

# Go-To-Meeting Help Guide

## **1** Set up your audio

When you first join, you'll be prompted to choose which method you'd like to use to listen to the meeting audio.

- Select **Computer audio** to use your computer's mic and speakers.
- Select **Phone call** to use your telephone to dial in to the audio conference.

Once you're in the session, you will see your audio controls on the Audio tab. You can switch audio modes at any time.

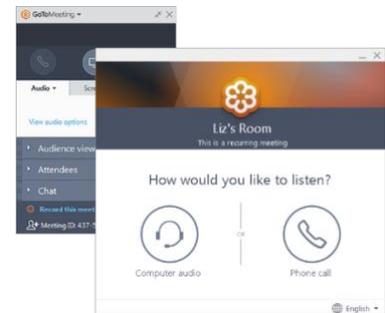
### **Test your mic and speakers ("Computer audio" only)**

If you select computer audio, you can use the next screen to test your audio devices. Speak into the microphone to see the audio meter light up and click **Test your sound** to hear a test sound play through your speakers. [Learn more.](#)

### **Enter your Audio PIN ("Phone call" audio only)**

The Audio Pin is a unique code that lets GoToMeeting link your phone call with your GoToMeeting Control Panel. This allows you to mute and unmute yourself using the Audio button rather than your telephone keypad, and it also ensures other participants will be able to see when you are speaking. [Learn more.](#)

1. To learn your Audio PIN, check the Audio section of the Control Panel (in the desktop app).
2. When prompted, enter your Audio PIN using your telephone keypad. If you are already connected to session audio, enter a # before and after the PIN.



## **Audio FAQs**

**Q:** Why do I see "View audio options" in the Audio pane?

**A:** If you don't see the Computer or Phone audio controls on the Audio tab, that means that you haven't yet selected an audio mode. It's possible that the "Choose an audio option" window is hidden behind another application, so try minimizing other windows until you see the one shown at the right. Then select an audio option to continue.

**Q:** Why can't I connect to audio?

**A:** First, make sure you have the right option selected in the Audio pane (shown on the right). For example, if you want to dial in using your telephone but you still have "Computer audio" selected, you won't be able to connect properly. Still having issues? See our full [Audio FAQs](#).

**Q:** Why can't anyone hear me?

**A:** Most attendees are muted by default when they first join. Make sure the Audio icon at the top of your Control Panel is glowing green, and that your microphone or telephone's mute button is not on as well. Still having issues? [Learn more.](#)

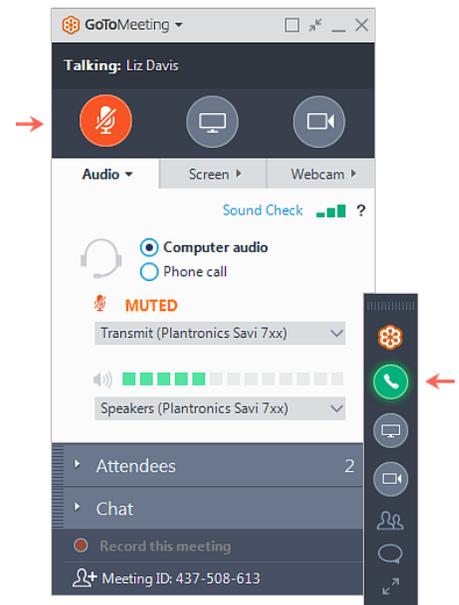
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## 2 Mute & unmute

Control your audio feed using the **Audio button** at the top of your Control Panel or Grab Tab, which will glow green when you are unmuted and others can hear you. You'll see a Mic icon for Computer audio, or a Phone icon for phone call audio.

You can also switch between Computer and Phone audio if needed by opening the Audio pane in the Control Panel.

**Note:** Most Computer audio users are muted by default when they first join. If you are muted, click the red **Audio button** so that it glows green.



### Muting FAQs

**Q:** Why is my Audio button grayed out?

**A:** If your Audio button is not red or green, there are a few possible reasons why:

- You are not properly connected to the audio conference. See Step #1 above for directions on connecting and Audio FAQs.
- The organizer may have provided [third-party conference call audio](#) instead of using GoToMeeting's built-in audio. In this case, you will not be able to control muting/unmuting from your Control Panel.

**Q:** Why can't I mute myself?

**A:** If you are successfully connected to audio but clicking the green Audio button won't mute your audio feed, there are a few possible reasons why:

- You connected by dialing in with your telephone, but you did not enter your Audio PIN (listed under the phone numbers in the Audio pane). Without it, the Control Panel can't control your phone's audio feed.
- You connected using Computer audio, but there is a connection issue. Try opening the Audio pane and switching to **Phone call** audio, then switching back to **Computer audio** to reset the audio connection.

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### 3 Share your webcam

Smile! You can start, pause and stop sharing your webcam all using the **Webcam** icon in your Control Panel or Grab Tab.

**Want to preview your webcam feed first?** We know that you want to look your best! Just open the Webcam pane in your Control Panel (shown on the right). You will instantly see a preview of your webcam feed on the Webcam tab.

#### Hide webcam feeds

To help save some space on your screen (or to help improve your internet speed), you can hide the webcams that are being shared.

- Click the Options icon in your Webcam pane.
- Select **Hide All Webcams**. You can also select **Hide My Webcam** in the same menu, but keep in mind that this does not stop your webcam feed from broadcasting to other attendees - it just hides it from your screen.

#### Adjust webcam preferences

You can see advanced webcam options (zoom, brightness exposure) in the GoToMeeting Preferences window.

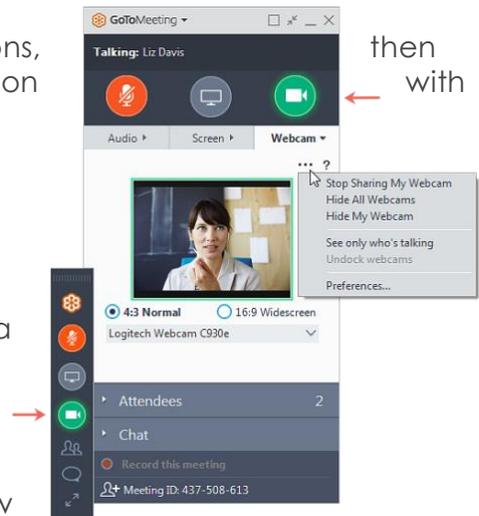
1. Click the Options icon in your Webcam pane.
2. Select **Preferences**

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## 4 Share your screen

If the meeting organizer grants you presenter permissions, you can share your screen or even a specific application the other attendees in the meeting. Use the **Screen button** in your Control Panel or Grab Tab to quickly start and stop sharing the screen of your main monitor once you have presenter controls. Open the **Screen tab** to see additional options:

- Use the **Start sharing my** drop-down menu to share a different monitor or even a specific application (such as Powerpoint).
- Use the **Change Presenter to** menu to transfer the presenter controls to another person.
- Use the **Share keyboard & mouse with** menu to allow other attendees to control the mouse and keyboard on the screen you are sharing.



**Note:** You will not see the presenter controls in your Screen pane unless you are made the presenter by an organizer or the current presenter. Once you are made presenter, the additional presenter controls will appear in your Control Panel (like the one shown on the right).

### Pause screen sharing

If you'd like to freeze the broadcast of your screen rather than stopping it altogether, you can hover your mouse over the **Screen button** until you see a Pause icon appear below it. Use the **Pause button** to pause and restart the live broadcast.



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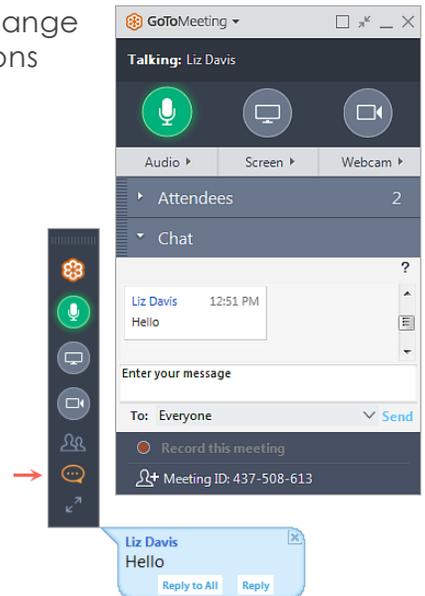
## 5 Chat with others

The Control Panel includes a Chat pane where you can exchange messages with other attendees. You'll see message notifications appear if your Control Panel is minimized to the Grab Tab. Use the **To** drop-down menu to select your recipients:

- Select **Everyone** to send a public message to all participants.
- Select **Organizer(s) only** to send a message only to organizers and co-organizers.
- Select a specific individual to send a private message to just that person.

### Save the chat log

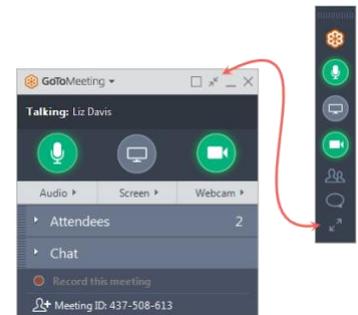
You can save a .RTF file of the transcript by clicking **GoToMeeting** in the top menu, then selecting **Save Chat Log**. When prompted, select a place on your computer to save the file and click **Save**.



## 6 Minimize the Grab Tab

To save valuable space on your computer screen, you can collapse the full Control Panel into a small Grab Tab that will automatically "cling" to the sides of your screen. Use the Arrow icons to collapse and expand the Control Panel.

- Retain easy access to the **Audio**, **Screen** and **Webcam** buttons.
- Get new chat notifications when messages come in.
- Click the Attendees or Chat icons to expand only those panes.



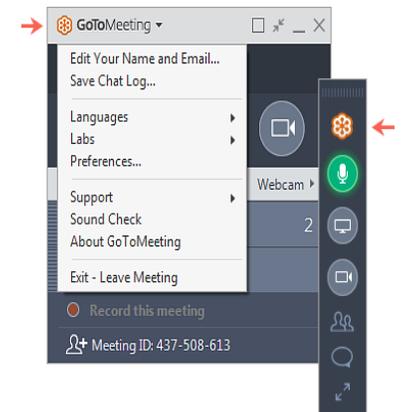
## 7 Explore other tools

The GoToMeeting menu offers additional features and tools for you to use during you session, including checking your sound, saving your chat log and configuring your application preferences.

To access the drop-down menu, click **GoToMeeting** at the top of your Control Panel.

### Edit your name and email

This option will change the name and email address that is displayed to everyone in the Attendees pane (as well as the "Talking" section at the top of the Control Panel).



## 8 Need more help?

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Need some more help getting the most out of GoToMeeting? See these additional resources to learn more.

- [Join FAQs](#)
- [Audio FAQs](#)
- [Webcam & Screen Sharing FAQs](#)

### **Helpful Video Tutorials**

- Go-To-Meeting how to join as an attendee:  
<https://www.youtube.com/watch?v=ggetcghfo7o>
- Go-To-Meeting how to download go-to-meeting for chrome  
<https://youtu.be/1qmmzbcbn2s>
- Go-To-Meeting YouTube channel  
<https://www.youtube.com/user/gotomeeting>