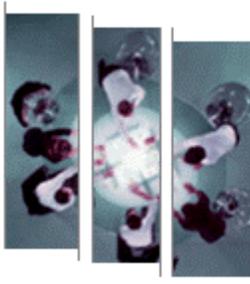




GoToMeeting™ User Guide

Organizing, Conducting, Presenting and Attending Web Meetings

Version 1.0



The most efficient meeting

You'll ever have.

Citrix Online

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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 liberal 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.

A new breed 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 sections about each role associated with using GoToMeeting. The roles are Organizer, Presenter and Attendee. To use this guide, go to the section that applies to the role you are performing at the time.

- Organizers create accounts, set up meetings and start meetings. During meetings the Organizer may be both a Presenter and an Attendee.
- Presenters are Organizers or Attendees who are presenting their screens to others.
- Attendees join meetings and may become Organizers or Presenters.

A user may perform multiple roles at one time and roles can be switched at anytime during a meeting.

Note: Learn more about these roles in the Terms section below.

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® 95, 98, Me, NT4.0, 2000, XP Home, XP Pro, 2003 Server
- Required: Internet Explorer 5.0 or greater, or Netscape 6.0 or greater
- Required: Stable 56k, cable modem, ISDN, DSL or better Internet connection
- Recommended: Minimum of Pentium 300 with 64 MB of RAM

For Attendees:

- Required: Internet Explorer 5+ or Netscape 6+
- Required: Stable 56k, cable modem, ISDN, DSL or better Internet connection
- Recommended: Java Virtual Machine enabled
- Recommended: Minimum of Pentium 300 with 64 MB of RAM

For Instant Messenger Integration:

- GoToMeeting integrates with the most widely used instant-messaging applications.

For Outlook Integration:

- Microsoft® Outlook® 2000 or later

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. Organizers, Hosts and Presenters are all Attendees. 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 Host. 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 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 use. 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 a unique computer access code that Organizers set up for each Host PC. It must contain at least eight characters and include both letters and numbers. Organizers use the access code every time they log in to a Host PC.
- **Viewer** – The Viewer is the window displayed on the Attendees' computers in which the Presenter's PC desktop 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 that appears to Attendees in the Viewer Window.

Product Features

- **Intuitive User Interface:** Easy-to-understand controls enable you to start and join meetings in seconds without training
- **Share Keyboard and Mouse Control:** Securely collaborate on documents in real time
- **Instantly Change Presenters:** Enable any participant to present to the entire group
- **Chat Window:** Chat online with any participant in the meeting
- **Integration:** Easily start or join GoToMeeting sessions through email or 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

- Regular GoToMeeting Organizers are limited to 10 meeting Attendees, plus the Organizer, for a total of 11 people in each meeting.
- Organizers using GoToMeeting Corporate may invite up to 25 meeting Attendees, for a total of 26 people in each meeting.

Organizing 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.

Once a meeting starts, the Organizer becomes the meeting Presenter. During the meeting, the Organizer may pass the role of Organizer or Presenter to other Attendees.

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 Now** 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.
5. Once the download is complete, click **Start** to begin the GoToMeeting software installation.
6. Once the installation is complete, click **Finish** to finalize the process.

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.
6. Once the download is complete, click **Start** to begin the GoToMeeting software installation.
7. Once the installation is complete, click **Finish** to finalize the process.

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.

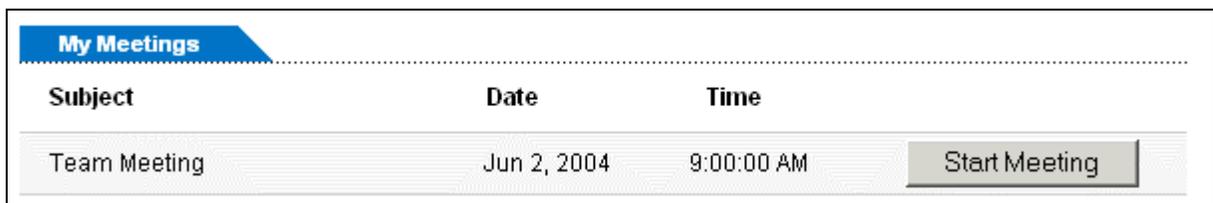
You will be logged in to your Organizer Web site account and taken directly to the My Meetings page.

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	
Team Meeting	Jun 2, 2004	9:00:00 AM	<input type="button" value="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.

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

Meeting History			
Please select a date from the menus	Month: May ▼	Year: 2004 ▼	Update History
Subject	Date/Time	Duration	Attendees
Product Demonstration	May 15, 2004 4:35:05 PM	11 min	7
Team Meeting	May 20, 2004 9:32:43 AM	33 min	5
Marketing Materials Review	May 25, 2004 4:05:55 PM	27 min	12

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 bottom of the *My Account Details* section, click the **Edit** button.
4. 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.

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.

The GoToMeeting Organizer Application

The GoToMeeting Organizer application enables Organizers to schedule meetings, view, edit and cancel scheduled meetings and access application preferences.

Note: The GoToMeeting Organizer application must be installed on the computer being used to schedule and host meetings.

Install the GoToMeeting Application

The Organizer application must be on the computer in order to schedule and host meetings.

► To install the Organizer application

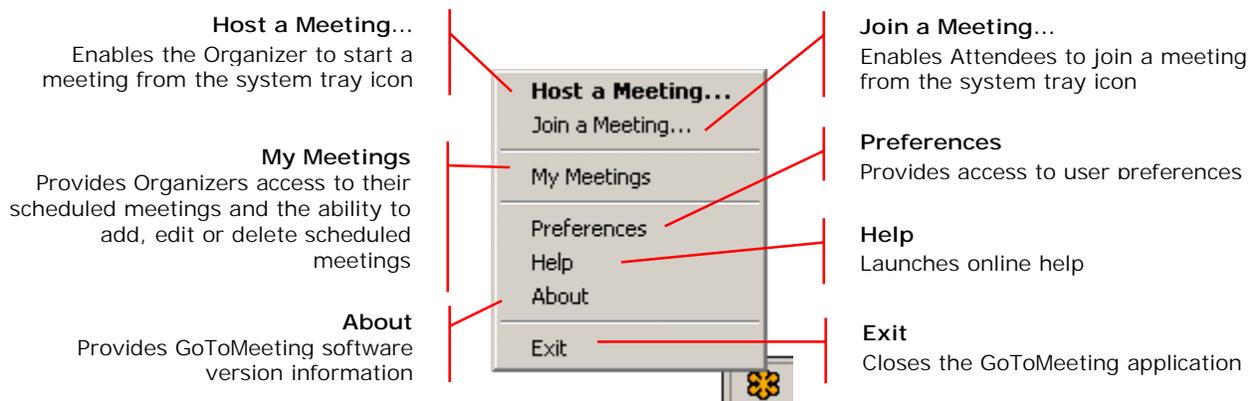
1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar, click **Log In**.
3. In the *Returning Users* section, enter your *email address* and *password* and click the **Log In** button.
You will be logged in to your Organizer Web site and taken directly to the My Meetings page.
4. At the bottom of the *My Meetings* page, click the **re-install the GoToMeeting software** link.
5. On the *Download GoToMeeting* page, click the **Download** button.
6. On the *File Download* dialog box, click **Open**.
The GoToMeeting application downloads to your computer.
7. On the *GoToMeeting Installation* dialog box, click **Next** and follow the onscreen directions to install GoToMeeting.
8. Once installation is complete, click **OK**.

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.



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 **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. In the lower left of the *My Meetings – GoToMeeting* dialog box, click the **Schedule New Meeting** button.
4. 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.
 - e. Meeting password, if desired.
5. Once meeting information has been entered, click the **Schedule Meeting** 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 the midnight of the scheduled date.

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.

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 of the meeting* 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 and on the *Invitation Text – GoToMeeting* dialog box click the **Copy to Clipboard** button and paste the invitation information into your email program or convey the information to attendees via any desired method.

Edit a Scheduled Meeting

Meeting Organizers can edit meeting information 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 meeting change from GoToMeeting. Please be sure to contact meeting Attendees directly to notify them of any changes to a scheduled meeting.

► 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 of the meeting* 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 provide them with the updated meeting information.

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 meeting cancellation from GoToMeeting. Please be sure to contact meeting Attendees directly to notify them of a scheduled meeting's 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 meeting's cancellation.

Impromptu Meetings

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

Set GoToMeeting Application Preferences

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

► To set GoToMeeting preferences

1. Right-click the GoToMeeting system tray icon and select **Preferences**.
2. Select the appropriate tab for the set of preferences you want to customize – Start Up, Toolbars or Connect.
3. Select your preferences.
4. Click **OK**.

Start Up Tab

The Start Up tab enables Organizers to determine how to start GoToMeeting. Options include:

- “Automatically after I log in to Windows” – This option starts GoToMeeting automatically after you log in to your PC.
- “Manually” – This option sets GoToMeeting to start only when you launch the application from your Programs Menu.
- Log in checkbox – This checkbox becomes available if you select “Automatically after I log in to Windows” and will enable automatic log in to the system.

Toolbars Tab

The Toolbars tab enables Organizers to determine where to display GoToMeeting toolbars. Options include:

- “Show toolbar in Outlook” – This option displays the GoToMeeting toolbar in Microsoft Outlook.
- “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 and/or the instant-messaging application.

Connection Tab

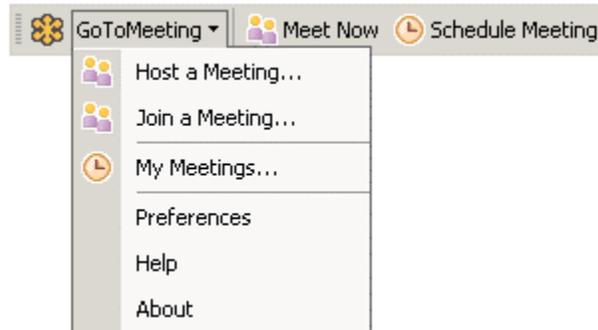
The Connections Tab enables Organizers to test the status of the GoToMeeting connection.

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.



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 Messenger products and version 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 Menu Toolbars tab.



Conducting Meetings

Notes on Conducting Meetings

GoToMeeting Organizers start all meetings and one must be present before a meeting can begin.

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

Organizers invite Attendees and may do so via telephone, email or instant-messaging integration before a scheduled meeting or during a scheduled or impromptu meeting.

Once a meeting starts, the Organizer becomes the meeting Presenter. During a meeting the Organizer may pass the role of Organizer or Presenter to other Attendees.

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, 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 GoToMeeting Organizer Application 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 of the meeting* 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**

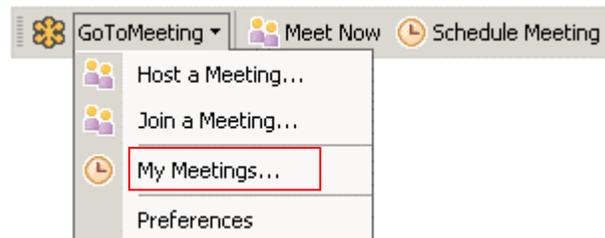
1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar, click **Log In**.
3. In the *Returning Users* section, enter your *email address* and *password* and click the **Log In** button.
4. On the *My Meetings* page, locate the scheduled meeting you wish to start and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

1. From the GoToMeeting Outlook bar, 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 of the meeting* 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 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 GoToMeeting Organizer Application 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 **Host a Meeting**.
2. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
3. On the *Host a Meeting – GoToMeeting* dialog box, select **Meet Now**.
4. On the *Start a Meeting Now – GoToMeeting* dialog box, enter:
 - a. Meeting Subject – this is the name of the meeting.
 - b. Conference call information – this is the information Attendees will use to conference into the meeting. You can choose to use a provided conference call number (toll fees will be charged to Attendees) or provide your own.
 - c. Meeting password, if desired.
5. Once meeting information has been entered, click the **Start Meeting** button.

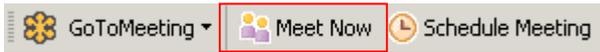
Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop. For more information on the Organizer Control Panel, see the Organizer Control Panel section below.



► **To start 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. On the *Start a Meeting Now – GoToMeeting* dialog box, enter meeting information and click **Start Meeting**.
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 an impromptu meeting from the GoToMeeting Outlook bar**

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. On the *Start a Meeting Now – GoToMeeting* dialog box, enter meeting information and click **Start Meeting**.
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 an impromptu meeting from a Messenger application**

1. Launch the Messenger application.
2. Open a chat communication with the attendee you would like to meet.
3. On the side of the chat box, click the GoToMeeting Messenger **Meet Now** tab.
4. On the *Login – GoToMeeting* dialog box, enter your *Email* address and *Password* and click **Log In**.
5. On the *Host a Meeting – GoToMeeting* dialog box, select **Meet Now**.
6. On the *Start a Meeting Now – GoToMeeting* dialog box, enter meeting information and click the **Start** button.
7. 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.



The Organizer/Presenter Control Panel

When the Organizer first joins the meeting the Organizer/Presenter Control Panel appears on the right side of the desktop. The Organizer/Presenter Control Panel gives the Organizer access to various Organizer and Presenter functions. The Organizer/Presenter Control Panel is comprised of four panes – Screen Tools, Attendee List, Chat, and Invite Others – and the Grab Tab.

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.

Note: Anytime the Presenter opens the Control Panel or uses the Grab Tab to access controls, invite others, use Attendee List, chat with Attendees or accesses either the 'Change Presenters' or 'Give keyboard control' menus from the Grab Tab, screen sharing to Attendees will be paused. Screen sharing will be automatically resumed once the Control Panel is minimized back to the side of the desktop or the mouse is removed from the Grab Tab. Therefore Presenters should not attempt to present information to Attendees anytime they are using these elements.

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

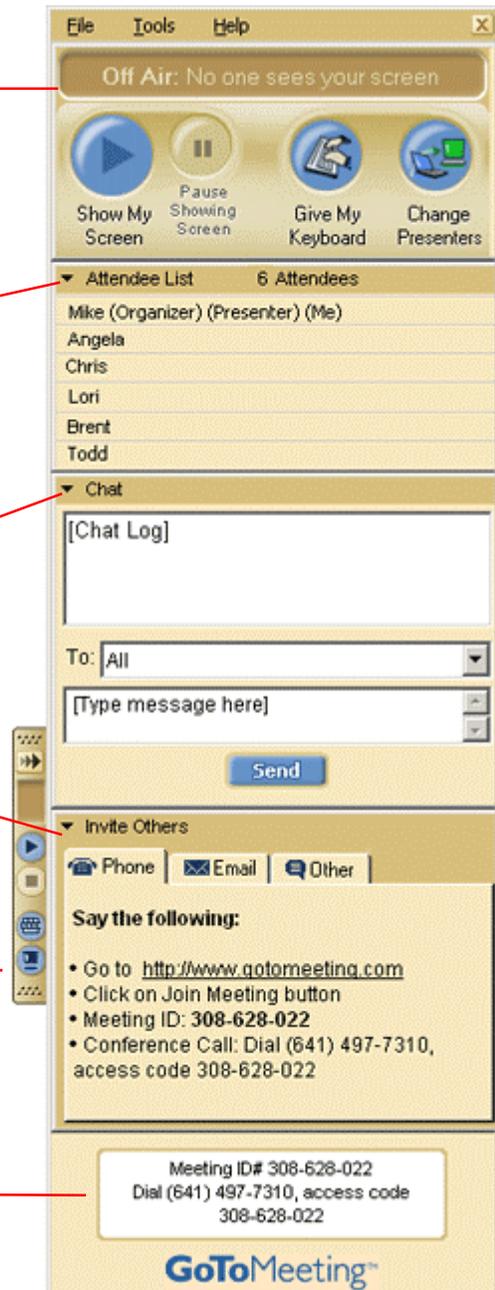
Attendee List Pane
Provides Organizers with a list of all meeting Attendees and enables them to make other Attendees Organizers or Presenters, grant or revoke Attendee privileges and dismiss Attendees

Chat Pane
Enables Organizers to chat with other Attendees, either individually or all at once

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

Grab Tab
Enables Organizers to minimize the Control Panel to the side of their desktops to display their full desktops to Attendees and still access Presenter Screen Tools

Meeting Information
Provided for quick reference

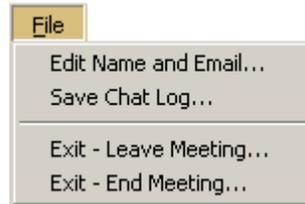


The Organizer Control Panel Menu Bar

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.

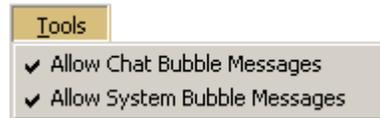
File Menu

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.



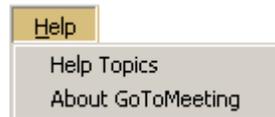
Tools Menu

The Tools Menu enables Organizers to allow or forbid bubble messages to appear when other Attendees chat 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 GoToMeeting software version information.



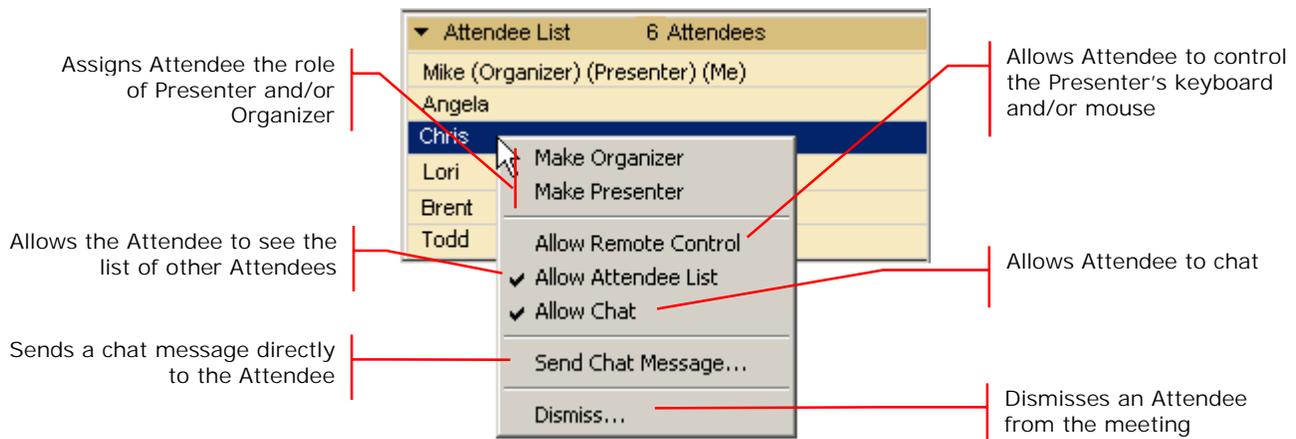
The Organizer/Presenter Control Panel Grab Tab

The Control Panel Grab Tab enables Organizers 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 role.

	No Attendees have arrived	Attendees arrived, presentation paused	Attendees arrived, presenting desktop	Presenter controls passed to another Attendee
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				
The Stop Showing Screen button pauses desktop display				
The Give My Keyboard button grants mouse/keyboard control to another Attendee				
The Change Presenters button passes the Presenter role to another Attendee				
Click and drag to move Grab Tab up or down				
Click and drag to move Grab Tab up or down				

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.

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

► To make an Attendee a Presenter

- In the Attendee List, right-click the Attendee's name and select **Make Presenter**.
- Or
- On the Screen Tools Pane or the Grab Tab, click the **Change Presenters** button.

► To enable an Attendee to share Organizer's mouse and keyboard (when a Presenter)

- In the Attendee List, right-click the Attendee's name and select **Allow Remote Control**.
- Or
- On the Screen Tools Pane or the Grab Tab, click the **Give My Keyboard** button.

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 Other.

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.

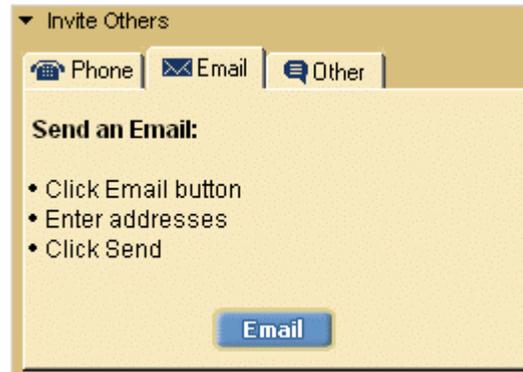


Invite Attendees by Email

To invite Attendees by email, expand the Invite Others pane, select the **Email** tab and then click the **Email** button.

A new Microsoft Outlook 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.

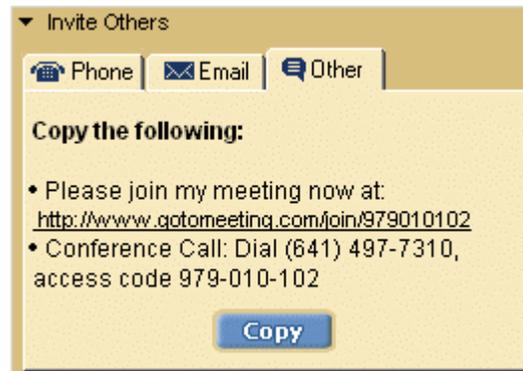
Note: The Email option only works with Microsoft Outlook. If you have another email program please chose the Other option to invite Attendees.



Invite Attendees by Other Method

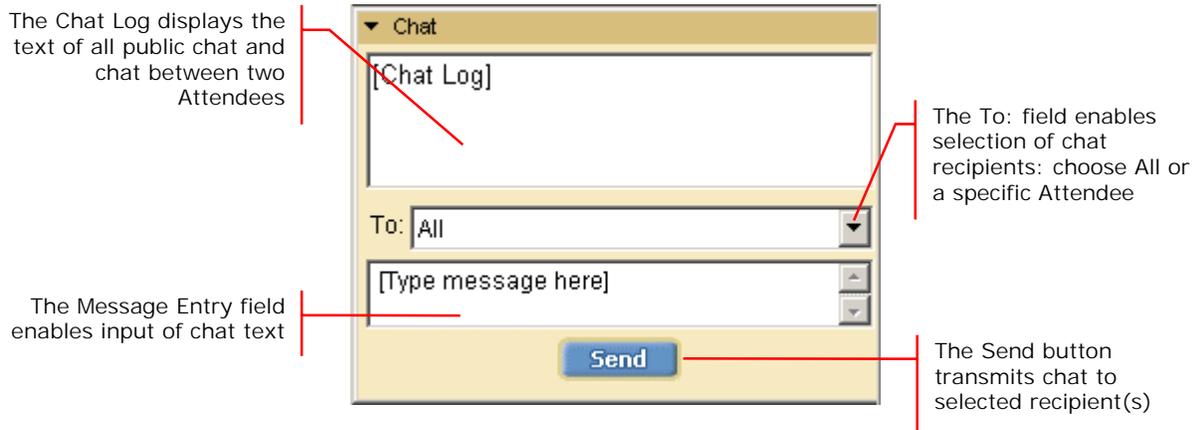
To invite Attendees using an email service other than Microsoft Outlook, expand the Invite Others pane, select the **Other** tab and then click the **Copy** button.

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.
2. Enter desired chat message in the Message Entry field.
3. Click the **Send** button.

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

► To end a meeting

1. From the File Menu, select **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 meeting Attendee.

Presenters show their complete desktops to all meeting Attendees. Presenters may choose to pause showing their desktops at any time. Presenters may grant other Attendees the ability to share the Presenter's mouse and keyboard.

Note: Anytime the Presenter opens the Control Panel or uses the Grab Tab to access controls, invite others, use Attendee List, chat with Attendees or accesses either the 'Change Presenters' or 'Give keyboard control' menus from the Grab Tab, screen sharing to Attendees will be paused. Screen sharing is automatically resumed once the Control Panel is minimized back to the side of the desktop and the mouse is removed from the Grab Tab. Therefore Presenters should not attempt to present information to Attendees anytime they are using these elements.

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 Off Air

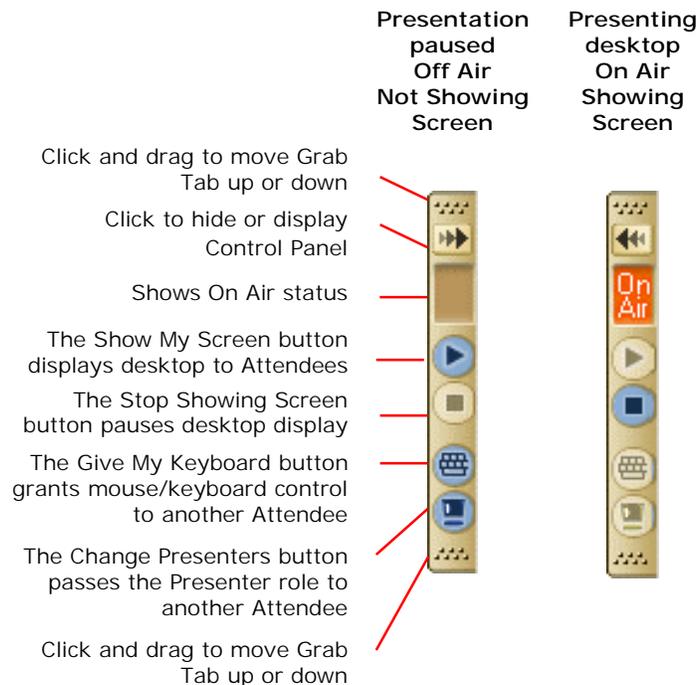


Presenter Screen Tools Pane when On Air



The Presenter Control Panel Grab Tab

The Control Panel Grab Tab enables 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.



Use Presenter Controls

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

Note: Anytime the Presenter opens the Control Panel or uses the Grab Tab to access controls, invite others, use Attendee List, chat with Attendees or accesses either the 'Change Presenters' or 'Give keyboard control' menus from the Grab Tab, screen sharing to Attendees will be paused. Screen sharing is automatically resumed once the Control Panel is minimized back to the side of the desktop and the mouse is removed from the Grab Tab. Therefore Presenters should not attempt to present information to Attendees anytime they are using these elements.

► To show the Presenter's desktop

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

► To pause showing the Presenter's desktop

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

► To share the Presenter's mouse and keyboard

- On the Screen Tools Pane or the Grab Tab, click the **Give My Keyboard** button.

► To change Presenters

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

Attending Meetings

Attendee Role Overview

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

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

Join a Meeting

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

You will be entered into the meeting and the Attendee Control Panel and the GoToMeeting Viewer Window will appear.

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

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

You will be entered into the meeting and the Attendee Control Panel and the GoToMeeting Viewer Window will appear.

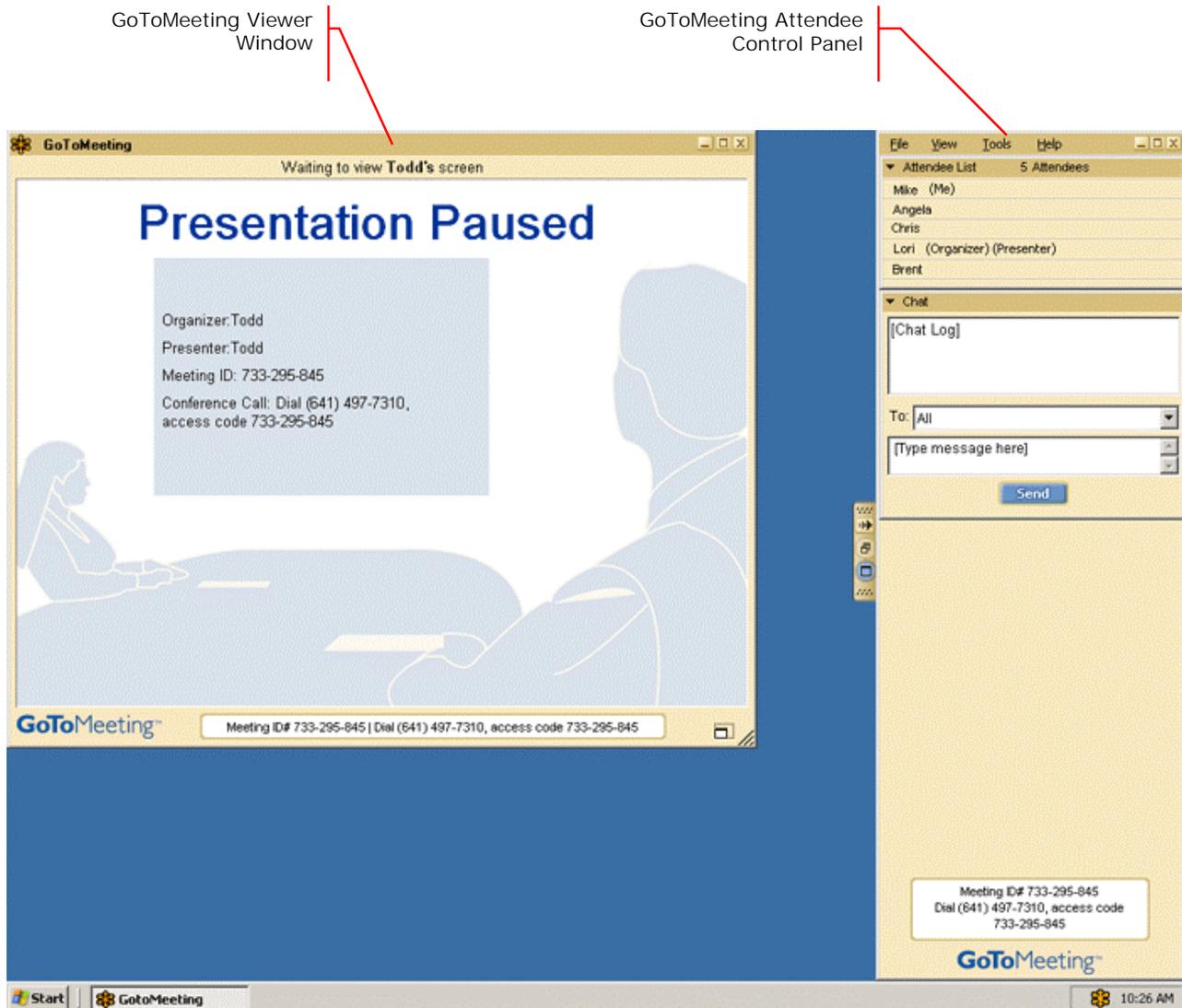
▶ **To join a meeting from the GoToMeeting system tray icon**

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.

You will be entered into the meeting and the Attendee Control Panel and the GoToMeeting Viewer Window will appear.

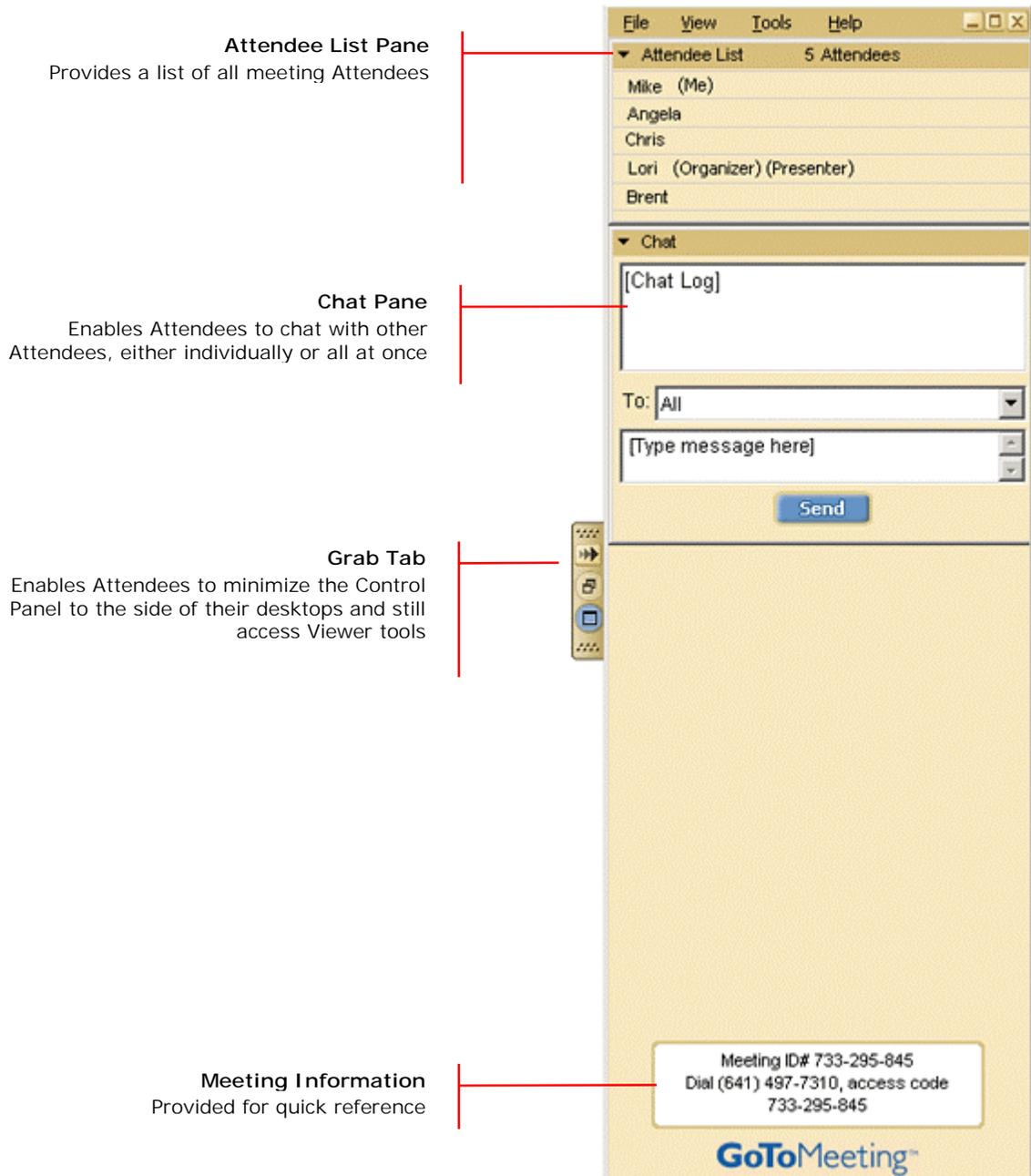
GoToMeeting Attendee Application Components

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.

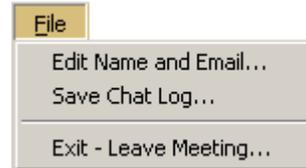


The Attendee Control Panel Menu Bar

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.



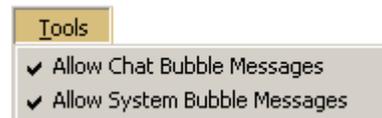
View Menu

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



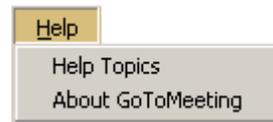
Tools Menu

The Tools Menu enables Attendees to 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.



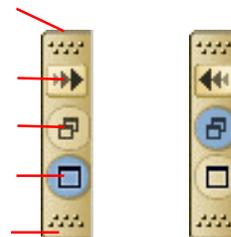
The Attendee Control Panel Grab Tab

The Attendee Control Panel Grab Tab enables Attendees to minimize the Control Panel to the side of their desktops. The Grab Tab changes depending on the status of the Viewer Window.

Attendee
Grab Tab
with
Viewer in
Window
Mode

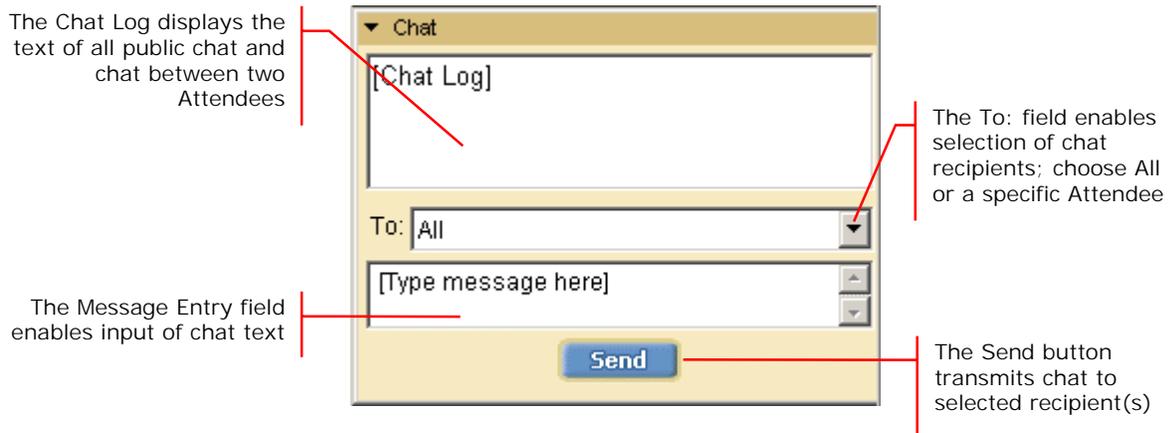
Attendee
Grab Tab
with
Viewer in
Full
Screen
Mode

- Click and drag to move Grab Tab up or down
- Click to hide or display Control Panel
- Click to view presentation in Window Mode
- Click to view presentation in Full Screen Mode
- Click and drag to move Grab Tab up or down



Chat with Other Attendees

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



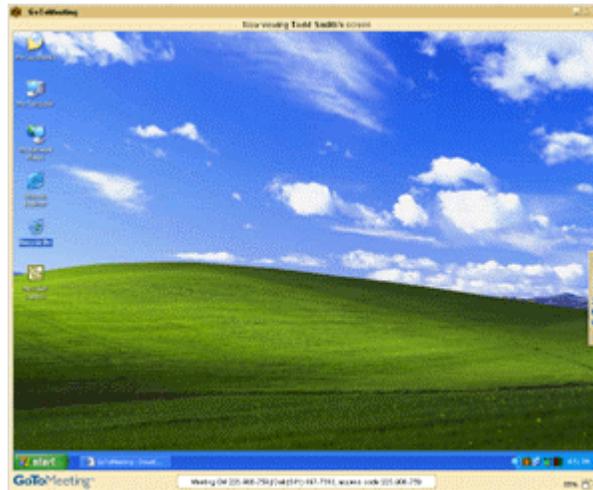
► To chat with Attendees

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.

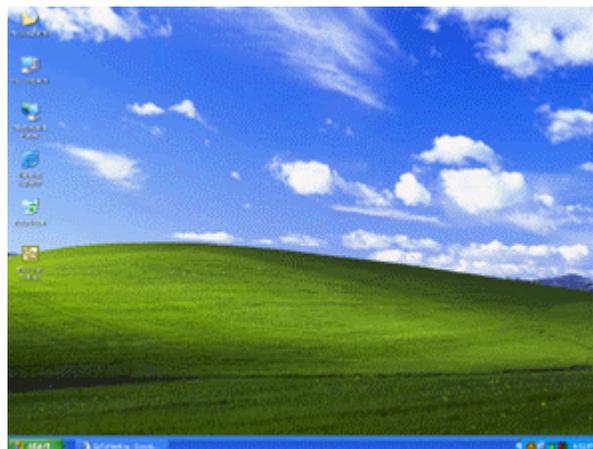
The GoToMeeting Attendee Viewer Window

The Viewer Window is where the image of the Presenter's desktop is displayed to Attendees. The Viewer displays the Presenter's complete desktop and places a privacy cover over the Presenter's Control Panel and Grab Tab. 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.



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



Note: When Presenters maximize their Control Panels the privacy cover again appears as it does with Viewer Window in Window Mode.

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

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

▶ To display the Viewer Window in Full Screen mode

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

Share Presenter Mouse and Keyboard

At any time during a meeting Presenters may share control of their mouse and keyboard 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 mouse and keyboard control of the Presenter's desktop, the Presenter always retains overriding control.

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.

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.

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 pass the role of Organizer to any other Attendee to enable that Attendee to take over or share in meeting management functions.

When an Attendee is given shared control the GoToMeeting application notifies the Attendee of the change by providing a System Bubble Message and updates his or her Control Panel and Grab Tab with Organizer Tools.

For more information about being an Organizer, please see the *Organizer/Presenter Control Panel* and *Manage Attendees* section.



Brian is now an Organizer.

Leave a Meeting

An Attendee may leave a meeting at any time.

▶ **To leave a meeting**

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

Tips for Meeting Success

- 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.
- Start on time.
- Encourage participation by using open questions such as “What would you suggest?” and “How do you feel about...?”
- Always use GoToMeeting for your online meeting needs!