screen, as well as use the spotlight and clear all markings (h)



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Drawing Tools

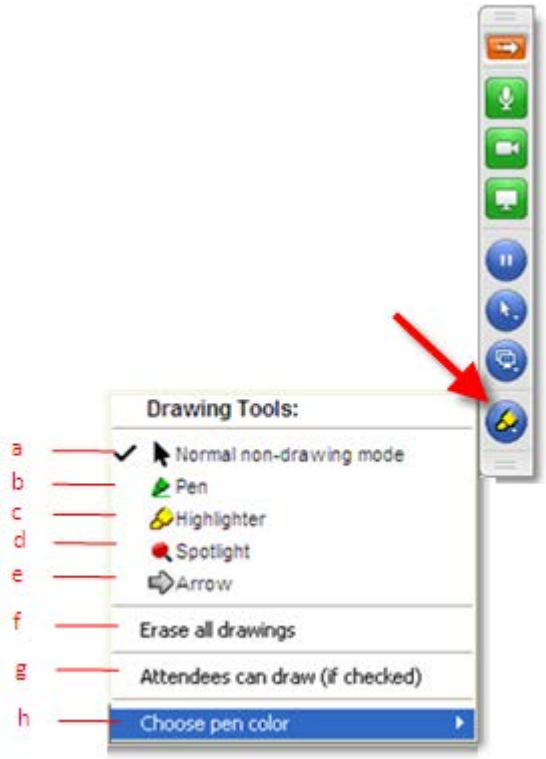
The Drawing Tools feature is accessed from the Drawing Tool button on the GoToMeeting Grab Tab. Once a drawing tool is enabled, the Drawing Tools menu can be reselected by either clicking the Drawing Tool button or by right-clicking your mouse. To deactivate a tool, simply select **Normal non-drawing mode** from the menu.

Note: Drawing tools are not currently available on Windows 8.

- No drawing tool selected (a)
- Click and drag to draw on the screen (b)
- Click and drag to highlight in yellow (c)
- Allows the presenter to draw attention to an area of the screen without leaving a mark (d)
- Places an arrow on the screen (only one arrow at a time) (e)
- Erases all presenter and attendee drawings (f)
- Enables Attendee Drawing Tools during a meeting (g)
- Customize the color of the pen tool (h)

Note: Press the Shift key with any drawing tool to make a straight line.

Note: Only the presenter can erase drawings. Drawing will pause for attendees anytime the presenter pauses the presentation.



The Drawing Tools feature is currently only available for meetings hosted by Windows users.

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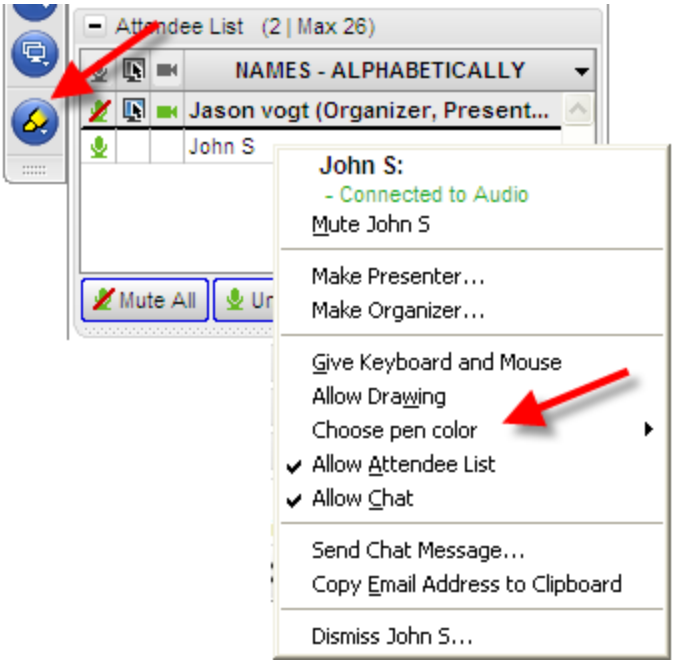
Choose Pen Color

The Drawing Tool feature can be customized to display a preferred pen color while interacting with the screen. Once enabled, you and your attendees can modify the pen color either from the Drawing Tool button on the Grab Tab or by right-clicking on a name in the attendee list.



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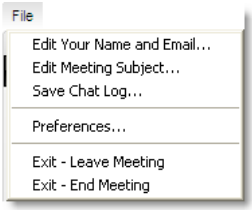
Menu Bar - Windows Users

The Organizer Control Panel menu bar provides access to various application tools not specifically related to managing meetings. Menu options include File, Options, View and Help.

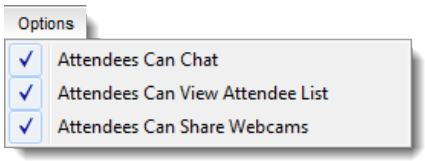
File Menu

From the File menu, Windows-based organizers can edit how their names and email addresses are displayed to attendees. They can change the meeting subject, save the chat logs of their meetings as .RTF files to their Windows and access Preferences while in session. Organizers can also exit meetings without ending them (they must first make another attendee an organizer) or exit meetings and end them.



Options Menu

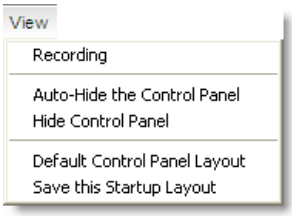
From the Options menu, organizers can enable or disable the Attendee List, the Chat feature and/or the ability to share webcams for all attendees.



View Menu

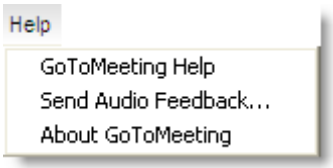
From the View menu, organizers can record the meeting. Organizer can also return the Control Panel layout to its default settings or save the current layout.

With **Auto-Hide the Control Panel** checked your Control Panel is set to collapse automatically after 10 seconds of inactivity. To disable this feature, deselect the **Auto-Hide the Control Panel** option in the View menu.



Help Menu

The Help menu provides access to the online GoToMeeting help file, Audio Feedback and GoToMeeting software version information.



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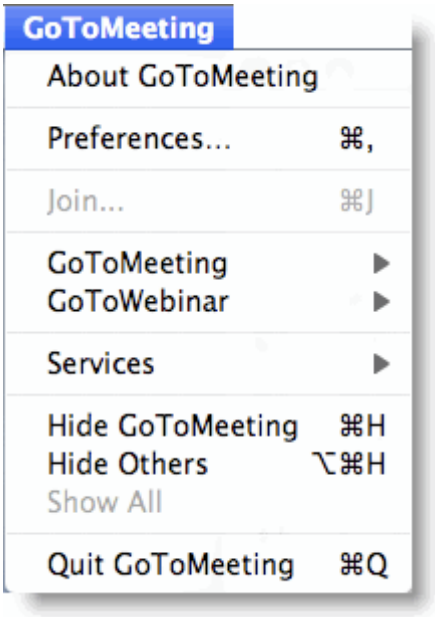
Toolbar - Mac Users

The GoToMeeting menu allows Mac-based organizers to manage their preferences and end a meeting.

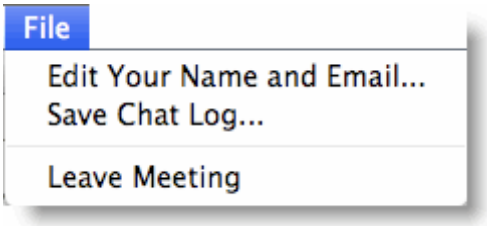
GoToMeeting Menu

The GoToMeeting menu allows Mac-based organizers to manage their preferences and end a meeting.



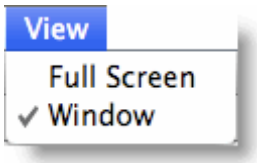
File Menu

The File menu allows organizers to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as .HTML files and leave meetings.



View Menu

The View menu enables organizers to select how to display the Viewer Window on their desktops.



Audio Menu

The Audio menu provides organizers another option for managing their audio settings. They can mute themselves, switch between telephone and VoIP if enabled and select their audio input/output.

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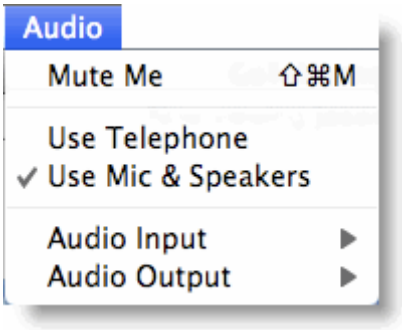

Help Menu

The Help menu provides access to the online GoToMeeting help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.

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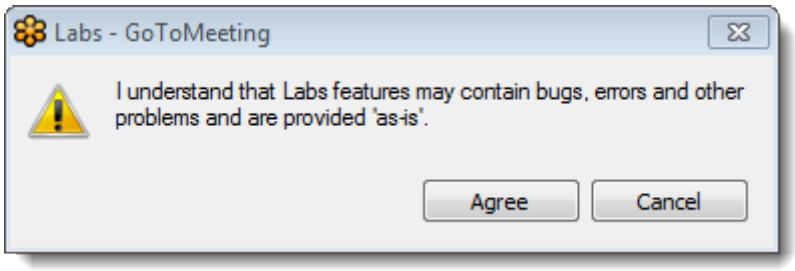
Labs Menu

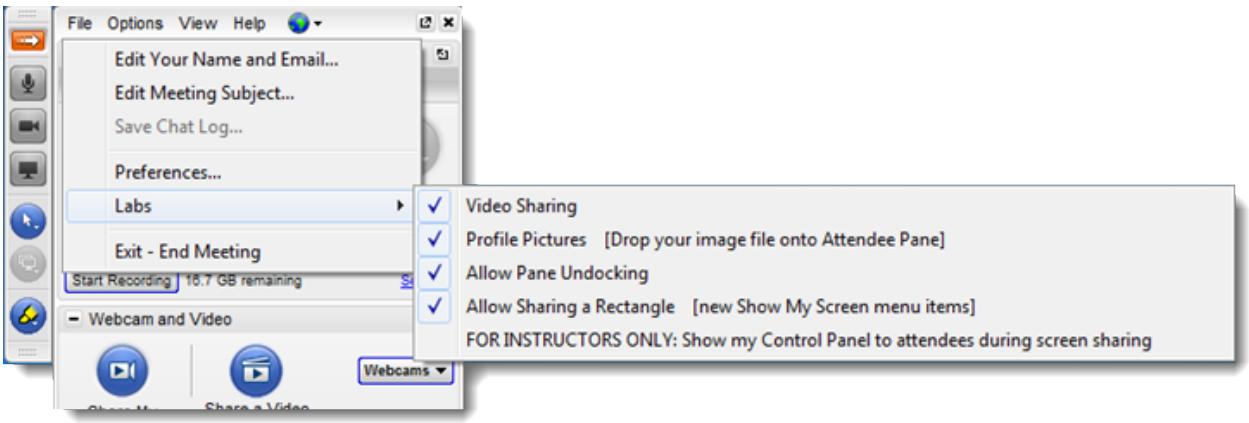
The labs menu in your Control Panel allows you to enable exciting, new beta features that can be used to enhance your session! When you use a lab feature, you are agreeing to use a feature that has not been fully tested and may still have some bugs. If you decide you no longer want to use a lab feature, you can always disable the feature from your Control Panel.

Enable Lab Features

1. Click **File** in your Control Panel.
2. Select **Labs.**
3. If you are using labs for the first time, you must select **Agree** on the Labs dialog box..



4. You will then see the available lab features under File in your Control Panel. Select a feature to enable it, and a check mark will appear next to it. Select it again to disable it.



Available Lab Features

- **Video Sharing** - If you select the Video Sharing option, presenters on Windows will see a **Share a Video** button in their Webcam pane. Presenters can share .wmv, .asf, .avi, .move and .mp4 files. Screen sharing and webcams will be paused while you are video sharing, and videos shared during a session will not be captured in a recording.You can not share a video directly out of PowerPoint or the web.

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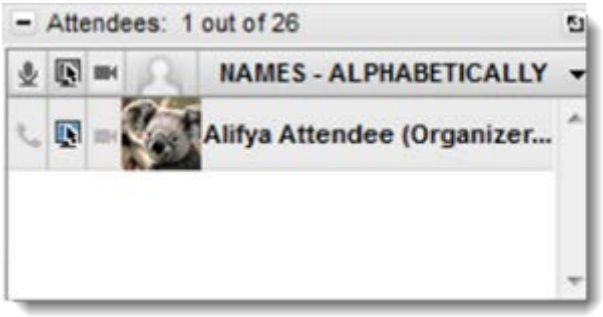
- **Profile Pictures** - If you select the Profile Pictures option,presenters and attendees on Mac and Windows can assign themselves a profile picture by dragging and dropping an image file onto the Attendee pane.



- **Allow Pane Undocking** - If you select the Allow Pane Undocking option, organizers and attendees on Windows can undock panes from the Control Panel by clicking the Undock icon in the pane. They can click the Dock/Undock icon to re-group a pane back into the Control Panel, or group undocked panes with other undocked panes by dragging and dropping them together.

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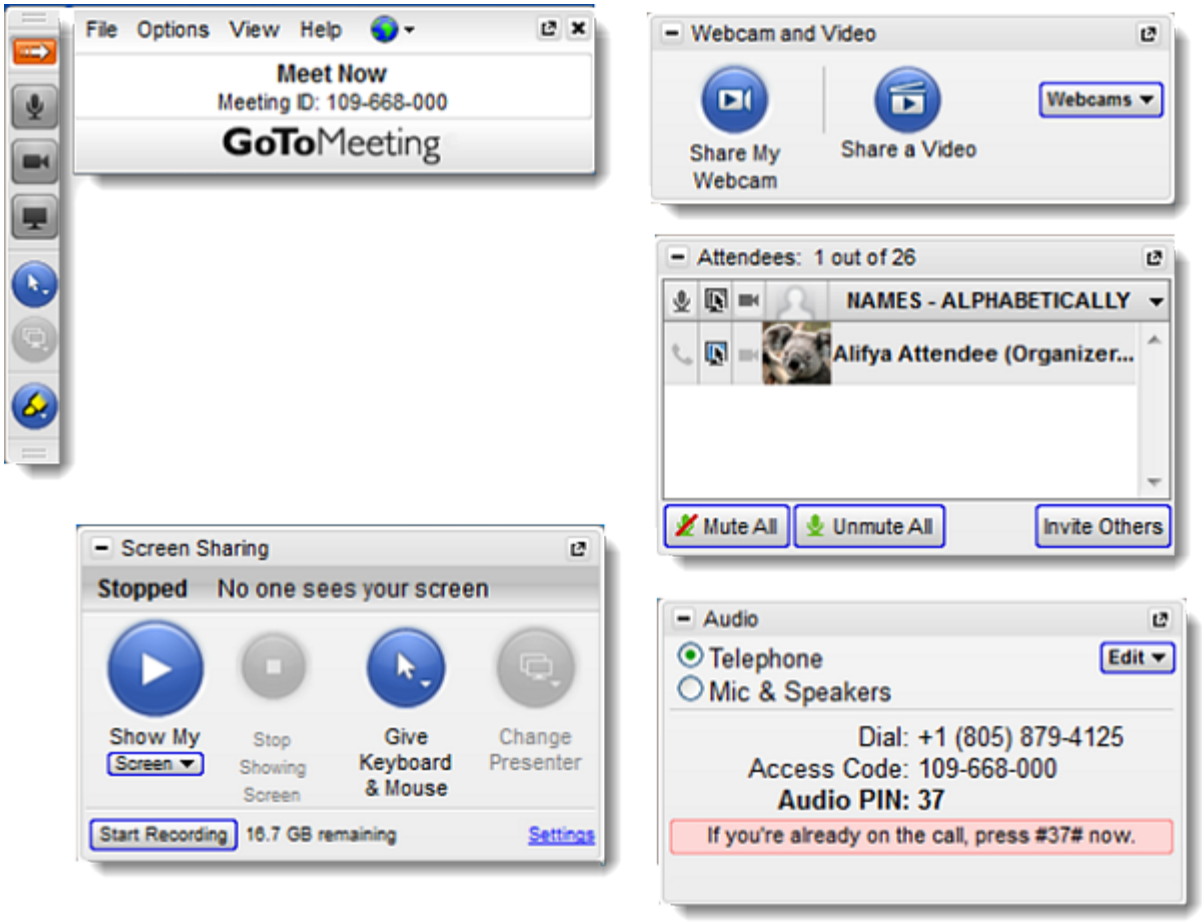

- **Allow Sharing a Rectangle** - If you select the Allow Sharing a Rectangle option, presenters on Windows can share a specific, rectangular portion of their screen (rather than their entire screen) by going to the Screen Sharing pane, clicking the Show My Screen drop-down menu and selecting **Rectangle**.

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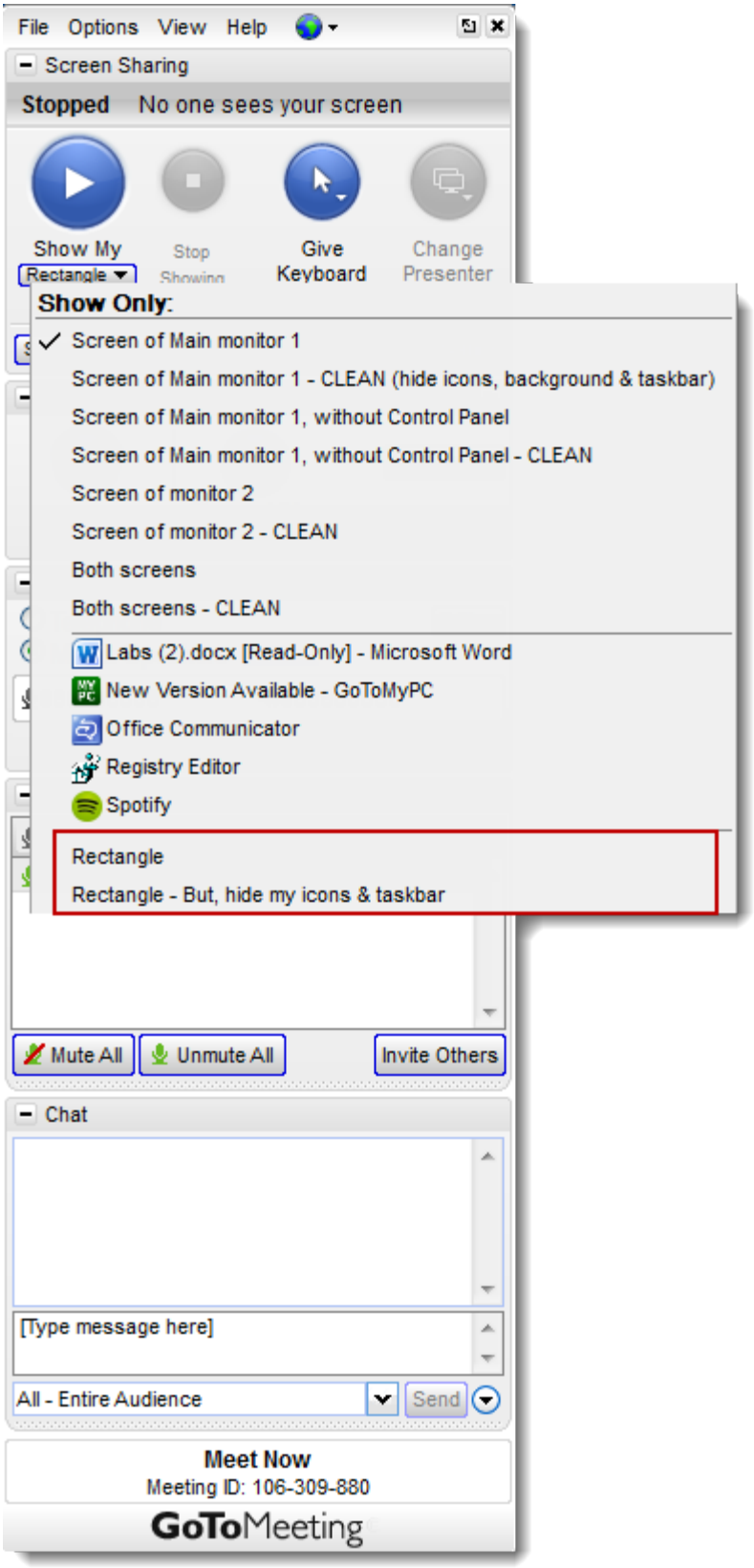

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    - Presenters can move the rectangle anywhere on the screen and resize it to fit certain sections that they want to share. In order to see other rectangle sharing options, presenters can right-click the rectangle frame.
- **Show Control Panel to Attendees** - If you select the Show Control Panel to Attendees option, presenters on Windows can show their Control Panel to attendees while screen sharing if they wish to demonstrate how to use or navigate the Control Panel (typically, the Control Panel is invisible to attendees) . Presenters must remember to turn this feature off when they are done instructing so as to not confuse attendees.

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Record and Play a Meeting

Meeting recording allows an organizer to record all screen activity that is presented in the GoToMeeting Viewer Window, including desktop and application sharing of other attendees presenting during the meeting.

Notes on Recording and Playing a Meeting

Note: Although you can record screen sharing and audio, you cannot record webcams at this time.

See the System Requirements section of this guide for requirements to record a meeting.

Before recording a meeting, an organizer must set recording preferences, including selecting the audio format and recording media format (either GoToMeeting format or Windows Media Player format on a Windows, and .MP4 format on a Mac). If the Windows Media Player format is selected, GoToMeeting will begin an automatic conversion process immediately after a meeting has ended. Allow time for the conversion to take place. The time needed is dependent upon video content, CPU speed and amount of memory available.

To record the audio portion of your session, an organizer must have a sound card installed on his or her computer. To record using the GoToMeeting integrated audio feature, an organizer can use the telephone or a microphone connected to his or her computer. To record using the organizer's private audio service, an organizer must have a phone patch connected to both the phone and the "mic in" port of his or her computer.

Only 1 recording file is created per meeting. This means that if an organizer clicks **Record** to start the recording, then stops the recording and subsequently restarts the recording during the course of one meeting, GoToMeeting will continue recording to 1 meeting recording file.

The default destination location to save a recording defaults to the My Documents folder. An organizer can change the destination location but only before beginning recording. It is recommended that the designated location has a minimum of 1GB of free space on Windows and 5GB on Macs in order to accommodate the recording. For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Note: We recommend having 2 organizers record the session in case 1 organizer encounters any issues that may potentially disrupt the recording.

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Record a Meeting

The Desktop Recording and Meeting Playback feature is only available to scheduling organizers or promoted organizers.

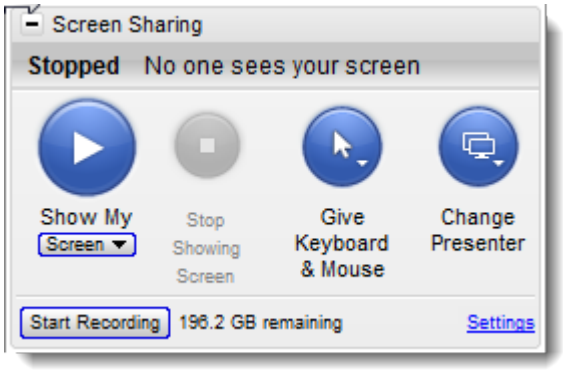
Note: We recommend having 2 organizers record the session in case 1 organizer encounters any issues that may potentially disrupt the recording.

Note: Although you can record screen sharing and audio, you cannot record webcams at this time.

Note: To avoid a recorded meeting with a blank screen, please ensure the presenter initiates some type of screen action (such as advancing a presentation slide) after clicking the **Start Recording** button. If recording begins before the presenter shares his or her screen and there is no screen action then the finished recording will only include a blank screen and audio.

To configure recording settings

1. From the Recording pane click the**Settings** link.



2. From the Recording Preferences section:

- **Audio** - Allows you to enable or disable the audio recording feature. To record, choose which audio service you want to use for your meeting.

  Note: Be sure to check your audio device settings under Audio in the left navigation.

- **Video** - Allows you to select the meeting recording output format and destination for saving the file.
- **Save in** - Select the folder in which you want to save your recording.

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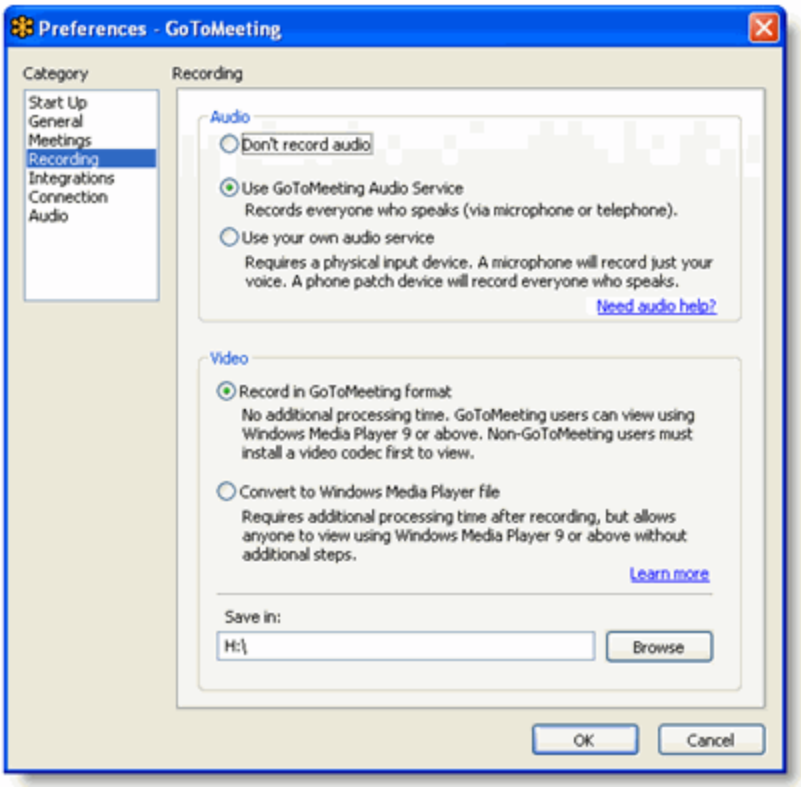

3. Click **OK**.

Note: If you are using VoIP, see the GoToMeeting Integrated Audio section for information on testing your audio device.

Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Note: You cannot change the input device setting or the "Save in" location setting once you have started to record a meeting. If you do not specify a destination location, the default is My Documents.

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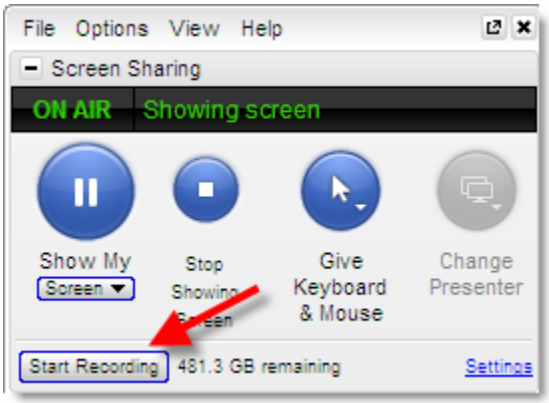
To record a meeting

1. Click **Settings** in the Recording pane and confirm that your Audio and Video options are set appropriately. For detailed Audio and Video options, click on the Need Audio Help link and Learn More links respectively.
2. In the Save in section, click the **Browse** button to identify where you would like to save your recording.
3. Click **OK** to save your settings.
4. In the Recording pane, click the **Start Recording** button to begin recording.
5. Click **Show My Screen** to capture the video portion of the recording.
6. Click **File** and select **Exit - End Meeting**.



GoToMeeting participants now see "This session is being recorded" at the bottom of the Control Panel when a session is being recorded.

Note: Although you can record screen sharing and audio, you cannot record webcams at this time.

Note: The lower you set your monitor resolution, the better the quality of the meeting recording. A resolution of 1024 x 768 is ideal for optimal recording quality. Since the recording will scale to the highest resolution among the presenters in a recorded meeting, it is also recommended that all presenters synchronize their resolution settings to the same setting. Avoid displaying multiple monitors when recording a meeting.

Note: You must have at least 500 MB of space on the destination drive to record a meeting. If you have less than 500 MB of available space, GoToMeeting will display a warning when recording begins. If space drops to 100 MB, recording will be automatically stopped and you will receive a warning message. If you have selected to convert your recording to Windows Media format, you will need 1GB (twice as much space).The Remaining field in the Recording pane refers to the amount of space available for recording that is listed in the Recording Preferences Save In field.

GoToMeeting Recording Manager (Mac)

If you record a session on a Mac, you must first convert the recording file to an .MOV file before anyone can view it. Using the GoToMeeting Recording Manager, you can easily convert multiple recordings at once either immediately after you end a session or whenever it's convenient for you.

Note: If you're a Mac organizer using GoToMeeting v5.2, your recordings will be saved as .MP4 files.

Recording sessions on Macs is only available if you're running Mac OS X 10.6 (Snow Leopard) or higher with GoToMeeting 5.2 or higher.

Convert Your Mac Recordings

1. After you end a session on a Mac, the GoToMeeting Recording Manager automatically launches and prompts you to convert your recording (if you haven't changed your default settings). You can choose **Not Now** or **Convert Recording**.

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2. If you click **Not Now**, you can launch the Recording Manager later from **Preferences - GoToMeeting** > **Convert Recordings Now**. To convert your recording immediately, click **Convert Recording** to launch the GoToMeeting Recording Manager.

If you have older recordings you need to convert as well, expand the "Recordings You Need To Convert" option to see a list of all your recordings that need to be converted.

3. Choose the recording(s) you need to convert by selecting the check box next to the recording. Then click **Convert Recordings**.

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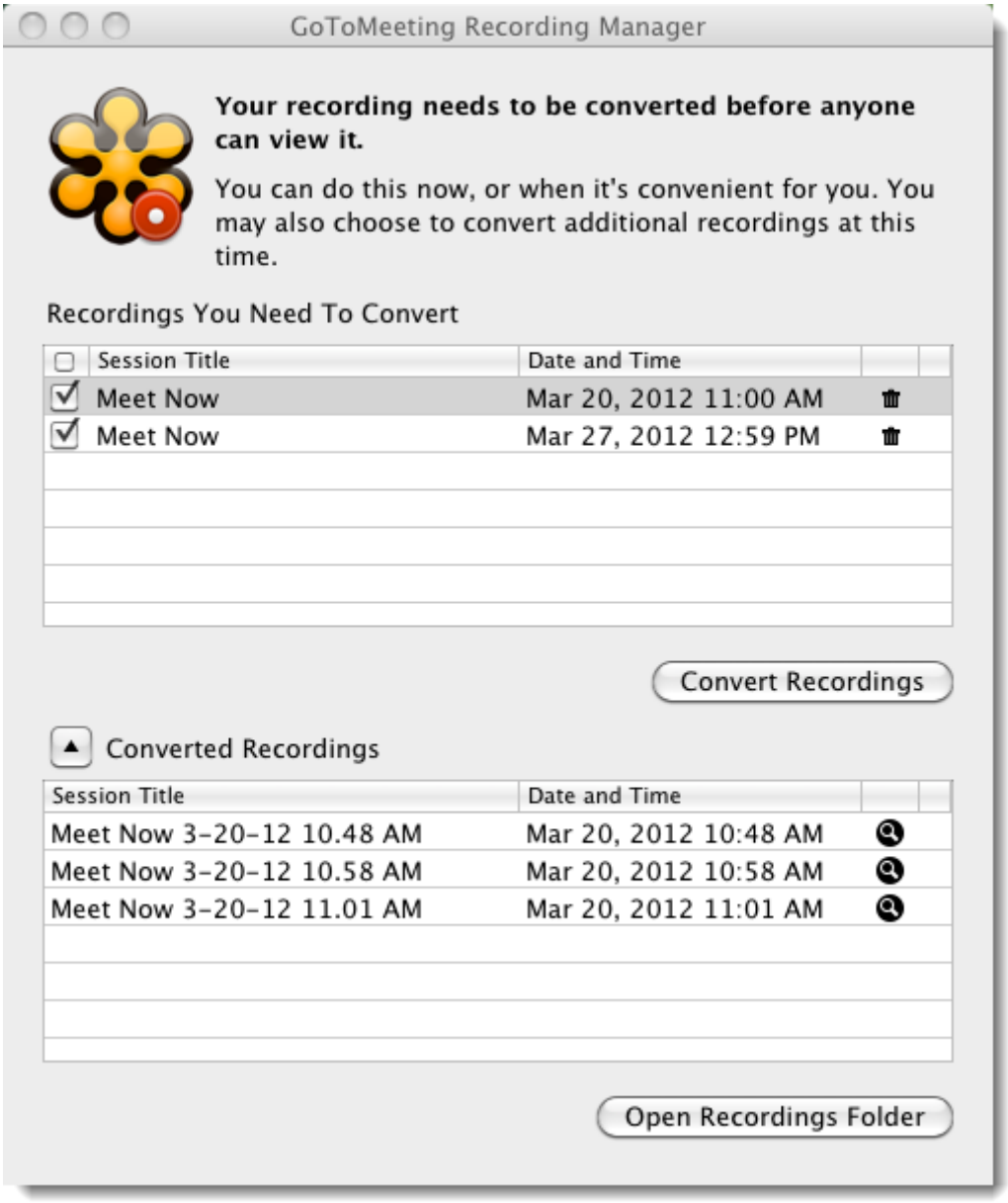

The conversion process may take some time depending on the size of your recording. If you want to delete a recording without converting it, click the Trash Can icon 🗑 next to a recording.

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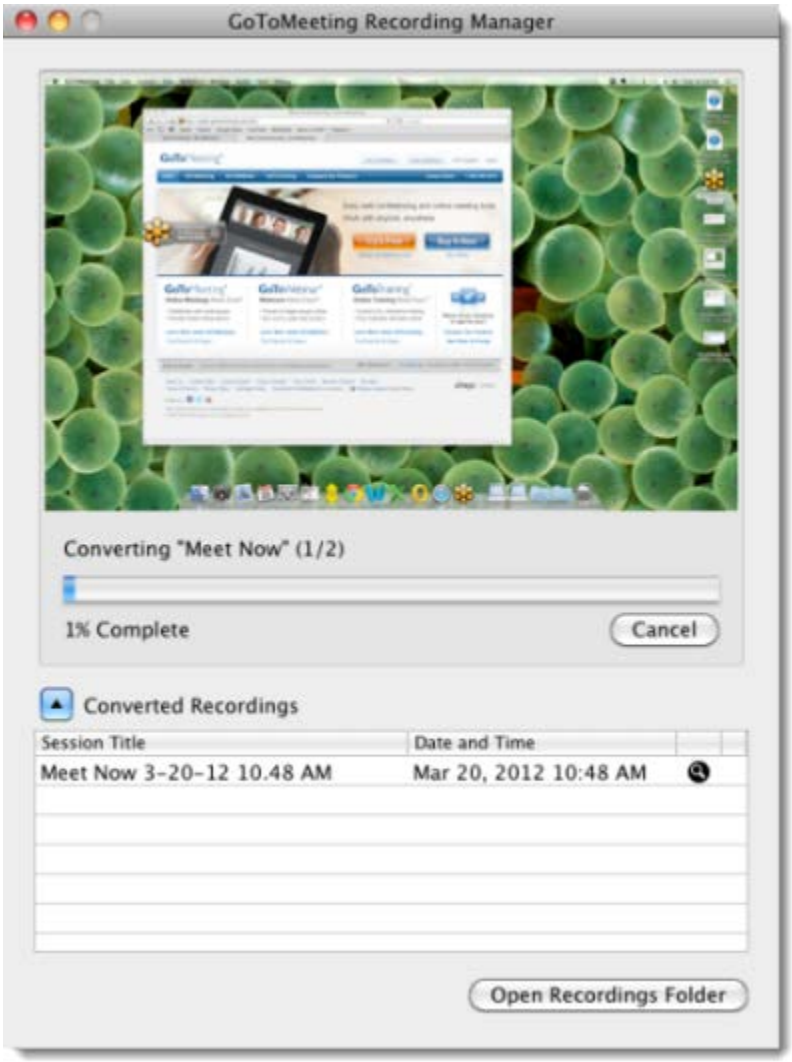

4. After the conversion process is completed, you can share the .MOV file via email, YouTube, Vimeo, etc., and anyone can view it. In the Recording Manager, either click the Magnifying Glass icon 🔍 next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored.

Note: GoToWebinar organizers can't currently archive Mac recordings.

By default recordings are stored in */Users/<current user>/Documents/Recordings*. To change where recordings are saved, open **Preferences - GoToMeeting** > **Recordings** > **Choose** to browse for a new location.

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Play a Recorded Meeting

GoToMeeting creates 1 recording file per meeting. If you stop and start a recording during the course of a meeting, each recorded segment will be appended to the recording file in progress for that meeting.

To replay a meeting recorded on a Windows in the GoToMeeting format

1. If you haven't already, end the meeting that you are recording and GoToMeeting will automatically save your file with the date and time noted after the name that you gave the meeting upon scheduling it. Impromptu meetings will be named with the date and time of the meeting followed by **Meet Now**.

2. Navigate to the directory that is listed in the **Save in:** field under the Preferences Recording tab.

3. Click the file name to start the replay.

4. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

Note: You must have GoToMeeting installed, or download the GoToMeeting codec to view a meeting recorded in the GoToMeeting format. Learn how to install the GoToMeeting codec.

Note: Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

To replay a meeting recorded on a Windows in the Windows Media format

1. If you haven't already, end the meeting that you are recording.

2. GoToMeeting will save your file with the name that you gave the meeting upon scheduling it or **Meet Now** plus the date and time of the meeting and will immediately begin converting the recording file into the Windows Media format.

3. Upon completion of the conversion process, navigate to the directory that is listed as the **Save in:** field under the Preferences Recording tab.

4. Click the file name to start the replay.

5. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

Note: The conversion process begins automatically, immediately after you end a recorded meeting in the Windows Media format. Allow time for the conversion to take place. The time needed is dependant upon video content, CPU speed and amount of memory available. Due to the use of CPU resources, you may have to wait until the conversion process is complete to resume use of the computer. GoToMeeting converts the recorded meeting into a Windows Media Player file after the meeting is over, instead of recording directly to Windows Media format. This ensures that, the impact on CPU resources doesn't bog down the computer during the meeting.

Note: Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

To replay a meeting recorded on a Mac in .MP4 format

1. After converting your recording using the GoToMeeting Recording Manager, either click the Magnifying Glass icon next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored (by default recordings are stored in /Users/<current user>/Documents/Recordings).

2. You can play the recording on a Mac by double-clicking the .MP4 file in Finder. You can share the .MP4 file via email, YouTube, Vimeo, etc., and anyone can view it.

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Distribute a Recorded Meeting

Depending on the size, meeting recordings can be zipped and sent by email, sent by FTP or posted on a website.

To distribute a recorded meeting in the GoToMeeting format

1. Deliver the recorded meeting by email or FTP or post to a website.
2. Recipients must have Windows Media 9 or higher to view the recorded meeting.
3. Ask recipients to install the GoToMeeting codec at http://www.gotomeeting.com/codec if not already installed or if recipients are not running the GoToMeeting software on their computers.

To distribute a recorded meeting in the Windows Media format

1. Upon completion of the conversion process, deliver the recorded meeting by email or FTP or post to a website.
2. Recipients must have Windows Media 9 or higher to view the recorded meeting.

To distribute a recorded meeting in .MOV format

1. After converting a Mac recording using the GoToMeeting Recording Manager, you can share the .MOV file via email, YouTube, Vimeo, etc. On the Recording Manager, either click the Magnifying Glass icon next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored.

Note: If you're a Mac organizer using GoToMeeting v5.2, your recordings will be saved as .MP4 files.

2. Send and/or upload the recording wherever you'd like. Anyone can view your recording.

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Edit a Recorded GoToMeeting Recording

Since GoToMeeting does not include editing software, a third-party editing tool such as TechSmith Camtasia® is needed to edit your recorded meeting or Webinar. Some editing tools, including Camtasia v7 or earlier, may require that you first re-encode the file with a tool such as Microsoft's Expression Encoder®.

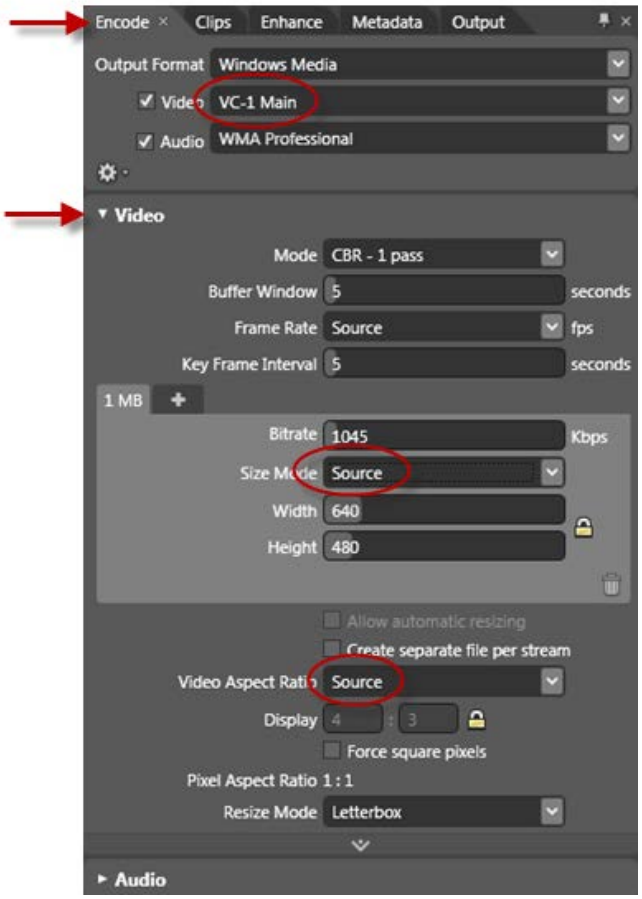
Re-encode with Expression Encoder

▶ To download and install Microsoft's Expression Encoder

1. Click this link: Expression Encoder.
2. Click **Download** on the Microsoft Expression Encoder web page.
3. Click **Run** or **Install** at the prompt.
4. Click **Run** at the Security Warning prompt.
5. Follow the Setup Wizard to complete installation.

▶ To re-encode your recording using Expression Encoder

1. Open Expression Encoder.
2. From the File menu, select **Import** and navigate to your recording.
3. Locate the **Encode** tab on the right-side of your screen and expand the Video pane.
4. Configure the settings as needed but we recommend setting the Video Output Format to **VC-1 Main**.
5. We also recommend setting Size Mode and Video Aspect Ratio to **Source**.
6. Select the Output tab and choose a location for the saved file.
7. From the File menu, select **Encode**. Processing time will depend on length of recording, output settings and your system hardware. Once re-encoded the file is ready for editing.



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Install GoToMeeting Codec

The GoToMeeting codec allows you to watch recorded meetings using Windows Media Player 9 or higher without subscribing to GoToMeeting. By using the GoToMeeting codec, attendees can view recordings of meetings in the GoToMeeting format.

To install the GoToMeeting codec:

1. Go to the Install GoToMeeting Codec page.
2. Click the **Install GoToMeeting Codec** button.
3. When prompted, click **Save.**

Note: Mac users cannot view recorded meetings in the GoToMeeting codec format and should download the Windows Media Components to view recorded meetings.

To uninstall the GoToMeeting codec:

1. Go to your Window's Start menu.
2. Click **Control Panel.**
3. Select **Programs and Features**.
4. Find GoToMeeting from the list and right click the title and click **Uninstall**.

Locate a Recorded GoToMeeting, GoToWebinar or GoToTraining

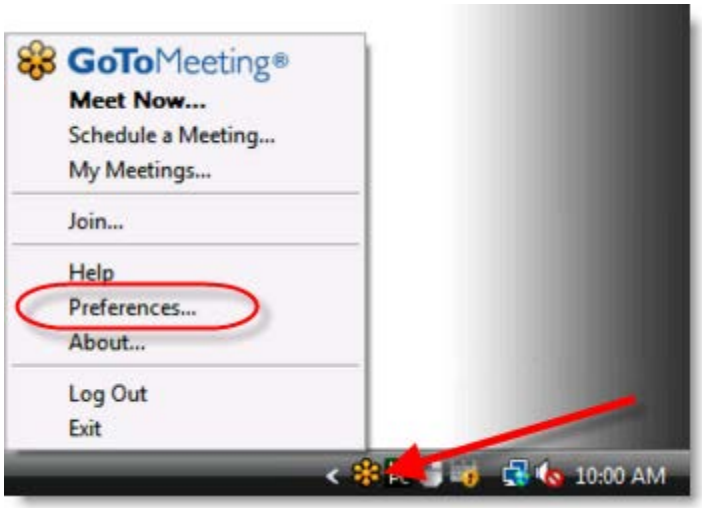
When you record a meeting, the recording is saved on the same computer from which you hosted the meeting. You must be present at this computer to locate your recording.

Note: Meetings are not recorded automatically. You must click the **Start Recording** button on the GoToMeeting, GoToWebinar or GoToTraining control panel in order to record your session. See Record a Meeting for more information.

▶ Find your saved recordings (Windows)

The location of your recorded sessions can be managed from the GoToMeeting **>** Preferences.

Note: The default location for recorded meetings is the My Documents folder on PCs. On Macs, the default location where recordings are stored is /Users/<current user>/Documents/Recordings.



1. Right-click the daisy icon in your system tray and select **Preferences**.

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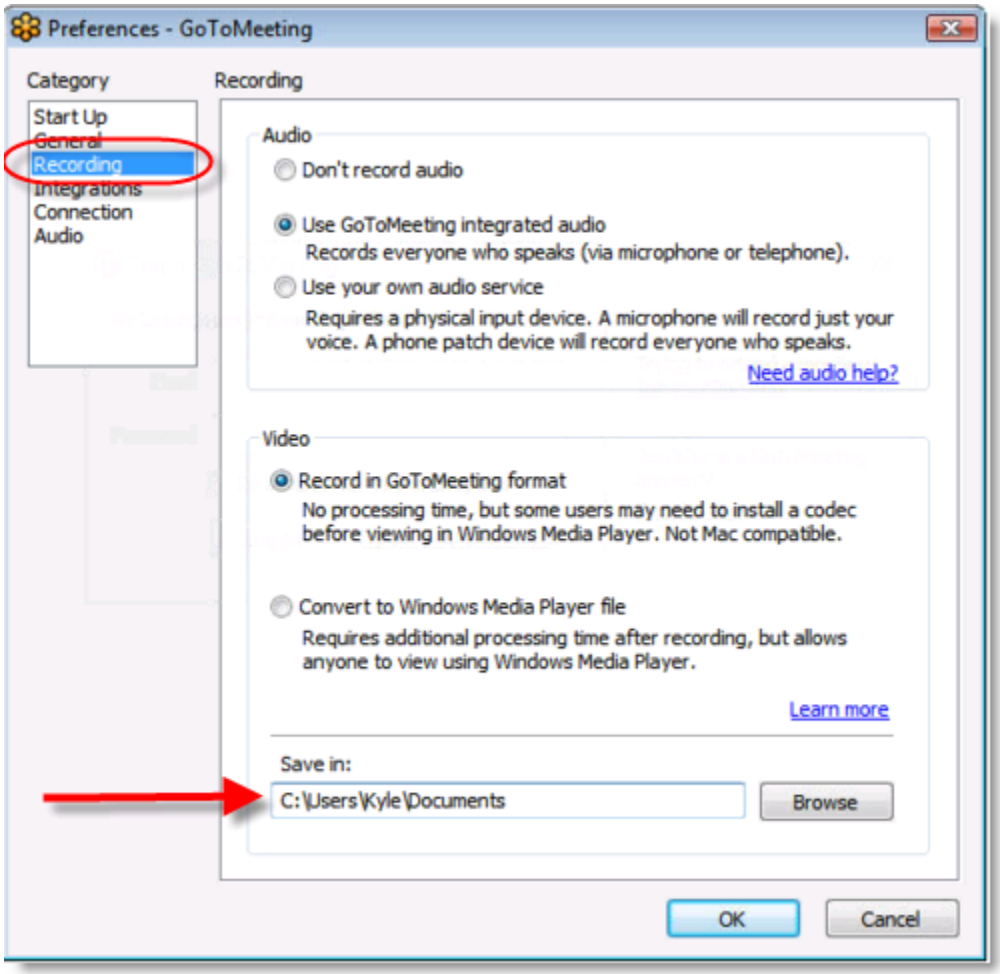
2. Select the **Recording** category in the left navigation.
3. The location of your recorded meetings is available at the bottom of the screen.



Locate your recording in the folder (Windows)

1. Navigate to the same folder listed in the Recording preferences window.
2. The saved .WMV file includes the date, time and title of your meeting.

In the example below the recorded meeting was held 12/28/10 at 10:04. The name of the meeting was Example. The file name for this meeting is 2010-12-28 10.04 Example.wmv.

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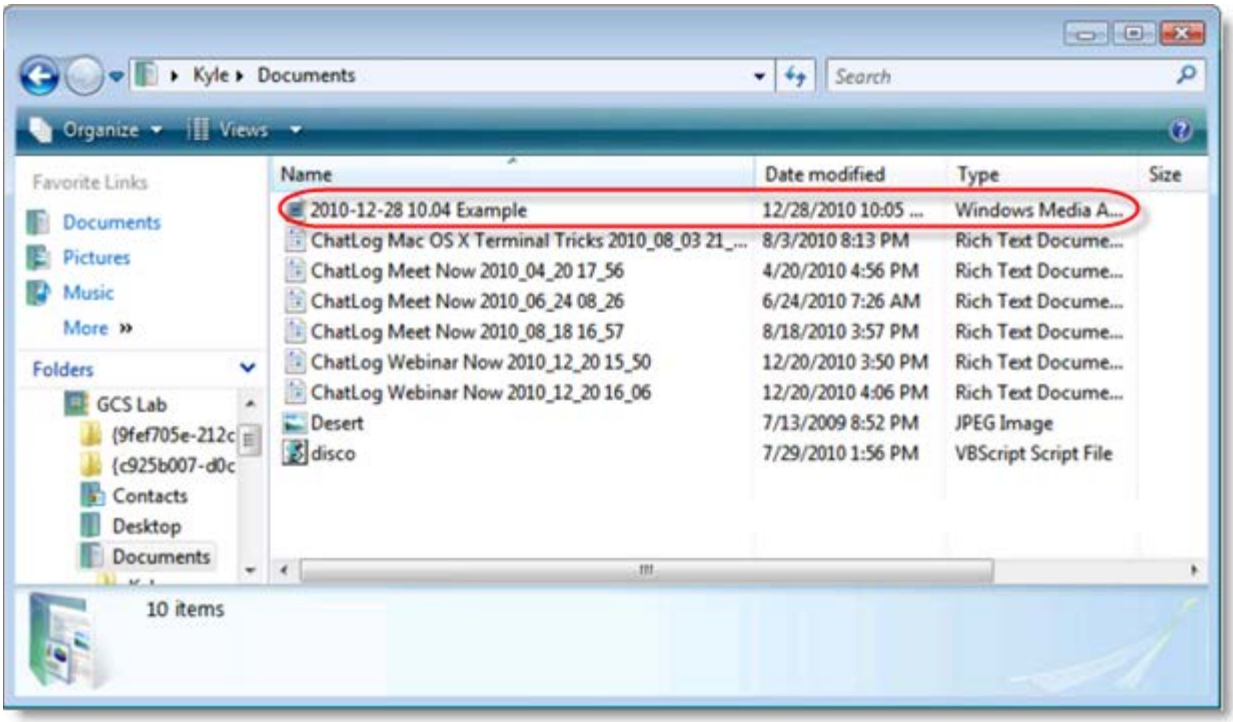
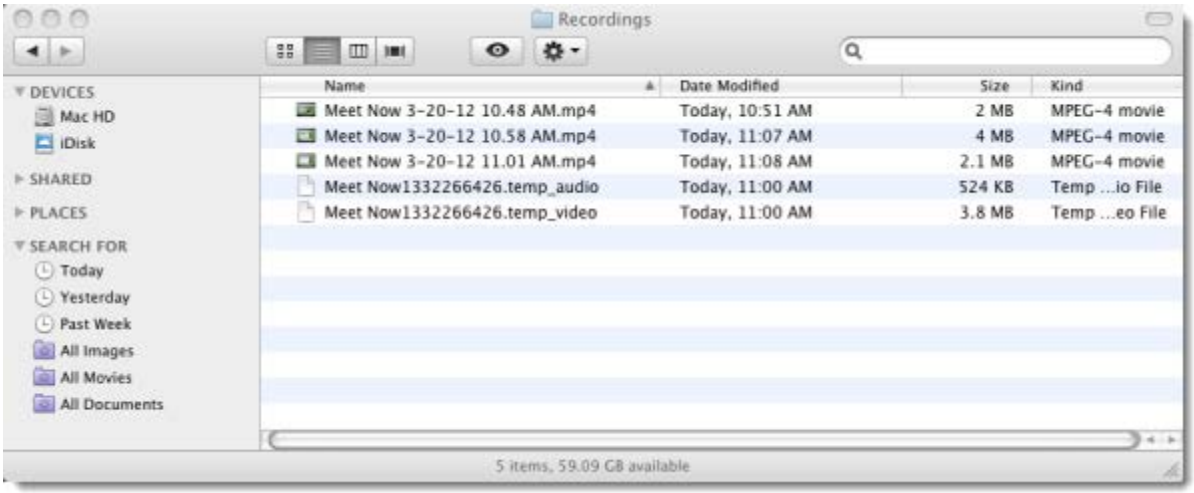


Locate your saved recordings (Mac)

1. By default recordings are stored in /Users/<current user>/Documents/Recordings. Open Finder, and navigate to /Users/<current user>/Documents/Recordings.

You can also find your converted recordings in the Recording Manager - either click the Magnifying Glass icon next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored.

2. To change where recordings are saved, open **Preferences - GoToMeeting** > **Recordings** > **Choose** to browse for a new location.



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Download Windows Media Player

In order to record a meeting, you must have Windows Media Player 9 or newer.

To download Windows Media Player

1. Go to the Microsoft Windows Media Website and follow the prompts to download the most recent version of Microsoft Windows Media Player.

Note: Meeting recording requires Windows Media Player 9.0 or higher. Windows Media Player 9.0 currently supports Windows® 2000, XP Home, XP Pro and 2003 Server; therefore, these are the operating systems required for recording with GoToMeeting.

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Attending Meetings

Attendee Role Overview

A meeting attendee can be any person with an Internet connection. All that is needed to join a meeting is the meeting ID and, if required, the meeting password. Attendees do not need to subscribe to GoToMeeting; they meet at no cost to them as guests of the organizer.

Attendees may be given the role of organizer and/or presenter from the original meeting organizer at any time once a meeting has started.

Join a Meeting

There are several ways to join a meeting depending on how you receive the meeting invitation. Joining a meeting requires no pre-registration or configuration.

Note: When joining a meeting, remember to also conference into the meeting using the conference call information provided by your meeting organizer.

To join a meeting from an email invitation, Outlook or Lotus Notes meeting appointment or instant message

1. Open the email, appointment or instant message that contains the meeting invitation.
2. Click the link provided in the email to join the meeting.
3. If prompted, click **Yes, Grant** or **Trust** to accept the download.
4. If requested, enter the meeting password provided by your meeting organizer.
5. When prompted, type in your name and optionally, your email address.

   Upon clicking **OK** in the Name and Email dialog, you will be entered into the meeting. The Attendee Control Panel and the GoToMeeting Viewer window will appear.

To join a meeting from the GoToMeeting website

1. Open an Internet browser and go to www.gotomeeting.com

   Note: Attendees can also join meetings from www.joingotomeeting.com.

2. Click the **Join Meeting** button.
3. If prompted, click **Yes, Grant** or **Trust** to accept the download.
4. On the Join a Meeting window, enter the meeting ID you received from your meeting organizer.
5. If requested, enter the meeting password provided by your meeting organizer.
6. When prompted, type in your name and optionally, your email address.

   Upon clicking **OK** in the Name and Email dialog, you will be entered into the meeting. The Attendee Control Panel and the GoToMeeting Viewer window will appear.

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To join a meeting from your desktop

1. If you are an organizer and GoToMeeting is already installed on your computer, you can right-click the daisy icon in the system tray or double-click the GoToMeeting icon on a Mac and select **Join a Meeting**.
2. On the Join a meeting window, enter the meeting ID you received from your meeting organizer.
3. If requested, enter the meeting password provided by your meeting organizer.
4. When prompted, type in your name and optionally, your email address.

   Upon clicking **OK** in the Name and Email window, you enter into the meeting. The Attendee Control Panel and the GoToMeeting Viewer window appear.

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To join a meeting from your iPad, iPhone or iTouch

1. Download and install the GoToMeeting App.
2. Open the GoToMeeting app.
3. Enter the Meeting ID provided to you by the organizer.
4. Enter your name, email and press **Join**.
5. Once you press join, you will connect to the meeting. You can communicate using VoIP through your iOS device's built in mic and speakers or stereo headphone jack.

Note: The meeting ID number is the 9-digits at the end of a link to join a meeting. If you have received a link to join a meeting (ex: https://www1.gotomeeting.com/join/123456789) do not click on the link to join the meeting. You will need to open the GoToMeeting iPad app and enter 123456789 as the meeting ID.

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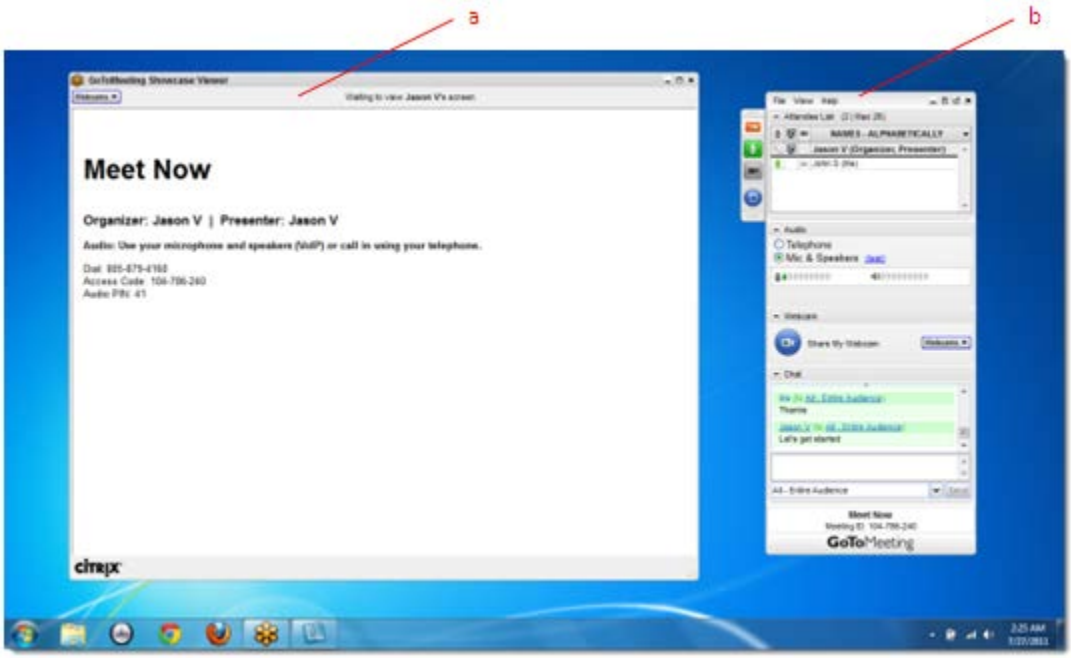
Attendee Viewer and Control Panel

Once attendees join a meeting they see 2 GoToMeeting attendee components, the GoToMeeting Viewer window (a) and the GoToMeeting Attendee Control Panel (b).



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Attendee Control Panel

When attendees first join a meeting, the Attendee Control Panel appears on the right side of their desktops. The Attendee Control Panel gives attendees access to various meeting functions and is comprised of 4 panes: the Attendee List Pane, the Audio Pane, the Chat Pane, and Grab Tab.

After approximately 10 seconds the Attendee Control Panel automatically collapses to the right side of the screen with only the Grab Tab displayed. The auto-collapse feature can be disabled from the View drop-down menu.

The option to disable the auto-hide feature on the Control Panel is only available to attendees using Windows.

- Attendee List Pane - If enabled by the organizer, provides a list of all meeting attendees.
- Grab Tab - Enables attendees to minimize the Control Panel to the side of their desktops and still access Viewer tools.
- Audio Pane - If the organizer has given attendees a choice in how to join the audio portion of the meeting, you can switch between using Mic & Speakers (VoIP) or Telephone.
- Webcam Pane - If enabled by the organizer, up to 6 participants can share their own webcam.
- Chat Pane - If enabled by the organizer, allows attendees to chat with other attendees, either individually or all at once, or with just the organizer or presenter.
- Meeting Information - Provided for quick reference.

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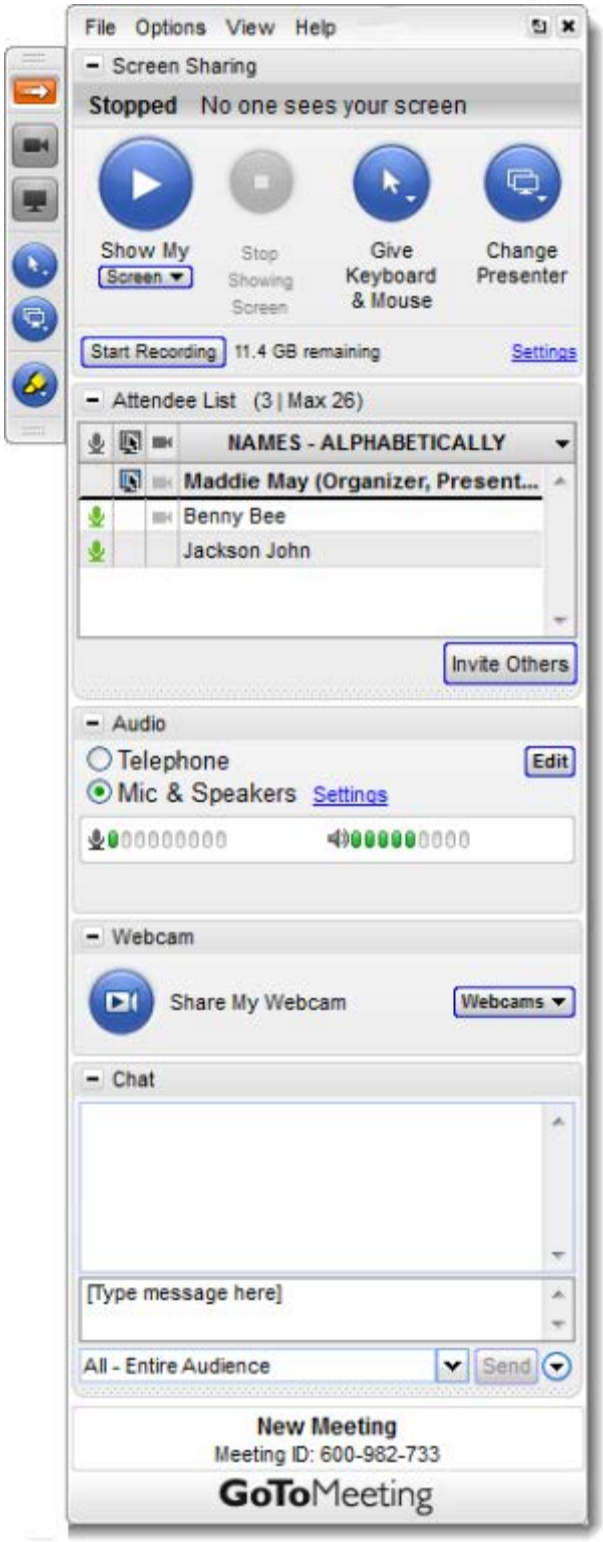

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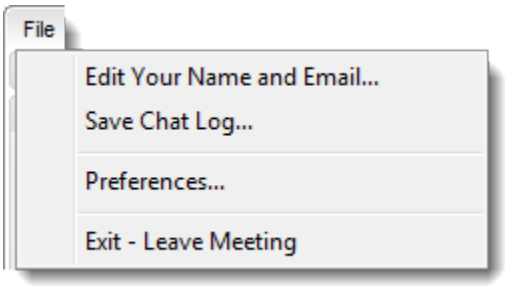
Attendee Control Panel Menu Bar - Windows Users

The Attendee Control Panel menu bar provides access to various application tools not specifically related to attending a meeting. Menu options include File, View, Tools and Help.

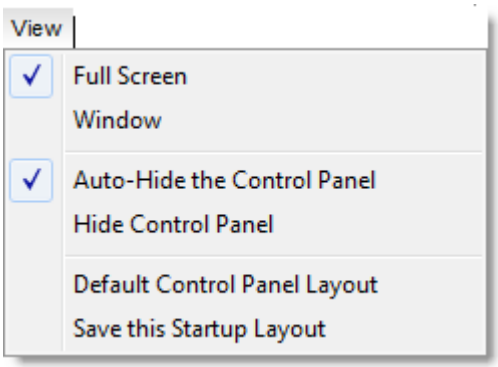
File Menu

The **File** menu allows Windows-based attendees to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as .RTF files, manage their preferences and exit meetings. From the **Preferences** menu, attendees can allow or forbid bubble messages to appear when another attendee chats or when GoToMeeting notifies them of system-related actions such as attendees joining or leaving a meeting.



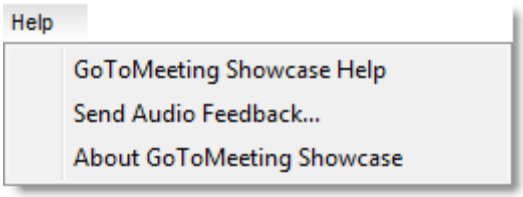
View Menu

The **View** menu enables attendees to select how to display the Viewer window on their desktops and how the Control Panel behaves when not in use. Attendees can also save a customized layout or return to the Control Panel to the default layout.



Help Menu

The **Help** menu provides access to the online GoToMeeting Help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.



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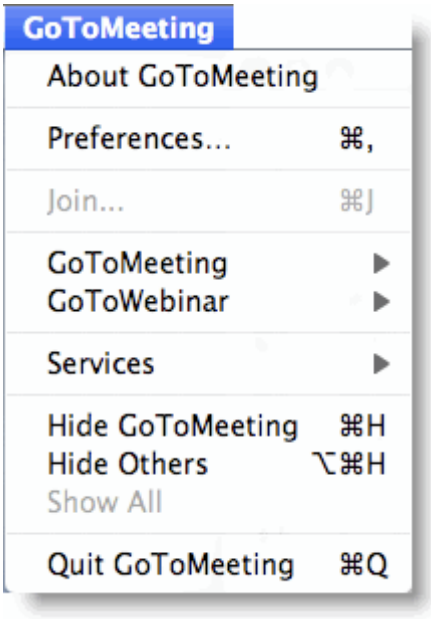
The Attendee Toolbar - Mac Users

The Attendee toolbar allows GoToMeeting attendees to easily access and manage their GoToMeeting settings.

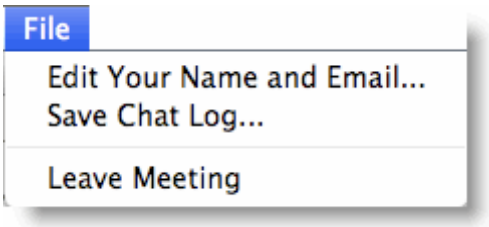
GoToMeeting Menu

The **GoToMeeting** menu allows attendees to manage their Preferences and exit GoToMeeting.



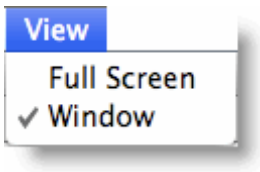
File Menu

The **File** menu allows attendees to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as .HTML files and leave meetings.



View Menu

The **View** menu enables attendees to select how to display the Viewer window on their desktops.



Audio Menu

The **Audio** menu provides attendees another option for managing their audio settings. They can mute themselves, switch between telephone and VoIP (if enabled) and select their audio input and output.

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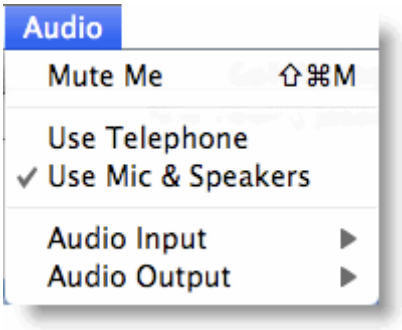

Help Menu

The **Help** menu provides access to the online GoToMeeting Help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.

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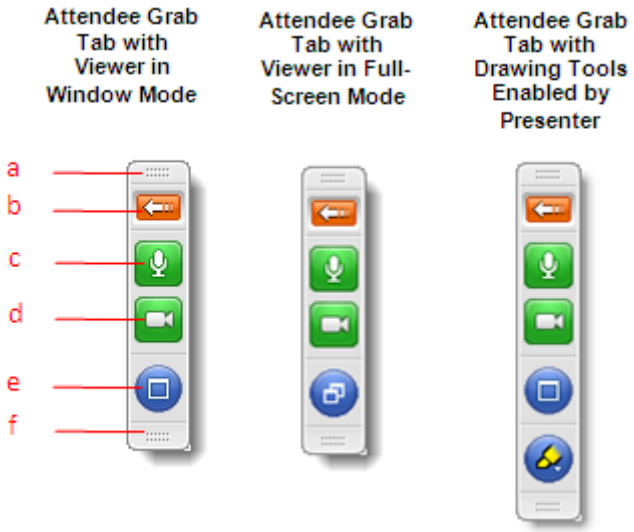
Attendee Control Panel Grab Tab

The Attendee Control Panel Grab Tab enables attendees to minimize the Control Panel to the side of their desktops and change the way the presenter's desktop is displayed in the Viewer window. The Grab Tab changes depending on the status of the Viewer window.

- Click and drag to move Grab Tab up or down (a)
- Click to hide or display Control Panel (b)
- Click to mute or unmute yourself (c)
- Click the Webcam button to start or stop displaying your webcam (d)
- Click the View button to change display modes (e)
- Click and drag to move Grab Tab up or down (f)



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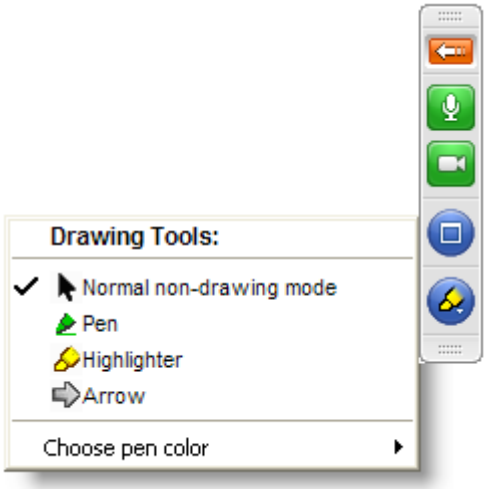
Attendee Drawing Tools

Drawing Tools must be enabled by the presenter before they appear to attendees. The presenter is the only one who can erase drawings. Drawing will pause when the presenter pauses the presentation.

To use a Drawing Tool

1. Click the **Select Drawing Tool** button on the Attendee Grab Tab.
2. Select the desired tool from the Drawing Tools drop-down menu.



Note: Once the drawing feature is selected, you can right-click anywhere on the Viewer window to change the drawing tool or return to non-drawing mode.

Note: The pen color can be changed from the Drawing Tools drop-down menu.

To disable a drawing tool

1. Click the **Select Drawing Tool** button on the Attendee Grab Tab.
2. Select **Normal non-drawing mode**.

Or

1. Right-click/Control-click anywhere on the Viewer window.
2. Select **Normal non-drawing mode** from the Drawing Tools drop-down menu.

Or

Press the **Esc** key to disable a drawing tool without going to the Grab Tab or Control Panel.

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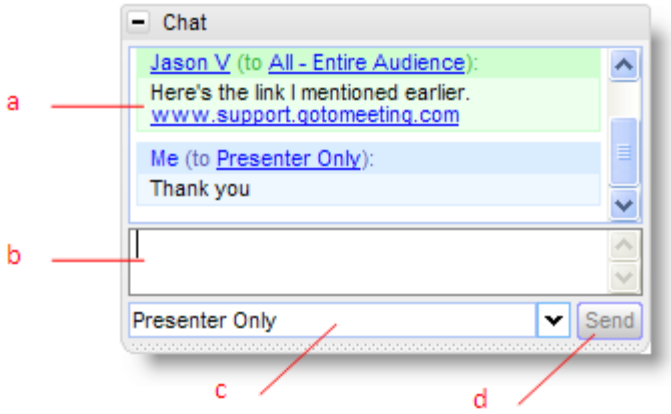
Chat with Other Attendees

If enabled by the organizer, attendees can chat with other attendees by using the Chat feature in the Chat Pane. Or, attendees can just chat with the organizer or presenter.

- The chat log displays the text of all public chat and chat between two attendees. (a)
- The Message Entry field enables input of chat text. (b)
- The Send Chat to: field enables selection of chat recipients. (c)
- The **Send** button transmits chat to selected recipient(s). (d)



To chat with attendees

1. Select the desired recipient(s) from the Send Chat to: drop-down selection field.
2. Enter desired chat message in the Message Entry field.
3. Click the **Send** button.

To reply to a chat message

1. Select the desired recipient(s) from the Send Chat To: drop-down selection field.

- or -

Click the attendee's name within the Message Entry field.

2. Enter desired chat message in the Message Entry field.

3. Click the **Send** button.

To save a chat log

1. Under the File menu, select **Save Chat Log**.
2. This opens the Save Chat Log to a File window that allows you to store the file locally. Then browse to the location where you would like to save it.

To auto-save chat logs

1. Click the **General** category on the GoToMeeting Preferences window and select **Chat Logs**.
2. In the Save in: box, click **Browse** and select the desired directory.
3. Click **OK**.

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Attendee Viewer Window

The Viewer window is where the image of the presenter's desktop is displayed to attendees. The Viewer window can be displayed in either a Window Mode or a Full-Screen Mode.

In Window Mode, the presenter's desktop is contained within a scaleable window.

Full Screen Mode expands the presenter's desktop completely over your own. The Attendee Control Panel/Grab Tab remains accessible.

To change the Viewer window mode

- Click the **Window Mode** button from the Grab Tab.

  Or

- Select **Window** or **Full Screen** from the View menu on the Control Panel.

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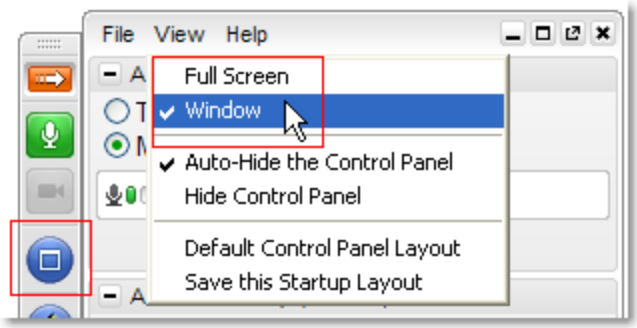

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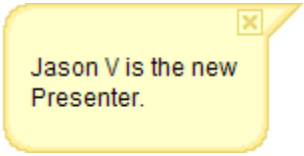
Share Presenter Mouse and Keyboard

At any time during a meeting, presenters may share control of their keyboard and mouse with any other attendee. This enables the designated attendee to share control of applications on the desktop being displayed.

When an attendee is given shared control, the GoToMeeting application notifies all attendees of the change in control by providing a System Bubble Message.



Note: Even though an attendee may gain shared keyboard and mouse control of the presenter's desktop, the presenter always retains overriding control by simply moving his or her mouse.

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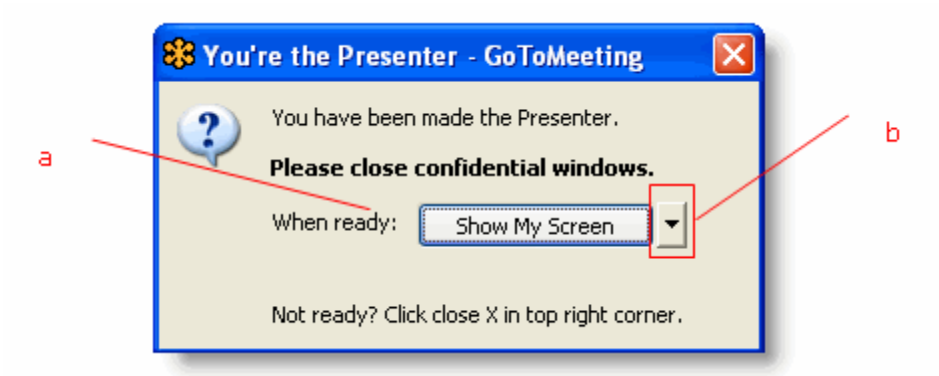
Become a Presenter

At any time during a meeting the presenter may pass the presenter role to any other attendee allowing the designated attendee to share the presenter's desktop screen.

When an attendee is made a presenter the GoToMeeting application shows a dialog box notifying the attendee that he or she has been made presenter and updates his or her Control Panel and Grab Tab with Presenter Tools.

The new Windows-based presenter can click **Show My Screen** to present his or her entire desktop (a) or click the down arrow to select a specific application window (b). For more information about being a presenter, please see the Organizer/Presenter Control Panel section.

Mac attendees can share their entire desktop but not a specific application.

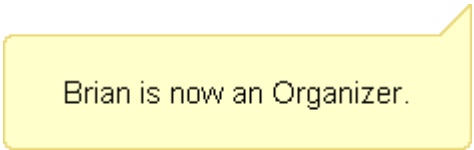


Become an Organizer

At any time during a meeting, the organizer may promote any attendee to the role of co-organizer to enable that attendee to share meeting management functions.

When an attendee is promoted to the role of co-organizer, the GoToMeeting application notifies the attendee of the change by providing a System Bubble Message and updates his or her Control Panel and Grab Tab with Organizer Tools.

For more information about being an organizer, please see the Organizer/Presenter Control Panel section.



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Leave a Meeting

An attendee may leave a meeting at any time.

To leave a meeting

1. From the File menu on the Attendee Control Panel, select **Exit - Leave Meeting**.
2. Click **Yes** on the Leave Meeting? window.

Mac users:

On the GoToMeeting menu bar, select **GoToMeeting** > **Quit GoToMeeting**; or, select **File** > **Leave Meeting**. You may also click the red X in the top-left corner of the Control Panel and Viewer window.

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The GoToMeeting Organizer Website

View your account information, scheduled meetings and meeting history by logging into the GoToMeeting website. Learn how to schedule an upcoming meeting from the Schedule Meetings section.

Log In to Your Organizer Website

To access the organizer website features, organizers must first log in.

To log in to your organizer website

1. Go to www.gotomeeting.com.
2. Enter your email address and password and click **Log In**.

My Account

The My Account page enables organizers to view and edit their personal account information, change passwords, set conference call preferences and view billing information and account history.

To edit account information

1. Log in to the organizer web site at www.gotomeeting.com.
2. In the left navigation, select **My Account**.
3. At the top of the My Account section, enter your current password, make any desired account or password changes and click the **Save Changes** button at the bottom of the page.

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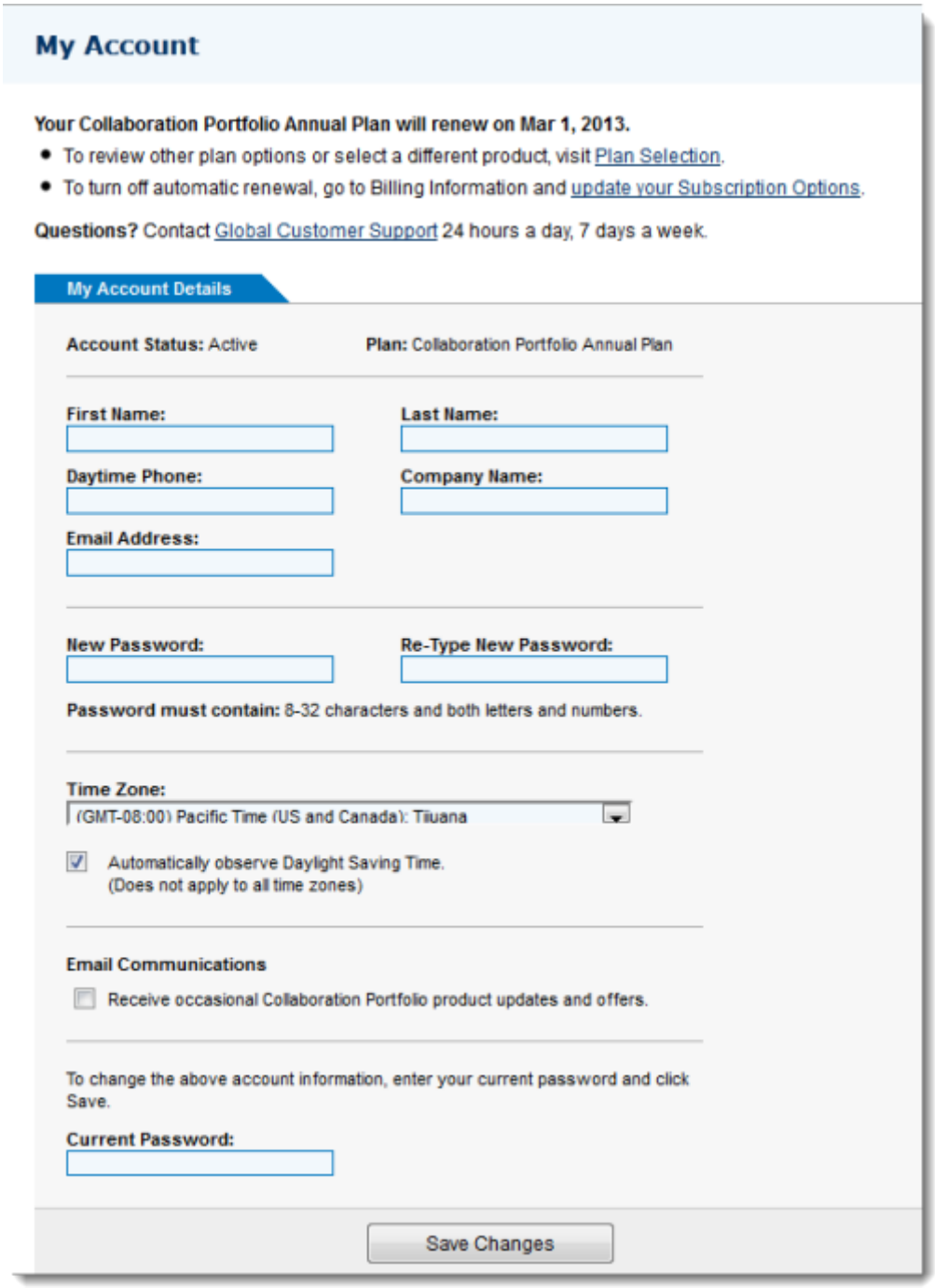

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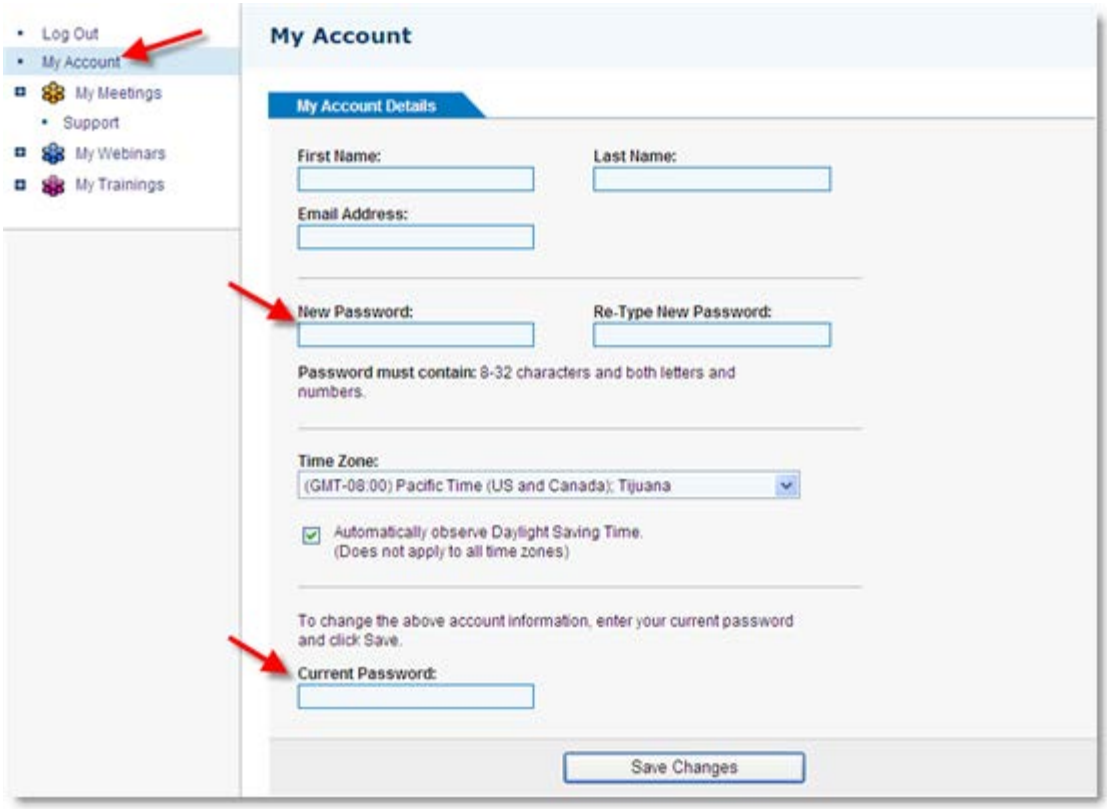
Change Account Password

For improved security you may want to occasionally change your account password. If your account has a company administrator, he or she may require you to change your account password on a regular basis.

To change your account password

1. Log in to www.gotomeeting.com and select My Account in the left navigation.
2. Enter and confirm your new password.
3. Enter your original password .
4. Click the **Save Changes** button at the bottom of the page.



Note: Your new password must contain at least 8 characters and include both letters and numbers.

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Audio Settings

The Audio Settings section of the organizer website allows you to set your default audio preferences. Choose between Voice over Internet Protocol (VoIP), long distance and/or toll-free. If you select more than one option, your attendees have the choice of dialing in with a provided conference call number or connecting with VoIP. For international attendees, set your default countries by clicking **Edit.** Alternatively, you can provide your own conference call number(s) in this section or bypass the audio option all together.

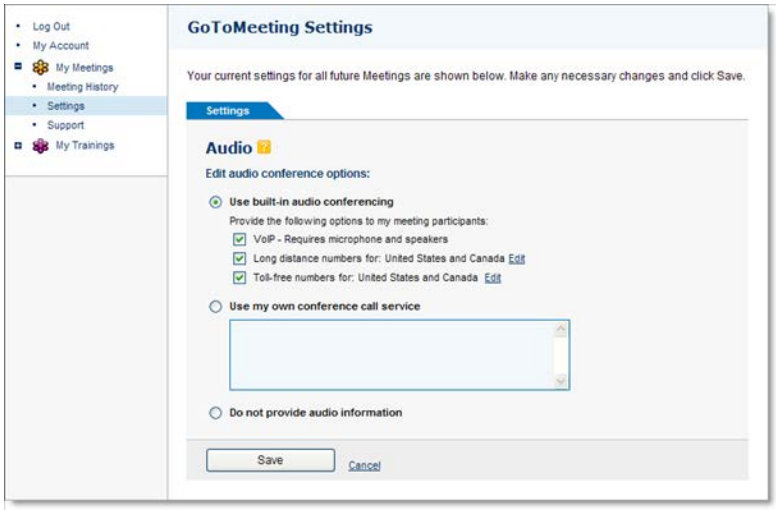
Your can override your default audio settings while scheduling a meeting or during a meeting from the Presenter's Control Panel.

Note: You may add toll-free numbers if your account includes the optional integrated toll-free audio service.

Related Topics

To set audio conference options

1. Log in to www.gotomeeting.com.
2. Select **My Meetings** > **Settings** from the left navigation.
3. Select the default audio service(s) you wish to include with your meetings. To provide local toll numbers for multiple countries, click **Edit**.
4. Click **Save**. Changes apply to all future meetings.



Cancel Your Account or Update Billing Information (Individual Only)

If you are an individual GoToMeeting user then you can update your credit card and billing information very easily by logging in at www.gotomeeting.com and selecting **Billing Information** from the expanded My Account menu in the left navigation.

Note: This feature only appears for individual GoToMeeting organizers and does not apply to GoToMeeting Corporate organizers

To edit account billing information

1. Log in and select **My Account** from the left navigation.
2. Select **Billing Information** from the expanded menu.
3. Make any desired credit card or billing address changes and then click **Save Changes** at the bottom of the page.

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Renew or Cancel GoToMeeting (Individual Only)

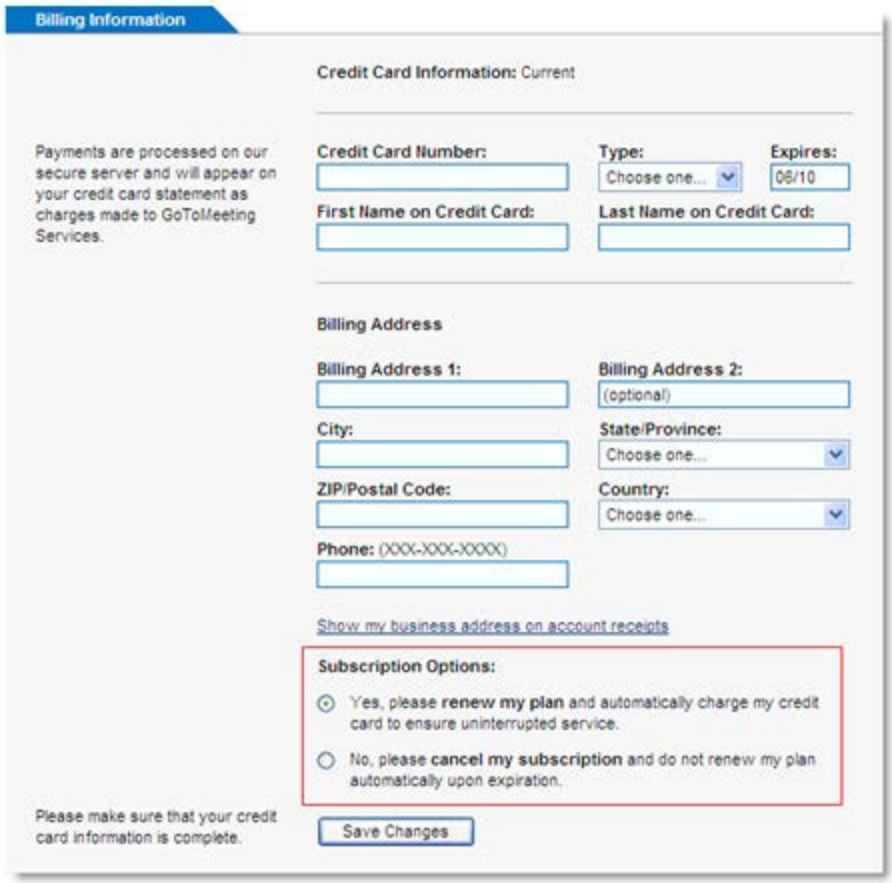
With Subscription Options you can decide what will happen with your GoToMeeting account after the current plan expires.

▶ To renew or cancel GoToMeeting after the current plan expires

1. Log in and select **My Account** from the left navigation .
2. Click **Billing Information** from the expanded menu.
3. From the Subscriptions Options section, select an option once the current plan expires.

Note: You can also contact Global Customer Support to cancel your account.

Note: Because GoToMeeting service is a pre-paid , your service will continue until the end of your current paid subscription period. At that time, your plan will be discontinued and will not renew again.



Is Updating Credit Card Information Secure?

Online credit card payments are processed on our secure server using a VeriSign SSL Certificate. This means GoToMeeting has been authenticated by the strictest industry standard and your transaction with us is encrypted.

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Cancel Your GoToMeeting Account

If you are a GoToMeeting organizer on an individual plan, you can easily cancel your subscription from the My Account page by logging in at www.gotomeeting.com.

Note: GoToMeeting organizers on corporate plans (multi-user accounts) must contact their account manager or Global Customer Support to cancel their subscription.

Because the GoToMeeting service is pre-paid, changes made to your subscription plan (including cancellations) will not take effect until the end of your current billing period.

▶ To cancel your GoToMeeting subscription

1. Log in to www.gotomeeting.com and select **My Account** in the left navigation.
2. Select **Billing Information** in the expanded menu.

3. Under the Subscription Options section, select the "No, I do not wish to subscribe to GoToMeeting at this time" option.

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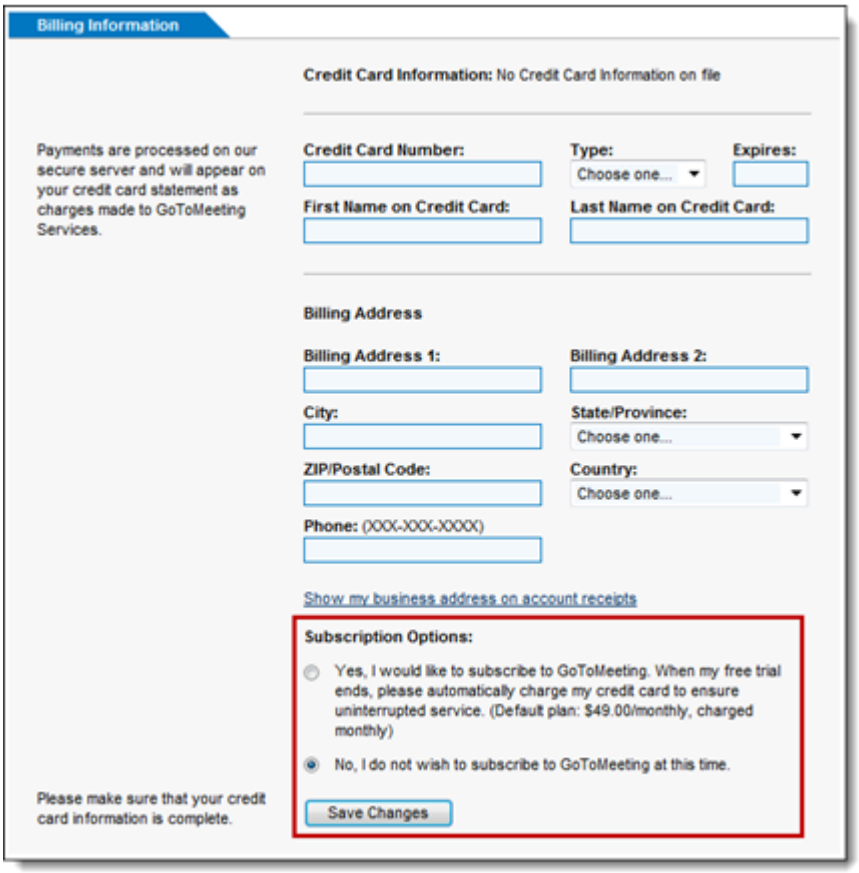
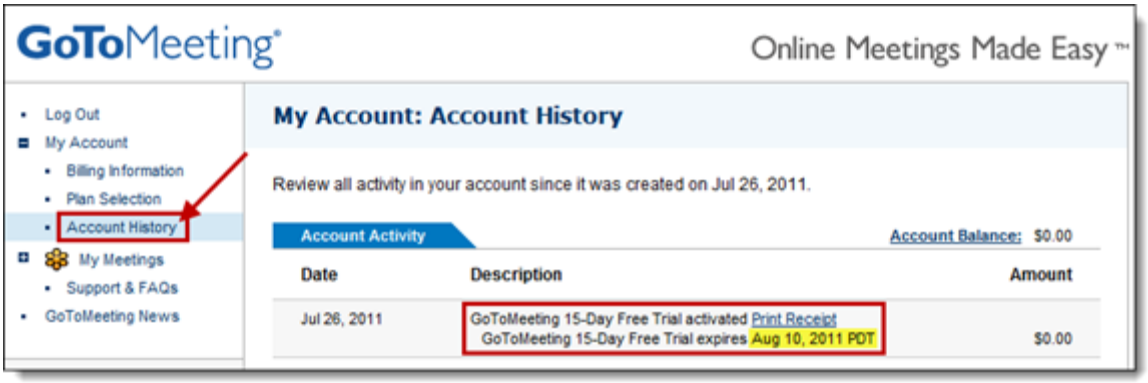


4. Click **Save Changes**.

Once your current plan or trial period ends, your plan will not be renewed and you will lose access to GoToMeeting.

▶ To see when your plan expires

1. Log in to www.gotomeeting.com and select **My Account** in the left navigation.
2. Select **Account History** in the left-navigation.
3. Find the most recent entry on the Account Activity list and look under the Description column to see when your plan expires.



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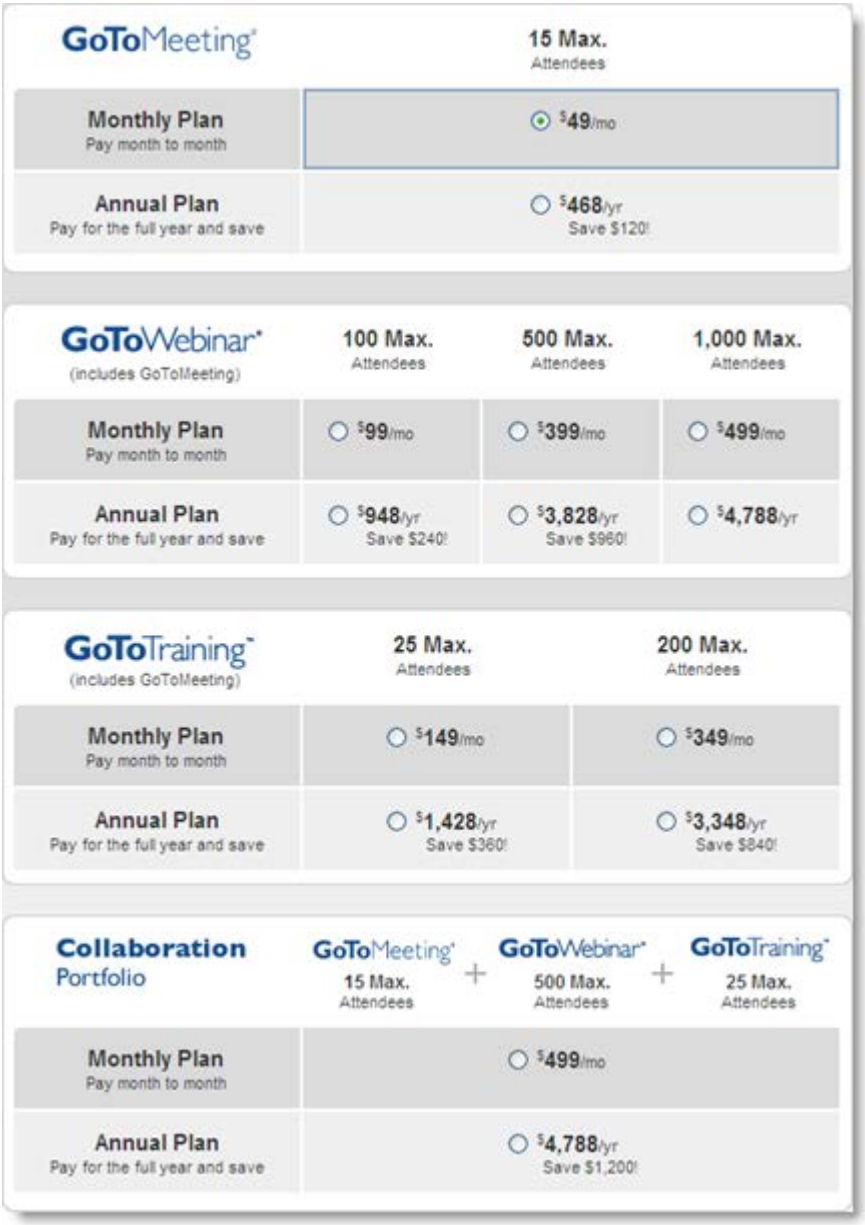
Plan Selection (Individual Only)

The Plan Selection section enables individual GoToMeeting organizers to view and edit their GoToMeeting plan.

Note: This feature only appears for individual GoToMeeting organizers and does not apply to GoToMeeting Corporate organizers.

▶ To purchase or change your billing plan

1. After you sign in, select **My Account** from the left navigation.
2. Select **Plan Selection** from the expanded menu.
3. Select a product and choose either a monthly or annual plan and then click **Review Your Plan**.
4. Enter or confirm your billing information and click **Buy**.



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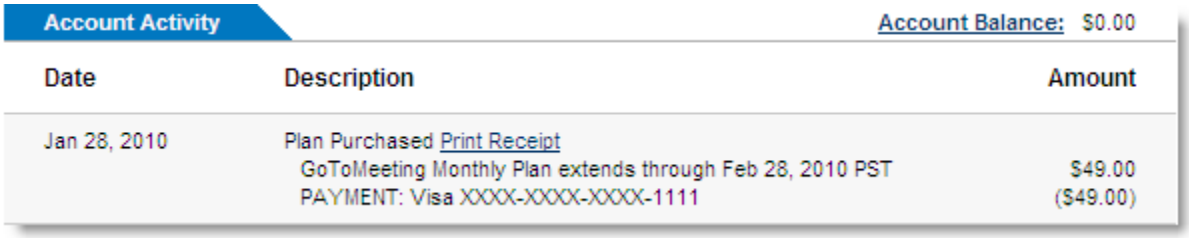
View Account History (Individual Only)

If you are an individual GoToMeeting user you can review your account activity and print receipts by logging into your account at and selecting **Account History** from the expanded My Account menu.

Note: This feature only appears for individual GoToMeeting organizers and does not apply to GoToMeeting Corporate organizers. Corporate customers should contact their account manager for account and billing related questions.

To view your account billing information

1. In the left navigation, click the **My Account** link.
2. Click **Account History** from the expanded menu. All billing activity since account creation is displayed.



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My Meetings

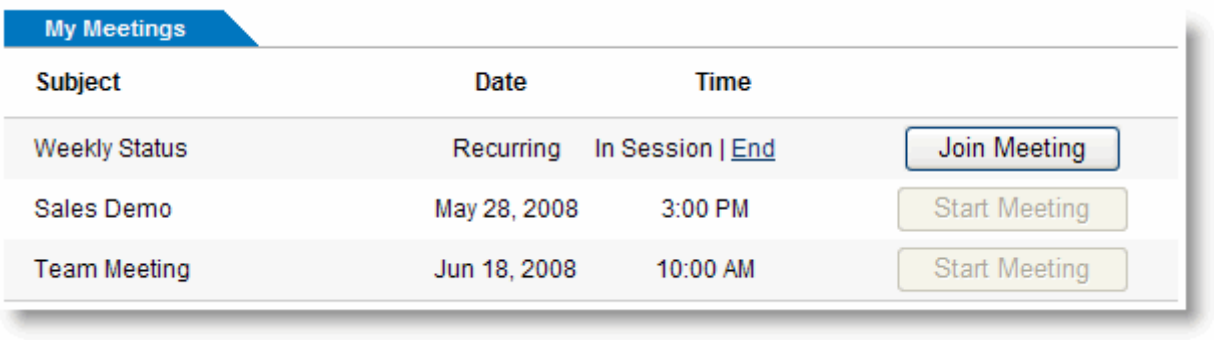
The My Meetings section enables organizers to manage their scheduled meetings and review their meeting history. See Scheduling Meetings for information on creating new meetings.

View Scheduled Meetings Online

Your scheduled meetings are first displayed when you log in to your organizer website. Scheduled meetings can also be viewed by selecting My Meetings in the left navigation. Meetings can be started or ended from this page and meetings currently in session can be joined. This is the same list of scheduled meetings that can be accessed from the GoToMeeting application on your desktop.

To view scheduled meetings

1. Log in to www.gotomeeting.com.
2. The My Meetings page is displayed with a list of your scheduled meetings along with meetings that are currently in session. The meeting subject, start date and time are displayed.



View Meeting History

View a report of your completed meetings with the Meeting History section of the organizer website. Details include, meeting subject, date/time, duration and number of attendees. The attendee names, email addresses and join/leave times can also be reviewed.

Note: GoToMeeting corporate organizers can view up to 12 months of meeting data. Individual GoToMeeting organizers can view 90 days worth.

To view meeting history

1. Log in to www.gotomeeting.com and select **My Meetings** and then **Meeting History** from the left navigation.
2. Select the time frame and click the **Show History** button.
3. Click the number in the attendee column to display attendee names, email addresses and join/leave times.

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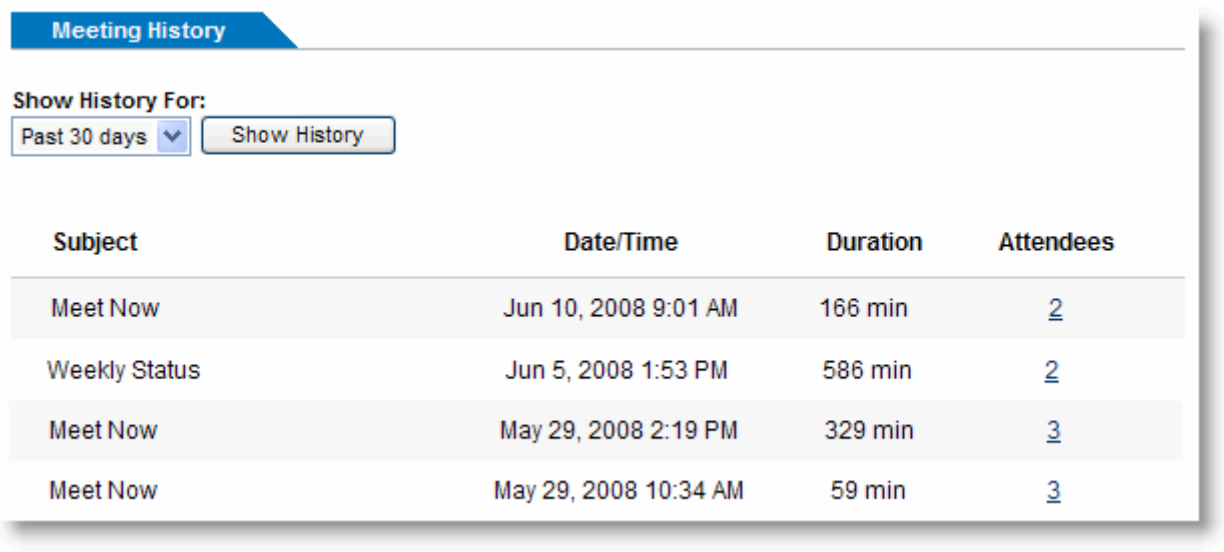

Subject	Date/Time	Duration	Attendees
Meet Now	Jun 10, 2008 9:01 AM	166 min	2
Weekly Status	Jun 5, 2008 1:53 PM	586 min	2
Meet Now	May 29, 2008 2:19 PM	329 min	3
Meet Now	May 29, 2008 10:34 AM	59 min	3

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Tips for Success

Review helpful suggestions on how to make the most of your online meetings.

Prior to Meeting or Event Start

- If you plan to share your entire desktop, turn off any instant-messaging applications, notification software or other programs that may interrupt or distract from the meeting.
- Turn off any streaming media applications that may take up bandwidth and resource-intensive applications that may be taxing processor ability.
- Set the desktop display to a neutral background and adjust display settings to a mid-range resolution (e.g., 1024 x 768) to improve the display for attendees with lesser settings. This is also the optimal setting for recording a meeting.
- Clean up your desktop before a meeting. Eliminate wallpaper and icons that may distract your attendees.
- Make the documents you wish to share easily accessible.
- Run a trial meeting with a friend to anticipate questions and to familiarize yourself with the format of your online presentation.

Managing the Meeting

- Arrive a few minutes early to greet the attendees as they arrive and start the meeting on time. It also helps to have a welcome presentation running during this time. Your presence in these opening minutes can help establish the tone and direction of the meeting.
- Create a welcome message under the Meetings category of Preferences to greet your attendees as they arrive at the meeting.
- Provide an agenda at the start of the meeting, including estimated duration, and stick to it.
- Inform attendees what the purpose/goal of the meeting is, what to expect and when and how to ask questions and participate in the meeting.
- Provide information on how to use equipment or services and how to get assistance if needed.
- Nominate a co-organizer to monitor and respond to the chat log when someone is presenting.
- Encourage participation by using open questions such as "What would you suggest?" and "How do you feel about?"
- End the meeting clearly. Make sure all the attendees know that the meeting is formally over and stay on the line to address any last questions.

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Managing the Conference Call

- Call in to the meeting from a location where there is little background noise.
- Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts and sounds for when attendees join or leave a meeting. Read the Voice Conferencing section of the help files to familiarize yourself with the conference call features.
- Avoid using cellular and cordless phones because of static and use the phone handset or a headset instead of speakerphone because of background noise, tunnel effect and sentence clipping.
- Turn off your call waiting. The beep of a new call on another line is heard by everyone on the teleconference.
- Avoid putting your phone on hold during a teleconference. Your hold music will play into the conference call, and make it impossible for the other attendees to continue the meeting.
- Introduce yourself when you begin speaking and ask other attendees to also identify themselves before speaking. Not everyone in the meeting may know everyone else's voice.
- If you find you are having a sound quality issue, hang up and dial back in. Sometimes these problems clear themselves up when the bad connection is terminated.

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Use GoToMeeting with a Firewall

Firewalls are a popular and effective security option that are designed to block unauthorized outgoing and incoming communications with your computer. Some firewalls require additional steps to authorize trusted applications like GoToMeeting. If you have a firewall and are experiencing connection difficulties, you may have to configure your firewall.

Note: The GoToMeeting components need to be admitted through one of three ports: 80, 443 or 8200. One-way TCP connectivity is needed (TCP outbound). Visit our IP Range Fact Sheet for more information.

Configure your Firewall

Setting up a firewall to enable GoToMeeting to work requires that you take a little extra time to configure your software to allow GoToMeeting to run without interruption.

To set up a firewall to allow GoToMeeting

1. Enable GoToMeeting to access the Internet.

2. The first time you host a GoToMeeting from a firewall protected Windows, you will set off the firewall and be prompted to allow GoToMeeting to access the Internet.

a. Select the "Remember the answer each time I use this program" check box.

b. Click **Yes** to enable GoToMeeting to access the Internet.

3. Configure your firewall to accept all GoToMeeting files.

   a. Open your firewall console.

   b. Manually select the option to allow each of the components listed above. After doing this once, you should not need to repeat this process again.

See Locating GoToMeeting Files for additional help.

Using GoToMeeting within a corporate environment

If you do not have a personal firewall but are in a corporate environment, you may have a hardware firewall. Please provide the document found at www.citrixonline.com/iprange to your IT department so that they may allow GoToMeeting to connect.

If a connection still cannot be established, please contact Global Customer Support.

If your firewall does not automatically ask to allow GoToMeeting to access the Internet, you may have to enable it manually. See the following for specific help with some popular firewall software.

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Locate GoToMeeting Files

If you experience connection difficulties then you may need to configure your firewall to accept the GoToMeeting components.

32-bit or 64-bit Windows

▶ To locate GoToMeeting files oWindows

Note: Most versions of Windows are 32-bit, including newer models like Windows 7 and Vista.

1. Open your firewall and locate the permission settings feature.
2. Navigate to the GoToMeeting files and set permissions to accept all the GoToMeeting components.

   a. Open **My Computer**

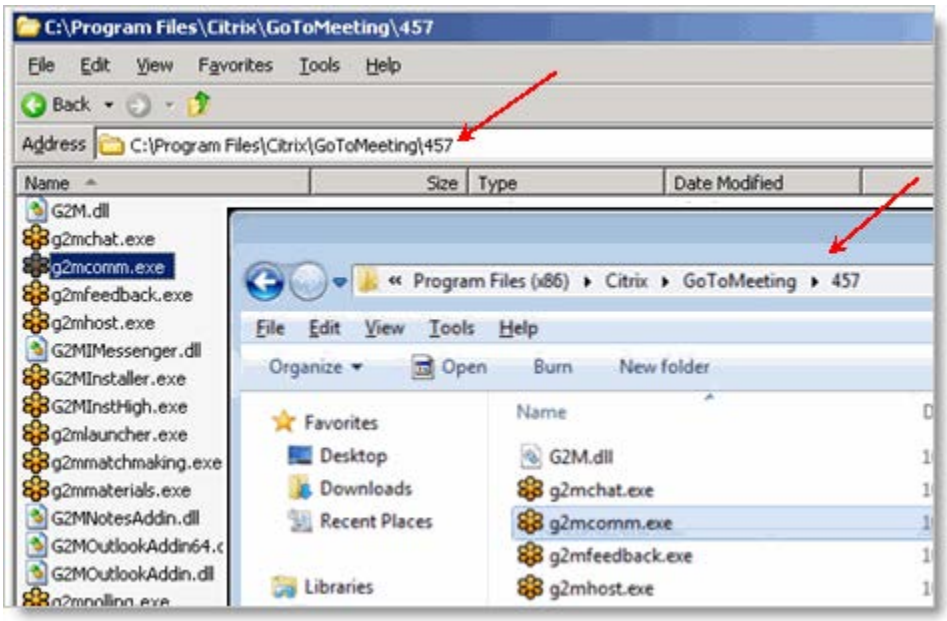
   b. Click **(C:) Local Disk**

   c. Click **Program Files** (for 32-bit Windows PCs) or **Program Files (x86)** for 64-bit PCs.

   d. Click **Citrix**

   e. Click **GoToMeeting**

   f. Click the highest number (in this case 457), which indicates the newest build.



Enable GoToMeeting with McAfee® Anti-virus Software

If your computer is protected by McAfee and you are experiencing connection issues then your firewall may be preventing a connection. To safely configure your firewall please locate your version of McAfee below and follow the instructions. If after following these instructions you still have Firewall related issues then McAfee Support may be able to provide assistance.

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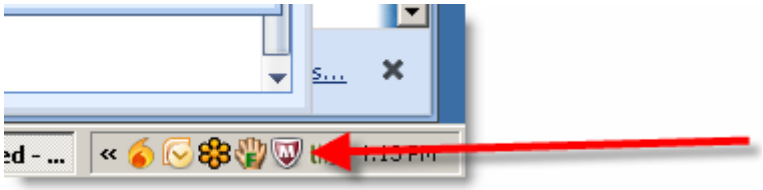
McAfee Total Protection

▶ To configure McAfee Total Protection with GoToMeeting

1. Right-click the McAfee Total Protection icon in your system tray (usually the bottom right of your screen.)



2. Click **Open McAfee Total Protection**.
3. Click **Firewall**. (a)
4. Click **Settings**.(b)

5. Scroll down until you see *GoToMeeting* (c), select it, and then click **Edit**. (d)

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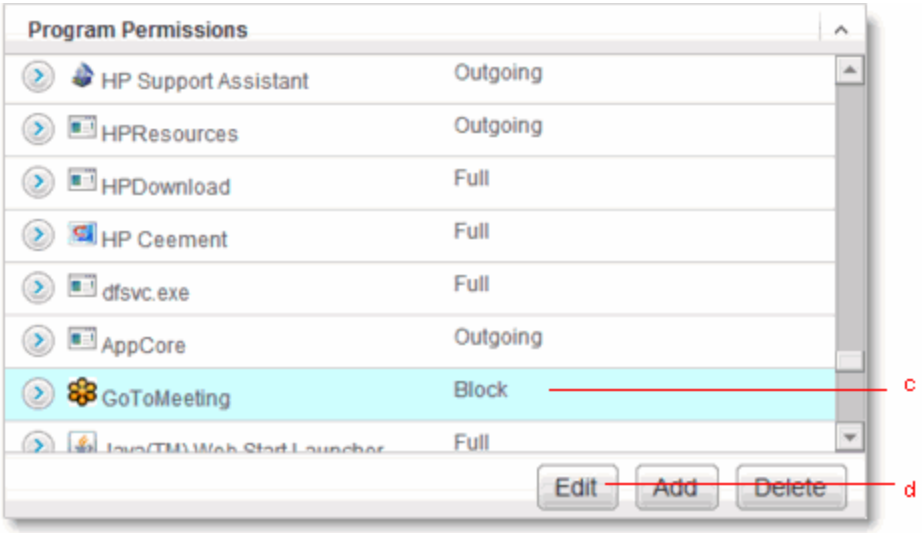
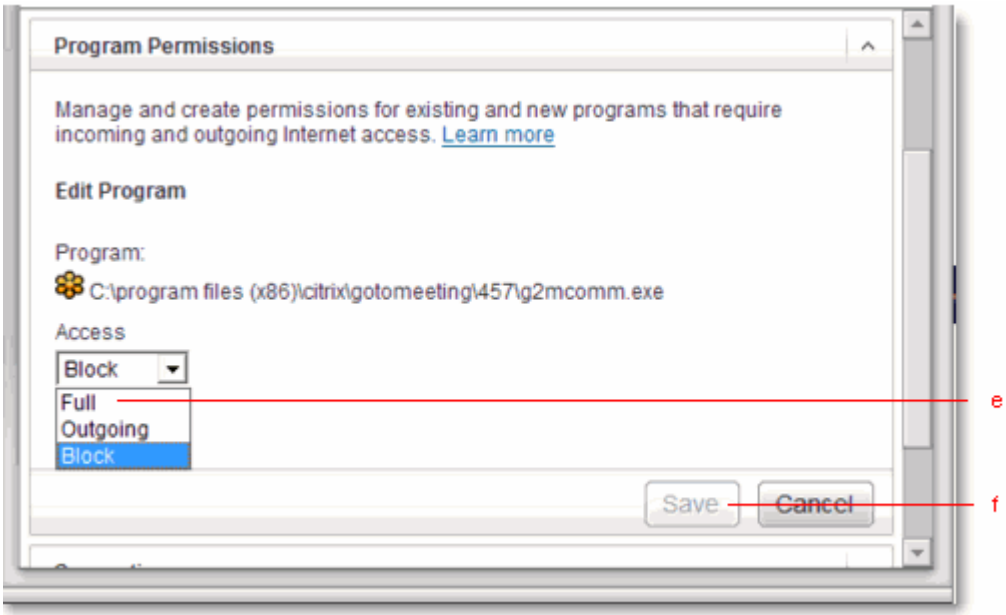


6. Set Access to *Full*. (e)
7. Click **Save**. (f)



8. If you cannot find GoToMeeting in the list of programs, click **Add** and navigate to the files.

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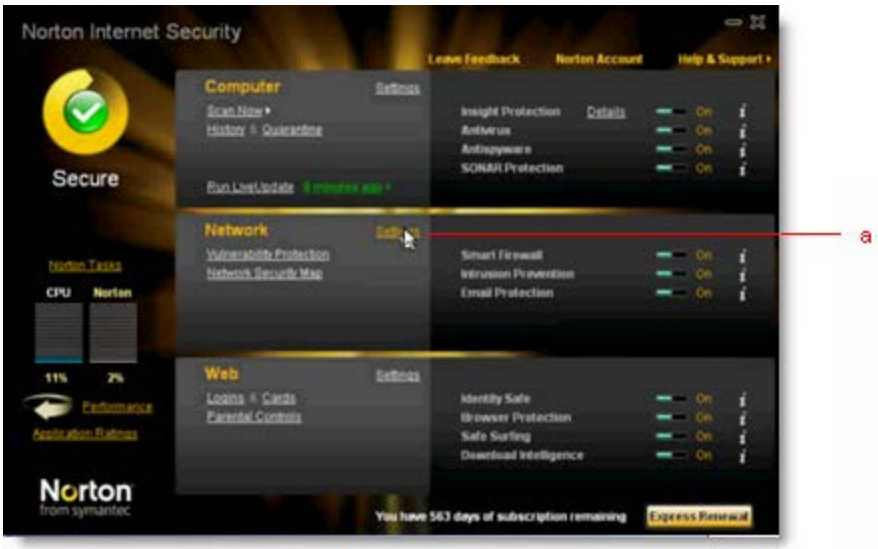
Enable GoToMeeting with Norton® Anti-virus Software

If your computer is protected by Norton and you are experiencing connection issues then your firewall may be preventing a connection. To safely configure your firewall please locate your version of Norton and follow the instructions. If after following these instructions you still have Firewall related issues then Norton Support may be able to provide assistance.

Norton Internet Security 2010

To configure Norton Internet Security 2010 for GoToMeeting

1. Open the Norton Internet Security console. Click the **Settings** (a) button on the Network tab.



2. Scroll down to Smart Firewall, then click **Configure** (b) next to Program Settings.

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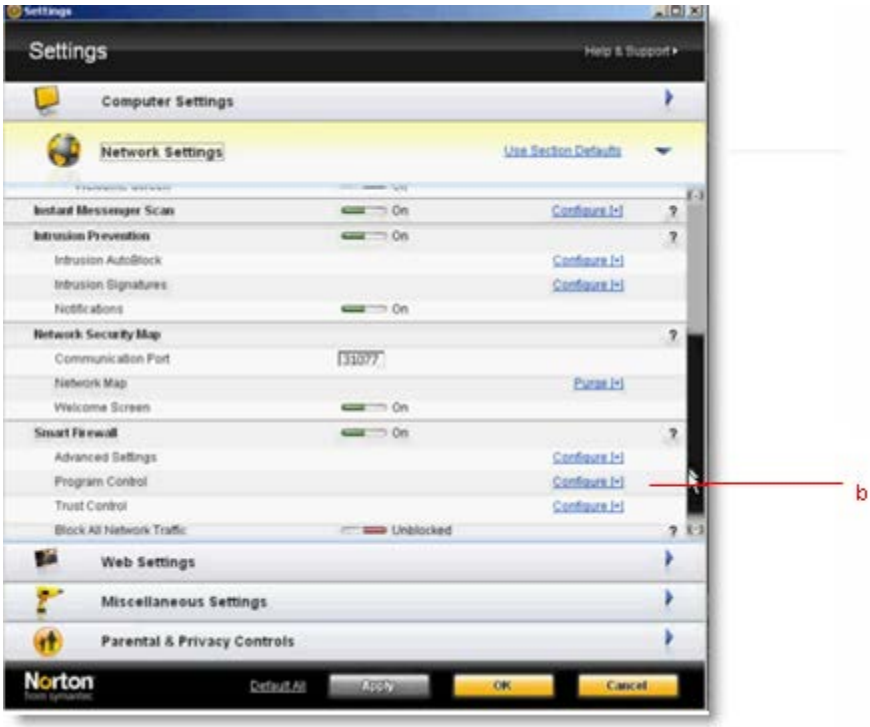
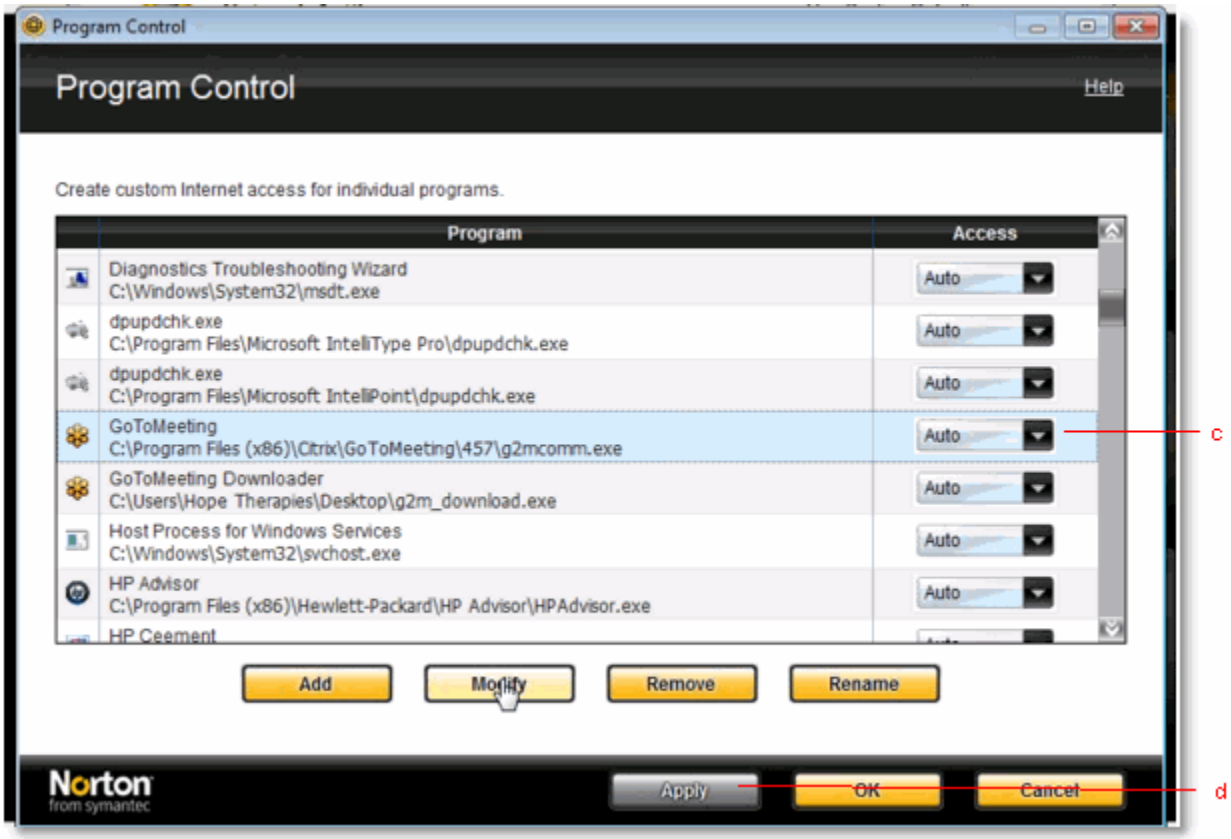


3. Find GoToMeeting, select **Allow** (c) from the dropdown menu, and click **Apply**. (d)



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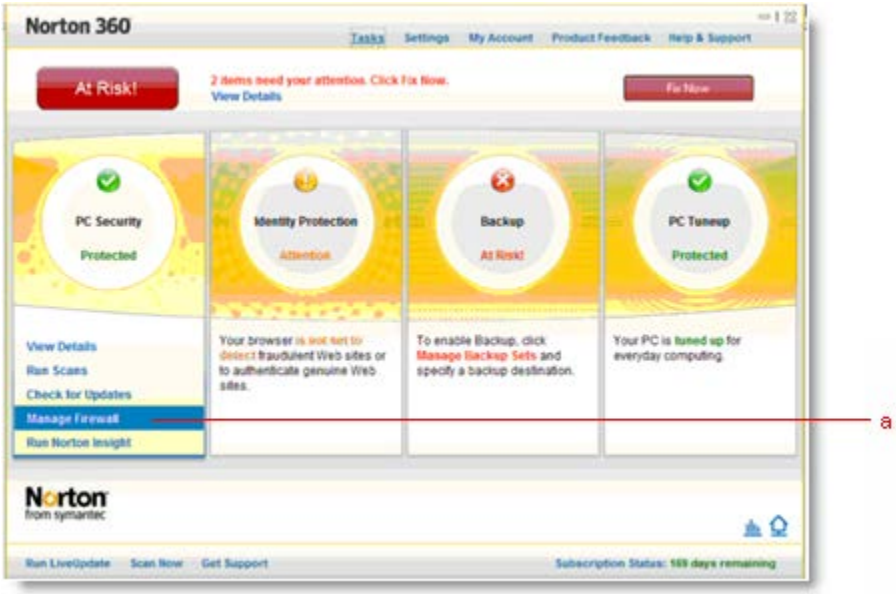
4. If you cannot find **GoToMeeting** in the list of programs, click **Add** and navigate to the files.

Norton 360 3.0

To configure Norton 360 3.0 for GoToMeeting

1. Open the Norton 360 3.0 console.
2. Click the **PC Security** tab.
3. Click **Manage Firewall**. (a)



4. Scroll down to GoToMeeting, select **Allow** (b) from the drop-down menu, and click **Apply**. (c)

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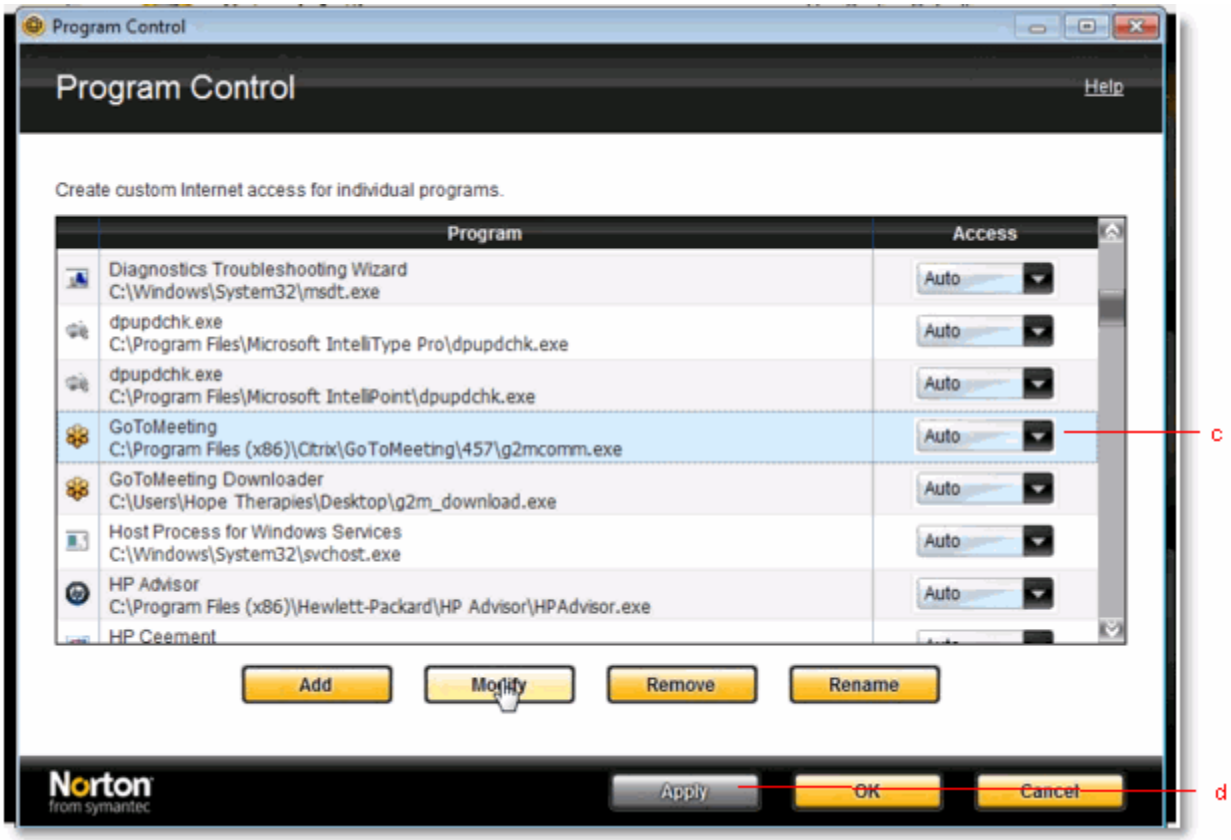

5. If you cannot find **GoToMyPC** in the list of programs, click **Add** and navigate to the files.

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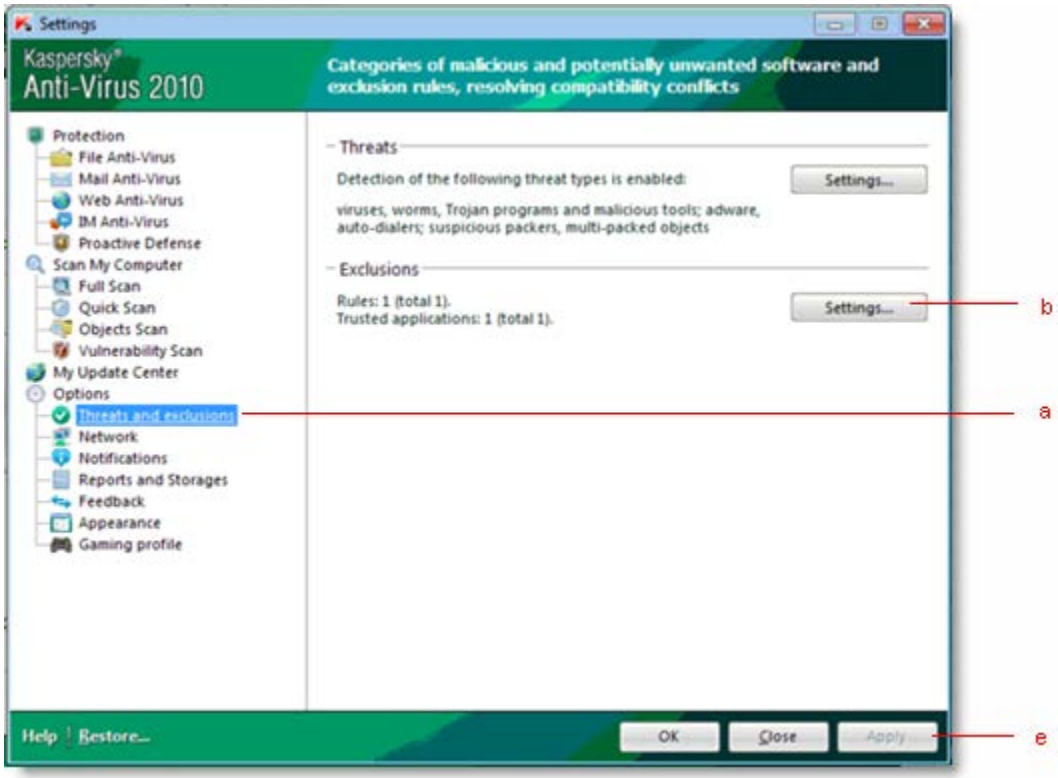
Enable GoToMeeting with Kaspersky® Anti-virus Software

If your computer is protected by Kaspersky and you are experiencing connection issues then your firewall may be preventing a connection. To safely configure your firewall please locate your version of Kaspersky and follow the instructions. If after following these instructions you still have Firewall related issues then Kaspersky Support may be able to provide assistance.

Kaspersky Anti-Virus 2010

To configure Kaspersky for GoToMeeting

1. Open Kaspersky Anti-Virus 2010.
2. Click **Settings** in the top right.
3. Under Options, select **Threats and exclusions**. (a)
4. Under Exclusions, click **Settings**. (b)



5. Click the **Trusted applications** tab.
6. Click **Add** and browse to the GoToMeeting program folder.
7. Check all of the boxes for exclusions (c) and click **OK**. (d)

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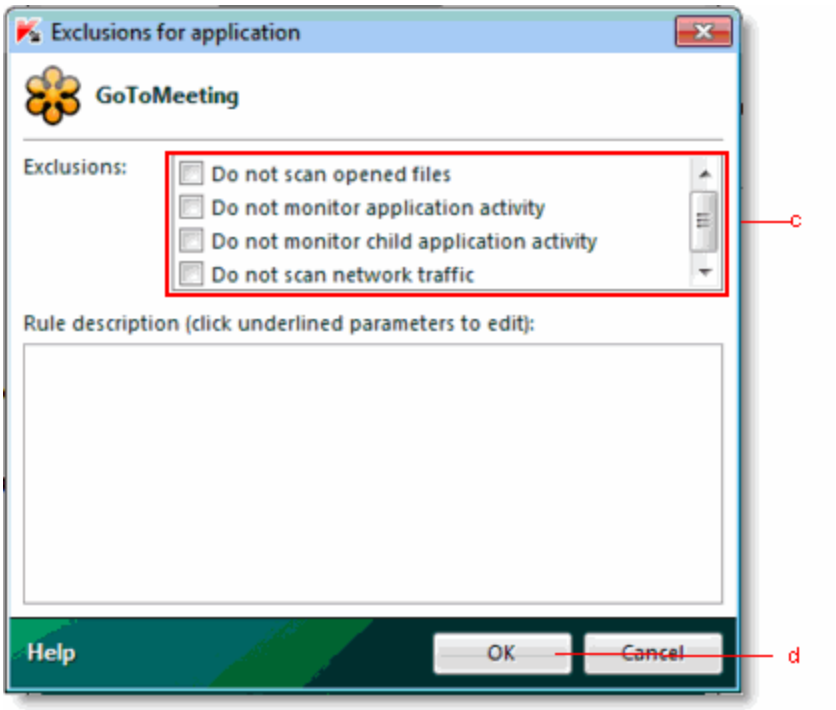

8. Click **OK** again, then click **Apply**. (e)

Additional Firewall Resources

If you have specific vendor related firewall questions that were not covered in our firewall section then please contact your provider.

AVG

Contact (support requires payment)

Configuration information

Avira Firewall

Contact

Configuration information

Bit Defender

Contact (requires an account)

Configuration information

Note: Please refer to pages 222-226 of BitDefender Internet Security on configuring the firewall.

ESET

Contact

Configuration information

Trend Micro

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Contact (800-864-6027)

Configuration information

Note: Although the instructions refer to an email program, they guide you to the program permissions where you can adjust the settings for GoToMeeting.

VIPRE

Contact (877-673-1153)

Configuration information

Webroot

Contact

Configuration information

Zone Alarm

Contact

Configuration information

Note: Click *Knowledge Base*, then search "How do I change settings for individual programs in ZoneAlarm?"

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Troubleshooting and FAQs

Review frequently asked GoToMeeting questions.

General GoToMeeting FAQs

I never received my meeting organizer invitation email. What should I do?

It's possible that your email server blocked the invitation email. If you do not have the ability to check email in a spam folder, check with your Administrator to see if the invitation can be resent. Otherwise, ask your administrator to contact the GoToMeeting account manager for help.

How can I view scheduled meetings?

To see what meetings you have scheduled, right-click the daisy icon in the system tray or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**. After your login email address is verified, you will see the list of scheduled meetings.

You can also log in to www.gotomeeting.com and view your scheduled meetings.

I forgot my password. What should I do?

First, make sure you are entering your correct login email address and password. Note that your password is case sensitive and must contain at least 8 characters and include numbers and letters.

If you still need to reset your password, just visit https://www.gotomeeting.com/en_US/forgotpassword/forgotPassword.tmpl and enter your email address. You can also reach this page via the www.gotomeeting.com login page. An email will automatically be sent to your login email address to reset your password.

How long will my past meetings appear in my Meeting History?

Past meetings will appear in your Meeting History for 90 days if your an individual GoToMeeting organizer, after which they will be deleted from the system. If you would like to keep records of your meetings for auditing purposes, have your administrator run a Meeting History report at least once every 90 days and then save it locally.

GoToMeeting corporate organizers can view up to of meeting data.

Why does the meeting pause when I open a window that I am not sharing?

The application-sharing feature is set up to ensure that you are only sharing the specific window that you have selected. If you inadvertently open a different window, GoToMeeting will automatically pause the meeting to protect your privacy. Screen sharing will resume once you have moved or closed the obstructing window. The Specific Application Sharing feature is only available to presenters using Windows.

What happens when I stop showing my screen? What do my attendees see?

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When you click the **Stop** button, screen sharing will be turned off and you will no longer transmit your desktop contents to your attendees. Instead, your attendees will see the Waiting Room screen until you click the **Play** button to resume screen sharing. Upon request, GoToMeeting corporate users can display their company logo on the Waiting Room screen.

How do I share one application and nothing else?

A presenter can share a single application by right-clicking the screen-sharing icon on the Control Panel Grab Tab and then selecting the application to share from the list of applications presented. The application-sharing feature is only available to Windows users.

After I've given keyboard and mouse control away, how do I get it back?

As a security feature, you can regain control of your desktop/laptop by simply moving your mouse. The change of control happens almost instantaneously. At any time, you can revoke an attendee's shared control of your mouse and keyboard if you want to prevent him or her from regaining control.

Are there any files or folders left on an attendee's computer after the session ends?

Some downloaded files do remain after a meeting so that attendees can join future meetings more quickly (without having to download all the files again). The Citrix Online Launcher app may be installed on attendees' computers, which also includes an optional browser plugin that lets them join faster. These files are inactive, will not consume system resources, do not compromise security and perform no functions until the attendee joins another meeting and the files are engaged by a new Meeting ID. If desired, an attendee may uninstall all GoToMeeting files using the Add/Remove Programs feature in the Windows control panel.

If the option to save chat logs is enabled, attendees will see their chat history stored by default in the My Documents folder. They may also see GoToMeeting log files stored in %temp%\CitrixLogs\gotomeeting on Windows computers and ~/Library/Logs/com.citrixonline.GoToMeeting/ on Macs.

Are there any files or folders left on an attendee's computer after the session ends?

Some downloaded files do remain after a meeting so that the attendee may join future meetings more quickly (without having to download all the files again). However, the files are inactive, will not consume system resources, do not compromise security and perform no functions until the attendee joins another meeting and the files are engaged by a new meeting ID. If desired, an attendee may uninstall all GoToMeeting files using the Add/Remove Programs feature in the Windows control panel.

Why would I make someone else an organizer in my meeting?

If you created a meeting and needed to leave, but wanted your attendees to continue the discussion, you would want to make someone else the organizer. The meeting would proceed without you without interruption. Or, you could appoint a co-organizer to monitor and respond to attendee chat questions while you focused on the task of presenting.

Is there a charge for using the integrated conference call service or VoIP?

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GoToMeeting is packaged with both VoIP and a phone conferencing service at no extra cost to you. You may decide to use one or both of these services or choose another method of bringing audio to your online meetings. Our phone conference service provides a toll-based number that is dialed by all meeting participants. Participants are then charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call. There is no additional charge for the conferencing feature. If attendees wish to avoid incurring long-distance charges, then they can join the meeting with VoIP. Please see Integrated Toll-Free Audio for information on how to provide your attendees a toll-free option.

How do I save chat sessions from my meetings?

Under the File menu, select Save Chat Log. This opens the Save Chat Log to a file window that allows you to store the chat log locally. Or, if you are using Windows, under the General category of your GoToMeeting Preferences, you can check the box marked Chat Logs to automatically save your chat logs to your local computer after each meeting.

Where can I find instructions for the integrated conference call service?

Conference call information for organizers is available in the GoToMeeting Integrated Audio section.

Is training available for GoToMeeting?

Yes, please see the Product Training section of this site for more information.

Is there an attendee? How can I view information about past attendees?

Log in to www.gotomeeting.com with your email address and password. Select My Meetings from the menu options on the left navigation. Select Meeting History from the sub-menu options.

Are Mac or Linux operating systems supported with GoToMeeting?

Currently Linux operating systems are not supported by GoToMeeting, either to host or join a meeting. However, GoToMeeting does support Mac-based organizers and attendees with somewhat limited functionality.

Is audio streaming supported in GoToMeeting?

Yes, online audio, or VoIP, is an alternative to dialing in with a conference phone number. However, the organizer cannot stream sound files from his computer onto attendees' speakers.

Is video streaming supported in GoToMeeting?

While we do not yet support streaming video, our GoToMeeting technology is fast enough to keep up with screen changes on the desktop, so it appears as if it is streaming video.

Because more data is being sent to all meeting attendees, bandwidth usage will go up for all meeting participants. The amount will depend on the resolution and length of the video.

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Also, certain versions of Windows Media Player with Microsoft DirectX (an advanced suite of multimedia application programming interfaces, or APIs, built into Microsoft Windows operating systems), will not display the video.

To enable video display for your meetings, you need to disable Hardware Overlay for your player. Please see your media player's help section for instructions on disabling Hardware Overlay.

Why am I having trouble sharing specific applications during a meeting?

If you are using a multi-monitor enhancement application like UltraMon™ or ObjectDock™ software that adds a button to each window you may experience difficulties sharing specific applications. Try disabling the window buttons in these types of applications to resolve the issue. If you are using a Mac, you will not be able to select a specific application to view.

Can attendees collaborate on a Word document in real time? Is there a file sharing tool associated with GoToMeeting?

At this time there is no file sharing tool integrated with GoToMeeting. The best way to collaborate on a document is to give Keyboard and Mouse control to the user that wishes to make a change. The change will take effect on the organizer's computer, who can later save the document.

Does GoToMeeting integrate with non-Outlook clients?

Unfortunately, GoToMeeting only integrates with MS Outlook and IBM Lotus Notes at this time.

Can I change a meeting in Outlook without going into GoToMeeting to change the time manually?

No, once you generate the invitations and calendar event you must change the meeting time in GoToMeeting if you want to reschedule the meeting.

What happens if I have 2 monitors?

You can choose to either display 1 or both of the monitors. However, your 2-monitor display may cause problems of resolution and visibility for your attendees if you display both monitors simultaneously.

What are the maximum amount of attendees that I can invite to each meeting?

Individual GoToMeeting organizers may invite up to 25 attendees, for a total of 26 people in each meeting.

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HDFaces Video Conferencing FAQs

GoToMeeting with HDFaces, a high-resolution video conferencing technology, enables participants to share and view up to 6 high-resolution video conferencing streams in session while viewing the presenter's screen.

Related Topics

How is HDFaces different from other web conferencing video solutions?

We provide the highest resolution video conferencing quality currently available among web conferencing providers—up to 6 streams at 640p x 480p for a maximum resolution of 1920p x 960p. We combined the video conferencing and screen sharing Viewer into 1 window so participants can collaborate on shared content and see each other at the same time for a highly effective, engaging user experience. With 1-on-1 video conferencing, up to 1280 x 720p is supported (depending on your webcam, lighting, network and computer).

How much does HDFaces cost?

HDFaces is included with GoToMeeting at no additional cost.

Does GoToMeeting HDFaces work on Macs?

Yes, Mac and Windows features are nearly identical.

What are the system requirements for GoToMeeting HDFaces?

- Internet connection with cable modem, DSL or better.
- Windows® 7, Vista, XP or 2003 Server, or Mac OS® X 10.5 Leopard® or later.
- Dual core 2.4GHz CPU or faster with at least 2 GB of RAM.
- Internet Explorer® 7.0 or later, Mozilla® Firefox® 3.0 or later, Google Chrome 5.0 or later or Safari® 3.0 or later.
- 700 Kbps or more bandwidth recommended per participant for simultaneous screen sharing, audio and video conferencing.

Which webcams are recommended?

Video conferencing will work with most standard video conferencing webcams. From our testing, we highly recommend the following webcams:

- Logitech® HD Pro Webcam C910
- Logitech HD Webcam C510
- Logitech HD Webcam C310

Which webcams are unsupported?

GoToMeeting with HDFaces does not support the following webcams:

- 4eyeGrab
- Hava Remote Video Device
- Hava Video Device
- BT878 VfW to WDM mapper (32-bit)
- Live! Cam Notebook Pro (VF0400)

How many video streams can we share with GoToMeeting with HDFaces?

You can share up to 6 streams at a resolution of 640p x 480p each, for a total maximum resolution of 1920p x960p.

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If 6 video streams are being shared and I turn off my video stream, can another participant share their video?

Yes, participants can stop and share video streams at any time. Organizers can also disable an attendee's video stream so that another participant can share their webcam.

Can I temporarily stop my webcam without giving up my webcam slot?

Yes. You can pause your webcam temporarily by clicking the Pause button on the top-right corner of your webcam feed.

Can international customers use GoToMeeting with HDFaces?

Yes, international customers can use HDFaces.

Is HDFaces available on GoToWebinar and GoToTraining?

Yes! HDFaces video conferencing is available for GoToMeeting, GoToWebinar and GoToTraining at no additional cost.

If I'm participating in the GoToMeeting Web Viewer Beta, can I also participate in GoToMeeting with HDFaces?

No. If you want to upgrade to GoToMeeting with HDFaces, you'll lose access to Web Viewer functionality. If you want to return to the Web Viewer Beta after upgrading to HDFaces, you can opt in again via http://www.gotomeeting.com/webviewer/beta, or by calling Global Customer Support.

Are attendees required to install HDFaces prior to attending a meeting?

No. As with all versions of GoToMeeting, attendees download the organizer's version of GoToMeeting without affecting their own version.

How do I set up my webcam to use with GoToMeeting with HDFaces?

Install your webcam using the manufacturer's installation instructions. You can set your webcam settings from the GoToMeeting Preferences window. We recommend that you use a headset with mic and speakers (VoIP) instead of your webcam's built-in webcam mic and speakers.

What happens if I install a webcam during an HDFaces session?

In most cases, GoToMeeting should be able to detect your new hardware and allow you to use it during the same session.

What are the bandwidth requirements for HDFaces?

We recommend 700Kbps or more per participant for simultaneous screen sharing, audio and video conferencing. HDFaces uses bandwidth optimization to make the best possible use of any available bandwidth. If you experience slow performance issues, try closing data-intense applications like YouTube, Netflix, Skype, etc.

What is the supported video frame rate?

HDFaces supports up to 30-frames per second. The frame rate depends on your webcam, lighting, network and computer.

What kind of security does HDFaces provide?

HDFaces includes the same excellent security and encryption of GoToMeeting, including end-to-end Secure Sockets Layer (SSL) and 128-bit Advanced Encryption Standard (AES) encryption.

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How many video conferencing webcams can be shared with GoToMeeting with HDFaces?

HDFaces supports sharing up to 6 video conferencing webcams at once. Attendees can join HDFaces meetings even if they don't have webcams. Up to 26 attendees will be able to see video conferencing webcams.

Can I join a GoToMeeting with HDFaces session from an iPad, iPhone or iPod Touch?

Yes. You can join HDFaces sessions as an attendee, but you'll be unable to view or share webcams and show your screen if you're using an iPhone or iPod Touch. If you're on an iPad 2 or newer, you can share and view webcams in meetings. In a webinar, you can only view webcams from an iPad.

Can I join a GoToMeeting with HDFaces session from an Android smartphone?

Yes. You can join HDFaces meetings as an attendee, but you'll be unable to view or share webcams and show your screen (if you're given presenter controls) at this time. Please see the Android FAQs for a list of supported devices.

Can I hide webcams?

Yes. Click the **Webcams** drop-down menu and select **Hide Webcams**. Even though you've hidden webcams, other participants can still see your webcam broadcasting. To bring webcams back to view, select **Show Webcams**. You can also click and drag the divider between the webcam feeds and screen-sharing viewer to resize or hide webcams.

Can I position webcams so they always remain on top of all my other applications?

Yes. On the top-left of the webcam viewer, click the Webcams drop-down menu and select **Always in Front**.

Can I adjust the positioning and display of my webcams?

Yes. You can click and drag the bottom-right corner of the viewer to expand and minimize how the webcams and/or screen sharing is displayed. If the organizer is not screen sharing, you can adjust the size and position of the webcam viewer by using the **Webcam** drop-down menu and selecting one of the following Webcam Positions: **Top, Left, Bottom, Right**.

What are some video conferencing tips and best practices?

- Secure your webcam on your computer to make sure it's stable and won't move around.
- Choose a location with adequate lighting. If you're sitting directly in front of a window, try moving to another spot; otherwise, your webcam may only capture your silhouette.
- Position your webcam so that your entire face fills up at least half of your webcam viewer.
- For optimal performance, open the GoToMeeting Preferences window, select **Webcam** and then click **Advanced**. If you have a high-performance webcam, you can enable high-quality features, such as "face recognition" or "right light," to enhance your video conferencing experience.

How do I select a different webcam if I have more than one plugged in to my computer?

To select a different webcam, open the Preferences window and select **Webcam**. If more than 1 webcam is detected, simply choose which webcam you'd like to use from the Your Camera section.

Can I record webcams during an HDFaces session?

Although you can record screen sharing and audio, you cannot record webcams at this time.

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HDFaces Video Conferencing Troubleshooting FAQs

Review solutions to frequently asked HDFaces troubleshooting questions.

Why can't I see other meeting participants' webcams?

Your webcam viewer may be minimized, but you can bring the viewer back up again from your taskbar or dock. If the organizer has unchecked the Attendees Can Share Webcams option, you will not be able to share your webcam. If you previously selected the **Hide Webcams** option from the Webcams drop-down menu, then select **Show Webcams**.

Why can't other attendees see my webcam?

Double check to see if your webcam is connected to your computer, and then try clicking the Share My Webcam button if you haven't already done so. To see if your webcam has been detected, open Preferences and select **Webcam**.

What should I do if I'm experiencing poor video quality?

Make sure you have adequate lighting in your room. If you have low bandwidth, you should make sure you have nothing else running that might use up bandwidth. If your webcam is out of focus, turn off the auto-focus setting on your webcam. You can also check to see if you're using one of our unsupported webcams.

What should I do if my webcam stops working?

If you have low bandwidth or CPU issues, you may see a "Low Bandwidth" or "Computer Overloaded" message. You'll be prompted to hide all webcams and/or stop sharing your own webcam. If you click Yes, all webcams and/or your own webcam will be hidden.

To improve bandwidth and CPU performance, close all other programs on your computer, and switch to a high-speed cable Internet connection (if you haven't already).

Why is the Share My Webcam button disabled (grayed out)?

The organizer may have disabled the Attendees Can Share Webcams setting or the maximum webcam limit may have been reached (only 6 webcams can be shared at once).

If you're an organizer and cannot share your webcam, open Preferences and select **Webcam** to make sure that your webcam has been detected. You may need to leave and restart the session.

After I clicked the Share My Webcam button, why do I see a "Connecting" message that won't go away?

The video conference may be down or unavailable. If you're an organizer, try restarting the meeting. If you're an attendee, try leaving the meeting and then rejoining.

What happens if I'm sharing my webcam and start experiencing connectivity issues?

If you're sharing your webcam and your network connection momentarily goes down for a few seconds, your webcam will automatically start back up again. If your connection is down for more than 1 minute, you will need to re-click the Share My Webcam button to restart video conferencing once your network becomes available again.

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Troubleshoot GoToMeeting with a Firewall

If you are experiencing issues when connecting to your meeting it may be due to an Internet security application such as a firewall. Ensure the following files have full access to the Internet:

GoToMeeting Components		
g2m_download.exe	G2MStart.exe	G2MChat.exe
AppCore.exe	G2MLauncher.exe	G2MQandA.exe
G2MInstallerExtractor.exe	G2MTesting.exe	G2MSessionControl.exe
G2MCoreInstExtractor.exe	G2MMaterials.exe	G2MMatchMaking.exe
G2MCodecInstExtractor.exe	G2MPolling.exe	G2MRecorder.exe
G2MInstHigh.exe	G2MView.exe	G2MTranscoder.exe
G2MInstaller.exe	G2MUI.exe	G2MTranscoder.exe
G2MUninstall.exe	G2MFeedback.exe	G2MTranscoder.exe
G2MComm.exe	G2MHost.exe	G2MTranscoder.exe

These GoToMeeting components need to be admitted through one of three ports: 80, 443 or 8200. 1-way TCP connectivity is needed (TCP outbound). Should you need to authorize specific IP ranges, our IP ranges can be found here: www.citrixonline.com/iprange.

Using GoToMeeting with a Firewall

Setting up a firewall to enable GoToMeeting to work requires that you take a little extra time to configure your software to allow GoToMeeting to run without interruption. Setting up GoToMeeting to work with a firewall involves 2 steps.

▶ To set up a firewall to allow GoToMeeting

1. Enable GoToMeeting to access the Internet.

   The first time you host a GoToMeeting from a firewall protected Windows, you will set off the firewall and be prompted to allow GoToMeeting to access the Internet.

   a. Select the "Remember the answer each time I use this program" check box.
   b. Click **Yes** to enable GoToMeeting to access the Internet.
2. Configure your firewall to accept all GoToMeeting files.
   a. Open your firewall console.
   b. Manually select the option to allow each of the components listed above. After doing this once, you should not need to repeat this process again.

▶ Using GoToMeeting within a corporate environment

If you do not have a personal firewall but are in a corporate environment, you may have a hardware firewall. Please provide the document found at www.citrixonline.com/iprange to your IT department so that they may allow GoToMeeting/GoToWebinar to connect.

If a connection still cannot be established, please contact Global Customer Support.

Using GoToMeeting with Norton Internet Security Firewall

▶ To set up a Norton firewall to allow GoToMeeting

1. Right-click on the Norton Internet Security icon on yoursystem tray.

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2. Select **Open Norton Internet Security** from the system tray.
3. Select Personal Firewall from the Status & Settings menu and click the **Configure** button.
4. Select the Programs tab, locate GoToMeeting and then click **Add**.
5. To begin adding files, click on g2mcomm.exe and click **Open**.
6. From the Program Control prompt select **Permit** from the drop down menu and click **OK**.
7. Repeat these 2 two steps to add the remaining GoToMeeting files.

Using GoToMeeting with Norton Transaction Protection

If your version of Norton Internet Security has the Norton Transaction Protection feature enabled, you may need to adjust your Norton settings in order to use GoToMeeting.

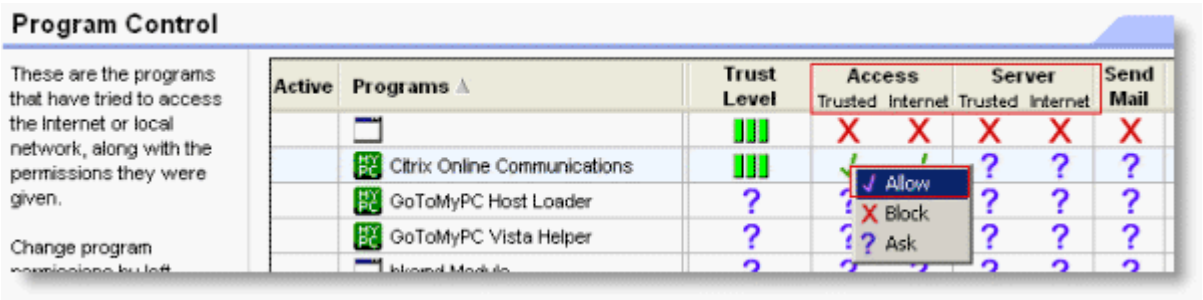
▶ To set Norton Transaction Protection to allow GoToMeeting to run

1. If you have not already done so, host a practice meeting.
2. End the session.
3. While physically present, right-click on the Norton Internet Security icon on your system tray.
4. Select **Open Norton Internet Security** from the system tray menu.
5. Click on the **Norton Internet Security** tab at the top of the Norton window.
6. From the Settings drop-down list, click the **Norton Internet Security Options** link.
7. Click the **Transaction Protection** link from the left side of the window.
8. Change the status to allow g2mlauncher.exe and then click **OK**.

Using GoToMeeting with ZoneAlarm Firewall

▶ To set up a ZoneAlarm firewall to allow GoToMeeting

1. Double-click the ZoneAlarm icon on your system tray.
2. Select **Program Control** from the left navigation.
3. Verify that you are viewing the **Programs** tab.
4. Click the **Add** button on the bottom-right of the screen.
5. Navigate to the GoToMeeting folder on your computer (C:\Program Files\Citrix\GoToMeeting).
6. Highlight all of the GoToMeeting files in that folder and click **Open** to add the GoToMeeting files.
7. Locate the GoToMeeting file in the Programs list, click the ? icon in the Trust Level column and select **Super**. Repeat this step for each of the GoToMeeting files.
8. Finally, click each ? icon in the Access and Server columns that correspond to a GoToMeeting program and select **Allow**.



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Audio FAQs

Review common tips and tricks for managing your GoToMeeting audio.

What if I can't hear other callers?

- In the Attendee List of your Control Panel, click the Audio icon to unmute an individual attendee or click Unmute All to unmute all attendees in the meeting.
- Telephone users: Hang up and dial back in.
- VoIP users:

  a. Test your speakers setup. Click Audio Setup in the Audio Pane to select the correct device. Mac users should: click the speaker icon in the Audio Pane to select the correct device.

  b. Check the volume setting in audio setup. Click **Speakers Setup** and then click **Play Sound**. Adjust the slider bar to the desired volume.

What if other callers can't hear me?

- You can change your audio selection from the Audio Pane if you scheduled your meeting to offer both VoIP and telephone options.
- Telephone users: Hang up and dial back in.
- VoIP users:

  a. Click **Audio Setup** in the Audio Pane to see if the correct microphone device is selected. Mac users should: click the microphone icon in the Audio Pane to select the correct device.

  b. If using a microphone, check to see if your microphone has a physical mute/unmute button on it. If it does, make sure your microphone is not muted.

  c. If an attendee can't hear you, his or her speaker volume may be off or set too low.

  d. Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.

  e. If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.

  f. Speaking very loudly can affect the volume; try speaking at a lower level.

  g. The speed of your Internet connection can affect 1-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection.

  h. File sharing: Uploading a file while using GoToMeeting can sometimes affect VoIP sound quality. It is recommended that you close all file sharing applications before you start your meeting.

  i. Streaming music or video while using GoToMeeting can sometimes affect VoIP sound quality. It is recommended that you close all streaming music or video before you start your meeting.

What if I hear static, beeping or a clicking sound?

- Electronic devices, such as Blackberries, can affect the sound quality of microphones and speakers. To avoid this, keep any electronic handheld devices away from your microphone and speakers during your meeting.

What if I experience an echo, feedback or background noise?

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- A USB headset is recommended (see VoIP Audio Device Recommendations).
- If you suspect an echo is coming from an attendee, see who is speaking by looking at the bottom of the Audio Pane. Then mute that attendee or ask the attendee to lower his or her speaker volume. You can also click **Mute All** in the Audio Pane.
- If you join your meeting via telephone make sure the audio setting on your Control Panel is not set to Mic & Speakers.
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Laptops with built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended. If you know how to turn off your laptop's built-in microphone, turn it off for your presentation (check your laptop's owner manual).
- Webcams with microphones can pick up additional noise and cause echo. Using a webcam for your audio is not recommended.
- A meeting is best presented from a quiet location.
- If using a microphone, move the microphone closer to your voice and away from competing sounds (e.g. computer fans).
- Avoid moving or touching the microphone during your presentation.

What if words are clipped or dropped?

Dropped words, delays or robotic sounds are often due to poor network performance, lack of memory or high CPU usage.

- Close all applications you are not using for your presentation.
- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection. If the problem persists, switch to Telephone mode. Select **Telephone** in the Audio Pane and dial in to the meeting.

How do I adjust my VoIP audio volume?

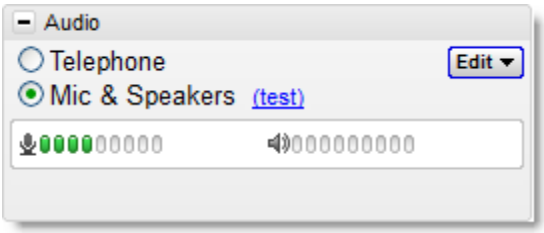
- Click Audio Setup in the Audio Pane. Under Speakers Setup, move the slider bar to the desired volume.

What if I get an error message?

No Speakers Detected

An error message will appear if speakers (or headset) are not present or are not connected properly, or if there is no sound card installed in your computer. You will not hear audio at this time and will not be heard in the conference.

- Check that your speakers (or headset) are properly connected and click **Try Again** in the Audio Pane of the Control Panel. Please refer to the VoIP Audio Setup in this section for more information.
- If you have the option to join the meeting via telephone, you will automatically be switched to Telephone mode. Dial in to the conference using the number and audio PIN provided in the Audio Pane of your Control Panel.



No Sound Detected

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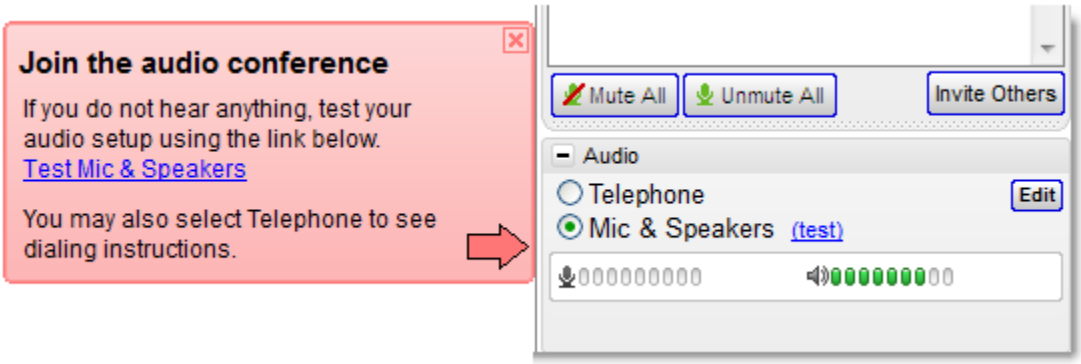
After the first minute of a session, GoToMeeting looks for microphone input from attendees who are using a microphone, have speaking rights and are unmuted.

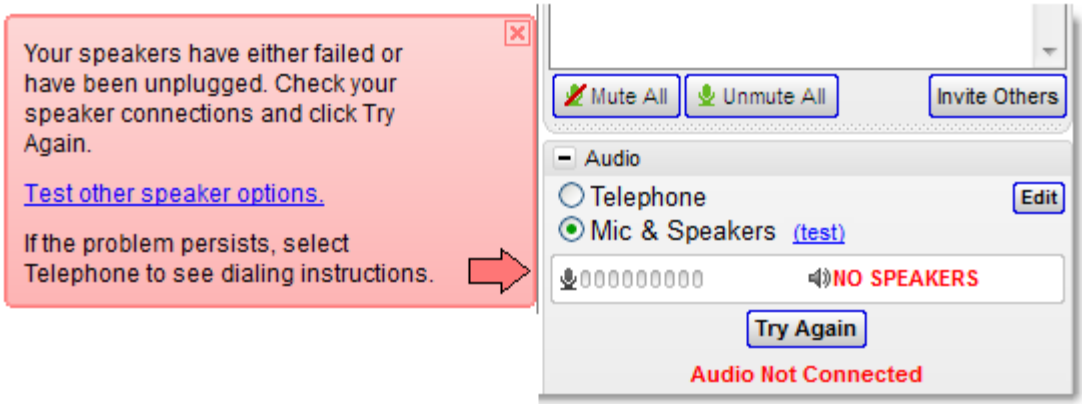
If no input is detected, you may get a "Trying to speak?" error message. This error may appear under the following conditions:

- You have not spoken or made any sound during the first minute of joining the meeting.
  -Or-
- The microphone device was incorrectly selected. You can click the **Audio Setup** link if you are trying to speak but can't be heard. Please refer to See VoIP Audio Setup in this section for more information.



No Microphone Detected

- An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the meeting but will not be able to speak.
- Check that your microphone is properly plugged in. If it is, test your microphone device and click **Try Again** in the Audio Pane of the Control Panel. Please refer to VoIP Audio Setup in this section.
- If you have the option to join the meeting via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and audio PIN provided in the Audio Pane of your Control Panel.



Microphone Disconnected

An error message will appear if your microphone fails or is unplugged after joining a meeting. When this happens, you will no longer hear audio nor be heard by others.

- Check that your microphone is properly plugged in. If it is, test your microphone device and click **Try Again** in the Audio Pane of the Control Panel. See VoIP Audio Setup - PC or VoIP Audio Setup - Mac in this section.

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- If you have the option to join the meeting via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.

How do I turn entry and exit chimes on/off?

You must be dialed in via telephone to turn entry and exit chimes on or off. In GoToMeeting, entry and exit chimes are turned on by default. Press *8 to cycle through the entry and exit chimes options.

How do I mute and unmute attendees?

- Windows users: Click the microphone or handset icon (a)
- Mac users: Click an attendee's name

What does it mean when both telephone and VoIP are enabled? Why would anyone need that?

When both telephone and VoIP are enabled, your attendees have a choice to join the conference with either their phone or computer speakers/ USB headset. While attendees cannot access both audio options simultaneously, we do recommend offering your attendees a choice.

Audio Tips and Best Practices?

- As with any meeting, it is important to test your sound quality and audio settings before your live event.
- If you plan to record your meeting, be sure to test the Recording feature prior to your meeting; start a Meet Now and record a few minutes to test your settings.
- Close all applications and documents you are not using for your presentation; applications running in the background may use up your computer's bandwidth and affect system performance.
- Keep attendees muted during your presentation and unmute individual attendees as necessary. Attendees are joined unmuted by default.
- If you join the conference by phone, make sure that any other phones and data devices (BlackBerry, iPhone) are either turned off or are away from your computer.
- Ensure that your mouthpiece volume is turned up so the attendees can hear you, and that your earpiece volume is turned up so you can hear the other attendees.
- If you join with VoIP, we recommend you use a USB headset rather than a microphone/speakers to improve call quality.
- For more ways to optimize your audio please visit Integrated Audio.

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Mac OS X 10.7 Lion FAQs

The new Mac Lion OS promises to be a great upgrade for Mac customers. It includes over 250 new features and many usability enhancements. We have been working closely with Apple and testing our products with this new OS. There are a few known issues that our Mac customers should be aware of if they upgrade to Lion.

Does HDFaces work with Mac OS X 10.7 Lion?

From our preliminary testing, Mac OS X 10.7 Lion appears to work fine with HDFaces. Mac OS X 10.7 Lion will be formally tested and officially supported in an upcoming release.

If I purchase Mac OS X Lion, will GoToMeeting, GoToWebinar or GoToTraining work for me?

Yes, but you will need to make sure that (1) you're using GoToMeeting 4.8 or higher, and (2) you've installed a version of Java compatible with OS X Lion.

1. Checking the Version Number

If you have GoToWebinar or GoToTraining, remember that you will only see GoToMeeting on the menu bar and desktop icon because the 3 products are all part of the same collaboration suite. To see which GoToMeeting, GoToWebinar and/or GoToTraining version you're using on your Mac, do one of the following:

- **In session:** Click **GoToMeeting** in the menu bar and select **About GoToMeeting**. The version number will be listed in the window that pops up.
- **Not in session:** Hover your mouse pointer over the daisy icon in your dock to see a pop-up message listing which version you're using.

If you are not using GoToMeeting, GoToWebinar or GoToTraining 4.8 or higher, you will still be able to host meetings but will not be able to share your screen. To upgrade to the newest version, contact your account manager (if you're on a corporate account) or call our toll-free 24/7 support line and request to be upgraded.

2. Installing Java

GoToMeeting, GoToWebinar and GoToTraining require Java to be installed in order to host or join sessions; without it, the GoToMeeting, GoToWebinar and GoToTraining applications cannot launch. Since OS X Lion does not include Java, you will need to download and install a version of Java compatible with OS X Lion (this is a one-time download of 150 MB). See Java is not installed in Mac Lion. Do I need it? below for information on downloading Java.

Can I host a GoToMeeting, GoToWebinar or GoToTraining session from Mac OS X Lion?

Yes. As long as you're using GoToMeeting, GoToWebinar and/or GoToTraining 4.8 or higher and have Java installed, your current version will work fine. If you are using an older version, then you may be able to start the session but you will not be able to share your screen. See If I purchase Mac OS X Lion, will GoToMeeting, GoToWebinar or GoToTraining work for me? above for more information.

Can I attend a GoToMeeting, GoToWebinar or GoToTraining session from Mac OS X Lion?

Yes. As long as you have Java installed, you should have no trouble joining. However, if the organizer is *not* using GoToMeeting 4.8 and makes you the presenter, you will be unable to share your screen. See If I purchase OS X Lion, will GoToMeeting, GoToWebinar or GoToTraining work for me? above for more information.

Java is not installed in Mac Lion. Do I need it?

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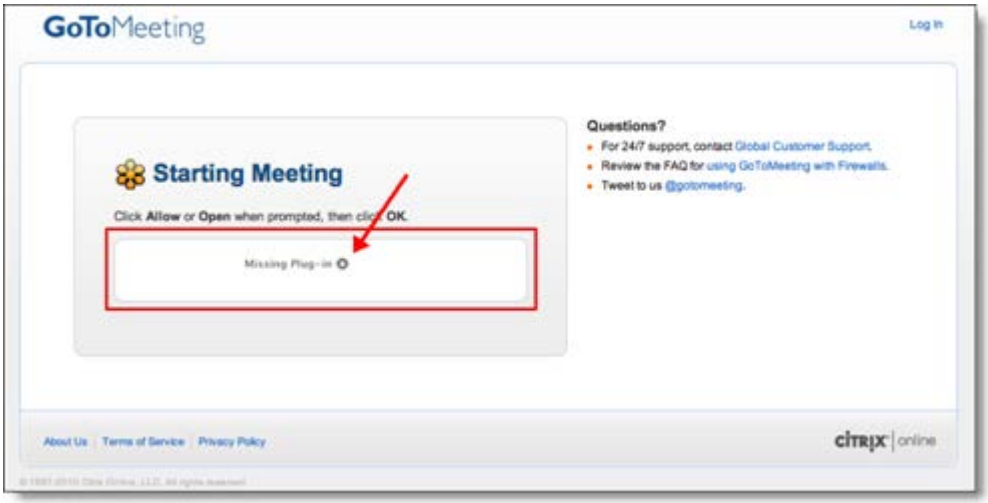
Yes. GoToMeeting, GoToWebinar and GoToTraining require Java to be installed in order to launch the application. Since OS X Lion does not include Java, you will need to download and install Java compatible with OS X Lion (this is a 1-time download of 150 MB). You can do so directly from Apple's support site at http://support.apple.com/kb/DL1421. However, if you try to start or join a GoToMeeting, GoToWebinar or GoToTraining session before installing Java on your Mac, you can still complete the download using the following steps:

1. Try to start or join a session. A "Missing Plug-in" message will appear instead of the download progress bar on the Download page. Click on the Missing Plug-in icon next to the message.



2. When the following pup-up message appears, click **Install**.

3. When the following License Agreement appears, click **Agree**.

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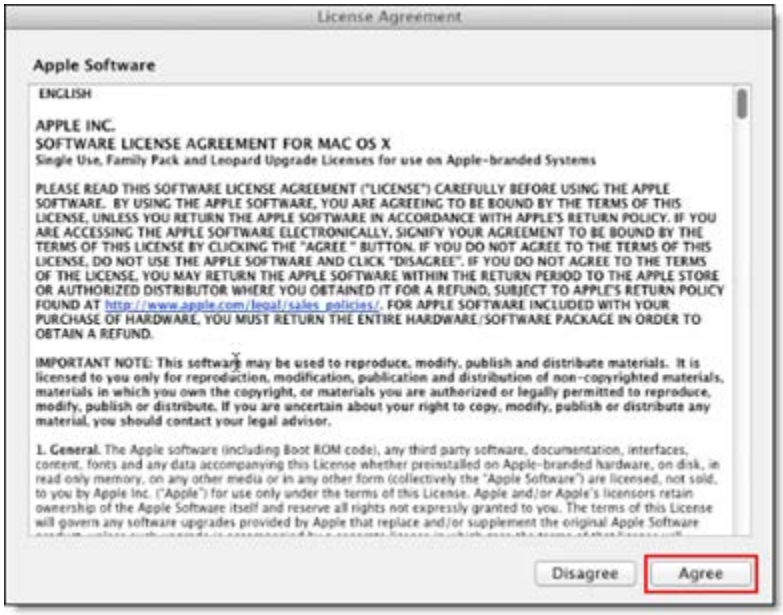

4. When the following Download Progress bar appears, Java will begin automatically downloading and installing the necessary packages (150 MB).

5. After installation is complete, you will need to refresh the page or simply launch the meeting, webinar or training session again. You will then be able to join or host GoToMeeting, GoToWebinar or GoToTraining sessions from Mac OS X Lion without being asked to download Java again.

What are the known issues with using GoToMeeting, GoToWebinar and/or GoToTraining on OS X Lion?

If you do not have GoToMeeting 4.8 or higher and are using OS X Lion, then you will not be able to share your screen as an organizer or attendee (if you are made the presenter).

Contact Us

Should you have any questions about using GoToMeeting, GoToWebinar or GoToTraining with the new Mac Lion OS, please feel free to contact your account manager or call our toll-free 24/7 support line.

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Integrated Toll-Free FAQ (GoToMeeting Corporate only)

Review frequently asked questions about toll-free conferencing.

What is Integrated Toll-Free Audio Service?

Integrated Toll-Free audio service provided by Citrix Online Audio allows you to offer your GoToMeeting, GoToWebinar and GoToTraining attendees a toll-free number option. With Integrated Toll-Free, you have the flexibility to schedule your sessions with any combination of toll-based, toll-free and VoIP audio.

How much does it cost to use the Integrated Toll-Free audio service?

Per-minute charges are based on your service contract, and minutes are calculated per participants. (For instance, if 3 participants dialing to the session for 10 minutes using the toll-free option, you will have used 30 minutes of your plan. Those who join by regular toll numbers are charged rates based on their own long-distance provider. There are no additional charges for those who join a session using VoIP.

How am I billed for the toll-free service?

You will receive a separate monthly invoice from Citrix Online Audio, LLC for any toll-free minutes used by you and your attendees.

How do I add the toll-free option to sessions that I've already scheduled?

For any sessions that were scheduled prior to enabling toll-free integration, the regular toll-based conference numbers will automatically be changed when toll-free numbers are added to an existing session. It is recommended that you resend the meeting invitation or webinar invitation to participants so they have access to the new toll-free audio information. Meeting,Webinar and Training IDs and URLs will stay the same,and the new toll-free number will be provided to attendees in the Waiting Room, as well as in the Audio Pane of the Control Panel.

Will I use the same toll-free number for each session?

No, as with existing sessions, each session will have a unique toll-free number and access code. If you wish to re-use the same audio options for your meetings, select the Recurring meeting box in the Schedule a meeting window. Once you do so, the Integrated Toll-Free number and access code remain the same.

How do I schedule a session with Integrated Toll-Free?

To add a toll-free number to your invitation email, right-click the daisy icon in your system tray and select to schedule a section. Then select the **Edit Countries** link to select toll-free countries.

For what countries do you offer toll-free service?

See the available international toll-free and long-distance (toll) numbers.

Can I purchase Integrated Toll-Free service outside the United States?

If you have a GoToMeeting Corporate plan (multi-user account) and your billing address is based in the U.S., U.K., Canada or Australia, you may purchase Integrated Toll-Free audio online.

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Is there anything different about recording a meeting with Integrated Toll-Free?

Whether you or your attendees join with VoIP, toll or toll-free audio, you can easily and seamlessly record all participants. From the Recording section of the Preferences window during a session, select **Use GoToMeeting Audio Service**. For more information about the Recording feature, please see Recording a Meeting..

How can I cancel Integrated Toll-Free?

If you'd like to cancel your Integrated Toll-Free service, please contact our 24/7 Global Customer Support.

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Recording FAQs

Review frequently asked questions about the GoToMeeting recording feature.

Note: We recommend having 2 organizers record the session in case 1 organizer encounters any issues that may potentially disrupt the recording.

Why can't I record?

To record a session on Windows, you must have Windows Media Player 9 or above. You can download this for free at http://www.microsoft.com/windows/windowsmedia/default.aspx.

Can I record webcams during an HDFaces session?

Although you can record screen sharing and audio, you cannot record webcams at this time.

Why does my finished recording only display a blank screen?

To avoid recording a meeting with a blank screen, please ensure the presenter initiates some type of screen action (such as advancing a presentation slide) after clicking the **Start Recording** button. If recording begins before the presenter shares his or her screen and there is no screen action then the finished recording will only include a blank screen and audio.

Can meeting attendees record a meeting using the GoToMeeting recording feature?

No, only organizers can record sessions. You can promote an attendee to a co-organizer if you want someone else to record the session.

How do I record a meeting with audio?

To record audio, an organizer must have a sound card installed on his or her computer. (If you can hear music played on your computer, you have a sound card.) If you are using GoToMeeting integrated audio, the audio you and your attendees transmit over the phone or VoIP (using a microphone connected to your computer) will be recorded automatically when you click the **Start Recording** button.

If you are recording a teleconference using an audio service other than GoToMeeting integrated audio, you can position the microphone next to the phone or set up a phone-recording adapter to your phone and line-in input on your computer's sound card. In addition, be sure that the Record Audio option is selected from the Recording category in your GoToMeeting Preferences.

How can I improve the quality of my meeting recordings?

The lower you set your monitor resolution, the better the quality of the meeting recording. We recommend a maximum resolution of 1024 x 768 for optimal recording quality. Also, it is best to view your recording in full-screen mode.

What happens if I click the Stop button in the Recording pane in the middle of a meeting and then resume recording?

The meeting recording stops when you click the **Stop** button in the Recording pane and resumes recording when you click the **Start Recording** button. However, a new file is not created for each recorded segment of the meeting; it is simply appended to the existing recording file. You will only have 1 recording file per meeting.

When I record a session using GoToMeeting, I can hear beeps. How do I get rid of them?

A large number of organizers use GoToMeeting for its recording abilities. If you're the only person in the meeting while recording, you hear beeps by default.

To get rid of the beeps, you can do either of the following:

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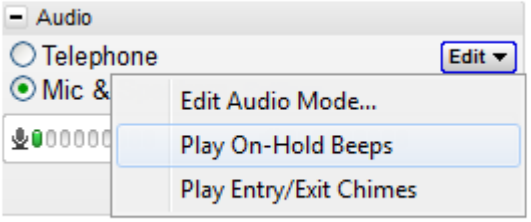
Option 1:

a. On the Audio pane, click **Edit**.

b. From the drop-down menu, uncheck **Play On-Hold Beeps**.

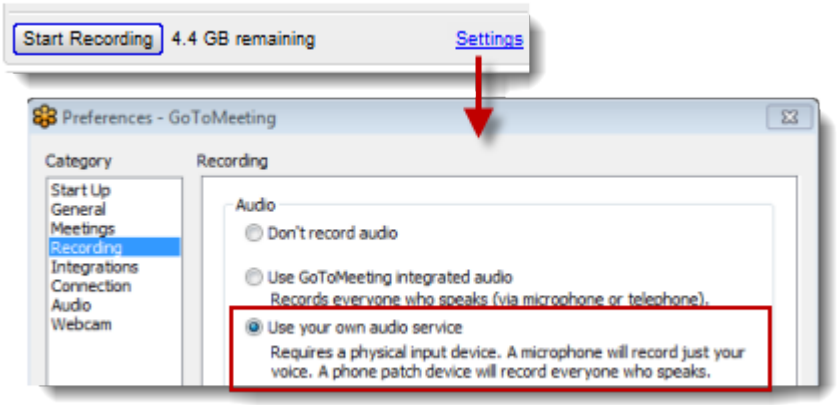


Option 2:

a. On the Audio pane, switch your Audio option to **Telephone**.

b. In the Recording pane, click **Settings** to change your GoToMeeting Recording Preferences.

c. Select the “Use your own audio service” option.



Note: Please remember that if you are recording a session using GoToMeeting and are the only person in that meeting, your meeting will end without warning in 2 hours.

What happens if one of the presenters on my recorded meeting has a larger screen than I do?

The recording will have the dimensions of the largest screen presented during the meeting. The portions of a recorded meeting that show a smaller screen will display the image centered in the playback window with a black border around it.

How do I save my meeting recording?

Recordings are automatically saved to the path indicated under the Recording category in your GoToMeeting Preferences when you end or leave a meeting. Impromtu meetings will be named with the date and time plus the words "Meet Now," while scheduled meetings will include the meeting subject in the file name. Note that you cannot change the location where you would like to save a recording once

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you have clicked the **Start Recording** button. If you cannot find your recording, check the path listed in the "Save in" pane of your Recording Preferences.

Where are my recorded meetings stored?

The default destination for recorded meetings is the My Documents folder on a Windows and /Users/<current user>/Documents/Recordings on a Mac. You can change the destination location only before recording begins. It is recommended that the designated location have a minimum of 1 GB of free space to accommodate the recording.

How do I play back a recorded meeting?

On a Windows, first you must end the meeting that you are recording. GoToMeeting will then automatically save your file with the meeting name you designated at the time of scheduling as well as the date and time. Impromptu meetings will be named with the date and time of the meeting followed by "Meet Now."

1. Navigate to the directory that is listed in the **Save in**: field under the Recording Preferences category.
2. Click the file name to start the replay.
3. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

*To view a meeting recorded in the GoToMeeting format, you must either have GoToMeeting installed, or download the GoToMeeting codec (GoToMeeting 2.0 decoder) at http://www.gotomeeting.com/codec.

**To view a meeting recorded in the Windows Media format, you will have to wait until the conversion process is complete. GoToMeeting converts the recorded meeting into a Windows Media Player file after the meeting is over so that the impact on CPU resources doesn't bog down the computer during the meeting. Allow time for the conversion to take place. The time needed is dependant upon video content, CPU speed and amount of memory available.

***Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

On a Mac, after converting your recording using the GoToMeeting Recording Manager, either click the Magnifying Glass icon next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored (by default recordings are stored in /Users/<current user>/Documents/Recordings).

You can play the recording on a Mac by double-clicking the .MP4 file in Finder. You can share the .MP4 file via email, YouTube, Vimeo, etc., and anyone on a PC or Mac can view it.

When I play a recorded meeting, it plays back scrambled. Is there something I can do to fix this?

If you experience scrambled playback of a meeting recording, which can happen if the presenter used a multiple-monitor setup, you can try the following:

In Windows Media Player, go to the Tools menu and select **Options**. Click **Advanced** under the Performance tab. In the dialog that pops up, uncheck "use video mixing renderer." Click **OK** until you have dismissed all dialogs. Play the video again, and it should play unscrambled.

Can I edit a recorded meeting?

The GoToMeeting Recording and Meeting Playback feature allows you to record and preserve meetings as either a GoToMeeting video file or a .WMV file. If you wish to edit either file type you may need to first convert the file into an editable format with a program like Microsoft's Expression Encoder. Once converted, the file can be edited with the software of your choice. For more information on encoding your recordings please view Edit a Recorded Meeting.

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What is the best way to distribute a recorded meeting?

For recordings made on Windows, if a meeting recording is small enough, you can distribute it as an email attachment. However, most recorded meetings will be too large for emailing. If this is the case, you may want to upload the file to a web server for easy access. Windows viewers must have GoToMeeting or the GoToMeeting 2.0 Video Codec installed to watch a recorded meeting created in the GoToMeeting format. The GoToMeeting 2.0 Video Codec is available to download for free at: http://www.gotomeeting.com/codec and can be distributed freely. Regardless of the format, all viewers must have Windows Media Player 9 or higher to view the recording.

For recordings made on Macs, after converting a Mac recording using the GoToMeeting Recording Manager, you can share the .MP4 file via email, YouTube, Vimeo, etc. On the Recording Manager, either click the Magnifying Glass icon next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored. Then just send and/or upload the recording wherever you'd like. Anyone can view your recording.

What does GoToMeeting record?

GoToMeeting records the presenter's screen and the audio portion of the presentation. You can view chat records in the reports generated after your meeting is finished.

Does recording cost me anything extra?

GoToMeeting's recording feature is free and provided as a part of the service.

About how large are the files going to be?

File size is dependent on the individual screen settings but a good rule of thumb is around 1 MB per minute.

How do I view recordings online?

If you wish to share your video online you will need to host the video on your own network or with a third party provider. GoToWebinar Corporate organizers can upload their videos that were recorded on Windows to our servers for up to 12 months.

How do I record a meeting?

1. Click the **View menu** on the top of the GoToMeeting Control Panel, and select **Recording**.
2. Click the **Start Recording** button.
3. When you end the meeting, the recording will be saved to your My Documents folder on Windows and /Users/<current user>/Documents/Recordings on Macs.

How do I review chat records and meeting attendance?

Windows users can have their chat logs automatically saved to a location of their choice. This feature is managed from the General tab in their Preferences window. Meeting history is stored on your account for 90 days (12 months for GoToMeeting corporate.) To view your meeting history, please visit www.gotomeeting.com and log in to your account. Click the **My Meetings** link and then click on the **Meeting History** link.

Troubleshoot Recording and Replaying a Meeting

To troubleshoot recording and playback

- Please see the Need audio help? and Learn more. These pages are also linked from the Recording category of the organizer Preferences menu.

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Citrix Presentation Server FAQs

Review frequently asked questions about Citrix Presentation Server.

Organizer FAQs

Once I start a meeting, it runs on my local desktop. When I try to invite other attendees using the "Invite Others" option on the organizer Control Panel, GoToMeeting doesn't integrate with my published version of Outlook (or Lotus Notes). How can I resolve this?

You need to verify that the option selected in your GoToMeeting Preferences under the Integrations category matches the option selected in the Advanced section of the Integrations.

Attendee FAQs

When I am designated the presenter at a meeting, I can only show the applications that are published to me from Presentation Server and nothing that is on my local desktop. How can I present my local desktop?

Contact your Citrix Presentation Server administrator about installing GoToMeeting on Presentation Server. By installing GoToMeeting and configuring the recommended settings on Presentation Server, all GoToMeeting sessions will be redirected to the desktop. Running a meeting on the local desktop enables you to present anything on your desktop.

Connection Test Help

Most connection-test difficulties are related to user-authentication issues. Please answer the question below to assist you with determining if this problem exists and which actions to take.

Did you see an Authentication Required dialog box containing 3 fields labeled Domain, User Name and Password?

Yes, I did see the dialog box and I believe I entered all the correct information but I am still having trouble.

The user name and password required here are the same as those that you use to log on to your Windows computer.

As when entering all user names and passwords, please make sure that:

- You are typing correctly, especially since you cannot see the password characters as you type them.
- Your Caps Lock key is off.
- You do not have any trailing white-space characters in the fields. Check this by deleting and retyping the entire contents of each field or by checking the end of each field for a blank space.

Yes, I did see the dialog box but the Domain field was empty or may be incorrect.

Our software will attempt to fill in the Domain field for you. In rare cases this may not work, and the Domain field will be blank or an incorrect Domain will be shown.

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Yes, I did see the dialog box but the Domain field was missing.

This dialog box indicates that ‘Basic Authentication' is in use on your web proxy. The User Name and the Password required here might be the same as those you use to log on to your Windows computer.

However, your web proxy may require different passwords than those you use to log on to your Windows computer. Your network administrator can confirm whether or not you have the correct information.

As when entering all user names and passwords, please make sure that:

- You are typing correctly, especially since you cannot see the password characters as you type them.
- Your Caps Lock key is off.
- You do not have any trailing white-space characters in the fields. Check this by deleting and retyping the entire contents of each field, or by checking the end of each field for a blank space.

No, I did not see the dialog box.

Please contact Global Customer Support.

Help, I followed the steps but I am still having trouble.

Please contact Global Customer Support.

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Desktop Notifications

Review frequently asked questions about Desktop Notifications.

What is the Desktop Notifications feature?

Desktop Notifications is a free GoToMeeting feature designed to deliver simple and effortless access to complimentary Citrix Online software upgrades, information, news and discounts you may be eligible for. Desktop Notifications delivers information right to your desktop, allowing you to safely receive important product information that is relevant to you. Desktop Notifications are sent only by Citrix Online as a service to our customers.

How does it work?

Occasionally, when you are connected to the Internet, Desktop Notifications will automatically connect with Citrix Online servers to see if there are any new messages for you. If there are any messages for you, Desktop Notifications will display them on your computer screen.

Outlook Integration Troubleshooting

GoToMeeting is designed to integrate with the Microsoft Outlook program installed on your computer, allowing you to quickly and easily add GoToMeeting events to your Outlook calendar and invite people to your sessions in one smooth motion. If the invitation email does not launch after you schedule a meeting, or if the meeting does not get scheduled on your Outlook calendar, try the following steps.

Microsoft Outlook 2003

Microsoft Outlook 2007

Microsoft Outlook 2010

To troubleshoot Outlook integration

1. Close Microsoft Outlook, if it is currently running.
2. Next, locate the daisy icon in the system tray on your computer.

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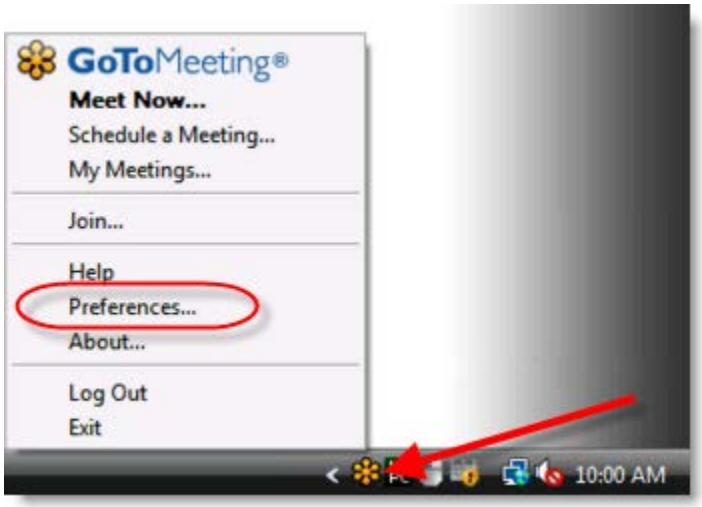
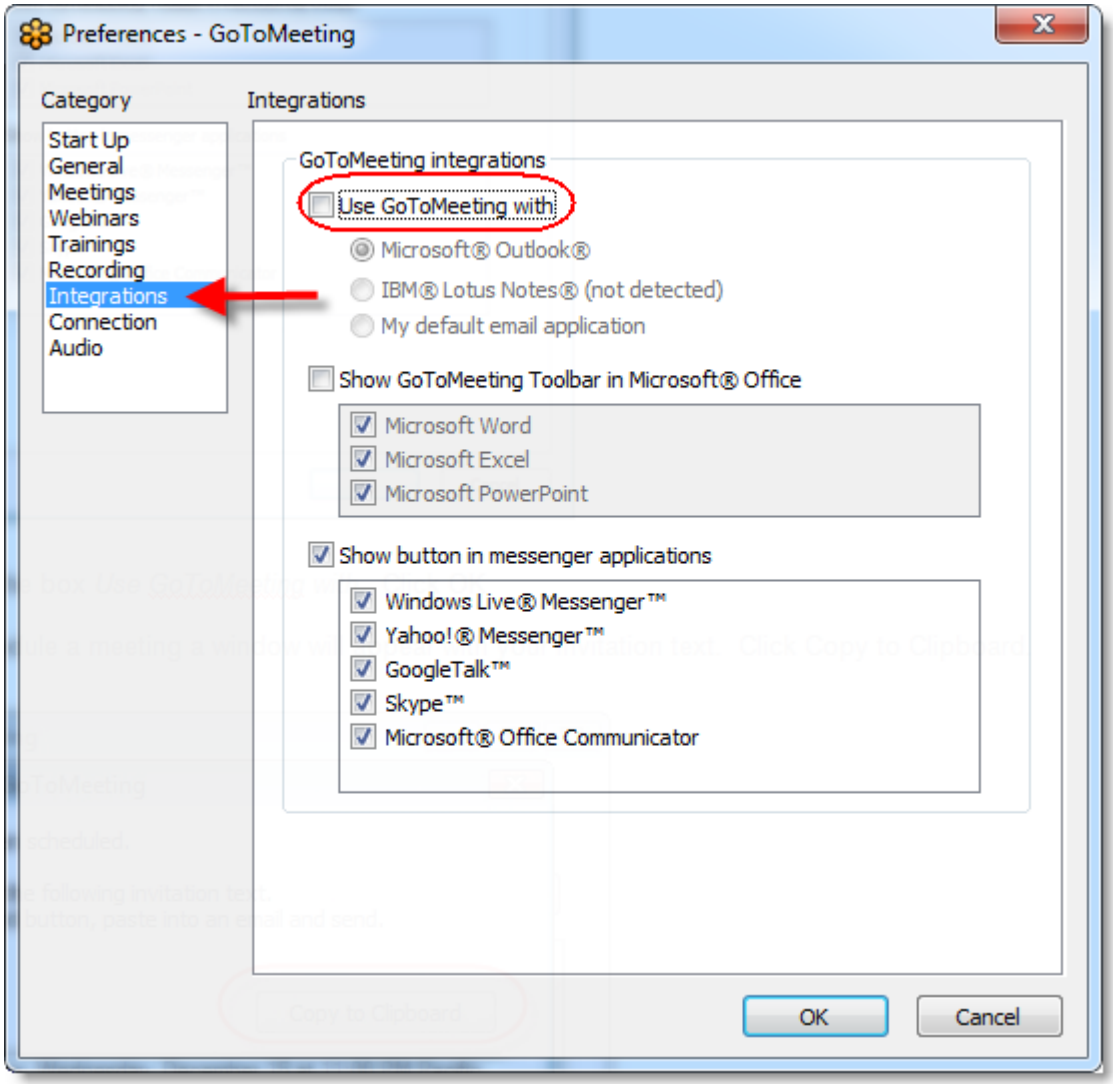


3. Right-click the daisy icon and click **Preferences**.



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4. From the Preferences window, select Integrations in the left navigation.

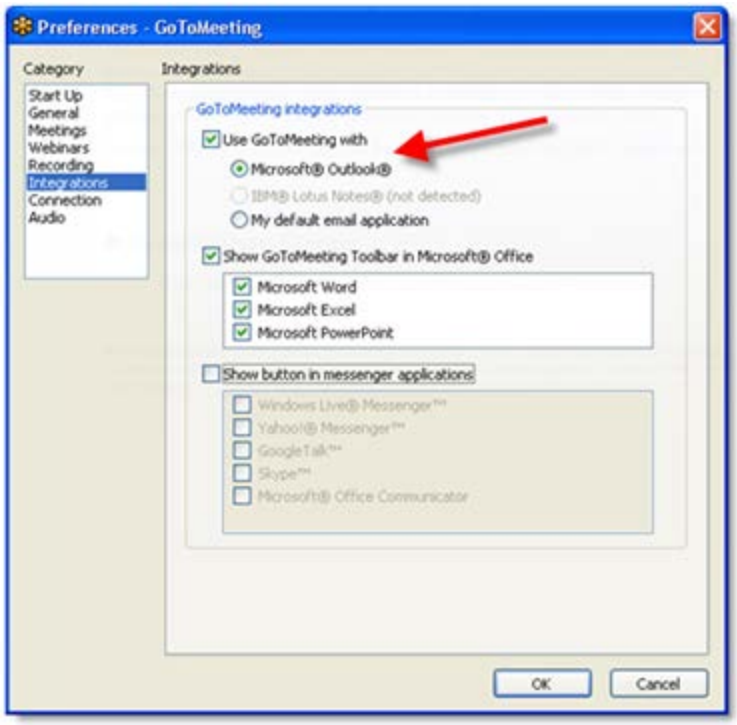
5. Uncheck the "Use GoToMeeting with"check box and click **OK**. This removes current integrations.

6. Right-click the daisy icon in the system tray and click **Preferences**.

7. Select the Integrations category.

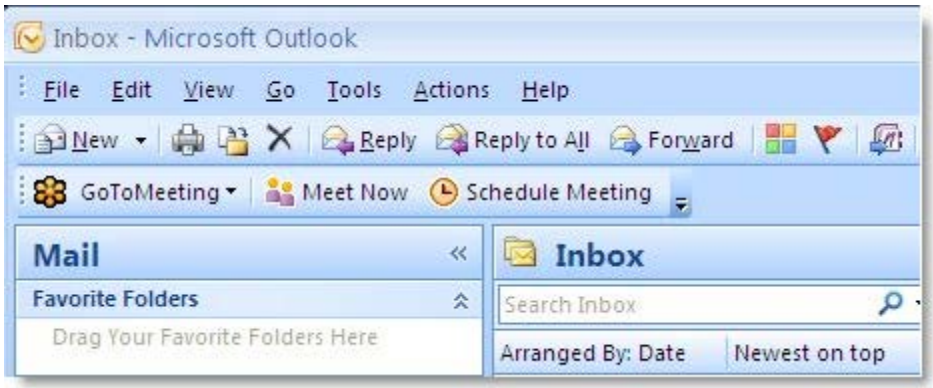
8. Re-check the "Use GoToMeeting with" check box and ensure that **Microsoft Outlook** is selected.

9. Click **OK**.



10. Open Outlook.

11. The GoToMeeting Toolbar that allows scheduling of meetings from within Outlook should be present. If you see this toolbar, GoToMeeting should automatically launch invitations and add calendar entries to your Outlook calendar.



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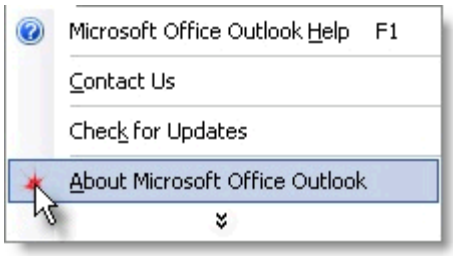
12. If you do not see the toolbar, or if scheduling a meeting still does not launch email invitations correctly, continue reading for instructions on enabling the GoToMeeting add-on within your version of Outlook.

Enabling Add-ins in Microsoft Outlook 2003

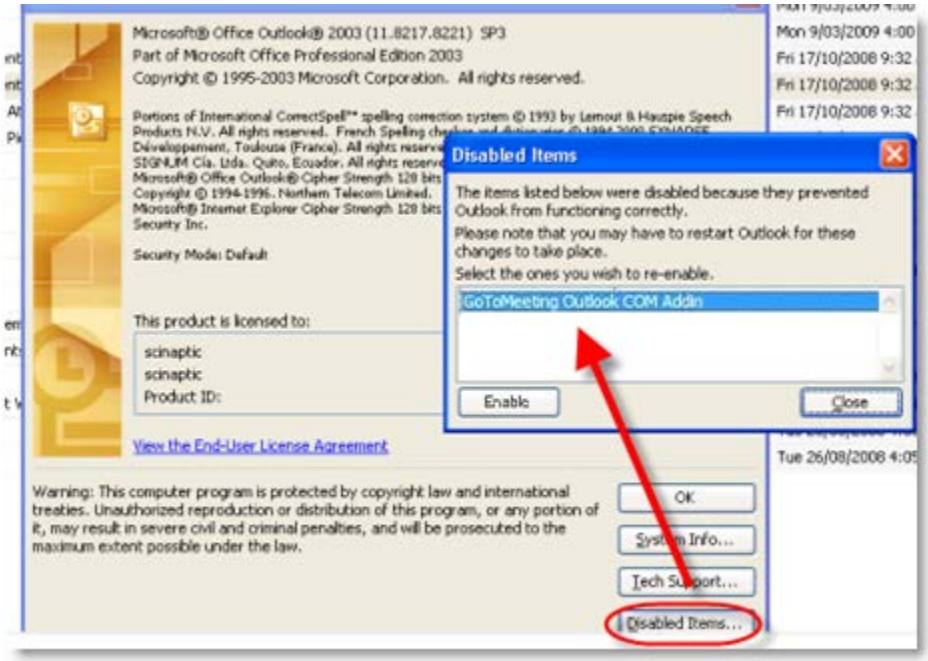
1. Open Outlook.

2. Click **Help** in the top menu and select **About Microsoft Office Outlook**.



3. Click **Disabled Items**.

4.Click Add-Ins in the Outlook Options window. Under Manage in the menu below, select COM Add-ins and click Go. Select the **GoToMeeting Outlook COM Addin** and click **Enable**.



Enabling Add-ins in Microsoft Outlook 2007

1. Open Outlook.

2. Click **Tools**.

3. Select **Trust Center**.

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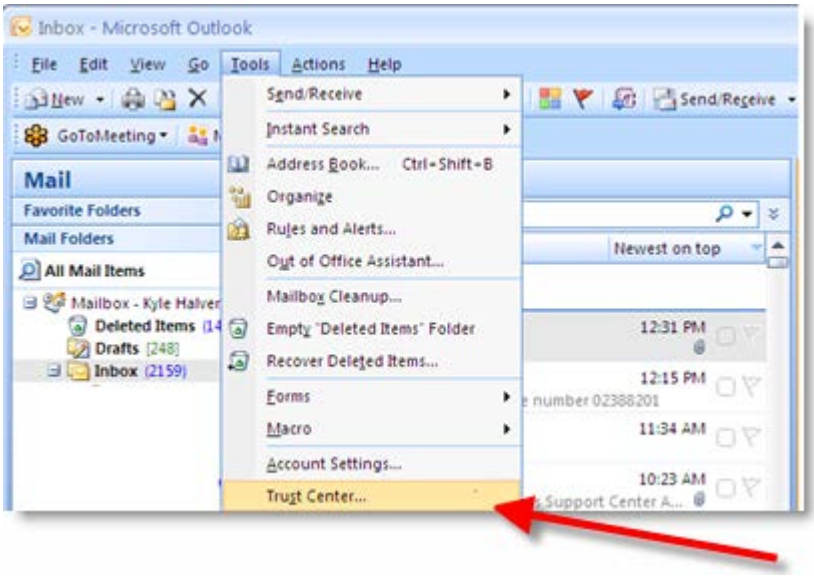
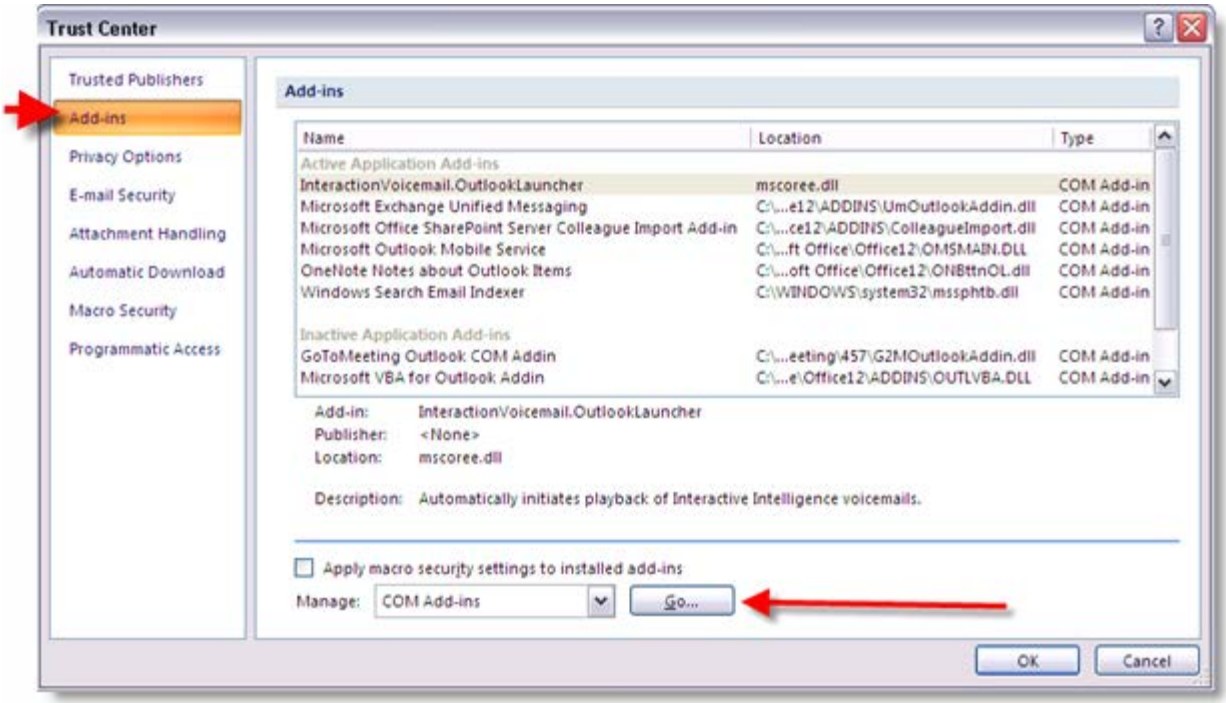


4. Click **Add-ins**. Under Manage in the menu below, select **COM Add-ins** and click **Go**.



5. In the COM Add-Ins section, check the "GoToMeeting Outlook COM Addin" check box, and click **OK**.

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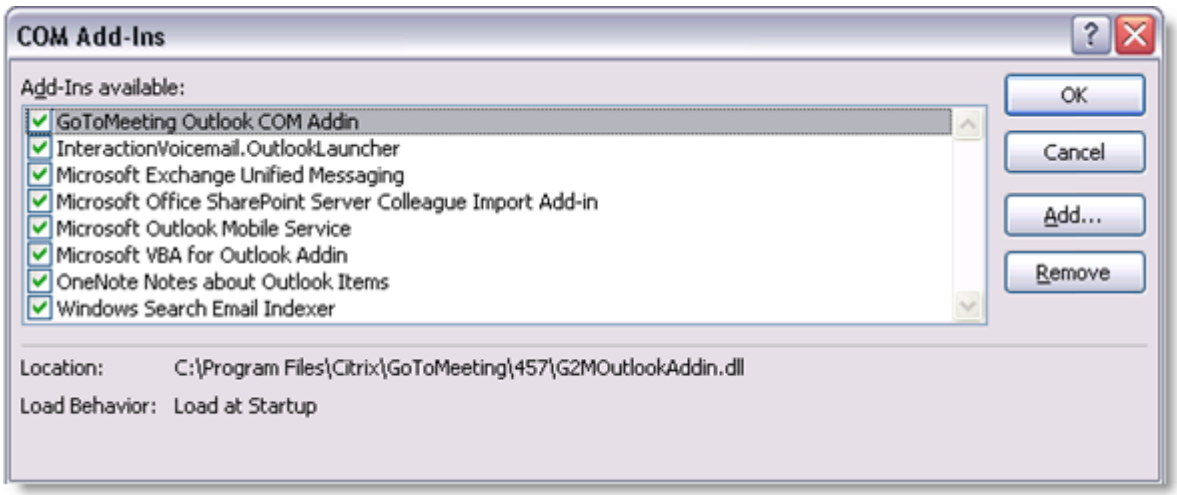
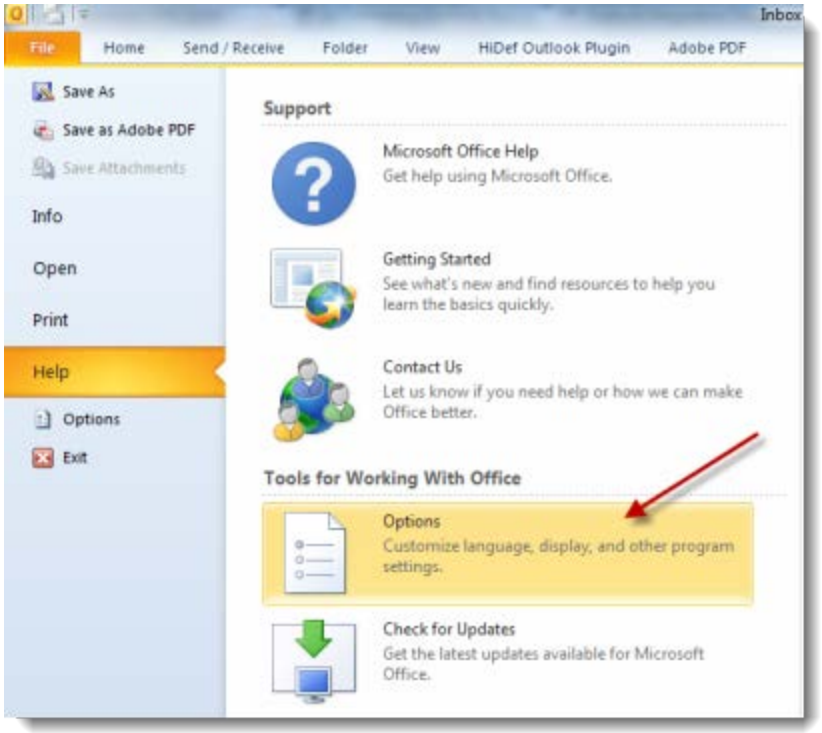


Enabling Add-ins in Microsoft Outlook 2010

1. Open Microsoft Outlook 2010.
2. Click **File** from the banner, and then select **Help**.
3. In the Tools for Working With Office section, click **Options**.



4. Click **Add-Ins** in the Outlook Options window. Under Manage in the menu below, select **COM Add-ins** and click **Go**.

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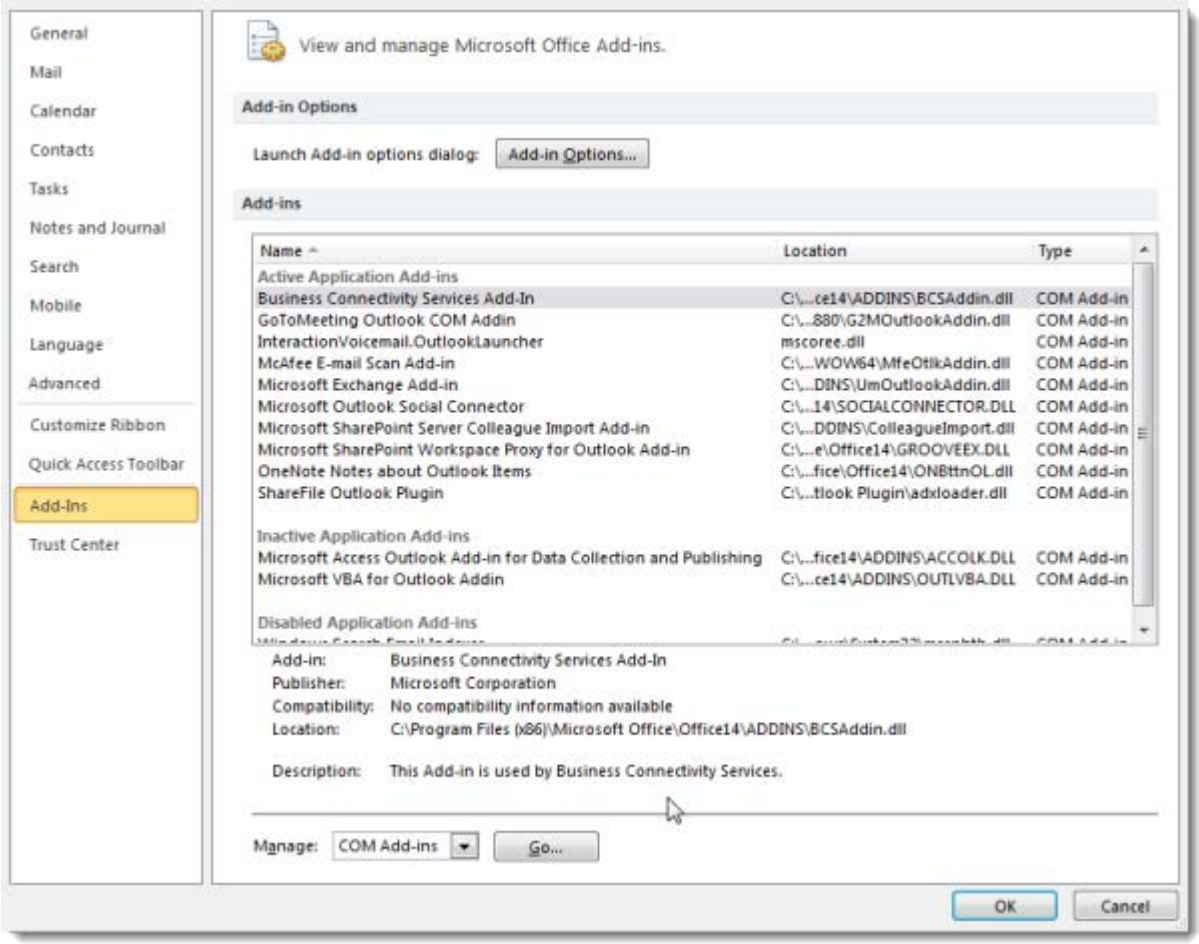
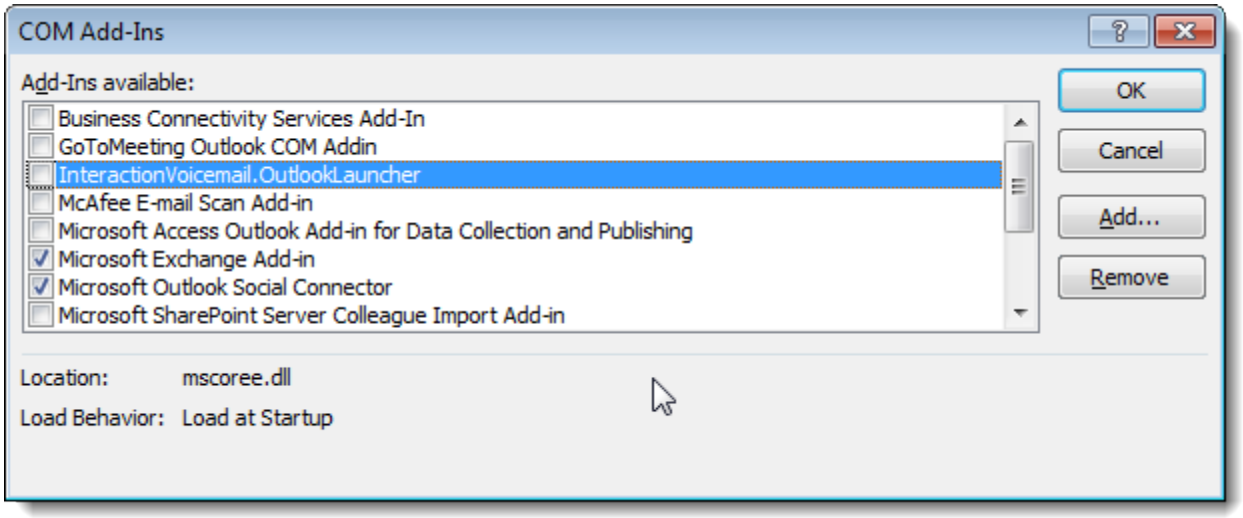


5. In the COM Add-ins window, select the "GoToMeeting Outlook COM Addin" check box and click **OK**.



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GoToMeeting Web Viewer

The GoToMeeting Web Viewer allows attendees to join your meetings through their browser - without needing to download any software.

GoToMeeting Web Viewer

- Intelligent Join – GoToMeeting will detect the optimal join method:
  - Attendees will join with Web Viewer through their browser and have the option to download the full version of the GoToMeeting application if needed.
  - Any attendee who already has the GoToMeeting application installed on their computer will automatically join with the full version.
- Consult the FAQs to find answers to your questions

Advantages

- Enables attendees with software download restrictions to easily join meetings
- Allows attendees to join meetings through their web browser
- Gets attendees into meetings faster - great for when you need to quickly touch base

Web Viewer vs. Full Version of GoToMeeting Application

Web Viewer	Application

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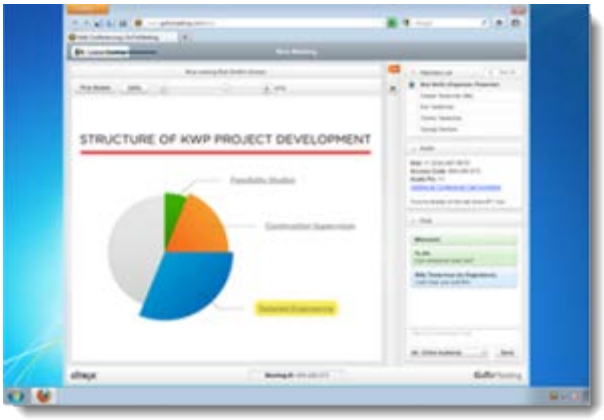

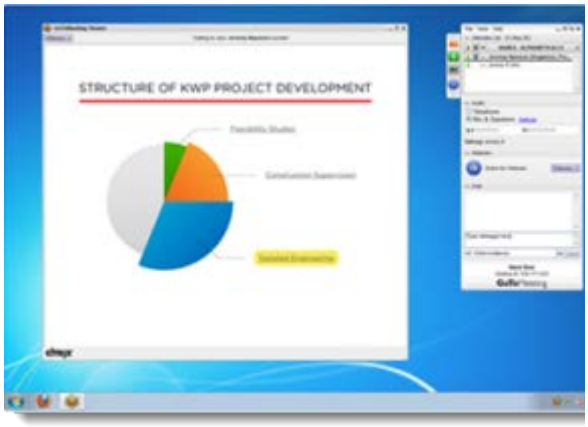

What's Different:

- Download not required
- Join meetings even faster
- Join through a web browser

What's Different:

- Download is required
- Attendees can use either VoIP or telephone
- Allows for attendee keyboard & mouse control
- Attendees can present their screen

Current Attendee Limitations*:

- VoIP is not supported
- Webcams are not supported
- Attendees can't present their screens
- No shared keyboard & mouse control
- No access to drawing tools

*Attendees will have the ability to download the GoToMeeting application from within the Web Viewer meeting if they have a need for any of these features.

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Web Viewer FAQs

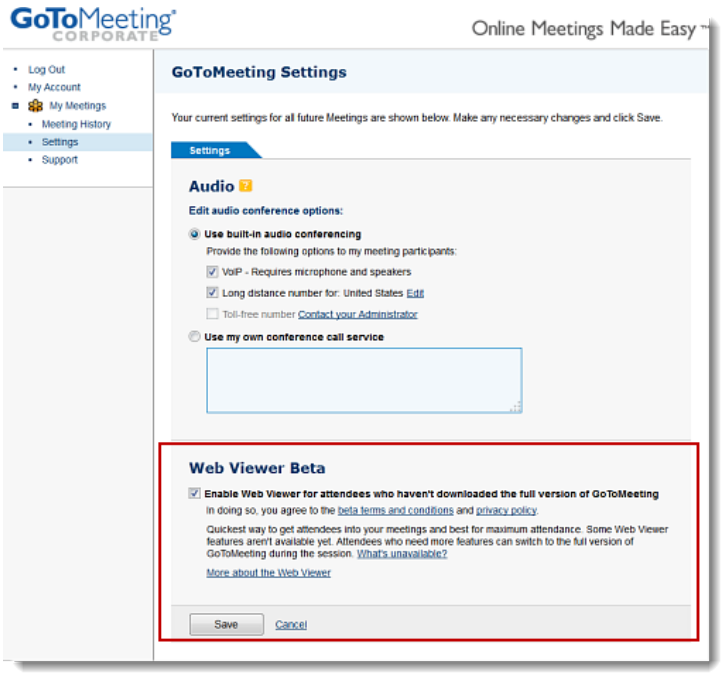
Review frequently asked questions about attending meetings with Web Viewer.

What is the GoToMeeting Web Viewer?

The Web Viewer is an alternative to the standard GoToMeeting Viewer and gives organizers the option to allow attendees to take part in the meeting entirely within their web browser without downloading or installing software.

How can I tell if my account is enabled for Web Viewer?

You can tell if your account is enabled for Web Viewer by going to the Settings page and scrolling down. If the “Enable Web Viewer for attendees” check box is checked, you have Web Viewer enabled for your account.



How is the Web Viewer experience different from the standard GoToMeeting experience?

The GoToMeeting Web Viewer runs in the attendee’s browser and requires no download or installation. Once in session, the Web Viewer user interface is similar to the standard desktop application. The collapsible Control Panel is located on the right side of the screen and contains an Attendee List and Audio and Chat panes. It also supports Full Screen and Actual Size modes.

What advantages does the Web Viewer offer?

The GoToMeeting Web Viewer allows attendees to join their meetings more quickly from their browser. It offers an alternative for attendees who cannot install software on the computer they use, such as a company computer with download restrictions or a net kiosk.

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Which GoToMeeting attendee features are not supported by the Web Viewer?

Attendees who use the GoToMeeting Web Viewer currently do not have access to Drawing Tools, Keyboard and Mouse Controls or VoIP. They also cannot be promoted to organizer or share their screen as a presenter.

Can an attendee select the Web Viewer over the standard GoToMeeting application viewer?

Yes. All attendees will quickly join the meeting from their browser without needing to download any software. If the attendee needs a more full featured experience, they will have the option to download the GoToMeeting application from within Web Viewer by clicking switch to full version in the Control Panel. Once an attendee has already installed the full version of GoToMeeting on their computer, they will automatically join with the full version.

Can Web Viewer attendees join the audio conference with VoIP?

No, attendees joining with the Web Viewer must dial in by telephone.

Does the Web Viewer support international long distance, third party audio and toll-free (U.S. & Canada) numbers?

Yes, organizers can offer their attendees multiple phone numbers including international long distance, third party and toll-free (if enabled).

Can a Web Viewer attendee be individually muted?

No, attendees joining by the Web Viewer cannot be individually muted. If necessary, all attendees can be muted by selecting **Mute All** from the organizer's Audio pane.

Are there any known conflicts for attendees who already have GoToMeeting installed?

If attendees already have GoToMeeting installed, the attendee will join through the standard full featured application. If they have not installed the GoToMeeting application, they will join through the Web Viewer browser based option.

Can I also host meetings with the Web Viewer?

No, the GoToMeeting Web Viewer is for attendees only. Organizers must use the standard GoToMeeting desktop application to host meetings.

What are the system requirements for the Web Viewer?

- Firefox 4.0+, Internet Explorer 7.0+, Chrome 5.0+ or Safari 3.0+
- Flash Player 10.2+ (attendees will be prompted to install or upgrade)
- JavaScript enabled

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Does the Web Viewer work on Mac or Linux systems?

Yes, the GoToMeeting Web Viewer works on Mac and Linux systems that meet the above requirements (even though GoToMeeting does not officially support Linux). If you have difficulties using the Web Viewer on Linux, our Global Customer Support team cannot help you.

Does the Web Viewer work on iPad® or other tablets?

No, the Web Viewer does not support iPad because the Web Viewer requires the Flash Player browser plugin. Other tablets that allow Flash within their browsers may be used to join a meeting with the GoToMeeting Web Viewer.

Is the feature available to international customers?

Not at this time. However, U.S. organizers can enable international attendees to use the Web Viewer.

Is the Web Viewer available with GoToWebinar® and/or GoToTraining®?

No, the Web Viewer is currently only available for GoToMeeting.

Are there any security limitations with the Web Viewer?

Just like the current version of GoToMeeting, the Web Viewer Beta is backed by end-to-end 128-bit AES encryption. Attending meetings from a “locked-down” environment should be faster and easier since a download is no longer required. Some proxies and firewalls may prevent the Web Viewer from launching.

Test Your Connection Before Your Session

You can test your connection before your session starts by joining a test session to check that your computer has everything required.

Join the test session

1. To test your connection, join the test session via https://www3.gotomeeting.com/join/406552062.

2. If you're on a Windows computer, GoToMeeting will automatically launch into session. If you're on a Mac and have never joined a session before, you'll first need to download the Citrix Online Launcher file.

3. If you see a "Successfully Connected" message on the "Waiting for Organizer" dialog, you've successfully joined the test session. You should be able to join GoToMeeting, GoToWebinar and GoToTraining sessions from this computer. Close the "Waiting for Organizer" dialog to exit the test session.

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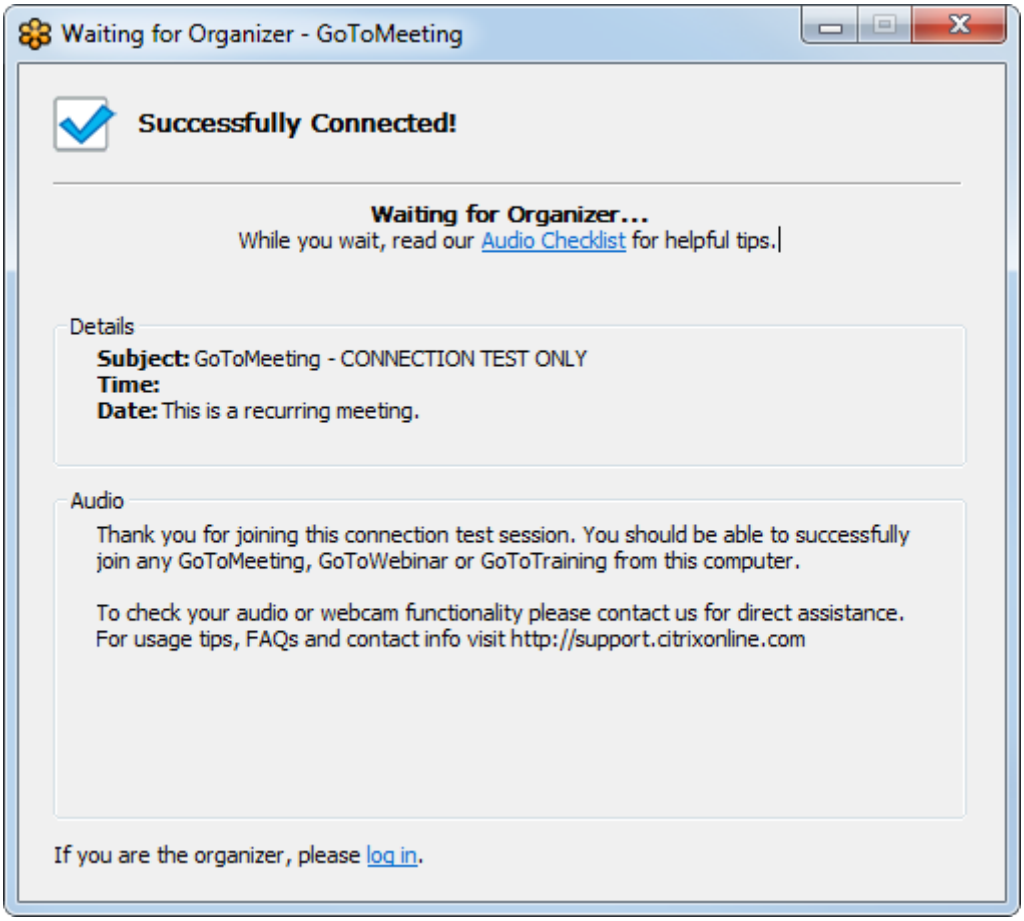

To test or troubleshoot issues with your audio or webcam, contact us by phone 24/7.

If you're unable to join the session, you may not have all the necessary software. See Download GoToMeeting on Macs for more troubleshooting tips, and make sure you have all the System Requirements.

Download the Launcher File on Windows

The first time you host/join a session or upgrade/downgrade GoToMeeting on a Windows computer, you'll be prompted to download a file with an optional browser plugin that lets you launch the GoToMeeting software faster. If you uninstall GoToMeeting, you'll need to go through the download process again.

Download the Citrix Online Launcher file in Internet Explorer

Note: If GoToMeeting is already installed, Internet Explorer 9 may redirect you to the Connected to GoToMeeting page without launching the GoToMeeting application. Please install Internet Explorer 9.0.3 or above to successfully launch GoToMeeting using Internet Explorer 9 and refer to this Windows support article for further troubleshooting information.

1. Launch GoToMeeting by hosting or joining a session.

   Note: If you're using Internet Explorer 8 and already have GoToMeeting installed, click **No** when you see the Security Warning dialog to immediately launch into session.

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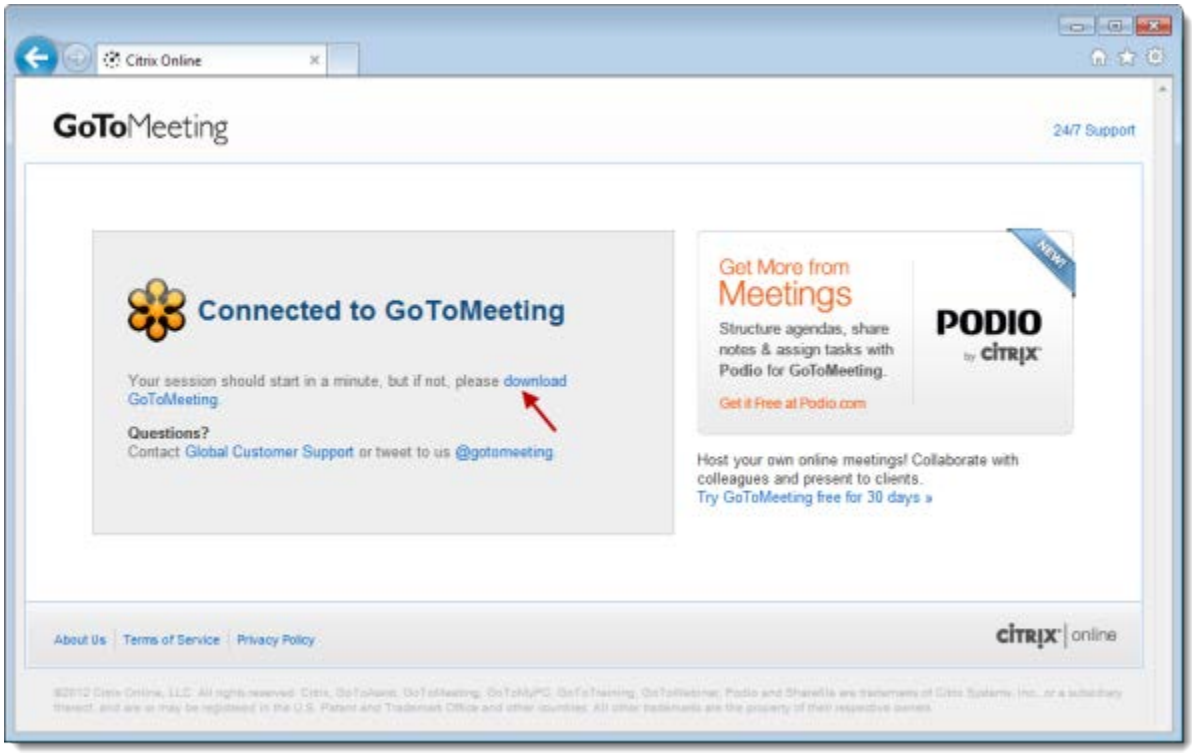
If you click **Yes**, you must click **Download GoToMeeting** on the Connected to GoToMeeting page and go through the download process below.



2. A file called “Citrix Online Launcher.exe” will start downloading to your computer. Double-click the file to open it. You can click **restart the download** if needed.

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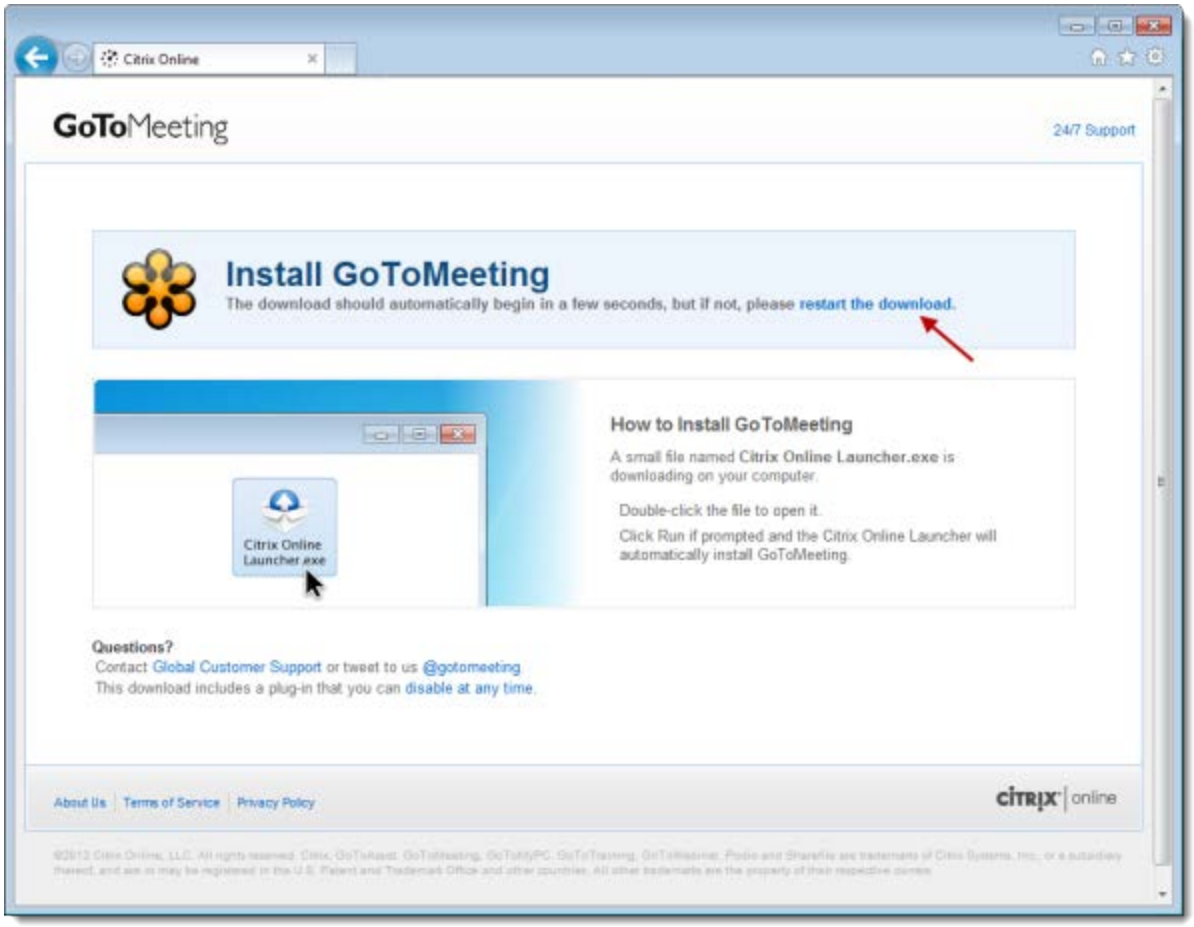

3. When prompted to open “Citrix Online Launcher”, click **Run**.

4. If you're prompted again to run "Citrix Online Launcher", click **Run**.

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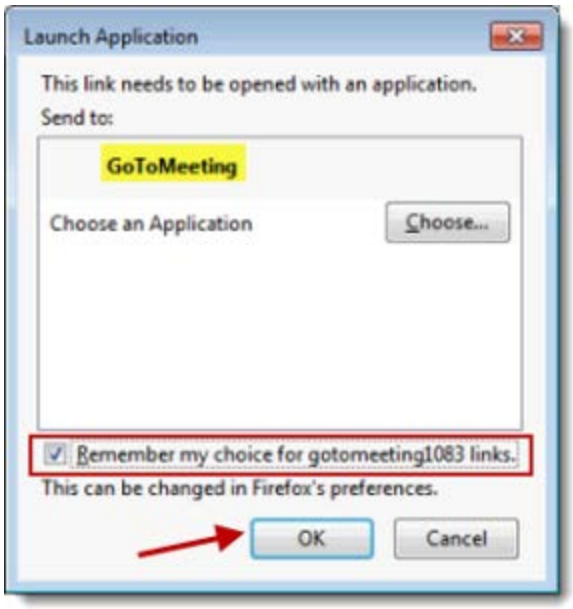
The browser plugin will be automatically installed and lets you connect to future sessions faster.

5. Once you're done, you'll be able to host and join future GoToMeeting sessions faster than ever!

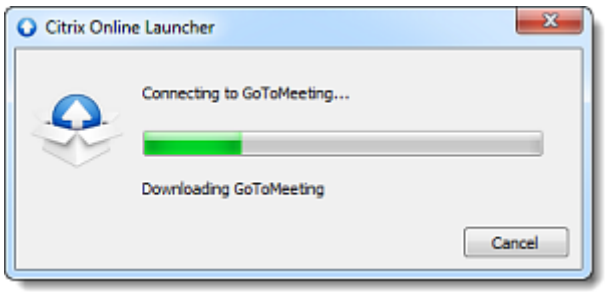
Download the Citrix Online Launcher file in Firefox

1. Launch GoToMeeting by hosting or joining a session.

Note: If you already have GoToMeeting installed, you may see a Launch Application dialog to launch either GoToMeeting or Citrix Online Launcher. Select the "Remember my choice" check box and then click **Launch Application.**



If you see the dialog to launch Citrix Online Launcher, you'll briefly see another dialog that shows the downloading progress.



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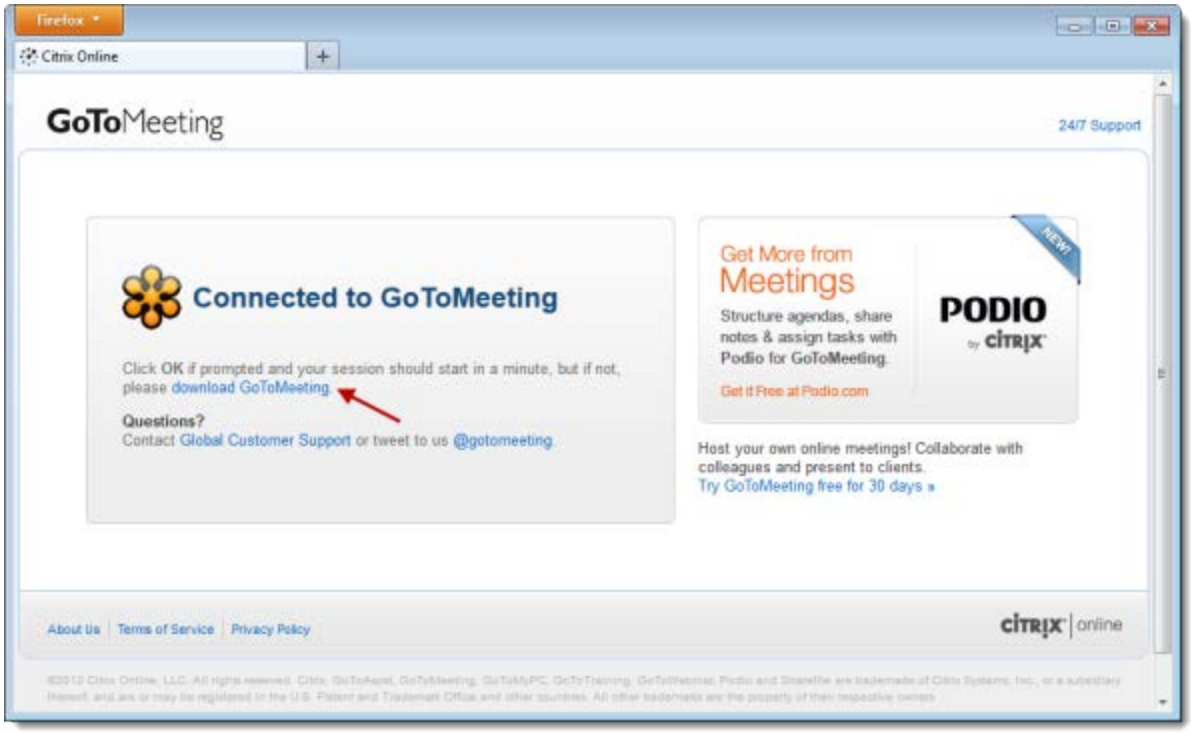
If you click **Cancel**, you must click **Download GoToMeeting** on the Connected to GoToMeeting page and go through the download process below.



2. A file called “Citrix Online Launcher.exe” will start downloading to your computer. If prompted to save the Citrix Online Launcher.exe file, click **Save File**.

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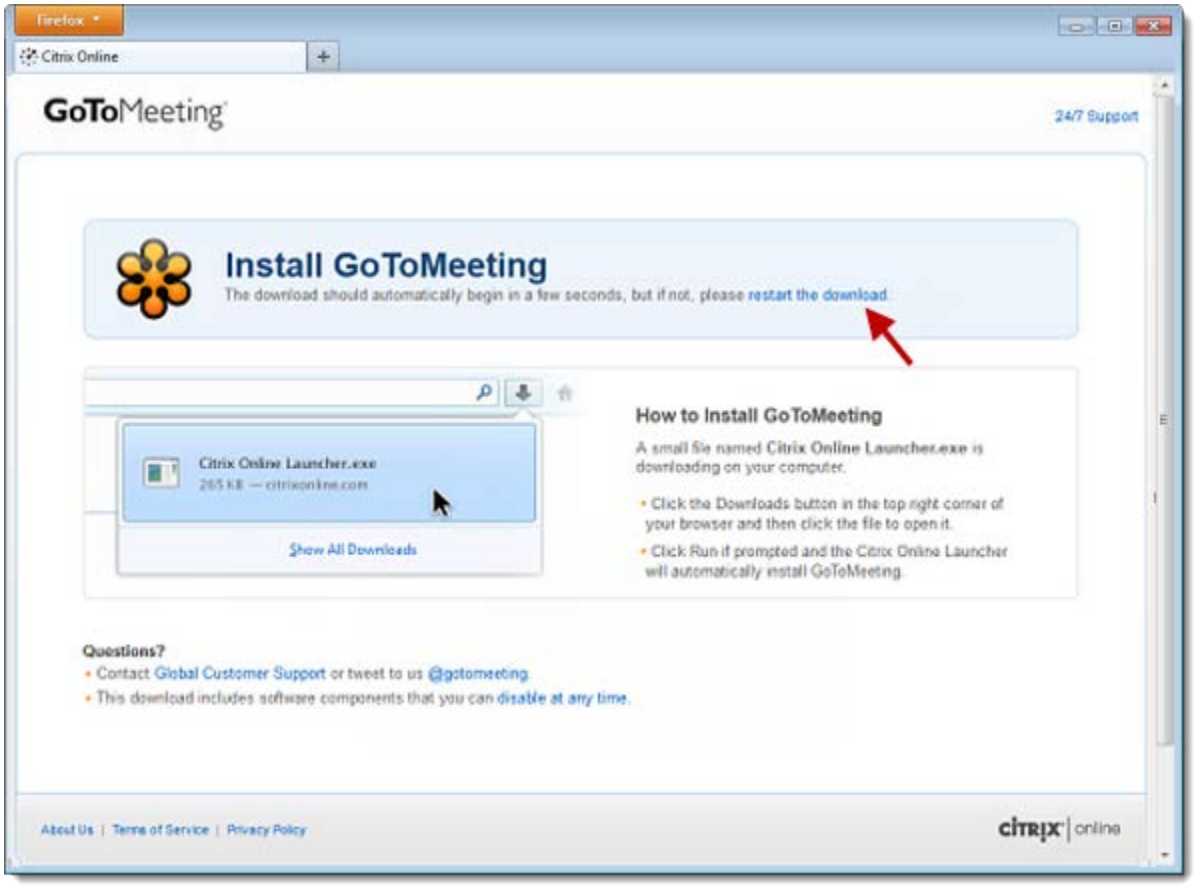
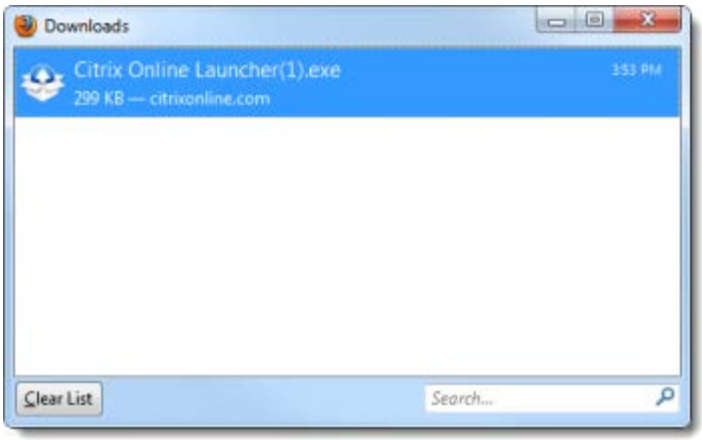


3. Double-click the file in your browser's Downloads window to open it. You can click **restart the download** if needed.



4. When prompted to open "Citrix Online Launcher", click **Run**.

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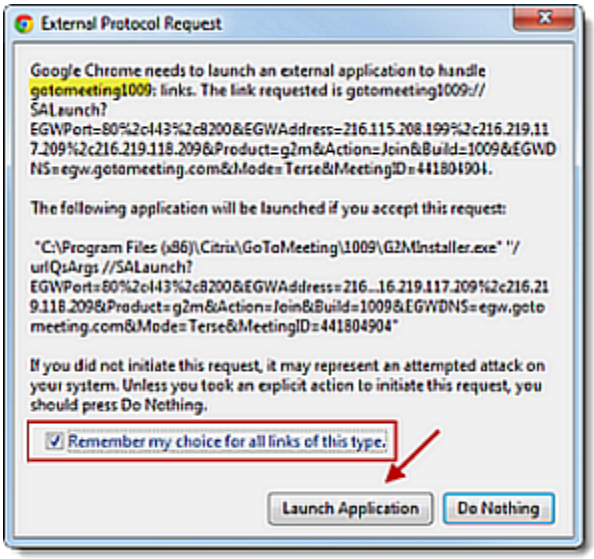
The browser plugin will be automatically installed and lets you connect to future sessions faster. We don't recommend disabling the plugin if you frequently join sessions because you'll need to go through the entire download process again.

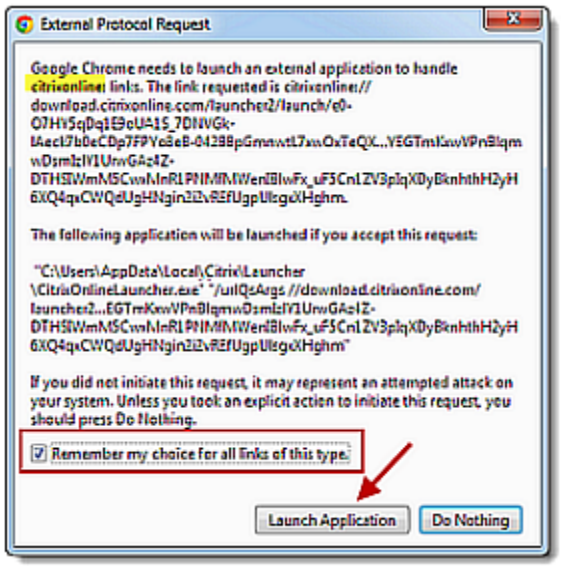
5. Once you're done, you'll be able to host and join future GoToMeeting sessions faster than ever!

Download the Citrix Online Launcher file in Chrome

1. Launch GoToMeeting by hosting or joining a session.

Note: If you already have GoToMeeting installed, you may see an External Protocol Request dialog to launch either GoToMeeting or Citrix Online Launcher. Select the "Remember my choice" check box and then click **Launch Application**.





If you see the dialog to launch Citrix Online Launcher, you'll briefly see another dialog that shows the downloading progress.

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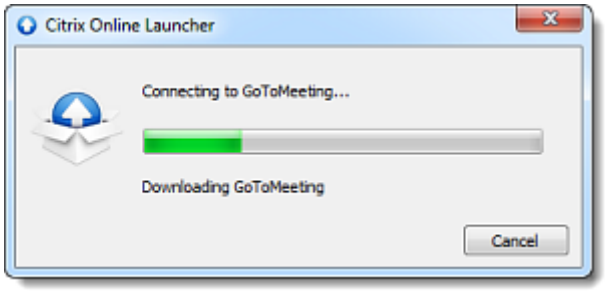
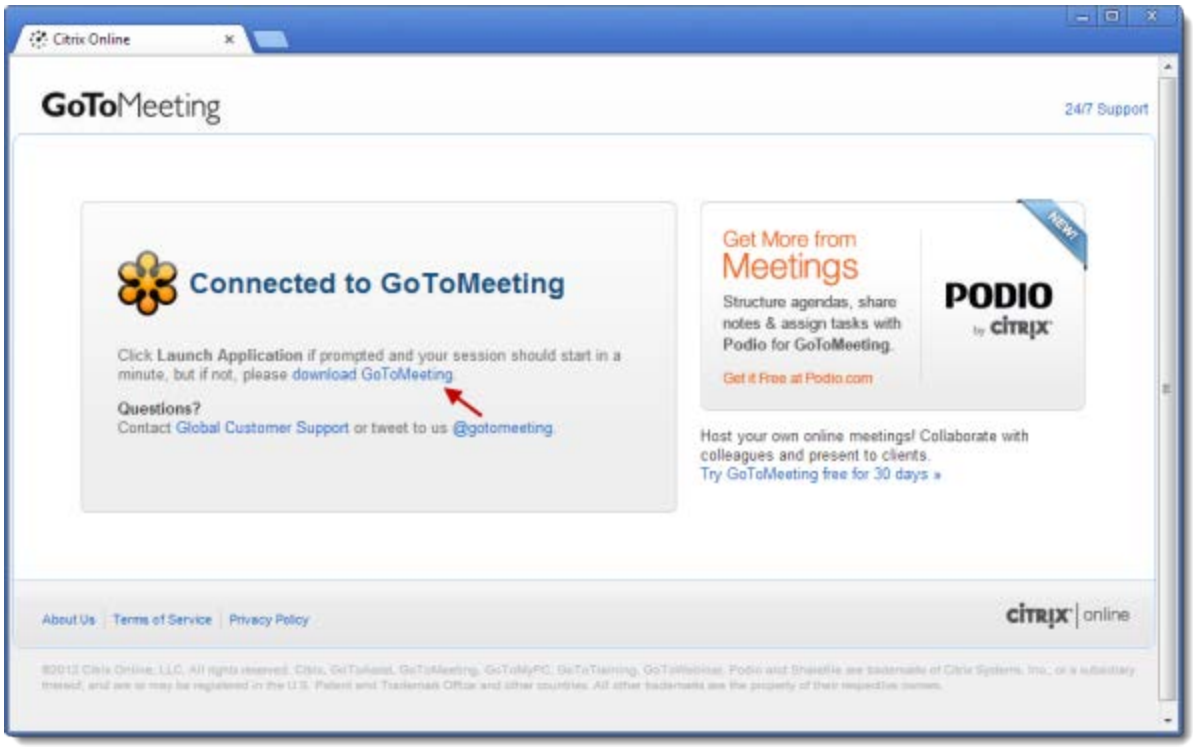


If you click **Do Nothing**, you must click **Download GoToMeeting** on the Connected to GoToMeeting page and go through the download process below.



2. A file called “Citrix Online Launcher.exe” will start downloading to your computer. Double-click the file to open it. You can click **restart the download** if needed.

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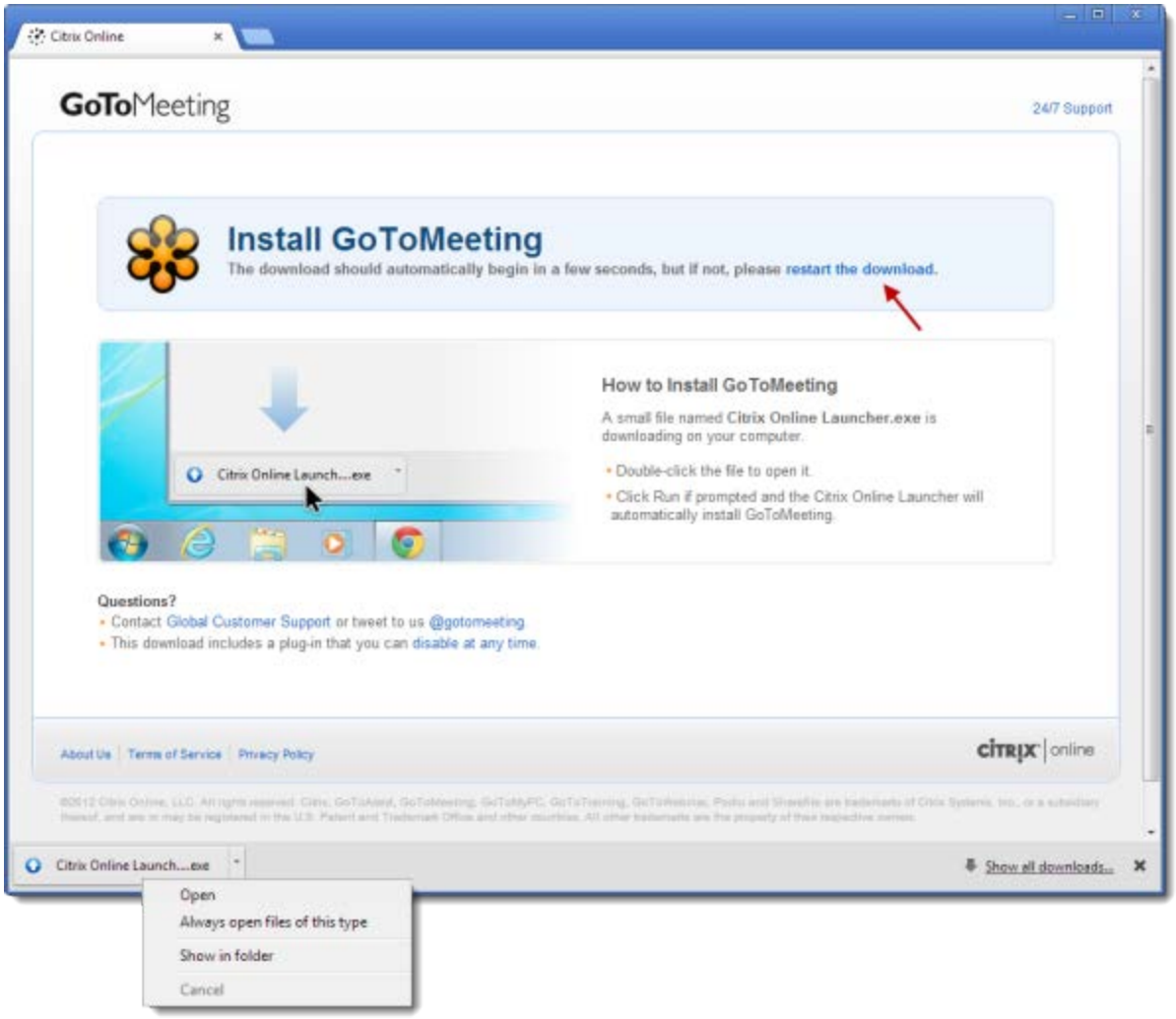

3. When prompted to open “Citrix Online Launcher”, click **Run**.

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The browser plugin will be automatically installed and lets you connect to future sessions faster. We don't recommend disabling the plugin if you frequently join sessions because you'll need to go through the entire download process again.

4. Once you're done, you'll be able to host and join future GoToMeeting sessions faster than ever!

Download GoToMeeting on Macs

The first time you host/join a session or upgrade/downgrade GoToMeeting on a Mac, you'll be prompted to download a file with an optional browser plugin that lets you launch the GoToMeeting software faster. If you uninstall GoToMeeting, you'll need to go through the download process again.

Download the Citrix Online Launcher file in Safari

1. Launch GoToMeeting by hosting or joining a session.

2. A file called "Citrix Online Launcher" will start downloading to your computer. Double-click the file in your browser's Downloads window to open it. You can click **restart the download** if needed.

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3. If the file doesn't open automatically, double-click the Citrix Online Launcher file in your Downloads folder in Finder.

4. When prompted to open “Citrix Online Launcher,” click **Open**.

The browser plugin will be automatically installed and lets you connect to future sessions faster. We don’t recommend disabling the plugin if you frequently join sessions because you’ll need to go through the entire download process again.

5. When prompted to open GoToMeeting, click **Open**.

6. Once you’re done, you’ll be able to host and join future GoToMeeting, GoToWebinar and GoToTraining sessions faster than ever!

Download the Citrix Online Launcher file in Firefox

1. Launch GoToMeeting by hosting or joining a session.

Note: If you already have GoToMeeting installed, you may see a Launch Application dialog to launch either GoToMeeting or Citrix Online Launcher. Select the "Remember my choice" check box and then click **Launch Application**.

If you see the dialog to launch Citrix Online Launcher, you'll briefly see another dialog that shows the downloading progress.

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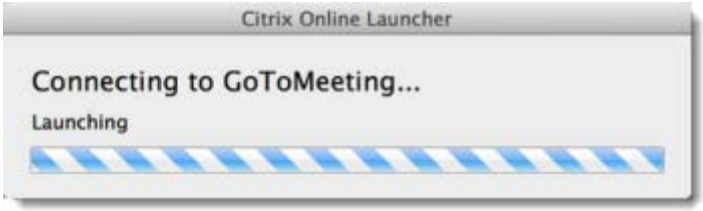
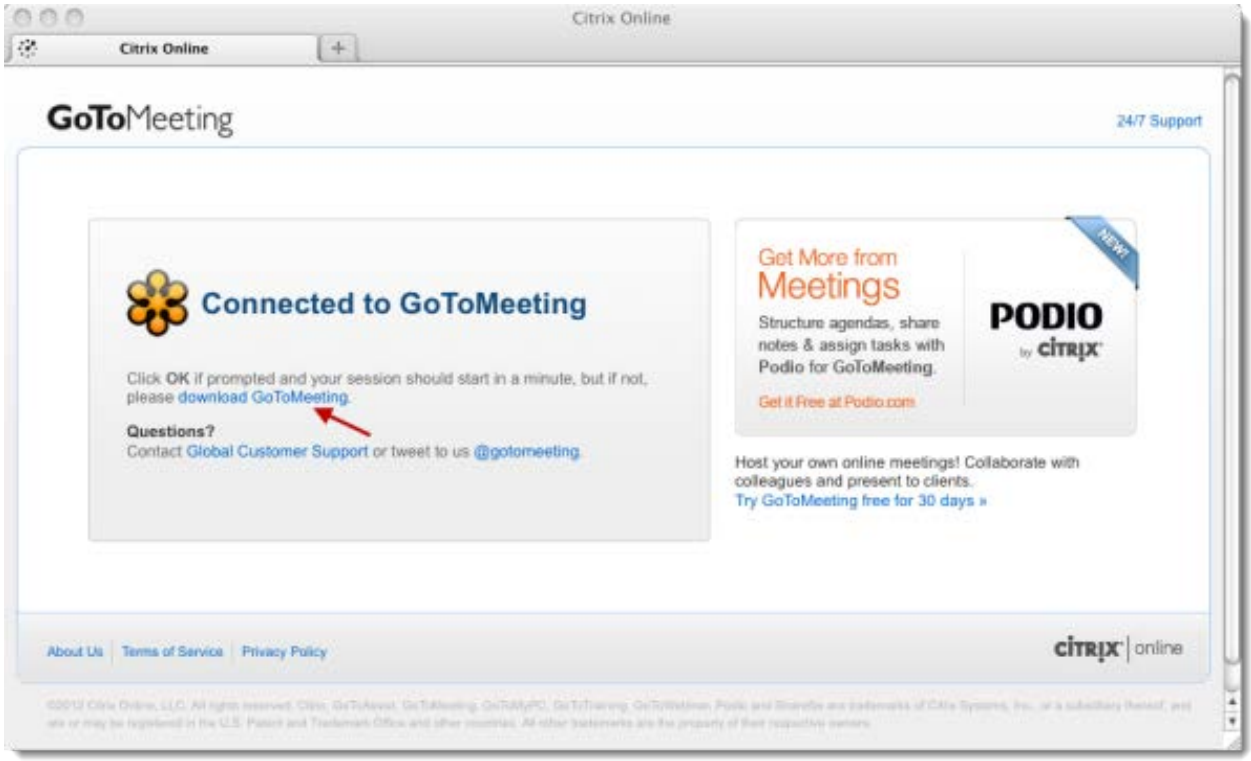


If you click **Cancel**, you must click **Download GoToMeeting** on the Connected to GoToMeeting page and go through the download process below.



2. A file called “Citrix Online Launcher.zip” will start downloading to your computer. If prompted to save the Citrix Online Launcher.zip file, click **Save File**.

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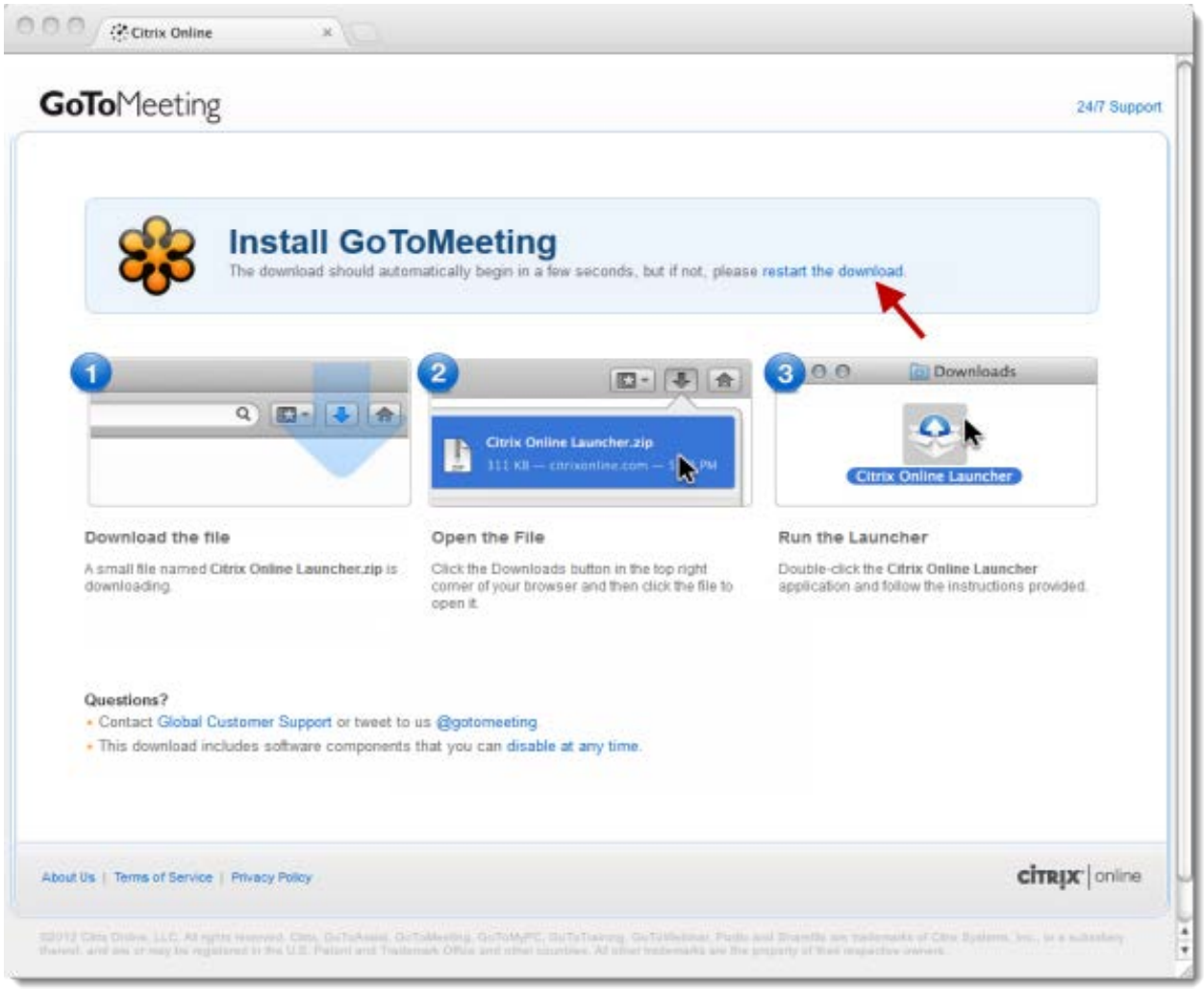
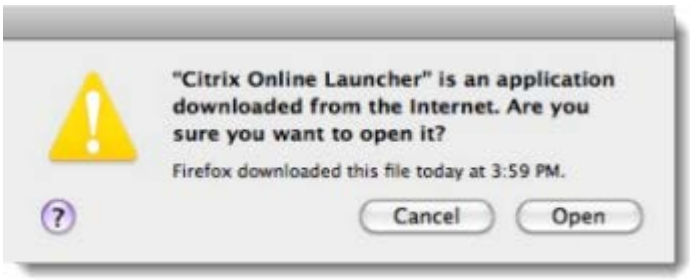


3. Double-click the zip file in your browser's Downloads window to open it. You can click **restart the download** if needed.

4. In the Downloads window, double-click the **Citrix Online Launcher application**.

5. When your Downloads folder opens in Finder, double-click the **Citrix Online Launcher application**.

6. When prompted to open "Citrix Online Launcher", click **Open**.



The browser plugin will be automatically installed and lets you connect to future sessions faster. We don't recommend disabling the plugin if you frequently join sessions because you'll need to go through the entire download process again.

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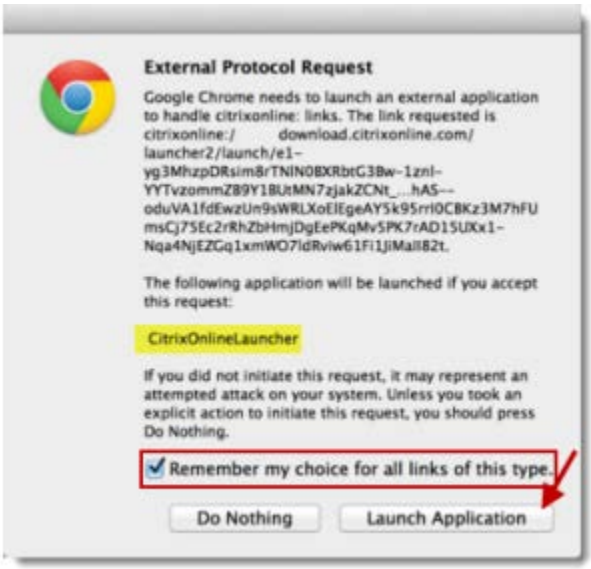
7. When prompted to open GoToMeeting, click **Open**.

8. Once you're done, you'll be able to host and join future GoToMeeting, GoToWebinar and GoToTraining sessions faster than ever!

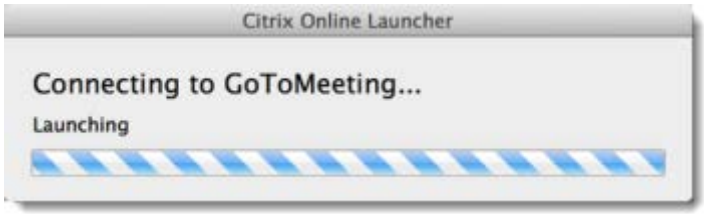
Download the Citrix Online Launcher file in Chrome

1. Launch GoToMeeting by hosting or joining a session.

   Note: If you already have GoToMeeting installed, you may see an External Protocol Request dialog to launch either GoToMeeting or Citrix Online Launcher. Select the "Remember my choice" check box and then click **Launch Application**.



   If you see the dialog to launch Citrix Online Launcher, you'll briefly see another dialog that shows the downloading progress.



   If you click **Do Nothing**, you must click **Download GoToMeeting** on the Connected to GoToMeeting page and go through the download process below.

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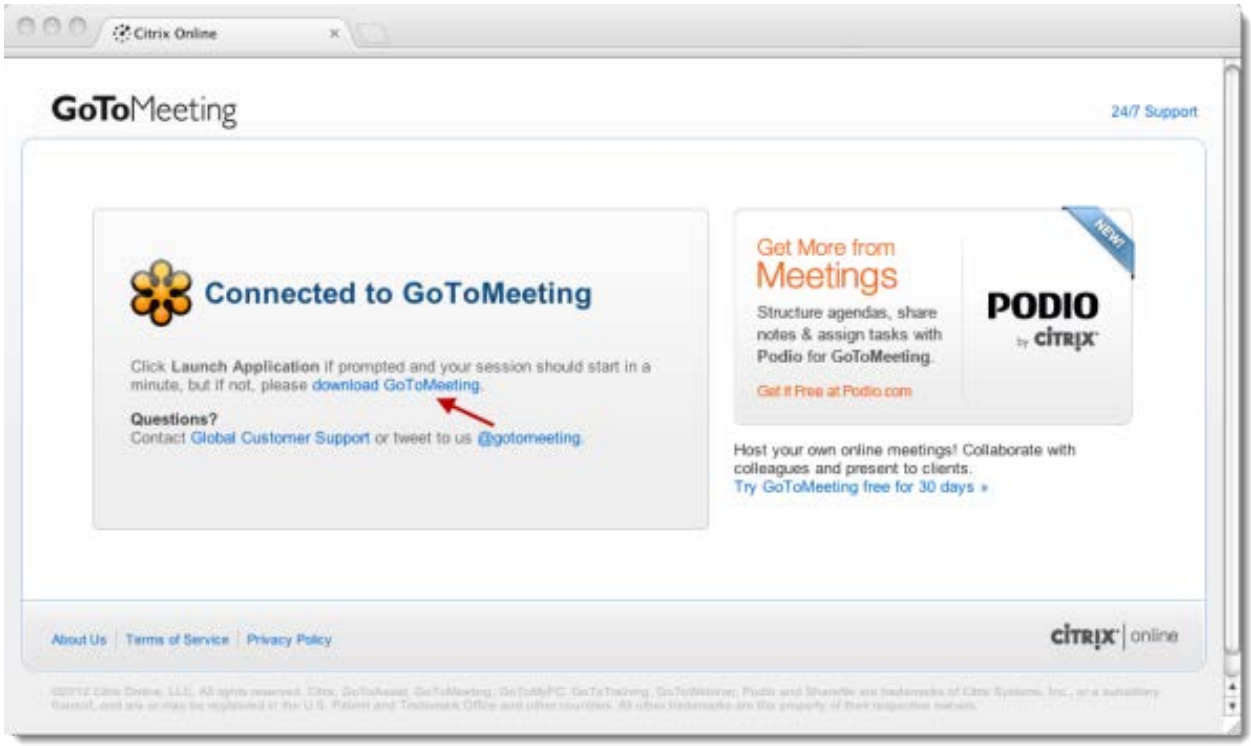

2. A file called “Citrix Online Launcher.zip” will start downloading to your computer. Double-click the zip file to open it. You can click **restart the download** if needed.

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3. In your Downloads folder, double-click the **Citrix Online Launcher application**.

4. When prompted to open “Citrix Online Launcher,” click **Open**.

The browser plugin will be automatically installed and lets you connect to future sessions faster. We don’t recommend disabling the plugin if you frequently join sessions because you’ll need to go through the entire download process again.

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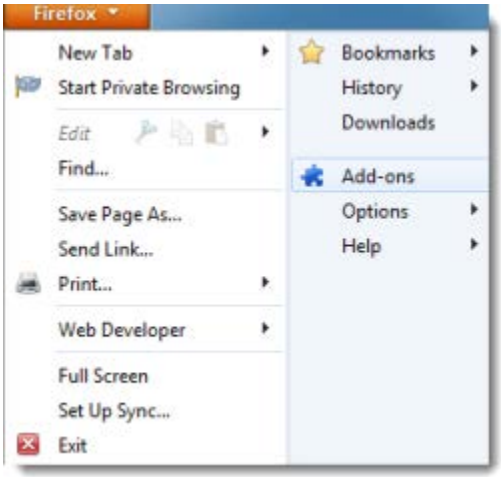
5. Once you're done, you'll be able to host and join future GoToMeeting, GoToWebinar and GoToTraining sessions faster than ever!

Disable the Launcher Plugin

When you download the Citrix Online Launcher file, a browser plugin and the Citrix Online Launcher app will be automatically installed, so that you can connect to future sessions faster. If you frequently join sessions, we don't recommend disabling the plugin or uninstalling the Citrix Online Launcher app (the same way you would uninstall any other program on your computer) because you'll be required to go through the entire manual download process again.

Disable the Citrix Online Launcher plugin in Firefox on Windows

1. Open Firefox.
2. Select the **Tools menu** > **Add-ons**.



3. In the Add-ons Manager, find the **Citrix Online Web Deployment Plugin**. Click **Disable**.

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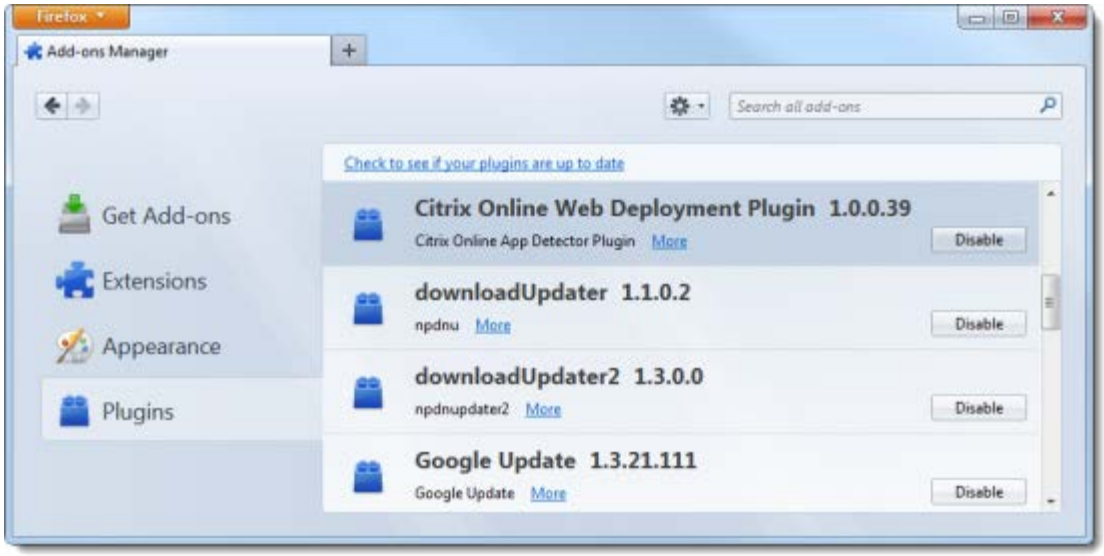
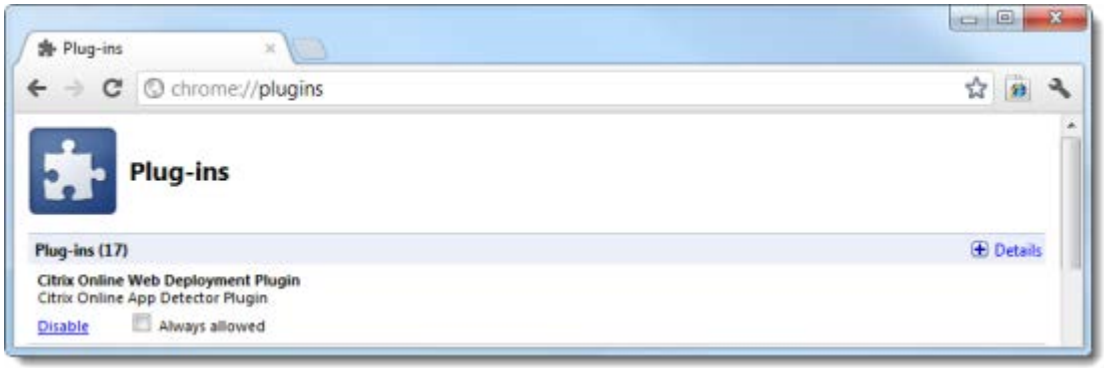


You can re-enable it by clicking **Enable**. Please note that each time you download and execute the Citrix Online Launcher file, the add-on will automatically become re-enabled.

Disable the Citrix Online Launcher plugin in Chrome on Windows

1. Open Google Chrome, and type *chrome://plugins/* into the address bar.
2. Find the **Citrix Online Web Deployment Plugin**, and click **Disable**.



You can re-enable it again by clicking **Enable**. Please note that each time you download and execute the Citrix Online Launcher file, the add-on will automatically become re-enabled.

Disable the Citrix Online Launcher plugin in Safari on Macs

1. Open Finder and select the **Go menu** > **Go to Folder**. Or, press **Command** + **Shift** + **G.**
2. Navigate to *user/Library/Internet Plug-Ins* and click **Go**.

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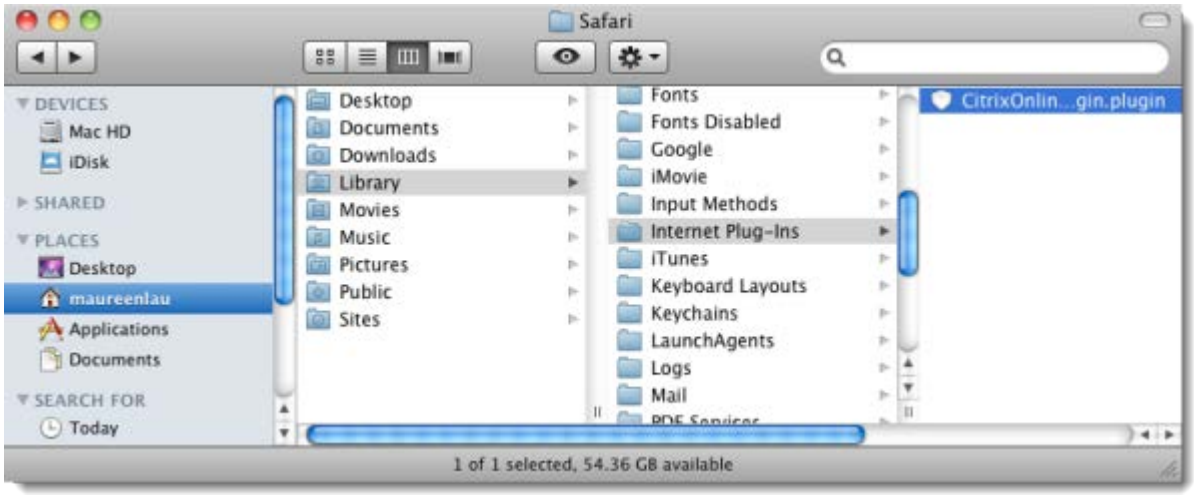


3. Delete the **CitrixOnlineWebDeploymentPlugin.plugin** by dragging it to the Trash on your Dock. You can also **Ctrl + Click** the plugin, and then select **Move to Trash**.

You can restore it by dragging it out of the Trash, or you can **Ctrl + Click** the plugin from the Trash, and select **Put Back**.

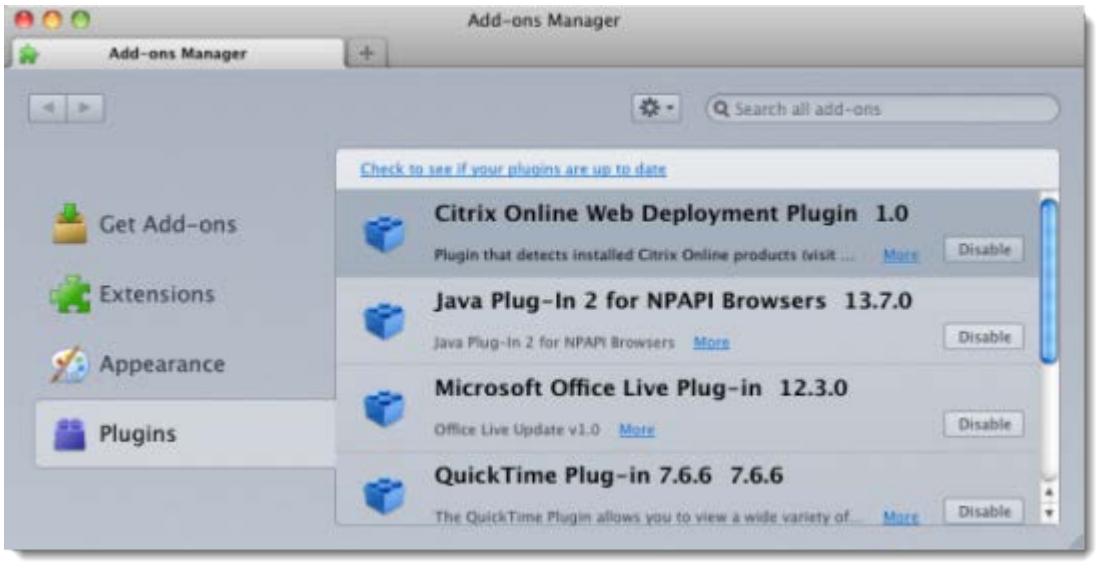
Once you remove the plugin from your Internet Plug-ins, it is removed from your Mac and from all other browsers on your computer. Please note that each time you launch GoToMeeting, the plugin will automatically become re-enabled.

Disable the Citrix Online Launcher plugin in Firefox on Macs

1. Open Firefox.

2. Select the **Tools menu** > **Add-ons**.

3. In the Add-ons Manager, find the **Citrix Online Web Deployment Plugin**. Click **Disable**.



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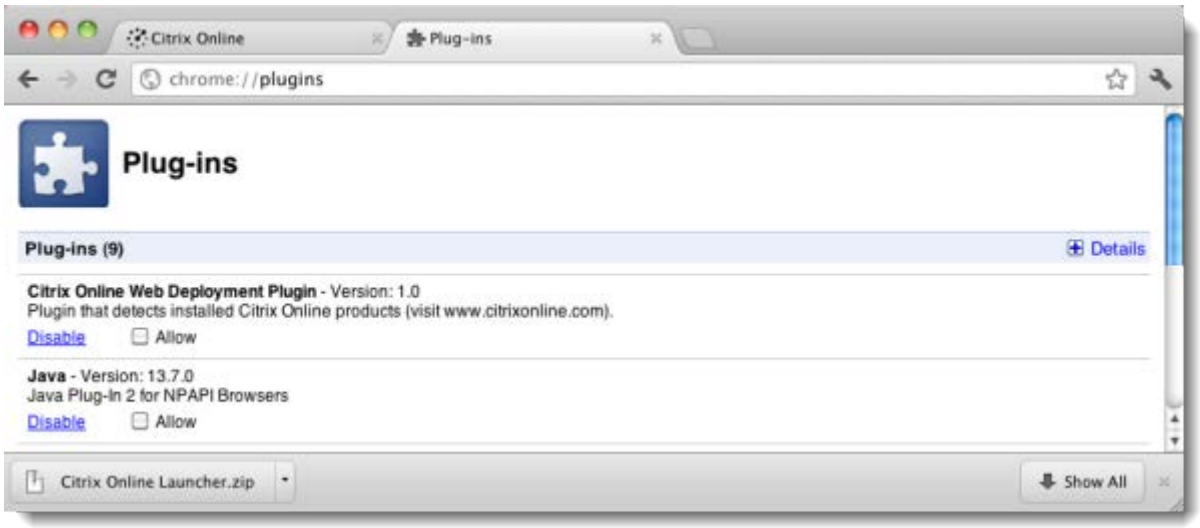
You can re-enable it by clicking **Enable**. Please note that each time you launch GoToMeeting, the add-on will automatically become re-enabled.

Disable the Citrix Online Launcher plugin in Chrome on Macs

1. Open Google Chrome, and type *chrome://plugins/* into the address bar.

2. Find the **Citrix Online Web Deployment Plugin**, and click **Disable**.



You can re-enable it again by clicking **Enable**. Please note that each time you launch GoToMeeting, the plugin will automatically become re-enabled.

Connection Wizard (Windows)

The GoToMeeting Connection Wizard tests and determines the ideal connection settings that GoToMeeting can make within your network. After running the wizard, you can store your optional connection settings on your Windows computer and use those settings in the future to connect to sessions.

Run the GoToMeeting Connection Wizard on Windows

1. To begin the test, download the GoToMeeting Connection Wizard. The *G2MConnectionWizard.exe* file should download in your default browser.

2. Open the *G2MConnectionWizard.exe* file and run the software when prompted.

3. When the GoToMeeting Connection Wizard launches, click **Next** to start the connection test. GoToMeeting's home page should launch in your default browser. If you're not redirected to www.gotomeeting.com, open your browser and go to that page.

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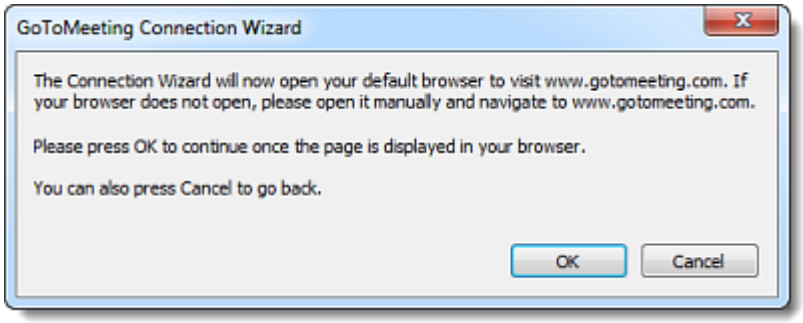

4. Click **OK** to continue. The Connection Wizard will determine the best connection setting for your computer when connecting to GoToMeeting. This process may take a few minutes to complete.

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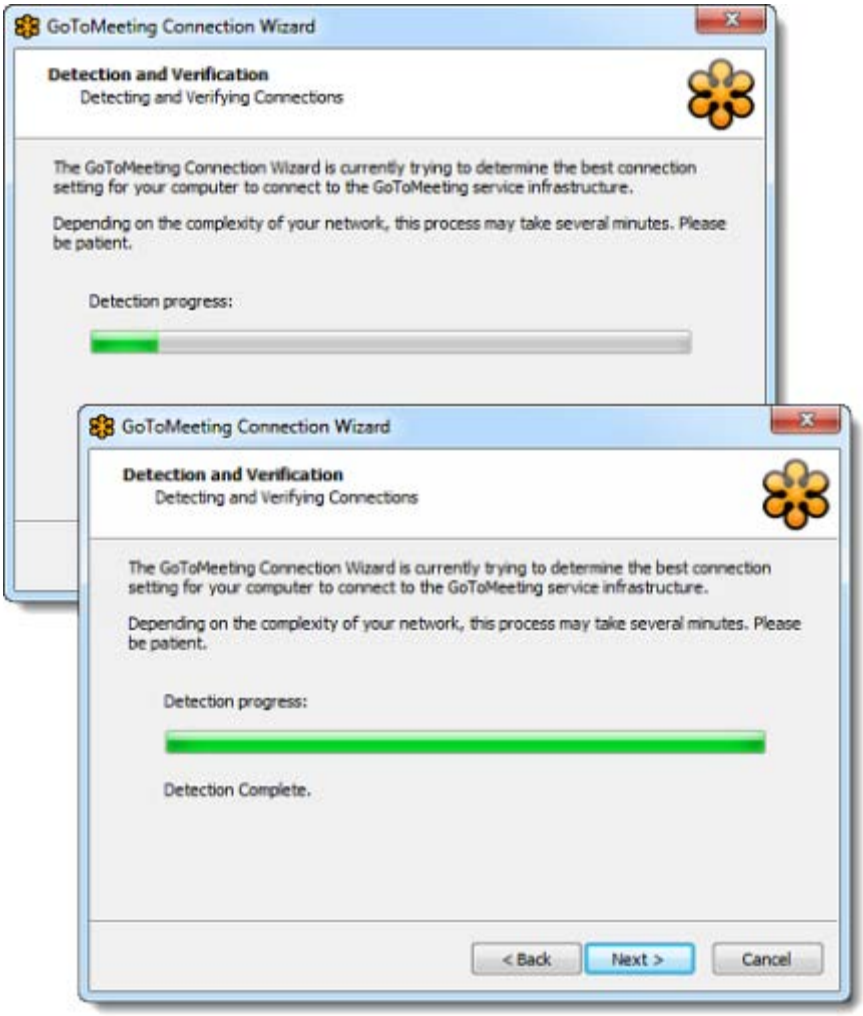

5. Once the detection process is complete, click **Next**.

6. Then run GoToMeeting by hosting or joining a session to see if the connection settings work properly.

You'll have 3 options:

- **GoToMeeting now properly connections to the GoToMeeting service infrastructure** – Click **Next** > **Finish** to complete the Connection Wizard test.
- **GoToMeeting now properly connects to the GoToMeeting service infrastructure, but I still experience problems** – Contact Global Customer Support for further troubleshooting. You may be asked to provide a GoToMeeting Connection Wizard report by clicking **Wizard Report**.
- **GoToMeeting still cannot connect to the GoToMeeting service infrastructure** – Contact Global Customer Support for further troubleshooting. You may be asked to provide a GoToMeeting Connection Wizard report by clicking **Wizard Report**.

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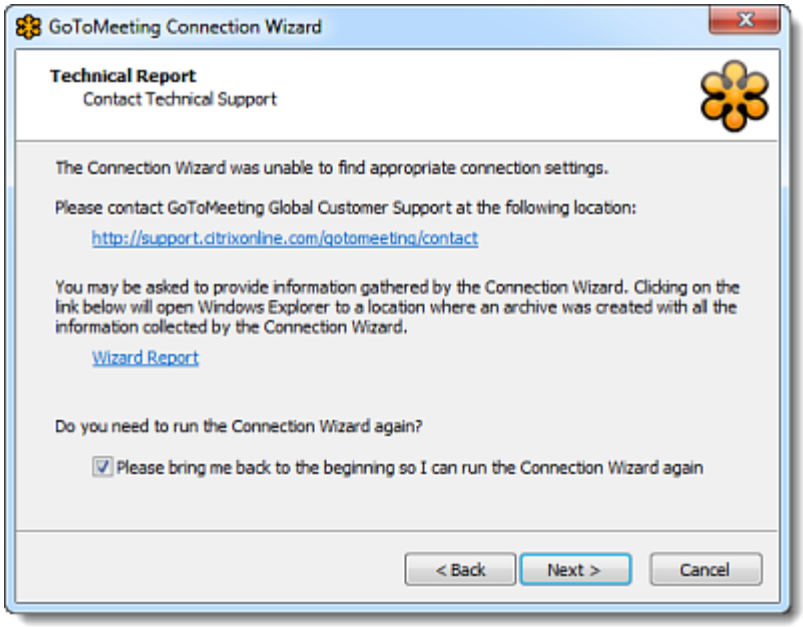

Advanced Connection Wizard

The GoToMeeting Connection Wizard tests and determines the ideal connection settings GoToMeeting can make within your network. The Connection Wizard stores optimal connection settings on your computer and keeps these settings for future attempts to join or host a meeting from your computer. Advanced users and network administrators may wish to use the Custom Wizard.

Citrix does not currently offer Mac support for the GoToMeeting Connection Wizard.

To run the GoToMeeting Connection Wizard

1. To begin the test, download the GoToMeeting Connection Wizard.
2. Click **GoToMeeting Connection Wizard**.
3. Click **Save File** to download the *g2mwizard.exe* file.
4. In the Downloads box double-click the file name.
5. Click **Open** or **Run**.
6. Once the Connection Wizard opens, click **Run Wizard**.

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7. The Connection Wizard opens a browser window to the GoToMeeting website and attempts to detect connections to Citrix servers. Wait for the Connection Wizard to test connectivity, then click **Next**.

.

8. The Connection Wizard informs you if it finds good connection settings. Click **Exit Wizard** to finish.

Using the Custom Wizard (Advanced Users Only)

The Custom Wizard is for advanced users and network administrators to activate additional options to customize GoToMeeting connections within your network.

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Citrix does not currently offer Mac support for the GoToMeeting Connection Wizard.

To run the GoToMeeting Custom Wizard

1. Open the GoToMeeting Connection Wizard.
2. Click **GoToMeeting Connection Wizard**.
3. Click **Save File** to download the *g2mwizard.exe* file.
4. In the Downloads box double-click the file name.
5. Click **Open** or **Run**.
6. Once the Connection Wizard opens, right-click the GoToMeeting logo banner to activate additional options.

7. On the options menu, click **Custom Wizard**.

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8. Specify the parameters of the connection test. If you'd like detailed information on the IP addresses of the data servers the wizard attempts to reach, please consult our IP range document, available at http://www.citrixonline.com/iprange.

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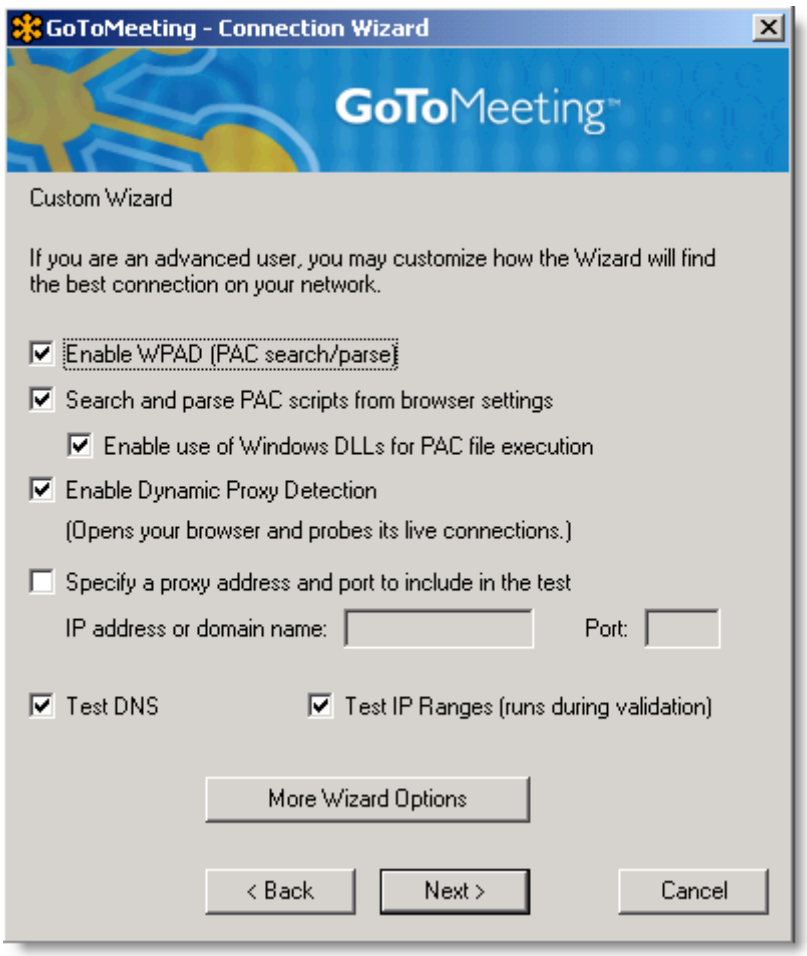

9. When finished, click **Next**.

The Connection Wizard opens your browser to the GoToMeeting website.

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10. Wait for the Connection Wizard to detect a connection to Citrix servers and click **Next**.

11. The Connection Wizard displays all verified connection methods. You can select a connection method and set its usage from the drop-down menu. You can force GoToMeeting to communicate through a specific port. If your network requires Internet traffic to go through a proxy and it is listed as a verified connection method for GoToMeeting, set its usage to **Force** or **Try Always**.

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12. If there are no verified communication methods, or you do not see your network proxy listed, click **Add**.

13. Specify your proxy information and click **Verify** to test it. If the Connection Wizard cannot verify your network proxy connection settings, contact your network administrator or refer to our Citrix Online IP range (http://www.citrixonline.com/iprange) for optimal firewall configuration.

14. Once the Connection Wizard finishes, it notifies you of its results.

15. Attempt to restart the GoToMeeting program and determine if your connectivity has improved. If you find that you cannot connect on a given configuration, open the Connection Wizard again. Right-click the GoToMeeting logo banner. Click **Manual Tools**.

16. Click **Reset** to remove any previously stored settings.

17. Once settings have been reset, run the Connection Wizard again and see if you can join or host a meeting.

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