

GoToMeeting Reviewer's Guide

About This Guide

Thank you for evaluating Citrix GoToMeeting. This guide will introduce you to the current GoToMeeting functionality and help you effectively evaluate the online meeting, collaboration and video conferencing capabilities of GoToMeeting. The guide leads you through the process for setting up and using GoToMeeting and concludes with purchasing information.

Reviewer's Roadmap

To see GoToMeeting in action, we suggest you install the software on your PC or Mac and begin organizing online meetings with peers, co-workers and clients. Meeting participants do not need to have accounts.

Conduct meetings to familiarize yourself with the online meeting features available to organizers and attendees. Be sure to use the HDFaces video conferencing feature with participants to experience face-to-face video in high definition.

Download the free mobile apps from the App Store and/or Google Play to see how mobile users on smartphones and tablets can also benefit from online meetings.

Complementary accounts are available online at www.gotomeeting.com, or through your press contact.

Online Meetings Made Easy

Every business considering purchasing an online collaboration solution needs to take a look at Citrix GoToMeeting. GoToMeeting enables users to conduct unlimited online meetings with up to 25 attendees per meeting, including screen sharing, HD video conferencing and audio conferencing—all for one flat fee.

GoToMeeting offer the unique combination of usability that end users love with the scalability and performance that business demands. GoToMeeting continues to deliver the easiest way to join a business-grade web conferencing session with up to 25 people – letting companies travel less, get more done and bring great ideas to life. GoToMeeting's allows companies to work better together, gets more people involved and moves the business faster.

As an enterprise solution, GoToMeeting provides companies an easy way to centrally administer multiple organizer accounts. It can be deployed in minutes to multiple users and requires no training. With just a few clicks, any individual in the company can start using and benefiting from online meetings.

Our single organizer GoToMeeting product is currently available for purchase online. This solution is perfect for individual users who do not require corporate administration or management features.

GoToMeeting gives everyone greater access to online meetings and group video conferencing. Patented technology enables meeting attendees to view any application running on the presenter's desktop in real time. Plus, all they need to engage in video conferencing is a webcam. Setup takes seconds and no maintenance is required, resulting in the quickest and easiest online meeting solution available.

With GoToMeeting you can:

- **Present:** Expand reach with online presentations that help sales and marketing professionals to gather prospects, engage their target audience and qualify leads.
- **Demonstrate:** Perfect for sales representatives who want to conduct live demonstrations of products for prospective customers or give one-on-one impromptu presentations during cold calls.
- **Collaborate:** Ultimate convenience for every professional who wants to collaborate in real time. Share any application on the presenter's desktop, even if the application is not installed on the attendee's computer.
- **Follow up:** Avoid an extra trip by conducting follow-up meetings online. Answer questions, tie up loose ends, review contracts and close deals faster.

Key Benefits

GoToMeeting with HDFaces combines screen sharing, audio conferencing and video conferencing. **HDFaces** enables up to 6 participants to share their webcams in high definition while simultaneously viewing the presenter's shared desktop, allowing people to collaborate naturally and communicate more effectively.

People can join and host GoToMeeting sessions from anywhere—including from their **mobile devices**. A free app for iOS devices is available on the App Store, and a free app for Android devices can be downloaded from Google Play. Whether they join from their Mac, PC, iPhone, iPad or Android device, attendees join online meetings free of charge, as the guests of the organizer.

GoToMeeting offers **Ultimate Audio** functionality so that participants can access meeting audio with either integrated Voice over Internet Protocol (VoIP) or toll-based phone conferencing. GoToMeeting organizers will be able to set up and access these audio services quickly and easily without incurring additional charges. Ultimate Audio will also enable organizers to offer their participants a choice in their preferred audio method, allowing more people to actively participate in meetings. Additionally, GoToMeeting organizers can elect to use Integrated Toll Free conferencing which integrates toll free call in numbers for no additional fee.

As you evaluate GoToMeeting, you'll likely discover the following benefits.

GoToMeeting:

- Is the **easiest-to-use** collaboration product on the market.
- Enables **face-to-face group video conferencing** in high definition.
- Provides users on any Internet connection the **best experience available** today.
- **Supports mobility** by allowing people to attend meetings on their Android devices and host meetings iPad or iPhone.
- Helps companies achieve **a significant return on investment**—getting more great features (including HDFaces video!) for one flat fee.
- Includes administrative capabilities that make it **easy to manage**.
- **Outshines its competitors** by combining practicality with cost-effectiveness.
- Maintains **industry-leading security** as an integral part of its technology.
- Dramatically increases **sales, marketing and training productivity** and effectiveness.

Evaluating GoToMeeting

Creating Meetings

The intuitive interface of GoToMeeting enables Mac or PC users to begin organizing and attending meetings within minutes, with options to open a meeting immediately or schedule one for later. Attendees join meetings free of charge, as guests of the organizer.

Meet Now

GoToMeeting makes instant meetings possible by providing a variety of Meet Now buttons and menu options:

- Click the **Host a Meeting** button on the www.gotomeeting.com website.
- Click the **Start** button next to the meeting from within the My Meetings dialog box on the www.gotomeeting.com website.
- Right-click the orange GoToMeeting icon on your desktop and click the Meet Now button.



Figure 1: Click the Meet Now button after right-clicking the GoToMeeting icon.

Schedule a Meeting for Later

Scheduling a meeting is simple and straightforward. Organizers enter basic meeting information, including the meeting date and the start and end times. For additional security, organizers can create an optional meeting password that attendees must enter before joining a meeting. Clicking the **Recurring Meeting** checkbox allows a meeting ID to be reused for future meetings.

Schedule a Meeting - GoToMeeting

Subject

When will the meeting take place?

Date

Start End

Recurring meeting

Audio

Provide audio information

- Use GoToMeeting Audio Services
 - Provide VoIP only (requires microphone and speakers)
 - Provide a conference call number only
- Provide both

Where are attendees located? ([Edit Countries](#))

Provide your own conference call information

Meeting password

Require meeting password

Figure 2: Organizers enter basic meeting information and can include an optional toll-free conference-call number.

Ultimate Audio

Note that GoToMeeting enables the organizer to choose between offering built-in Voice over Internet Protocol (VoIP) or toll-based phone conferencing, or to allow both options for greater flexibility and cost control. Audio is an easy part of the online meeting setup.

Integrated Toll-Free Audio Service

GoToMeeting customers can enhance their online meeting experience by adding Integrated Toll-Free Audio Service to their GoToMeeting sessions. Flat-rate toll-free packages purchased from Citrix Online Audio make it fast and easy to provide attendees with a toll-free conference call number.

Capabilities

- Lets you set up the meeting and the toll-free call in one click.
- Enables seamless recording, without any additional software.
- Integrates muting controls with the web conferencing interface.
- Automatically shows toll-free numbers in all meeting communications (invitations, Outlook email and calendar, control panel, etc.).
- Works with built-in VoIP and toll-based audio options – You can mix and match them!
- Phone numbers are available in over 40 countries around the world.

Controlling Audio Costs

Combining toll-free with built-in VoIP and toll-based audio options allows you to choose the most affordable way to accommodate your attendees.

For example, you can give your toll-free number to valuable prospects, set up your employees to use VoIP and offer the toll-based option to other attendees.

There are multiple toll-free audio packages to choose from, so you can pick what you'll need and plan your costs in advance.

Conducting Meetings

When the organizer begins a meeting as the presenter, he/she has a variety of controls allowing him/her to share his/her screen, view and manage attendees, chat with attendees, access and control integrated phone and VoIP audio conferencing, and invite other attendees once the meeting has started. A privacy shield prevents attendees from viewing the presenter's controls, which may contain sensitive information such as private chat text.



Figure 3: Presenter controls provide an easy way to manage the meeting while in session.

Desktop Viewing

The presenter broadcasts a view of his/her desktop to meeting attendees for presentations, training or collaboration. Through desktop viewing, the presenter can show any application or file for presentations, software demonstrations and document reviews.

Attendees view the presenter's desktop through a simple and resizable meeting Viewer. The Viewer displays 24-bit color, providing crisp and clear color display for more effective presentations. The Viewer is also automatically scaled to local display settings.

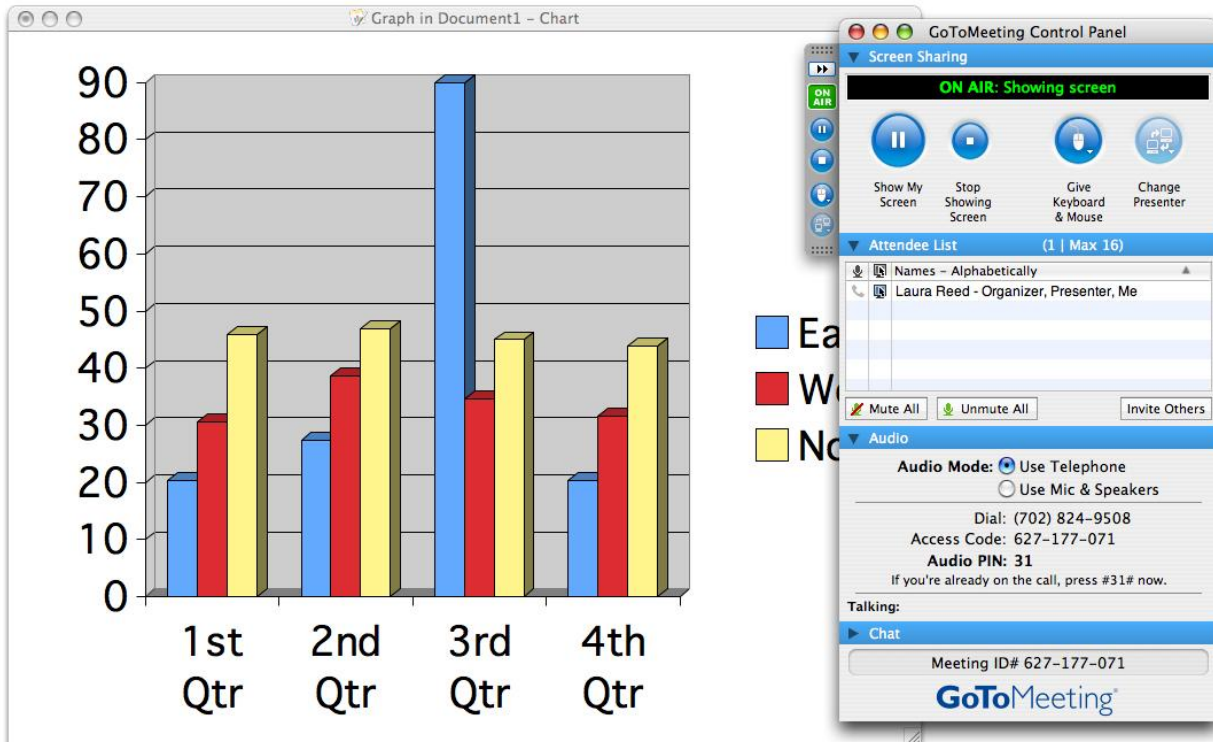


Figure 4: Share your desktop with anyone, anywhere.

HDFaces Group Video Conferencing

During GoToMeeting sessions, meeting participants can share up to 6 high-resolution video conferencing streams while viewing the presenter's screen. A resizable viewer and customizable layouts allow you to adapt to numerous monitor and projection configurations. HDFaces is included with GoToMeeting at no additional cost. All you need is an Internet connection and a webcam to begin enjoying a face-to-face experience!

The screenshot shows a GoToMeeting interface. On the left, there is a vertical stack of four video thumbnails for participants: Mel, Roberto, Ken, and Julie. The main area displays a shared screen with the title "STRUCTURE OF KWP PROJECT DEVELOPMENT" and a pie chart. The pie chart is divided into four segments: a small green segment labeled "Feasibility Studies", a large orange segment labeled "Construction Supervision", a large blue segment labeled "Detailed Engineering" (highlighted with a yellow box), and a large grey segment. The interface includes a top bar with "Webcams", "Zoom: 75%", and "Now viewing Roberto's Screen", and a right-side toolbar with various meeting controls.

Figure 5: Use HDFaces video to see their reactions as you share your screen.

Share or Stop Webcams from the Control Panel

You and your attendees can share webcams in any of the following ways:

- Click the webcam icon on the Grab Tab.
- Click the Share My Webcam button in the Webcam pane on the Control Panel.
- Select Share My Webcam from the Webcams drop-down menu.
- Click the webcam icon next to your name in the Attendee List (Windows-only).
- Right-click your own name in the Attendee List and select Share My Webcam.

Organizers can send Share Webcam Requests to attendees in any of the following ways:

- Click the Webcam column on the Attendee List.
- Right-click an attendee's name from the Attendee List and select Send Webcam Request from the drop-down menu.

Organizers can turn off attendee webcams in any of the following ways:

- Click the green webcam button next to an attendee's name. Attendees will see a yellow tip or dialog indicating that the organizer has closed their webcam feed.
- Right-click an attendee's name from the Attendee list and select Stop Webcam Sharing.

Mobile Capabilities

Free GoToMeeting mobile apps make it possible for people to attend meetings on the go from their iPad, iPhone or Android device. After a quick download from the App Store or Google Play, attendees can easily join meetings and view presentations wherever they can use their phone or tablet.

GoToMeeting organizers can initiate meetings from iPhones and iPad users can present content and share face-to-face video!

GoToMeeting app features

- Attend GoToMeeting sessions from anywhere.
- View presentations, mockups and reports – anything the presenter shares on-screen.
- Connect to audio through the device's built-in mic and speakers or dial in over the phone.
- Pinch to zoom meeting content.
- Easily switch between portrait and landscape.
- Launch meetings from an iPhone.
- Communicate better with video conferencing and presentation capabilities on an iPad.



Figure 6: Enjoy full integrated video, screen sharing and audio on an iPad.

Multi-user Accounts

GoToMeeting multi-user accounts are provisioned with an Administration Center which enables administrators to rapidly deploy and manage multiple GoToMeeting organizers. Administrators can use the Administration Center to:

- Sign up organizers (up to the limit on your account) through an easy-to-use email invitation process.
- Manage organizers and control their online meeting and webinar access.
- Generate reports about meeting usage in your company.
- View information related to your company account.

The Administration Center is accessible from any web browser and is secured with 128-bit SSL encryption. Strong passwords are required.

Deploying GoToMeeting and Managing Users

Rolling out GoToMeeting to employees is easier and faster compared to other web conferencing solutions. Because administrators can deploy our solution in minutes, companies can limit the time and effort required by the IT department. Administration can be accomplished easily, even by non-tech-savvy individuals in your organization.

To deploy GoToMeeting, administrators enter the email addresses of the organizers they wish to invite on the *Sign Up Organizers* page, confirm their choices and send the new organizers email invitations. The email invitation recipients need only to click the activation link within the email to become GoToMeeting users within the organization. End users can be up and running within seconds because the GoToMeeting installation is automatic and requires no pre-configuration. Within minutes, users are ready to organize online meetings without any training whatsoever.

GoToMeeting Technical Information

System Requirements

For PC-based participants:

- Internet Explorer® 7.0, Mozilla® Firefox® 3.0, Google™ Chrome™ 5.0 (JavaScript™ and Java™ enabled) or the latest version of each web browser
- Windows® 7, Vista, XP or 2003 Server
- Cable modem, DSL, or better Internet connection
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)

For Mac-based participants:

- Safari™ 3.0, Firefox® 3.0, Google™ Chrome™ 5.0 (JavaScript™ and Java™ enabled) or the latest version of each web browser
- Mac OS® X 10.5 – Leopard® or newer
- Intel processor (1GB of RAM or better recommended)
- Cable modem, DSL, or better Internet connection

Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers. (A USB headset is recommended.)

Participants using GoToMeeting with HDFaces will need at least 700 Kbps of Internet bandwidth and a dual-core 1.6GHz CPU with 2 GB of RAM.

For Attendees using the GoToMeeting app for iPad, iPhone or Android

- Free GoToMeeting app from the App Store or Google Play
- Wi-Fi connection recommended to use VoIP

At this time attendees using the GoToMeeting app can only join GoToMeeting and GoToWebinar sessions.

To record a session, the following is required:

- Windows Media® Player Version 9.0 or newer to record on PCs
- Mac OS X 10.6 (Snow Leopard) or higher to record on Macs
- Minimum of 800 x 600 Super VGA (1024 x 768 or higher screen resolution recommended)
- Fast Internet connection
- 1 GB of hard disk space (recommended)
- Microphone and speakers (if using for audio)
- Sound card (if using your computer's microphone and speakers for audio)
- Telephone attachment device (if using a telephone for audio)

*HDFaces video will not be recorded.

Security and Architecture

The GoToMeeting architecture is designed for maximum security, performance and reliability.

Security Features

GoToMeeting is the most secure online meeting product available. Advanced communication architecture uses industry-standard SSL and U.S. government-standard 128-bit AES encryption. Confidential information cannot be viewed by anyone except meeting attendees.

Security Feature	Capability	Benefit
End-to-end encryption	Advanced secure communication architecture uses industry-standard SSL and U.S. government-standard 128-bit AES encryption.	Confidentiality of online meetings is protected from eavesdropping by anyone. Your meetings can be conducted confidently in a trusted online environment.
User authentication	User accounts are authenticated using strong passwords and unique meeting IDs.	Password-based user authentication protects your account from misuse. Unique meeting IDs protect against unauthorized meeting attendees.
Lockout for failed log-in attempts	Your account is protected from unauthorized use. If the wrong account password is entered three consecutive times within a five-minute period, the account will be locked for five minutes.	Automatic lockout prevents access by malicious users trying to guess an account password.
Inactivity time-out	Screen sharing is shut down after a set period of inactivity (no keyboard or mouse movement).	Your privacy is protected if you forget to close a meeting and still have screen sharing activated.

Firewall Support

GoToMeeting works with existing security and firewalls. No network or firewall configuration is necessary. Organizers and attendees can meet without the hassle of configuring IP addresses or firewall settings. Network administrators don't need to change or configure firewall ports, which could potentially compromise security.

Performance

GoToMeeting uses proprietary bandwidth-adaptive compression technology that makes it possible to meet with people using a variety of Internet connections. Overall, GoToMeeting provides performance that is vastly superior to other, less-sophisticated products. The built-in security architecture is also designed to ensure that there is no performance degradation, regardless of Internet-connection speed. The fault-tolerant architecture of GoToMeeting also provides high reliability and availability.

VoIP Best Practices

Audio quality can vary based on your audio software/hardware manufacturer as well as your operating system. When using VoIP, the following best practices are recommended:

- It is important to test your sound quality and audio settings using the GoToMeeting Audio tab before your online meeting.
- For optimum sound quality, a headset is recommended, preferably a USB headset for ease of use.
- If a headset is not available, a microphone is required, preferably a USB microphone for ease of use.
- If using a microphone, it should be at least 1.5 feet away from any speakers built-in or connected to your computer.
- Unplug any devices, such as a webcam, that have a built-in microphone.
- The use of a webcam microphone is not recommended.

Purchasing GoToMeeting

How GoToMeeting Creates Value

GoToMeeting makes it easier for everyone to benefit from the value of online meetings, with unsurpassed ease of use, security, performance and cost-effectiveness.

- **Increase sales.** GoToMeeting increases sales by enhancing interaction and increasing satisfaction with customers and prospects. Companies can use GoToMeeting to close business more quickly by holding one-to-one sessions with qualified leads and customers. Face-to-face video makes these meetings more personal and compelling.
- **Increase productivity.** GoToMeeting dramatically increases employee productivity and efficiency. Optimize customer presentations, business planning meetings, staff meetings or brainstorming sessions regardless of where participants are located.
- **Reduce travel and operational costs.** Because meetings can be held online with anyone, anywhere, GoToMeeting significantly reduces operational costs through reduced travel and customer-acquisition expenses. Employees can now spend time focusing on revenue opportunities rather than traveling or waiting in airports.

Subscription Model

GoToMeeting is sold per individual organizer. Each Organizer ID is associated with an All You Can Meet flat fee that enables a named user to deliver as many online meetings as they wish. Attendees join meetings free of charge, as guests of the organizer.

The payment structure includes upgrades, maintenance and support. Subscription discounts may be offered to multi-user accounts. GoToMeeting is highly scalable—there are no limitations on the number of organizer accounts available for an organization to purchase.

About Citrix

Citrix is transforming how people, businesses and IT work and collaborate in the cloud era. Its portfolio of GoTo cloud services enables people to work from anywhere with anyone by providing simple-to-use cloud-based collaboration, remote access and IT support solutions for every type of business. Learn more at www.citrix.com and www.citrixonline.com.

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