GoToMeeting App for iPad, iPhone & iPod Touch FAQs

General Information

What is the GoToMeeting app for iPad, iPhone & iPod Touch?

GoToMeeting now offers attendees the flexibility to attend meetings and webinars directly from an Apple® iPad, iPhone and iPod Touch. The free GoToMeeting app enables iPad, iPhone and iPod Touch attendees to view online meeting content shared by a GoToMeeting organizer or presenter from a Mac® or Windows. Attendees are not required to have a GoToMeeting account to join a meeting or webinar.

What can I do with GoToMeeting on an iPad, iPhone or iPod Touch?

- Attend online meetings or webinars free of charge.
- Join sessions in seconds by tapping the **Join** link in your invitation email.
- View the presenter's screen.
- Connect to audio through your iPad, iPhone or iPod Touch's Internet connection or dial in by phone.
- Chat with everyone in the meeting, with only organizers or with individual attendees.
- Pinch with 2-fingers or double-tap to zoom.
- Switch between portrait and landscape mode.
- See who's talking and who's attending.

How much does the GoToMeeting app cost?

There is no cost for the GoToMeeting app. You can easily download the app from the App Store.

What are the mandatory system requirements to attend sessions from my iPad, iPhone or iPod Touch?

- Free GoToMeeting app from the App Store.
- iOS 4.2 or later.
- iPad 1 or newer, iPhone 3G or newer or iPod Touch 3rd generation or newer.

Can I join a GoToMeeting with HDFaces session from an iPad, iPhone or iPod Touch?

Yes. You can join HDFaces meetings as an attendee, but you'll be unable to view or share webcams and show your screen (if you're given presenter controls) at this time.

Are there any additional fees for using the GoToMeeting app?

The app is free, and there's no charge for attending meetings or webinars. However, you are responsible for any long-distance charges associated with dialing in to sessions by phone. There are no long-distance charges for using audio over your iPad, iPhone or iPod Touch's built-in mic & speakers (VoIP), but you'll be responsible for any data charges that may be incurred.

How do I join a session from an iPad, iPhone or iPod Touch?

If you know the 9-digit Meeting or Webinar ID, you can join the session by simply opening the GoToMeeting app and entering your name and the Meeting or Webinar ID (webinar attendees must also enter their email). If you already have the GoToMeeting app installed, you can also join a session by tapping the Join link in your GoToMeeting or GoToWebinar invitation email, which will automatically launch you into session.

Where can I download the GoToMeeting app?

You can download the free GoToMeeting app from the App Store.

Can I host a meeting or webinar from my iPad, iPhone or iPod Touch? Can I show my screen if I'm given presenter controls?

You can only join sessions as an attendee and cannot show your screen from your iPad, iPhone or iPod Touch at this time.

Can I join a webinar as a panelist?

No, you cannot join a webinar as a panelist on an iPad, iPhone or iPod Touch.

How does attending a meeting or webinar on an iPad, iPhone or iPod Touch compare with the experience on a PC or Mac?

Just as on a Windows or Mac, you can view the presenter's screen, see who's attending and who's talking. However, some features are not yet available on the iPad, iPhone and iPod Touch, including drawing tools, presenter controls, keyboard and mouse controls and starting or scheduling sessions.

How can I change the view or zoom into the presenter's screen?

You can view the presenter's screen in both portrait and landscape mode. You can also double-tap anywhere on the GoToMeeting Viewer to change the display to Fill Screen mode. Double-tap a second time to zoom in to 100% mode. Double-tap a third time to return to the default view – Entire Screen mode. You can also pinch or expand with 2 fingers, and pan to different parts of the presenter's screen by dragging 1 finger across the GoToMeeting Viewer.

Can I chat with other meeting participants?

Yes, you can tap Chat in the toolbar to instantly send and receive messages to everyone in the meeting, to only the organizer(s) or to individual attendees. You can toggle between meeting participant names in the Attendee List to read and send messages.
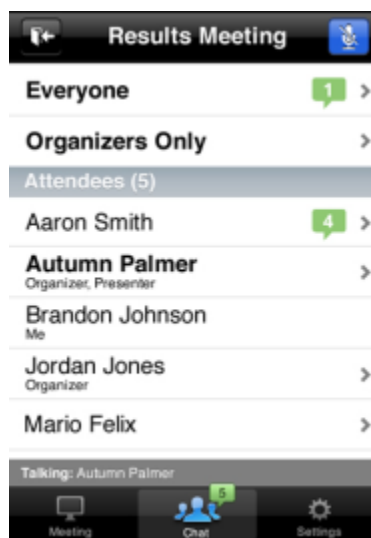
Can I ask questions, raise my hand or answer polls during a webinar?

You can ask questions (Q & A) to participate in the webinar, but you can't currently raise your hand or answer polls from the GoToMeeting app. If a GoToWebinar organizer sends a chat or question to everyone in the webinar, iOS attendees will be able to reply and send a response.

Can I attend meetings that are password protected?

Yes, you can join password-protected meetings as long as you have the password, which is included in your GoToMeeting invitation email. All meetings are fully secured with end-to-end 128-bit AES encryption.

Is the GoToMeeting app available on any other mobile device?

The GoToMeeting app is also available on Android smartphones and tablets.

Can I attend a GoToWebinar session from an iPad, iPhone or iPod Touch?

Yes! Simply use the GoToMeeting app to attend webinars from your iPad, iPhone or iPod touch.

Can I attend a GoToTraining session from an iPad, iPhone or iPod Touch?

No. You can only join GoToMeeting and GoToWebinar sessions as an attendee at this time.


Audio

Can I connect to audio from the GoToMeeting app?

If the organizer provides both mic and speakers (VoIP) and conference call numbers, you will automatically connect to mic and speakers over your iPad, iPhone or iPod Touch's Internet connection (WiFi or 3G) once you join.. The audio quality on your iPhone depends on the quality and bandwidth available on the WiFi or 3G network that you're connected to. For best results, you should make sure you have nothing else running that might use up bandwidth. WiFi connection is highly recommended.

If the organizer only provides a conference call number, or if you prefer to dial in by phone, iPad attendees can tap the Settings icon ⚙ at the top right of the screen, tap **Audio Settings** and then **Telephone** to access the conference call information.

iPhone attendees can go to the Meeting Information screen and tap a U.S. phone number to automatically connect to the audio conference. With a single tap, the conference call number, access code and Audio PIN are automatically dialed.

If you have an iPhone 4 or 4S on a network that does not allow simultaneous voice and data sharing (CDMA), you won't be able to connect to GoToMeeting and dial in on your iPhone at the same time. To connect to audio, you should use your iPhone's Internet connection (WiFi or 3G) or dial in with a different device.
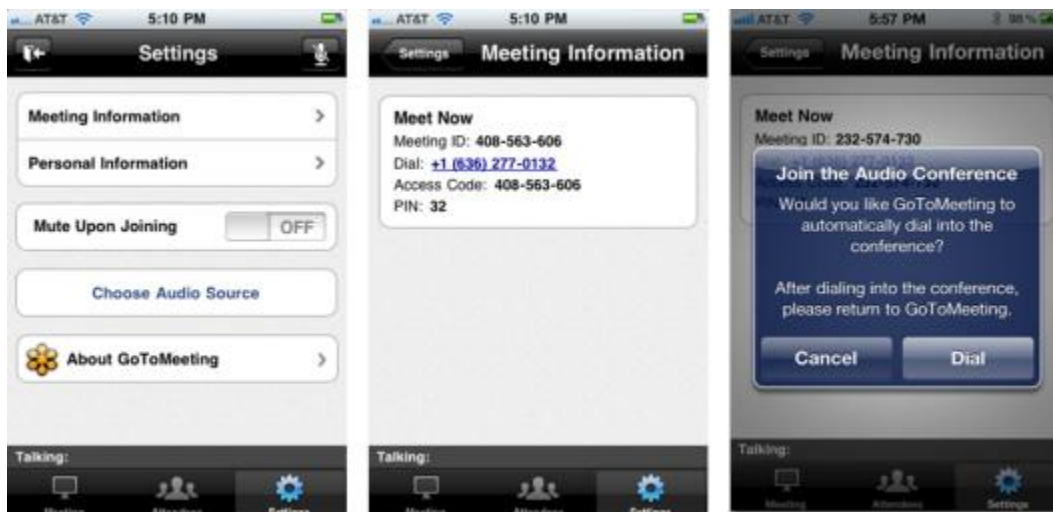
Can I mute/unmute attendees using VoIP or dialing in by phone on iOS devices?

Yes, if the attendee is connected to VoIP, you can mute/unmute them to allow them to speak. If the attendee is dialed in by phone, you can mute/unmute them only if the they have entered the Audio PIN, which they can access in-session from Settings.

How do I dial in to the audio conference by phone?

If the organizer provides a U.S. phone number, you can go to the Meeting Information screen in-session and tap the telephone number to automatically connect to the audio conference from your iPhone.

International telephone numbers do not have the single tap auto-dialing capability at this time. You can still use the Phone app on your iPhone to enter international telephone numbers manually and dial in to the audio conference.

Why can't I switch from phone to mic & speakers (VoIP)?

Once you dial in to the audio conference, mic and speakers (VoIP) is disabled for the remainder of the session. If you want to switch back to VoIP, you will need to leave the session and rejoin.

Why can't I connect to GoToMeeting and dial in on my iPhone?

If you have an iPhone 4 or 4S on a network that does not allow simultaneous voice and data over (CDMA), you won't be able to connect to GoToMeeting and dial in on your iPhone at the same time. To connect to audio, you should use your iPhone's built-in mic and speakers (VoIP) or dial in with a different device.

If the organizer only provides a conference call number as the audio option and you try to dial in to the audio conference from a CDMA network without having a WiFi connection, you'll see a dialog notifying you that your device does not support simultaneous voice and data sharing. Once you tap the **Dial** button on the Join the Audio Conference dialog, you'll lose access to screen sharing.

What audio options does the GoToMeeting app support?

- iPad, iPhone or iPod Touch's built-in mic and speakers (VoIP).

- iPad, iPhone or iPod Touch's built-in mic along with external headphones connected via the 3.5-mm stereo headphone jack.
- Headset connected via the 3.5-mm stereo headphone jack.
- Bluetooth Hands Free devices.

For optimal audio quality, we recommend using a headset.

Will I have access to all of the session's conference call numbers?

Any conference call numbers provided by the organizer are available to an iPad attendee. iPhone attendees who prefer to dial in by phone can access the conference call number(s) (if provided by the organizer) in the GoToMeeting or GoToWebinar invitation email or Meeting Information screen.

Troubleshooting

Why do I have to enable cookies to join a session? How do I enable cookies on Safari?

If your iPad, iPhone or iPod Touch is running iOS 5 or higher, cookies are disabled on Safari by default. You must first change your settings to enable cookies before you can join a meeting or webinar. To enable cookies on Safari, go to **Settings** > **Safari** > **Accept Cookies** > **Always** or **From Visited**. Then tap the Join link in your GoToMeeting or GoToWebinar invitation email to join the session.

I enabled cookies on Safari but still can't join the session. What should I do?

Try clearing your history, cookies and data by going to **Settings** > **Safari** > **Clear History/Clear Cookies and Data**. Then tap the Join link again in your GoToMeeting or GoToWebinar invitation email to join the session.

If you're still having problems joining, try forcing the GoToMeeting app to close:

1. Double-click the Home button to bring up the multi-tasking bar.

2. Press and hold the GoToMeeting app until the icon starts to wiggle.

3. Tap the minus symbol above the GoToMeeting app to close it.

4. Tap the Home button or anywhere above the multi-tasking bar to exit.

5. Then tap the Join link in your GoToMeeting or GoToWebinar invitation email to join. If you know the 9-digit Meeting or Webinar ID, you can also open the app and manually enter it.