GoToMeeting tips

Prepare for a meeting

Make sure you have the right system requirements:
Windows: Windows® 8, 7, Vista, XP or 2003 Server
Mac®: Mac OS® X 10.10, 10.9, 10.8, 10.7
iOS: iOS 7 or newer, and GoToMeeting app
Android: Android™ 4.0 or higher, and GoToMeeting app

Make sure you have a stable internet connection:
- A wired connection is recommended

Make sure you have a clear audio set-up:
- Use a headset for the best audio connection.
- Connecting to audio through computer mic and speakers is possible, but be careful not to turn your speakers up too high, otherwise your mic may pick up the meeting audio and create an echo.
- You may also call in via a landline telephone, however calling via VOIP telephone or cell phone can result in lower quality audio for all attendees.
- For best results with meetings that have multiple attendees in the room, invest in an external computer mic and speaker system or connect using a teleconference phone.

Join a test meeting:
If desired, you can test your computer and audio set-up by joining a test GoToMeeting:
https://www3.gotomeeting.com/join/406552062

Join a meeting

Click on the link to join
The meeting organizer will send you a GoToMeeting invitation. To join the meeting, click on the link as shown in this example:

> Wed, Jan 21, 10:00 AM Pacific Standard Time
>
> Please join my meeting from your computer, tablet or smartphone.
> https://www3.gotomeeting.com/join/406552062

Connect to audio
If you have select "Computer audio" under the "Audio" section, and you have a mic and speakers connected to your computer, you will automatically connect to the audio conference.

To call in using a phone, select "Phone call" instead and the call-in information will display.
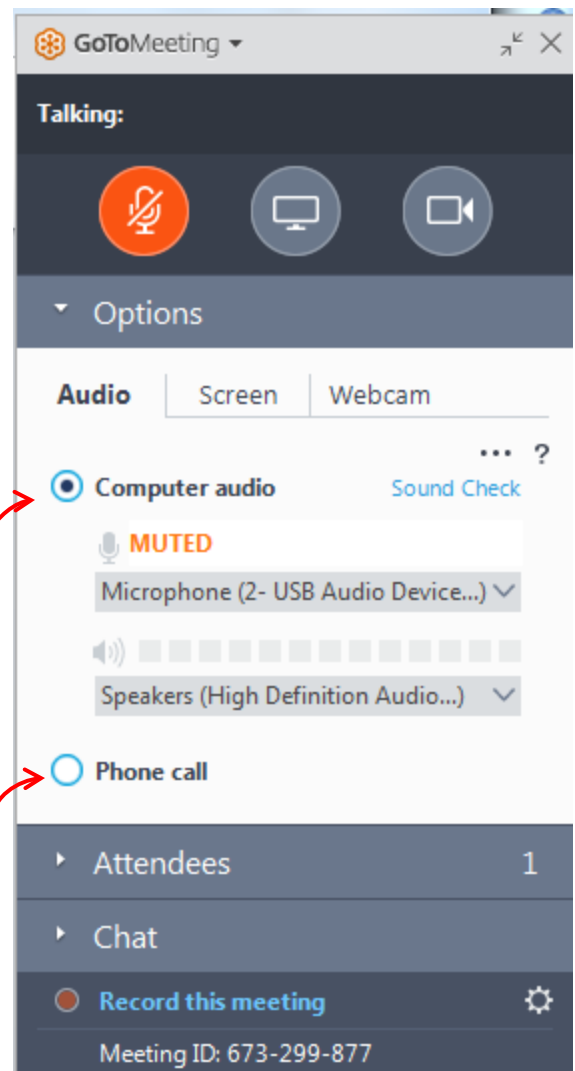
During a meeting

Mute / unmute yourself

To mute yourself, and minimize background noise on the call, you can click on the first button at the top of the GoToMeeting control panel. It will look like a mic or a phone depending on how you connected to the audio conference.

When the icon is grey, you haven't connected to the audio yet. When it is green, you are connected and unmuted. When it is red, with a line through the icon, you are muted.
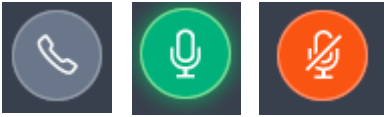
Troubleshoot audio
If you are connected through your computer's mic and speakers:
- Laptops with built-in microphones can pick up noise and cause echo. Try turning down your speakers, or switch to a headset or call in using the telephone option.

If you are connected through a telephone:
- Make sure you have also selected that option in the "Audio" section on the GoToMeeting control panel.
- Calling via VOIP telephone or cell phone can result in lower quality audio for all attendees. Try a different audio option

General tips:
- If you can't connect successfully to audio, you can still participate in the meeting, by typing comments into the Chat area of the GoToMeeting control panel. You may also communicate with the meeting organizer to let them know you are experiencing an issue.
- Webcams with microphones can pick up additional noise and cause echo. Using a webcam for your audio is not recommended.
- GoToMeeting provides some audio troubleshooting tips and 24/7 support.

Share your webcam
To share your webcam, click on the video camera icon at the top right of the GoToMeeting control panel. When the icon is gray, your web cam is off. When it is green, your web cam is being shared.
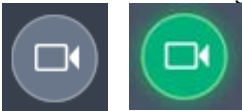
Leave a meeting

Click on the "x" at the top right-hand corner of the GoToMeeting control panel.