Telephone Users

Everyone that joins by telephone is prompted to enter a unique Audio PIN when they first dial in. The Audio PIN is located in the GoToMeeting Control Panel and can be entered on the telephone at anytime by pressing #, the Audio PIN and then # again. During the meeting, you can press *6 to mute or unmute your line.

Microphone/ Speakers Users (VOIP)

A USB headset is recommended. Headphones and a separate USB microphone are also excellent. Be sure to connect your audio device(s) and test prior to your meeting.

To test your audio device

1. Click the Audio Setup link in the Audio portion of the Control Panel.
2. Select your microphone from drop-down menu and speak. Device is connected correctly when the sound meter lights up green. (a)
3. Select speakers from drop-down menu and click Play Sound. Device is connected correctly when the sound meter lights up green and you hear a short audio track. Use the slider bar to adjust volume. (b)
The Attendee Control Panel

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

After approximately 10 seconds the Attendee Control Panel automatically collapses to the right side of the screen with only the Grab Tab displayed. The auto-collapse feature can be disabled from the View drop-down menu.

- **Attendee List Pane** – provides a list of all meeting attendees (a)
- **Grab Tab** - Enables attendees to minimize the Control Panel to the side of their desktops and still access Viewer tools (b)
- **Audio Pane** - you can switch between using Mic & Speakers (VoIP) or Telephone (c)
- **Chat Pane** – allows attendees to chat with other attendees, either individually or all at once, or with just the organizer or presenter (d)
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.

Chat with Other Attendees

- The Chat Log displays the text of all public chat and chat between two attendees (a)
- The Message Entry field enables input of chat text (b)
- The Send Chat to field enables selection of chat recipients (c)
- The Send button transmits chat to selected recipient(s) (d)

To chat with attendees
1. Select the desired recipient(s) from the 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 drop-down selection field.
2. Click the Attendee’s name within the Message Entry field.
3. Enter desired chat message in the Message Entry field.
4. Click the Send button.