MCLM 365 Conference Room Instructions

Panel instructions: Panel is located on the far corner close to the TV.

Connecting a Laptop to the Equipment

Step 1: Connect laptop to TV.

There are a few ways to connect to the TV pending on the available video out connections your laptop has.

Option 1: HDMI Connection

To connect your laptop via an HDIM Cable, verify you have an HDMI port on the side or back of your laptop. It will look like the image below.

There are two areas on the desk with available HDMI cables and power outlets to charge or power your devices.

Each HDMI cable has been labeled. Plug one of the HDMI cables into your laptop's HDMI port and take note of the cable's label. Refer to the panel instructions to switch the TV to your laptop's video connection. (If you used the cable labeled "HDMI 1" you would press the HDMI 1 button on the panel to switch to that particular video source.

Notice how the cables are labeled below.

The HDMI cable end is shaped like below.

After you've switched to the proper video source from the panel, you should now see that the TV is connected to your laptop.

Option 2: VGA Connection

To connect your laptop via a VGA Cable, verify you have a VGA port on the side or back of your laptop. It will look like the image below.

There are two areas on the desk with available VGA cables and power outlets to charge or power your devices.

Each VGA cable has been labeled. Plug one of the VGA cables into your laptop's VGA port and take note of the cable's label. Refer to the panel instructions to switch the TV to your laptop's video connection. (If you used the cable labeled "VGA 1" you would press the VGA 1 button on the panel to switch to that particular video source. The image below shows what the VGA cable will look like.

THE AUDIO CABLE IS NOT REQUIRED.

(continued on next page)

Option 3: Mini Display (Most common with newer laptops and MacBooks)

To connect your laptop via a Mini Display connection. Verify you have a mini display port on the side or back of your laptop. It will look like the image below.

You will need to use the video adapter pictured below to convert this into a VGA connection

Connect the VGA cable first, then connect the adapter to the laptop. Once you have this adapter connected to your laptop and the VGA cable connected to the other end. Follow the steps in **Option 2** for VGA connections.

IT IS HIGHLY RECOMMENDED THAT YOU USE THE CONFERENCE ROOM COMPUTER FOR GO TO MEETING

For instructions on how to use GoToMeeting, please see the GoToMeeting Instructions Booklet.

Connect to Audio using the Internet (Mic and Speakers)

You can connect to the session audio over the internet (VoIP), which allows you to use a microphone and speakers plugged into your computer or mobile device. You can also dial in with your telephone.

Note that 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.

Please see Why can't I connect to audio with my mic and speakers (VoIP)? if you are having trouble connecting!

Note: This feature is only available if enabled by the organizer.

Link To Video Tutorial: http://support.citrixonline.com/Meeting/video/G2MV00040

Connect from the desktop app

1. First ensure that your mic and speakers are properly plugged in to your computer. We recommend using a USB headset plugged directly into the computer.

2. Select **Computer audio** as follows:

- **While in the Hallway before a session,** select the **Computer Audio** option on the window.

- **While in session,** expand the Audio tab at the top of the Control Panel and select**Computer audio**.

3. You can use the drop-down menus to select which audio device should be used for your microphone and speakers.

Why can't I connect to audio with my mic and speakers (VoIP)?

One of the built-in audio options that GoToMeeting provides is using the internet to connect to the audio conference. In this case, you will need to use your computer's mic or speakers to hear and be heard.

Possible issues:
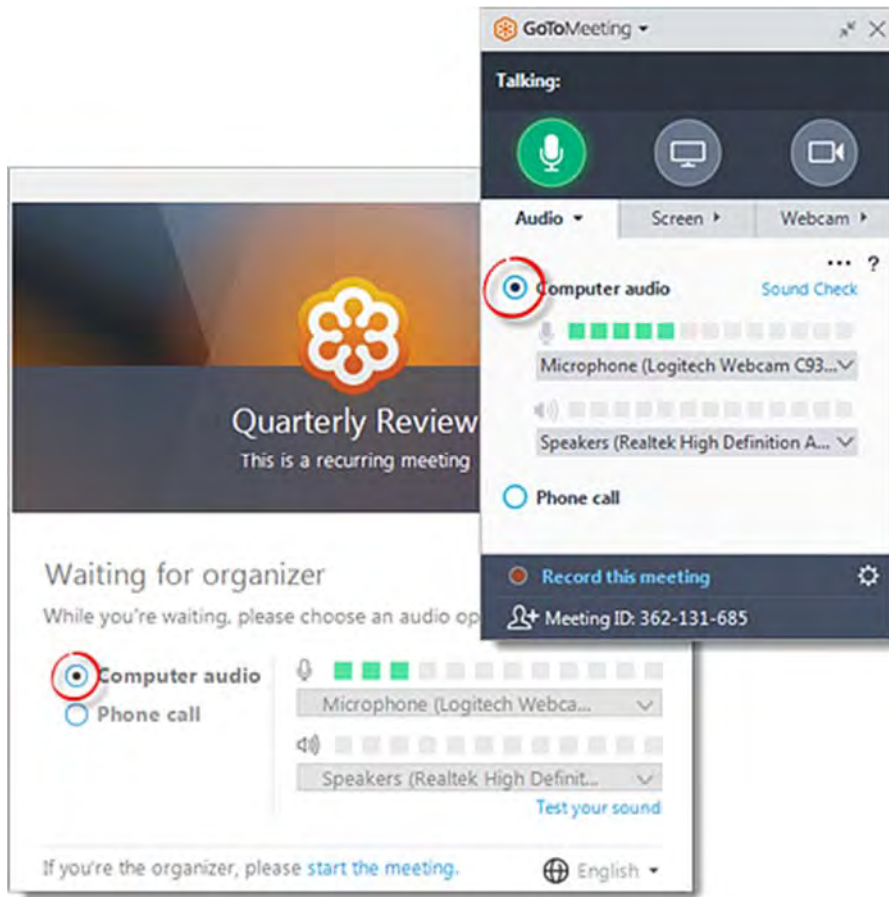
The "Computer Mode" option might not be selected.

"Computer Mode" might not be available for this session.

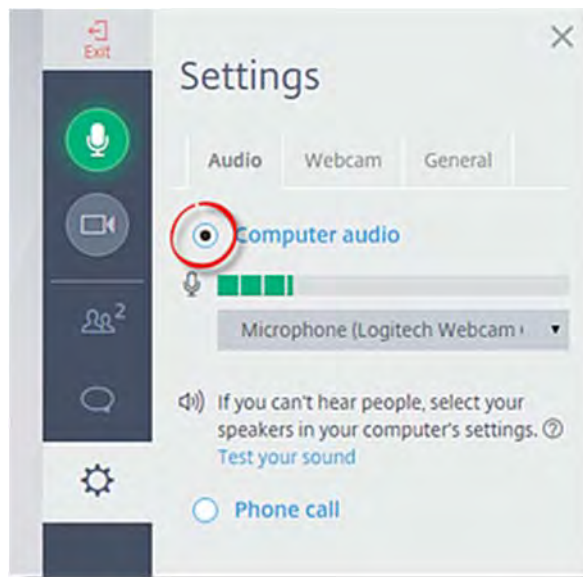You might need to give the Web App permission to access your microphone.

There might be an issue with the built-in internet audio.

The "Computer Mode" option might not be selected.

If you want to use your mic and speakers to connect to the audio, you need to make sure GoToMeeting has the right audio mode selected.

mode.

**"Computer Mode" might not be available for this session.**

The organizer chooses which audio options are available for each session, so it's possible that not all options will be available in the session you are attending.

If you do you not see the **Computer Audio** or **Internet Call** option, the organizer likely disabled it for this session and you will need to use a different method to connect to audio.

You might need to give the Web App permission to access your microphone.

The first time that you join a session using the browser-based Web App, you will be prompted to allow the app permission to use your microphone. If you accidentally denied it permission, you will need to enable it so your audio can be heard.

1. Click the Camera icon ⬚✖ in the address bar.
2. Select the "Always allow https://app.gotomeeting.com to access your microphone" option.
3. Select your microphone from the drop-down menu and click **Done**.
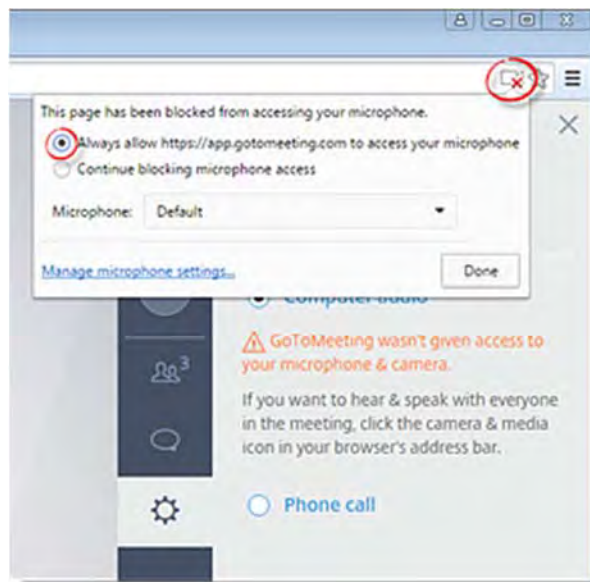
There might be an issue with the built-in internet audio.

In some cases, you may see an error in the audio settings that reads "Internet Audio Not Available."
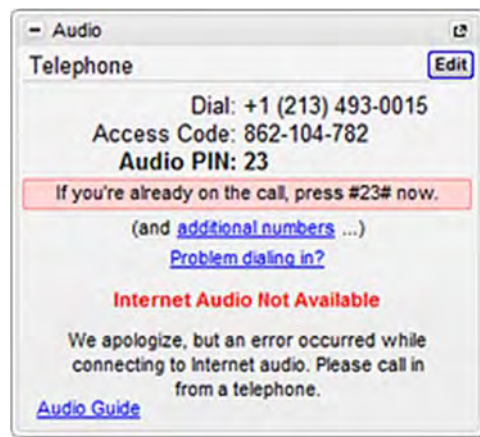
If you see this error message, then please try the following:

- Update the device drivers for your sound hardware.
- Close any programs on your computer that you are not using to free up bandwidth.
- Unplug any extra audio devices that you are not currently using.
- Leave the session and try joining again.

Note: If you see this error message in the Audio pane, you will not be able to record your session unless "No Audio" is selected in the Recording Preferences. Audio PINs and muting controls will also be disabled.

Share Your Screen (Desktop App)

You can share your screen during a session, which allows you to present a document, presentation or anything else you'd like to attendees. You can choose to share one or more of your monitors or even a single application. You can also show a clean Windows desktop to hide icons and the task bar, as well as blank out the background, so that the focus remains on the content you are presenting to your attendees.

Share your screen

1. You can begin screen sharing in either of the following ways:

- Click the Screen button in the Control Panel or Grab Tab.

Note: Using this button will automatically share the entire screen of your main monitor. If you wish to share a more specific item with attendees, use the option below.
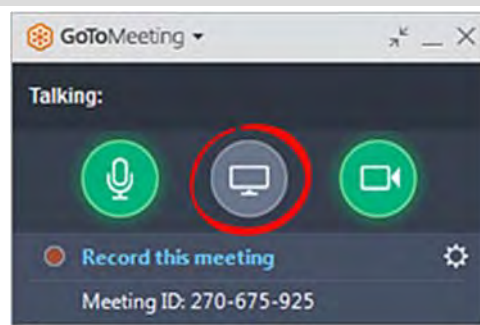
- On the Screen tab (in the Options pane), use the "Start sharing my" drop-down menu to select the portion of your screen you would like to share, as follows:
    - *Screen of main monitor, secondary monitor or both monitors* – This shares the entire screen of one or both of your monitors (if more than one is configured). Be sure to close any windows you do not want to share before proceeding.
    - *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 (available for Windows Presenters only).
    - *Rectangle (Labs)* – This shares only a specific portion of your screen, which you can choose by moving a floating frame around your screen.

Note: Sharing with "Screen (Clean)" and "Rectangle (Labs)" are not available to Mac organizers. If you wish to share a PowerPoint presentation on a Mac, you must first put the presentation into slide show mode and then select "PowerPoint Slide Show" in the Application window. If you do not, attendees will continue to see the main PowerPoint window instead of the slide show, and they will not see your slides advance.
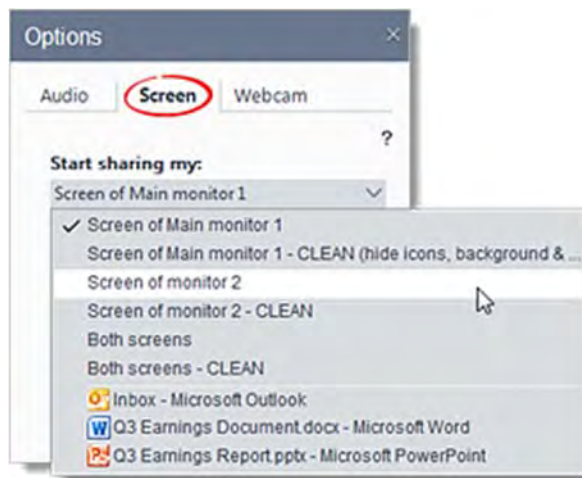

2. The Screen icon at the top of the Control Panel will glow green 🖥 when your screen is being shared with other attendees.

Pause/restart screen sharing

When you pause screen sharing, the image of the screen currently being shown will freeze until you stop or restart the broadcast.

1. Hover over the Screen button 🖥 in the Control Panel or Grab Tab so that the Pause button ⏸ appears.

- Click the Pause button ⏸ to pause screen sharing. The Screen icon will start flashing when screen sharing is paused.
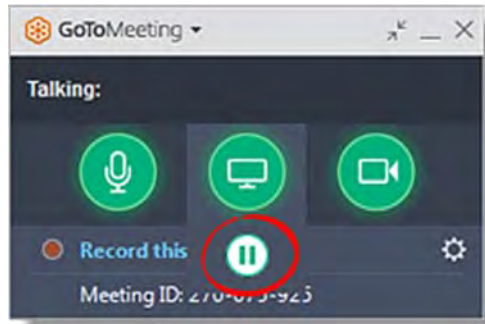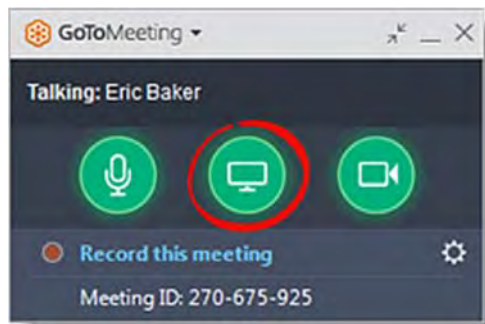
- Click the Play button ▶ to restart screen sharing.

Stop sharing your screen

When you stop screen sharing, attendees will see the Hallway again and a message that the organizer's screen is not being shared.

1. Click the Screen button 🖥 in the Control Panel or Grab Tab.

Share Your Webcam (Desktop App)

You can share your webcams with other attendees using high-definition video conferencing. Up to 6 different webcams can be shared during a session. All you need is an internet connection and a webcam to begin enjoying a telepresence-quality experience!

Link to Video Tutorial: http://support.citrixonline.com/meeting/video/G2MV00041
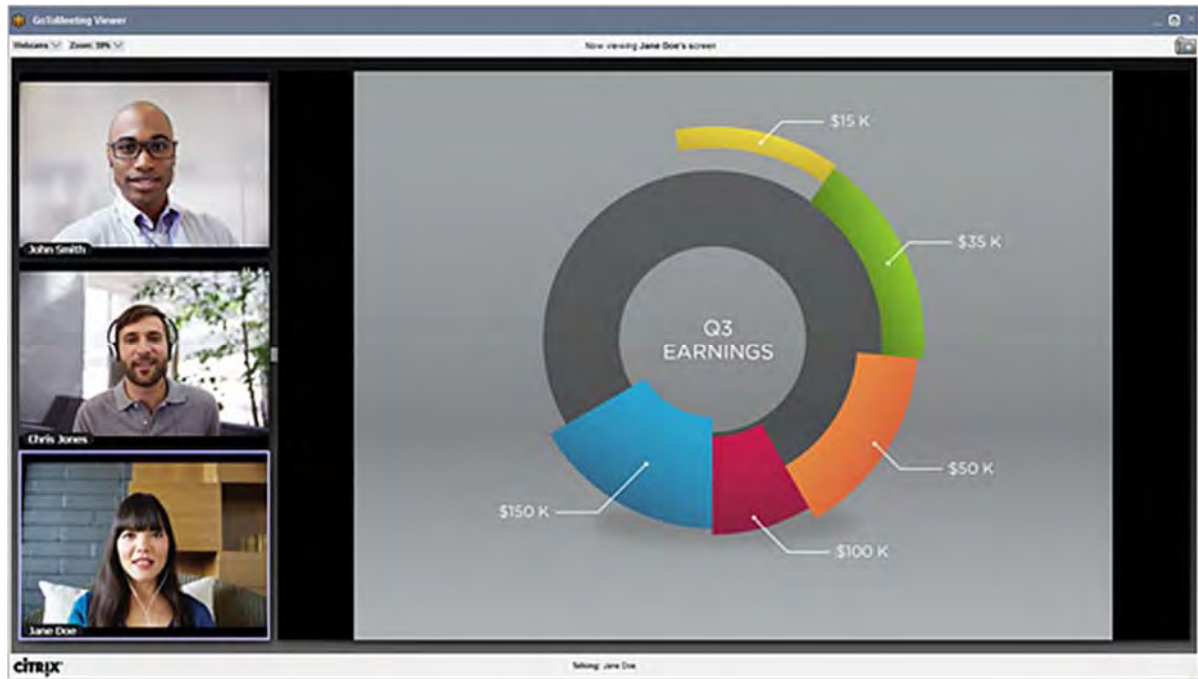
Preview your webcam

Put your best face forward and get ready for business! You can preview how others will see you, what's around you or behind you, and ensure that others see only what you want them to see before you share your webcam.

1. While in a meeting, select the **Webcam** tab.

2. A preview of your webcam will be displayed. You can use the drop-down menu to select a different webcam device, or use the radio buttons to change the size.

3. To start sharing, click the Webcam button at the top of the Control Panel. Once you share your webcam, a green highlight will appear around the image.
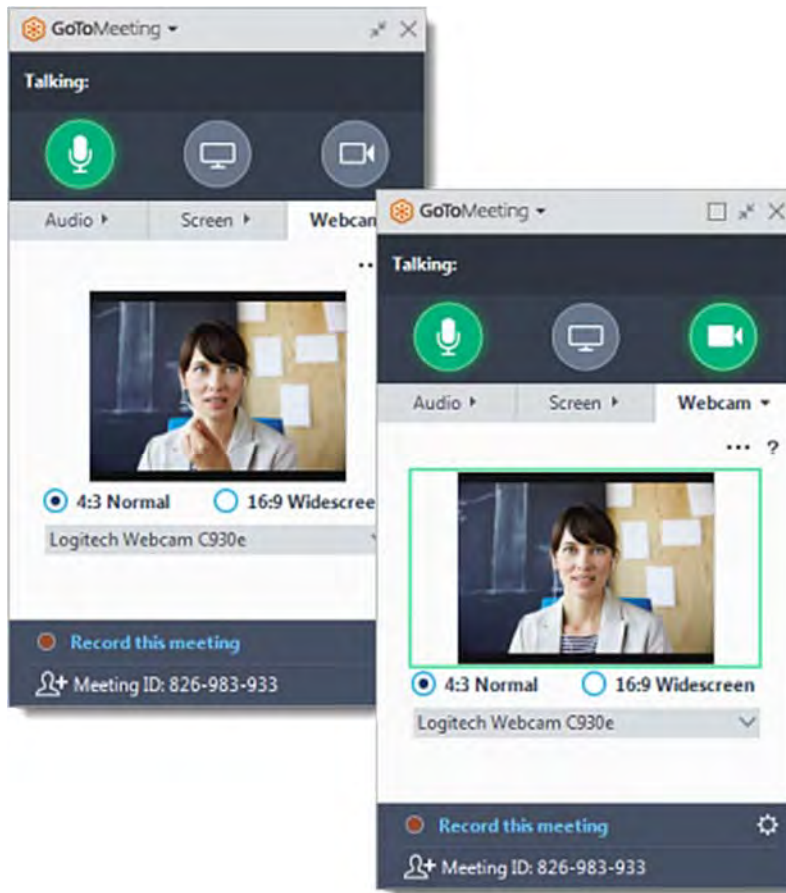
Share your webcam

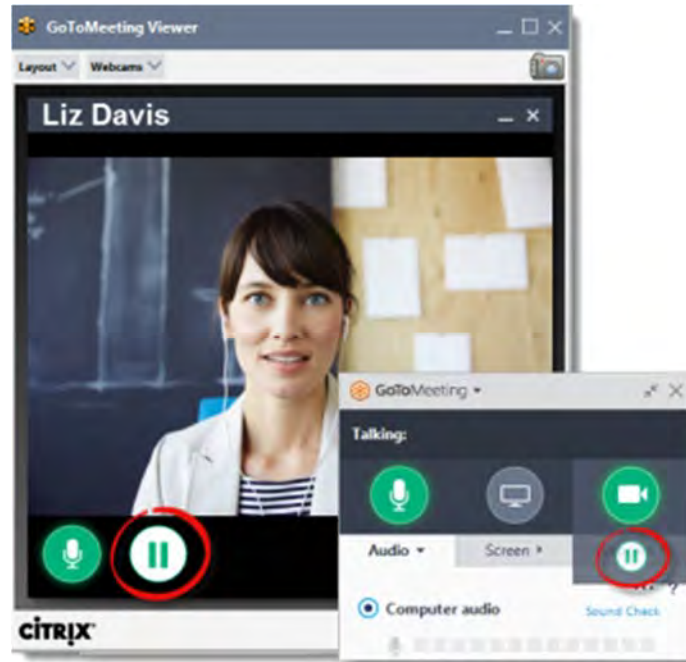There are multiple places on the Control Panel and Grab Tab where you can turn on your webcam, as follows:

- In the Control Panel or Grab Tab, click the Webcam button ⬤.
- In the Webcam tab (Options pane), click the More icon ••• and select **Share My Webcam**.
- In the Attendees pane, right-click your name and select **Share My Webcam** or click the Webcam icon ▬ next to your name.

Pause/restart sharing your webcam

When you pause webcam sharing, other attendees will still see the webcam box with your name, but the screen will be blacked out until you resume sharing. This does not free up a webcam spot (e.g., if all 6 webcam spots are filled, another attendee will not be able to start sharing their webcam).

- Hover over the Webcam button ⊙ at the top of the Control Panel, then click the Pause button ⏸ . Click the Play button ▶ to restart sharing.
- Click the Pause icon ⏸ at the top of your webcam box in the Viewer. Click the Play icon ▶ to restart sharing.

Stop sharing your webcam

When you stop webcam sharing, your webcam box will disappear and the webcam spot will be freed for another attendee to share their own webcam. You can do so in any of the following places:

- In the Control Panel or Grab Tab, click the Webcam button 📷.
- In the Webcam tab (Options pane), click the More icon ••• and select **Stop Sharing My Webcam**.
- In the Attendees pane, right-click your name and select **Stop Sharing My Webcam** or click the Webcam icon ◼ next to your name.
- In the Viewer, click the Stop icon ❌ at the top of your webcam box in the Viewer.
- In the Viewer, click the Webcams drop-down menu and select **Stop Sharing My Webcam**.

See Share your webcam for information about restarting webcam sharing after it's been stopped.
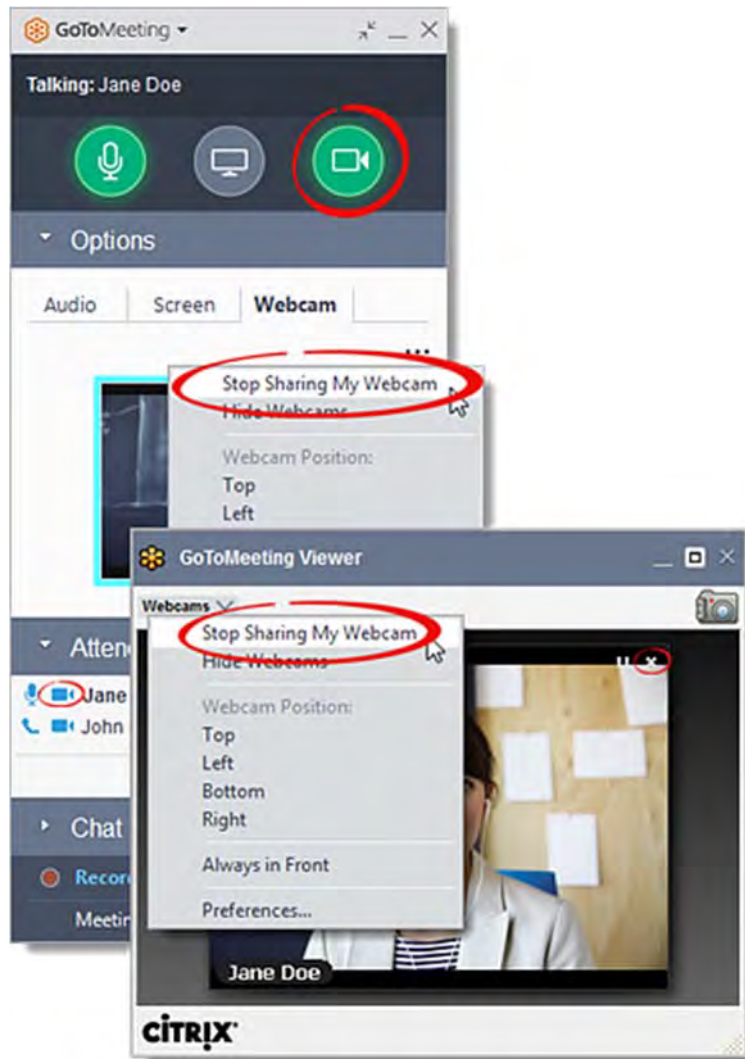
Hide/show webcams

Hiding webcams does *not* pause or stop webcam sharing; it simply hides the webcams currently being shared so that they do not take up space in the Viewer. Keep in mind that if you are sharing your webcam and then hide webcams, other attendees will still be able to see you. You can choose to hide all webcams, or only hide your own.

You can hide webcams in either of the following ways:

- On the Webcam tab (Options pane), click the Options icon ••• and select **Hide All Webcams** or **Hide My Webcam**.
- In the Viewer, click the Webcams drop-down menu and select **Hide All Webcams** or **Hide My Webcam**.

Use the same process and select **Show All Webcams** or **Show My Webcam** to display them again.
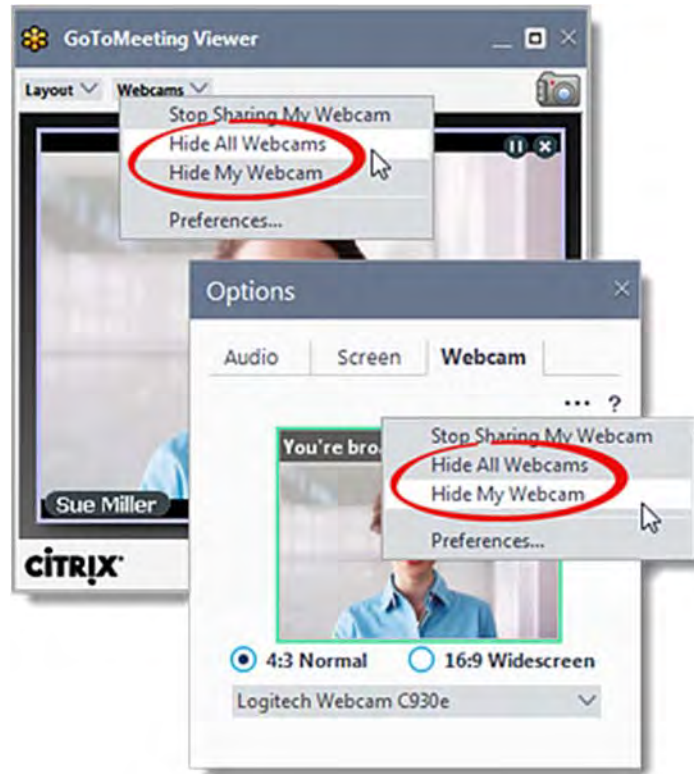
Start or stop webcam sharing for other attendees

Note: This feature is available to organizers and co-organizers only.

Organizers can send webcam requests to attendees in either of the following ways:

- In the Attendees pane, click the Webcam icon ▣ next to the attendee's name.
- In the Attendees pane, right-click an attendee's name and select **Send Webcam Request** from the drop-down menu.
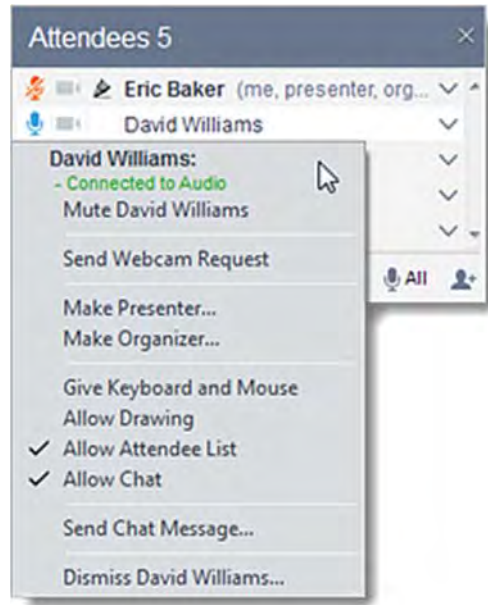
Organizers can turn off attendee webcams in any of the following ways:

- In the Attendees pane, click the Webcam icon ◼◀ next to the attendee's name. Attendees will see a yellow tool tip or dialog indicating that the organizer has closed their webcam feed.
- In the Attendees pane, right-click an attendee's name and select **Stop Webcam Sharing**.

View and Manage Attendees (Desktop App)

The Attendees pane displays a list of all the participants in a session.

Attendees pane icon key

The Attendees pane uses icons to describe the status of the attendees in your session.

Audio icons

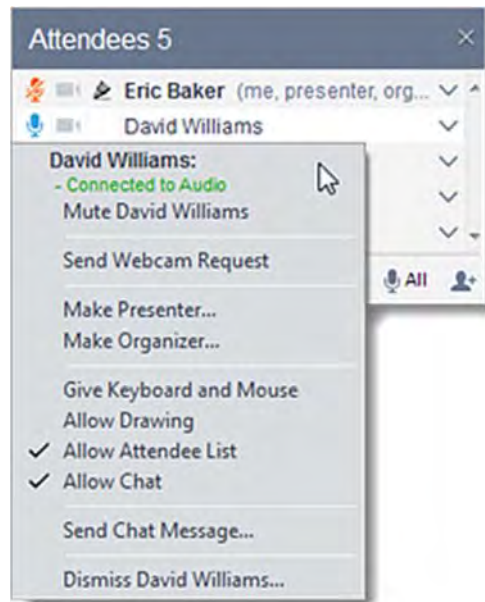|	
🎤	Individual is connected via VoIP and unmuted
	Individual is connected via VoIP and has muted themselves
🎤	Individual is connected via VoIP and muted by organizer
☐	Individual is attempting to connect via VoIP
📞	Individual is connected via phone and unmuted
	Individual is connected via phone and has muted themselves
📞	Individual is connected via phone and muted by organizer
📞	Individual is attempting to connect via phone or they are connected but have not yet entered their audio PIN

Other icons

	Individual is the current Presenter
	Individual has been given access to keyboard and mouse control
	Individual is currently controlling the keyboard and mouse
	Individual has a webcam connected (but is not sharing it)
	Individual is sharing their webcam
	Individual has been given access to drawing tools

Mute and unmute attendees

- **To mute or unmute a single attendee,** click the Audio icon next to their name. Blue icons 🎤 📞 represent unmuted attendees, while orange icons 🎤🎤 represent attendees who have been muted by the organizer.
- **To mute or unmute all attendees,** click the Mute All 🎤 or Unmute All 🎤 icons at the bottom of the Attendees pane.
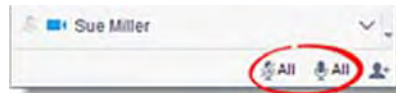
Note: If an organizer attempts to unmute attendees who have muted themselves, the attendees will be prompted to be automatically unmuted or to remain muted.

Make an attendee Presenter

The presenter has the ability to share their screen with other attendees during a session. As an organizer, you can make another attendee the presenter at any time (which does not cause them to automatically become an organizer). See Change Presenter for more information.

Make an attendee an organizer

Co-organizers are individuals who have access to the same organizer tools and features during a meeting that you do, and who can help you facilitate your sessions or even start it on your behalf. You can either add co-organizers before a session, or promote them to organizer during a session.

Note: Although co-organizers can access all the same in-session features as the scheduling organizer, they do not have access to post-session features like reporting and follow-up emails.

See Add Co-Organizers for more information.

Give an attendee keyboard and mouse control

When you are Presenter, you can grant other attendees shared control of your keyboard and mouse. This allows them to move the mouse about your shared screen and use their own keyboard to type on it, which can aid in collaboration. Of course, your mouse always has priority. You can always override another attendees' mouse movements to temporarily regain control without removing their access. See Give Keyboard and Mouse Control for more information.

Stop/start attendee webcam sharing

- **To request that an attendee start sharing their webcam,** right-click their name in the Attendee list and select **Send Webcam Request**. The attendee will be prompted to share their webcam (they can click **Share My Webcam** or **Not Right Now**).
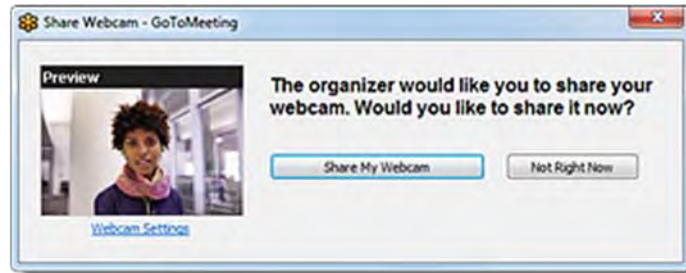
- **To stop sharing an attendee's webcam,** right click their name in the Attendee list and select **Stop Webcam Sharing**.
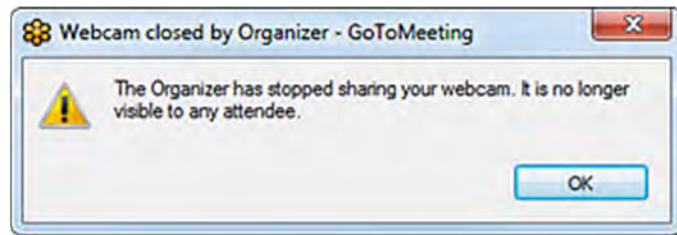
Hide/Show Attendees and Chat panes from an attendee

If desired, you can hide the Attendee list and/or disable chat for some attendees (both are enabled by default).

- To do so, right-click their name in the Attendee pane and select **Allow Attendee List** and/or**Allow Chat**. A Checkmark icon ✓ will be displayed next to the selection when it is enabled, and will disappear when one or more panes are disabled.
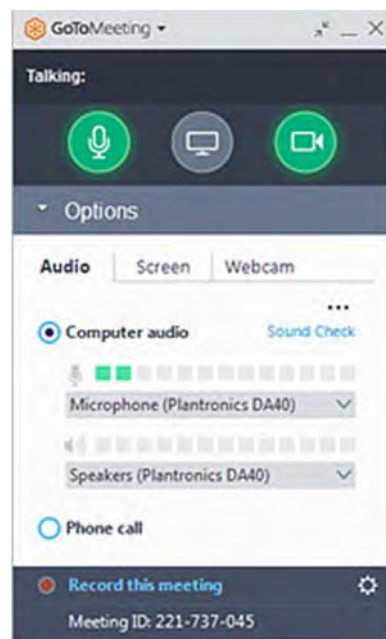
Dismiss an attendee

You can remove an attendee from the meeting by dismissing them. To do so, right-click their name in the Attendee list, select **Dismiss Attendee**, and then click **Yes** to confirm. Attendees will automatically be disconnected from the session and will see a message notifying them that they were dismissed from the meeting.
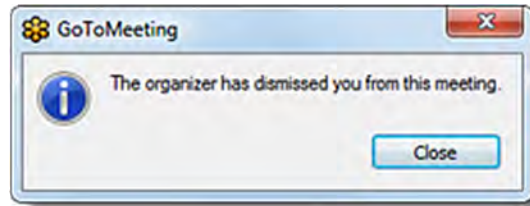
GoToMeeting organizers on both personal and corporate plans can hold meetings with up to 25 attendees.

Organizers must first create a GoToMeeting account and then download the GoToMeeting desktop application before hosting meetings.

Install GoToMeeting

1. From a Windows or Mac, you can practice hosting a meeting by going to www.gotomeeting.com and selecting **Host a Meeting**. Or, you can also begin downloading GoToMeeting.
2. Enter your GoToMeeting email address and password, and then click **Log In**.
3. Click **Meet Now** to start an instant meeting.

Schedule a Meeting

1. On a Windows, right-click the GoToMeeting daisy icon in the system tray. On a Mac, double-click the GoToMeeting Suite icon, and select **Schedule a Meeting**.
2. On the Schedule a Meeting dialog, enter a subject, date and time, and then select the audio information you want to provide to your attendees. When you're done, click **Schedule**.
3. You'll see a GoToMeeting invitation email appear in your default email client, which you can send to attendees.

Start a Scheduled Meeting

Option 1: Start a meeting from your desktop

1. On a Windows, right-click the GoToMeeting daisy icon icon or double-click the GoToMeeting Suite icon on a Mac, and select **My Meetings**.
2. On the My Meetings dialog, select the meeting you want to start and then click the **Start** button.

Option 2: Start a meeting from the GoToMeeting website

1. Log in to www.gotomeeting.com.
2. On the My Meetings page, locate the scheduled meeting you want to start and click the **Start** button.
3. If prompted, click **Run**, **Yes** or **Always** to accept the GoToMeeting download.
4. You'll be automatically launched into the meeting where you can use the Control Panel to begin showing your screen.

Start an Instant Meeting

1. On a Windows, right-click the GoToMeeting daisy icon in the system tray or double-click the GoToMeeting Suite icon on a Mac, and select **Meet Now**.
2. You'll be automatically launched into the meeting where you can begin hosting your meeting!

End a Meeting

- On a Windows, select the **File menu** from the Control Panel, and then select **Exit – Leave Meeting**. Or, you also click on your Control Panel or GoToMeeting Viewer or webcam.
- On a Mac, select the GoToMeeting menu on Control Panel and then select **Quit GoToMeeting**. You can also select the **File menu** > **End Meeting**. Or, you can click on your Control Panel or GoToMeeting Viewer or webcam.

Manage Audio

Now you have an extended choice of audio conferencing for your online meetings. With GoToMeeting's integrated audio, you can choose to connect to the audio conference using telephone and/or mic and speakers (VoIP).

Note: If you choose to provide your own conference call information for the meeting, GoToMeeting will include your dial-in numbers with the meeting information; however, GoToMeeting audio features (such as VoIP and integrated audio controls) are disabled if you choose this option.

VoIP Best Practices

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

- As with any online meeting solution, it is important to test your sound quality and audio settings before your live meeting. In addition to testing your audio settings from the GoToMeeting Audio pane, we recommended that you start your meeting ahead of time with a few test attendees so they can provide feedback on your voice quality.
- For optimum sound quality, a headset is recommended, preferably a USB headset for ease of use.
- If a headset is not available, a microphone and speakers are 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 that are built in or connected to your computer.
- Using your webcam's microphone is not recommended.
- If you plan to record your meeting, be sure to start your meeting ahead of time and test the Recording feature.

▶ **To join the audio portion of the meeting via mic & speakers**

1. Expand the Audio pane in your Control Panel.
2. Select **Use Mic & Speakers** (b)
3. You will be automatically connected into the audio conference over VoIP.

Note: Windows organizers may change the audio input and output from the Audio Preferences tab which is accessed from the File menu. Mac organizers may manage the audio input and output directly from the Audio pane (c) or from the Audio menu in the toolbar.
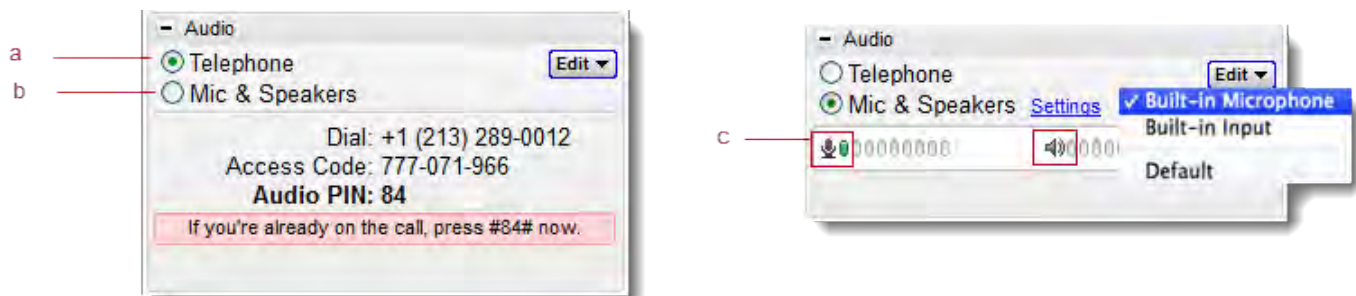
▶ **To join the audio portion of the meeting by telephone**

1. Expand the Audio pane in your Control Panel.
2. Select **Use Telephone** (a)
3. Dial in to the conference call with the information provided.

During a conference call, participants and organizers can enter commands using their phone keypads.

Organizer Telephone Commands

Command	Feature	Details
*2	Count	Provides the number of participants currently on the conference call.
*3	Exit	Exits the conference call.
*4	Menu	Provides a menu of available conference commands.
*5	Listening Modes	Sets listening modes for audience. Pressing *5 sets the following options: Open conversation mode (default), Mute the audience – the audience can unmute, Mute the audience – the audience cannot unmute.
*6	Mute/ Unmute	Mutes the organizer's line. Pressing *6 again will unmute the line.
*8	Tone controls	Sets entry and exit tones. Pressing *8 sets the following options: Entry and exit tones on (default), Entry and exit tones off, Entry tone off exit tone on, Entry tone on exit tone off.

Attendee Telephone Commands

Command	Feature	Details
*3	Exit	Exits the conference call.
*4	Menu	Provides a menu of available conference commands.
*6	Mute/ Unmute	Mutes the attendee's line. Pressing *6 again will unmute the line.

Use Presenter Controls

The Control Panel Grab Tab enables organizers and presenters to collapse the Control Panel to minimize space when accessing desktops while still being able to access the Grab Tab.

- Click and drag to move Grab Tab up or down (a)
- Hide or display Control Panel (b)
- Mute or unmute your audio line (c)
- Share or disable your webcam (d)
- Share your screen with participants (e)
- Pause your shared screen so the image of your desktop remains frozen (f)
- Give Keyboard & Mouse button grants shared mouse and keyboard controls to another participant (g)
- Pass the Presenter Role to another participant (h)
- Draw, highlight and place arrows on-screen, as well as use the spotlight and clear all markings (Windows only) (i)

Attendees arrived, presenting desktop and sharing webcam (1) Attendees arrived, presentation paused and sharing webcam (2) Attendees arrived, presentation paused and webcam stopped (3) Attendees arrived, presentation stopped and sharing webcam (4) No Attendees have arrived (5)
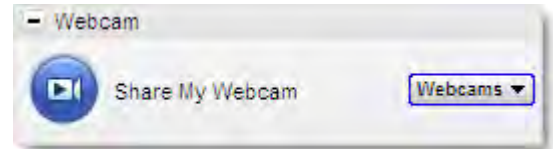
Share Your Webcam

Meeting participants can share up to 6 high-resolution video conferencing streams while viewing the presenter's screen.

## You can share your webcam in any of the following ways:

- Click the webcam button 📷 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 button 📷 next to your name in the Attendee List (Windows-only).
- Right-click your own name in the Attendee List and select **Share My Webcam**.

Manage your webcam from your video feed

- Temporarily Pause/Play your video by selecting the Pause or Play button on the top-right corner of your webcam feed. (a)

- Resize the webcam viewer and screen sharing using the slider. You can click and drag any part of the slider to adjust the display. (b)

- When only webcams are being shared, participants can resize webcams by clicking and dragging the bottom-right corner of the Viewer. Expand and minimize how webcams and/or screen sharing is displayed by clicking and dragging the bottom-right corner of the viewer.

  If only webcams are being shared (not screen sharing), you can adjust the size and position of the webcam viewer by using the Webcams drop-down menu and selecting one of the following Webcam Positions: **Top**, **Left**, **Bottom**, **Right**.
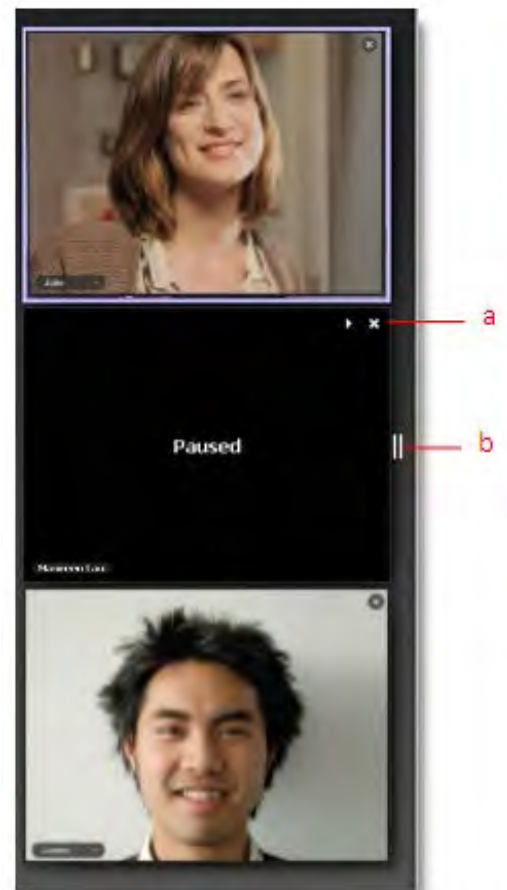
Manage Attendees

Organizers can manage attendees by right-clicking or Ctrl-clicking attendee names in the Attendee List and selecting or deselecting the desired attendee options.

- Displays the number of attendees and maximum number of attendees for the meeting (a)
- Indicates attendee role and color of assigned drawing tool (b)
- Mute or unmute the attendee (c)
- Mute or unmute all attendees (d)
- Assign an attendee with presenter and/or organizer roles (e)
- Give keyboard and mouse controls to an attendee (f)
- Provide an attendee with on-screen drawing tools (g)
- Choose pen color for yourself or your attendees (h)
- Allow your attendee to see the list of other attendees (i)
- Allow your attendee to chat (j)
- Send a chat message directly to the attendee (k)
- Copy the attendee's email address to the clipboard (l)
- Dismiss an attendee from the meeting (m)