



GoToMeeting™ User Guide

Organizing, Conducting, Presenting and Attending Web Meetings

Version 3.0

Citrix Online

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5385 Hollister Avenue • Santa Barbara, CA 93111 • (805) 690-6400 • Fax: (805) 690-6471

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Getting Started

Welcome

GoToMeeting's "simpler is better" approach to online meetings makes it the easiest, fastest, most cost-efficient and secure online presentation and collaboration service available.

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. The GoToMeeting architecture is the most advanced security foundation available on the market and offers meeting hosts and attendees true end-to-end data security. The high level of security provides a greater sense of safety to meeting participants and 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.

With GoToMeeting, travel costs can be dramatically reduced or eliminated because meetings can be held online with anyone, anywhere. Spend time meeting online rather than traveling, getting through security or waiting in airports.

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.

The emerging leader in online meeting technology, GoToMeeting was designed to make it easier for everyone to organize and participate in online meetings. Make every meeting a GoToMeeting and get more meeting done.



Using This Guide

Guide Structure

This guide is divided into five sections:

- **The GoToMeeting Web Site** - This section is for GoToMeeting organizers and covers how to access and use the GoToMeeting Organizer Web site.
- **Organizing and Conducting Meetings** – This section is for GoToMeeting organizers and covers how to schedule, view, edit, delete, start, conduct and manage attendees at scheduled and impromptu GoToMeeting meetings.
- **Presenting at Meetings** – This section is for any GoToMeeting attendee who may be given the role of presenting during a meeting. The section covers how to use GoToMeeting Presenter controls.
- **Attending Meetings** – This section is for any GoToMeeting attendee and covers how to join a meeting and how to use attendee features.

Personal and Corporate Users

This user guide addresses both personal 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.

System Requirements

For Organizers

- Required: Windows® 2000, XP Home, XP Pro, 2003 Server, Vista
- Required: Internet Explorer® 5.0 or newer, Netscape® 6.0 or newer or Mozilla® Firefox® 1.0 or newer
- Required: Stable 56k, cable modem, ISDN, DSL or better Internet connection
- Recommended: Minimum of Pentium® 400 MHz with 256 MB of RAM

For PC-based Attendees

- Required: Windows 2000, XP Home, XP Pro, 2003 Server, Vista
- Required: Internet Explorer 5.0 or newer, Netscape 6.0 or newer or Mozilla Firefox 1.0 or newer
- Required: Stable 56k, cable modem, ISDN, DSL or better Internet connection
- Recommended: Minimum of Pentium 400 MHz with 256 MB of RAM

For Macintosh®-based Attendees

- Required: Mac OS® X 10.3.9 (Panther®) or newer
- Required: Safari™ 1.3 or newer, Firefox 1.5 or newer on PowerPC G3/G4/G5, or Firefox 1.5.0.2 or newer on Intel® (JavaScript™ and Java™ enabled)
- Required: Stable 56k, cable modem, ISDN, DSL or better Internet connection
- Required: PowerPC G3/G4/G5 or Intel processor (G4 450 MHz with 256 MB of RAM or better recommended)

For Meeting Recording

- Required: Windows 2000, XP Home, XP Pro, 2003 Server, Vista
- Required: Windows Media® Player Version 9.0 or greater
- Required: Minimum Super VGA (800x600) or better
- Recommended: 1.0 GB of hard disk space
- Recommended: 1024 x 768 or higher screen resolution
- Recommended: Minimum Pentium 800 MHz with 256 MB of RAM for transcoding to Windows Media Player file format

For Instant-Messaging Integration

- GoToMeeting integrates with the most widely used instant-messaging applications including: Yahoo!® Messenger™, Windows Live™ Messenger, Skype™ Chat, Microsoft® Communicator, Google Talk™

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

For Microsoft® Office® Integration

- Microsoft® Office® 2002 or later

For Outlook Integration







- Microsoft® Outlook® 2000 or later

For Lotus Notes® Integration

- IBM® Lotus Notes® Version 6.5

Terms

- **Organizer** – Organizers have accounts with GoToMeeting that enable them to schedule and conduct meetings. Organizers are also the meeting host and the initial meeting presenter, but may pass the presenter role to any other attendee. Organizers have the ability to grant or revoke attendee privileges, invite or dismiss attendees during a meeting and make other attendees organizers.
- **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 chat with other attendees 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 used by organizers to manage their accounts and host meetings and by attendees to join meetings.
- **GoToMeeting System Tray Icon** – The system tray icon is used 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).

- **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:** Limits application sharing to the one application organizers choose, so they don't have to share their entire desktops, or worry about receiving distracting pop-ups from instant messages or email.
- **Screen Clean:** Presenters can click this option to instantly hide icons, wallpaper background and toolbars on their desktops, so attendees won't be distracted by them.
- **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 users 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 all 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 presenters to keep their control panel open on their screen while screen sharing and chatting.
- **Inactivity Time-Out:** Provides added security 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 PC applications with all meeting attendees in True 24-bit color.

Feature Notes

- Organizers using GoToMeeting are limited to 15 meeting attendees, plus the organizer, for a total of 16 people in each meeting.
- Organizers using both GoToMeeting and GoToMeeting Corporate may invite up to 25 meeting attendees, for a total of 26 people in each meeting.

Create Your Organizer Account – Personal Plan Organizers

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.

▶ **To create your account**

1. Go to www.gotomeeting.com and click the **Try It Free** button.
2. On the *Create Account* page, enter your information and click **Create Account**.
3. On the *Download GoToMeeting* page, click the **Download** button.
4. If prompted, click **Yes** or **Grant** to accept the download.

Create Your Organizer Account – Corporate Plan Organizer

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 account**

1. Go to your email application and open the GoToMeeting invitation email you received from your administrator entitled *Set Up GoToMeeting Corporate*.
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** or **Grant** to accept the download.

Install the GoToMeeting Application

The GoToMeeting application must be on the computer in order to schedule and host meetings. The application will automatically download with creation of your organizer account.

► To install the GoToMeeting application

1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar, click **Log In**.
3. In the *Returning Users* section, enter your *email address* and *password* and click the **Log In** button.

You will be logged in to your Organizer Web site and taken directly to the My Meetings page.

4. At the bottom of the *My Meetings* page, click the **re-install the GoToMeeting software** link.
5. The GoToMeeting application downloads to your computer.
6. The GoToMeeting application is installed on your computer; the GoToMeeting icon appears in your system tray and is ready for use.



The GoToMeeting System Tray Icon

The GoToMeeting system tray icon provides convenient access to all GoToMeeting functions. To access functions, simply right-click the system tray icon and select the desired function.



Set GoToMeeting Application Preferences

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

▶ To set GoToMeeting preferences from the system tray icon

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 – Start Up, General, Meetings, Recording, Integrations or Connection.
3. Select your preferences.
4. Click **OK**.

▶ To set GoToMeeting preferences from the Control Panel during a meeting

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**.

Note: Preference options outlined in this guide are specific to GoToMeeting. If your account is GoToWebinar enabled, additional preference options will appear. For more information on GoToWebinar preference options, please refer to the Getting Started section of the GoToWebinar Guide at www.gotowebinar.com/help.

Start Up

The Start Up category enables organizers to determine how to start GoToMeeting. Options include:

1. "Automatically after I log in to Windows" – This option starts GoToMeeting automatically after you log in to your PC.
2. "Manually" – This option sets GoToMeeting to start only when you launch the application from your Programs Menu.
3. Log in checkbox: "Remember me on this computer" – This will enable automatic log in to the system.
 1. "Remind me of upcoming meetings" – This checkbox becomes available if you select "Remember me on this computer" and will provide you with reminders for your scheduled meetings.
 2. "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.

General

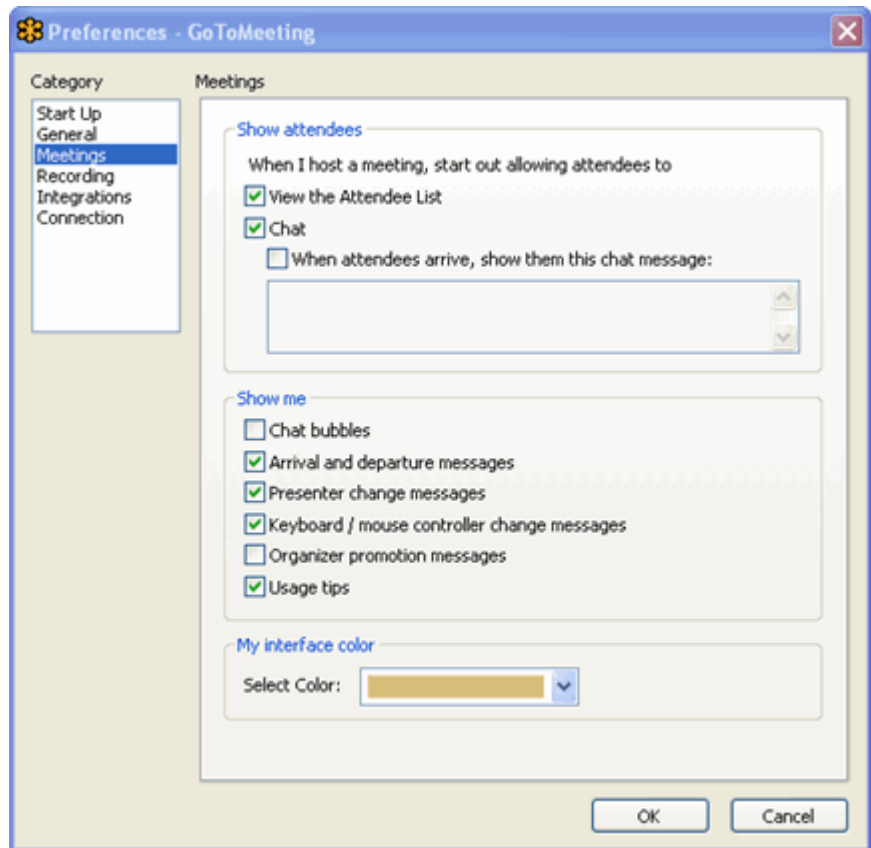
The General category enables organizers to set general preferences.

1. "File save settings" – enables you to save the Chat Log to any drive or directory.
2. Security – Enables you to set the inactivity time-out, which will automatically stop screen sharing if there is no keyboard input or mouse movement for the specified period of time.
3. "Desktop notifications" – This option enables/disables various system messages to appear to an organizer when specific meeting actions occur.

Meetings

The Meetings category enables organizers to determine what GoToMeeting options are available to attendees during a meeting and set the default preferences for what the organizer sees during a meeting. Options include:

1. Enabling or disabling the ability for attendees to chat and view the Attendee List.
2. Enables the organizer to create a Chat Welcome Message that will be sent to each attendee upon joining the meeting.
3. Enabling or disabling various system messages to appear to the organizer when specific meeting actions occur.
4. Selecting the desired color for your GoToMeeting Viewer and Control Panel.



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



Designates a private chat



Designates a public chat

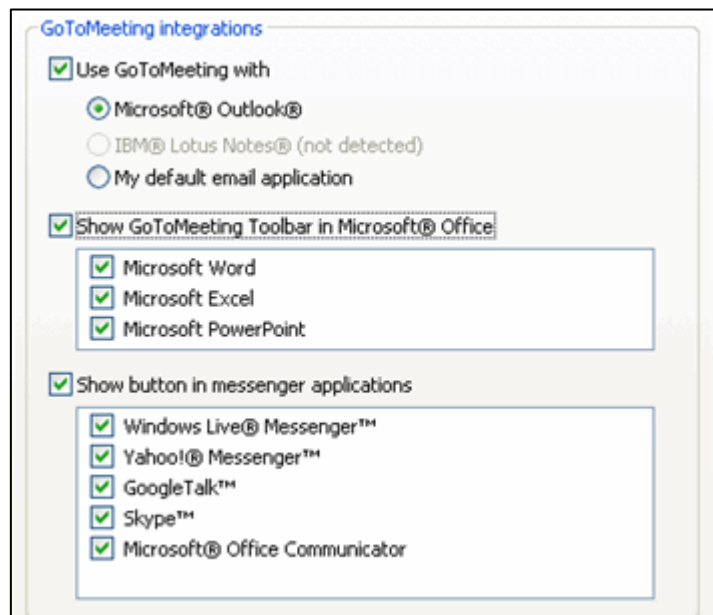
Recording

1. Allows you to enable or disable the recording audio feature and select an input device such as a microphone.
2. Allows you to select the meeting recording output format and destination for saving the file.

Integrations

The Integrations tab enables organizers to determine where to display GoToMeeting integrations. Options include:

1. "Use GoToMeeting with" – This option allows you to select your GoToMeeting email and calendar integration. Selecting "My default email application" allows integration 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.
2. "Show button in messenger applications" – This option displays the GoToMeeting Quick Launch button in selected instant-messaging applications.



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

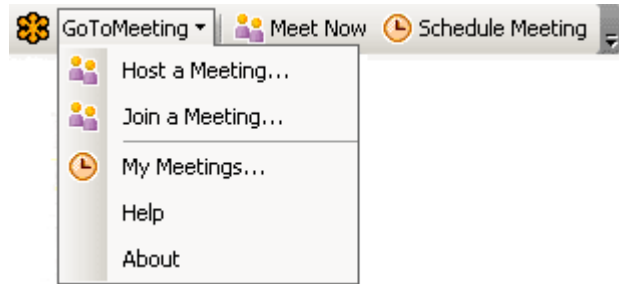
Connection

The Connection category enables organizers to test the status of the GoToMeeting connection.

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

The GoToMeeting Outlook Bar

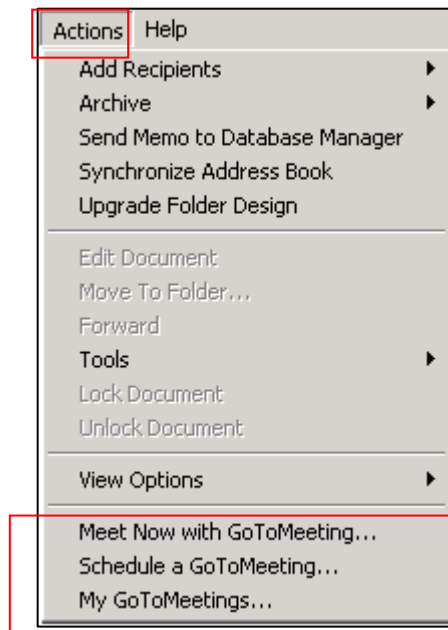
The GoToMeeting Outlook Bar provides quick and easy access to GoToMeeting functions right from Microsoft Outlook. It includes the Meet Now and Schedule Meeting buttons, in addition to access to all the same features of GoToMeeting that the GoToMeeting system tray icon provides.



Note: Outlook integration requires Microsoft Outlook 2000 or later. Outlook may need to be shut down and restarted for the GoToMeeting Outlook bar to appear. The GoToMeeting Outlook bar can be added or removed from the Preferences Menu. 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.

The GoToMeeting Lotus Notes Menu Options

The GoToMeeting Lotus Notes menu options provide quick and easy access to GoToMeeting functions 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 6.5. 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.

The GoToMeeting Messenger Button

The GoToMeeting Messenger button provides a convenient way to start an impromptu meeting, right from your selected instant-messaging application.

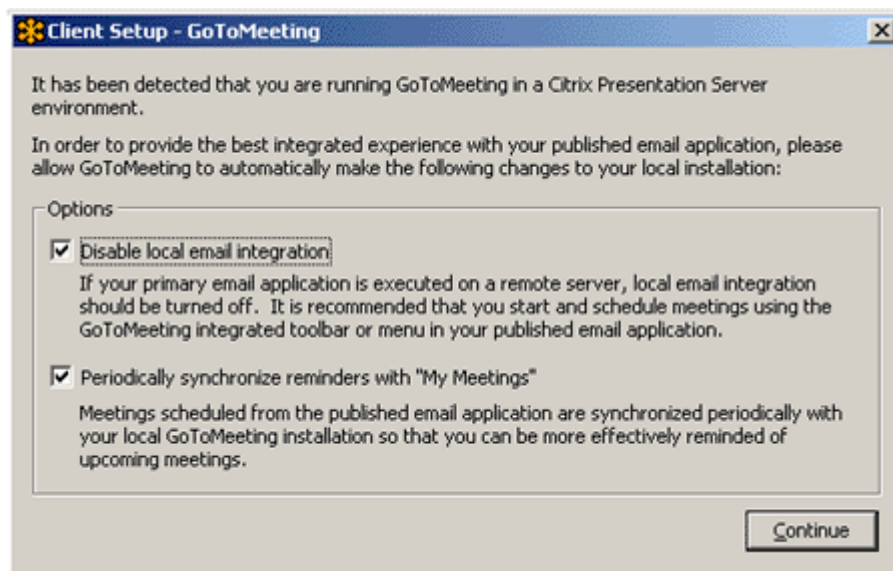
Note: Please see the Software Requirements section to check what instant-messaging products and versions are supported. Messenger applications may need to be shut down and restarted for the GoToMeeting Messenger button to appear. The GoToMeeting Messenger button can be added or removed from the Preferences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



Set Up GoToMeeting for Use with Citrix Presentation Server

Preferences

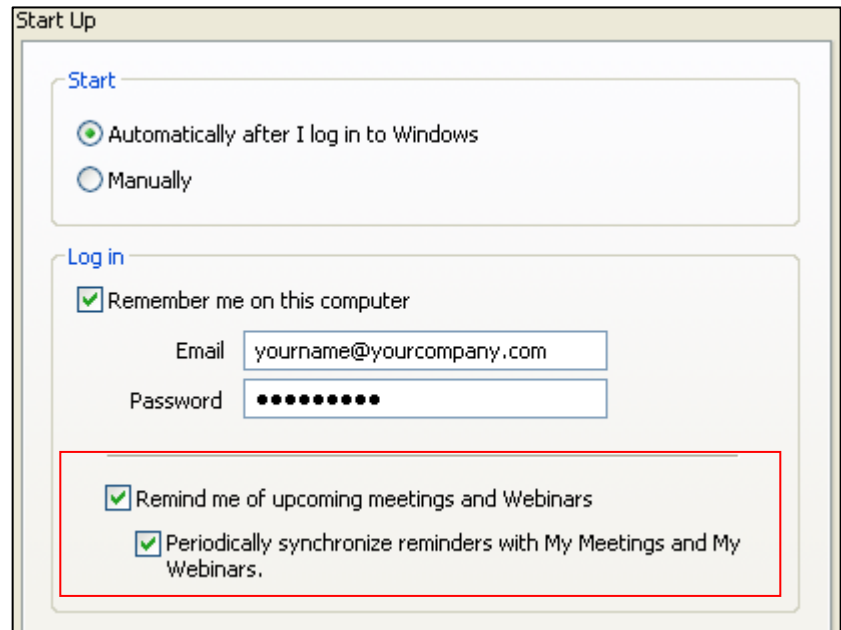
Depending on your Presentation Server environment, your Presentation Server Administrator can choose to configure your GoToMeeting settings for you without notifying you; configure your settings and notify you of those settings; or allow you to configure them yourself. If your Administrator has chosen 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 **Start Up** category and the **Integrations** category in the **Preferences** dialog.

Recommended settings for the Start Up tab:

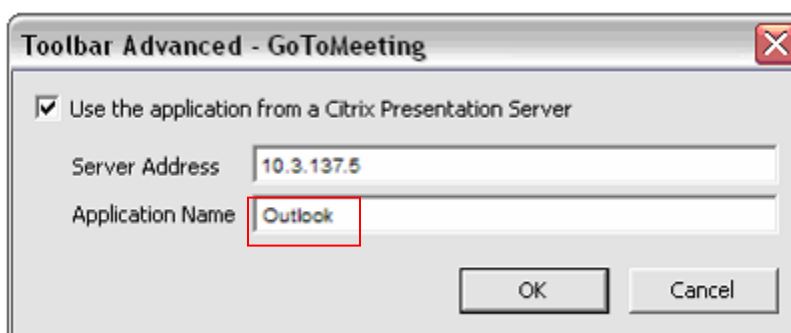
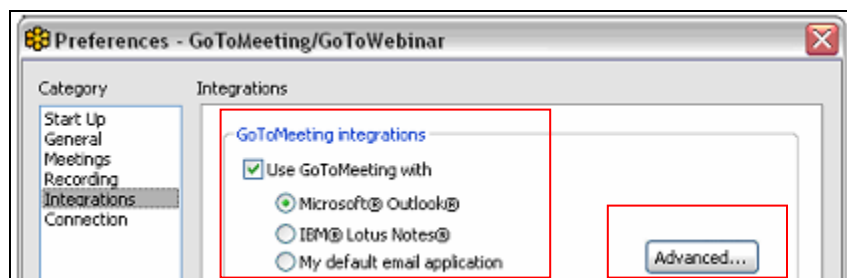
1. Enable “Remind me of upcoming meetings” – This checkbox becomes available if you select “Automatically log in to GoToMeeting” and will provide you with reminders for your scheduled meetings.
2. Enable “Periodically synchronize reminders with My Meetings” – This preference option is applicable to users 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 category:

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

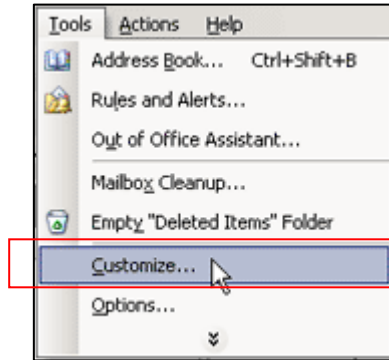
1. When in a meeting, select **Preferences** from the **Tools** menu in the Control Panel.
2. Select the appropriate category for the set of preferences you want to customize.
3. Select your preferences.
4. Click **OK**.

Displaying the GoToMeeting toolbar in published Outlook

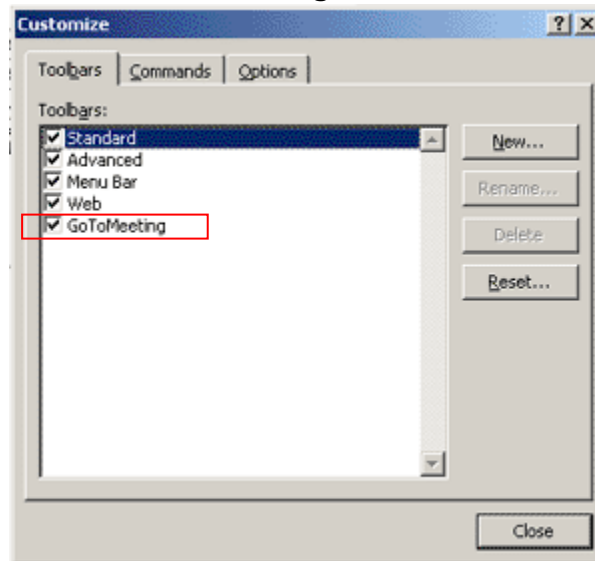
Organizers using Outlook published by Citrix Presentation Server may need to activate the Outlook toolbar manually in order for it to display the first time.

► To activate the Outlook toolbar if it doesn't automatically display

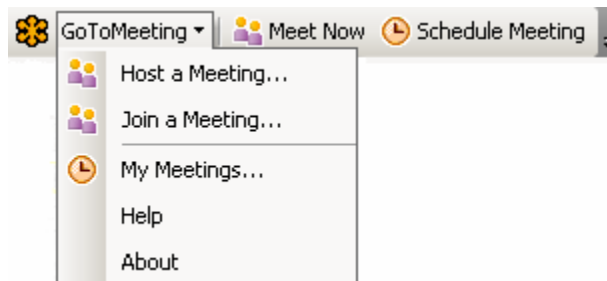
1. Open Outlook.
2. Select **Customize** from the **Tools** menu.



3. Place a check mark next to **GoToMeeting**.



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



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

▶ **To remove the Outlook toolbar**

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

For more information about using GoToMeeting with Presentation Server, refer to the GoToMeeting for Citrix Presentation Server FAQs section at the end of this guide.

The GoToMeeting Organizer Web Site

The GoToMeeting Organizer Web site enables organizers to view their scheduled meetings and meeting history and to edit their account information.

Note: To schedule meetings, organizers need to log in to the organizer application. Please see the GoToMeeting Organizer Application section below for more on scheduling meetings.

Log In to Your Organizer Web Site

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

► To log in to your organizer Web site

1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar, click **Log In**.
3. In the *Returning Users* section, enter your *email address* and *password* and click the **Log In** button.

You will be logged in to your organizer Web site account and taken directly to the My Meetings page.

View Scheduled Meetings

The My Meetings feature enables organizers to view any existing scheduled meetings.

► To view scheduled meetings

1. Log in to your organizer Web site.
2. The My Meetings page loads with a list of scheduled meetings showing meeting subject, start date and time.

My Meetings			
Subject	Date	Time	
Weekly team meeting	Recurring		Start Meeting
North East Training	Nov 18, 2004	3:00:00 PM	Start Meeting

To return to the *My Meetings* page from another page, click **My Meetings** in the left navigation bar.

View Meeting History

The Meeting History feature enables organizers to view a report of completed meetings for a selected month.

▶ To view meeting history

1. Log in to your organizer Web site.
2. In the left navigation bar, click **Meeting History**.

The Meeting History page loads, listing any completed meetings for the present month and giving the option to report on meetings from past months.

3. In the *Meeting History* section, from the selection boxes select the *Month* and *Year* for the meeting period you want to review and click the **Update History** button.
4. Click the number in the attendee column to display attendee names, email addresses and join/leave times.

The Meeting History section updates and displays the subject, date/time, duration and number of attendees for all completed meetings for the selected month.

View and Edit Organizer Account Information

The My Account feature enables organizers to view and edit their personal account information and to change their account passwords.

▶ To view account information

1. Log in to your organizer Web site.
2. In the left navigation bar, click **My Account**.

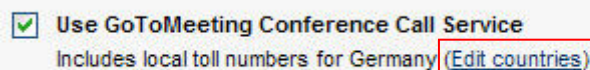
The My Account Details page loads, displaying organizer account information.

▶ To edit account information

1. Log in to your organizer Web site.
2. In the left navigation bar, click **My Account**.
The My Account Details page loads, displaying organizer account information.
3. At the top of the *My Account Details* section, enter your **Current Password**, make any desired account or password changes and click the **Save Changes** button at the bottom of the page.

▶ To set conference call preference

1. Log in to your organizer Web site.
2. In the left navigation bar, click **My Account**.
The My Account Details page loads, displaying organizer account information.
3. At the top of the *My Account Details* section, enter your **Current Password**.
4. At the bottom of the *My Account Details* section, check the *Use GoToMeeting Conference Call Service* box to set your default meeting conference call service to the integrated GoToMeeting voice conferencing service. To



provide local toll numbers for multiple countries, click **Edit countries**. Changes apply to all *scheduled* and *future* meetings.

5. Click the **Save Changes** button at the bottom of the page.

Change Account Password

The My Account feature enables organizers to change their password.

► To change account password

1. Log in to your organizer Web site.
2. In the left navigation bar, click **My Account**.

The My Account Details page loads, displaying organizer account information.

3. At the top of the *My Account Details* section, enter your **Current Password**, enter your new password in the New Password and Re-Type New Password fields and 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.

View and Edit Organizer Account Billing Information

The billing information feature enables organizers to view and edit their GoToMeeting Personal Plan account billing information.

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

► To view account billing information

1. Log in to your Organizer Web site.
2. In the left navigation bar, click **My Account**.
3. In the left navigation bar, click **Billing Information**.

The *My Account: Billing Information* page loads, displaying organizer billing information.

► To edit account billing information

1. Log in to your Organizer Web site.
2. In the left navigation bar, click **My Account**.
3. In the left navigation bar, click **Billing Information**.

The *My Account: Billing Information* page loads, displaying organizer billing information.

4. At the bottom of the *My Account: Billing Information* section, click the **Edit** button.
5. Make any desired billing information change and click the **Save Changes** button at the bottom of the page.

View Organizer Account Billing History

The billing information history feature enables organizers to view the history of all activity for their account billing information.

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

► To view account billing information

1. Log in to your Organizer Web site.
2. In the left navigation bar, click **My Account**.
3. In the left navigation bar, click **Account History**.

The *My Account: Account History* page loads, displaying organizer billing information.

Organizing and Conducting Meetings

Organizer Role Overview

Organizers have accounts with GoToMeeting that enable them to schedule and conduct meetings. An organizer must be present at the start of any meeting as the meeting host.

Organizers need to first create their accounts and download the GoToMeeting software on their computers before they can schedule or conduct meetings.

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 GoToMeeting system tray 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.

Note: Macintosh-based attendees cannot be made organizers.

Schedule a Meeting

Organizers can schedule pre-planned meetings from the GoToMeeting system tray icon.

► To schedule a meeting

1. Right-click the GoToMeeting system tray icon and select **Schedule a Meeting...**
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *Schedule Meeting – GoToMeeting* dialog box, enter:

- a. Meeting Subject – this is the name of the meeting.
- b. Meeting date.
- c. Meeting start and end times.
- d. Conference call information – this is the information attendees will use to connect to the meeting by phone. You can choose to use a provided conference call number (toll fees will be charged to attendees) or provide your own.

Note: If you are using the GoToMeeting conference call service, you can provide toll numbers for multiple countries. Please see the *View and Edit Account Information* section of this guide.

- e. Meeting password, if desired.

Note: You must remember the password that you create when scheduling a meeting as you will be asked for it when you start your meeting and/or invite additional attendees.

4. Once meeting information has been entered, click the **Schedule** button.

You will be notified your meeting has been scheduled. If you are using Microsoft® Outlook®, a meeting reminder will be generated and give you the option of inviting attendees via an Outlook Calendar appointment.

Note: Your meeting will keep showing in "My Meetings" until midnight following the scheduled date.

Schedule a Recurring Meeting

GoToMeeting enables organizers to reuse a meeting ID for future recurring meetings without having to create a new meeting ID for each meeting. There are several important considerations to keep in mind when creating recurring meetings:

- The recurring meeting will only appear once in the My Meetings dialog box and the Organizer Web site and will be labeled “recurring.” Organizers will need to use their own local calendar applications to schedule and track recurring meetings.
- The Meeting URL/ID stays available indefinitely, as long as it is used at least once every 40 days. If a recurring meeting is not conducted at least once every 40 days, it becomes inactive, the meeting URL/ID will no longer work and organizers will need to schedule a new recurring meeting.

► To schedule a recurring meeting

1. Right-click the GoToMeeting system tray icon and select **Schedule a Meeting...**
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *Schedule Meeting – GoToMeeting* dialog box, enter:

- a. Meeting Subject – this is the name of the meeting.
- b. Meeting date.
- c. Meeting start and end times.
- d. Select the “Recurring meeting” check box
- e. Conference call information – this is the information attendees will use to connect to the meeting by phone. You can choose to use a provided conference call number (toll fees will be charged to attendees) or provide your own.

Note: If you are using the GoToMeeting conference call service, you can provide toll numbers for multiple countries. Please see the *View and Edit Account Information* section of this guide.

- f. Meeting password, if desired.

Note: You must remember the password that you create when scheduling a meeting as you will be asked for it when you start your meeting and/or invite additional attendees.

4. Once meeting information has been entered, click the **Schedule** button.

You will be notified your meeting has been scheduled. If you are using Microsoft® Outlook®, a meeting reminder will be generated and give you the option of inviting attendees via an Outlook Calendar appointment.

Note: Your meeting will keep showing in “My Meetings” until you delete it.

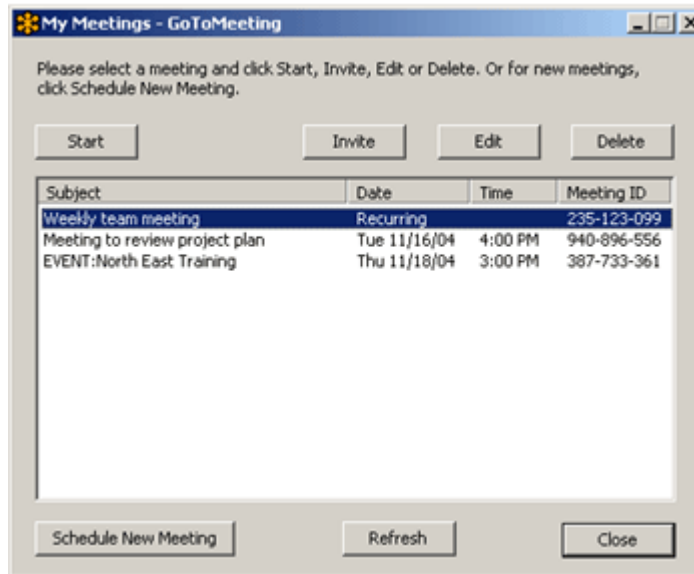
View Scheduled Meetings

Organizers can view all scheduled meetings via the GoToMeeting application.

► To view scheduled meetings via the GoToMeeting application

1. Right-click the GoToMeeting system tray icon and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.

The *My Meetings - GoToMeeting* dialog box 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 *Conducting Meetings* section below.

► To invite attendees to a scheduled meeting

1. Right-click the GoToMeeting system tray icon and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to invite attendees to by clicking the *name* in the Subject column, and click the **Invite** button.
 - a. If you have an 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 email application, the *Meeting Scheduled – GoToMeeting* dialog box will appear, simply click the **Show invitation text** link to display the invitation information, click the **Copy to Clipboard** button and paste the invitation information to attendees via any desired method.

Edit a Scheduled Meeting

Meeting organizers can edit details for a scheduled meeting at any time prior to the start of the meeting.

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

▶ To edit a scheduled meeting

1. Right-click the GoToMeeting system tray icon and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to edit by clicking the *name* in the Subject column and then click the **Edit** button.
4. On the *Edit Meeting – GoToMeeting* dialog box, make the desired changes to the meeting and click **Save**.
5. Be sure to contact any previously invited attendees to notify them of the change.

Cancel a Scheduled Meeting

Meeting organizers can delete a scheduled meeting at any time prior to the start of the meeting.

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 GoToMeeting system tray icon and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to cancel by clicking the *name of the meeting* in the Subject column and then click the **Delete** button.
4. On the Meeting Deleted – GoToMeeting dialog box, click **OK** to confirm deletion of meeting.
5. Be sure to notify any previously invited attendees about the cancellation.

Impromptu Meetings

Impromptu meetings are meetings that are not scheduled in advance. For more information about Impromptu meetings, please see the *Start an Impromptu Meeting* section of this guide.

Start a Scheduled Meeting

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

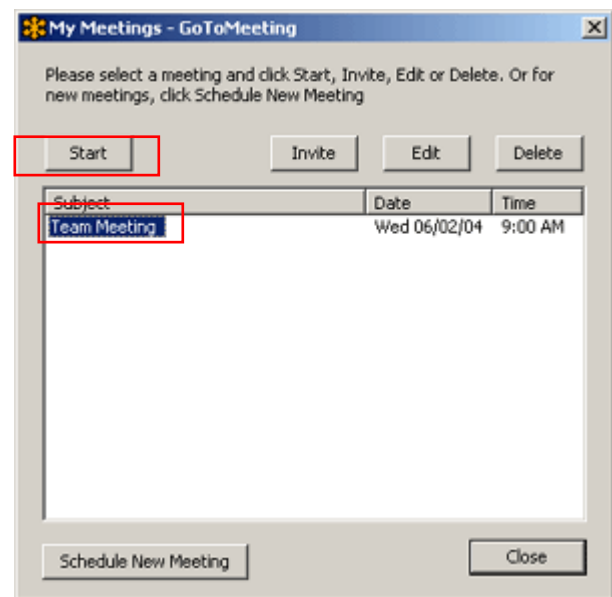
Scheduled GoToMeeting meetings can be started from the GoToMeeting system tray icon, the GoToMeeting Web site and the GoToMeeting Outlook bar.

Note: To start a meeting, the GoToMeeting application must be installed on the PC being used by the meeting organizer. For more information on installing the GoToMeeting application please see the Getting Started section of this guide.

► To start a scheduled meeting from the GoToMeeting system tray icon

1. Right-click the GoToMeeting system tray icon and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to start by clicking 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. For more information on the Organizer Control Panel see the Organizer Control Panel section below.



► **To start a scheduled meeting from the GoToMeeting Web site**

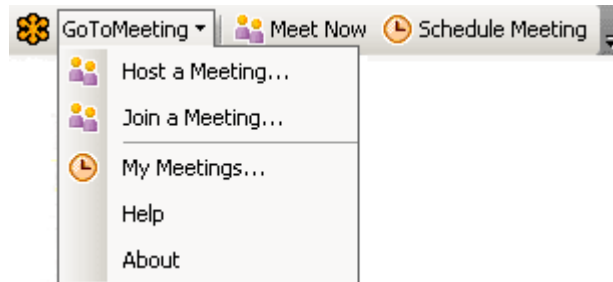
1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar, click **Log In**.
3. In the *Returning Users* section, enter your *email address* and *password* and click the **Log In** button.
4. On the *My Meetings* page, locate the scheduled meeting you wish to start and click the **Start Meeting** button.

My Meetings			
Subject	Date	Time	
Team Meeting	Jun 15, 2004	3:00:00 PM	Start Meeting
Sales Presentation	Jun 17, 2004	1:00:00 PM	Start Meeting

5. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.
6. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.

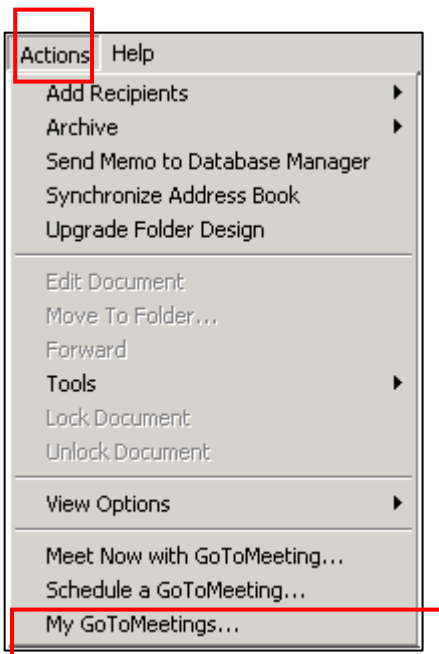
► **To start a scheduled meeting from the GoToMeeting toolbar in Outlook**

1. From the GoToMeeting toolbar in Outlook, click the **GoToMeeting** button and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to start by clicking the *name* in the Subject column, and click the **Start** button.
4. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.



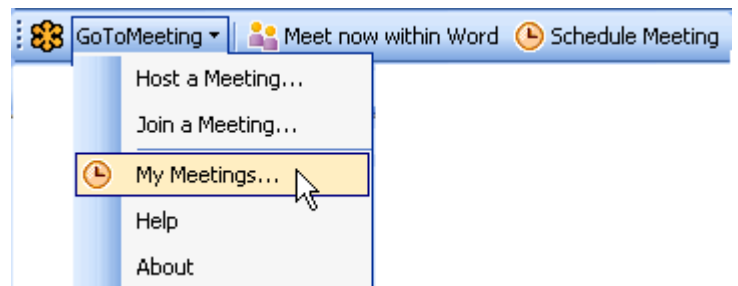
► To start a scheduled meeting from the GoToMeeting IBM Lotus Notes Actions Menu

1. From the Actions menu in the Lotus Notes toolbar, select **My GoToMeetings...**
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to start by clicking the *name* in the Subject column, and click the **Start** button.
4. Your meeting will start and the GoToMeeting Organizer Control Panel will appear on the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.



► 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**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to start by clicking the *name* in the Subject column, and click the **Start** button.
4. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. For more information on the Organizer Control Panel see the Organizer Control Panel section below.



Start an Impromptu Meeting


Impromptu meetings are any meetings that an organizer starts without first scheduling them in advance. This is an ideal feature for last-minute and on-the-fly meetings that need to occur without prior notice. Impromptu meetings may be initiated either from the GoToMeeting system tray icon, from the Microsoft Outlook tool bar, the Lotus Notes Actions menu or from an integrated instant-messaging application.

Note: To start a meeting, the GoToMeeting application must be installed on the PC being used by the meeting organizer. For more information on installing the GoToMeeting application, please see the Getting Started section of this guide.

▶ To start an impromptu meeting from the GoToMeeting system tray icon

1. Right-click the GoToMeeting system tray icon and select **Meet Now...**
2. On the *Login – GoToMeeting* dialog box, 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. Conference call information will appear in the meeting information pane of the Organizer Control Panel.

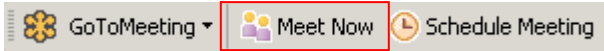
Or

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

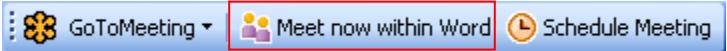
▶ To start an impromptu meeting from the GoToMeeting Web site

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 – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
4. On the *Host a Meeting – GoToMeeting* dialog box, select **Meet Now**.
5. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. Conference call information will appear in the meeting information pane of the Organizer Control Panel.

▶ 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 – GoToMeeting* dialog box, 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. Conference call information will appear in the meeting information pane of the Organizer Control Panel.

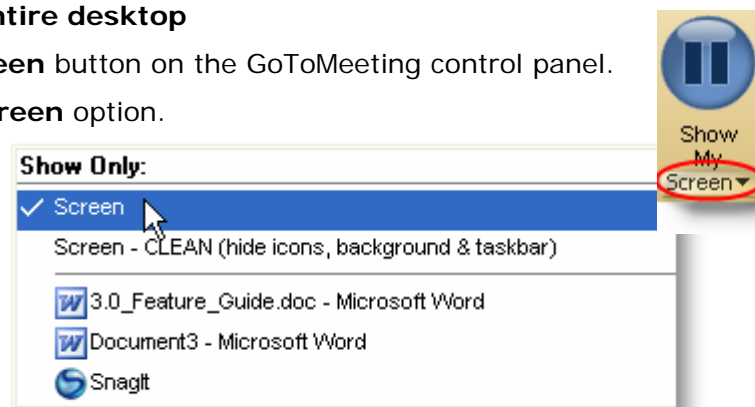
▶ To start an impromptu meeting from the GoToMeeting Toolbar in Microsoft Office

1. From the GoToMeeting Toolbar in Microsoft Office, click the **Meet now within Word** button to launch an impromptu meeting. 
2. On the *Login – GoToMeeting* dialog box, 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.
4. Click the **Show My Screen** button and your presentation will start in specific application-sharing mode. This means that GoToMeeting will only display the Microsoft Office window from which you started the impromptu meeting.

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

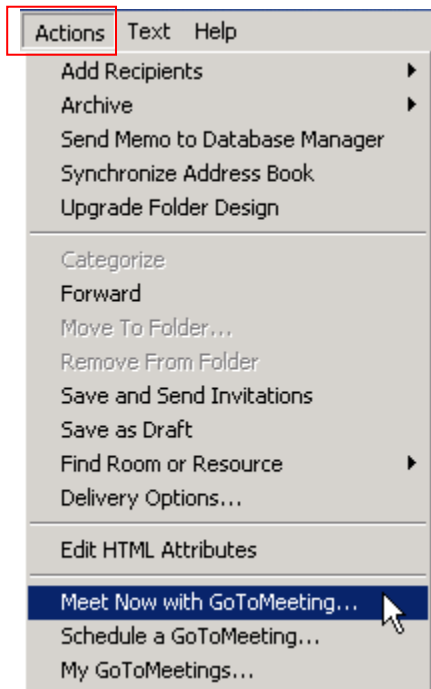
▶ To share your entire desktop

1. Click the **Screen** button on the GoToMeeting control panel.
2. Select the **Screen** option.



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

1. From the GoToMeeting Lotus Notes menu options, select **Meet Now with GoToMeeting**.
2. On the *Login – GoToMeeting* dialog box, 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. Conference call information will appear in the meeting information pane of the Organizer Control Panel.



► **To start an impromptu meeting from an instant-messaging application**

1. Launch the instant-messaging application.
2. Open a chat communication with the person you would like to invite.
3. On the side of the chat box, click the GoToMeeting **Meet Now** tab.
4. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
5. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. Conference call information will appear in the meeting information pane of the Organizer Control Panel.



GoToMeeting Integrated Voice Conferencing Service

GoToMeeting includes a conference call service at no extra cost to you. All participants dial a toll-based number that GoToMeeting provides automatically (to select toll numbers for multiple countries, please see the *View and Edit Account Information* section of this guide). 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. You can also provide toll numbers to multiple countries. You may decide to use this service or choose another method of bringing audio to your online meetings.

► Dialing in to the Conference

Conference Call Features

At the specified meeting time, dial the conference call number. When prompted, enter the access code followed by the # key. (Meeting organizers can enter the access code followed by the * key to enable additional conference call features.)

Once in a conference call, participants and organizers can enter commands using their phone keypads. Meeting organizers can access additional commands by pressing the * key after entering the access code (instead of the # key).

Commands Available to Meeting Organizers

Command	Feature	Details
*2	Count	Provides the number of participants currently on the conference call.
*3	Exit	Exits the conference call.
*4	Menu	Provides a menu of available conference commands.
*5	Listening Modes	Sets listening modes for the audience. Meeting organizers can cycle through three listening modes by pressing *5. <ul style="list-style-type: none"> Open conversation mode (default) Mute the audience – the audience can un-mute themselves Mute the audience – the audience cannot un-mute themselves
*6	Mute/Un-mute	Mutes the organizer's line. Pressing *6 again will un-mute the line.
*7	Secured/Unsecured	Secures the conference by blocking all other callers from entering. Pressing *7 again will open the conference again to callers.
*8	Tone controls	Sets entry and exit tones. Pressing *8 sets the options. <ul style="list-style-type: none"> Entry and exit tones on (default) Entry and exit tones off Entry tone off exit tone on Entry tone on exit tone off

Commands Available to Participants

Command	Feature	Details
*3	Exit	Exits the conference call.
*4	Menu	Provides a menu of available conference commands.
*6	Mute/Un-mute	Mutes the participant's line. Pressing *6 again will un-mute the line.

Toll-Free and International Numbers

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. When scheduling your meeting, enter this number in the Conference Call Information field of the Schedule Meetings dialog box.

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 Pane, Attendee List, Chat, Invite Others and the Meeting Info Pane – and the Grab Tab. The Organizer Control Panel has a fifth pane, the Recording Pane, which can be displayed by selecting **Tools** and then **Recording** from the Organizer Control Panel Menu Bar.

Screen Tools Pane
Provides organizers/presenters with a visual reminder of On Air status, the ability to show their screens, pause showing their screens, pass keyboard control and change presenters

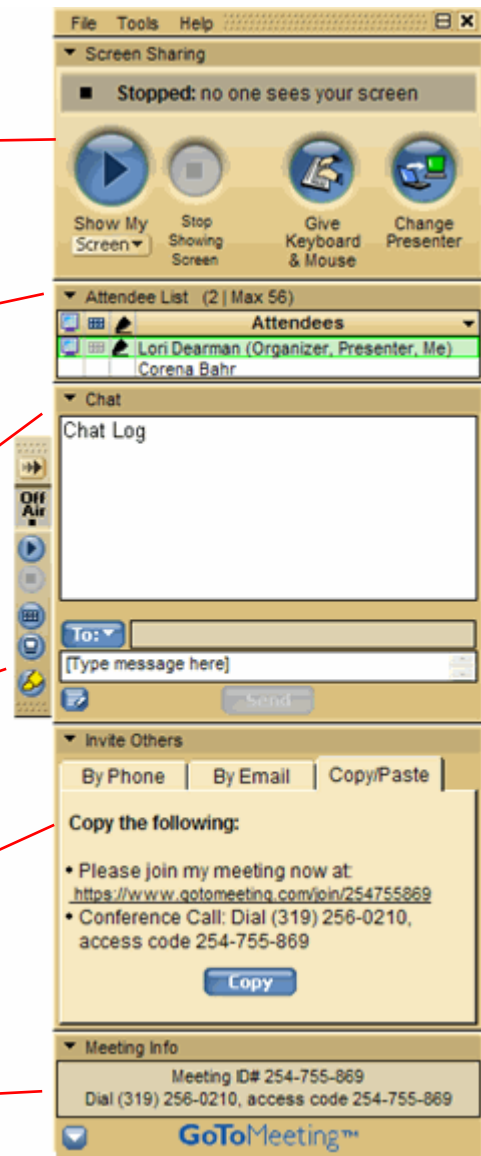
Attendee List Pane
Provides organizers/presenters with a list of all meeting attendees and enables them to make other attendees organizers or presenters, grant or revoke attendee privileges and dismiss attendees

Chat Pane
Enables organizers/presenters to chat with other attendees, either individually or all at once

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

Invite Others Pane
Provides information for organizers to invite attendees to meetings via phone, email or instant-messaging applications while meetings are in progress

Meeting Information Pane
Provided for quick reference, may be edited or copied into an email or messenger application



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

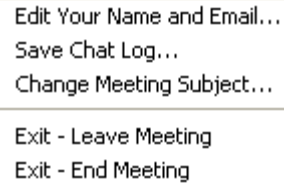
The Organizer Control Panel Menu Bar

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

File Menu

The File Menu allows organizers to edit how their names and email addresses are displayed to other attendees, save the chat logs of their meetings as .txt files to their PCs, exit meetings without ending them (must first make another attendee an organizer) or exit meetings and end them.

File

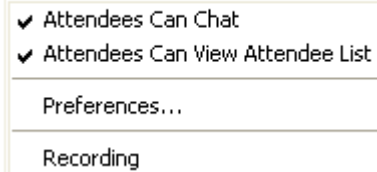


Edit Your Name and Email...
Save Chat Log...
Change Meeting Subject...
Exit - Leave Meeting
Exit - End Meeting

Tools Menu

The Tools Menu enables organizers to enable or disable the attendee list and/or chat feature for all attendees, access Preferences while in session and show the recording pane.

Tools

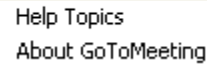


✓ Attendees Can Chat
✓ Attendees Can View Attendee List
Preferences...
Recording

Help Menu

The Help Menu provides access to the online Help file and GoToMeeting software version information.

Help



Help Topics
About GoToMeeting

The Presenter Control Panel Grab Tab

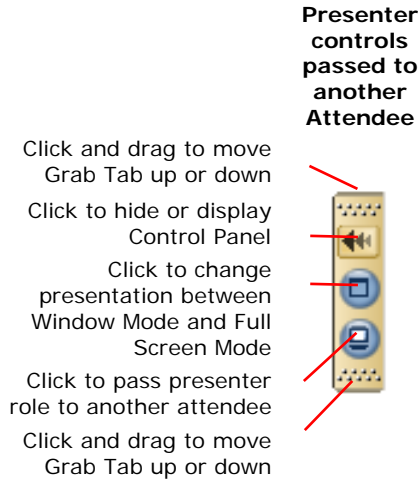
The Control Panel Grab Tab enables organizers and Presenters to minimize the Control Panel to the side of their screens to display their full desktops to attendees and still access Presenter Screen Tools. The Grab Tab changes depending on the status of the Presenter's display mode.

There are four main display modes:

1. 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.

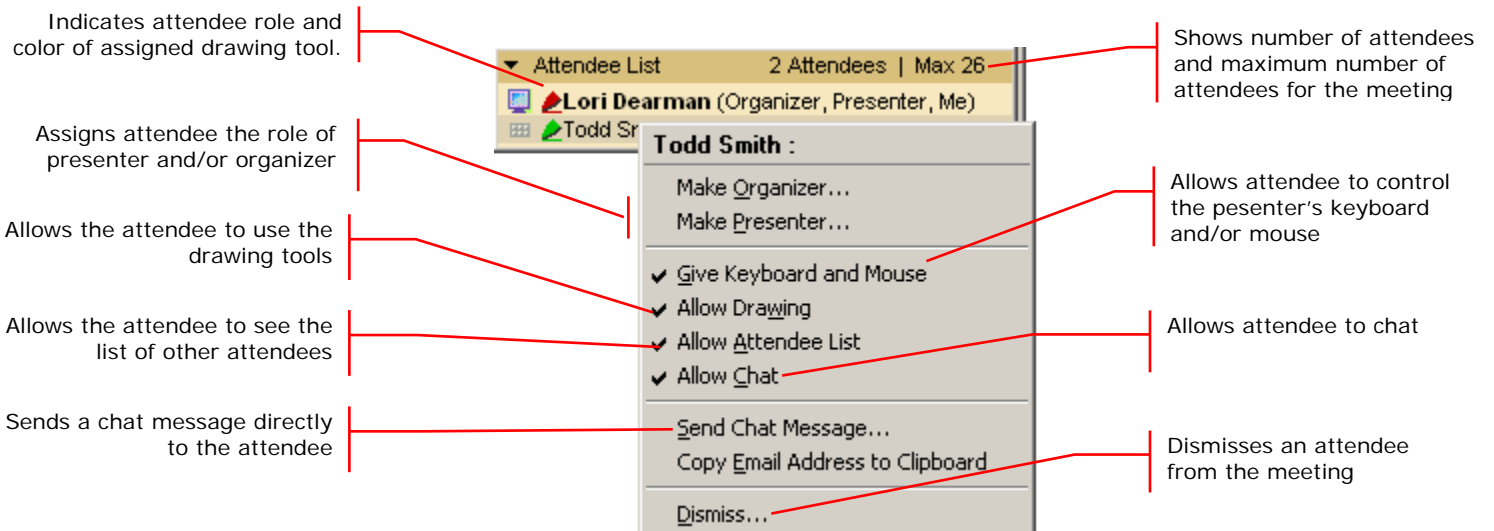
	No Attendees have arrived	Attendees arrived, presenting desktop	Attendees arrived, presentation paused	Attendees arrived, presentation stopped
Click and drag to move Grab Tab up or down				
Click to hide or display Control Panel				
Shows On Air status				
The Show My Screen button displays desktop to attendees.				
Right-click to display multiple monitors, a specific application or a clean screen				
The Stop Showing Screen button stops desktop display				
The Give Keyboard & Mouse button grants shared mouse/keyboard control to another attendee				
The Show Other's Screen button passes the presenter role to another attendee				
The 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				

A fifth Grab Tab mode is available to organizers only when they are not a presenter:



Manage Attendees

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



► To make an attendee an organizer

Organizers can make an attendee an organizer to share control of a meeting or to let the first organizer leave the meeting and enable the meeting to remain in progress.

1. In the Attendee List, right-click the attendee's name and select **Make Organizer**.

Note: Mac-based attendees cannot be made organizers.

► To make an attendee a Presenter

1. In the Attendee List, right-click the attendee's name and select **Make Presenter**.

Or

2. On the Screen Tools Pane or the Grab Tab, click the **Change Presenter** button.

Note: Mac-based attendees cannot be made presenters.

► To enable an attendee to share the presenter's mouse and keyboard (when a presenter)

1. In the Attendee List, right-click the attendee's name and select **Give Mouse and Keyboard**.

Or

2. On the Screen Tools Pane or the Grab Tab, click the **Give Keyboard & Mouse** button.

► To enable the drawing tools for one attendee

In the Attendee List, right-click the attendee's name and select **Allow Drawing**.

► To enable the drawing tools for all attendees

1. On the Grab Tab, click the **Select Drawing Tool** button.
2. Select **Attendees can draw**.

Invite Attendees during a Meeting

Organizers may invite new attendees to meetings in progress from the Invite Others pane. Invitation methods include Phone, Email and Copy/Paste.

Invite Attendees by Phone

To invite attendees by phone, expand the Invite Others pane and select the **Phone** tab. Call the desired attendees and read them the information provided on the Phone tab.



Invite Attendees by Email

To invite attendees by email, expand the Invite Others pane, select the **Email** tab 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 address and send the email to the desired attendees.

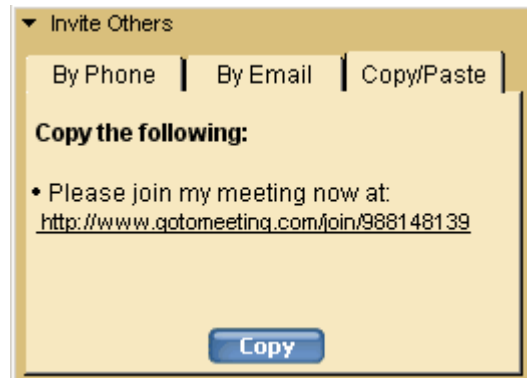
Note: The Email option only works with Microsoft Outlook and IBM Lotus Notes. If you have another email program please chose the Other option to invite attendees.



Invite Attendees by Other Method

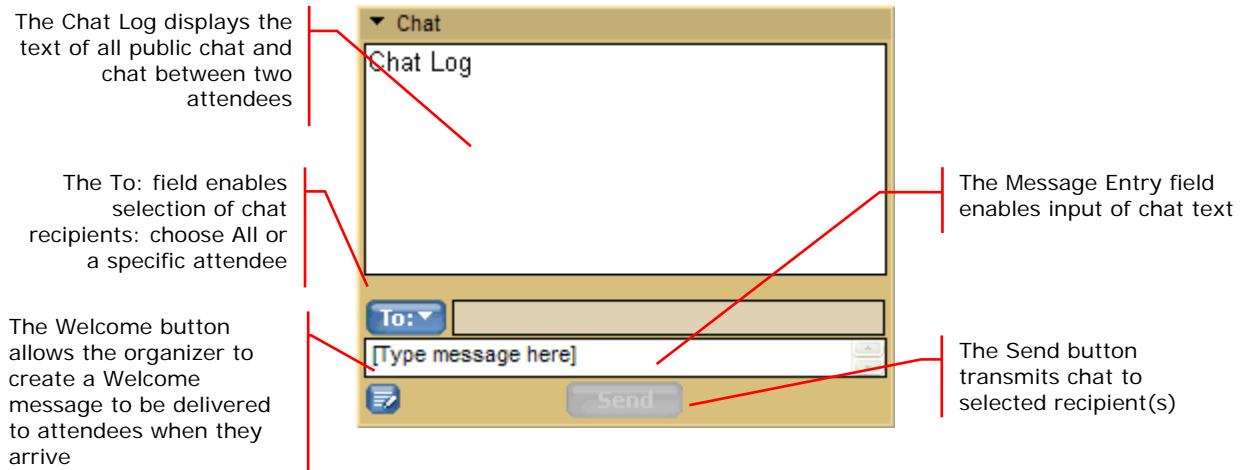
To invite attendees using an email service other than Microsoft Outlook, expand the Invite Others pane, select the **Copy/Paste** tab and then click the **Copy** button.

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.



Chat with Attendees

Organizers can chat with attendees by using the built-in Chat feature in the Chat Pane.



► To chat with Attendees

1. Select the desired recipient(s) from the **To:** drop-down selection field.
- Or
1. Double-click on an attendee name in the Attendee List.
2. Enter desired chat message in the Message Entry field.
3. Click the **Send** button.

► To reply to an attendee chat

1. Select the desired recipient(s) from the **To:** drop-down selection field.
- Or
1. Click on the attendee's name within the Chat Log 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" dialog that allows you to store the file locally. Then browse to the location you would like to save it.

Present at a Meeting

The organizer who starts the meeting is also the initial meeting presenter. For more information about presenting during meetings, please see the *Presenting at Meetings* section.

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 it to continue he or she must first designate another attendee as the meeting organizer.

▶ **To leave a meeting and allow the session to continue**

1. Prior to leaving the meeting, be sure to make another attendee the organizer.
2. From the File Menu, select **Exit – Leave Meeting**.
3. On the *Leave Meeting?* confirmation dialog box, click **Yes**.

Note: If you leave a meeting that you organized running, 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 **Exit – End Meeting**.
2. On the *End meeting for everyone?* confirmation dialog box, click **Yes**.

Presenting at Meetings

Presenter Role Overview

The meeting organizer is always enabled as the first meeting presenter. The presenter role may be passed to any PC- based meeting attendee.

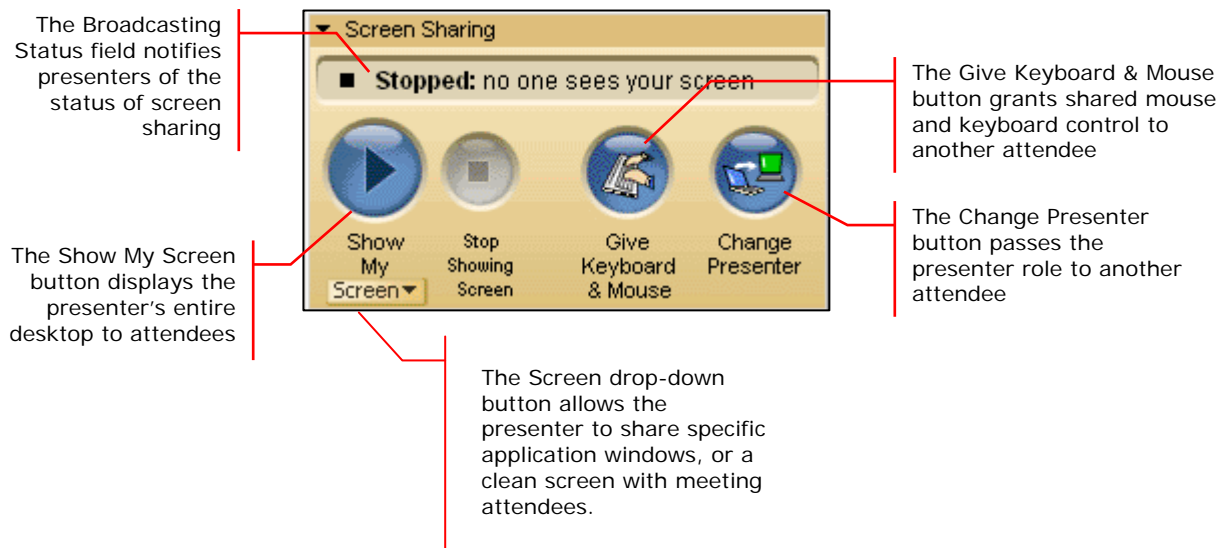
Presenters can show their complete desktops, a clean screen – with no icons or taskbar – or a specific application window to all meeting attendees. Presenters may choose to pause showing their desktops or applications at any time. Presenters may grant other attendees the ability to share control of the presenter's mouse and keyboard.

Note that Macintosh-based attendees cannot be made presenters.

The Presenter Screen Tools Pane

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


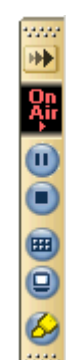


Presenter Screen Tools Pane when Screen Sharing is Off



Note: Mac-based attendees cannot be made presenters.

The Presenter Control Panel Grab Tab

The Control Panel Grab Tab enables organizers and presenters to minimize the Control Panel to the side of their desktops to display their full desktops to attendees and still access Presenter Screen Tools. The Grab Tab changes depending on the status of the presenter role.

	No Attendees have arrived	Attendees arrived, presenting desktop	Attendees arrived, presentation paused	Attendees arrived, presentation stopped
Click and drag to move Grab Tab up or down				
Click to hide or display Control Panel				
Shows On Air status				
The Show My Screen button displays desktop to attendees.				
Right-click to display multiple monitors, a specific application or a clean screen				
The Stop Showing Screen button stops desktop display				
The Give Keyboard & Mouse button grants shared mouse/keyboard control to another attendee				
The Show Other's Screen button passes the presenter role to another attendee				
The 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				

Use Presenter Controls

When granted the presenter role the Presenter Controls will appear at the top of your Control Panel.

Showing the Presenter's Screen

▶ To show the Presenter's desktop

1. On the Screen Tools Pane or the Grab Tab, click the **Show My Screen** button.

▶ To show a clean screen

1. On the Screen Tools Pane, click the **Screen** drop-down menu under the Show My (Screen) button.

Or

1. On the Presenter Grab Tab, right-click the play button.
2. Select Screen-CLEAN (hide icons, background & taskbar).

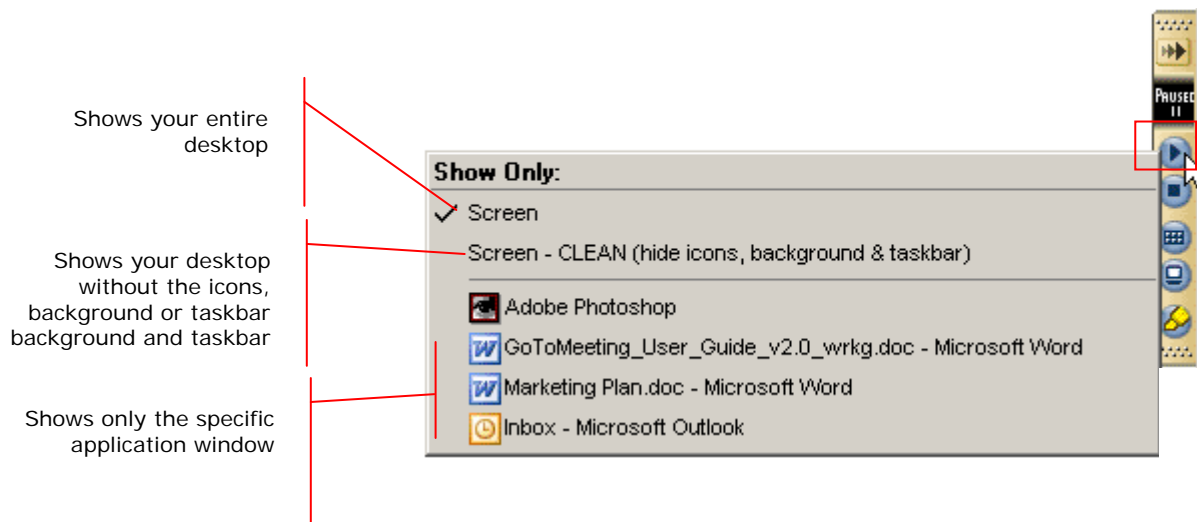
▶ To show a specific application

1. On the Screen Tools Pane, click the **Screen** drop-down menu under the Show My (Screen).

Or

1. On the Presenter Grab Tab, right click the play button.
2. Select the application that you want to share, or select Screen-CLEAN.

Note: Hovering over your screen sharing menu selection will display an animated grey 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.

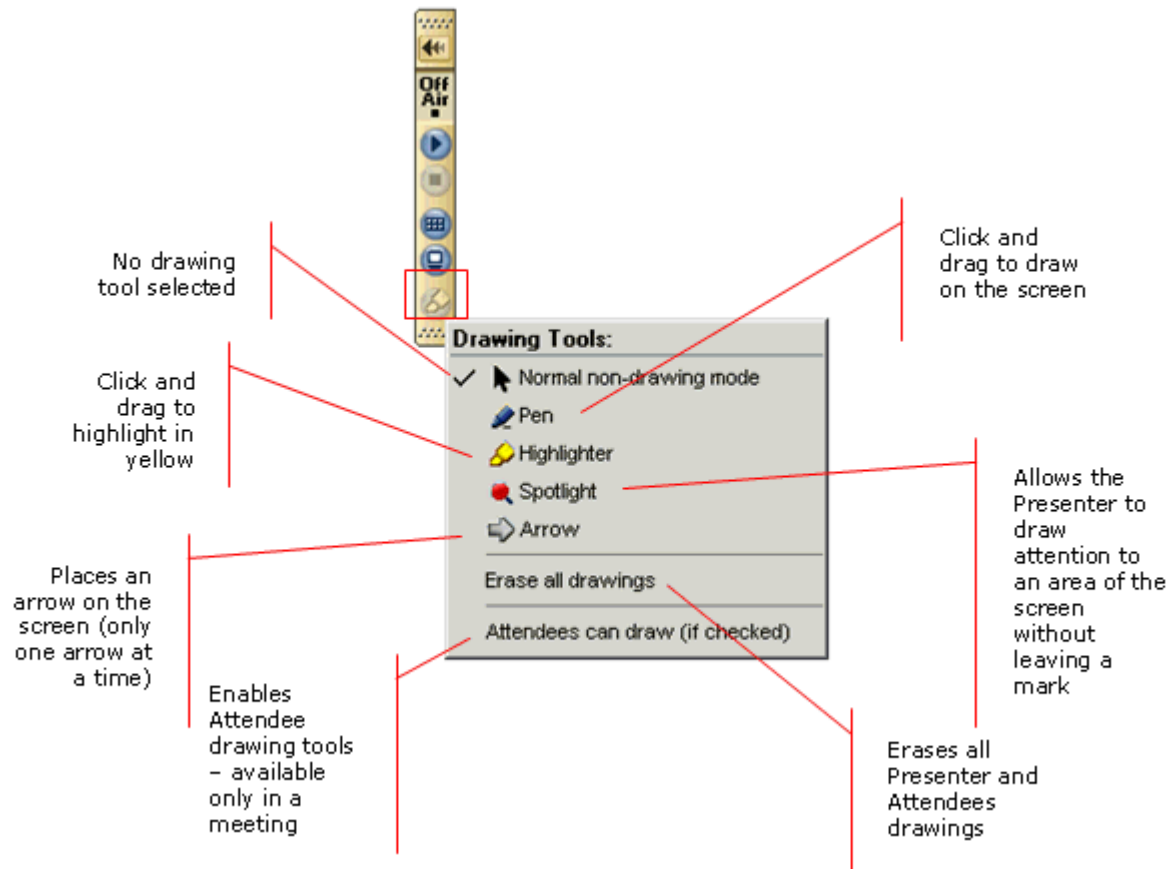


Note: The specific application sharing feature will also allow you to share one or all of your multiple monitors if you have the hardware already set up.

▶ To pause showing the presenter's desktop or application

1. On the Screen Tools Pane or the Grab Tab, click the **Pause Showing Screen** button.

The Presenter Drawing Tools



► To use a drawing tool

1. Click the Select Drawing Tools button on the Presenter Grab Tab
2. Select an appropriate tool from the Drawing Tools drop-down menu

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

► To disable a drawing tool

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

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

► To enable all attendees to use the drawing tools

1. On the Grab Tab, click the **Select Drawing Tool** button. (only available in a meeting)
2. Select **Attendees can draw**.

► To enable one attendee to use the drawing tools

1. Right-click attendee's name in the control panel attendee list
2. Select **Allow Drawing**

▶ To erase drawings

1. Click the Select Drawing Tool button on the Presenter Grab Tab
2. Select **Erase all drawings**

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

Passing Roles to Attendees**▶ To share the presenter's mouse and keyboard control**

- On the Screen Tools Pane or the Grab Tab, click the Give Keyboard & Mouse button.

▶ To change presenters

- On the Screen Tools Pane or the Grab Tab, click the Change Presenters button.

Note: Mac-based attendees cannot be made presenters.

Recording and Playing 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 in the meeting.

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

To record audio, an organizer must have a sound card and install and configure an audio input device such as a microphone.

If you are recording a teleconference, 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.

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

The default destination location to save your recording defaults to your My Documents folder. You can change the destination location but only before you begin recording. It is recommended that the designated location have a minimum of 1.0GB 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.

Recording a Meeting

Note: The meeting recording feature is only available to meeting organizers or promoted organizers.

▶ To configure recording settings

1. From the Organizer Control Panel, click the **Tools** menu, select **Recording** and then click the **Settings** button.

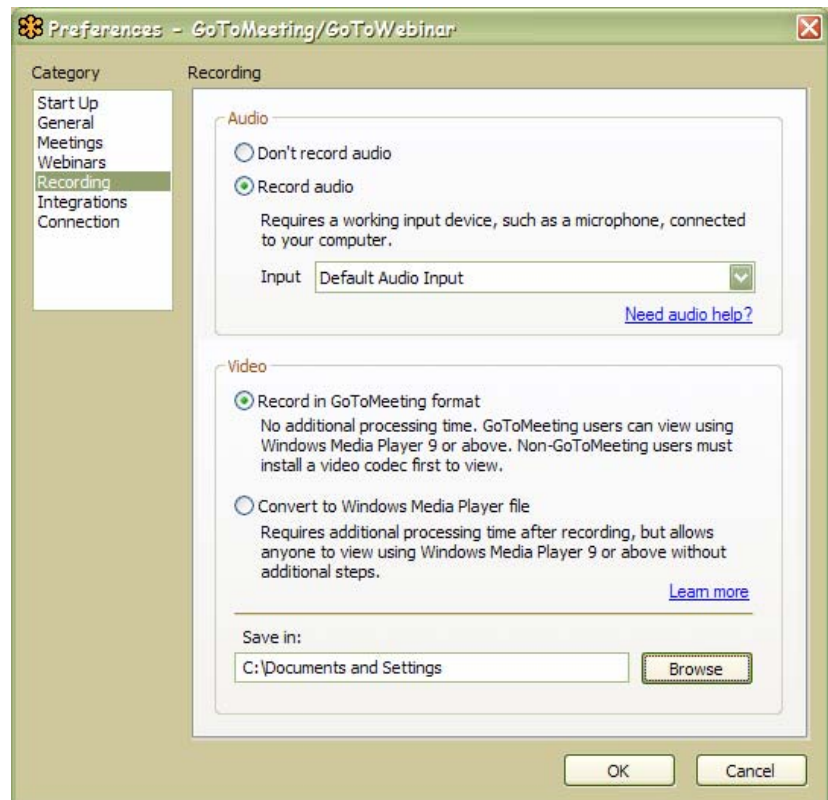


2. Select to record or not record audio and choose the appropriate input device.

Note: If you are using a microphone that is set as the default audio device for your computer, select Default Audio Input; otherwise, select Microphone from the Input drop down. If you connected a phone recording adapter to your phone and line-in input on your computer's sound card, select Line In from the input drop-down menu. For more detailed information, click the [Need audio help?](#) link in the Audio section of the Recording preferences dialog.

3. Select the appropriate recording format.
4. Designate the location where you want to save your recording.

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 **Tools** menu and select **Recording**.
2. Click the **Settings** button 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 **Record** button to start recording.
6. Click Show My Screen to capture the video portion of the recording.
7. Click **File** and select **End** meeting for all to view the completed recording.



Note: The lower you set your monitor resolution, the better the quality of the meeting recording. A resolution of 1024 x 768 is recommended 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 set their resolution to the same setting. Avoid displaying multiple monitors when recording a meeting.

Note: GoToMeeting will begin recording audio input from the time that the organizer clicks the Record button; however, the screen recording will not start until the presenter begins showing his/her screen. If screen sharing is not turned on during the course of the recorded meeting, the playback will show a black screen and playback the audio recording.

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. The Remaining: field in the Recording pane refers to the amount of space remaining on the destination drive that is listed in the Recording Preferences Save In: field.

Playing 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 (G2M2 decoder) to view a meeting recorded in the GoToMeeting format. Visit <http://www.gotomeeting.com/codec> to download the codec.

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

▶ To replay a meeting recorded 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 immediately start to convert 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. It may take up to $\frac{3}{4}$ the time of the actual recorded meeting to complete the conversion. This means that a one-hour meeting may take up to 45 minutes to convert to the Windows Media format. 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 direct to Windows Media format, so that 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.

Distributing 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 9.0 or higher to view the recorded meeting.
3. Request recipients to install the GoToMeeting Codec at <http://www.gotomeeting.com/codec> if he/she has not already installed it, or is not running the GoToMeeting software on his/her computer.

▶ **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 9.0 or higher to view the recorded meeting.

Troubleshooting Recording and Replaying a Meeting

To troubleshoot recording and playback

Please see <http://www.gotomeeting.com/s/audiohelp> and <http://www.gotomeeting.com/s/audiolearn>. These pages are also linked from the recording tab of the organizer preferences.

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.

Note: Mac-based attendees cannot be made organizers or presenters. For more information about Mac-based attendees, please see the *Attending Meetings on a Macintosh* section of this guide.

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 software installation 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 meeting appointment or instant message invitation**

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** or **Grant** 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.

▶ **To join a meeting from the GoToMeeting Web site**

1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar click the **Join a Meeting** button.
3. If prompted, click **Yes** or **Grant** to accept the download.
4. On the *Join a Meeting – GoToMeeting* dialog box, 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.

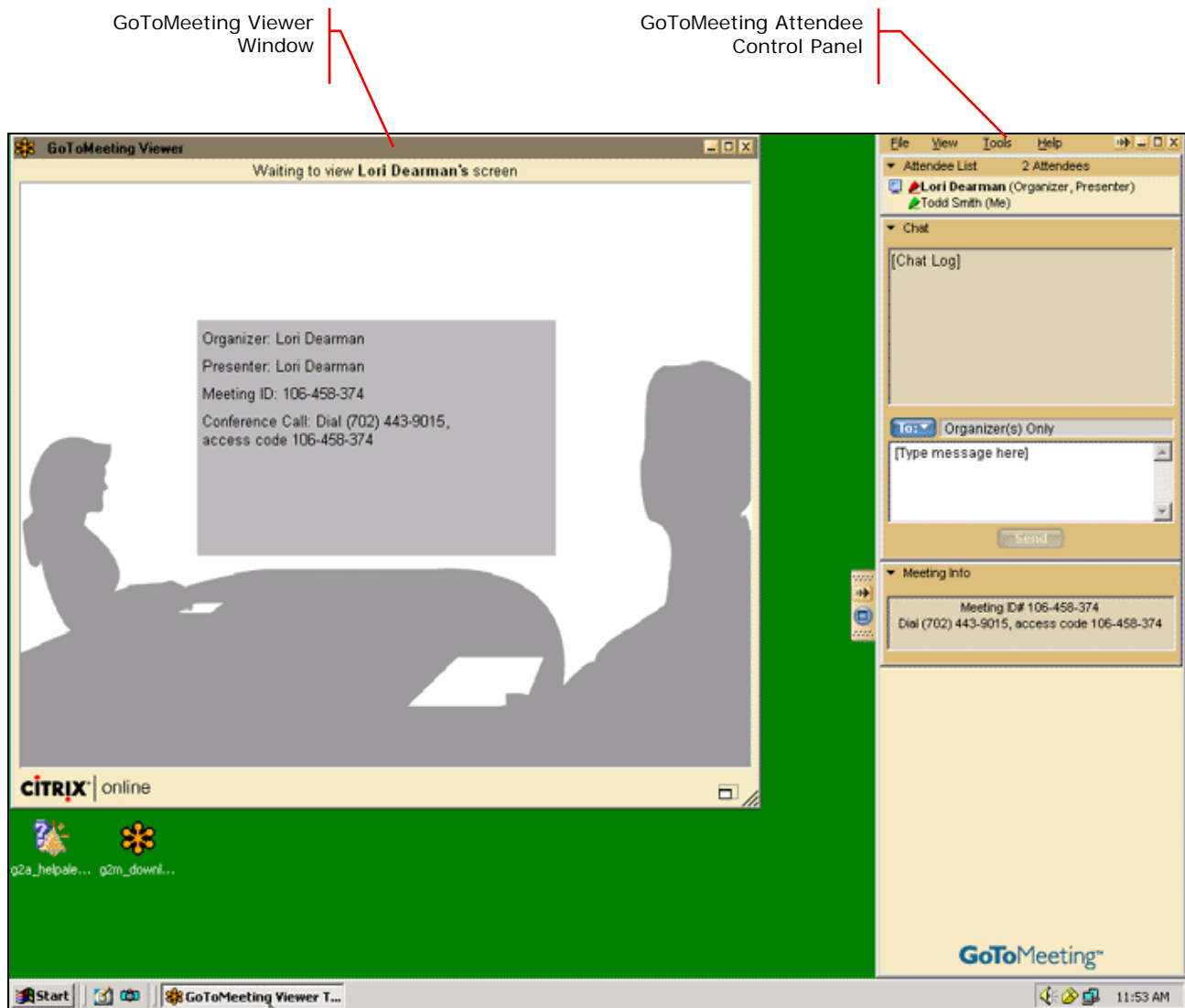
▶ **To join a meeting from the GoToMeeting system tray icon**

1. Right-click the GoToMeeting system tray icon and select **Join a Meeting**.
2. On the *Join a Meeting – GoToMeeting* dialog box, 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** on the Name and Email dialog, you will be entered into the meeting and the Attendee Control Panel and the GoToMeeting Viewer Window will appear.

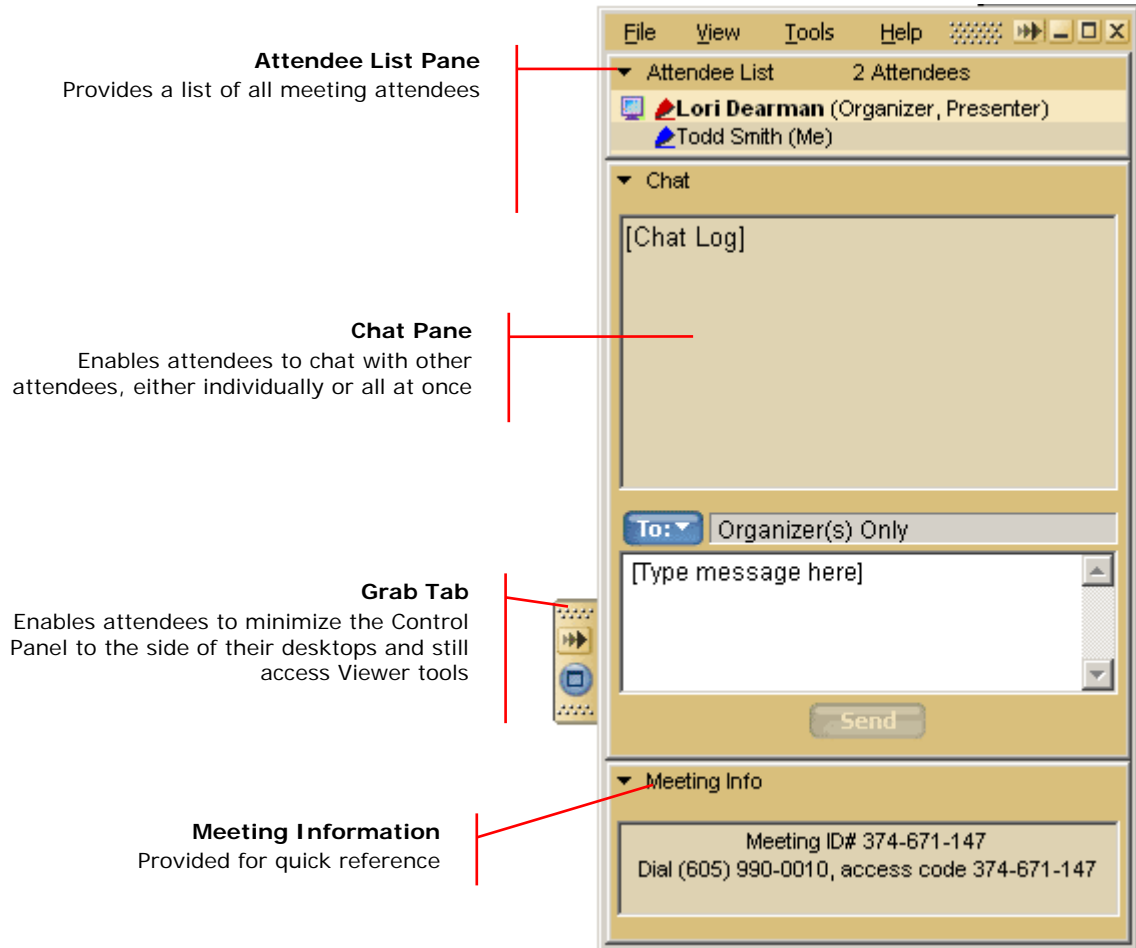
GoToMeeting Attendee Application Components

Once attendees join a meeting they see two GoToMeeting Attendee components, the GoToMeeting Attendee Control Panel and the GoToMeeting Viewer Window.



The Attendee Control Panel

When attendees first join a meeting, the Attendee Control Panel appears on the right side of their desktops and then minimizes to the side. The Attendee Control Panel gives attendees access to various meeting functions. The Attendee Control Panel is comprised of two panes – Attendee List, Chat and Invite Others – and the Grab Tab.

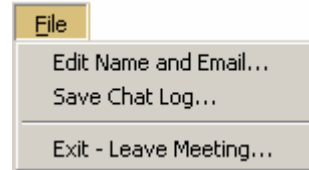


The Attendee Control Panel Menu Bar

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.

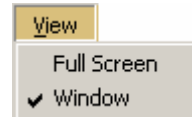
File Menu

The File Menu allows attendees to edit how their names and email addresses are displayed to other attendees, save the chat logs of meetings as .txt files to their PCs and exit meetings.



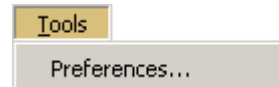
View Menu

The View Menu enables attendees to select how to display the Viewer Window on their desktops.



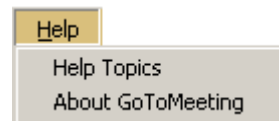
Tools Menu

The Tools Menu enables attendees to access the Preferences Menu, where they 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.



Help Menu

The Help Menu provides access to the online Help file and to GoToMeeting software version information.



The 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
- Click to hide or display Control Panel
- Click the view button to change display modes
- Click and drag to move Grab Tab up or down

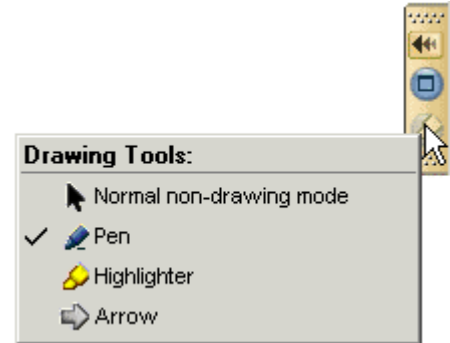


The Attendee Drawing Tools

Note: Drawing Tools must be enabled by the presenter before they will 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 an appropriate tool from the Drawing Tools drop-down menu
- Or
1. Right-click anywhere on the Viewer Window
 2. Select an appropriate tool from the Drawing Tools drop-down menu



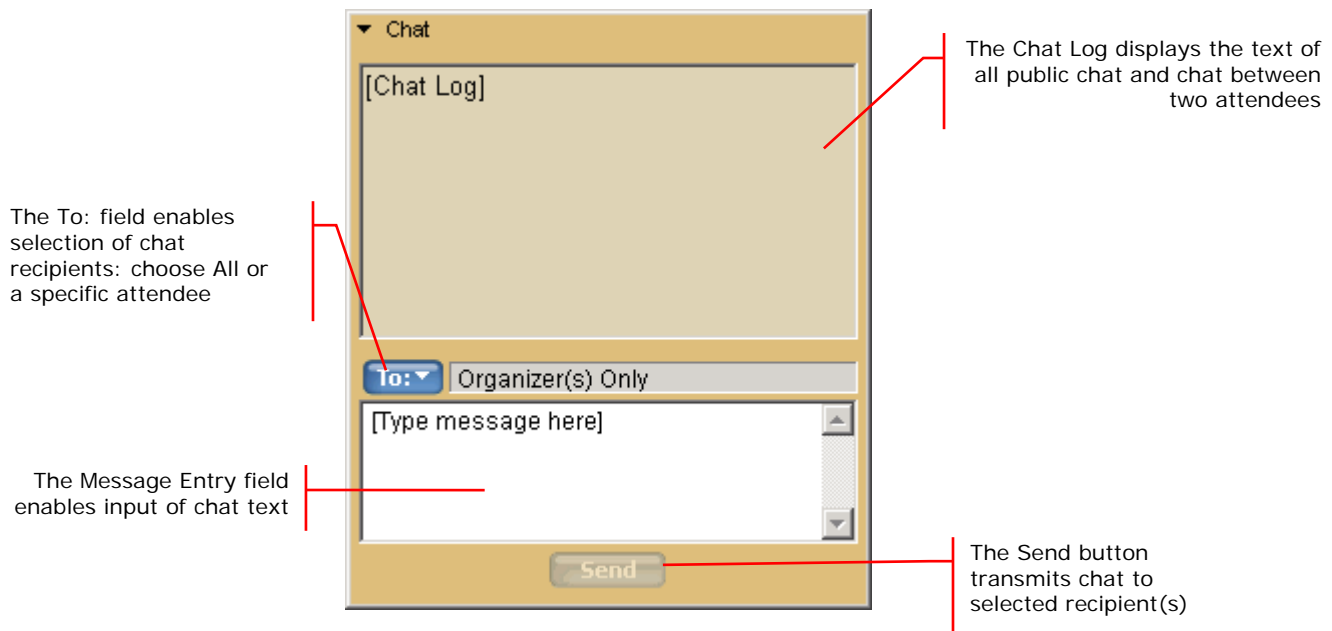
► To disable a drawing tool

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

Attendees can chat with other Attendees by using the built-in Chat feature in the Chat Pane.



► To chat with attendees

1. Select the desired recipient(s) from the **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

1. Select the desired recipient(s) from the **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.

Note: If enabled by the meeting organizer, attendees can chat with other attendees during a meeting.

► To save a chat log

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

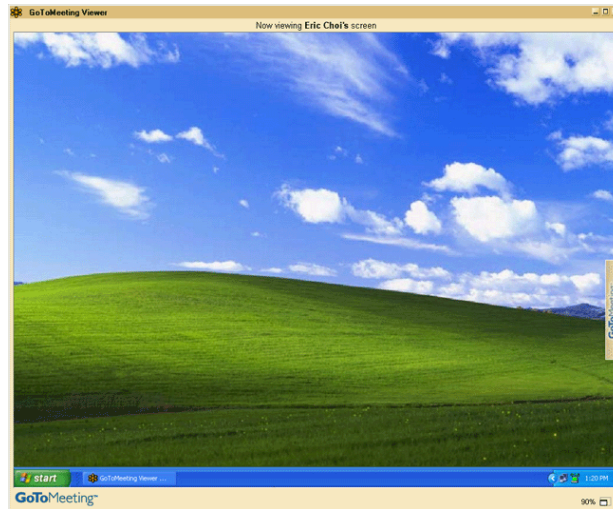
► To auto-save chat logs

1. Click the **General** category on the GoToMeeting Preferences dialog and check **Chat Logs**.
2. In the Save in: box, select the directory you would like to save the chat log under.
3. Click **OK**.

The GoToMeeting 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.

GoToMeeting Viewer Window in Window Mode, with Presenter's Control Panel minimized.



Viewer Window in Window Mode

GoToMeeting Viewer Window in Full Screen Mode, with Presenter's Control Panel minimized and the Attendee Control Panel Grab Tab available.



Viewer Window in Full-Screen Mode

Attendee Grab Tab

Configure the Viewer Window

The Viewer Window may be configured to display in either Window mode or Full Screen mode.

▶ To display the Viewer Window in Window mode

1. From the Attendee Grab Tab, click the **Window Mode** button.
Or
2. From the Attendee Control Panel View Menu, select **Window**.

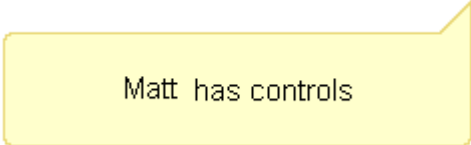
▶ To display the Viewer Window in Full Screen mode

1. From the Attendee Grab Tab, click the **Full Screen Mode** button.
Or
2. From the Attendee Control Panel View Menu, select **Full Screen**.

Share Presenter Keyboard and Mouse

At any time during a meeting presenters may share control of their keyboard and mouse with any other attendee to enable that 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.



Matt has controls

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 their mouse.

Become a Presenter

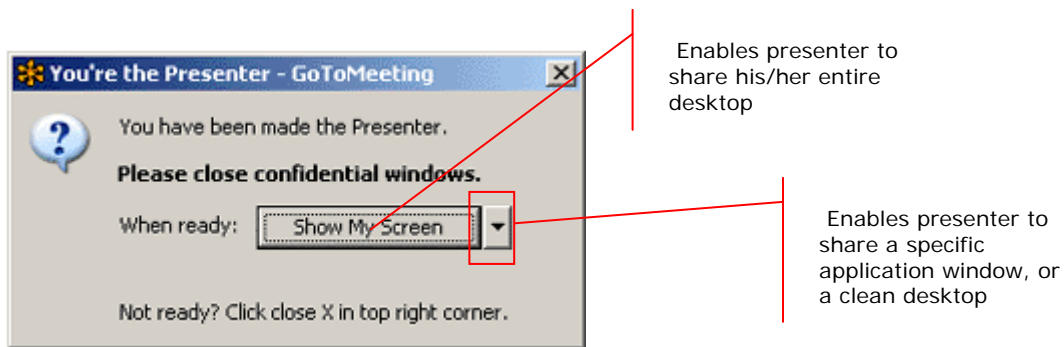
At any time during a meeting the presenter may pass the presenter role to any other attendee to enable that attendee to share his or her desktop with the other attendees.

Note: Mac-based attendees cannot be made presenters.

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 presenter can click **Show My Screen** to present his/her entire desktop or click the down arrow to select a specific application window.

For more information about being a presenter, please see the *Present at a Meeting* section.



Become an Organizer

At any time during a meeting the organizer may promote any other attendee to the role of co-organizer to enable that attendee to take over or share in meeting management functions.

Note: Mac-based attendees cannot be made organizers.

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.

Brian is now an Organizer.

For more information about being an organizer, please see the Presenter Control Panel and Manage Attendees sections.

Leave a Meeting

An attendee may leave a meeting at any time.

► To leave a meeting

1. From the Attendee Control Panel File Menu, select **Exit – Leave Meeting**.
2. On the *Leave Meeting?* confirmation dialog box, click **Yes**.

Attending Meetings on a Macintosh

Notes on Attending Meetings on a Macintosh

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.

GoToMeeting supports Macintosh-based attendees; however, attendees who join a meeting from a Macintosh computer cannot be promoted to the role of organizer or presenter.

Join a Meeting(Macintosh)

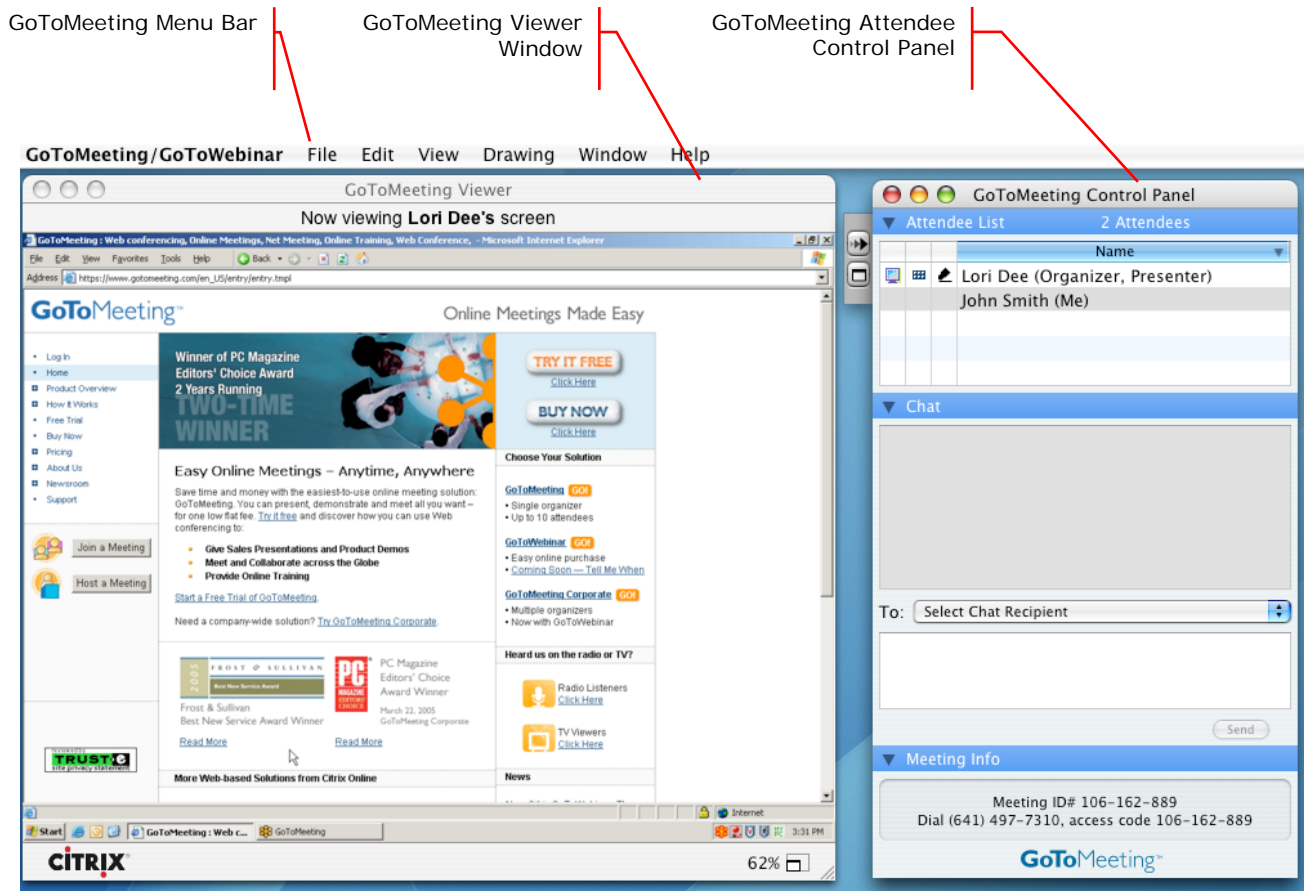
There are several ways to join a meeting depending on how you receive the meeting invitation. Joining a meeting requires no pre-registration or software installation or configuration.

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

For more information on joining and leaving a meeting, please refer to the corresponding sections of this guide.

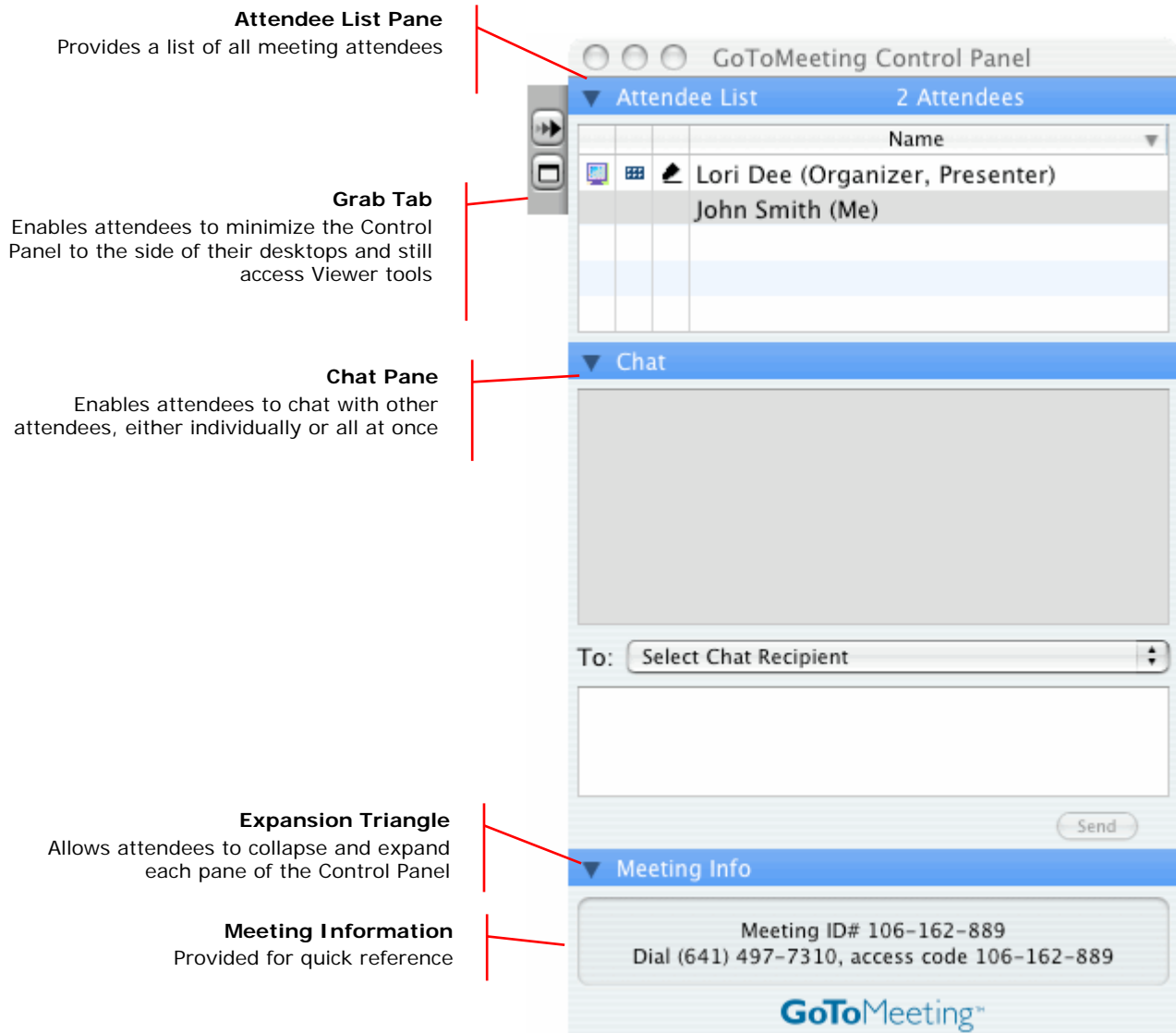
GoToMeeting Attendee Application Components (Macintosh)

Once attendees join a meeting they see two GoToMeeting Attendee components, the GoToMeeting Attendee Control Panel and the GoToMeeting Viewer Window.



The Attendee Control Panel (Macintosh)

When attendees first join a meeting, the Attendee Control Panel appears on the right side of their desktops and then minimizes to the side. The Attendee Control Panel gives attendees access to various meeting functions. The Attendee Control Panel is comprised of three panes – Attendee List, Chat and Meeting Info – and the Grab Tab.

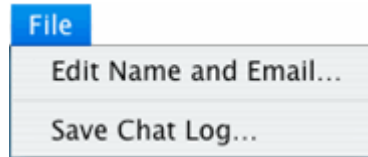


The Attendee Control Panel Menu Bar (Macintosh)

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.

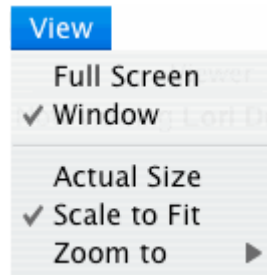
File Menu

The File Menu allows attendees to edit how their names and email addresses are displayed to other attendees and save the chat logs of their meetings as rich text files to their hard drive..



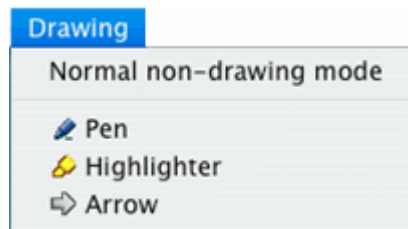
View Menu

The View Menu enables attendees to select how to display the Viewer Window on their desktops.



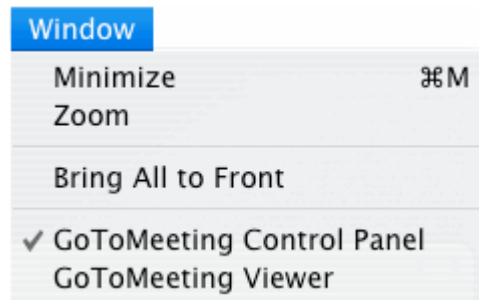
Drawing Menu

The Drawing Menu enables attendees to select from a menu of drawing tools. The drawing tools are only available if enabled by the presenter.



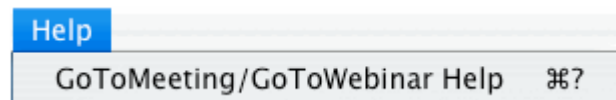
Window Menu

The Window Menu allows attendees to designate an active window.



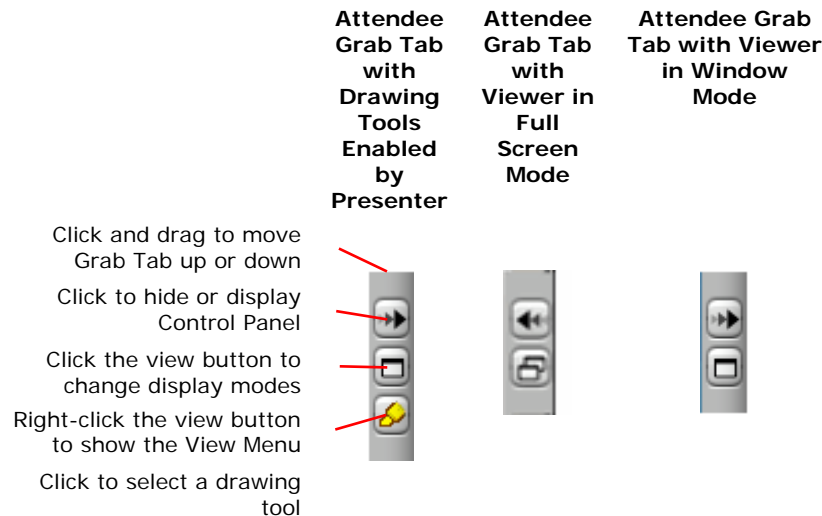
Help Menu

The Help Menu provides access to the online Help file.



The Attendee Control Panel Grab Tab (Macintosh)

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.



Note: If the attendee Control Panel is closed, a chat button will appear on the Grab Tab to alert the attendee to incoming chat messages. Click the button to open the chat pane.

The Attendee Drawing Tools (Macintosh)

Note: Drawing Tools must be enabled by the presenter before they will 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 an appropriate tool from the Drawing Tools drop-down menu
- Or
1. Right-click anywhere on the Viewer Window
 2. Select an appropriate tool 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 anywhere on the Viewer Window
 2. Select **Normal non-drawing mode** from the Drawing Tools drop-down menu
- Or

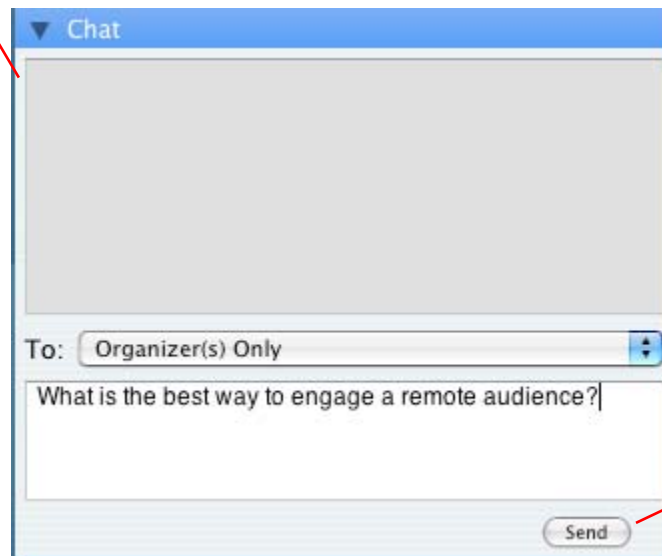
Press the **Esc** key to disable a drawing tool without going to the Grab Tab or Control Panel.

Chat with Other Attendees (Macintosh)

Attendees can chat with other attendees by using the built-in Chat feature in the Chat Pane.

The Chat Log displays the text of all public chat and chat between two attendees

The Message Entry field enables input of chat text



The arrows enable selection of chat recipients: choose Organizer(s) Only, Presenter Only, All-Entire Audience or a specific attendee

The Send button transmits chat to selected recipient(s)

Note: A recipient must be selected in the To: field in order to activate the Message Entry field and the **Send** button.

► To chat with attendees

1. Select the desired recipient(s) using the up/down arrow to the right of the "To:" field.
2. Enter desired chat message in the Message Entry field.
3. Click the **Send** button.

► To reply to a chat

1. Select the desired recipient(s) from the up/down arrow to the right of the "To:" field.
2. Enter desired response 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" dialog that allows you to store the file locally. Then browse to the location you would like to save it.

Note: If enabled by the meeting organizer, attendees can chat with other attendees during a meeting.

Share Presenter Keyboard and Mouse (Macintosh)

At any time during a meeting presenters may share control of their keyboard and mouse with any other attendee to enable that 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 placing a keyboard icon next to the attendee's name in the Attendee List.

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 their mouse.

Leave a Meeting (Macintosh)

An attendee may leave a meeting at any time.

▶ **To leave a meeting**

1. From the Attendee Control Panel File Menu, select **Quit GoToMeeting/GoToWebinar**.
2. On the *Leave Meeting?* confirmation dialog box, click **OK**.

Tips for Success

Prior to Meeting 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., 1024x768) 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 tab of the organizers 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.
- 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.

FAQs

General FAQs

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

Sometimes the meeting organizer invitation email will get blocked by your email server as spam. 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 account manager for help.

How can I see what future meetings I have scheduled?

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

Likewise, you can log into www.gotomeeting.com to view your scheduled meetings.

I forgot my password. What should I do?

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

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

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

Past meetings will appear in your Meeting History for 90 days, after which they will be deleted from the system. If you would like to keep records of your meetings for audit purposes, have your Administrator run a Meeting History report at least once every 90 days.

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.

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. Corporate Users can contact their Account Manager to upload a company logo to display 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.

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/her from regaining control.

Are there any files or folders left on the attendee 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 you would want to make someone else the organizer. The meeting would proceed without you without interruption. Or, if you wanted to have a co-organizer to monitor and respond to attendee chat questions while you focused on the task of presenting. Note that Mac-based attendees cannot be made organizers.

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

GoToMeeting is packaged with a conference call service at no extra cost to you. You may decide to use this service or choose another method of bringing audio to your online meetings. Our 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.

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" dialog that allows you to store the file locally. Alternately, 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.

Do you offer training for GoToMeeting?

Yes, you can find a series of [self-paced tutorials](#) on the GoToMeeting Web site under the Support link in the left navigation menu.

We also offer real-time training twice weekly, every Tuesday at 2PM (PDT) and Thursday at 8AM (PDT)

1. Ten minutes before your preferred training time, click the link below:
www.gotomeeting.com/join/446680854
2. Dial in to the conference call using the number and passcode below:
North American Number: (888) 371-8921
International Number: (617) 614-4893
Passcode: 25653086

No registration or reservations are needed.

Is there a log of who has attended my meetings? How can I view information about past attendees?

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

The information is grouped by month. You can see your meetings in chronological order. Each meeting contains the number of attendees, shown in blue. Click this number, and 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 Macintosh or Linux operating systems supported by GoToMeeting?

Currently Linux operating systems are not supported by GoToMeeting, either to host or join a meeting. However, GoToMeeting does support Macintosh-based attendees but does not support hosting or presenting from a Macintosh. For more information, see the "Attending Meetings on a Macintosh" section of this guide.

Is audio streaming supported in GoToMeeting?

Audio streaming is not an available option with GoToMeeting at this time, but we are continually looking to improve the features while still keeping the same ease-of-use. Look for more features to become available in future versions.

Is video streaming supported in GoToMeeting?

While we still do not 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. It does not at this time support audio along with the 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 DirectX (Microsoft DirectX is an advanced suite of multimedia application programming interfaces (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 directions on how to disable Hardware Overlay.

Recording FAQs

Why can't I record?

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

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

No, only the meeting organizer or a promoted organizer has access to the GoToMeeting recording feature.

How do I record a meeting with audio?

To record the audio portion of a meeting, you must have a sound card and also install and configure an audio-input device such as a microphone. If you are recording a teleconference, 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 tab 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 1024x768 for optimal recording quality.

What happens if I click the Stop button in the recording pane in the middle of a meeting recording 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 record 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 tab in your GoToMeeting preferences when you end or leave a meeting. Meet Now 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 record button. If you cannot find your recording, check the path listed in the "Save in" pane of the 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 1.0GB 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 Preferences Recording tab.
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. The conversion may take up to 75% of the actual recorded meeting length to complete.

*** 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?

GoToMeeting Desktop Recording and Playback allows you to record and preserve meetings as they actually occurred. You can use the editing software of your choice to edit those files.

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 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.

GoToMeeting for 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. How can I resolve this?

You need to verify that the option that is selected in your GoToMeeting "Preferences" under the "Integrations" category matches the option that is 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 allows you to present everything on your desktop, if you choose.

Contact Support

Please direct any support questions to: gotomeetingcare@citrixonline.com

Or call:

- (800) 263-6317 (U.S. and Canada, toll free)
- 001-800-574-4234 (Mexico, toll free)
- 00-800-5744-2340 (International, toll free)
- (805) 690-5753 (direct dial)

Please direct any billing or account questions to: accounts@citrixonline.com

Or call:

- (888) 646-0016 (U.S. and Canada, toll free)

To provide feedback on the GoToMeeting product, click the feedback link located in the footer of the GoToMeeting Corporate Web site or on the GoToMeeting Personal Web site here:

https://www.gotomeeting.com/en_US/pre/feedback.tpl