

SIGNUM SYSTEMS CORPORATION

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## Joining a GoToMeeting Online Session

### Why GoToMeeting?

Joining an online meeting with Signum Technical Support via the GoToMeeting software ([www.gotomeeting.com](http://www.gotomeeting.com)) enables our engineers to see the screen of your monitor in real-time as well as execute certain commands as if directly from your keyboard. Also, Signum engineers can show their screens, as a means, for instance, of demonstrating proper use of Signum products. A GoToMeeting online meeting can be joined by more than two computers. It is one of the most effective tools for providing you with expert help with Signum products right at your desk. For more information, visit [www.gotomeeting.com](http://www.gotomeeting.com).

### How to Join an Online Meeting

- 1 A Signum technical support engineer will provide you with the appropriate Internet address. Please direct your favorite browser to that address. Your session ID is part of the address, which may look like this:

<http://www.gotomeeting.com/join/716666752>

- 2 If you are a first-time user, the browser redirects you to the GoToMeeting.com web site. A download Security Warning dialog box (Figure 1) appears. Click Yes to start downloading the GoToMeeting software.

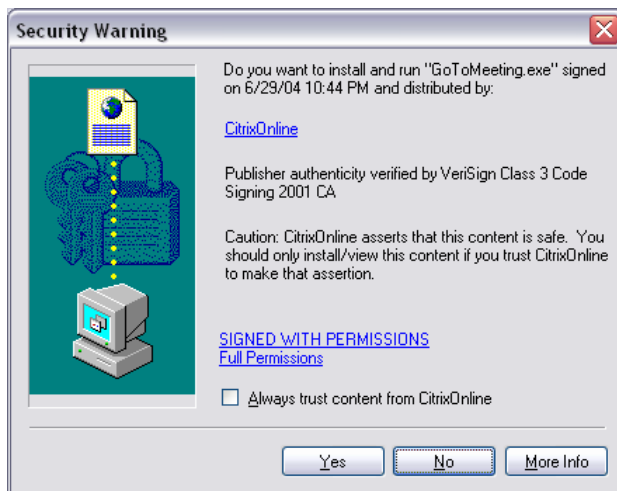


FIGURE 1 Downloading the GoToMeeting software.

- In the next dialog box, click Next to start installing GoToMeeting (Figure 2).



**Note:** Later on, the program can be uninstalled via the MS Windows Control Panel if so desired.

FIGURE 2 Installing GoToMeeting.

- In the Name field of the Screen Name and Email dialog box, enter a name that will identify you during the session. Leave the Email field empty (Figure 3). Click OK.

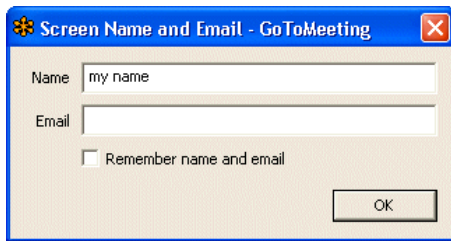


FIGURE 3 Entering a session participant's name.

- The meeting control pannel appears on the right side of the screen (Figure 4). To make the contents of your screen to a Signum engineer, click Show My Screen in the panel ; to let the engineer temporarily control your keyboard, click Give My Keyboard. You will be able to communicate with your meeting partner using the chat area of the panel, over the phone, or both.



**Note:** The >>> icon in the upper-right corner of the control panel minimizes the panel.

FIGURE 4 The GoToMeeting control panel.

- To leave the meeting, simply close the GoToMeeting control panel. If you wish to remove the GoToMeeting software from your computer, in MS Windows, click Start | Control Panel | Add or Remove Programs. Locate the GoToMeeting entry and click Remove.

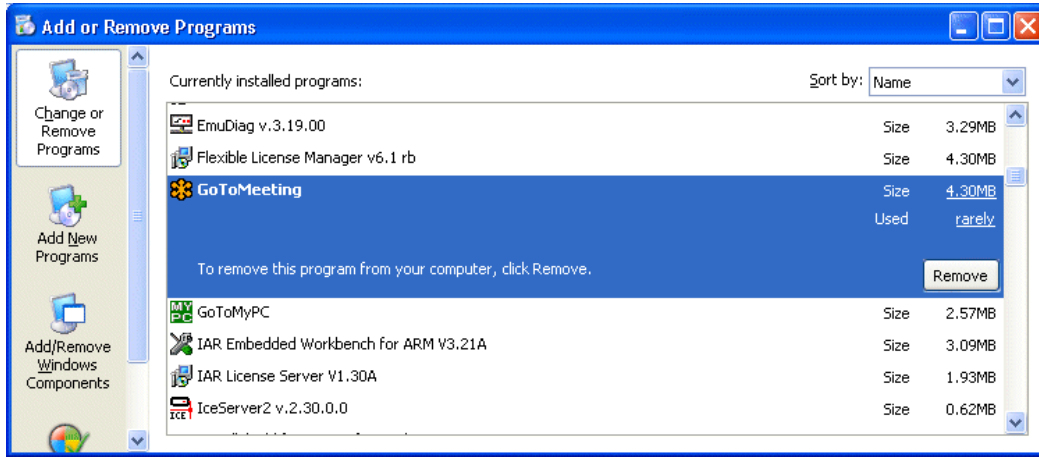


FIGURE 5 Uninstalling the GoToMeeting software.



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