

Sorry you are having problems:

Please try the following

Ensure you have up to date Java installed. By going to <http://java.com/en/download/installed.jsp>

Log out of webinar and run connectivity wizard as below.

Please run our Connectivity Wizard to test your connectivity.

1. Surf to <http://www.gotomeeting.com/wizard>
2. Click the "Download GoToMeeting Connection Wizard" link
3. Run or open g2mwizard.exe
4. Right click the GoToMeeting logo banner
5. Click "Manual Tools"
6. Click "Reset"
7. Click "Reset" again
8. Click "OK"
9. Click "Custom Wizard"
10. Click "Next"
11. Click "OK" on the dialog box
12. Wait for tests, then click "Next"
13. Under "Streaming Communications" click "Direct, Hostport: 8200"
14. Click the lower right drop down menu labeled "Usage:", choose "Force", or leave it at "Try Always" (Try Always is recommended)
15. Click "Store and Validate"
16. When tests finish, click "Next"
17. Click "Exit Wizard"

If you still unable to connect then please contact GotoWebinar direct on FREE Phone 0800 4049279