



GoMeetNow User Manual For PC Users

Version 4.2

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Preface

GoMeetNow is a web conferencing service. The client-server architecture requires Internet connectivity for its operation. GoMeetNow has two distinct functions based on these meeting types:

1. **Interactive Meetings** – This refers to conventional web conferencing including sales presentations, product demos, and interactive collaboration.
2. **Seminars** – This function ensures seminars that are easy, fast and reliable to join. You can join without any downloads.

Depending on the product model you buy, some of the meeting types may not be available to you.

Organization

This manual provides the steps to use the **GoMeetNow** web collaboration system. The User Manual is organized as follows:

Section 1	Setting up GoMeetNow
Section 2	Hosting an Interactive Meeting
Section 3	Joining a Meeting
Section 4	Common Features
Section 5	Seminars
Section 6	Scheduling Meetings
Section 7	Managing Profile

Terminology

The following terms are used throughout this manual. In a meeting, a **participant** can be either the Host or an Attendee:

- The **Host** is the person who initiates the meeting. The Host must have a user account in GoMeetNow system.
- The **Attendee** is the person invited by the Host to join a meeting. Attendee does not need an account in GoMeetNow system.

The Host or an attendee can either be:

- The **presenter** showing their computer to all participants
- A **controller** controlling the Presenter's keyboard and mouse

Constraints

Here are a couple of constraints:

- There is only one host and one presenter at any moment in a meeting.
- The host or the current presenter can assign any participant to be the presenter.
- The presenter can assign any participant or all participants to be a controller.

GoMeetNow Control Panel and Key Functions for Presenter

The screenshot shows the TurboMeeting control panel for a presenter. The interface includes a menu bar (File, Tools, Help), a status bar (Showing my screen), and several control buttons: a large blue button with a vertical bar (On/off status of showing screen), a chat icon (Start chat), a folder icon (Send Files), and a red record icon (Record computer screen and audio). Below these is a dropdown menu for 'Show My' (Desktop) and an 'Attendees' list showing 'John Doe (Host, Me) via TurboMeeting', 'Flash attendee via Browser no Flash', and 'via Browser no Flash'. Further down are buttons for 'Change Presenter', 'Change Controller', 'Start Webcam', 'Whiteboard', and 'Annotation'. At the bottom is an 'Invite Attendee' section with fields for 'Meeting Server Address' (www.turbomeet.com) and 'Meeting ID' (5492-4913), and an 'Invite Attendees' button. The panel is powered by R-HUB.

On/off status of showing screen

Start or pause showing my screen

Start chat

Record computer screen and audio

Start file transfer

Show specific application, specific monitor, or the entire desktop

List of attendees

Grant presentation rights to another attendee

Grant keyboard and mouse to one or all attendees

Start webcam

Start a drawing application

Highlight anywhere on the desktop

Basic meeting information for meeting invitation

Display the detailed information for meeting invitation including auto-filled email invitation

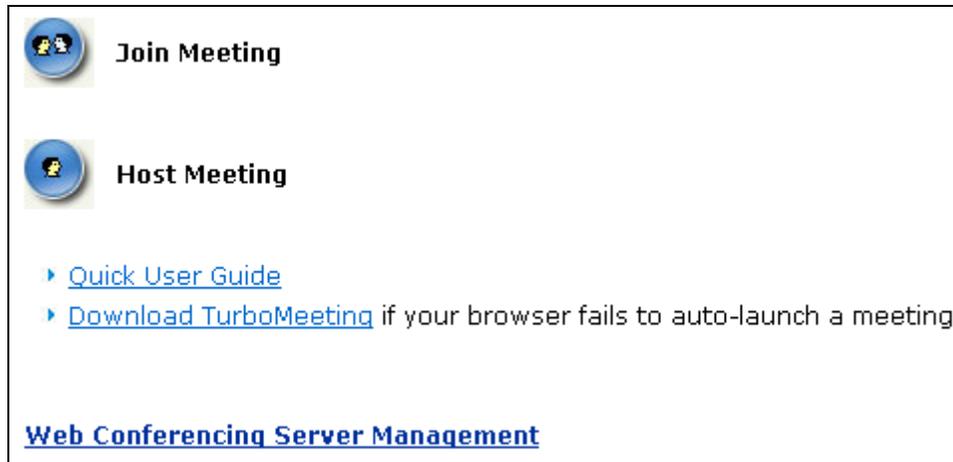
GoMeetNow Control Panel for Presenter

1. Setting up GoMeetNow

To host any type of meeting, you need to download and run the **GoMeetNow** client. You can do a manual or automatic download of GoMeetNow.

Manual download

1. In a web browser, go to your meeting server web address:

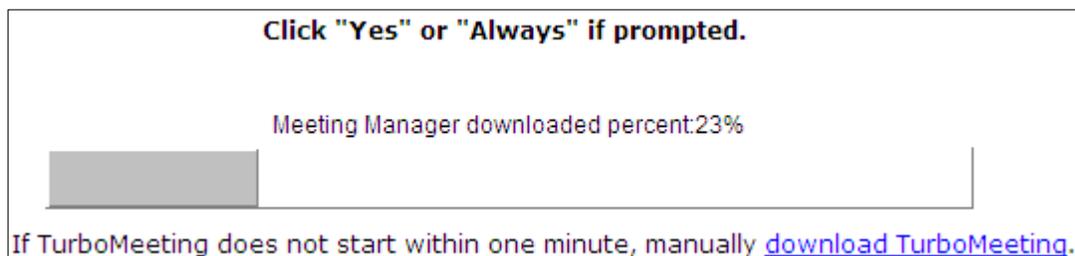


Home Page

2. Click the [Download GoMeetNow](#) link.
3. Download GoMeetNow and run it.

Automatic download

1. In a web browser, go to your meeting server web address
2. Click the **Host Meeting** icon.
3. If a Java Virtual Machine (JVM) is installed in your system, a message will prompt for your permission to install GoMeetNow. Click **Accept**.



Automatic download

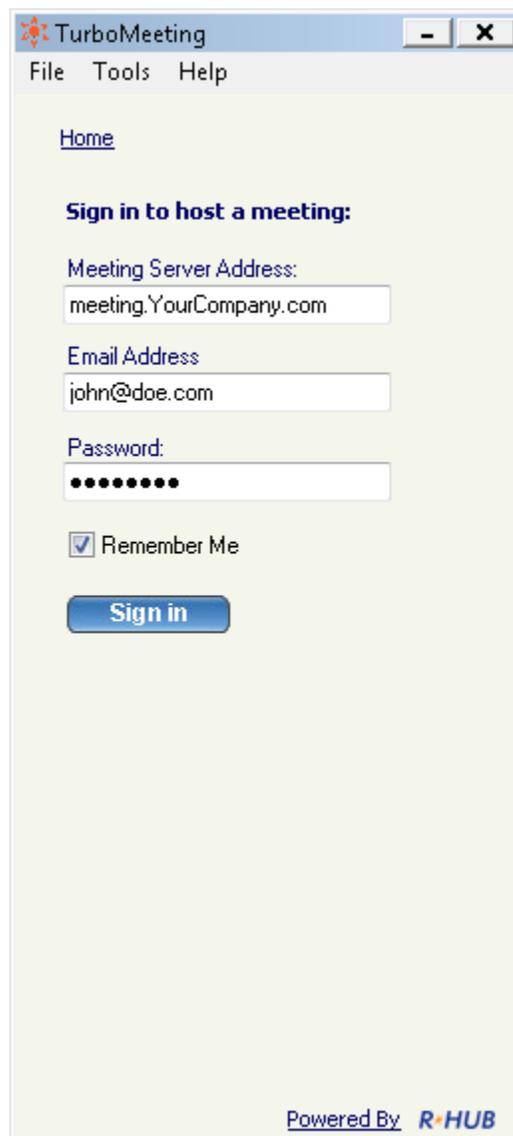
After GoMeetNow is installed, you can launch it by clicking the **GoMeetNow** shortcut on your desktop or via your computer's **Start** menu → **Programs** → **GoMeetNow** → **Start Meeting**.



GoMeetNow shortcut

You will have to sign in to host a meeting. Provide the following information:

- Meeting Server Address
- Email Address
- Password

A screenshot of the TurboMeeting application window. The window title is "TurboMeeting" and it has a menu bar with "File", "Tools", and "Help". Below the menu bar is a "Home" link. The main content area is titled "Sign in to host a meeting:" and contains three input fields: "Meeting Server Address" with the value "meeting.YourCompany.com", "Email Address" with the value "john@doe.com", and "Password" with a masked value of "••••••••". There is a checked checkbox for "Remember Me" and a blue "Sign in" button. At the bottom right, it says "Powered By R-HUB".

Signing in to host a meeting

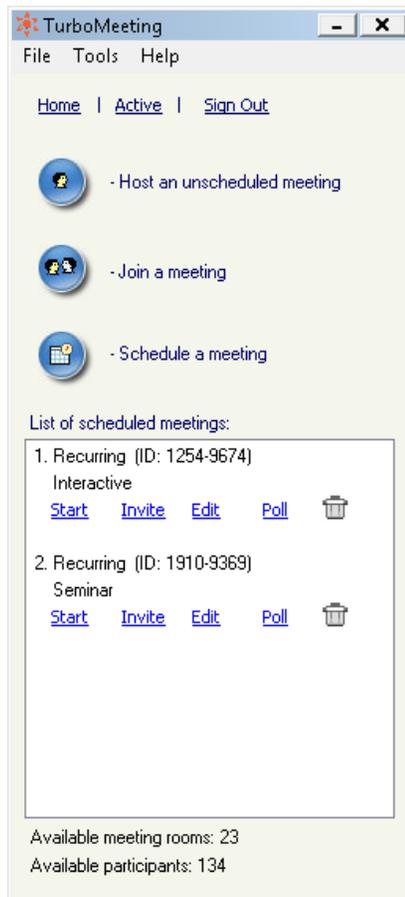
2. Hosting an Interactive Meeting

Using **GoMeetNow** 4-in-1 products, you can host four types of meeting. You can choose the type of meeting you want to host. This section discusses the steps to host an interactive meeting. This meeting type is the conventional method of web conferencing. Each attendee (using either PC or Mac) can interact in the meeting and can be the Presenter or a Controller.

1. Launch GoMeetNow by clicking the **GoMeetNow** shortcut from the desktop.



2. Enter the login credentials and **Sign In**.
3. In the meeting control pane, the options and List of scheduled meetings are displayed:
 - o Host an unscheduled meeting
 - o Join a meeting
 - o Schedule a meeting



Meeting control pane

Click **Host an unscheduled meeting** to host an impromptu meeting.

4. Select the **Interactive Meeting** type
5. Optionally, enter a **Password**. If you enter a password, the invitees also need to enter the same password.
6. For security reasons, you can limit your meeting attendees to be **Only attendees from my network**, with the exception of authorized public IP addresses. See the Administrator Manual about how to set these authorized public IP addresses.
7. Click **Continue**.



The screenshot shows the TurboMeeting application window. The title bar reads "TurboMeeting" with standard window controls. The menu bar includes "File", "Tools", and "Help". Below the menu bar are navigation links: "Home", "Active", "Profile", and "Sign Out". The main content area is titled "Meeting Type:" and contains four radio button options, each with a help icon: "Interactive Meeting" (selected), "Seminar", "Remote Support", and "Remote Access to This Computer". Below these are two text input fields labeled "Subject:" and "Password:". The "Security:" section has a checkbox for "Only attendees from my network" with a help icon. The "Attendee Emails:" section has a checkbox for "Required". A blue "Continue" button is positioned at the bottom center. The footer text reads "Powered By R-HUB".

Meeting selection

This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.



Meeting screen

You can now invite attendees to join the meeting. To invite attendees:

8. Click **Invite Attendees**. There are two ways the attendees can join the meeting:
 - **Join interactively** – Using this option, an attendee can present and control (remotely, via the Internet) the presenter's computer using the keyboard and the mouse. The steps that the attendee has to follow to attend the meeting are listed later. Click **Email** to mail the steps to the invitees or click **Copy** and paste the details to the attendees via online messaging tools.
 - **Join a view-only meeting** – Using this option the invitees can attend the meeting without downloading **GoMeetNow** client. Click **Email** to mail the URL to the invitee or click **Copy** and paste the URL to the attendees via online messaging tools.

Invite Attendees

Two ways for attendees to join your meeting

1. Join interactively:
(Attendee may present and remote-control)

Call attendee and say:

1. Go to the Meeting Server:
<http://www.turbomeet.com>
2. Click the Join Meeting button.
3. Enter the Meeting ID: **1254-2038**
4. Meeting Password: **No password needed**
5. [Edit Conference Call](#): **408-418-5010**
[Edit Access Code](#): **12542038**

OR invite by:

[Email](#) [Copy](#) then paste it . . .

2. Join a view-only meeting:
(easy and reliable - no download)

Call attendee and say:
Please go to this URL:
<http://www.turbomeet.com/id=12542038>

[Edit Conference Call](#): **408-418-5010**
[Edit Access Code](#): **12542038**

[Email](#) [Copy](#) then paste it . . .

Two ways to invite attendees

3. Joining a Meeting

When you receive an invite from the host, open your browser and

1. Go to the meeting server's address
2. Click the **Join Meeting** icon.
3. Fill in the **Meeting ID**, **Meeting Password** and **Your Name**.
4. Click the **Join Meeting** button.

Join Meeting

Meeting ID:

Meeting Password:

Your Name: (the name shown in the meeting)

Joining a meeting

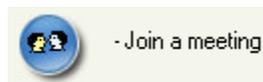
5. If the meeting is a seminar, which does not require any download, you now join the meeting.
6. If the meeting is not a seminar and you have a Java Virtual Machine (JVM) installed in your system, a message will prompt for you to install GoMeetNow. Click **Accept**. Otherwise, you have to download the GoMeetNow client and run it.

If you have already installed the **GoMeetNow** client, follow these steps to join a meeting:

1. Launch GoMeetNow by clicking the **GoMeetNow** shortcut from the desktop.

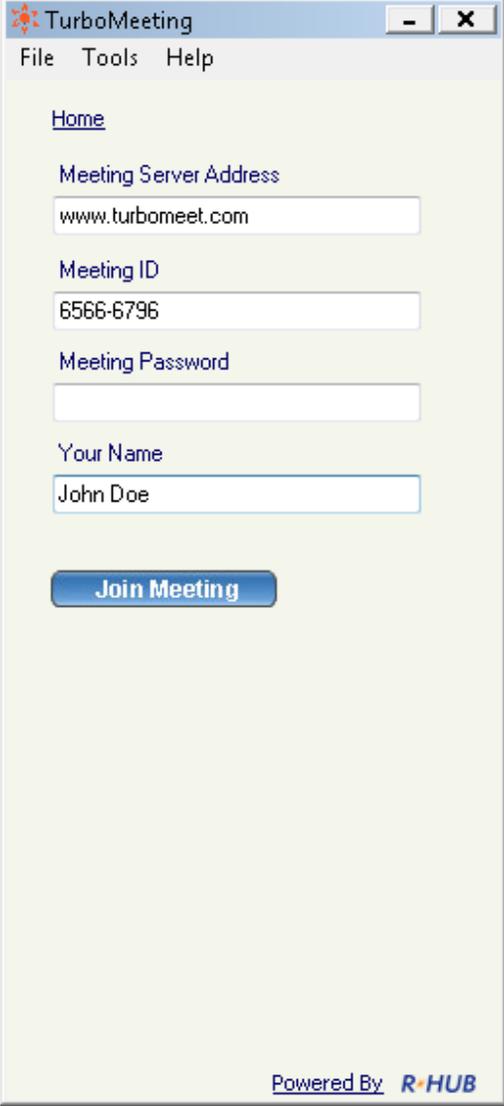


2. Click the **Join a Meeting** button.



Option to join a meeting

3. Enter the **Meeting Server Address**, **Meeting ID**, **Meeting Password** (if required), and **Your Name**.



The screenshot shows a window titled "TurboMeeting" with a menu bar containing "File", "Tools", and "Help". Below the menu bar is a "Home" link. The form contains four input fields: "Meeting Server Address" with the value "www.turbomeet.com", "Meeting ID" with the value "6566-6796", "Meeting Password" (empty), and "Your Name" with the value "John Doe". A blue "Join Meeting" button is located below the input fields. At the bottom right, it says "Powered By R-HUB".

Details required while joining a meeting

4. Click **Join Meeting**.

4. Common Features

There are many features that are common to all four types of meetings. This section discusses the common features.

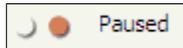
4.1. Pausing and Starting Application Sharing

When you start a meeting, by default, your desktop will be shown to meeting attendees. The green icon indicates that your screen is being shown.



Icon indicating active application sharing

To pause showing your screen, click the **Pause**  button. The red icon indicates that the meeting is being paused.

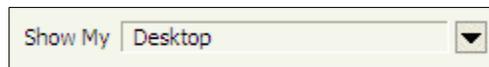


Icon indicating that application sharing is paused

To start showing your screen, click the **Start**  button. The icon will now become green.

4.2. Changing Application Sharing

By default, your desktop is shown to the other attendees. The **Show My** drop-down list displays all the applications open in your system. To show another application, click the **Show My** drop-down and choose a running application from the list.



Option to change application sharing

4.3. Show Specific Monitor in Multiple-Monitor Setup

The presenter can optionally choose to show a specific monitor in a multiple-monitor setup. The **Show My** drop-down list shows each monitor as a separate viewable choice.



Option to show single monitor in multiple-monitor setup

4.4. Changing Presenter

The attendees who have joined the interactive meeting can also be the presenter to show his or her computer screen to meeting participants. By default, the host will be the presenter. However, during a meeting the host and the current presenter can assign any participant to be the presenter. To change the presenter, click **Change Presenter** and choose the presenter.



Option to change presenter

4.5. Changing Controller

During the meeting, you as the presenter can assign a participant as the controller. A controller is the person who can control your mouse and keyboard.

To change the controller, click **Change Controller**. You can assign control directly to a specified participant or to all.



Change Controller option

Click **Change Controller** then **Reclaim Controller** to reclaim control from the specified controller(s).

4.6. Chatting

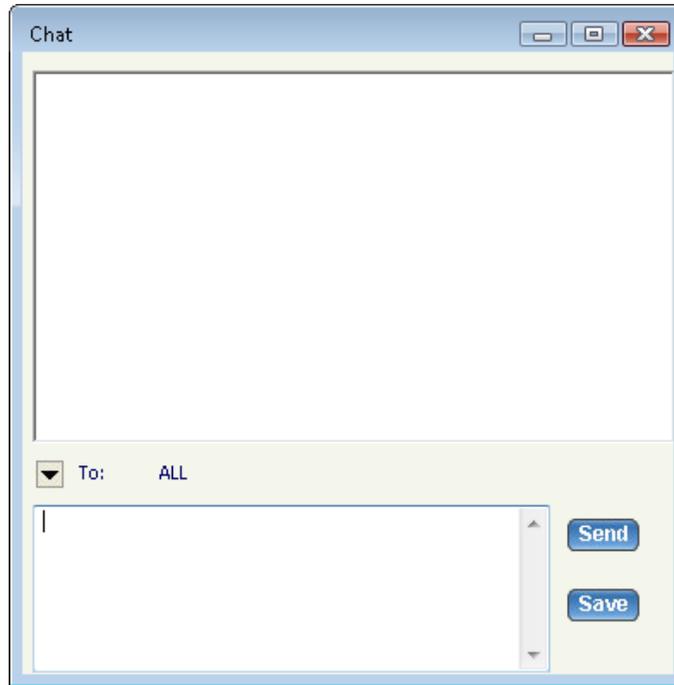
While convening a meeting you can also chat with attendees. To chat with the attendees:

- Click **Chat**.



Chat button

- In the Chat window you have the option of choosing the attendees with whom you want to chat. Clicking the drop-down arrow lets you choose specific attendees to chat with.



Chat window

- Type in the text and click **Send**. To save the chat transcript click **Save**. Browse to the location and save the file. The chat is saved as a text file or a rich text file.

4.7. Sending Files

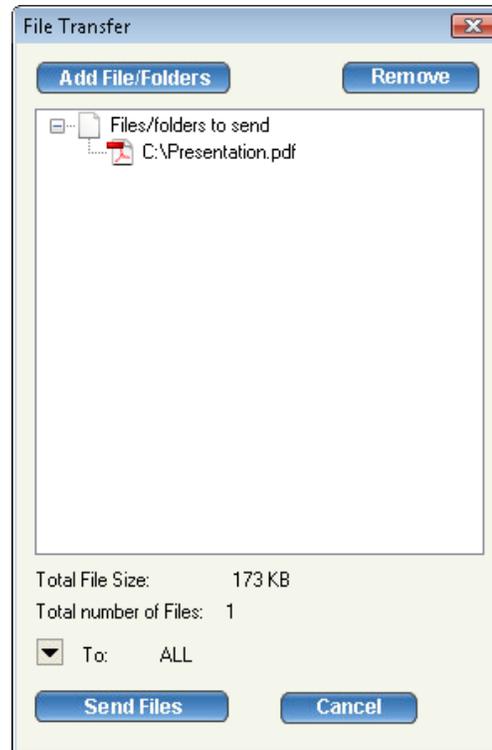
During a meeting, there may be a need to send some files between meeting participants. Instead of opening a mailing client and sending files, a participant can send files using GoMeetNow. To send files:

- Click **Send Files** to open the File Transfer dialog box.



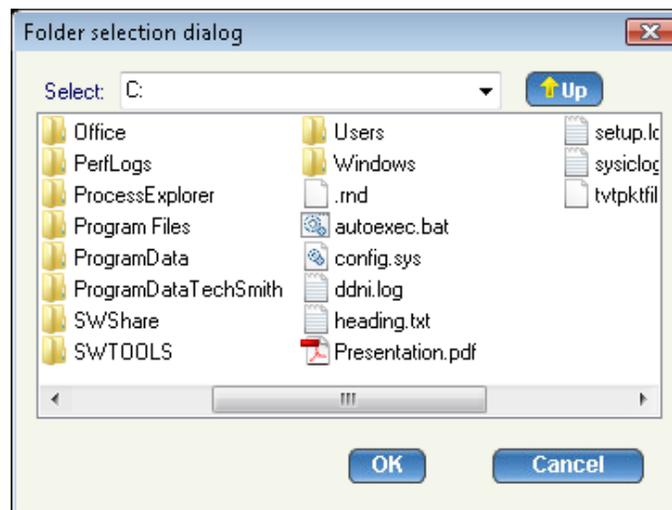
Send Files button

- Click **Add Files/Folders**.



File Transfer dialog

- **Select** a particular folder from the drop-down list. All the folders and files in that directory are displayed.



Folder Selection dialog

- Select the files, folders, or both and click **OK**. They are added to the list of files/folders to be sent.
- In the File Transfer dialog, click the drop down-arrow next to the **To** label, and then select the participants to whom the files should be sent. By default, the files are sent to all other participants.
- Click **Send Files**.

4.8. Recording

During a meeting, you can record the actions on the presenter's screen. It also records the voice captured by the microphone on the presenter's computer. To record meeting conversation, you need to turn on your speaker phone and move it close to the microphone on the presenter's computer in order to capture conversations.



Click the record button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable. Just run the file and it will replay the entire recording session.

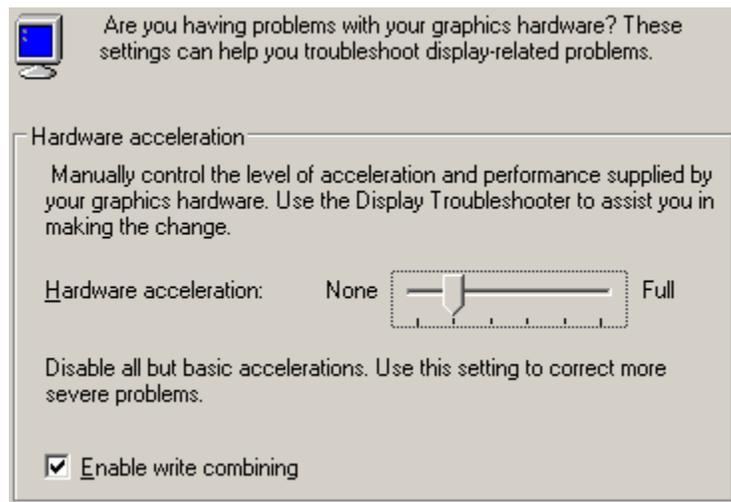
4.9. Using WebCam

During a meeting, each presenter can start their own web camera, or WebCam. The presenter's WebCam video will be visible to all attendees. If the presenter is changed, the new presenter can start their own WebCam, although only the current presenter's WebCam is visible to attendees.



WebCam option

If the web camera is not visible to attendees, the presenter can try to turn off or slow down hardware acceleration for the graphics card. On Windows, this setting is available via Display Settings, then by clicking the Advanced settings button, then by clicking the Troubleshoot tab.



Windows graphics card Hardware acceleration setting

4.10. Using Whiteboard

While making the presentation you might have to illustrate some points. The Whiteboard option in GoMeetNow is used for this purpose. Click Whiteboard and the Paint application opens, where you can illustrate certain points or draw diagrams.



Whiteboard option

4.11. Using Annotation

Using the Annotation feature you can highlight topics in your presentation. Click the **Annotation** button and choose the type of annotation from Pen, Highlighter, Spot and Arrow. Then, emphasize the interesting area using the mouse pointer.



Annotation option

When the annotation option is active, normal keyboard and mouse input ceases and essentially your computer screen freezes. To unfreeze your computer screen, hit the "Esc" key or click the Annotation button and select "Stop Annotation".



Emphasis using Annotation feature

You can change the size of the annotation pen. Click the "Tools" menu item then "Annotation Pen Size" and select a new size.

4.12. Floating toolbar

The floating toolbar has the advantage of using very little of the presenter's screen space during a presentation while still providing buttons for the most common features of GoMeetNow.



Floating toolbar

4.13. Hide the Attendee List

As the meeting host, you can hide the attendee list from your attendees. Click the "Tools" menu item and then uncheck "Attendees can view attendee list".

4.14. Disable Recording Function

As the meeting host, you can disable recording functions so that none of the attendees can record the meeting session. Click the "Tools" menu item and then uncheck "Attendees can record".

4.15. Reporting

The reporting feature is covered in the Administrator Manual.

4.16. Changing Colors

There are three color options available in GoMeetNow that let you choose between speed and image precision:

- Low Quality (fastest)
- High Quality
- Truecolor (24-bit slowest)

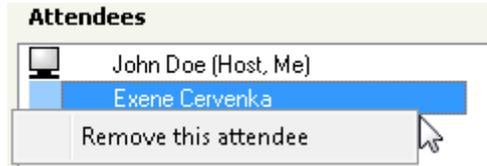
To change the color, choose the menu item "Tools" then "Change Color" and choose the relevant option. The High Quality color setting is recommended for its combination of speed and image quality.

4.17. Stop Additional Attendees

As the meeting presenter, you can stop any further attendees from joining the meeting. Click the "Tools" menu item then "Options" and check "Stop additional attendees".

4.18. Remove Attendees

As the meeting presenter, you can remove attendees from the meeting. In the Attendees list, right click the attendee's name and choose "Remove this attendee".



4.19. Change Language for GoMeetNow UI

Each GoMeetNow user can change the language of their GoMeetNow user interface. Click the "Tools" menu item then "Options" and select a language from the drop-down list.



Options dialog

4.20. Show all GoMeetNow Windows

As the meeting presenter, you can display all transparent windows on your screen. By default, attendees cannot see the host's GoMeetNow and its associated windows since these windows are treated as transparent. To expose the GoMeetNow control panel and associated windows, click the "Tools" menu item then "Options" and check "Show all GoMeetNow windows".

4.21. Auto-Uninstall GoMeetNow from Attendee Computers

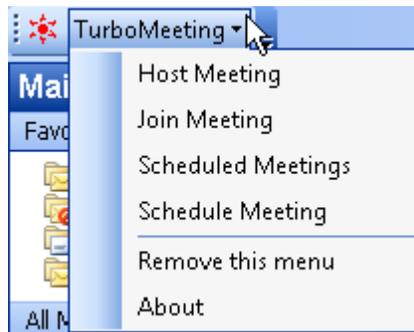
As the meeting host, you can tell the system to automatically uninstall the GoMeetNow client on the attendee computers at the end of a meeting session. Click the "Tools" menu item then "Options" and check "Remove GoMeetNow from attendee computers at the end of sessions".

4.22. Show Presenter's Desktop When Meeting Starts

As the meeting presenter, you can display all transparent windows on your screen when a meeting starts. Click the "Tools" menu item then "Options" and check "Show my desktop when a meeting starts".

4.23. Enable GoMeetNow Outlook toolbar

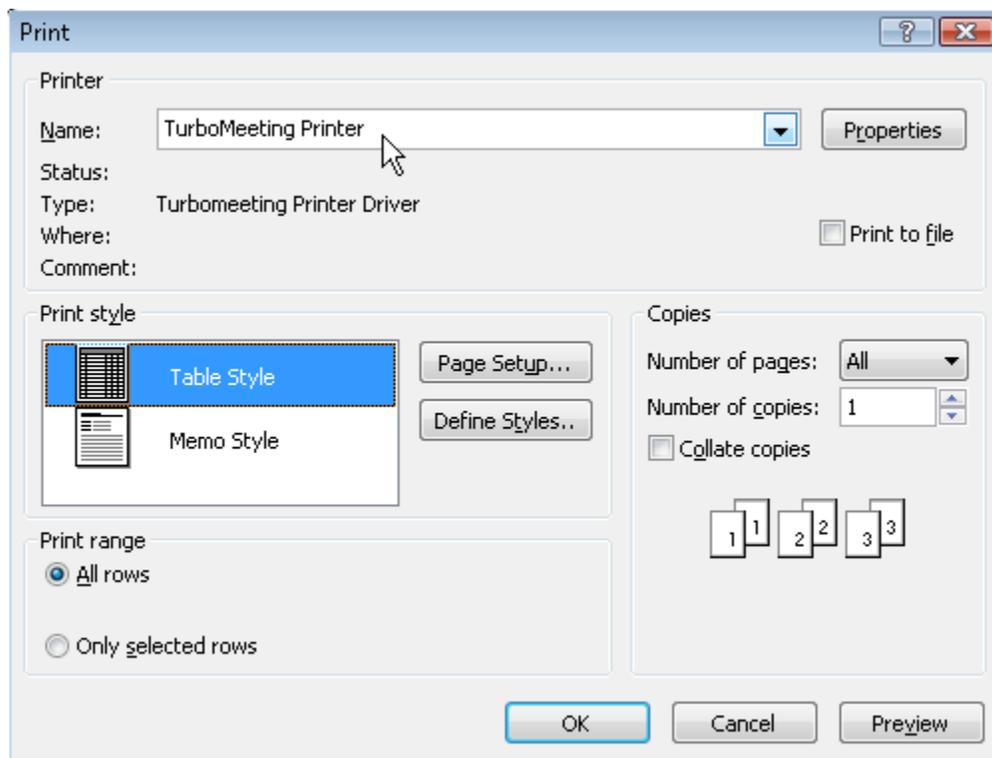
Users can add a GoMeetNow toolbar to Microsoft Outlook. Click the "Tools" menu item then "Options" and check "Integrate with Outlook". The Outlook toolbar looks like this:



GoMeetNow Outlook toolbar

4.24. Remote Printing

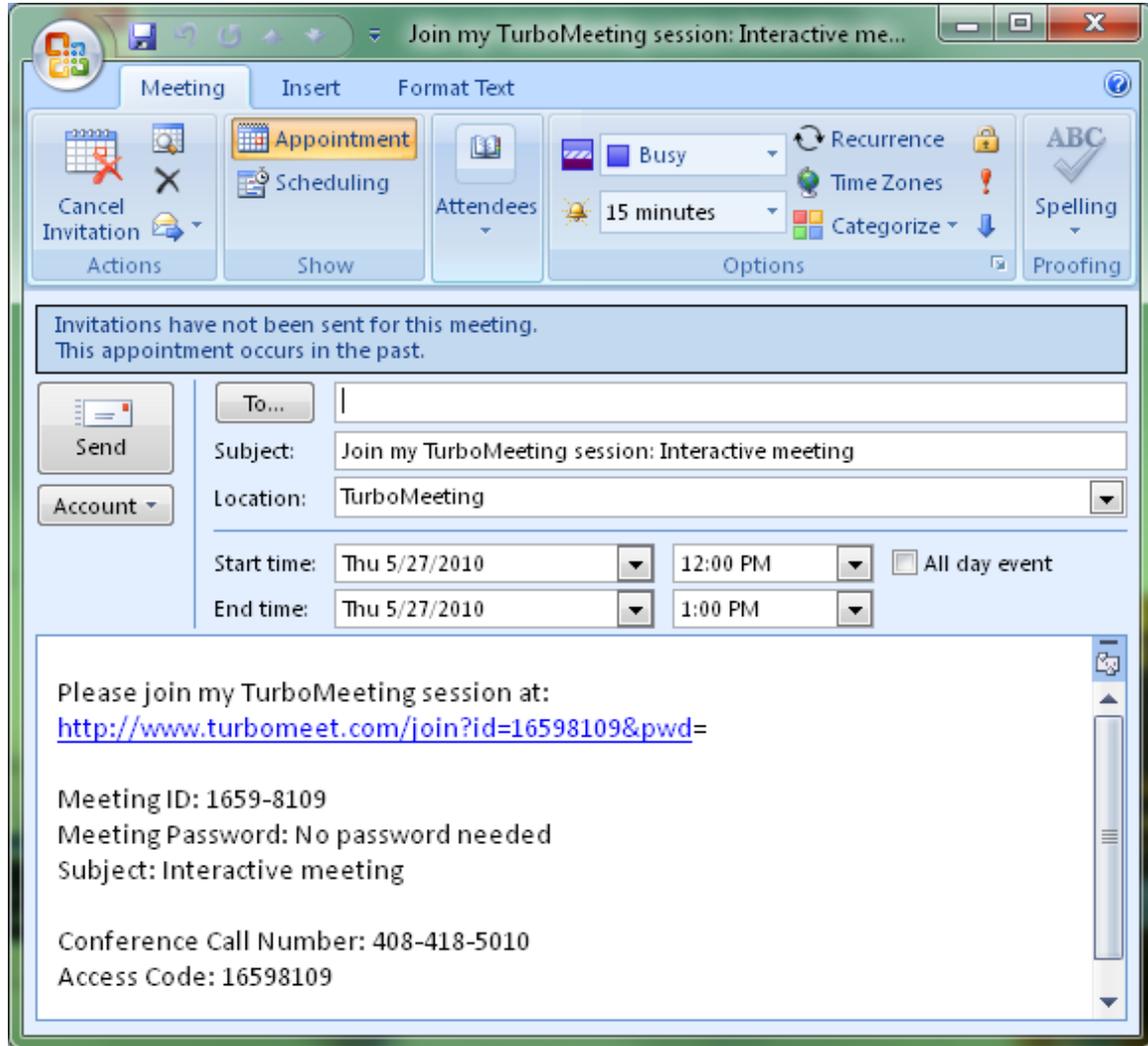
Remote printing is the ability to print directly from the host computer to a printer on the attendee's network. This is useful if the host is printing from an application that is not installed on the attendee's computer. To print to an attendee's printer, open the file to print and select Print. Choose the GoMeetNow Printer and click OK.



Choose GoMeetNow Printer to send output to attendee's printer

4.25. Outlook Integration

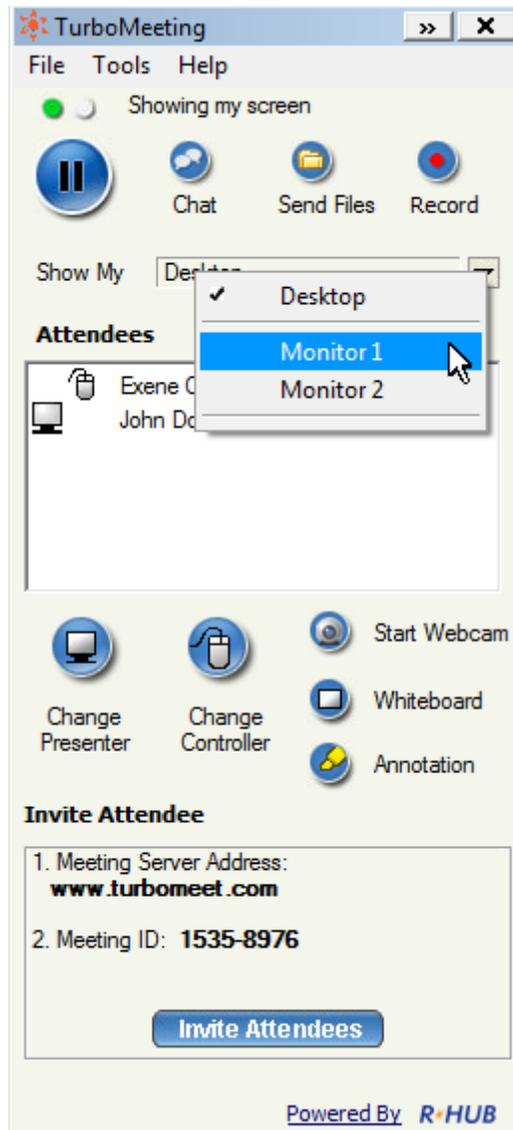
Outlook messages with calendar events are automatically generated when a GoMeetNow user schedules a meeting. An Outlook message can also be automatically generated when a user chooses to invites attendees to a future or an active meeting.



Outlook message with calendar information is automatically generated for a scheduled meeting

4.26. Multiple Monitors for Presenter

If a meeting presenter has multiple monitors, the presenter can choose to display a specific monitor or the entire desktop, which is composed of more than one monitor.



Multiple Monitor selection in GoMeetNow

Below is the view that attendees would see for a presenter that has multiple monitors when the entire Desktop is displayed:



Multiple Monitor view if entire Desktop shown

4.27. Webcam Video

During a meeting, the presenter can display the video from his webcam by clicking the "Start Webcam" button.



The presenter controls the location of where the video appears in the viewer window. The presenter can change the size of the of Webcam window by clicking the Maximize/Minimize button.

4.28. Polling

The host of a meeting can create a poll with questions and multiple choice answers for the attendees. Poll questions can be created ahead of time by clicking the [Poll](#) link in the user's "List of scheduled meetings". Or the host can create a poll question during the meeting by clicking the "Tools" menu item then the "Poll" option.

Each poll question can have up to five pre-determined answers. The poll can limit the attendees to voting for just one response or allow the attendees to vote for multiple responses.

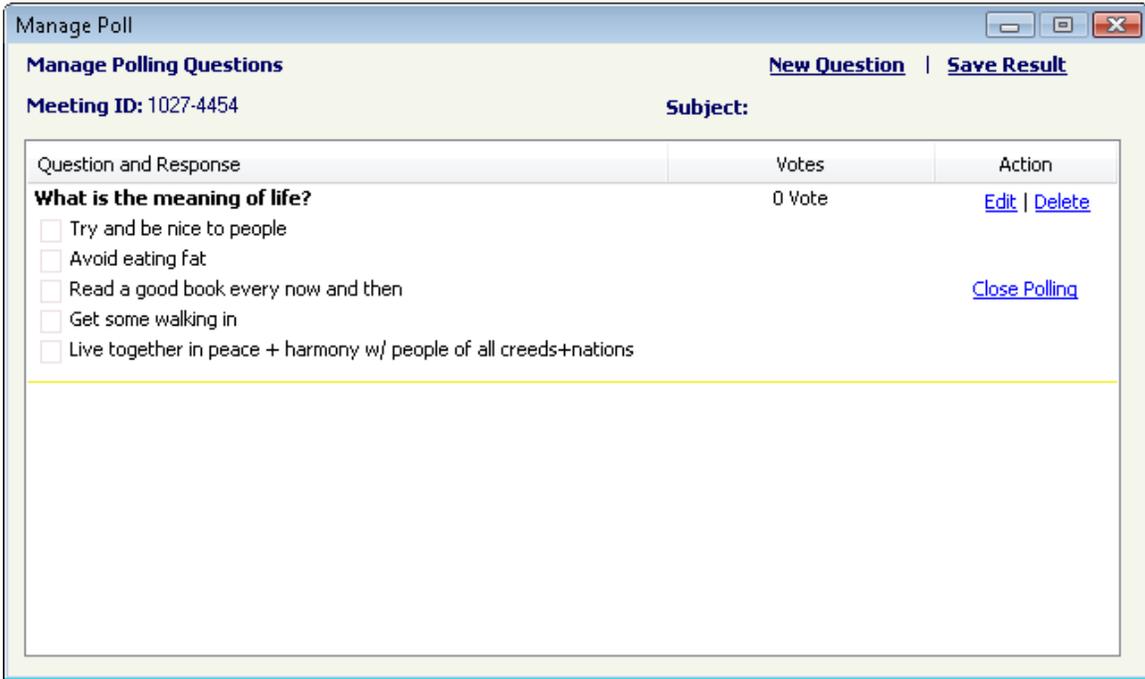
Interface for creating a new Poll

After the poll question is created, the host can begin polling the GoMeetNow attendees for responses. The attendees will see a window similar to this:

Attendees voting window

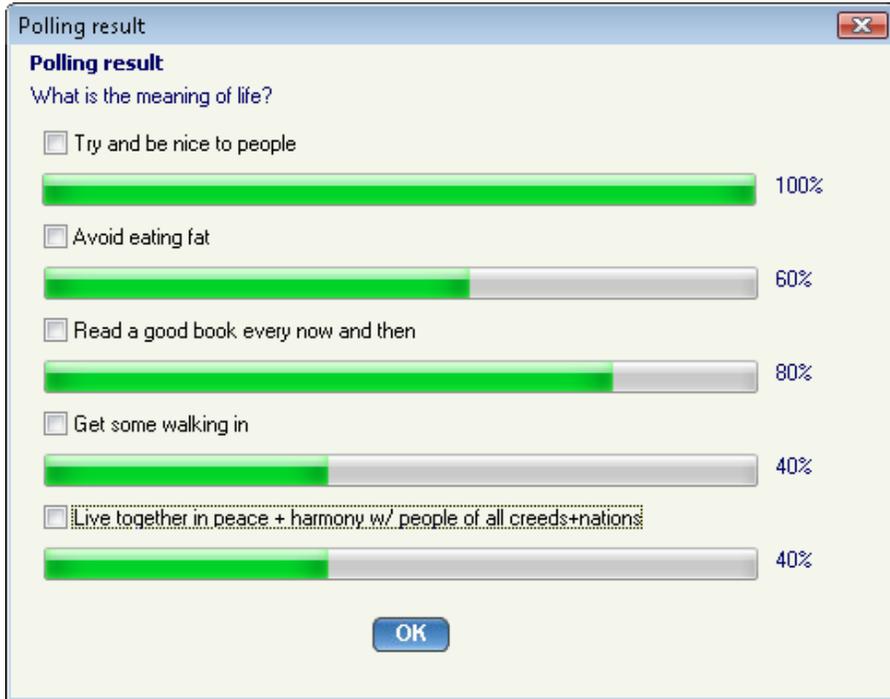
The poll stays open until the host decides to close polling. Once the poll is closed, the results are tabulated for each answer. The poll is blind: there is no way to determine how each attendee voted.

The host's "Manage Poll" window provides a [Close Polling](#) link. (A [Start Polling](#) link initially appears where [Close Polling](#) appears below).



The host's "Manage Poll" Interface

After the host closes the polling, the host sees a [Share](#) link where the [Close Polling](#) link used to be. When the host clicks the [Share](#) link, the attendees see a window with the polling results. Finally, the host can click the [Share](#) link to close each attendee's "Polling result" window.



The attendee's "Polling result" window

5. Seminars

The **Seminar** meeting type allows you (as the host) to conduct easy and reliable seminars. Attendees can join the seminar without downloading the GoMeetNow client and view the presenter's screen using "view-only-mode". Meanwhile, you can invite a few panelists who must join the seminar interactively. Meeting panelists can show their computer screens to all the meeting participants, which is different from view-only attendees.

5.1 Starting a Seminar

1. Launch GoMeetNow by clicking the **GoMeetNow** shortcut from the desktop
2. Click **Host a Meeting**
3. Enter your Meeting Server Address, Email Address and Password and click **Sign In**.
4. In the meeting control pane the List of scheduled meetings and the options displayed are:
 - o Host an unscheduled meeting
 - o Join a meeting
 - o Schedule a meeting

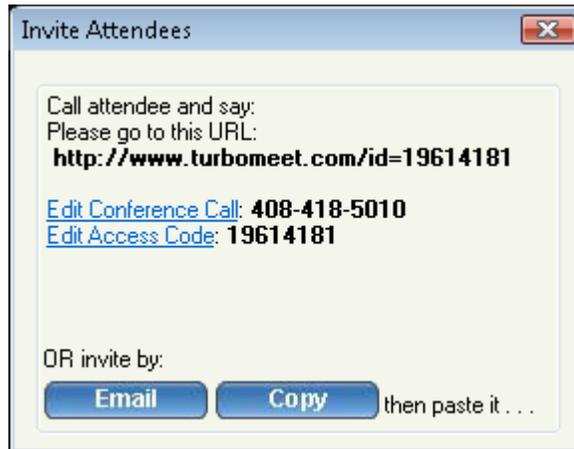
Click **Host an unscheduled meeting** to host an impromptu meeting.

5. In the next step, choose the **Seminar** meeting type.
6. Optionally, enter a **Password**. If you enter a password, the invitees also need to enter the same password.
7. Click **Continue**. This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.

5.2 Inviting Attendees

To invite attendees:

8. Click **Invite Attendees**.
9. Click **Email** to mail the URL to the invitee or click **Copy** and paste the URL to the attendees via online messaging tools.



Invite attendees for a seminar

5.3 Joining a Seminar

The meeting invite you receive from the host will contain the URL along with the seminar ID. Go to the specified URL to join the seminar.

Alternatively, you can go to the meeting server website, click the **Join Meeting** button and then fill in the Meeting ID, Meeting Password and Your Name to join the seminar.

5.4 Inviting Meeting Panelists

In the seminar mode, the host sends the URL details of the meeting to the attendee via email. The attendee who joins the seminar - by clicking the above URL - can also become an interactive attendee by clicking the **Switch to Interactive Meeting** button.



Switching to interactive meeting

If **GoMeetNow** is not previously installed, it will be downloaded automatically.

The host must assign an interactive attendee to be the presenter as a meeting panelist. All attendees including the host will be able to see the new presenter's screen.

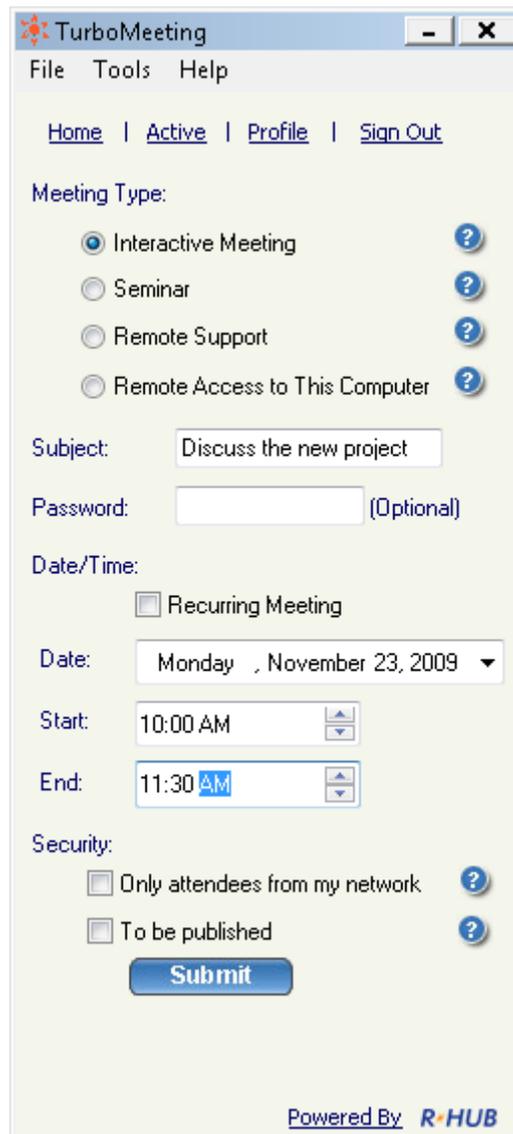
6. Scheduling Meetings

There might be instances when you have planned a meeting earlier and want to inform the invitees in advance. In such cases, you can schedule the meeting using the **Schedule Meeting** option.

6.1 Scheduling a Meeting

To schedule a meeting:

1. Log into **GoMeetNow**.
2. Click **Schedule a meeting**.



The screenshot shows the TurboMeeting application window. The title bar reads "TurboMeeting" with standard window controls. The menu bar includes "File", "Tools", and "Help". Below the menu bar are navigation links: "Home", "Active", "Profile", and "Sign Out". The "Meeting Type:" section has four radio button options: "Interactive Meeting" (selected), "Seminar", "Remote Support", and "Remote Access to This Computer". Each option has a help icon. The "Subject:" field contains "Discuss the new project". The "Password:" field is empty with "(Optional)" text. The "Date/Time:" section includes a "Recurring Meeting" checkbox, a "Date:" dropdown set to "Monday, November 23, 2009", and "Start:" and "End:" time pickers set to "10:00 AM" and "11:30 AM" respectively. The "Security:" section has two checkboxes: "Only attendees from my network" and "To be published". A blue "Submit" button is at the bottom. The footer text reads "Powered By R-HUB".

Scheduling meetings

3. Select the **Meeting Type**.

4. Mention the **Subject** of the meeting.
5. Enter the **Password**, which is optional for all meeting types but **Remote Access to this Computer**.
6. Select the **Date**.
7. Select the **Start** and **End** time.
8. Select **Recurring Meeting** to schedule a recurring meeting. If this option is selected, the Date and Time options are disabled.
9. Click **Submit**.

When you login to GoMeetNow next time, the scheduled meetings and the details are displayed.

6.2 Editing a Scheduled Meeting

To edit a scheduled meeting:

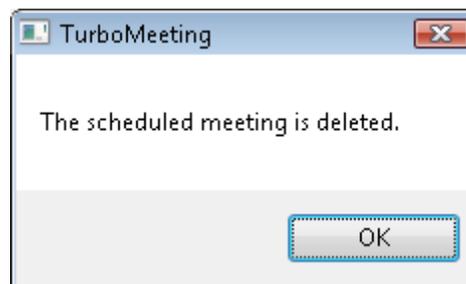
1. Click the **Edit** link of the respective meeting.
2. Make the necessary modifications.
3. Click **Submit**.

6.3 Starting a Schedule Meeting

To start a scheduled meeting, click the **Start** link for the respective meeting.

6.4 Deleting a Schedule Meeting

To delete a scheduled meeting, click the **Delete** link of the respective meeting. After a confirmation dialog, a message box says that the schedule meeting has been deleted.

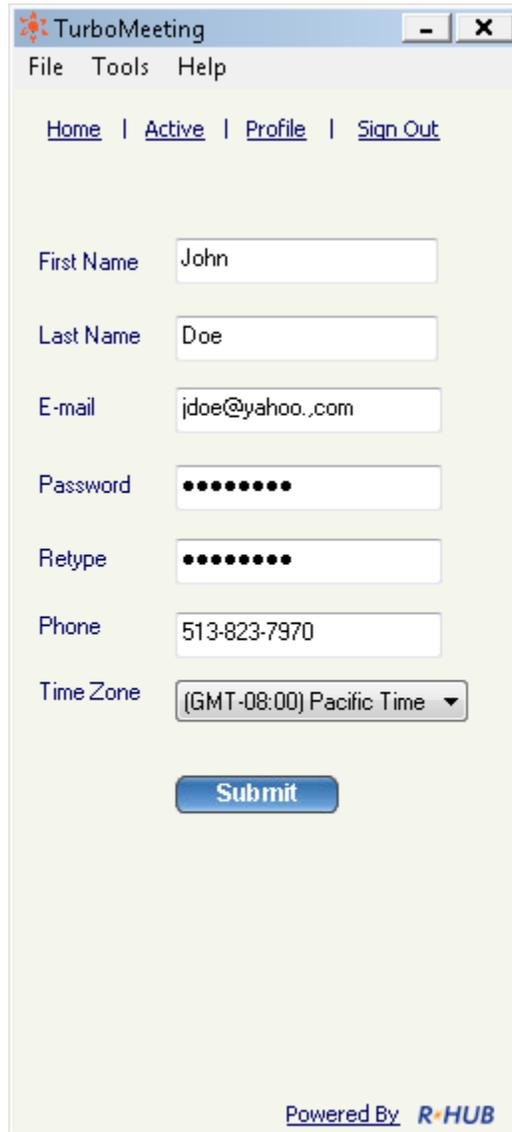


Alert after the meeting is deleted

7. Managing Profile

Follow these steps to manage your profile:

1. Log into **GoMeetNow**.
2. Click **Profile**.



The screenshot shows a web browser window titled "TurboMeeting" with a menu bar containing "File", "Tools", and "Help". Below the menu bar are navigation links: "Home", "Active", "Profile", and "Sign Out". The main content area contains a form with the following fields:

- First Name: John
- Last Name: Doe
- E-mail: jdoe@yahoo.com
- Password: [masked with 8 dots]
- Retype: [masked with 8 dots]
- Phone: 513-823-7970
- Time Zone: (GMT-08:00) Pacific Time (dropdown menu)

A blue "Submit" button is located below the form fields. At the bottom right of the window, it says "Powered By R-HUB".

Managing profile

3. Edit your **First Name**, **Last Name**, and **E-Mail**.
4. Provide a **Password** and Retype your password to confirm it.
5. Specify your contact number.
6. Choose the relevant time zone.
7. Click **Submit**.