User Guide

JOIN
VISION

JOINVISION user guide

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 JOINVSION 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
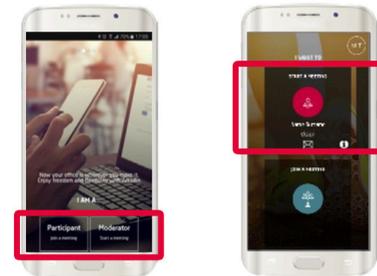
Log in as an organizer from the app.

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
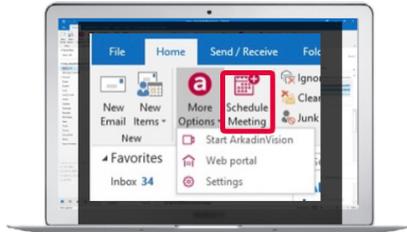
Click "Schedule Meeting"
to open a pre-filled invitation
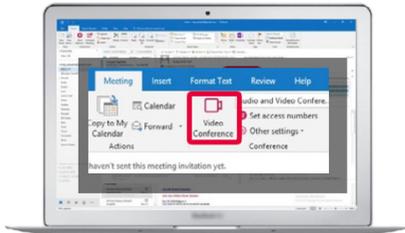
In the invitation, choose the languages and access
numbers and click on "Video conference"
to start the meeting

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

FROM THE CHROME EXTENSION
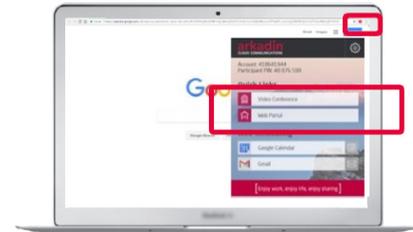
Choose the scheduling option you prefer to
generate a pre-filled invitation
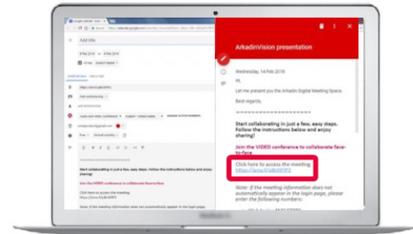
In the invitation, choose the languages and
access numbers and click on
link to start the meeting
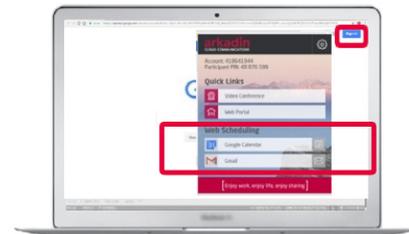
From the Chrome extension, click on Video
conference to attend the conference

OR

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

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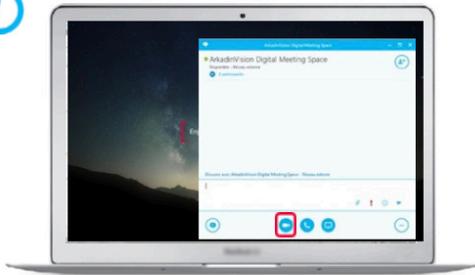
Click «Sign in with Skype for Business» from the email invitation to open S4B and then «Video call»

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,
enter the email address (or web login) and password
(or PIN) and click on "login"

2.2 OVERVIEW OF THE INTERFACE

SETTING THE LANGUAGE

SCHEDULED
MEETING
REMINDERS

MAIN MENU

INSTANT ACCESS BUTTONS

SUMMARY OF
ACCOUNT DETAILS

2.2.1 Immediate access buttons

START WEB CONFERENCE with audio
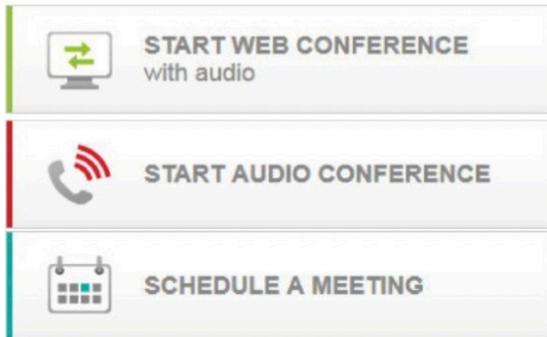
Start a web conference to easily share documents and applications.

START AUDIO CONFERENCE

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

SCHEDULE A MEETING

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

2.2.2 Main menu

Welcome

Switch to Admin view

My profile
- Edit personal details
- Change password
- Edit conferencing details

My meetings

My training

View reports

My tools & apps
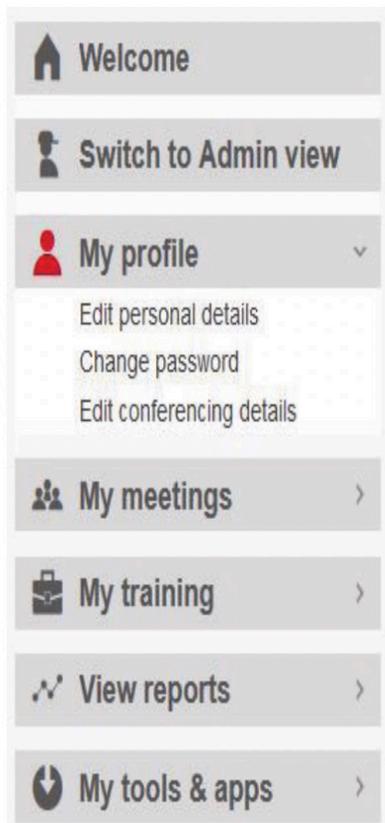
Home
Access the main features

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.

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

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. Enter your e-mail address (or Web Login) and password (or PIN code Organizer), and click on Log In.
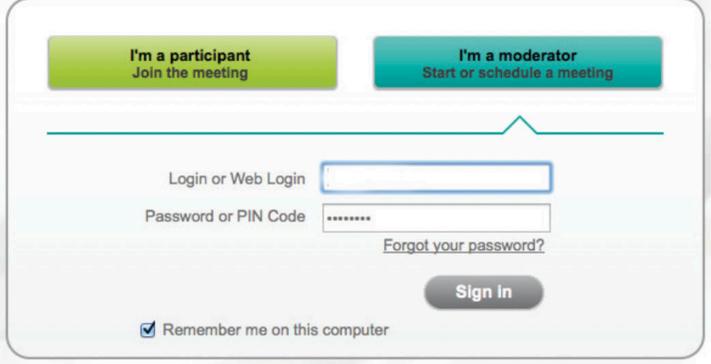
If you have previously created a conference account, you will be able to view both the administrator menu and the end user menu: choose the one that suits you best and continue browsing.

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

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).

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.
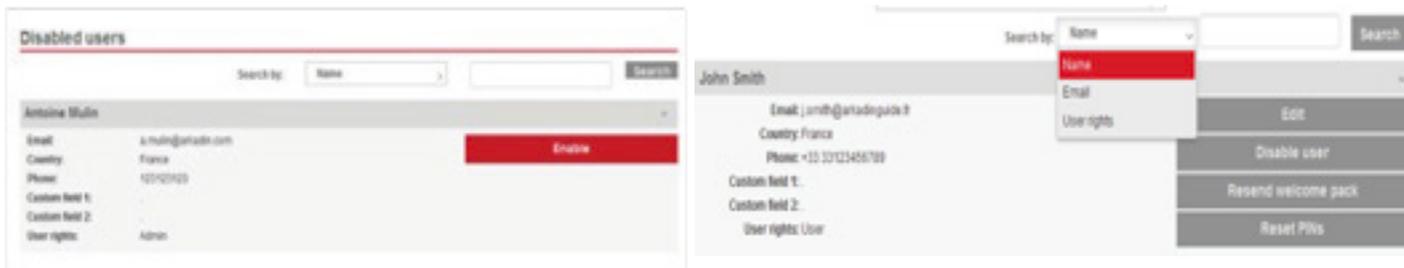
3.3.4 Disable / enable a user

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 manag

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.
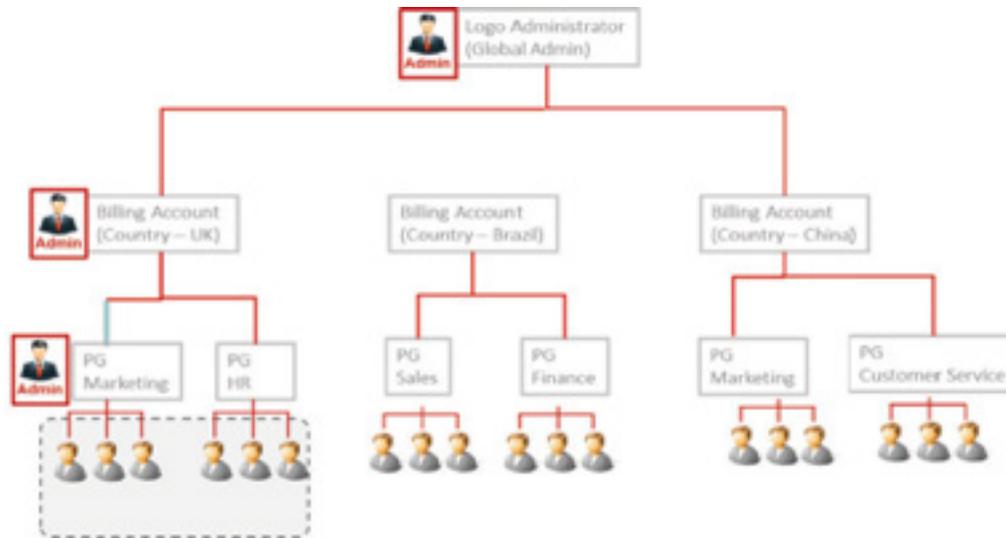
5. FREQUENT ERRORS

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

EMAIL SUPPORT: helpdesk@joinconferencing.com

WEB SUPPORT: support.joinconferencing.com

PHONE SUPPORT: +39 06 94806460

JOIN SRL

Address: Join Srl

Via Cola di Rienzo 52, Roma - Italy

Calle Juan de Austria 9, Corralejo – Spain

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

JOIN
CONFERENCING PROVIDER