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Improvements to "Unidentified Callers" Feature

- Organizers will now have more control over viewing and identifying unidentified callers (i.e., callers who do not enter Audio PIN when connecting to the session, so they are not linked to their entry in the Attendees pane)!

**Rollout note:** Just like the existing “unidentified caller” feature, currently the improved version must be enabled by Customer Care directly (using the existing backend setting) and is not visible to enable via individual account settings online nor in the customer’s Admin Center. In the future (assuming the initial rollout goes well), this feature will be enabled by default for all accounts and will no longer require separate enablement by Customer Care.

- Thanks to the new changes, organizers can now do the following:
  - **View the caller as an additional attendee.** Organizers will now see each person who calls in appear as as an entry named "Caller (XX)" within their attendee list (note that unidentified callers will not count toward the total participant count). Previously, organizers could see how many unidentified callers were currently connected, but they were simply listed as a total amount within the pane header (not as an entry on the attendee list).
  - **Give the caller a name.** Organizers can also change the default name of "Caller (XX)" by right-clicking on the entry in the Attendee list, then clicking Edit name. Previously, there was no way for organizers to name unidentified callers once they had verbally confirmed the caller's identity.
- **Mute and dismiss the caller.** Organizers now have control over the unidentified callers who join their meeting! They can right-click the caller's name in the Attendee list, then click Mute Caller (XX) or Dismiss Caller (XX). Previously, there was no way for the organizer to mute or dismiss unidentified callers; only the caller could mute themselves or leave the session.
Ability to Separate Chat Pane from Mac Control Panel

- Mac users can now undock the Chat pane into its individual window. Users can do this by clicking the Expand icon (hovering over the icon will show a "Undock pane from Control Panel" message). When users close out of the pop-out window, it will automatically dock back to the Control Panel.

  *Note: This feature is already available for Windows users.*
Bug Fixes:

- Fix for Chat pane and Control Panel remaining open after a webinar ends if the user had the Chat and Questions panes undocked from the Control Panel when the webinar ended.
- Fix for instant join attendees not showing "(Web)" by their name in Windows desktop control panels. This bug was formerly fixed in v7.8.0 but was re-introduced in a later release.
GoToMeeting Web App

New "Get Set Up" Toolbar

- When impacted organizers log in to their new GoToMeeting accounts, they will now see an interactive "Get Set Up" toolbar at the top of the page. This toolbar provides them with various recommended steps for exploring their new account, and includes an orange progress bar that gives them a visual indicator of how far along in the process they are (which will ideally encourage them to continue setup and increase product usage).
- Organizers can click each of the listed steps ("1. Schedule a new meeting", "2. Explore Audio Options", etc) to see pop-up tooltips that help guide them through completing the task. Once they've finished a task, it will be crossed off the toolbar list and the progress bar will increase!
Organizer Version (v9) Now the Default Version

- Previously, the Web App had two separate versions. One was the "default" version (v8) that attendees used to join sessions from within their web browser at https://app.gotomeeting.com. The other one was the formerly beta "organizer" version (v9) that organizers used to host their sessions from within their Chrome web browser (but was also used by attendees to join sessions) at https://app.gotomeeting.com/organizer/home.html.

- Both versions are now combined into one default version, so both attendees and organizers can go to https://app.gotomeeting.com to join or host their sessions. Because of this, https://app.gotomeeting.com/organizer/home.html will now redirect to https://app.gotomeeting.com and no further releases for v8 will be necessary.

New "Audio Quality" Meter

- At the bottom of the Web App toolbar, participants who are connected to audio via Computer Mode (mic and speakers) will now be able to see a real-time indicator of their current audio quality. The new audio meter will display a pop-up tooltip that measures network conditions (which can be affected by the bandwidth) and indicates the network quality. If the audio quality drops too low, the participant will see a tooltip suggesting that they switch to Phone Mode to improve their audio connection.
**Improvements to Unnamed Attendees in the Attendee List**

- Attendees will now appear in the Attendee list as "[Waiting for name]" until they enter a name. Previously, they were listed as "HTML 5 Viewer User". This was because the Web App is powered by HTML5; however, "HTML5" is not a term we use externally.

![Attendee List Improved](image)

**New Notifications When Internet Connection is Lost**

- Users will now be notified with a message when their internet connection is lost.
- **When an organizer goes offline**, attendees will be notified with this message: "The organizer is experiencing technical difficulties. Unless the organizer rejoins, the meeting will end in 5 minutes." **Organizers** will see this message: "You were disconnected. Please check your internet connection. If you don't reconnect within 5 minutes, this meeting will end."

  **Organizer view**
  
  "⚠️ You were disconnected. Please check your internet connection. If you don't reconnect within 5 minutes, this meeting will end."

  **Attendee view**
  
  "⚠️ The organizer is experiencing technical difficulties. Unless the organizer rejoins, the meeting will end in 5 minutes."

- **When an attendee goes offline**, they will see this message: "You were disconnected. please check your internet connection."

  "⚠️ You were disconnected. Please check your internet connection."
**New Web App Help Pages**

- In order to better support existing users and those who will be part of the upcoming GoToMeeting Free plan, the Support link (under the Question icon in the toolbar) will now direct users to role-specific landing pages on the GoToMeeting Support Site. This means that users will be directed to 4 different Help pages specific to their role (organizer vs. attendee) and subscription plan (free vs. paid).

**Added Exit Icon to All Messages**

- Users will now be able to close out of message windows that pop up during a session (e.g., "Share your screen?", "Change presenter to Attendee?", etc.) by selecting the Exit icon.
New Error Pages for GoToMeet.Me

- If a user tries to go to a personal meeting page or public meeting space that does not existing (e.g., they typed the URL wrong, or the URL has been changed), they will now see the following error message: "Sorry, we couldn't find that person. Please make sure the name is correct and try again." Previously, they would see an advertisement for the GoToMeet.Me beta, which did not show any indication that the URL they tried to use was not valid.

New error page

Former page
Bug Fixes:

- Previously, users were seeing varying minutes of a black screen in both the original and converted recordings. The recording showed a black screen until an action (such as moving the mouse, typing or switching slides) changed the state of the shared screen. Users will now be able to record and convert their recordings correctly.
- Fix for Mac users not seeing profile pictures of "Who's talking" even if that talking user has one
- Fix for Mac participants sometimes seeing black rectangles in the Viewer when a Mac presenter switches screen while sharing a screen or app
- Fix for app crashing when Mac users join a meeting, plug in a new audio device, keep the "Audio Device Added" message open, and leave meeting
- Fix for some Mac attendees not seeing the organizer name in the Waiting Room (i.e., waiting for presenter screen)
- Fix for Mac audio details being cut off in the German Control Panel
- Fix for the Hallway window (i.e., Waiting for organizer screen) moving when users hover over it.

Fix for Inability to Start Sessions on Windows

- When v7.11.0, b4400 was released, a new bug (related to the new automatic update process) was introduced that prevented Windows users from being able to start a session. They will now be able to start a session properly without running into an error message.

- Fix for missing "Meet Now" title on instant sessions that have already started in the My Meetings page (http://global.gotomeeting.com). Previously, organizers saw just their own name rather than all meeting details (i.e., meeting title, time, organizer(s) name).
- **Note:** This "Meet Now" message may occasionally show in English even if the account is set to a different language. This is a known issue that is currently being addressed.
- Fix for very few users seeing the webcam light turn on when their webcam is disconnected. Note that this was a very rare bug and only occurred when users started a meeting with two webcams, opened and closed the Webcam preview for both webcams, and then unplugged the webcam.
- Fix for attendees who joined via Phone call still being on the call even after the organizer ends the meeting
- Fix for organizers seeing the "Report audio issues" link overlapping "Entry and exit chimes" in the Audio pane when they resize the browser
- Fix for GoToMeeting Scheduler advertisement being shown to Linux organizers
- Fix for meetings launched from the My Meetings page using the Launcher Service pages instead of the embedded Launcher app
- Fix for GoToMeeting Outlook plugin scheduling meetings with phone numbers for the wrong countries
- If an attendee tries to join a meeting that was scheduled by an organizer who no longer has a valid GoToMeeting account (e.g., expired or lost seat) they will now see the Hallway screen (e.g., "Waiting for organizer"). Previously, they would see a general "Unexpected error" message and not be able to join.
- If an organizer tries to upload a file to a meeting's public meeting space but interrupts the upload before it can be completed, the meeting page will no longer show it as "uploaded successfully".
- If an account administrator has disabled any of the audio modes (e.g., VoIP, phone numbers or third-party conference call) using Admin Center setting, those disabled audio modes will no longer be displayed as available options when an organizer edits their audio settings from a meeting space beta page.
- If an organizer tries to log in at https://global.gotomeeting.com but does not have a valid GoToMeeting account (e.g., expired or lost seat), they will now be redirected to the My Account page. Previously, the Log In page would hang and they would not be able to log in and see their account information.
- Fix for temporary inability to upload a custom logo on the Settings page (now, logos will upload properly or display an error message if the upload is unsuccessful).
- Change to display a small Pencil icon next to any field that can be edited on a page to indicate that it can be changed by the organizer.
- Fix for organizers being unable to log in if they are using Google Chrome and have the Optimizely extension installed.
- Cosmetic fix for display issues of the personal meeting page image uploader.
- Cosmetic fix for the text on the Copy button on "Unsupported browser" page not fitting within the button borders when translated in other languages.
GoToMeeting Android

Ability to Start Meetings

- Organizers can now start their meetings on the go by selecting a scheduled meeting in their profile page, then selecting **Start the meeting**. Previously, organizers could schedule their meetings but not launch them directly from the beta app.
- In addition, organizers can also edit or delete scheduled meetings by selecting the meeting and choosing **Edit** or **Delete**. Previously, they were not able to modify their scheduled meetings from the app.
Improvements to "Upcoming Meetings" Integration

- The home screen will now show all upcoming meetings within the next two weeks. Previously, only meetings scheduled to start within the next 24 hours were shown.
- When users reach the bottom of the scheduled meetings page, they can now select More, which will direct them to the calendar app to see any additional upcoming meetings that they have in the app.
Ability to Switch Keyboards Between Number Dialpad and Alpha Keyboard

- When users are on the **Join** screen and select the Search box (i.e., meeting ID or meeting room box), they will now see a Dialpad icon or Keyboard icon. These icons allow users to switch keyboards between the numeric dialpad and alpha keyboard, so they can easily search and join their recently joined meetings by either meeting ID or title.

```
Numeric dialpad
```

![Numeric dialpad](image)
Alpha keyboard
Ability to Share Personal Meeting Page

- Organizers can now share their personal meeting page (i.e., Gotomeet.Me) with others. Once they select the Share link, they will see a list of apps to share the details with. For example, if a user chooses Gmail, a prep-populated email will appear (emails will be sent from the default email set on the Android device).

- Note: The apps that are displayed will vary depending on which apps are installed on the user’s Android device.
Additional Options Available on the Home Screen

- Users can now view additional meetings options directly from the Home screen (including Dial in, View details, Notify organizer, and Delete) by selecting the Options icon or selecting and holding the meeting.
- Selecting **Dial in** will launch the session with phone call details (i.e., phone number, audio PIN).
- Selecting **View details** will open the calendar meeting detail page.
- **Note**: The calendar apps that are displayed will depend on which apps are installed on the user's Android device.
Selecting **Notify organizer** will provide users with some pre-populated messages (e.g., I'll be late, I'm not able to attend) and custom messages, which they can use to quickly send a message to the meeting organizer.
Selecting **Delete** will remove the meeting from the list as well as their Calendar app.
Ability to Invite Others to Scheduled Meeting

- Users can now invite additional attendees to an upcoming meeting directly from their profile page. Previously, they could only invite attendees during an active session that they had joined. When they select **Send an invitation**, they will see a list of apps to share the details with. For example, if you choose Gmail, a prep-populated email will appear (emails will be sent from the default email set on the Android device).

  - **Note**: The apps that are displayed will depend on which apps are installed on the user's Android device.

Automatically Saved Setting Preferences

- Users can now change their setting preferences by selecting the Options menu, and those changes will automatically be saved in the app.
Bug Fixes:

- Fix for users seeing notifications for expired meetings in the drop down notification center of the Android device.
- Fix for app crashing when Android users who have been promoted to organizers exit the meeting, rejoin from the recent meeting list, and rotate the device.
- Cosmetic improvements to the personal meeting screen (added a white back button, deleted the logo, simplified the Options menu)
GoToMeeting for iOS

Updated Voice Audio Engine (v1.8.0, b218)

- The Voice Audio Engine used to connect session participants to the audio conference has been integrated with the newest version (v1.8.0, b218). This new audio engine will provide overall improves to the audio conference during sessions and includes multiple bug fixes, including the following:
- Fix for garbled audio when iPhone6S users choose speaker mode
- Fix for audio crashes while joining a session

Bug Fixes:

- Fix for users not being able to join the correct GoToMeet.me session if the personal meeting page name had a dash in it
Bug Fixes:

- Fix for Mac GoToTraining attendee promoted to organizer not seeing the Raised hands or Attentiveness columns in the Attendee list

GoToTraining Web App

Improvements to Audio Transition during Breakouts (Limited Rollout)

- Backend improvements were made to the way that desktop app attendees are transitioned between the audio conference in the main session and the audio conference in activities with breakouts. These improvements will result in a faster and more reliable audio transition for both VoIP and dial-in attendees when the organizer starts and stops activities with breakouts. In addition, attendees who connected to audio via Phone mode (i.e., dialed in with a telephone) will no longer be required to take action in order to re-connect to audio (see more below).

Rollout note: These improvements will not become available to internal or external users until a future Audio Bridge release enables them. The rollout is expected to begin March 1, 2016 and take a few weeks to complete.

- When a breakout begins, dial-in attendees will experience the following:
- If they have already entered their Audio PIN, then the phone call will be seamlessly transitioned from the main session into the breakout session (and back again once the breakout ends) without any additional action required! They will simply be launched into the breakout via the Instant Join app.
- If they have not yet entered their Audio PIN, they will be prompted to do so as soon as they are launched into session via the Instant Join app. Once they enter their PIN, the prompt will disappear and they will see the breakout.
Previously, dial-in attendees would be prompted to hang up the phone call and then enter their phone number so that GoToTraining could immediately call them back and connect them to the audio conference. The improvements described above mean that this step is no longer necessary!
Hang up the phone

We'll call you back in a minute, but first you need to hang up the phone.

Enter your phone number

We'll call you in a few seconds.

(123) 456-7890

Call me now

(Only available in continental US.)

We're calling
(555) 285-1490 now...

Call me at a different number

Got the call!
Improvements to Switching to Desktop Version

- When users choose to switch from the Instant Join app to the desktop app, they will now see the following changes:
  - When hovering over the Daisy icon in the toolbar, users will now see a "Switch to desktop version" message. Previously, they saw a "More options" message, which did not clarify what action the icon provided.

- When users click **Switch to desktop version**, they will now see a pop-up window prompting them to share why they are switching (i.e., Audio issues, Video issues, Screen sharing issues, Other). Previously, they saw a Download confirmation message only. The new window will help the GoToTraining team further research which issues are occurring most frequently and how they can improve the Instant Join app.
**New "Anytime Trainings" Enhancements (Limited Rollout)**

- GoToTraining's online recording feature has been enhanced to make it easier than ever for organizers to utilize their session recordings as "on-demand" training sessions. When an organizer shares a session recording, the recording will now be accompanied by any materials and tests that they added to the training in a single, all-inclusive page. Attendees can simply register and then view the recording, download materials and take tests – all in one place! Previously, materials and tests were accessible from an attendee's Registration Confirmation email, but they were not included on the session recording’s page. Note that the new all-inclusive page not only applies to new recordings, but also to any previously recorded sessions that used online recording!

**Rollout note:** This feature will eventually be enabled for all Pro and Plus accounts (not Starter). It will be enabled in a phased rollout; please check back for rollout updates.

- Once an attendee registers for the session recording, they can do the following:
  - **(a)** Click the Play button to want the session recording on demand.
  - **(b)** Click the Materials tab to view and download any materials that the organizer provided.
  - **(c)** Click the Tests tab to view and complete any tests that the organizer set.
  - **(d)** Click the Mail icon to contact the organizer (a new email message pre-populated with the organizer's email address will open).

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<th>Test</th>
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<tr>
<td>Practice Exam</td>
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<td>Start</td>
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<table>
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<tr>
<th>Semester Review</th>
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<tr>
<td>Step 1: Watch the video.</td>
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<tr>
<td>Step 2: Take the test and review the materials (if any).</td>
</tr>
<tr>
<td><strong>(c)</strong> Tests</td>
</tr>
<tr>
<td><strong>(b)</strong> Materials</td>
</tr>
</tbody>
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To share an anytime training, organizers can do the following:

1. Ensure that online recording is enabled.

2. Before the session, add any tests and materials as usual.

3. Host and record the session as usual.

4. Once the session is over, go to the My Recordings page. Previously, organizers would need to click Share to process the recording for playback on other devices. Now, they can click the new Publish toggle instead.

5. A new “Publish online recording” window will be displayed and show all materials and tests that are associated with the recording. Organizers can click Publish to continue. This will automatically cause the recording to be processed for playback on other devices.
6. Once the processing is complete, organizers can share the recording in the same way as usual (simply click the Link icon and copy the URL).

In addition, they can click the recording’s name to be taken directly to the Manage Webinar page, where they can modify the tests and materials as needed, as well as manage registration and payment settings.

If organizers wish to take down the published recording, they can click the Publish toggle again and click Unpublish to confirm.
"Schedule a Training" Button Moved and "Train Now" Removed

- Organizers can now schedule their training by clicking the new Create Training button in the left navigation. This will ensure that organizers can easily access the button no matter which page they are on. Previously, the Schedule a Training button was only accessible from the My Trainings page.
- In addition, the Train Now button has been removed from the My Trainings page to reduce the confusion of choices for new customers. New and existing organizers who wish to start an instant “Train Now” session can continue to do so using the desktop app.

**New layout**

**Former layout**

**Bug Fixes:**

- Fix for organizers seeing a short-lived line of engineering content when launching the Activity Center. They will no longer see any message in the Activity Center after clicking “Choose an Activity” in the Control Panel.
Ability for iPhone Users to Share Webcams (HDFaces)

- Training participants using iPhone 5S or later can now share their webcams during trainings. Previously, only iPad users were able to share their webcams.

**To share their webcams:**

- Participants can tap the Webcam icon in the toolbar.
- A Webcam Preview drop-down menu will open and show the participants a preview of their webcam feed. They can switch between the front and back cameras by tapping the Camera Swap icon.
- Participants can tap Share My Webcam to start broadcasting their webcam.

**To pause sharing their webcams:**

- they can tap the Pause icon at the top of their webcam thumbnail

**To stop sharing their webcams:**

- they can tap the Webcam icon in the toolbar again and tap Stop My Webcam to stop broadcasting.

**To modify the webcam view:**

- users can tap the Webcam icon and select the view that they prefer:
  - **All**: All webcams that are currently being shared will be displayed.
  - **Talking**: Only the webcam of the person who is currently speaking will be shown.
  - **None**: No shared webcams will be shown at all.
Feedback Option for Organizers

- When organizers open the app a second time, they will now see a Feedback message. To leave a feedback, organizers can select **Feedback** which will open a Google form within the app. After submitting or cancelling out of the form, organizers can continue using the GoToTraining app. The app will display this Feedback message every 90 days.

Bug Fixes:

- Fix for missing Mic icon when iPhone users are viewing a shared screen
GoToTraining Android

Ability to View Shared Screens During Breakouts

- Android users can now view shared screens during a breakout session. When another participant starts sharing their screen, they will see a message directing them go back using the Back icon to see the shared screen.

  - **Note:** The ability to choose “Screen sharing only” as an option for activities is still in the process of being rolled out to all customers. You can track the rollout progress [here](#).
Ability to View Attendee List

- Attendees can now see who else is participating in the training by selecting the More icon, then selecting Attendees.
Ability to Send Private Chats

- Attendees can now send private chats to an individual user by selecting the Chat icon, then selecting the receiver name. Previously, attendees were only allowed to chat with everyone or organizers.
Feedback Option for Organizers

- When organizers log into the app a second time, they will now see a prompt to leave Feedback. To leave a feedback, organizers can select Feedback which will open a Google form within the app. After submitting or cancelling out of the form, organizers can continue using the GoToTraining app. The app will display this Feedback message every 90 days.

Bug Fixes:

- Fix for attendees still being in session when organizer ends the session during a breakout.