



GoToMeeting®
User Guide

Organizing, Conducting, Presenting and Attending Web Meetings

Version 4.5

Citrix Online

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Getting Started

Welcome

GoToMeeting was designed to make it easier for everyone to organize and participate in online meetings, so you can do more and travel less.

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 has meeting organizers and attendees up and running in a matter of seconds.

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.



Using This Guide

Guide Structure

This guide is divided into nine sections:

- **Getting Started** – This section provides information on system requirements, useful terms and a product feature summary.
- **Install GoToMeeting** – The section covers information on creating an organizer account, installing GoToMeeting, managing your GoToMeeting Preferences, and GoToMeeting integration.
- **Organize Meetings** – This section is for GoToMeeting organizers and covers how to schedule, view, edit and cancel meetings.
- **GoToMeeting Integrated Audio** – This section covers phone conferencing, VoIP, hardware setup recommendations and audio best practices.
- **Start Meetings** – This section covers the multiple ways an organizer can begin a meeting.
- **Presenter Controls** – This section is for GoToMeeting presenters and covers features available during a meeting like attendee management, audio, chat and drawing tools.
- **Record Meetings** – This section covers how to record, play back and distribute meetings.
- **Attend Meetings** – This section is for any GoToMeeting attendee and covers how to join a meeting and how to use attendee features.
- **The GoToMeeting Web Site** - This section is for GoToMeeting organizers and covers how to access and use the GoToMeeting Organizer Web site.

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

- Individual GoToMeeting organizers may invite up to 15 meeting attendees, for a total of 16 people in each meeting.
- GoToMeeting Corporate organizers may invite up to 25 meeting attendees, for a total of 26 people in each meeting.

Mac Users



GoToMeeting users can host and attend meetings on both PCs and Mac® computers. Significant differences in how GoToMeeting works on the Mac platform are highlighted with this icon.

System Requirements

For PC-Based Organizers and Attendees

- Required: Windows® 7, Vista, XP, 2003 Server or 2000 (Linux is not supported)
- Required: Internet Explorer® 6.0 or newer, or Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled) . If needed, download Java [here](#).
- Internet Connection Required: Cable modem, DSL or better recommended
- Recommended: Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (2 GB of RAM for Windows Vista)

For Mac-Based Organizers and Attendees

- Required: Mac OS® X 10.4.11 (Tiger®), OS X 10.5 (Leopard®), OS X 10.6 (Snow Leopard®)
- Required: Safari™ 3.0 or newer, or Firefox 3.0 or newer; (JavaScript and Java enabled)
- Internet Connection Required: Cable modem, DSL or better recommended
- Required: PowerPC G4/G5 or Intel processor, 512 MB of RAM or better recommended

To Use VoIP

- Required: Fast Internet connection (384 kbps or more recommended)
- Required: Headset (USB recommended) or microphone and speakers

For Meeting Recording

- Required: Windows Media® Player Version 9 or newer
- Required: Minimum Super VGA (800x600) or better
- Required: Fast Internet connection(384 kbps or more recommended)
- Required: Sound card
- Required: Telephone attachment device (if not using GoToMeeting integrated audio)
- Recommended: 1 GB of hard disk space
- Recommended: 1024 x 768 or higher screen resolution
- Recommended: Minimum Pentium 800 MHz with 1 GB of RAM for transcoding to Windows Media Player file format



Recording a meeting is only available using a PC.

Integrations

- **Microsoft® Office® Integration:** Microsoft Office 2002 or later
- **Outlook Integration:** Microsoft Outlook® 2000 or later
- **Lotus Notes® Integration:** IBM® Lotus Notes Version 7.0 or later
- **Instant-Messaging Integration:** GoToMeeting integrates with the most widely used instant-messaging applications including: Yahoo!® Messenger™, Windows Live™ Messenger, Skype™ Chat, Microsoft® Communicator and Google Talk™

Note: Instant-Messaging Integration options are only available for use by GoToMeeting organizers

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 Web Site** – The Web site located at 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 PC 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** – The GoToMeeting Suite icon is used by Mac users to access organizer features. To access organizer features, double-click the GoToMeeting Suite icon on your desktop.
- **Account Password** – An account password is what organizers use to log in to the GoToMeeting Web site. 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 that 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 PC desktop or shared application appears. The Viewer window has its own title and menu bars.
- **Presenter’s PC Image** – The presenter’s PC image is the picture of the presenter’s PC desktop or shared application that appears to attendees in the Viewer window.
- **Published Application** – An application that is pushed to a client PC by Citrix Presentation Server.

Product Features

Intuitive User Interface	Easy-to-understand controls enable you to start and join meetings in seconds without training.
Specific Application Sharing*	PC-based presenters can select one application to display, so they don't have to share their entire desktops, or worry about receiving distracting pop-ups from instant messages or email.
Screen Clean*	PC-based presenters can click this option to instantly hide icons, wallpaper background and toolbars on their desktops, so attendees won't be distracted by them.
GoToMeeting Integrated Audio	Integrated audio service that allows you to choose between phone conferencing and Voice over Internet Protocol (VoIP) options for you and your attendees; or you can allow both options to be used in the same meeting.
Mac Support	Organize, present at 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*	Allows PC-based presenters to 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	Gives attendees the ability to draw, highlight and point to items of interest right on the screen. Presenters have additional ability to use the spotlight and can erase all markings on the screen.
Multiple Monitor Support	Integrates 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	Allows PC-based presenters to keep their Control Panel open on their screen while screen sharing and chatting.
Inactivity Time-Out	Provides added security for PC users by automatically stopping screen sharing after a specified period of inactivity (i.e., no keyboard or mouse movement). Default is 30 minutes, but setting is configurable up to one hour.
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.

Install GoToMeeting

Before they can schedule or start a meeting, first-time organizers need to create their GoToMeeting accounts 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 will sign themselves 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 Users

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.

Install GoToMeeting

Installing GoToMeeting is as simple as hosting your first practice meeting from www.gotomeeting.com. You are welcome to install GoToMeeting on as many of your computers as you like but keep in mind you can only host a meeting from one computer at a time.

► To install the GoToMeeting application

1. Go to www.gotomeeting.com and click the **Host a Meeting** button.
2. Type your Email and GoToMeeting password from the *Login* screen and click **Log In**.
3. Select either **Meet Now** to host your first meeting or click **Schedule Meeting**. Either way GoToMeeting will automatically be installed on your computer.



4. Congratulations - the GoToMeeting application is installed on your computer! For PC users, the GoToMeeting icon appears in your system tray and is ready for use.



For Mac users, the GoToMeeting Suite icon appears on your desktop. Once downloaded, GoToMeeting can be moved from your desktop to a location of your choice, including your dock.



The GoToMeeting Application

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

- **Meet Now:** Enables organizers to immediately start impromptu meetings without needing to enter meeting information
- **Schedule a Meeting:** Enables organizers to schedule meetings
- **My Meetings:** Provides organizers access to their scheduled meetings and the ability to add, edit or delete scheduled meetings
- **Join:** Enables organizers 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.



Preferences for PC Users

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

PC users can access GoToMeeting Preferences by right-clicking the  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.

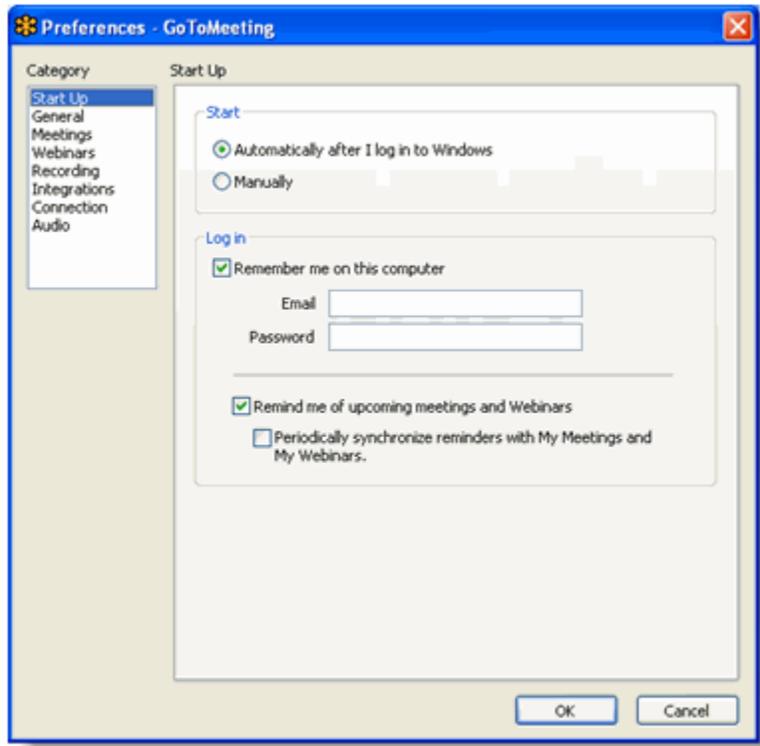


Mac users may access their GoToMeeting Preferences by double-clicking the GoToMeeting Suite icon on their desktop and selecting Preferences from the GoToMeeting menu in the menu bar. Please see [Preferences - Mac Users](#) for more information.

Start Up Preferences

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

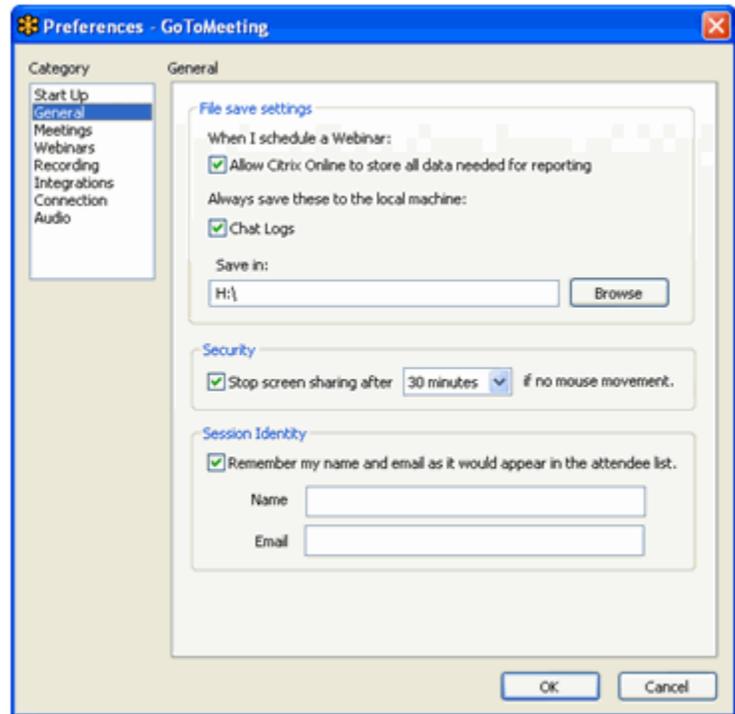
- *Automatically after I log in to Windows* – This option starts GoToMeeting automatically after you log in to your PC.
- *Manually* – This option sets GoToMeeting to start only when you launch the application from your Programs Menu.
- *Remember me on this computer* – This checkbox enables automatic log in 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 checkbox 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 checkbox and will synchronize meetings scheduled from a published Outlook® or Lotus Notes® with a local installation of GoToMeeting.



General Preferences

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

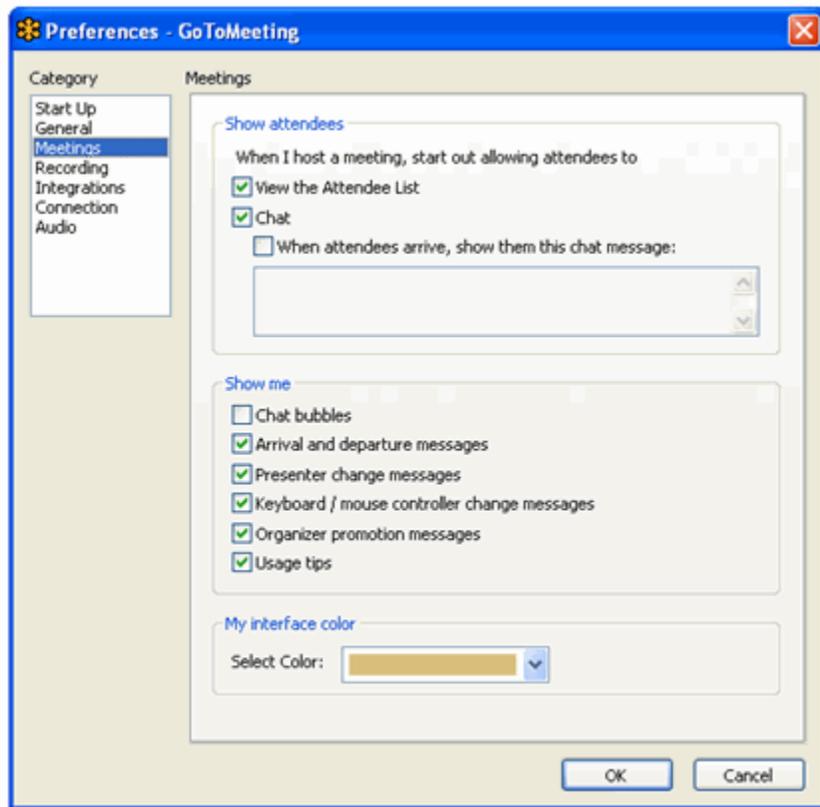
- *File save settings* – Enables you to save the Chat Log to any drive or directory.
- *Security* – Set the inactivity time-out to automatically stop screen sharing if there is no keyboard input or mouse movement for the specified period of time.
- *Session Identity* – Remember your name and email as displayed in the attendee list.
- *Desktop notifications* – This option enables/disables various system messages to appear to an organizer when specific meeting actions occur.



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 bubble option, a new message icon will still appear on the Grab Tab to notify you of new chat messages as they are received.



Recording Preferences

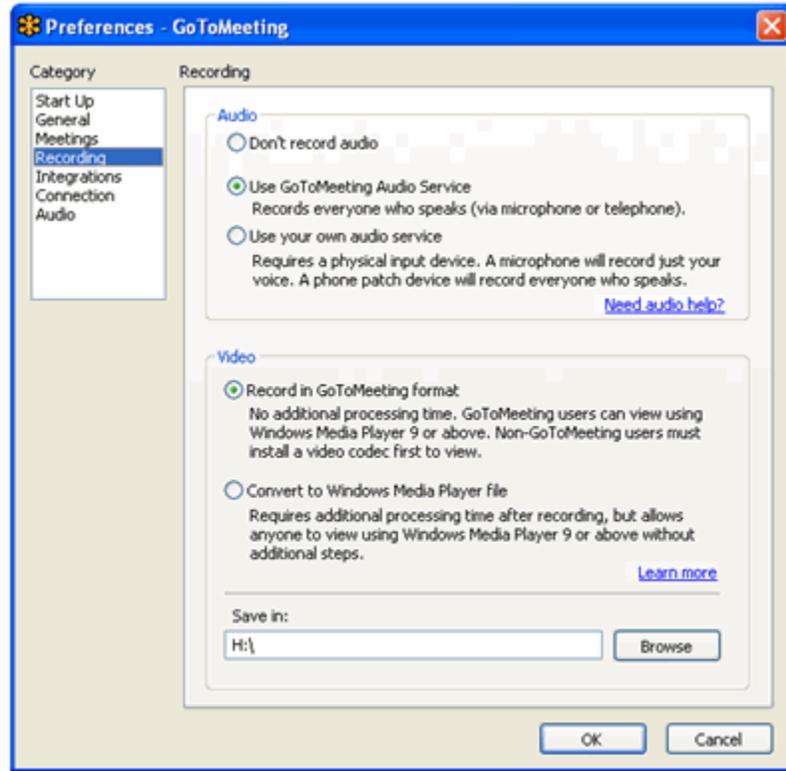
The *Recording* category lets you set your audio and video recording preferences.

- *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 tables below).
- *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.	<p>To record all unmuted speakers, you will need a phone patch connected to both your phone and the "mic in" port of your PC.</p> <p>To record just your voice, you will need a microphone connected to your PC.</p> <p>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).</p>
Your PC must have a sound card installed in order to record audio. For example, if you can hear music through your PC, you have a sound card.	

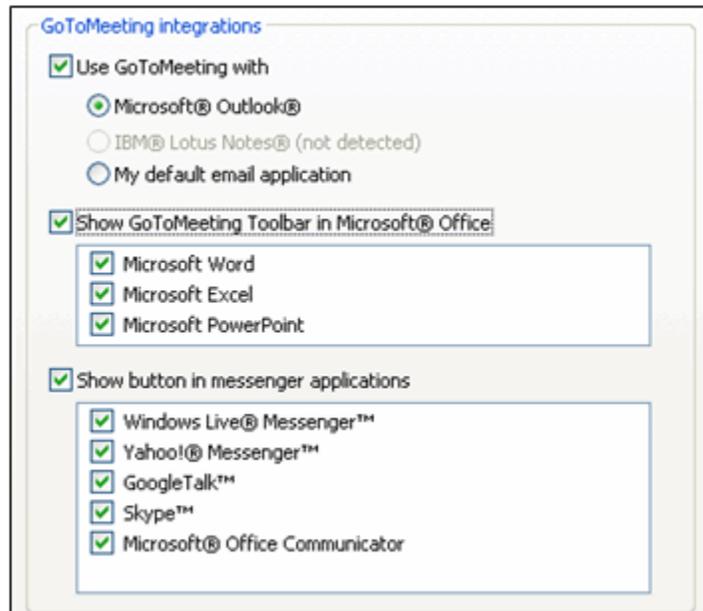


Mac users are not able to record a meeting. If you want your meeting recorded, promote a PC attendee to organizer in-session. A PC-based organizer will have the recording feature.

Integration Preferences

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

- *Use GoToMeeting with* – Select your GoToMeeting email and calendar integration. 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 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.
- *Show button in messenger applications* – Display the GoToMeeting Quick Launch button in your selected instant-messaging applications.



Note: Changes will only be displayed after restarting Outlook, Lotus Notes and/or the instant -messaging application.

Note: Citrix Presentation Server users may have their Integrations settings automatically configured by their Presentation Server Administrators so that GoToMeeting integrates with published email and calendaring software. In order to integrate with published email and calendaring software, the Integrations setting should have no check mark in the "Use GoToMeeting with" box and all meetings should be scheduled from the published Outlook/Lotus Notes Toolbar. This is also the recommended setting if your are prompted to disable local email client integration.

Connection Preferences

The *Connection* category 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.

Audio Preferences

The Audio category lets you set up and test your microphone and speakers for recording and for your meetings utilizing VoIP. If changes to your audio settings are made during a meeting, your microphone is temporarily muted so you can privately manage your settings.

- *Microphone Setup* – Select a microphone from the drop-down menu. To test, speak into your microphone; if connected correctly, the sound bar will move when you speak.
- *Speakers Setup* – Select your speakers from the drop-down menu. To test, click **Play Sound**; if connected correctly, the sound bar will move and you will hear a short soundtrack.
- *Advanced - GoToMeeting automatically adjusts system mixer settings.* We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices.
- *Use automatic volume and noise processing* - This option usually improves audio quality when people are talking. Unchecking this box may improve quality of music or other audio sources.

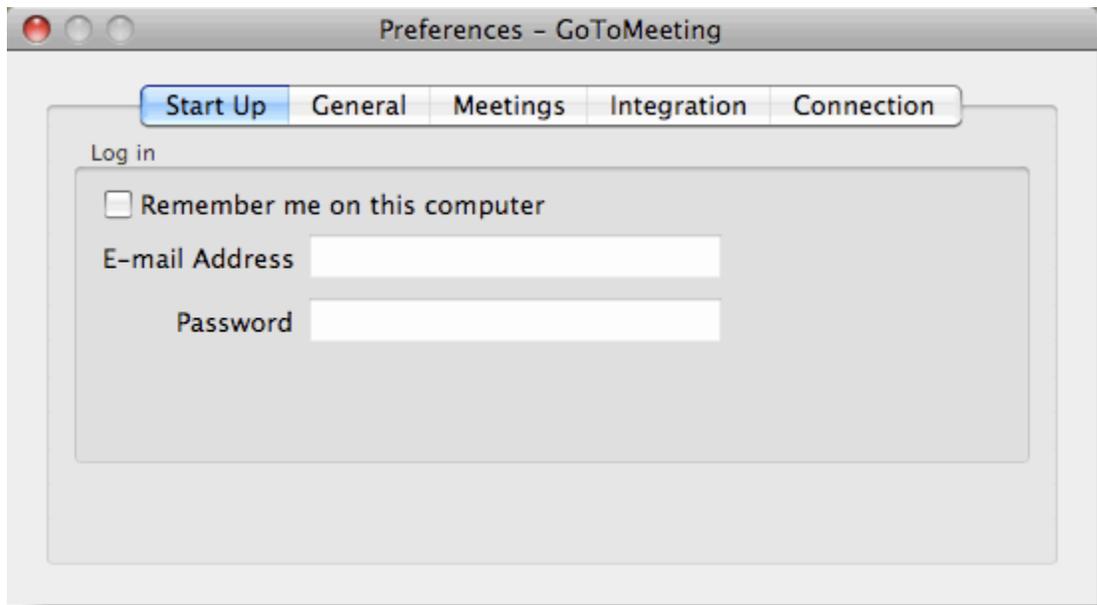


Preferences for Mac Users

GoToMeeting Preferences allow organizers 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 checkbox enables automatic log in 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 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

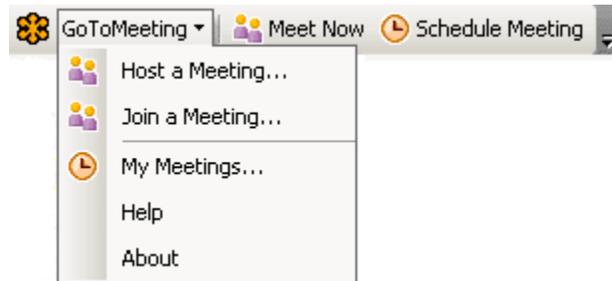
The Connection tab allows you to test the status of your GoToMeeting connection.

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.

GoToMeeting Outlook Toolbar

The GoToMeeting Outlook Toolbar provides PC-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.

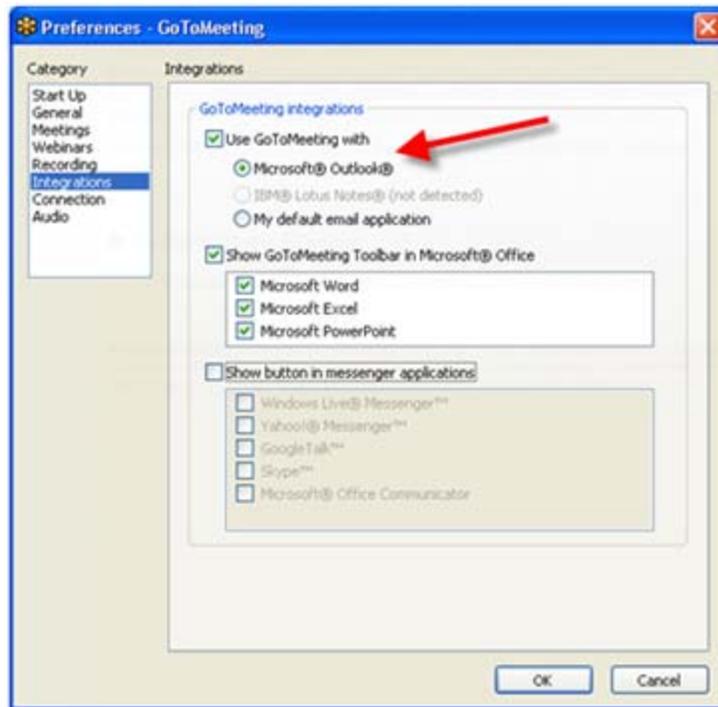


Integration with Microsoft Outlook is currently unavailable on the Mac.

▶ To add the Outlook Toolbar

1. Right-click the  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**.

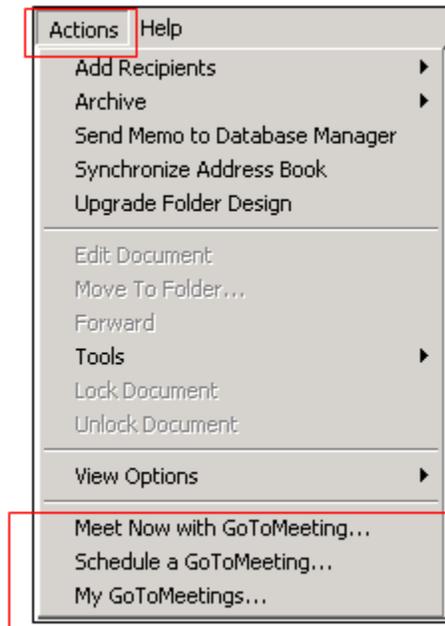
Outlook may need to be shut down and restarted for the GoToMeeting Outlook bar to appear.



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.

GoToMeeting Lotus Notes Menu Options

The GoToMeeting Lotus Notes menu options provide quick and easy access to GoToMeeting functions right from the IBM Lotus Notes interface. It includes the Meet Now and Schedule Meeting buttons, in addition to access to your My Meetings dialog box.



Note: Lotus Notes integration requires IBM Lotus Notes 7.0 or newer. Lotus Notes may need to be shut down and restarted for the GoToMeeting menu options to appear. The GoToMeeting Lotus Notes menu options can be added or removed from the GoToMeeting Preferences menu. Organizers using Citrix Presentation Server should contact their Presentation Server Administrator to display or remove the GoToMeeting Lotus Notes menu options in their published IBM Lotus Notes.

GoToMeeting Messenger Button

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

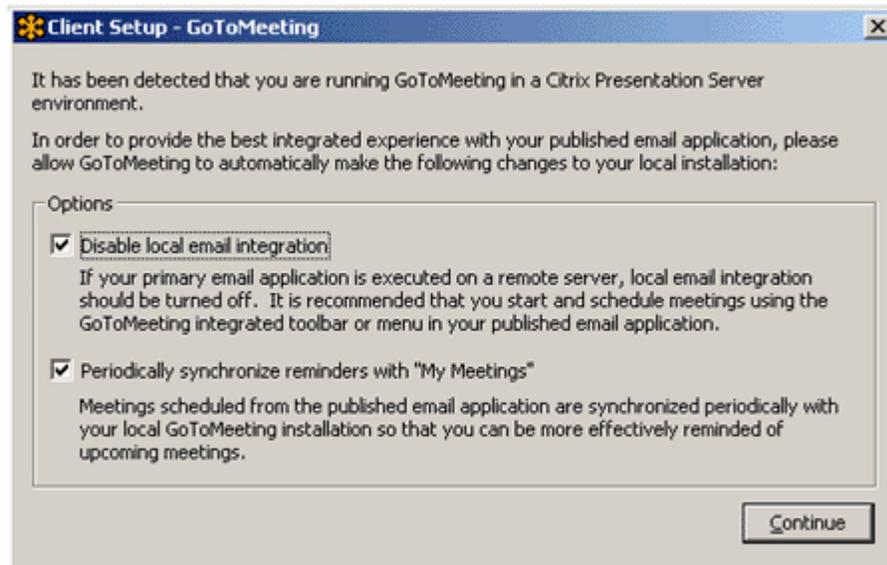
Note: Please see the Software Requirements section to check what instant-messaging products and versions are supported. Instant-messaging applications may need to be shut down and restarted for the GoToMeeting Messenger button to appear. The GoToMeeting Messenger button can be added or removed from the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



Set Up GoToMeeting for Use with Citrix Presentation Server

Preferences

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.



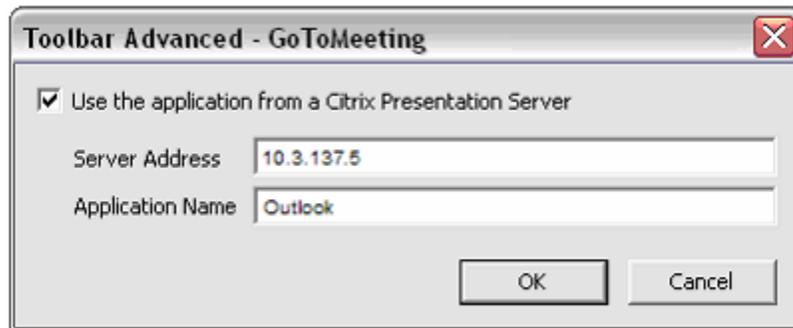
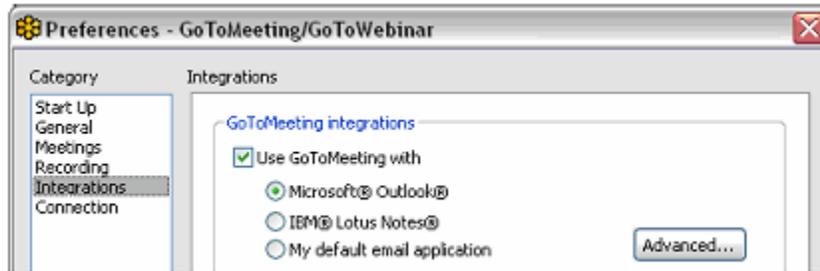
If your Citrix Presentation Server administrator has not already configured your GoToMeeting preferences, the recommended settings can be configured under the **StartUp** tab and the **Integrations** tab in the **Preferences** dialog.

Recommended settings for the Start Up category:

- Enable “Remind me of upcoming meetings” – This checkbox becomes available if you select “Automatically log in to GoToMeeting” and will provide you with reminders for your scheduled meetings.
- Enable “Periodically synchronize reminders with My Meetings” - This preference option is applicable to users of Citrix Presentation Server and is the recommended setting for optimal use. This checkbox becomes available if you select the “Remind me of upcoming meetings” checkbox 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* field is the same as your selection from the GoToMeeting Integrations list.



► To configure GoToMeeting preferences

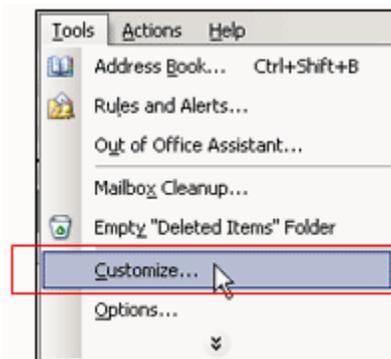
1. Right-click the GoToMeeting system tray icon and select **Preferences**.
 2. Select the appropriate category for the set of preferences you want to customize.
 3. Select your preferences.
 4. Click **OK**.
- Or
1. When in a meeting, select **Preferences** from the **Tools** menu in the Control Panel.
 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

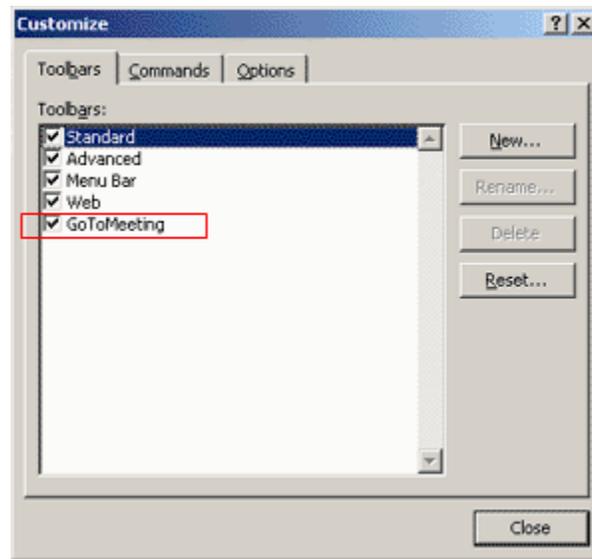
Organizers using Outlook published by Citrix Presentation Server may need to activate the Outlook toolbar manually in order for it to display the first time.

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

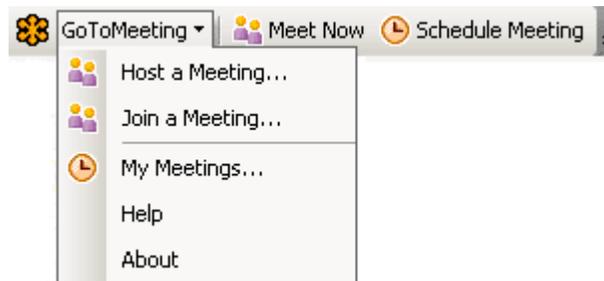
1. Open Outlook.
2. Select **Customize** from the **Tools** menu.



- Click to check the box next to **GoToMeeting**.



- 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

- Open Outlook.
- Select **Customize** from the **Tools** menu.
- Deselect **GoToMeeting** from the list of toolbars.

For more information about using GoToMeeting with Presentation Server, refer to [GoToMeeting for Citrix Presentation Server FAQs](#).

Organize Meetings

Organizer Role Overview

With a GoToMeeting account, an organizer can schedule and host meetings, grant and revoke attendee privileges like passing the presenter role and invite/dismiss attendees.

- Organizers need to first create their accounts and download the GoToMeeting software on their computers before they can schedule or conduct meetings.
- Organizer must be present at the start of any meeting as the meeting host.
- Organizers are responsible for creating scheduled meetings or starting impromptu meetings.
- Organizers invite attendees and may do so via phone, email or instant message.
- GoToMeeting meetings can be started from the  icon in the PC system tray, the Mac GoToMeeting Suite icon, the GoToMeeting Web site, the GoToMeeting Outlook bar or the GoToMeeting Messenger button.
- Once a meeting starts, the organizer becomes the meeting presenter. During the meeting, the organizer may pass the role of presenter to other attendees or promote an attendee to co-organizer.\

Schedule a Meeting

As a GoToMeeting organizer you can quickly schedule meetings in advance or start an [impromptu meeting](#) directly from your desktop. Once scheduled, you can host as many meetings as you like with the existing meeting information no matter when it is scheduled. Keep in mind that a meeting will automatically expire midnight following the scheduled meeting time. If you wish to save that meeting information for future meetings then select the [Recurring meeting](#) option.

► To schedule a meeting

1. Right-click the  icon in the system tray on a PC or 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 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.

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 an Calendar appointment.

► To view your scheduled meeting

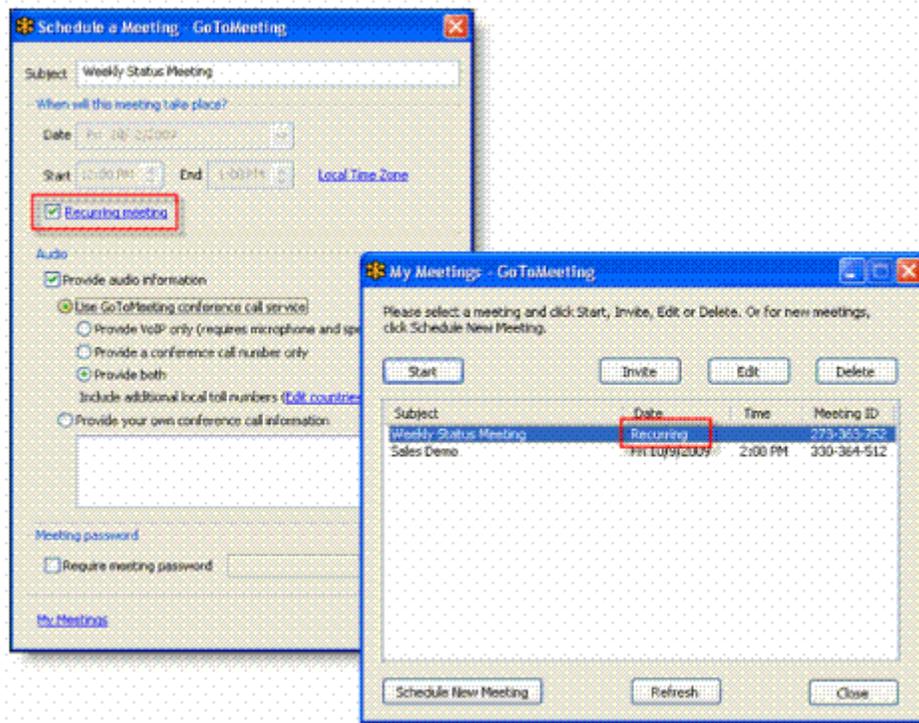
- Right-click the  icon in the system tray on a PC or double-click the GoToMeeting Suite icon on a Mac and select **My Meetings**.
- Or-
- You can also view your scheduled meeting online from the [My Meetings](#) screen until midnight following the scheduled meeting time.

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 Web site. 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 Web* site 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.
- Scheduled meetings that aren't marked as Recurring will expire at midnight following the scheduled meeting time.



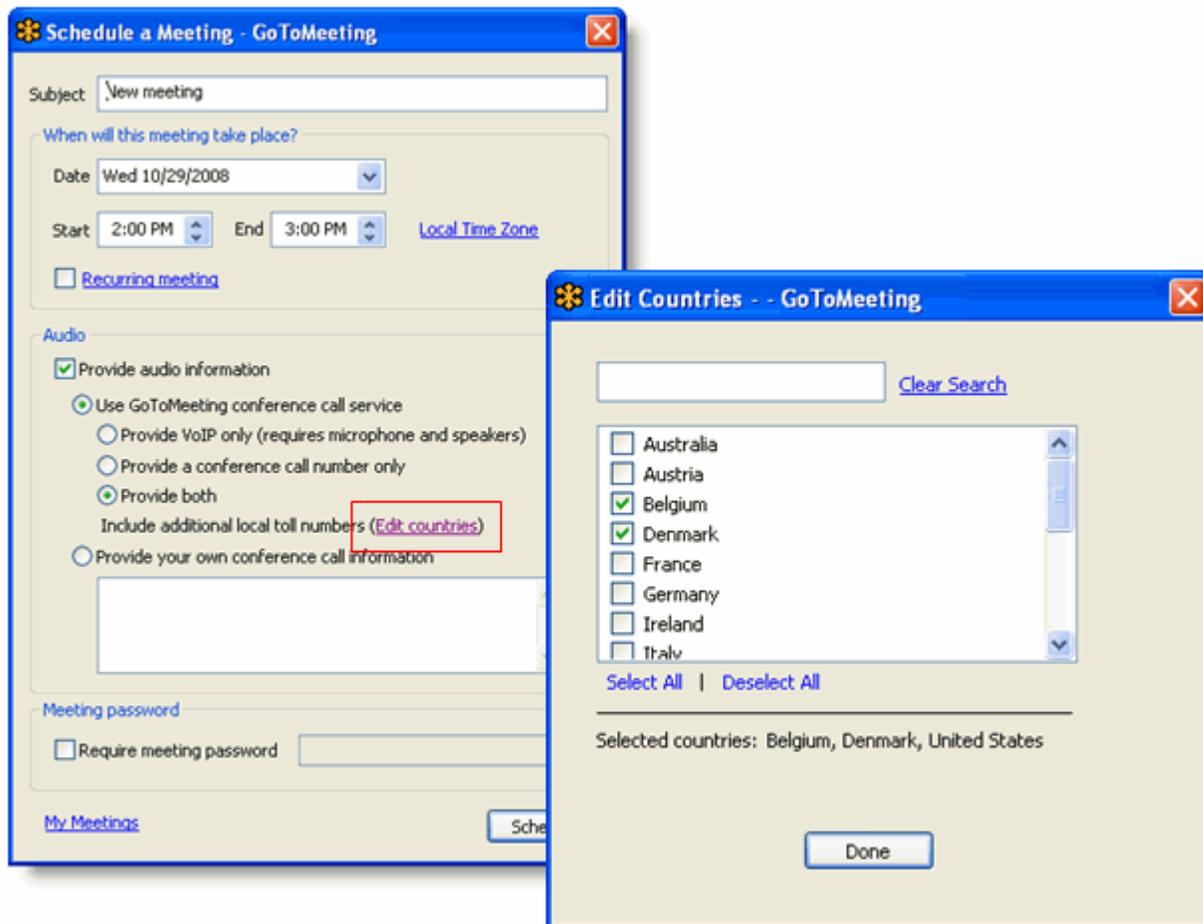
Schedule International Meetings

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 three different countries then you can provide three 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](#).

Note: The GoToMeeting conference call service includes the following international coverage: Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland and United Kingdom.

► 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.



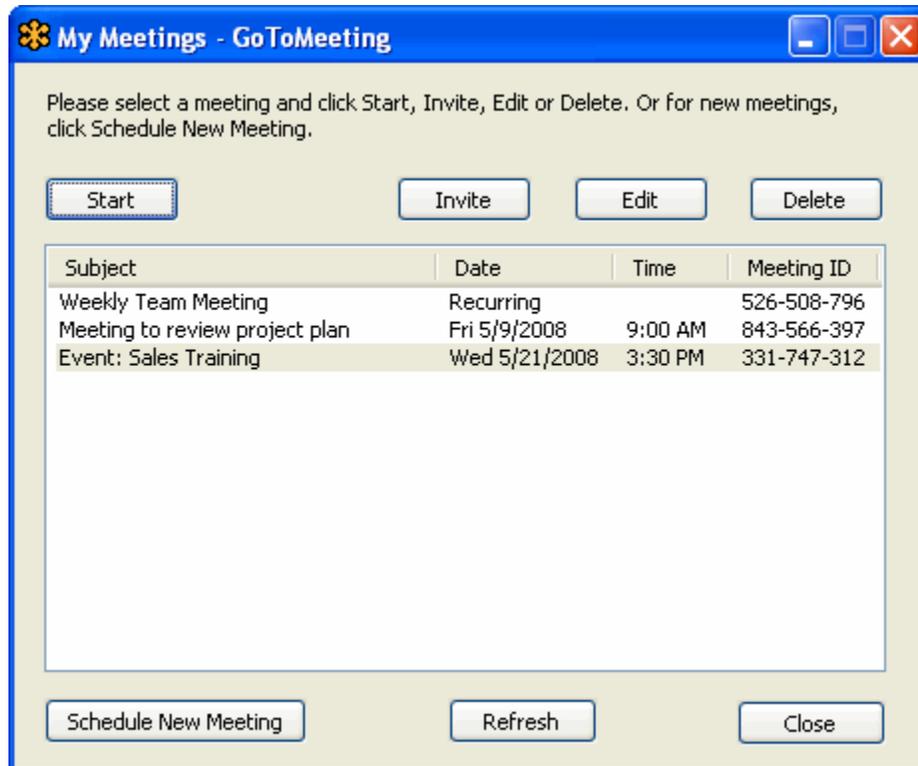
View Scheduled Meetings

Organizers can view all scheduled meetings via the GoToMeeting application.

▶ To view scheduled meetings via the GoToMeeting application

1. Right-click the  icon in the PC 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.



Note: Scheduled meetings may also be viewed from the www.gotomeeting.com Web site after logging in to your account.

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  icon in the PC 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.
 - a. 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.
 - b. 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.

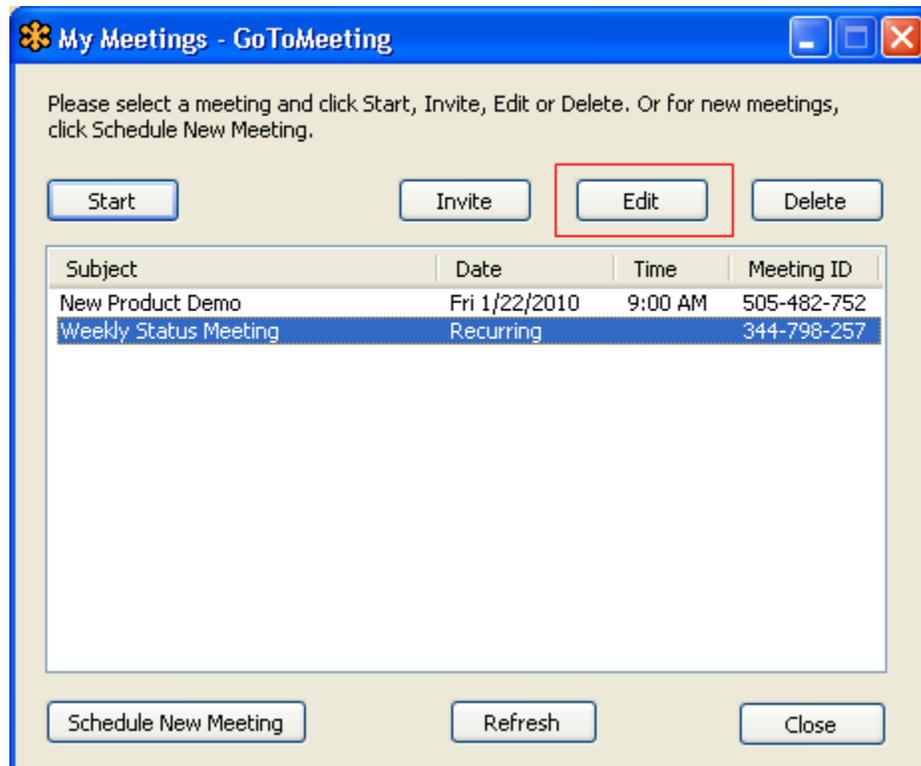
Edit a Scheduled Meeting

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 simply send out a new invitation.

Note: Editing a scheduled meeting does not automatically update Microsoft Outlook or other calendar applications; neither will meeting attendees receive notice of the meeting change from GoToMeeting. Please be sure to contact meeting attendees directly with any changes to a scheduled meeting.

► To edit a scheduled meeting

1. Right-click the  icon in the PC 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**.



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

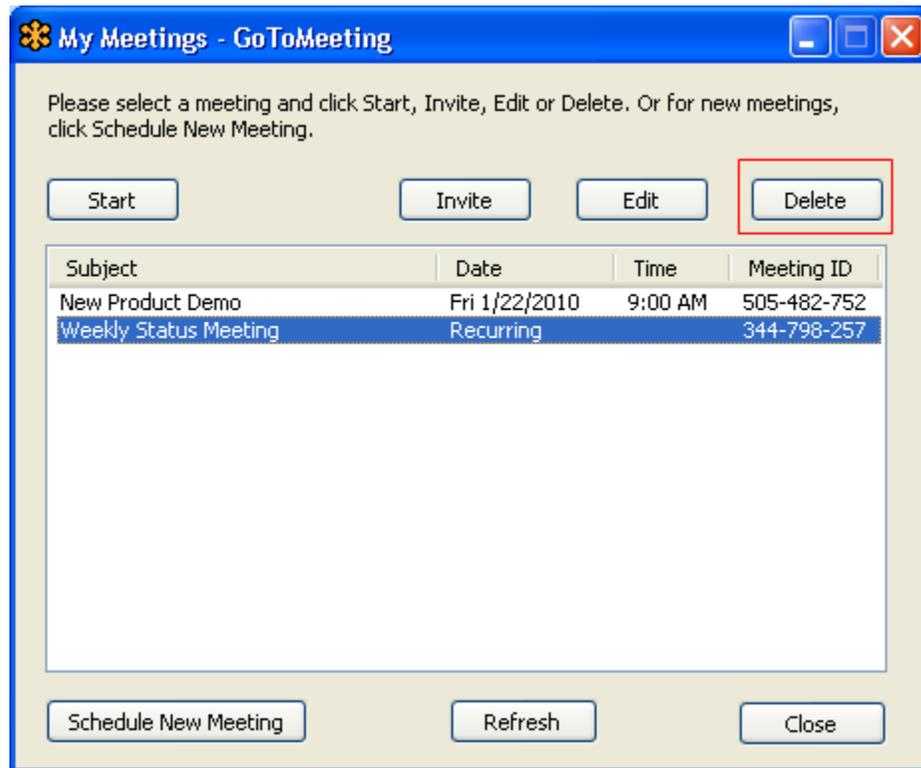
Cancel a Scheduled Meeting

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  icon in the PC 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** to confirm deletion of meeting.
5. Be sure to notify any previously invited attendees about the cancellation!

GoToMeeting Integrated Audio

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 GoToMeeting session 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.

Audio Mode: Using Telephone

At the specified meeting time, dial the conference call number. When prompted, enter the access code followed by the # key and then your unique Audio PIN. Once in a conference call, participants and organizers can enter commands using their phone keypads.

Organizer Telephone Commands		
Command	Feature	Details
*2	Count	Provides the number of attendees dialed in to the conference.
*3	Exit	Exits the organizer from the conference call.
*4	Menu	Provides a menu of available conference commands.
*5	Listening Modes	<p>Sets listening modes for the audience. Meeting organizers can cycle through three listening modes by pressing *5.</p> <ul style="list-style-type: none"> • Mute: organizers and panelists can unmute themselves by pressing *6 • Mute: organizers and panelists cannot unmute themselves • Unmute: organizers and panelists are unmuted (default)
*6	Mute/Unmute	Mutes the organizer's line. Pressing *6 again will unmute the line.
*8	Chime Controls	<p>Sets entry and exit chimes. By default, entry and exit chimes are on. Pressing *8 cycles through the following options.</p> <ul style="list-style-type: none"> • Entry chime and exit chime on (default) • Entry and exit chimes off • Entry chimes off exit chime on • Entry chime on exit chime off

Attendees Telephone Commands		
Command	Feature	Details
*3	Exit	Exits the conference call.
*4	Menu	Provides a menu of available conference commands.
*6	Mute/ Unmute	Mutes the participant's line. Pressing *6 again will unmute the line.

Turning 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.

Audio Mode: Using VoIP Checklist

Mic & Speakers Device Recommendations

When using Mic & Speakers, audio quality can vary based on your audio software/hardware manufacturer as well as your operating system. The following table lists tested hardware devices in order of best quality to poor quality.

Listed in order from best quality to poor quality		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog** headset connected to your computer	Good
	Headphones and analog microphone** connected to your computer	
	External speakers and analog microphone	
	Laptop built-in microphone and speakers	Poor
	External speakers and USB Webcam microphone	Poor

*USB Cable



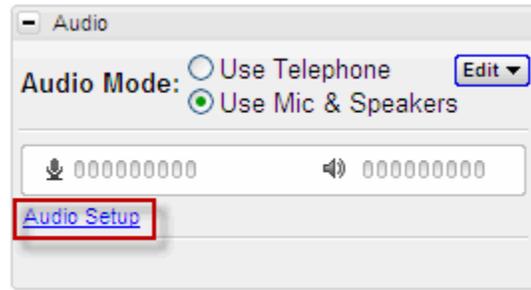
**Analog Cable



Mic & Speakers Setup - PC Users

▶ To select and test your Mic & Speakers

1. After you've logged into the session, select "Use Mic & Speakers" in the Audio pane of your Control Panel.
2. Click **Audio Setup**.
 - a. Select a microphone from the drop-down list (a). Speak into your microphone: If the correct device is selected, the meter will light up green.
 - b. Select speakers from the drop-down menu (b). Click **Play Sound**: If connected correctly, the meter will light up green and you will hear an audio track through your speakers.

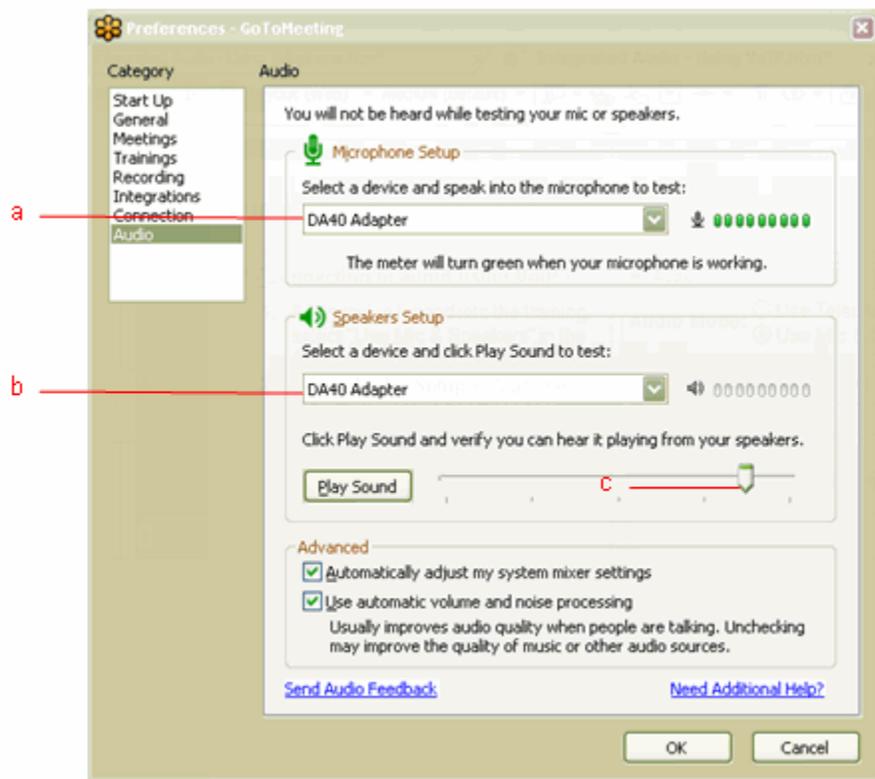


Note: If the green meters do not light up, select another device listed in the menu and repeat the test.

- c. The volume bar can be adjusted at any time during the session (c).

Note: Advanced - Audio levels are automatically adjusted. We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices. If your attendees can't understand you because your voice is distorted, try un-checking "Microphone boost."

3. Click **OK**.



Audio Hardware Detection

If new audio hardware is plugged in during a session you will be prompted to use the device. If accepted, the application will automatically configure your audio preferences for the new hardware.

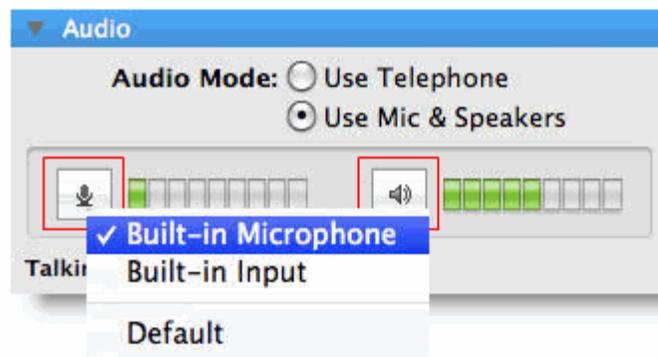


Mic & Speakers Setup - Mac Users

Mac users can select audio devices in-session only. Input and output devices connected to your computer are automatically detected.

▶ To select and test your Mic & Speakers

1. You can select and test your audio devices through the Audio pane of the Control Panel. If your audio devices are connected correctly, you will see the sound meters in the control panel light up green.
2. If the meters for Mic or Speakers do not light up green when you or others are speaking, click on the icons in the Audio pane of the Control Panel. A drop-down menu will appear when you click either icon.
 - *Microphone* - To test, speak into your microphone; if the correct device is selected, the meter will light up green.
 - *Speakers* - To test, select a device from the drop-down menu. If connected correctly, the meter will light up green and you will hear an audio track through your speakers.
 - If the green meters do not light up, select another device listed in the menu and repeat the test.
 - Adjust speaker volume on your Mac keyboard.



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 and GoToWebinar. 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.

The screenshot shows the 'Schedule a Meeting - GoToMeeting' dialog box. The 'Subject' field contains 'New meeting'. The 'When will this meeting take place?' section shows the date as 'Tue 7 /21/2009', start time as '5:00 PM', and end time as '6:00 PM'. The 'Audio' section is highlighted with a red box and contains the following options:

- Provide audio information
 - Use GoToMeeting conference call service
 - Provide VoIP only (requires microphone and speakers)
 - Provide a conference call number only
 - Provide both
 - Provide your own conference call information
 - Include additional local toll numbers (Edit countries)
 - Please dial 1-800-123-4567
 - Access Code: 123-456-789

The 'Meeting password' section has a checkbox for 'Require meeting password' which is unchecked. At the bottom, there is a 'My Meetings' link and a 'Schedule' button.

Integrated Toll-Free Audio (GoToMeeting Corporate plans only)

GoToMeeting Corporate organizers now have the option to host meetings and Webinars with any combination of toll-based, toll-free and VoIP audio. Features like on-screen muting and integrated recording remain the same regardless of which audio option is selected.

Note: Integrated toll-free is not available to [individual GoToMeeting](#) users at this time.

Integrated toll-free audio is a separate service and has to first be enabled by your company's GoToMeeting account administrator. While there are no additional fees for toll-based and VoIP audio, additional per-minute charges are incurred for each attendee dialing in with the integrated toll-free audio service. At this time, the toll-free option is only available to callers within the United States.

As with existing meetings and Webinars, 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.

Note: For any Webinar, meeting or recurring meeting that was scheduled prior to an account's toll-free integration, the regular toll based conference numbers will automatically be changed if toll-free numbers are added to an already existing meeting or Webinar. It is recommended that you resend the [meeting invitation](#) and [Webinar confirmation](#) emails to your participants so that they get access to the new numbers. The meeting ID and URL for those meetings and Webinars will not be impacted and the new conference number will be provided to the attendees in the waiting room as well as the Control Panel.

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 numbers are charged rates based on their own long distance provider. There are no additional charges for those who join a meeting or Webinar with VoIP audio.

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

The organizer's company will be billed separately for toll-free audio by Citrix Online Audio, LLC.

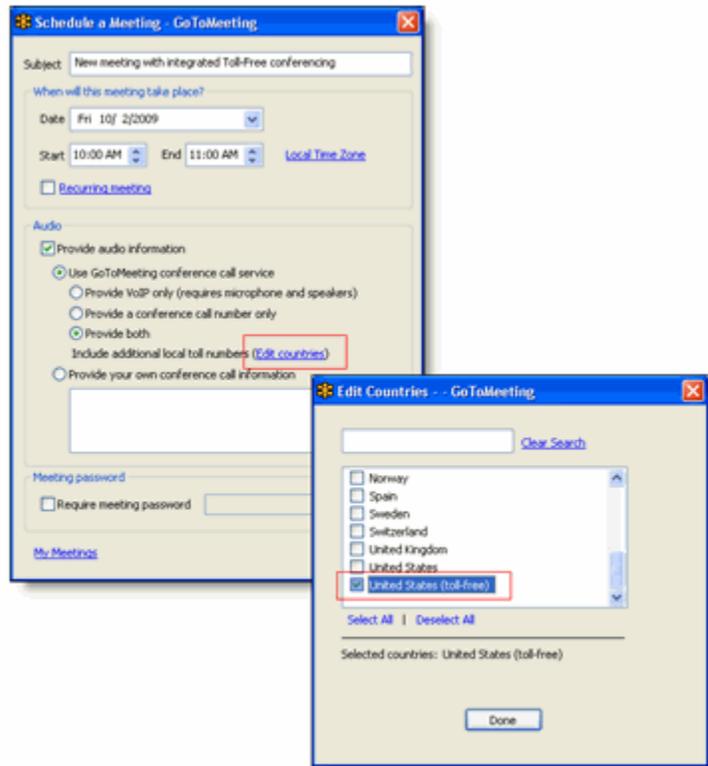
Schedule a Meeting with Integrated Toll-Free Audio

► To schedule a meeting with integrated toll-free audio

1. Right-click the  icon in the system tray on a PC or double-click the GoToMeeting Suite icon on a Mac and select **Schedule a Meeting**.
2. Enter your email and password in the *Login* window, and click **Log In**.
3. Schedule your meeting as you normally would by including the subject, date and time.
4. To add a toll-free number to your meeting invitation, select the *Edit Countries* link, scroll to the bottom of the list and select the option for **United States (toll-free)**.

The toll-free number can be offered to your attendees along with VoIP and the traditional toll-conference option.

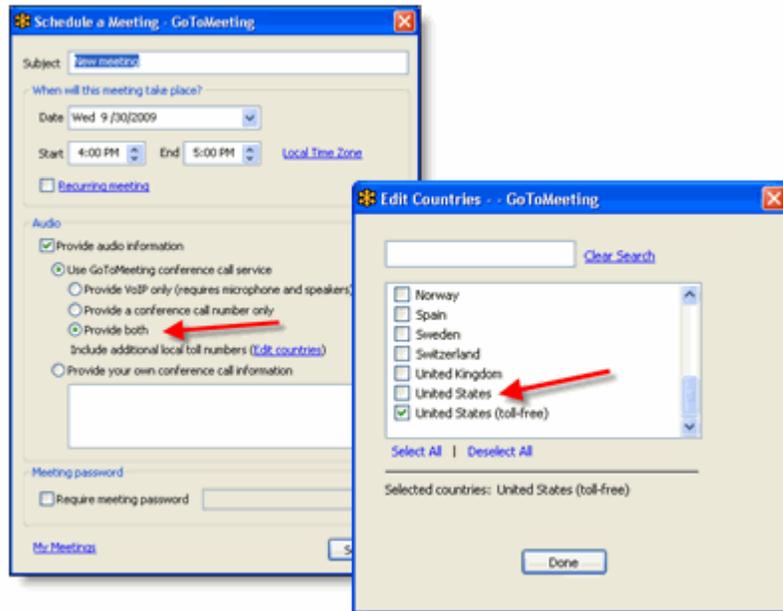
5.



Note: Additional per-minute charges are incurred for each attendee dialing in with the toll-free service.

Schedule a Meeting with Toll-Free and VoIP

To offer your attendees a choice between two free audio options, simply ensure that the **United States** toll number has been deselected when you schedule the meeting.

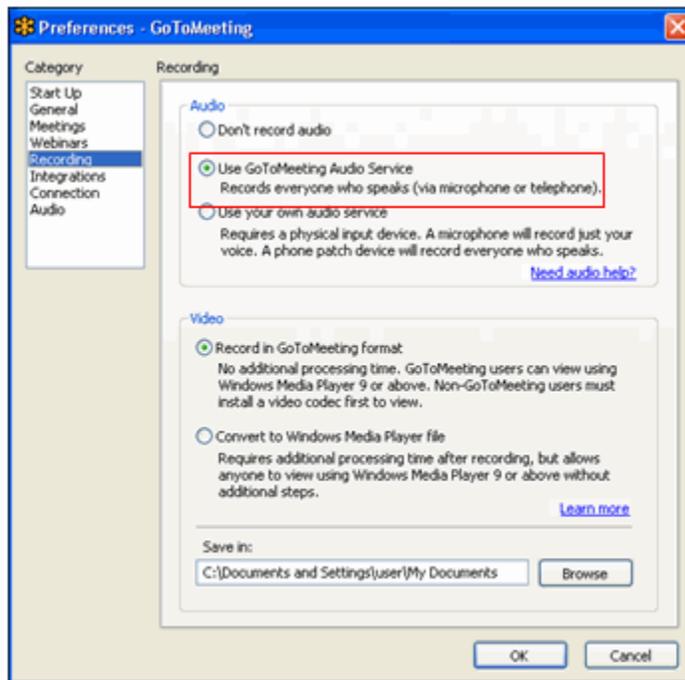


Start a Meeting with Integrated Toll-Free Audio

[Starting a meeting](#) with integrated toll-free audio is the same as starting any other meeting, but with one key difference. Because the organizer is charged for each attendee dialing in with toll-free audio, accounts enabled with integrated toll-free audio will no longer permit attendees to talk amongst themselves until the organizer officially launches GoToMeeting. If an organizer is late to start the meeting, 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 an organizer starts GoToMeeting.”*

Recording with Toll-Free Audio

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, simply select **Use GoToMeeting Audio Service**. For more information about the Recording feature, please refer to [Recording a Meeting](#) on the GoToMeeting support site.



Start/End a Scheduled Meeting

Scheduled meetings are any GoToMeeting sessions that have been previously scheduled by the organizer in the GoToMeeting application.

Scheduled GoToMeeting sessions can be started from the GoToMeeting PC system tray icon, the Mac GoToMeeting Suite icon, the GoToMeeting Web site and the GoToMeeting Outlook bar.

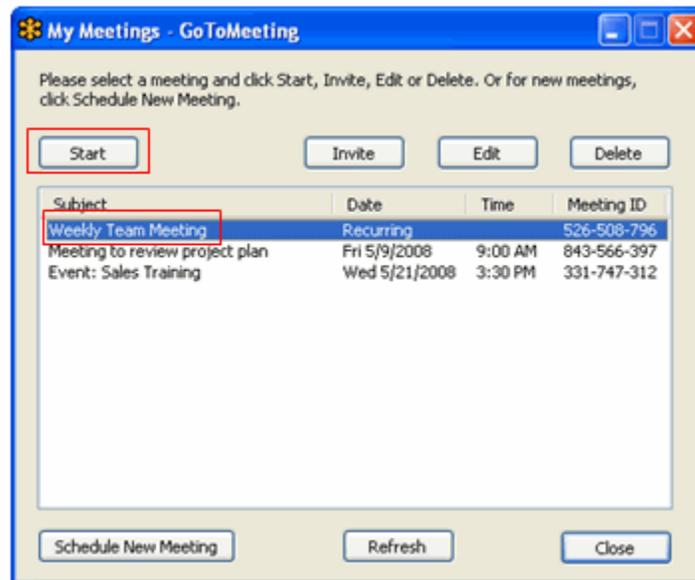
Note: To start a meeting the GoToMeeting application must be installed on the PC or Mac being used by the meeting organizer. For more information on installing the GoToMeeting application please see the GoToMeeting [Install GoToMeeting](#) section.

Start a Scheduled Meeting from Your Desktop

▶ To start a scheduled meeting from your desktop

1. Right-click the  icon in the PC 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.



Start a Meeting from the Web

▶ To start a scheduled meeting from the GoToMeeting Web site

1. Log in to your organizer Web site.
2. On the *My Meetings* page, locate the scheduled meeting you wish to start and click the **Start Meeting** button.

My Meetings			
Subject	Date	Time	
Weekly Team Meeting	Recurring		Start Meeting
Meeting to review project plan	May 9, 2008	9:00 AM	Start Meeting
Event: Sales Training	May 21, 2008	3:30 PM	Start Meeting

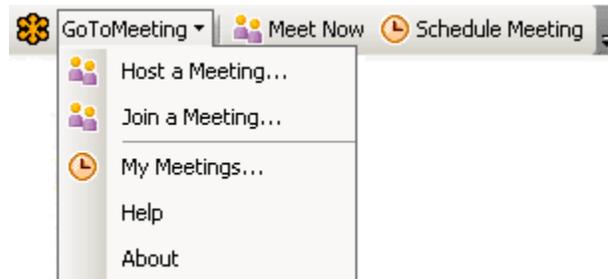
3. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.

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

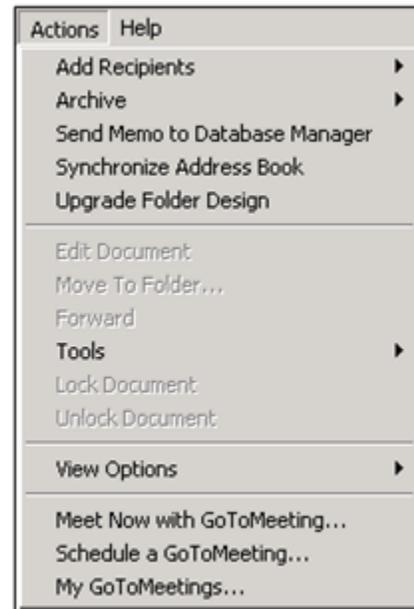
Note: If the GoToMeeting toolbar does not appear in your Microsoft Office application, see the GoToMeeting Application Preferences section for instructions.

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



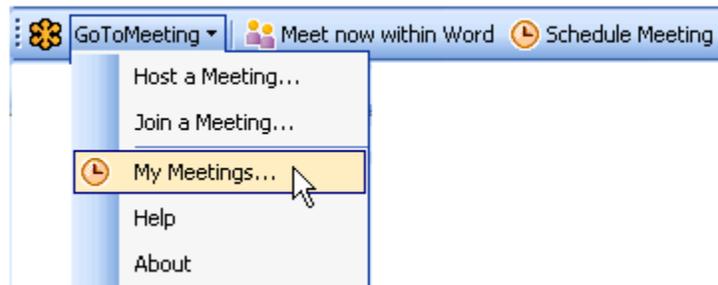
Start a Meeting from Microsoft Office

► 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.

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 PC 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  icon in the PC 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  icon in the PC 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 Web site

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.

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.

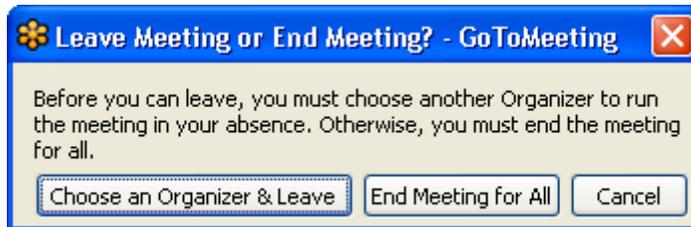
Leave or End a Meeting

Organizers may choose 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 attendee.**



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**.

The Organizer/Presenter Control Panel

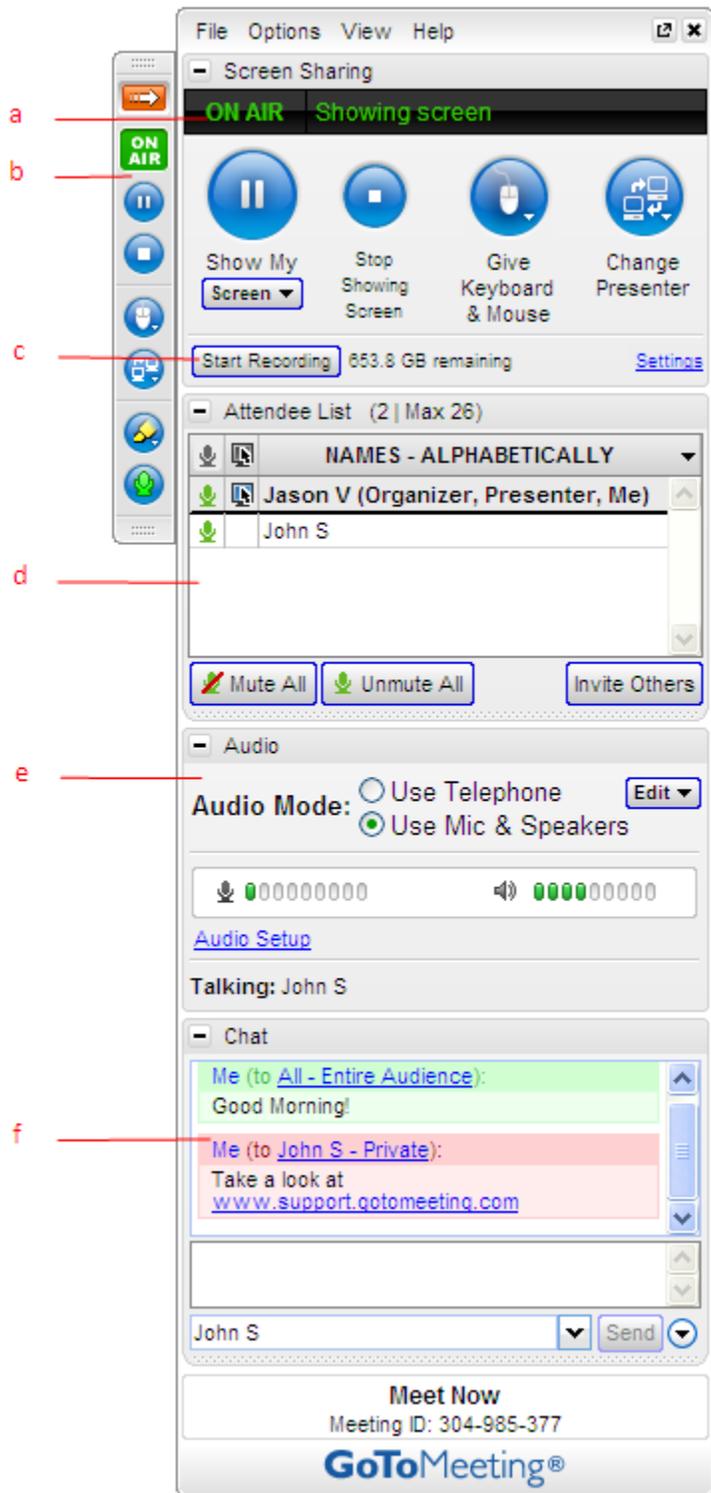
When the organizer first joins the meeting the Presenter Control Panel appears on the right side of the desktop. The Presenter Control Panel gives organizers and presenters access to various organizer and presenter functions. The Presenter Control Panel is comprised of four panes: Screen Sharing, Attendee 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. (a)
- 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. (b)
- When selected from the *View* menu, the [Recording pane](#) gives organizers/presenters the ability to record meetings. (c)
- 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](#). (d)
- The [Audio pane](#) provides access to the audio settings for organizers/presenters and attendees. (e)
- The [Chat pane](#) allows organizers and attendees to communicate privately or publicly and share Web sites. (f)



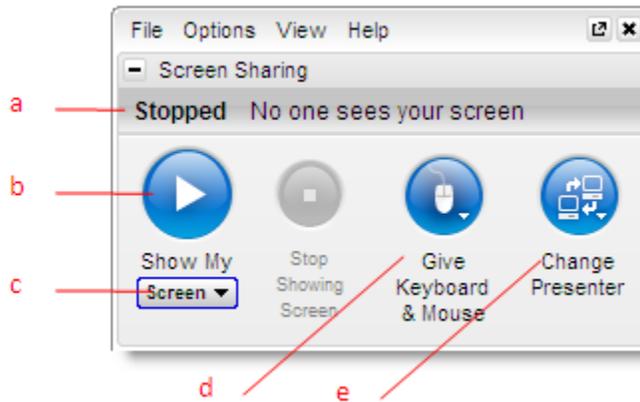
As a Mac presenter with Mac OS 10.4, your expanded Control Panel will be visible to attendees as a black silhouette. At times, parts of the Control Panel can be fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac presenters leave the Control Panel collapsed as much as possible during the meeting. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second monitor.



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.

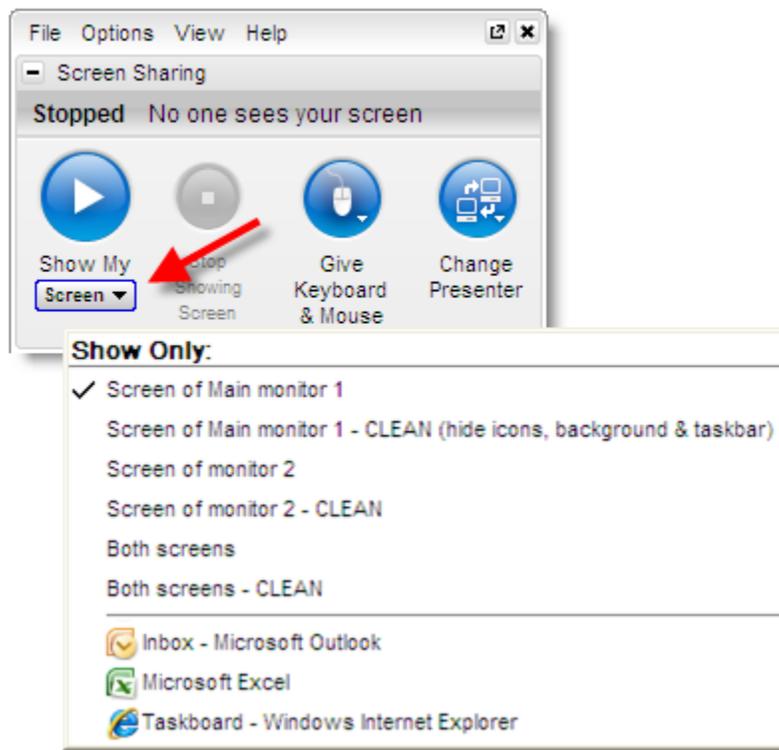
- The *Broadcasting Status* field notifies presenters of the status of screen sharing. (a)
- The **Show My Screen** button starts or pauses a presenter's ability to show the entire desktop to attendees. (b)
- The **Screen** drop-down button allows the presenter to share specific application windows,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



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.



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.



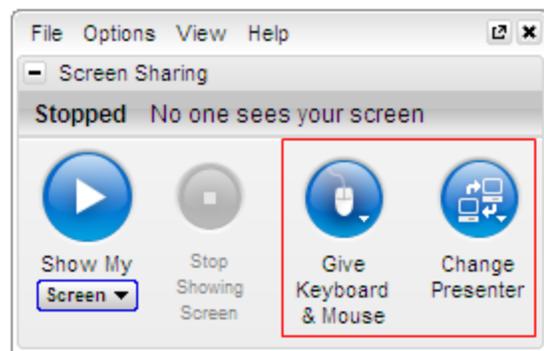
Mac presenters do not have the option of displaying a clean screen or a specific application. We recommend you close any windows that you do not want attendees to see before beginning screen sharing.

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.

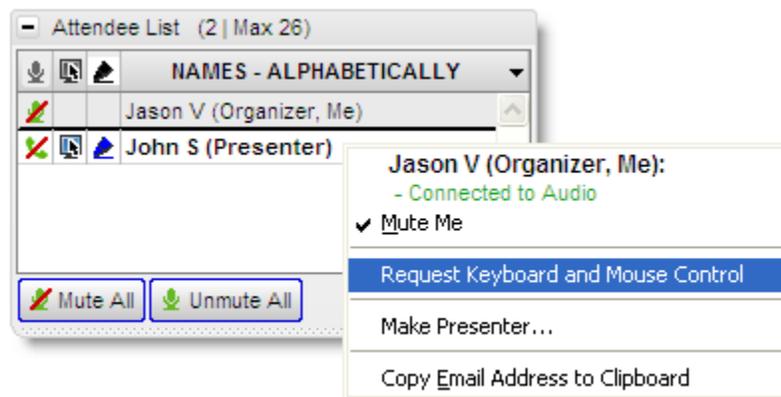
If you would like to pass the presenter role to one of your attendees, simply click the **Change Presenter** button on the *Screen Sharing* pane or the Grab Tab and select the new presenter.

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



Request Keyboard and Mouse

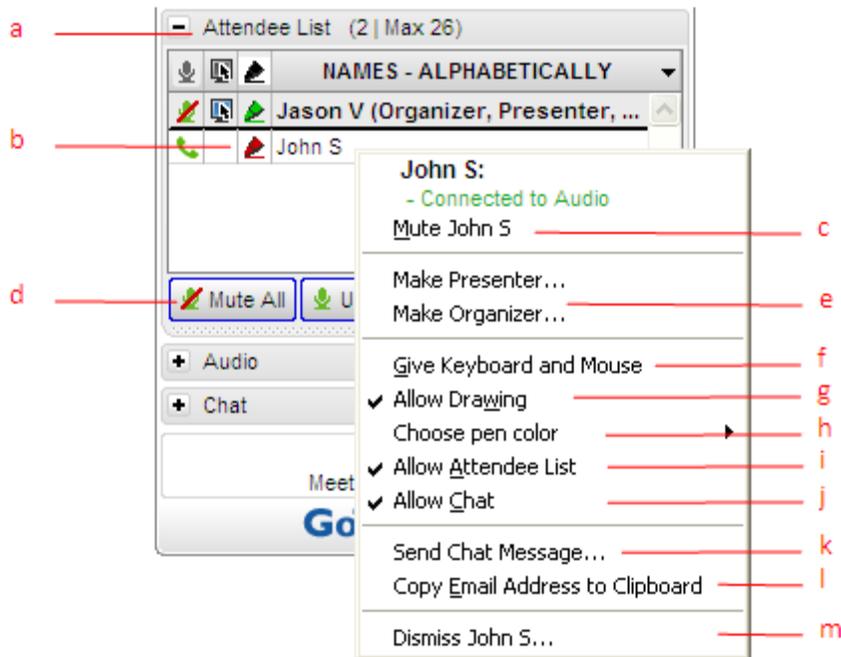
Organizers and panelists can request keyboard and mouse control from the presenter. Right-click or Control-click your name in the *Attendee List* pane and select *Request Keyboard & Mouse Control*.



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.

- Displays the number of attendees and maximum number of attendees for the meeting (a)
- Indicates attendee role and color of assigned drawing tool (b)
- Mute or unmute the attendee (c)
- Mute or unmute all the attendees (d)
- Assign an attendee the role of presenter and/or organizer (e)
- Share your keyboard and mouse with an attendee (f)
- Provide an attendee with on-screen drawing tools (g)
- Choose pen color for yourself or your attendees (h)
- Allow your attendee to see the list of other attendees (i)
- Allow your attendee to chat (j)
- Sends a chat message directly to the attendee (k)
- Copy the attendees email address to the clipboard (l)
- Dismisses an attendee from the meeting (m)



Manage Audio

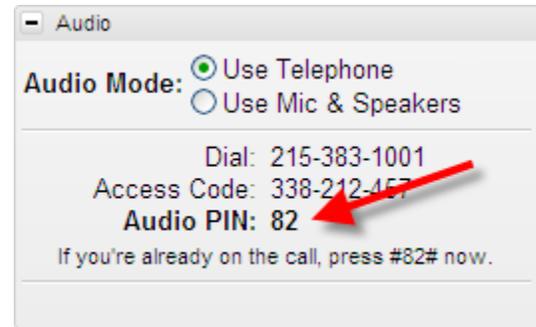
When attendees join the audio portion of your meeting, they are unmuted by default. Attendees who connect via VoIP will have a microphone icon next to their name; attendees who connect via telephone will have a handset icon next to their name. For more information on audio options, please see [GoToMeeting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

Note: Organizers should be aware that attendees joining with VoIP will not be able to participate in the audio portion of the meeting until the meeting is started. Attendees joining by telephone can communicate with other attendees at any time regardless of whether or not the meeting has started.

Audio PIN

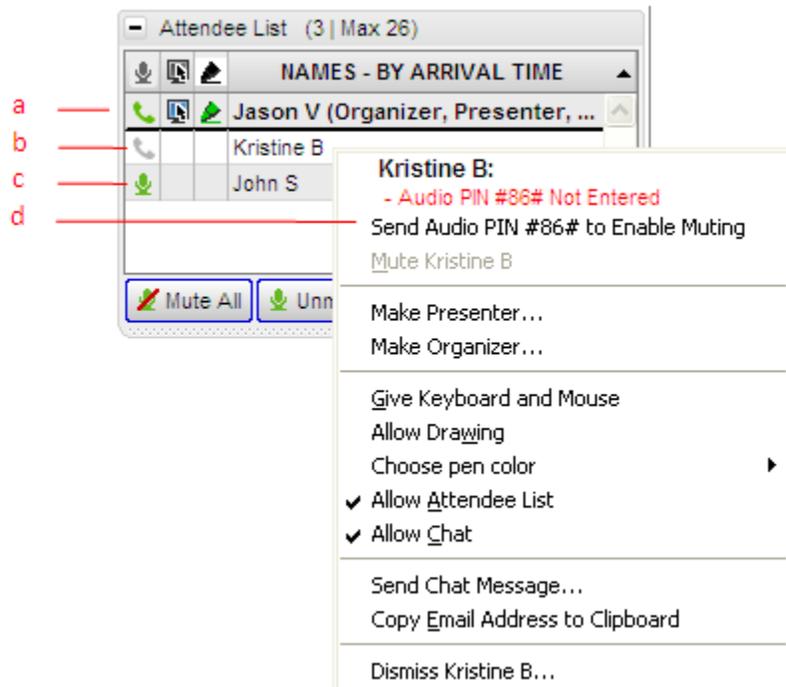
Everyone who joins a meeting is provided a unique Audio PIN that, when entered, gives an organizer and attendee [muting](#) and unmuting control. Those joining by VoIP automatically have the Audio PIN assigned to them. Those joining by telephone are prompted to enter their Audio PIN when they first dial 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.



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)



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).

Organizer Audio

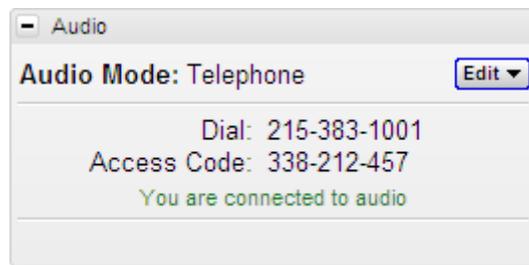
GoToMeeting integrated audio allows you to manage audio options before and during your meetings. If you wish to change your own connection or your attendees' audio connection during a meeting, you can do so from the *Audio* pane of your Control Panel. For more information about audio options, please 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 *Use Telephone* and *Use Mic & Speakers* in your Control Panel. The default mode is Telephone; however, GoToMeeting will remember your selection for your next meeting.

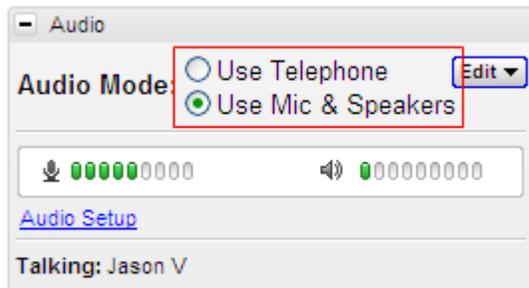


- Telephone:** If you selected Telephone only for your meeting, you must join the audio portion by dialing the conference number and entering the access code and Audio PIN noted in the Control Panel.



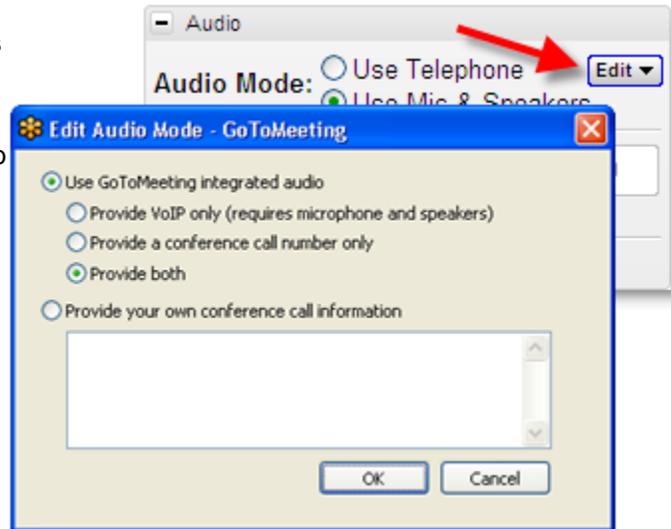
▶ To switch audio formats during a meeting

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 *Use Telephone* or *Use Mic & Speakers*.



► **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.



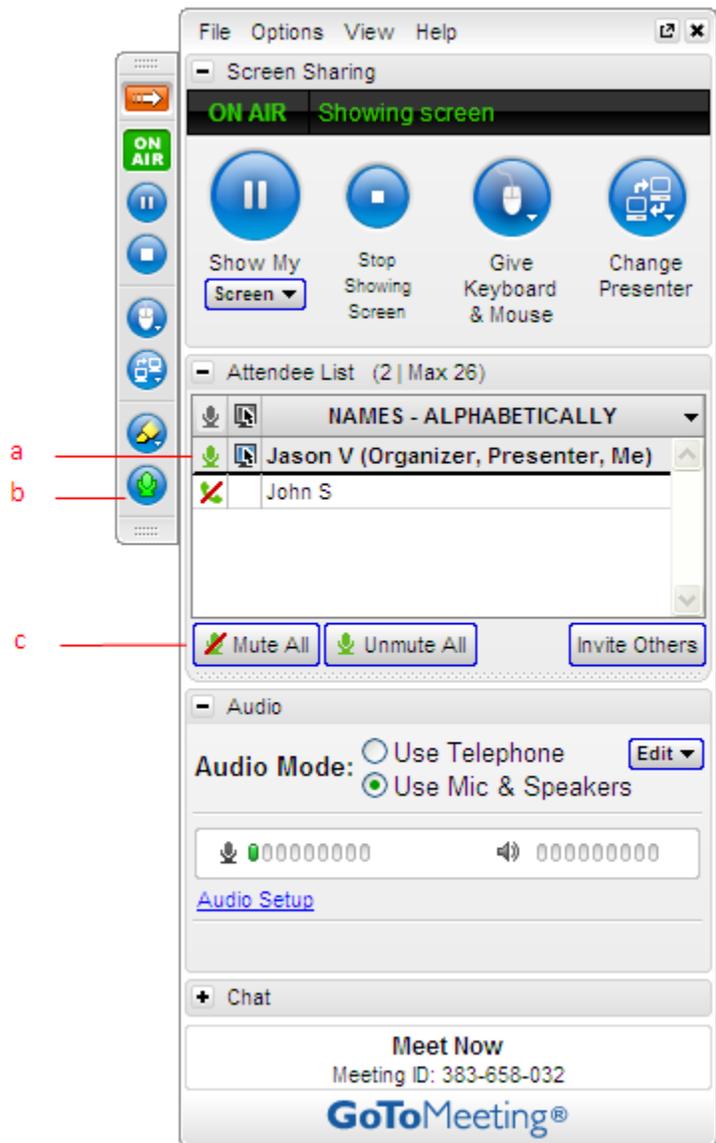
Muting Audio

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:

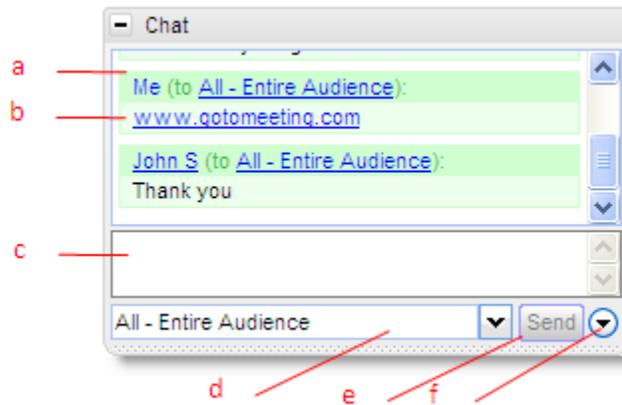
- Click the microphone or handset icon next to an attendee's name. (a)
- Click the microphone icon on the Grab Tab. (b)
- Click the Mute All button. (c)



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.

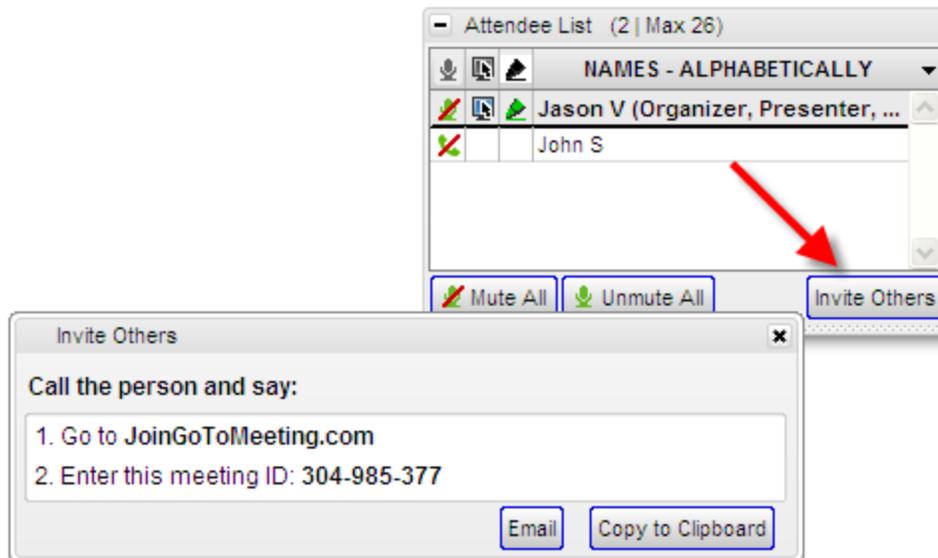
- The Chat Log displays the text of all public chat and chat between two attendees. (a)
- Share Web sites with attendees for easy navigation. (b)
- The Message Entry field enables input of chat text. (c)
- Send your chat message to all attendees or a specific attendee from the drop-down selection field. (d)
- The Send button transmits chat to selected recipients. (e)
- Create a welcome message to be delivered to attendees when they arrive. (f)



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

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 PC 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.

Grab Tab

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

1. The organizer/presenter has started meeting but no attendees have arrived.
2. Attendees have arrived and the presenter is displaying his or her desktop.
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.
4. Attendees have arrived and the presenter has stopped displaying his or her desktop. In this mode, screen sharing is stopped and attendees see a "Presentation Stopped" message.
 - Click and drag to move Grab Tab up or down (a)
 - Click to hide or display Control Panel (b)
 - Shows On Air status (c)
 - Show My Screen button displays desktop to attendees.
 - Right-click to display multiple monitors, a specific application or a clean screen (d)
 - Stop Showing Screen button stops desktop display (e)
 - Give Keyboard & Mouse button grants shared mouse/keyboard control to another attendee (f)
 - Show Other's Screen button passes the presenter role to another attendee (g)
 - Drawing Tools button allows the presenter to draw, highlight and place arrows on the screen, as well as use the spotlight and clear all markings (h)
 - Mute or unmute the microphone or telephone from attendees. (i)



As a Mac presenter, your expanded Control Panel and Grab Tab will be visible to attendees as a black silhouette. Sometimes parts of the Control Panel are fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac presenters leave the Control Panel collapsed as much as possible during the meeting. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second monitor.

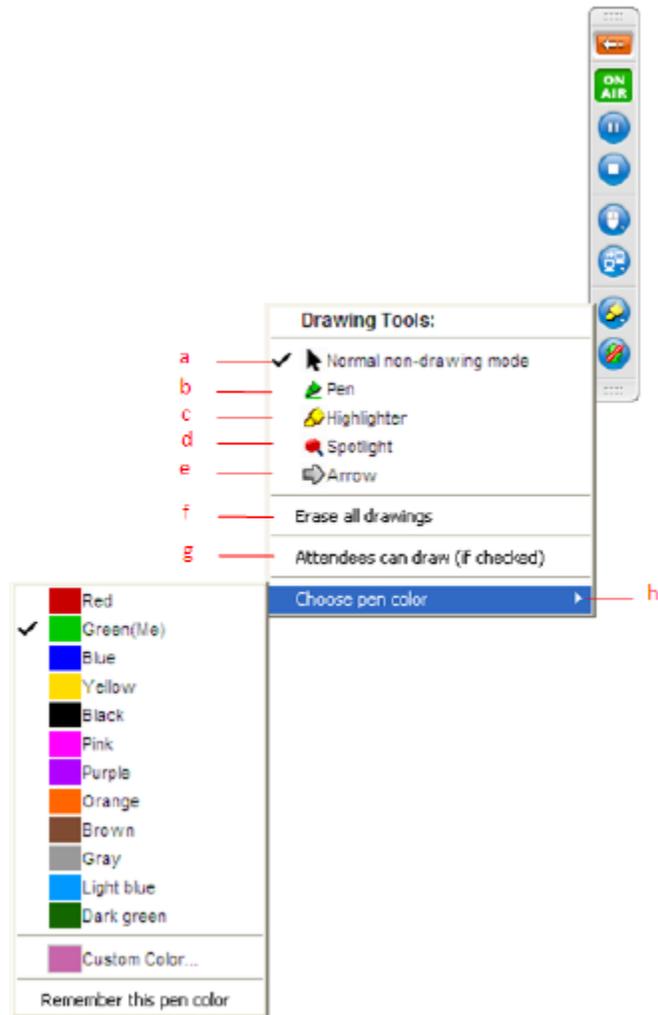
Drawing Tools

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.

- 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.

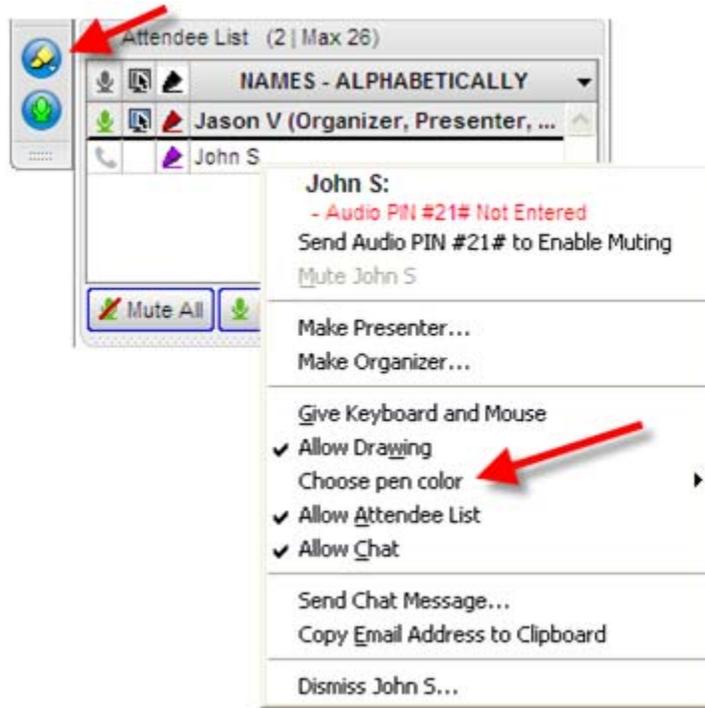
Note: Only the presenter can erase drawings. Drawing will pause for attendees anytime the presenter pauses the presentation.



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

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.

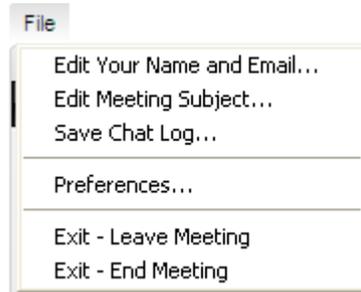


Menu Bar - PC Users

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.

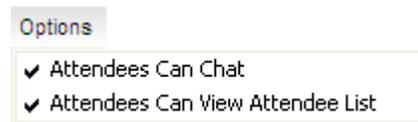
File Menu

From the *File* menu, PC-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 PCs 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

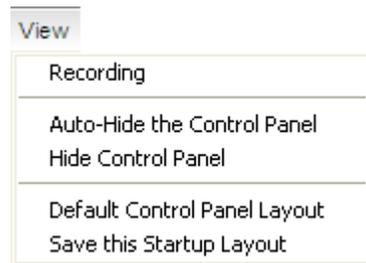
From the Options menu, organizers can enable or disable the Attendee List and/or Chat feature for all attendees.



View Menu

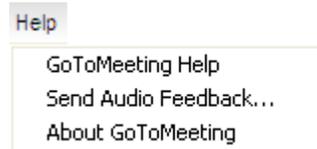
From the View menu, organizers can record the meeting. Organizer can also return the Control Panel layout to its default settings or save the current layout.

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

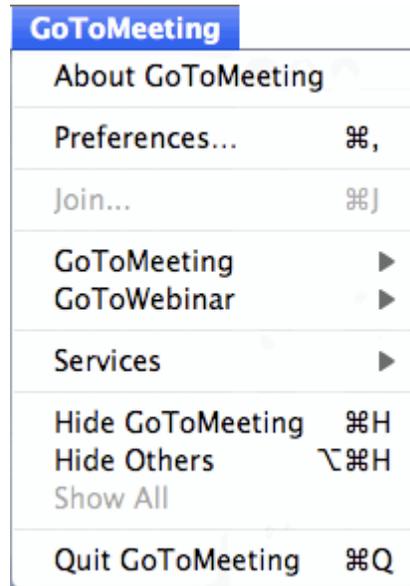
The Help menu provides access to the online GoToMeeting help file, Audio Feedback and GoToMeeting software version information.



Toolbar - Mac Users

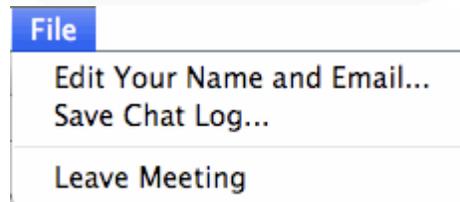
GoToMeeting Menu

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



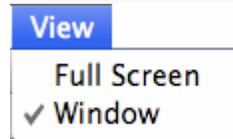
File Menu

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.



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.

Record and Play a Meeting

Notes on Recording and Playing 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.

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). 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 dependant 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 one 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 one 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 have a minimum of 1 GB of free space 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.

Record a Meeting

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

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.



The Desktop Recording and Meeting Playback feature is only available to PC-based meeting organizers or promoted organizers.

► To configure recording settings

1. From the Organizer Control Panel, click the View menu, select *Recording* and then click *Settings*.
2. On the Recording tab:



- **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 menu.

- **Video** - Allows you to select the meeting recording output format and destination for saving the file.

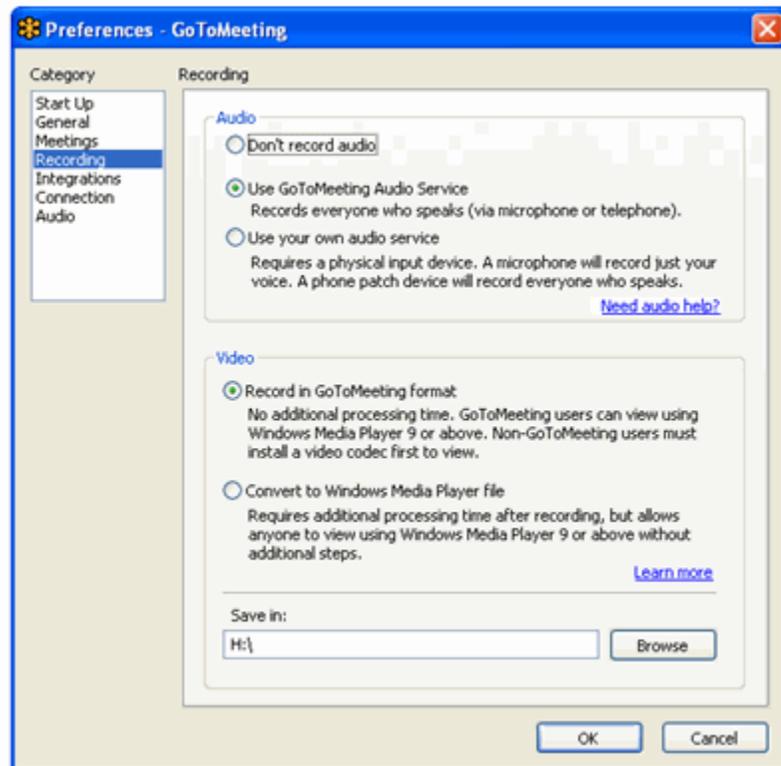
Note: Mac users can only view meetings recorded in Windows Media Player format.

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

3. Click **OK**.

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

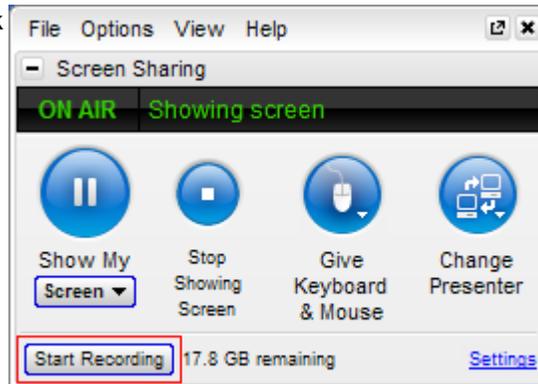
Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.



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.

▶ To record a meeting

1. From the Organizer Control Panel, click the *View* menu and select *Recording*.
2. 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.
3. In the "Save in" section, click the **Browse** button to identify where you would like to save your recording.
4. Click **OK** to save your settings.
5. In the *Recording* pane, click the **Start Recording** button to start recording.
6. Click **Show My Screen** to capture the video portion of the recording.
7. Click *File* and select *Exit - End Meeting*.



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 1 GB (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.

Play a Recorded Meeting

GoToMeeting creates one 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 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. Visit <http://www.garmenting.com/codec> to download the codec. Mac users cannot view meetings recorded in GoToMeeting codec format.

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 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.

Distribute a Recorded Meeting

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

▶ **To distribute a recorded meeting in the GoToMeeting format**

1. Deliver the recorded meeting by email or FTP or post to a Web site.
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 Web site.
2. Recipients must have Windows Media 9 or higher to view the recorded meeting.

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.

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 Web site](#) 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.

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 Web site**

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

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

2. In the left-navigation bar 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.

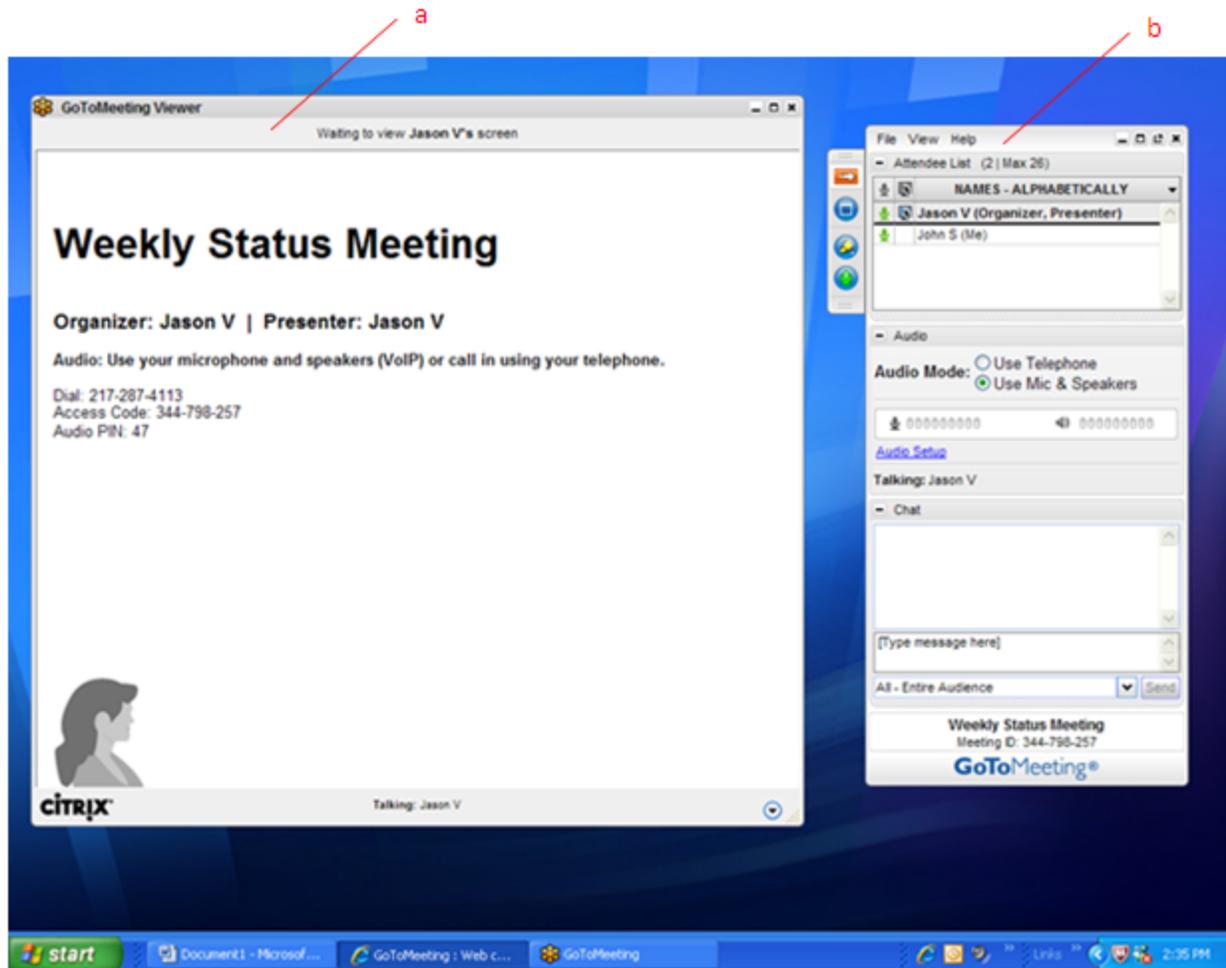
▶ **To join a meeting from your desktop**

1. If you are an organizer and GoToMeeting is already installed on your computer, you can right-click the  icon in the PC 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.

Attendee Viewer and Control Panel

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



Attendee Control Panel

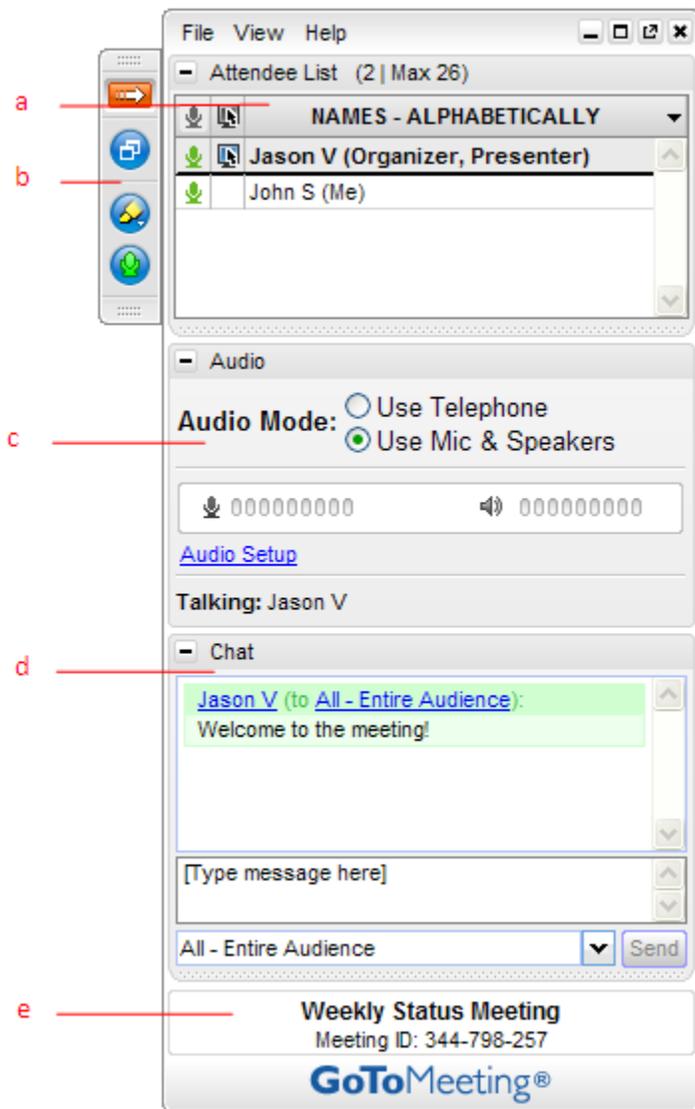
When attendees first join a meeting, the Attendee Control Panel appears on the right side of their desktops. The Attendee Control Panel gives attendees access to various meeting functions and is comprised of four panes: the Attendee List Pane, the Audio Pane, the Chat Pane, and Grab Tab.

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 PCs.

- *Attendee List Pane* - If enabled by the organizer, provides a list of all meeting attendees. (a)
- *Grab Tab* - Enables attendees to minimize the Control Panel to the side of their desktops and still access Viewer tools. (b)
- *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. (c)
- *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 (d)
- *Meeting Information* - Provided for quick reference. (e)



Attendee Control Panel Menu Bar - PC 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

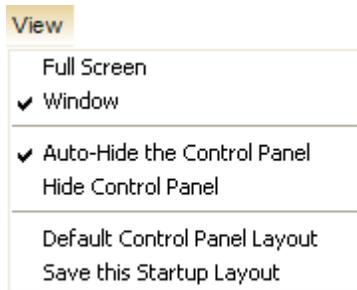
The *File* menu allows PC-based attendees to edit how their names and email addresses are displayed to other attendees, save the meeting chat logs as .rtf files, manage their preferences and exit meetings.

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.



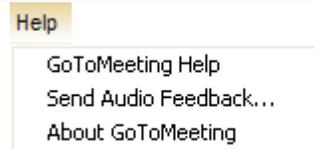
View Menu

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

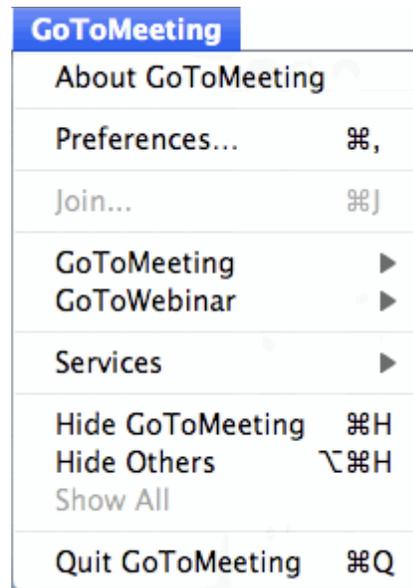
The *Help* menu provides access to the online GoToMeeting Help file and to GoToMeeting software version information. There is also an option to leave feedback on the audio quality.



The Attendee Toolbar - Mac Users

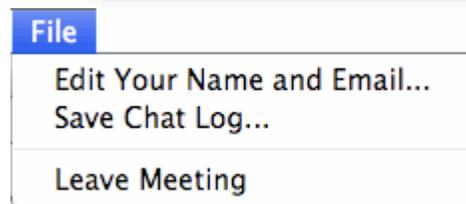
GoToMeeting Menu

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



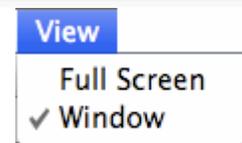
File Menu

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.



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.

Attendee Control Panel Grab Tab

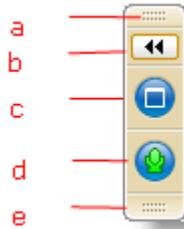
The Attendee Control Panel Grab Tab enables attendees to minimize the Control Panel to the side of their desktops and change the way the presenter's desktop is displayed in the Viewer window. The Grab Tab changes depending on the status of the Viewer window.

Attendee Grab Tab with Viewer in Window Mode

Attendee Grab Tab with Viewer in Full-Screen Mode

Attendee Grab Tab with Drawing Tools Enabled by Presenter

Click and drag to move Grab Tab up or down (a)



Click to hide or display Control Panel (b)

Click the View button to change display modes (c)

Click to mute or unmute yourself (d)

Click and drag to move Grab Tab to move Grab Tab up or down (e)



Attendee Drawing Tools

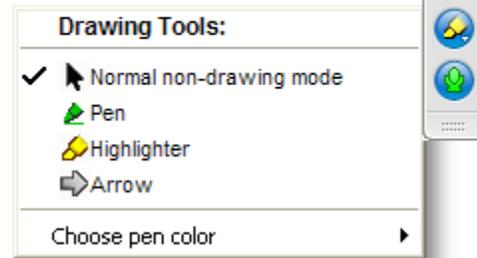
Drawing Tools must be enabled by the presenter before they appear to attendees. The presenter is the only one who can erase drawings. Drawing will pause when the presenter pauses the presentation.

▶ 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.

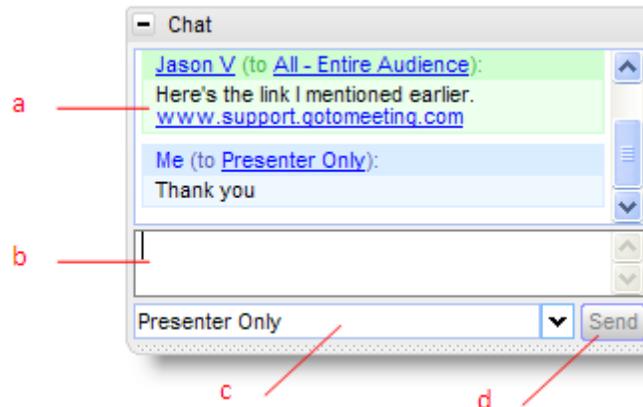
Or

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

Chat with Other Attendees

If enabled by the organizer, attendees can chat with other attendees by using the built-in 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-
1. 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**.

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.

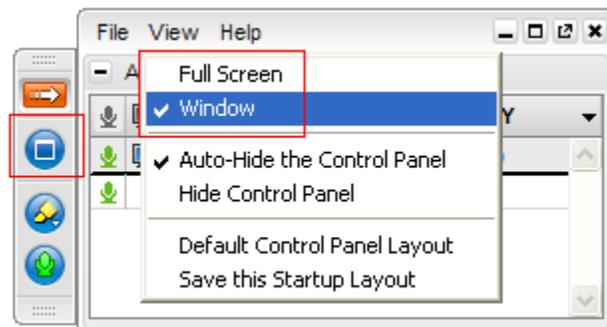


Full Screen Mode expands the presenter's desktop completely over your own. The Attendee Control Panel/Grab Tab remains accessible.



► 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.



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.

Become a Presenter

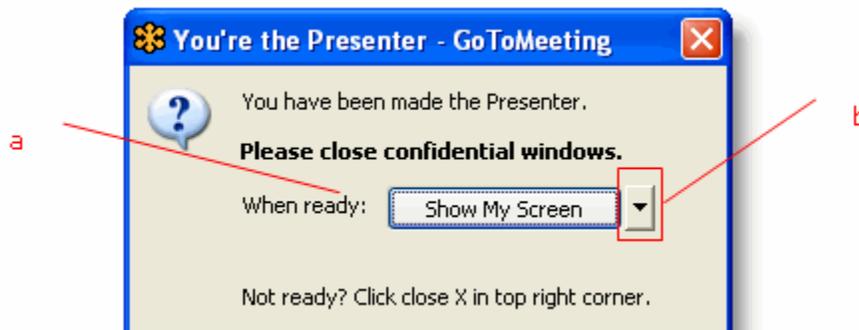
At any time during a meeting the presenter may pass the presenter role to any other attendee allowing the designated attendee to share the presenter's desktop screen.

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 PC-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.

Brian is now an Organizer.

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.



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

The GoToMeeting Organizer Web Site

View your account information, scheduled meetings and meeting history by logging into the GoToMeeting Web site. Learn how to schedule an upcoming meeting from the [Schedule Meetings](#) section.

Log In to Your Organizer Web Site

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

▶ **To log in to your organizer Web site**

1. Go to www.gotomeeting.com and click *Log In* from the top-right of the welcome screen.
2. Enter your email address and password in the *Returning Users* section, 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.
2. In the left navigation bar, 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.

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. After you sign in, select *My Account* from the left-navigation bar.
2. Enter your current password at the top of the *My Account Details* section.
3. Enter and confirm your new 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.

Audio Conference Options

The *Audio Conference Option* section of the organizer Web site allows you to set your default audio preferences. If you select *Both*, your attendees will have the choice of dialing in with a provided conference call number or connecting with VoIP. Alternatively, you can provide your own conference call number(s) in this section. You can override your default settings while [scheduling a meeting](#) or during a meeting from the [Present Control Panel](#).

Related Topics

▶ To set audio conference options

1. After you sign in, select *My Account* from the left-navigation bar.
2. At the top of the *My Account Details* section, enter your current password.
3. Select the default audio service(s) you wish to include with your meetings. To provide local toll numbers for multiple countries, click the *Add more countries* link.
4. Click the **Save Changes** button at the bottom of the page. Changes apply to all *scheduled* and *future* meetings.

Choose Audio Conference Option

GoToMeeting integrated audio:

VoIP only (requires microphone and speakers)

Telephone only

Both

-OR-

Provide your own conference call number

With GoToMeeting integrated audio:
Organizers and attendees are unmuted by default in GoToMeeting.

Includes local toll numbers for:
United States
[Add more countries](#)

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 pane.

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 bar.
2. Click *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.

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 bar.
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 Service](#) 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.

Billing Information

Credit Card Information: Current

Payments are processed on our secure server and will appear on your credit card statement as charges made to GoToMeeting Services.

Credit Card Number:

First Name on Credit Card:

Type:
Choose one... ▼

Last Name on Credit Card:

Expires:
06/10

Billing Address

Billing Address 1:

City:

ZIP/Postal Code:

Phone: (XXX-XXX-XXXX)

Billing Address 2:
(optional)

State/Province:
Choose one... ▼

Country:
Choose one... ▼

[Show my business address on account receipts](#)

Subscription Options:

Yes, please **renew my plan** and automatically charge my credit card to ensure uninterrupted service.

No, please **cancel my subscription** and do not renew my plan automatically upon expiration.

Please make sure that your credit card information is complete.

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 bar.
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**.

GoToMeeting®		15 Max. Attendees	
Monthly Plan Pay month to month	<input checked="" type="radio"/> \$49/mo		
Annual Plan Pay for the full year and save	<input type="radio"/> \$468/yr Save \$120!		
GoToWebinar® (includes GoToMeeting)			
	100 Max. Attendees	500 Max. Attendees	1,000 Max. Attendees
Monthly Plan Pay month to month	<input type="radio"/> \$99/mo	<input type="radio"/> \$399/mo	<input type="radio"/> \$499/mo
Annual Plan Pay for the full year and save	<input type="radio"/> \$948/yr Save \$240!	<input type="radio"/> \$3,828/yr Save \$960!	<input type="radio"/> \$4,788/yr
GoToTraining® (includes GoToMeeting)			
	25 Max. Attendees	200 Max. Attendees	
Monthly Plan Pay month to month	<input type="radio"/> \$149/mo	<input type="radio"/> \$349/mo	
Annual Plan Pay for the full year and save	<input type="radio"/> \$1,428/yr Save \$360!	<input type="radio"/> \$3,348/yr Save \$840!	
Collaboration Portfolio			
	GoToMeeting® 15 Max. Attendees	+	GoToWebinar® 500 Max. Attendees
		+	GoToTraining® 25 Max. Attendees
Monthly Plan Pay month to month	<input type="radio"/> \$499/mo		
Annual Plan Pay for the full year and save	<input type="radio"/> \$4,788/yr Save \$1,200!		

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

Account Activity		Account Balance: \$0.00
Date	Description	Amount
Jan 28, 2010	Plan Purchased Print Receipt GoToMeeting Monthly Plan extends through Feb 28, 2010 PST PAYMENT: Visa XXXX-XXXX-XXXX-1111	\$49.00 (\$49.00)

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

Your scheduled meetings are first displayed when you log in to your organizer Web site. Scheduled meetings can also be viewed by selecting *My Meetings* in the left-navigation bar. Meetings can be started or ended from this page and meetings currently in session can be joined.

▶ To view scheduled meetings

1. Log in to the organizer Web site.
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.



The screenshot shows the 'My Meetings' page with a table of meetings. The table has columns for Subject, Date, and Time. The first row shows 'Weekly Status' as a recurring meeting that is currently 'In Session', with an 'End' link and a 'Join Meeting' button. The second row shows 'Sales Demo' scheduled for May 28, 2008 at 3:00 PM, with a 'Start Meeting' button. The third row shows 'Team Meeting' scheduled for Jun 18, 2008 at 10:00 AM, with a 'Start Meeting' button.

Subject	Date	Time	
Weekly Status	Recurring	In Session End	Join Meeting
Sales Demo	May 28, 2008	3:00 PM	Start Meeting
Team Meeting	Jun 18, 2008	10:00 AM	Start Meeting

View Meeting History

View a report of your completed meetings with the Meeting History section of the organizer Web site. 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. After you sign in, click *My Meetings* and then *Meeting History* from the left navigation bar.
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.

Meeting History

Show History For:

Past 30 days ▼

Show History

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

Tips for Success

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.
- Have the documents you wish to share ready to be accessed in one or two clicks.
- 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.

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 speakerphones 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.

Troubleshooting and FAQs

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  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.tmp 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, 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.

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 PC users.

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

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 PC 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 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?

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 a PC, 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 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. Select Meeting History from the sub-menu options.

The information is grouped by month. You can see your meetings in chronological order. Each meeting contains the number of attendees (shown in blue) - when you click this number, a window opens listing the attendees' first and last names, their email addresses and their join/leave times. This information can be copied into another document.

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.

As a Mac presenter, is my GoToMeeting Control Panel visible to my attendees?

If you're using Mac OS 10.4, your grab tab and expanded Control Panel are visible to attendees as a black silhouette. At times, parts of the Control Panel can be fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac OS 10.4 users leave the Control Panel collapsed as much as possible during the meeting. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second monitor. The silhouetted Control Panel is not an issue for Mac OS 10.5 or newer.

Is audio streaming supported in GoToMeeting?

Yes, online audio, or VoIP, is an alternative to dialing in with a conference phone number

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.

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.

Audio FAQs

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 one-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?

- 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 Use 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 Use Telephone in the Audio Pane and dial in to the meeting.

How do I adjust my VoIP audio volume?

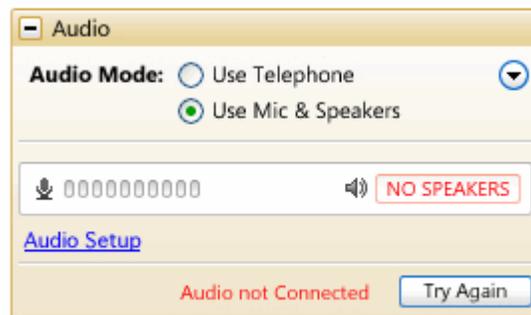
- Click Audio Setup in the Audio Pane. Under Speakers Setup, move the slider bar to the desired volume.

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.

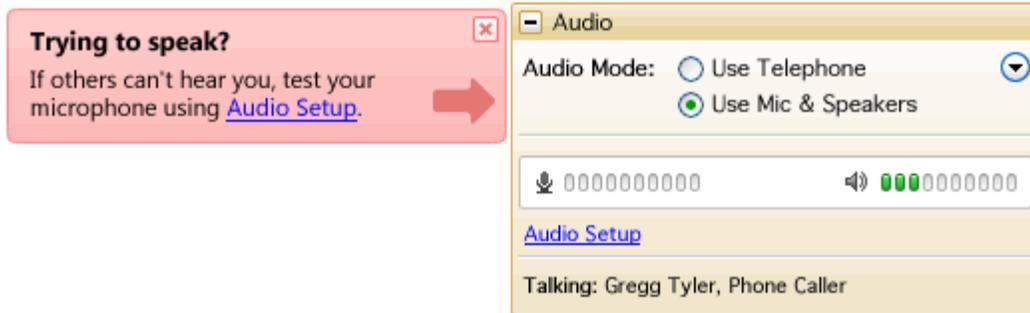


No Sound Detected

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.

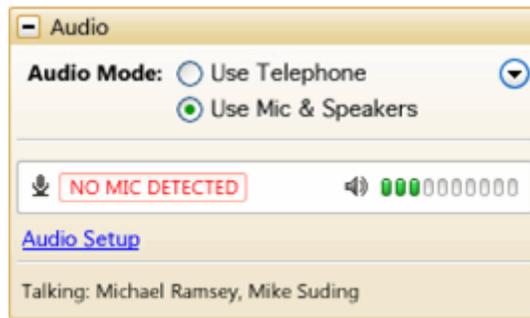
If no input is detected, you may get a "Trying to speak?" error message. This error may appear under the following conditions:

- 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

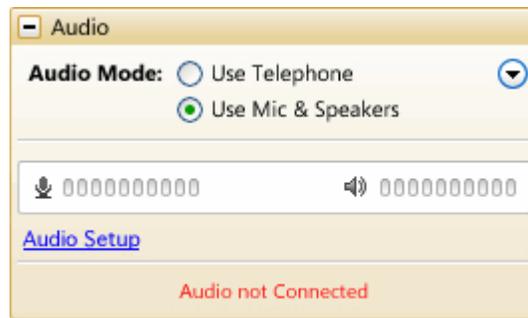
- An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the meeting but will not be able to speak.
- Check that your microphone is properly plugged in. If it is, test your microphone device and click Try Again in the Audio 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.

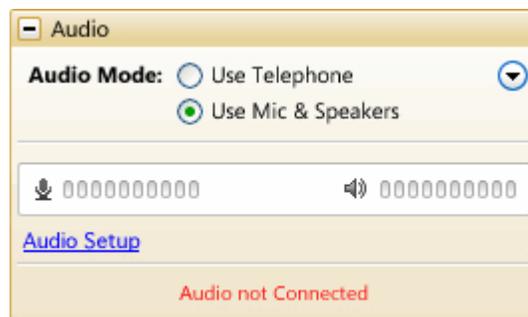
- Check that your microphone is properly plugged in. If it is, test your microphone device and click Try Again in the Audio Pane of the Control Panel. See VoIP Audio Setup – PC or VoIP Audio Setup – Mac in this section.
- If you have the option to join the meeting via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



Virtual Operating System (VMware, Parallels, etc.)

An error message will appear if you are attempting to join a meeting using VoIP through a virtualized operating system, such as VMware, Parallels, etc. In this instance, to connect to audio, please choose one of the following:

- Rejoin the meeting through a non-virtual operating system.
- 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.

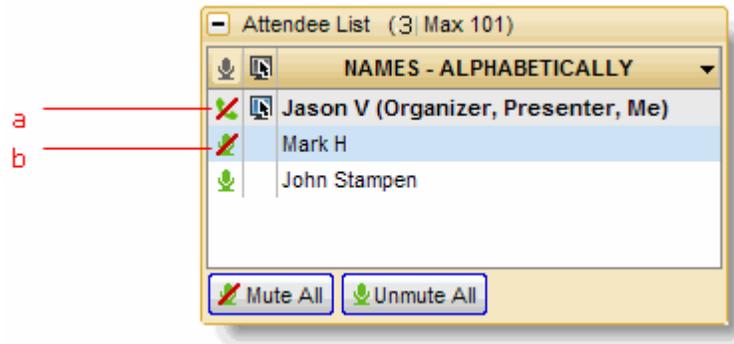


How do I turn entry and exit chimes on/off?

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?

- PC users: Click the microphone or handset icon (a), (b)
- Mac users: Right-click an attendee's name



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.

Recording FAQs

Why can't I record?

To record a meeting, you must use a PC and have Windows Media Player 9 or above. You can download this for free at <http://www.microsoft.com/windows/windowsmedia/default.aspx>.

Why does my finished recording only display a blank screen?

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.

Can meeting attendees record a meeting using the GoToMeeting recording feature?

No, only PC-based meeting organizers or promoted organizers have access to the GoToMeeting recording feature.

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 one recording file per meeting.

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. Impromptu 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 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. 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?

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.

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 [Windows Media Encoder](#). Once converted, the file can be edited with the software of your choice. View this short video on how to [convert a file with Windows Media Encoder](#).

What is the best way to distribute a recorded meeting?

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. Remember that Mac-based viewers can only view meetings in the Windows Media Player format and that PC-based 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.

Citrix Presentation Server FAQs

Organizer FAQs

Once I start a meeting, it runs on my local desktop. When I try to invite other attendees using the “By email” 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.

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 individual users 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.

Connection Help

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 three 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.](#)
- [Yes, I did see the dialog box but the 'Domain' field was empty or may be incorrect.](#)
- [Yes, I did see the dialog box but the 'Domain' field was absent.](#)
- [No, I did not see the dialog box.](#)
- [Help, I followed the steps but I am still having trouble.](#)

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.

You can easily determine and verify your correct Domain for the Domain field. For instructions, click the link for your operating system:

- [Windows 2000](#)
- [Windows XP](#)

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](#).

Using GoToMeeting/GoToWebinar with Firewalls**► Using GoToMeeting/GoToWebinar with personal firewalls**

If you can't connect and have a personal firewall (ZoneAlarm®, Norton Personal Firewall™, etc.) installed, make sure that GoToMeeting/GoToWebinar is not being blocked. If so, unblock GoToMeeting/GoToWebinar and try again.

Additionally, you can configure your personal firewall to enable GoToMeeting/GoToWebinar to access the Internet anytime you need it to.

Enabling GoToMeeting/GoToWebinar to access the Internet

The first time you run GoToMeeting/GoToWebinar on a PC that has a firewall installed, you will set off the firewall and be prompted to allow GoToMeeting/GoToWebinar to access the Internet.

1. Select the check box to *Remember the answer each time I use this program*.
2. Click **Yes** to enable GoToMeeting/GoToWebinar to access the Internet.

► Using GoToMeeting/GoToWebinar 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 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. Please 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
G2MCodeInstExtractor.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 three ports: 80, 443 and 8200. One-way TCP connectivity is needed (TCP outbound). Should you need to authorize specific IP ranges, our IP ranges can be found here: www.gotoassist.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 two steps.

► To set up a firewall to allow GoToMeeting

Step One: Enable GoToMeeting to access the Internet

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

1. Select the check box to "Remember the answer each time I use this program."
2. Click **Yes** to enable GoToMeeting to access the Internet.

Step Two: Configure your firewall to accept all GoToMeeting files

1. Open your firewall console and manually select the option to allow each of the above components. After doing this once, you should not need to repeat this process again.

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 your host computer's system tray (bottom-right of your desktop).
2. Select Open Norton Internet Security from the system tray menu.
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**.

- Repeat these 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

- If you have not already done so, host a practice meeting.
- End the session.
- While physically present, right-click on the Norton Internet Security  icon on your system tray.
- Select *Open Norton Internet Security* from the system tray menu.
- Click on the *Norton Internet Security* tab at the top of the Norton window.
- From the Settings drop-down list, click the *Norton Internet Security Options* link.
- Click the *Transaction Protection* link from the left side of the window.
- 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

- Double-click the ZoneAlarm  icon on your host computer's system tray.
- Select *Program Control* from the menu on the left.
- Verify that you are viewing the *Programs* tab.
- Click the **Add** button on the bottom-right of the screen.
- Navigate to the GoToMeeting folder on your computer (C:\Program Files\Citrix\GoToMeeting).
- Highlight all of the GoToMeeting files in that folder and click **Open** to add the GoToMeeting files.
- 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.
- Finally, click each  icon in the Access and Server columns that correspond to a GoToMeeting program and select *Allow*.

Program Control

These are the programs that have tried to access the Internet or local network, along with the permissions they were given.

Change program permissions by left

Active	Programs ▲	Trust Level	Access		Server		Send Mail
			Trusted	Internet	Trusted	Internet	
			X	X	X	X	X
	 Citrix Online Communications				?	?	?
	 GoToMyPC Host Loader	?			?	?	?
	 GoToMyPC Vista Helper	?			?	?	?
	 Background Module	?	?	?	?	?	?

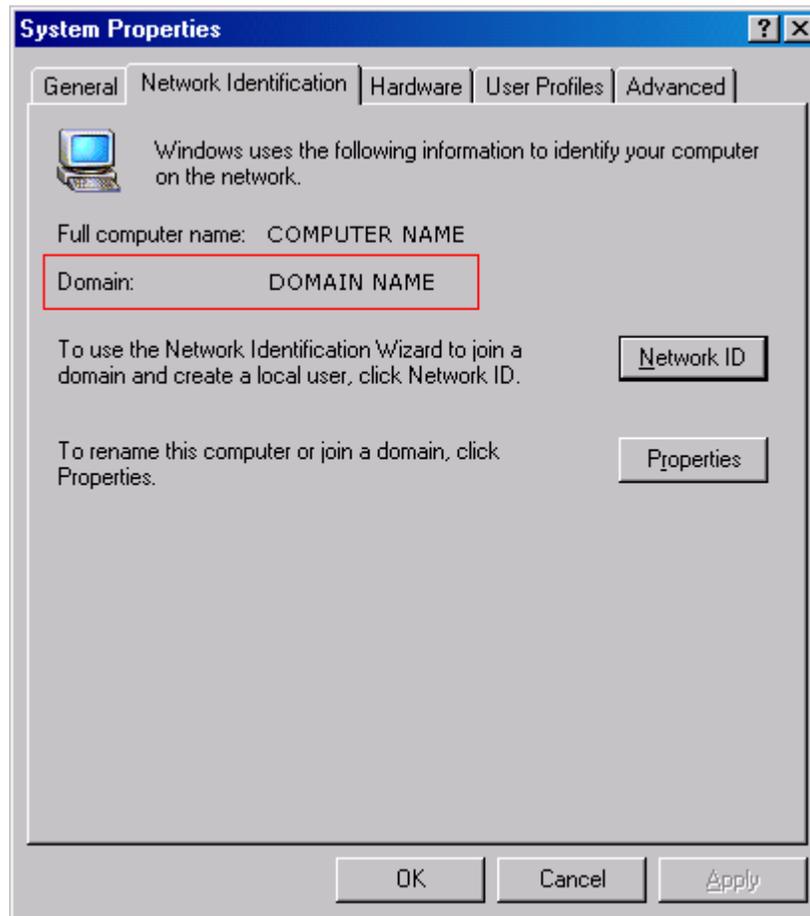
Network Authentication

If you are having trouble completing your network authentication, please select your operating system for assistance.

Windows 2000

▶ To find your domain in Windows 2000

1. Right-click the My Computer icon on your desktop and select **Properties**.
2. Select the **Network Identification** tab.
3. The information shown for **Domain:** is the name of the Windows domain to which your computer belongs on your company network.
4. Please note your domain name so that you can enter it into the domain field of the Authentication Required dialog box.

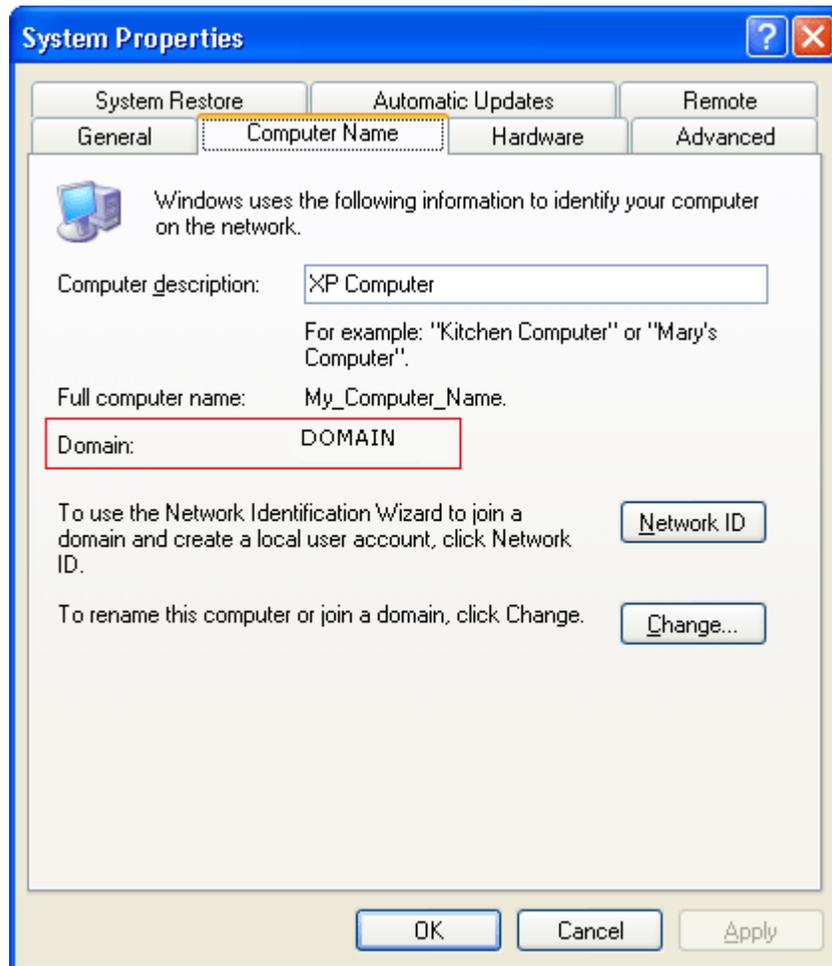


Windows XP

▶ To find your domain in Windows XP

1. Click the **Start** button.
2. Right-click the My Computer icon and select **Properties**.
3. Select the **Computer Name** tab.
4. The information shown for **Domain:** is the name of the Windows domain to which your computer belongs on your company network.

5. Please note your domain name so that you can enter it into the domain field of the Authentication Required dialog box.



Contact Support

If you are experiencing problems with GoToMeeting or have questions, please contact [Global Customer Support](#).