

# User Guide





anytime  
anywhere  
anyhow



WE SIMPLIFY YOUR BUSINESS

# JOINVISION user guide

ABOUT JOIN.....	4
JOIN OFFER .....	5
WELCOME .....	6
<b>1. Participant User Guide</b>	
1.1 The JoinVision suite .....	8
1.2 Introductory tour .....	8
1.3 Symbols and actions .....	9
1.4 Planning a meeting .....	10
1.5 Start a meeting .....	11
<b>2. Host User Guide</b>	
2.1. The JOINVISION portal .....	13
2.1.1 Login.....	13
<b>2.2 Overview of the interface</b> .....	13
2.2.1 Access buttons .....	14
2.2.2 Main menu.....	14
<b>2.3 Conference management</b>	
2.3.1 Organize the meeting .....	15
2.3.2 Start a meeting .....	16
2.3.3 Follow Up.....	16
<b>3. Admin User Guide</b>	
3.1 Login.....	18
3.2 Interface.....	19
3.3 User Management .....	20
3.3.1 Create a user .....	20
3.3.2 Create multiple users.....	20
3.3.3 View profiles .....	21
3.3.4 Disable a user .....	21
<b>4. Types of Administrator</b> .....	22
<b>5. Frequent errors</b> .....	22
<b>Contacts</b> .....	23



# About JOIN

**Join is the only Italian-owned company in the conferencing market.  
We have been in the Italian market for 15 years  
and our staff has a proven experience in conferencing of more than 20 years.  
We are a worldwide Conferencing Service Provider for  
professional audio, video and web communication services:  
conference call, video conferencing, web conferencing and streaming.**

# JOIN Offer

Join is the first Italian conferencing provider offering a complete range of communication services:

## JOIN AUDIO

A professional audio conference service that allows you to access meetings from any country in the world, using toll and toll-free access numbers or the appropriate app. The service offers management of reports, registrations and Q&A sessions. It is also possible to manage the conference online thanks to the dedicated web interface.

## JOIN EVENT

An operator-assisted audio conference service based on Arkadin technology. Dedicated to major audio events such as quarterly financial statements, annual announcements, the service offers high professionalism and unparalleled audio quality.

## JOIN VIDEO

An innovative HD video conferencing service in the cloud on Vidyo technology that will amaze you with high definition quality, clear audio and ease of use from any terminal: personal computer, laptop, tablet, smartphone, videoconference endpoint. and SIP.

## JOIN VISION

A H.323 multi-videoconference service based on Arkadin Cloud technology. It is aimed at companies that use standard H.323 / SIP endpoints but do not intend to purchase complex and expensive multi-videoconferencing infrastructures, nor acquire personnel dedicated to organizing and managing meetings.

## JOIN WEB

A full-featured videoconferencing service based on the Zoom platform. Accessible from your PC, Mac, tablet and smartphone. IP and audio access. Statistics, HD audio, full HD video, recording, chat, screen sharing, and any other features a videoconferencing service can offer today.

## JOIN CAST

This service is based on 24 technology and offers the widest variety of tools for broadcasting events and content on the web. It is the most innovative and complete service available to reach the largest possible audience.

## JOIN STREAMING

A service based on Livestream technology; it is the easiest service for audio / video webcast at the most affordable price. It allows you to reach a wide audience with video and slide presentation without any technical installation or special requirements.

## JOIN CONNECT

An audio, video, instant messaging, file sharing service that allows customers and suppliers to get in touch with you in an innovative way through your website, an App from a smartphone or a PC browser.

## JOIN PHONE

A new solution aimed at small and medium-sized companies that need an advanced telephone switchboard, taking advantage of high-tech services, reducing telephone costs

## JOIN INTERPRETER

Thanks to this innovative service it is possible to instantly break down the geographical and linguistic barriers that can hinder business development, especially with emerging countries with a stronger economic growth rate

## JOIN TEAM

A Unified Communication service that exploits the potential of the Slack engine to offer audio, video, chat, file sharing, presence, calendar, to do services in addition to connecting to over 300 apps.

# Welcome to JOINVISION video conferencing service

**With the new JOINVISION room you have even more advantages:**

- Videoconference in HD
- Access in webRTC without downloading client
- Connectivity with H323 codec
- Access via audio
- Audio access
- Outlook plug-in to send invitations with a click
- IOS & Android app for easy conference access
- Chrome extension for even easier access
- online reports updated in real time



**YOUR CONFERENCE ASSISTANT**

CAN HELP YOU TO MAKE BEST USE OF THE JOINVISION CONFERENCING SERVICE.



# 1

## PARTICIPANT USER GUIDE

## 1.1 THE SUITE JOINVISION

The suite JOINVISION is based on the Arkadin's technology and it's easy to install on PC, Mac e mobile devices.



Chrome Estension



Plug in Outlook



IOS device



Android devices

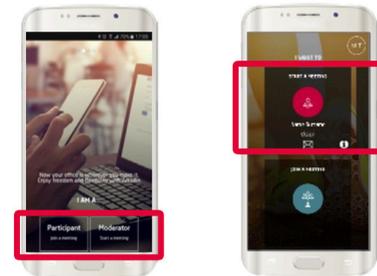
## 1.2 INTRODUCTORY TOUR TO THE DIGITAL MEETING

1.



After installation, start the application from the desktop or click on the icon in the Outlook plugin.

OR



Log in as an organizer from the app.

2.



Try the speakerphone, activate / deactivate webcam and microphone

3.



Invite the participants during the meeting

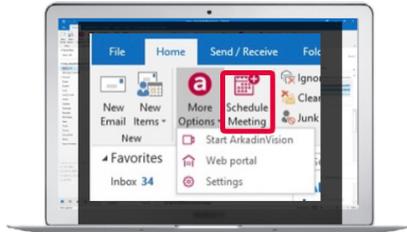
### 1.3 ENTER YOUR DIGITAL CONFERENCE AREA

-  Activate / deactivate the microphone
-  Activate / deactivate the webcam
-  Activate / deactivate ecomode
-  Switch to call on phone
-  Activate / deactivate selfview
-  Activate / deactivate microphones or disconnect participants individually
-  Invite meeting participants
-  Start / stop recording
-  Activate / deactivate all microphones
-  Lock / unlock the meeting room
-  Change the video layout (desktop only)
-  Chat with participants
-  Start / stop screen sharing
-  Access assistance
-  Exit the conference

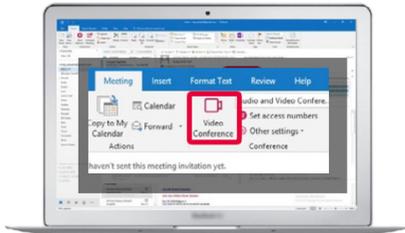


## 1.4 PLAN AND START A MEETING IN A FEW CLICKS FROM YOUR PC

### FROM PLUGIN OUTLOOK



Click "Schedule Meeting" to open a pre-filled invitation

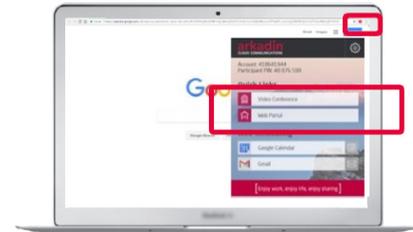


In the invitation, choose the languages and access numbers and click on "Video conference" to start the meeting

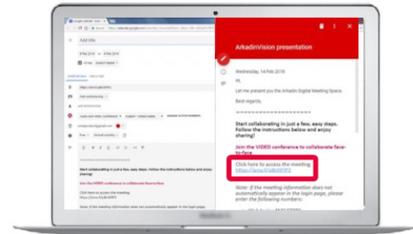


From the Outlook plugin, click on the Arkadin icon to participate in the conference

### FROM THE CHROME EXTENSION

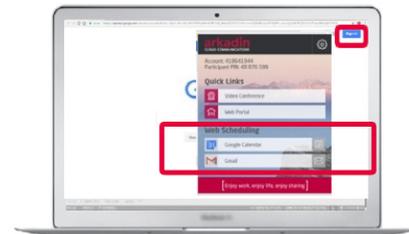


Choose the scheduling option you prefer to generate a pre-filled invitation



In the invitation, choose the languages and access numbers and click on link to start the meeting

OR

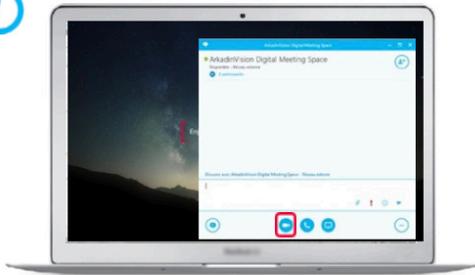


From the Chrome extension, click on Video conference to attend the conference

## 1.5 START A MEETING FROM SKYPE FOR BUSINESS, A ROOM OR YOUR PHONE APPARATOR



### FROM SKYPE FOR BUSINESS



Click «Sign in with Skype for Business» from the email invitation to open S4B and then «Video call»



### FROM A H323 ROOM SYSTEM



Enter the web login followed by "@ anw.li" or "@ dedicated IP address" (the IP address is in the link in the invitation email) and then the moderator Pin



### FROM TELEPHONE

You can also log in with a simple phone call by choosing one of the following three options:

- By typing / clicking on the number displayed in the invitation before the meeting
- Typing the number / answering the call before the online meeting
- With a simple phone call during the meeting



# 2

## GUIDE FOR THE MODERATOR

## 2.1 THE JOINVISION PORTAL

The JOINVISION collaboration portal allows quick and easy access to conferencing services.

### 2.1.1 Login

To access the JOINVISION collaboration portal, go to [joinconferencing.anywhereconference.com](http://joinconferencing.anywhereconference.com), enter the email address (or web login) and password (or PIN) and click on "login"

I'm a participant  
Join the meeting

I'm a moderator  
Start or schedule a meeting

Login or Web Login

Password or PIN Code

[Forgot your password?](#)

Remember me on this computer

**Sign In**

## 2.2 OVERVIEW OF THE INTERFACE

My collaboration portal

Welcome Darragh Fawcett

START WEB CONFERENCE with audio

START AUDIO CONFERENCE

SCHEDULE A MEETING

Customer service > English (United Kingdom) Log out

Next meeting  
None scheduled

My account details

Toll: +33 1 7072150  
Toll Free: 0805980102  
International numbers [View](#)  
[Download](#)  
[Download as PDF](#)

Participant web login: 301060034  
Moderator PIN: s88x  
Participant PIN: 22382053

MAIN MENU

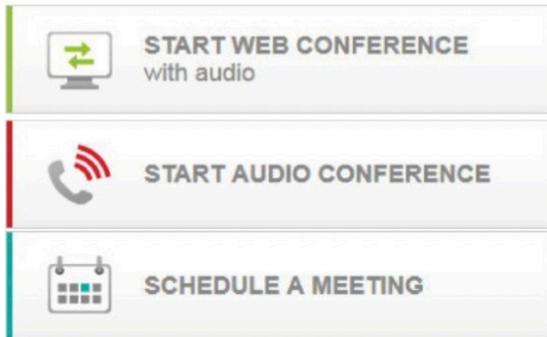
SETTING THE LANGUAGE

SCHEDULED MEETING REMINDERS

SUMMARY OF ACCOUNT DETAILS

INSTANT ACCESS BUTTONS

## 2.2.1 Immediate access buttons

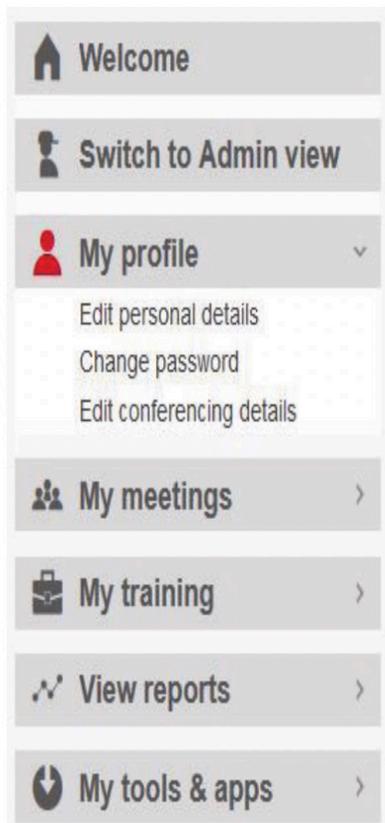


Start a web conference to easily share documents and applications.

Start an audio conference and open the online audio management console.

Open the meeting schedule to plan a future session and send invitations to participants.

## 2.2.2 Main menu



### Home

Access the main features

### My profile

Complete or modify your personal data (name, password, phone number, time zone ...)  
View the list of your conference accounts.

### My meetings

Start or edit your scheduled meetings, send invitations to attendees, and upload the documents you want to share during meetings.  
Download meeting records and view post-conference reports.

### My training

View guides and video tutorials to make the most of your conference services. You can also sign up for real-time training sessions \*

### My instruments and applications \*

Download plugins, toolbars and applications for your collaboration services or request a new account for a colleague.

\* Options may vary depending on the type of subscription

## END TO END CONFERENCE MANAGEMENT

### 2.3.1 Organize the meeting

Prepare and configure the conference in advance: you will allow your participants to access them more easily.

- A. Click My Meetings in the left toolbar, then choose the Schedule a Meeting option.
- B. Select meeting access, conference type, settings, time and topic. In the confirmation you can include the email addresses of the organizers to send them a notification. This is a particularly useful feature for those planning meetings on behalf of others, such as business manager assistants.



The screenshot shows a dialog box titled "Meeting settings". It contains the following fields and options:

- Access:** A dropdown menu currently set to "My regular access".
- Create meeting using:** Two radio button options: "my regular PIN codes" (selected) and "new PIN codes valid for this meeting only". Below these is the text "Which option is best for me?".
- Billing code:** An empty text input field.

Then click on Schedule a meeting to confirm. You will be redirected to the meeting management page.



The screenshot shows a dialog box titled "Confirmation". It contains the following fields and options:

- Send confirmation to email address in my Profile:** A checked checkbox.
- My Email address:** A text input field containing a blurred email address.
- Additionally, send Moderator confirmation information to the following:** A section with two text input fields: "Moderator Name:" and "Moderator Email(s): ?".
- At the bottom right, there are two buttons: "Schedule a meeting" and "Cancel".

- C. On the Manage Meetings page, locate the newly created meeting and click Send Invitations to Participants. Choose the audio access numbers to include and click Send. A pre-filled invitation will open with all the details of the meeting.
- D. Add recipients and send the invitation.

Alternatively, you can download the email plugin, which will allow you to create meeting invitations directly from your email application \*

### 2.3.2 Start and host a meeting

As a meeting organizer, you will have the opportunity to manage the session. For more information, see the introductory guides you will find in the My training section.

- A. For instant access meetings, click on the Start button on the homepage. You can invite participants directly from the meeting, using the functions for the organizers.
- B. For scheduled meetings, go to My Meetings> Manage Meetings. Locate the newly created meeting and click on Start. A new window will open, and the meeting will start.

### 2.3.3 Follow up of the meeting

After your meeting, in the My Meetings menu, you can:

- A. Access recordings: all registered meetings are listed and available for download.
- B. View detailed reports for each conference, including the list of participants and the minutes used for each meeting. If necessary, you can also manage the billing codes.

\* Options may vary depending on the type of subscription.



# 3

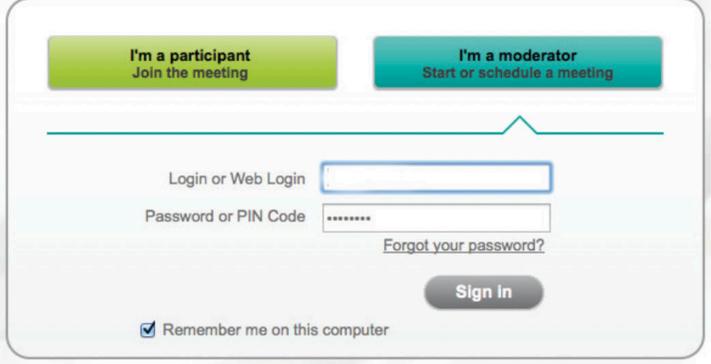
## GUIDE FOR THE ADMINISTRATOR

### 3. FUNCTIONS FOR THE ADMINISTRATOR

JOINVISION is a self-service portal that offers you full control as Administrator: you can in fact create, manage and enable / disable user accounts in total autonomy.

#### 3.1 Login

To access the portal, visit [www.joinconferencing.anywhereconference.com](http://www.joinconferencing.anywhereconference.com). Enter your e-mail address (or Web Login) and password (or PIN code Organizer), and click on Log In.



The screenshot shows the login interface of the JoinVision portal. At the top, there are two buttons: a green button labeled "I'm a participant" with the subtext "Join the meeting", and a teal button labeled "I'm a moderator" with the subtext "Start or schedule a meeting". Below these buttons is a horizontal line. Underneath the line, there are two input fields: "Login or Web Login" and "Password or PIN Code". The password field contains six asterisks. To the right of the password field is a link that says "Forgot your password?". Below the input fields is a "Sign In" button. At the bottom left, there is a checked checkbox labeled "Remember me on this computer".

If you have previously created a conference account, you will be able to view both the administrator menu and the end user menu: choose the one that suits you best and continue browsing.

#### Tips:

1. If you have forgotten your password, use the Forgot Password link.
2. Use the Remember me option to store your details and speed up future access.

## 3.2 INTERFACE OVERVIEW

### SETTING THE LANGUAGE

The screenshot displays the 'Utenti - Importa utenti' (Users - Import users) interface. At the top left is the 'JOIN CONFERENCING PROVIDER' logo. The main header reads 'Il mio portale di collaborazione' (My collaboration portal) and includes a 'Servizio clienti' (Customer service) link with an Italian flag. A left sidebar contains navigation options: 'Passare alla vista Utente' (Switch to User view), 'Gestire utenti' (Manage users) with sub-options like 'Visualizzare/modificare profilo utente' and 'Crea utenti in blocco', and 'Dashboard amministratore' (Administrator dashboard). The main content area features a form with the following fields: 'Entità di fatturazione' (Billing entity) set to 'Join SRL (BAIT000023129)', 'Gruppo' (Group) set to 'Join (GP0000020056)', 'Reparto' (Department) set to 'Join PG1 (PG0000024526)', 'Paese' (Country) set to 'Selezionare il paese...', 'Fuso orario' (Time zone) set to 'Selezionare il fuso orario...', 'Lingua' (Language) set to 'Selezionare la lingua...', 'Amministratore' (Administrator) with an unchecked checkbox, 'Livello di amministrazione' (Administration level) set to 'Seleziona il livello di amministrazione', and 'Tipo di conferenza' (Conference type) set to 'Seleziona il tipo di conferenza...'. A 'Seleziona un file da caricare' (Select a file to upload) button is present. Below the form, under 'Scarica file principale:' (Download main file:), there are two buttons: 'File principale Crea utenti (csv)' and 'File principale Crea utenti (xlsx)'. At the bottom right are 'Carica' (Upload) and 'Annullare' (Cancel) buttons.

**JOIN**  
CONFERENCING PROVIDER

Il mio portale di collaborazione

Servizio clienti >

Passare alla vista Utente

Gestire utenti >

- Visualizzare/modificare profilo utente
- Visualizza/modifica utenti disabilitati
- Creare un nuovo utente
- Crea utenti in blocco

Dashboard >

amministratore

**MAIN MENU**

### Utenti - Importa utenti

Il file caricato può avere fino a 400 record utente.

Entità di fatturazione: Join SRL (BAIT000023129) >

Gruppo: Join (GP0000020056) >

Reparto: Join PG1 (PG0000024526) >

Paese: Selezionare il paese... >

Fuso orario: Selezionare il fuso orario... >

Lingua: Selezionare la lingua... >

Amministratore:

Livello di amministrazione: Seleziona il livello di amministrazione >

Tipo di conferenza: Seleziona il tipo di conferenza... >

Seleziona un file da caricare

Scarica file principale:

File principale Crea utenti (csv)

File principale Crea utenti (xlsx)

Carica Annullare

## 3.3 MANAGE USERS

### 3.3.1 Create a new user

- Go to the Manage Users section
- Click Create a new user
- Fill out the form and send it

#### Tips:

by selecting the administration boxes, you can assign administrative rights to a user so that he can have the same features as you.

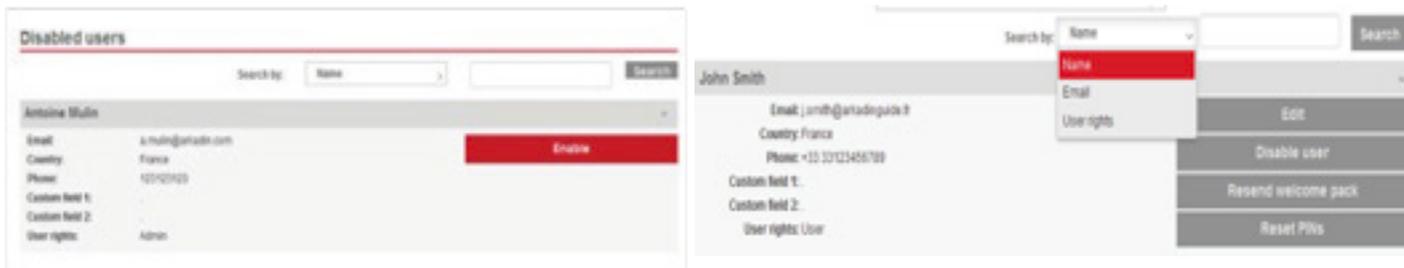
### 3.3.2 To create multiple users

- Go to the Manage Users section
- Click Create bulk users
- Select the company, conference type, country, time zone and language (these options will be shared by all users created in bulk) from the drop-down menu
- Enter users' personal details in a file (csv or xlsx format).

A screenshot of the "Utenti - Importa utenti" page in the JOIN portal. The page header includes the JOIN logo, the text "Il mio portale di collaborazione", and a "Servizio clienti" link with an Italian flag. The left sidebar shows navigation options: "Passare alla vista Utente", "Gestire utenti" (expanded to show "Visualizzare/modificare profilo utente", "Visualizza/modifica utenti disabilitati", "Creare un nuovo utente" (highlighted), and "Crea utenti in blocco"), and "Dashboard amministratore". The main content area is titled "Utenti - Importa utenti" and includes a note: "Il file caricato può avere fino a 400 record utente." Below this is a form with the following fields: "Entità di fatturazione:" (Join SRL (BAIT000023129)), "Gruppo:" (Join (GP0000020056)), "Reparto:" (Join PG1 (PG0000024526)), "Paese:" (Selezionare il paese...), "Fuso orario:" (Selezionare il fuso orario...), "Lingua:" (Selezionare la lingua...), "Amministratore:" (checkbox), "Livello di amministrazione:" (Seleziona il livello di amministrazione...), and "Tipo di conferenza:" (Seleziona il tipo di conferenza...). Below the form is a button "Seleziona un file da caricare". At the bottom, there is a section "Scarica file principale:" with two download links: "File principale Crea utenti (csv)" and "File principale Crea utenti (xlsx)". At the very bottom right are "Carica" and "Annullare" buttons.

### 3.3.3 To view or edit a user's profile

- A. Go to View / edit user profile, to find the list of all active users.
- B. You can search for a user based on the name, e-mail address or rights he or she has.
- C. Once the profile has been identified, you can modify the details.
- D. To change your e-mail address or hierarchy, contact your local customer service.
- E. You can re-send users' access data using the <send welcome packet> button.
- F. Reset users' PIN codes using the button <Reset PIN codes>.



### 3.3.4 Disable / enable a user

#### Disable a user

- A. Go to the list of active users in View / edit user profile and select the user you want to disable
- B. Click the Disable User button
- C. The user will be removed from the list of active users and moved to the list of disabled users.

#### Enable a user

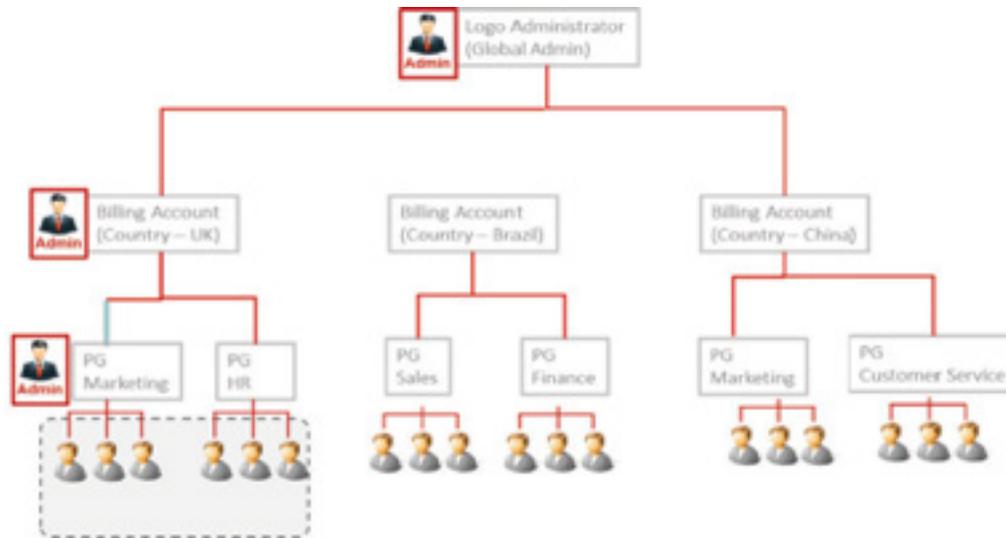
- A. Search for the user in the list of disabled users.
- B. Click the Enable User button
- C. The user will be removed from the list of disabled users and moved to the list of active users.

#### 4. TYPES OF ADMINISTRATOR

There are different types of administrators. The hierarchical level of these types of administrators differs depending on the type of new users / administrators they can manage

1. DIRECTOR OF THE GROUP / COMPANY
2. ADMINISTRATOR ENTITY OF BILLING
3. DEPARTMENT ADMINISTRATOR

Administrators can create new users / administrators for a type of account of hierarchical level equal to or less than their own. The image below shows an example of a structure that could be adopted by a large company.



#### 5. FREQUENT ERRORS

PROBLEM	CAUSE	SOLUTION
I can't enter the participant code	The phone is not enabled to receive DTMF tones	Check the phone functions
	The code is incorrect	Wait for the operator



**contact us**



**[www.joinconferencing.com](http://www.joinconferencing.com)**

**EMAIL SUPPORT:** helpdesk@joinconferencing.com

**WEB SUPPORT:** support.joinconferencing.com

**PHONE SUPPORT:** +39 06 94806460

### **JOIN SRL**

**Address: Join Srl**

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Calle Juan de Austria 9, Corralejo – Spain

71-75 Sheton Street, Covent Garden, London - UK



