



# TurboMeeting

by R HUB Communications



5 / 5 20 reviews

[Free Trial](#)[Pricing](#)[Demonstration Videos](#)[https://www.meeting-server.com/#googtrans\(en\)](https://www.meeting-server.com/#googtrans(en))[Visit Website](#)

**Who Uses This Software?** R-HUB's unified conference and remote support servers apply to all markets.

## ★ Average Ratings

 20 Reviews

### Overall



5 / 5

### Ease of Use



5 / 5

## 📘 About TurboMeeting

R-HUB secure remote support and remote access servers are on-premises solution for collaborative remote support, unattended support and remote access. Robust, secure and fast. Self-update. Support customers or employees. Unlimited users. Major features include remote control, remote desktop sharing, file transfer, recording, audio and video, small meeting, and so on. Starts at \$395 one time. No monthly fees. You own it! You control it!

**Customer Service**

5 / 5

[Review This Product!](#)

## 🔍 Product Details

**Free Trial**
 ✓ Yes , [get a free trial](#)
**Deployment**

- ✓ Installed - Mac
- ✓ Installed - Windows
- ✓ Mobile - Android Native
- ✓ Mobile - iOS Native

**Training**

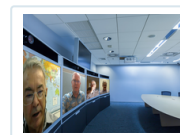
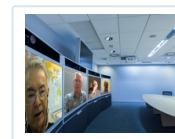
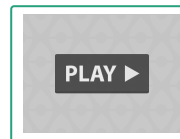
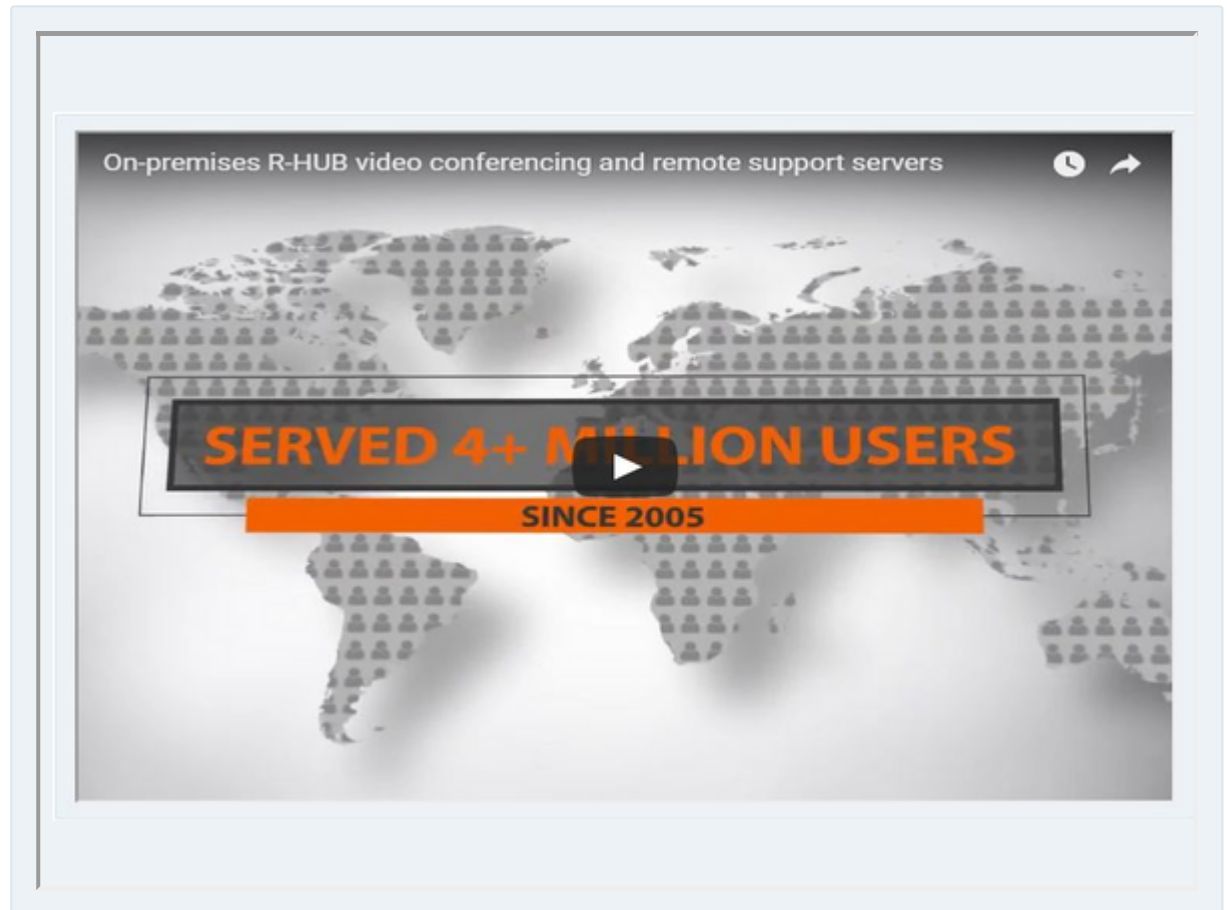
- ✓ Documentation
- ✓ Webinars

**Support**

- ✓ Business Hours

## 🏢 Vendor Details

R HUB Communications



www.rhubcom.com

Founded 2005

United States

## ☰ TurboMeeting Features

### Collaboration Features ▼

[View full list of Collaboration Software](#)

✓ Audio / Video Conferencing

✓ Brainstorming

✓ Chat / Messaging

✓ Contact Management

✓ Content Management

✓ Cooperative Writing

✓ Discussion Boards

✓ Document Management

✓ Group Calendars

✓ Project Management

✓ Synchronous Editing

✓ Task Management

[Version Control](#)[Remote Support Features](#) <[View full list of Remote Support Software](#)[Web Conferencing Features](#) <[View full list of Web Conferencing Software](#)[TurboMeeting Reviews](#) Recently Reviewed![Review This Product!](#)

Sort by:

Most Helpful ▼

***'The best, most cost effective solution money can buy!'***

May 22, 2017

**John D.**

IT Systems Integration Analyst  
Information Technology and Services,  
51-200 employees

Used the software for: 2+ years

Source: Capterra

**5/5****Overall**

5 / 5

**Ease of Use**

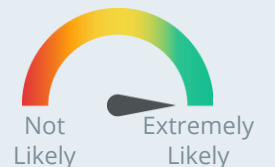
5 / 5

**Features &  
Functionality**

5 / 5

**Customer Support**

5 / 5

**Value for Money****Likelihood  
to Recommend:**

**Pros:** I have used this appliance in two agencies I have worked in. As a matter of fact, I have assisted in purchasing it in each of them. When comparing the cost to the alternative vendors, there was no comparison. One of the biggest reasons I moved to this solution is the ability to download the client to a computer without the need for administrative credentials, as our users do not have those rights.

From an IT point of view, we love the ability to connect to computers outside our network, without the users needing admin rights, and then be able to elevate TurboMeeting in the session, without user assistance other than clicking a single button. Then there is an option to reboot the remote PC into safe mode, with networking support, and auto reconnects once in safe mode!!!

Also, the ability to use LDAP domain authentication is very handy in our large organization.

Other solutions we have used have required reconnecting the session after network changes have been made. For example, when we troubleshoot VPN sessions, once connected to the VPN we have previously had to reconnect after the user attaches to a VPN session. TurboMeeting/RHUB appliances seem automatically detect there is a change in the network connection and attaches to the session.

Overall, we LOVE this appliance for ALL of its functionality.

**Cons:** There have been times I have had to wait for fixes to the firmware in order for our environment to work correctly. But there are two sides to that scenario... because of their great customer support, it didn't take a year for these kinds of fixes to take place. As soon as I brought up the problems, they began working on them. That is the kind of company this is.

I have also had to reboot the appliance a few times, due to no response on the network. But no more often than once every 2 to 3 months.

I would like to see LDAP Security and Authentication built out to allow for nested group membership, and Admin rights added to LDAP groups (rather than local users on the device only)

**Overall:** Freedom to remotely access in every way necessary (video, remote control, webinar, etc.) while maintaining on-premise security



**'Problem free for 7 years.'**

**Albert L.**

I.T. Operations Director

Research, 51-200 employees

Used the software for: 2+ years

Source: Capterra

**5/5**



**Overall**



5 / 5

**Ease of Use**



5 / 5

**Features & Functionality**



5 / 5

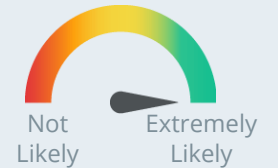
**Customer Support**



5 / 5

**Value for Money**

**Likelihood to Recommend:**



**Pros:** - Does what it needs to do (web conferencing, HD video conferencing, Remote Support, Remote Access

- I like the simplicity of the user interface and administration

- Maintenance Free

- Used the TM250 for 7 trouble-free years

- Push Updates from RHUB

- More cost effective than Webex

**Cons:** Some might say the UI is a bit crude but it does work for me.

We just upgraded to a TMA - 20. When I got the package, my first reaction was "Did they send me the right hardware?" The package was small and light. When I opened it, it was smaller in Length and Width of an iPhone 7. Our old unit was a TM-250 which was the size of a Zotac micro-computer. Can't believe something this small can be an improvement over what we currently have. This isn't a "con" but more of a feedback. If it works as well as our old one with the new footprint then that is amazing.

**Overall:** Our users use this daily internally with our own employees and externally with clients. The only problem I ever had with this product is running out of licenses. This product is instrumental in providing web based conferencing functionality and in making our teams more productive.



***'TurboMeeting is very reliable and R\*HUB is a great technology partner!'***

May 22, 2017

**Dan S.**

Technical Support Manager  
Consumer Services, 51-200 employees  
Used the software for: 2+ years  
Source: Capterra

**5/5**



**Overall**



5 / 5

**Ease of Use**



5 / 5

**Features & Functionality**



5 / 5

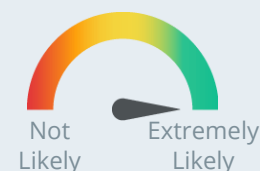
**Customer Support**



5 / 5

**Value for Money**

**Likelihood to Recommend:**



**Pros:** TurboMeeting is very easy to use for our in-house support staff, our external contractors, and our customers. In the rare situations where we need support, our rep and his team have always been quick to respond and very helpful in providing guidance and resolutions. The yearly cost of this technology is minimal compared to the excellent reliability, usability and support!

**Cons:** We are generally very happy with the product. Occasionally we'll run into a snag if the customer/user who we are connected to is not an Administrator on the computer, but we can verbally guide them through necessary steps while observing their desktop.

**Overall:** Ease of use. Reliability. Great support from R\*Hub!




***'It's a great remote tool and the price can't be beat. '***

Dec 15, 2017

**Ryan S.** 

IT Director

Used the software for: 2+ years

Reviewer Source 

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features &amp;

Functionality



5 / 5

Customer Support



5 / 5

Value for Money

**Pros:** It's fast and easy to use. I've helped support a lot of companies that have elderly people and they were able to let me remote into their systems pretty easily. I've been using this product for 5 years now. I've tried all the remote support software and this is the best and most economical. Whenever I have a problem or question I talk to their support agent and he's great to work with.

**Cons:** Yearly support renewals. It's not too bad to renew though, all the companies do it. Some of the smaller products seem to go out of life pretty quick.



### 'Using for meetings AND computer support AND Android phone support'

May 22, 2017

**Chris H.**

IT Help Desk Specialist

Hospital &amp; Health Care, 501-1000 employees

Used the software for: 1-2 years

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



4 / 5

Features &amp;

Functionality



5 / 5

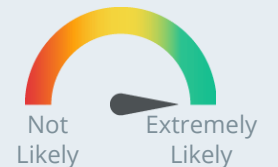
Customer Support



5 / 5

Value for Money

Likelihood to Recommend:



**Pros:** Solid product. Easy to use. Can run from the installed application or the Internet Website interface. Works well for meetings. Works well for remote support onto computers. Allows me to see the screen on an Android phone. If there is a question or issue, (almost never) the support staff is great.



**Cons:** We started to use this product for cell phone support for our users. When viewing an Android phone, I can't CONTROL the Android phone with the software, only view it.

**Overall:** Our organization uses it daily for meetings. The IT department uses it daily to reach computers off of our network or to contact computers on our network that are dropping the regular remote support tool connection (Manage Engine Desktop Central).



*'It is WebEx in a box'*

Feb 11, 2010

**Brian C.**

Manager

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Customer Support

**Pros:** The major advantage is cost saving. It claims you can get paid back in 3-5 months compared to hosted services. I agree with it.

The appliance comes with four applications: web meeting, seminar, remote support and remote access. To an SMB company, it serves its needs very well.

The performance is fast and the image quality is excellent.

One nice little function worth to mention is it allows you to redirect your attendees to your website at the end of each session.

The installation is fairly easy taking around 15 minutes. Once it is done, leave it alone and it will self-update.

The support staff is knowledgeable and very helpful.

**Cons:** You do need a stable and faster Internet connection in order to deliver a decent service to your customers by the appliance. I would recommend you should use a cable Internet connection. A DSL connection is a stretch.

Also, as a part of the total costs, you need to consider the optional 20% annual service fees (after the first 12 months) to cover the software upgrade, support and hardware warranty.

**Overall:** Highly recommended to those who want to cut the related subscription expenses, improve productivity with the unlimited usage and enhance business identity through various customization and integration functions provided by the appliance.

If you are in finance and legal business where security is critical, you won't find a better alternative.



*'Easy to use. Versatile, with great features.'*

May 22, 2017

**Kyle T.**

HRIS Benefits Administrator

Used the software for: 2+ years

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features & Functionality



5 / 5

Customer Support



5 / 5

Value for Money

**Pros:** Very easy initial installation. User friendly interface makes it simple to setup a call quickly. Integration with Microsoft Outlook is great. Recording feature allows users to replay calls later. No monthly cost. Minimal annual warranty fee.

**Cons:** Too much detail in calendar appointment sometimes confusing to recipients ie: alternate numbers, tips, etc.



**'I love this product.. '**

May 19, 2017

**Goutam D.**

Director Of IT

Computer Software, 1001-5000  
employees

Used the software for: 2+ years

Source: Capterra

**5/5**



**Overall**



4 / 5

**Ease of Use**



4 / 5

**Features &  
Functionality**



4 / 5

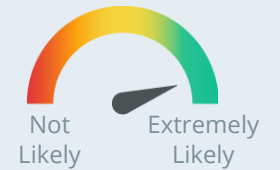
**Customer Support**



5 / 5

**Value for Money**

**Likelihood  
to Recommend:**



**Pros:** Value for money / Security, we have full control over the appliance, easy maintenance, we are rarely calling Turbo Meeting support.

**Cons:** Sometimes we face problems with voice quality during sessions, especially long distance customers.

Also, we are facing problem from Mac system.



**'Buy this instead of WebEx, or GoToMeeting, etc. It really is a replacement and 1/10 the cost.'**

Aug 17, 2018

**Zachary F.**

IT Manager

Insurance, 51-200 employees

Used the software for: 2+ years

Reviewer Source ⓘ

Source: Capterra

**5/5**



**Overall**



5 / 5

**Ease of Use**



5 / 5



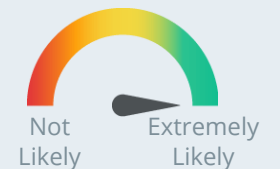
5 / 5

**Customer Support**



5 / 5

**Likelihood  
to Recommend:**



## Features & Functionality

## Value for Money

**Pros:** It does everything we need that all the big names do at a fraction of the cost. I think there is a conspiracy by the large corporations to suppress knowledge of TurboMeeting. Buy this, you won't regret it. Their licensing and pricing model is exactly what we needed.

**Cons:** There may have been a bug in the past about integrating the API with our website for users to sign up for webinars, but honestly it's not a feature we had much need for and may have already been fixed with a software update.

**Overall:** Enterprise level software for small business pricing, you'll be happy you bought Turbo Meeting.



*'Have been using the product for a number of years and it is a great tool for remote support.'*

Jun 20, 2017

**Ted O.**

Consultant

Information Technology and Services, 1-10 employees

Used the software for: 2+ years

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features & Functionality



5 / 5

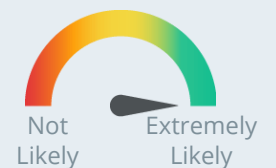
Customer Support



5 / 5

Value for Money

**Likelihood to Recommend:**



**Pros:** There are no monthly fees. It is simple to setup and start using. The support team, is quick to respond, though I rarely need support.



## 'Solid product with a great price point'

**James M.**

Director of Technology

Primary/Secondary Education, 51-200 employees

Used the software for: 2+ years

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features & Functionality



5 / 5

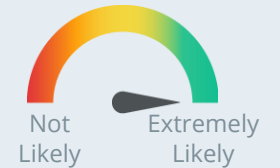
Customer Support



5 / 5

Value for Money

Likelihood to Recommend:



**Pros:** For less cost than just about every competitor, I get as many or more features than all of the others.

The product works very well and it's platform agnostic abilities allow anyone to use it effectively and efficiently.

When I've wanted a feature modified, their engineering team has always tried to implement it in a reasonable amount of time.

**Overall:** "Top shelf" communications product that gives me everything I need.



## 'Excellent Product'

Jul 19, 2018

**Aakash K.**

Sr. Recruiter

201-500 employees

Used the software for: 6-12 months

Reviewer Source

Source: Software Advice

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features & Functionality



5 / 5

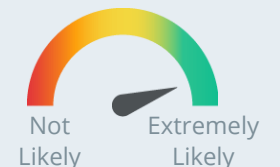
Customer Support



5 / 5

Value for Money

Likelihood to Recommend:



**Pros:** It's very easy to use and very much comfortable for everyone to access and host or work on a project

**Cons:** You need to have very high speed internet connectivity to keep yourself updated and match with the other users



**'An amazing product at a very reasonable price point.'**

May 23, 2017

**Karen M.**

President

Financial Services, 1-10 employees

Used the software for: 1-2 years

Source: Capterra

4/5



Overall



5 / 5

Ease of Use



4 / 5

Features & Functionality



5 / 5

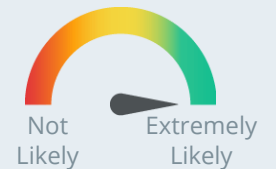
Customer Support



5 / 5

Value for Money

**Likelihood to Recommend:**



**Pros:** Ease of set-up and user friendly. The customer support availability is phenomenal - immediate help when needed, no need to answer a bunch of prompts as you actually get to speak to someone!

**Cons:** Occasional difficulty with those trying to join our meeting. NOTE: this is most often an issue on our end, not on the part of the product.

**Overall:** My group meetings are now able to connect representatives that are unable to travel to meetings. We see them on the screen and they see those at the meeting table --- it is almost like having them at the table. Audio is also heard both ways. This has added great value to the meetings, and to my business. This is state-of-the-art for this industry.



**'Highly recommend '**

Jan 12, 2018

**Patrick O.**

Tech

Used the software for: 2+ years

Reviewer Source ⓘ

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features &amp;

Functionality



5 / 5

Customer Support



5 / 5

Value for Money

**Pros:** Turbo meeting is really simple to use and only takes seconds to connect. I use this program often and never a problem.



*'take me to the rivr.er; no, take me to GotoMeeting!'*

Aug 15, 2018

paul t.

managing pricipal

Entertainment, Self-employed

Used the software for: 2+ years

Reviewer Source ⓘ

Source: Software Advice

5/5



Overall



5 / 5

Ease of Use



4 / 5

Features &amp;

Functionality



4 / 5

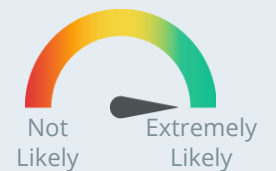
Customer Support



5 / 5

Value for Money

Likelihood to Recommend:



**Comments:** How can you beat the value for your money - Hugh value and zero cost. Ig you have your on small business, get this software and use it. I have for about 10yrs now.

**Pros:** Free, easy to use, great features for the meetings you typically hold - talking heads. Even does video.

**Cons:** GotoMeeting does not work on some systems people have like Linux. But Windows and mac, no issues. Oh and support cannot help here, there are no workarounds.



## 'Excellent Web Conferencing Product'

**Stacy M.**

Manager

*Hospital & Health Care, 201-500 employees*

Used the software for: 6-12 months

Reviewer Source

Source: Software Advice

4/5

★★★★☆  
Overall

★★★★☆

4 / 5

Ease of Use

★★★★☆

4 / 5

Features & Functionality

★★★★☆

4 / 5

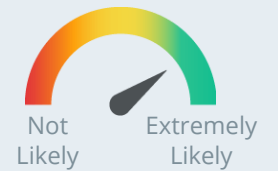
Customer Support

★★★★☆

4 / 5

Value for Money

**Likelihood to Recommend:**



**Pros:** Support is prompt and very helpful. Overall, this is the easiest and least problematic web conferencing software I have used.

**Cons:** When viewing video from a private connection to a remote site, you experience quite a bit of buffering.



## 'TurboMeeting'

**Patrick N.**

Ops Manager

*Telecommunications, 1-10 employees*

Used the software for: 6-12 months

Source: Software Advice

5/5

★★★★★  
Overall

★★★★★

5 / 5

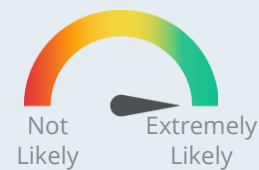
Ease of Use

★★★★★

5 / 5

Features & Functionality

**Likelihood to Recommend:**



**Pros:** This is an excellent tool if you need to connect multiple people on a project. It is also very attractively priced

**Cons:** I really can't find anything I don't like about this. It is easy to use, anyone can host, webinars are great...





### 'Simple and useful '

Mar 14, 2018

**Jennie O.**

Assistant

Used the software for: 1-2 years

Reviewer Source

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Value for Money



5 / 5

Features &

Functionality

**Pros:** I have to use turbo meeting when I have a problem with my computer. It is simple to connect and works flawlessly.



### 'Awesome Support and Training Tool!'

Sep 26, 2018

**Jennifer K.**

Software Admin / Reimbursement  
Specialist

Hospital & Health Care, 51-200  
employees

Used the software for: 6-12 months

Reviewer Source

Source: Capterra

4/5



Overall



4 / 5

Ease of Use

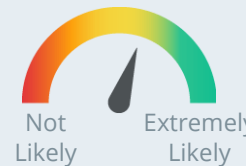


3 / 5

Features &

Functionality

**Likelihood  
to Recommend:**



**Pros:** to have the ability to hold a meeting from one location and invite attendees from any location.

**Cons:** I have not used it long enough to find anything that I don't like about TurboMeeting

**Overall:** We use TurboMeeting to connect with our Software Vendors for both Support issues and Training.



### 'Simple Meeting tool'

Apr 09, 2018

**Elle R.**

Sales Assistant

Used the software for: Less than 6 months

Reviewer Source ⓘ

Source: Capterra

5/5



Overall



5 / 5

Ease of Use



5 / 5

Features & Functionality



5 / 5

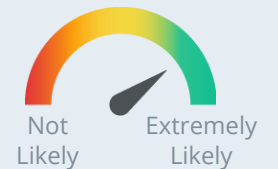
Customer Support



5 / 5

Value for Money

**Likelihood to Recommend:**



**Pros:** No monthly fees. Simple to set up and start using. Has a good connection and easy to involve team members remotely.

**Cons:** Too much information in calendar. It gets confusing for the team with too many options. This part could be simplified.

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Capterra Inc.

1201 Wilson Blvd

9th Floor

Arlington, VA 22209

[info@capterra.com](mailto:info@capterra.com)



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