

ATIS GoToMeeting (GTM) FAQs

([LogMeIn GTM FAQs](#), [Quick Start Video](#), and [Quick Reference Guide](#) are also available)

Question	Response
1. What devices are supported by GTM and where do I find the applications to download?	GTM meeting is supported on both desktops and mobile devices. It can be installed on Mac, PC, Chromebook, Linux computers or on the following mobile devices: iPhone, iPad or Android devices. The applications are available via the GTM website.
2. How can my device connect to GTM and is there a preferred method?	There are three ways to join GTM; 1) Web App, 2) Desktop App and 3) Mobile App. A comparison of the requirements and features provides additional information. The choice is yours.
3. How will attendees appear to other attendees?	Caller NN: Anyone who dials in to the audio conference using a telephone but does not enter an Audio PIN is known as an "unidentified caller". This means that GoToMeeting does not have any way to identify them by name, so it views them as a separate participant. These individuals appear in the Attendee list as "Caller [NN]". Name: Anyone who connects to the session audio over the internet (VoIP), which allows you to use a microphone and speakers plugged into your computer or mobile device, is identified by the name entered in the application. Alternately, those who have joined with the app and are dialed in with their telephone who enter the Audio PIN are also identified by name. If you are using a mobile app to join to the session and are connecting via Phone Call, you do not need to use an Audio PIN. Your phone call will automatically be registered with the session.
4. How do presenters display and share information?	Presenters should select "Screen Sharing" in the toolbar. There are three options for sharing: Screen of main monitor, secondary monitor or both monitors – This shares the entire screen of one or both of your monitors (if more than one is configured). Be sure to close any windows you do not want to share before proceeding. Clean screen checkbox or Screen of main monitor, secondary monitor or both monitors (CLEAN) – This shares your screen, but also hides your background, task bar and desktop icons. Be sure to close any windows you do not want to share before proceeding. Application – This shares only the specific application that you select and hides the rest of your screen.
5. Does a presenter's pop-ups (e.g., MS Outlook notifications) show up to other attendees?	See FAQ#4. If the presenter selects an "application" to display vs. an entire desktop, pop-ups and other items overlapping the shared application will not appear to the attendee. Instead, a warning will flash to the presenter that the screen is paused and that the pop-up or other application should be moved away from the shared screen.

<p>6. Can an organizer mute a single or all attendees?</p>	<p>Yes. Only the organizer has the ability to mute a single attendee, multiple attendees, or all attendees. Subsequently, the organizer may also unmute such attendee(s); however, the attendee will also have to unmute him/herself. The attendee must also unmute to ensure that the attendee is fully aware of when he/she can be heard again.</p> <p><u>Also, please note that muting your computer WILL NOT necessarily mute your microphone from allowing you to be heard by others -- you MUST use the GTM mute function.</u></p>
<p>7. Can users chat with other attendees one on one, or is chat always shared with all attendees? How are chat logs captured?</p>	<p>Attendees have the option of initiating a chat with the entire audience, a single attendee, or the organizer(s) during the session. Please note that by default, your message will be sent to all attendees. Ensure that the appropriate recipient has been selected from the pull-down menu before beginning a chat session. The chat session itself will clearly indicate who was in the chat (e.g., in private (1:1), with all, or with the organizer(s)).</p> <p>Chat logs are automatically generated for attendees that can see a chat session (in the /User/Documents folder), but this feature can be disabled. Caution and discretion should always be used when utilizing a chat session.</p>
<p>8. How efficient is the VoIP (“Mic & Speakers”) option to speak and listen?</p>	<p>Audio quality may vary depending on the audio software, hardware, operating system and Internet connection being used. We recommend using a USB headset plugged directly into the computer and placing the microphone away from other speakers or devices to avoid noise feedback.</p>
<p>9. Can the presenter “hand-off” presenting to another user?</p>	<p>Yes. A presenter may right-click on an attendee in the Attendee List and make him/her a presenter or click on the “Change Presenter” icon under the “Screen Sharing” menu and choose a new presenter from drop-down list. To inherit presenter controls, the new presenter must be using a PC, Mac or iPad and must accept the request. The new presenter will have the ability to hand off presenter control to another attendee. An organizer may resume control at any time by clicking the arrow icon next to their name and clicking “Make Presenter”.</p> <p>GTM also has a “give keyboard and mouse” feature, which allows a presenter to provide others with the ability to control the keyboard and mouse of a presentation that is running on the presenter’s computer. This does not disable the controls for the person who gave control of his/her keyboard and mouse but allows multiple people to control the display.</p>
<p>10. How can I control my audio and chat capabilities?</p>	<p>The audio and chat functions appear in the toolbar. At times the toolbar may automatically hide, in which case the user should click on the red arrow/icon to expand the toolbar in order to access the features. The auto-hide function may be disabled in the toolbar settings.</p>
<p>11. When will I be able to see the presenter’s screen?</p>	<p>Until the organizer activates the session, attendees will see a welcome message that identifies that the organizer has not yet joined and that the session will begin upon the organizer joining. After the session is initiated, attendees will see a generic display until the presenter begins</p>

sharing information.

12. Will sounds from other applications be heard by other attendees if the computer microphone is on?

Yes. Users should either ensure they are muted via the GTM mute function and/or disable the various sounds from their applications (e.g., notification sounds from AIM, Outlook, etc.). In addition, if unmuted, attendees should be aware that typing on the keyboard can be distinctly heard by other attendees.

Attendees should mute themselves when not speaking.

13. Additional GTM Resources

- [GoToMeeting Attendee Guide](#)
- [GoToMeeting Troubleshooting FAQs](#)
- [GoToMeeting App for iOS FAQs](#)
- [GoToMeeting App for Android FAQs](#)
- [GoToMeeting Web App FAQs](#)
- [GoToMeeting Web App feature comparison](#)
- [GoToMeeting Mobile feature comparison](#)