



## GoToMeeting with HDFaces Bandwidth FAQ

**Q: How much bandwidth is used when hosting or attending a GoToMeeting session with HDFaces?**

A: We recommend at least 700 Kbps to run GoToMeeting with HDFaces, but a meeting with six attendees using HDFaces can consume up to 2.5 Mbps of bandwidth. Actual consumption depends on various factors, including the number of webcams shared in the meeting and whether the desktop screen is shared. GoToMeeting dynamically adapts its bandwidth consumption to avoid overwhelming the Internet connection.

**Q: If an attendee doesn't have enough bandwidth, how does GoToMeeting throttle the bandwidth? Will video, screen sharing or audio degrade if someone has lower bandwidth?**

A: If someone doesn't have enough bandwidth, GoToMeeting dynamically adjusts the bandwidths of the traffic streams to preserve audio quality and provide a good tradeoff between video and screen-sharing performance. If the bandwidth is extremely low, GoToMeeting displays a tip suggesting that the user turn off video and/or switch from VoIP to the phone.

**Q: Can I control which organizers can use HDFaces in their meetings?**

A: Yes, as account administrator, you can allow specific organizers to enable HDFaces in meetings while restricting HDFaces usage for other organizers.

**Q: What are the system requirements for GoToMeeting with HDFaces?**

A:

- Internet connection with cable modem, DSL or better
- Windows 7, Vista, XP or 2003 Server, or Mac OS X 10.5 Leopard or later
- Dual core 1.6GHz CPU or faster with at least 2 GB of RAM
- Internet Explorer 7.0 or later, Mozilla Firefox 3.0 or later, Google Chrome 5.0 or later or Safari 3.0 or later (JavaScript and Java enabled)
- 700 Kbps or more bandwidth recommended per participant for simultaneous screen sharing, audio and video conferencing
- WiFi recommended when using HDFaces on the iPad

**Q: Is there a difference in bandwidth consumption between Mac, PC and iPad when using HDFaces?**

A: There is no difference in bandwidth consumption and optimization between Mac and PC computers. The upstream bandwidth consumption on the iPad does not exceed 700 Kbps. On the downstream, iPad bandwidth consumption and optimization are identical to Mac and PC.

**Q: Is there a noticeable drop in quality when using VoIP and HDFaces together rather than HDFaces and the phone?**

A: No, the experience should not be different unless you have low bandwidth. If your connection speed is extremely slow or if you are using a poor-quality network connection (such as a hotel wireless network), you may experience VoIP quality issues. Switching the audio conference portion over to the phone may help.

## Q: What's the best method for troubleshooting bandwidth issues?

A:

1. Measure the speed of your Internet connection by visiting [www.speedtest.net](http://www.speedtest.net) and clicking "Begin Test." To measure connection speed from an iPad, please install the Speedtest.net app from the App Store. For an ideal HDFaces experience, results should meet the following standards:
  - The reported download speed should be at least 700 Kbps.
  - For a presenter (i.e. a user who wants to share his/her screen as well as webcam), the reported upload speed should be at least 700 Kbps.
  - For an attendee who wants to share his/her webcam, the reported upload speed should be at least 384 Kbps.
  - The above recommendations apply to each GoToMeeting user. If multiple GoToMeeting users are simultaneously using a common Internet connection, then the connection speed should be high enough to provide the recommended bandwidth share to each user.
2. Measure packet loss on your Internet connection by visiting [www.pingtest.net](http://www.pingtest.net) and clicking on "Begin Test."
  - The reported packet loss should be close to 0%.

Note: The packet loss test cannot be executed from an iPad at this time.

3. Close bandwidth-intensive applications like Skype, Netflix, YouTube and file downloads when using HDFaces.
  - This applies not just to the machine running GoToMeeting but to all devices that are using the same Internet connection.



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