User Guide

JOIN VIDEO

anytime
anywhere
anyhow

WE SIMPLIFY YOUR BUSINESS

JOINVIDEO 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 WEBINAR

A service based on Zoom technology; it is the easiest audio/video webcast service at the most affordable price. It allows you to reach a large audience through videos and presentations without any technical installation or special requirements.

JOIN HEALTH

JoinHealth is a mobile telemedicine platform that ensures peace of mind that the physician provides a remote physical platform using the TytoCare device. It includes an examination of the heart, lungs, ears, throat, temperature and skin.
Where and when you need it, without certifications, you can have the services of the best specialists.

JOIN CARRIER

JoinCarrier offers national and international telephone numbers, geographic, toll-free and shared in VOIP numbers to be connected to the JoinPhone switchboard or any other VOIP switchboard. Compatible with other solutions, such as Skype for Business and Teams.

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 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 VIRTUAL EVENT

A Virtual Event is an event organized in an artificial scenography. In a VIRTUAL SET the speaker can be surrounded by LED walls and floor, which allow instant visual feedback with the surrounding environment. All this allows the speaker a more natural interaction with the space, being able to show what surrounds him. The same result can also be obtained on GREEN SCREEN. No longer needing a real scenography, it is now possible to adapt the environments dynamically according to the needs of the event.

JOIN EDUCATIONAL

A videoconferencing service dedicated to schools. Each classroom is replaced by a virtual classroom with a dedicated access. Usage friendly for both teachers and students and completely controllable by school's Principle and Director.

Welcome to JOINVIDEO videoconferencing service

Your new JOINVIDEO meeting room offers many valuable benefits:

• HD video conference

• WebRTC access without downloading the client

• H323 / SIP codec connectivity (optional)

• Recording & streaming (optional)

• Audio access

• Outlook plugin to send invitations in one click

• iOS & Android app to easily access your conferences

• API for complete customisation

• Multilevel accounts management

YOUR CONFERENCE ASSISTANT
CAN HELP YOU TO MAKE BEST USE OF THE JOINVIDEO CONFERENCING SERVICE.

1
VIDEOCONNECT USER GUIDE

1.1. REQUIREMENTS

Required: computer - camera - microphone - speakers - internet connection.

Recommended: a wired network connection and an external audio device like a headset.

First time users: need to sign in JOINVIDEO portal URL.

1.2. GET READY

1. Sign in to your portal URL with your username and password.

2. If prompted, read JOINVIDEO User Terms & Conditions & Privacy Policy, check the boxes, and Continue.
    You may also Quit the app.

3. Adjust settings (top right of screen) ⚙

  a. Change device settings

    • Choose your camera, microphone, and speaker
    • Set ringing device for notifications
    • Enable/disable notifications
    • View camera preview
    • Enable/disable remote camera control for supported pan/tilt/zoom cameras

  b. Set language preference

  c. View VIDEOConnect version information

  d. Review JOINVIDEO Terms & Privacy policies

  e. Generate logs to assist with troubleshooting

4. View account info (top right of screen)

  a. Setup calendar integration*

  b. Sign out of VIDEOConnect

  *Not availbable for all organisations or users

1.3. GET SET

Meetings

  a. Schedule VIDEO meetings

  b. Join VIDEO metings

People

  a. Build a contact list

  b. Click a contact's name to

    • Place direct calls
    • Schedule meetings
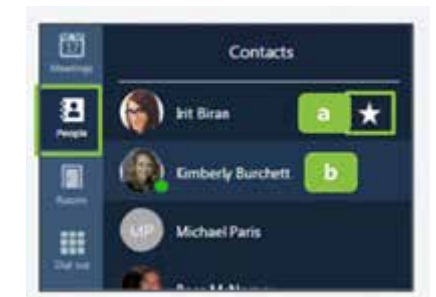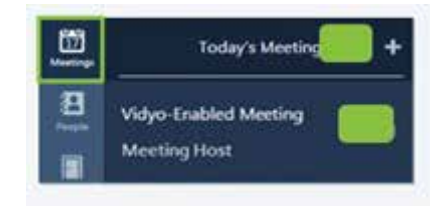   • View contact info

Rooms

  a. Create rooms for topics or projects

  b. Click your rooms to

    • Schedule & join
    • Settings & rooms PINs

Dial out

Connect with H323 / SIP conference systems

  a. Enter IP/SIP address of the system
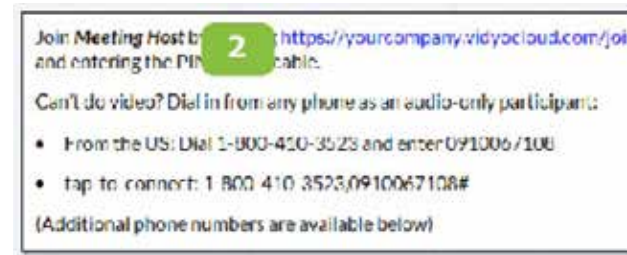
  b. Click the Call button

1.4. START

JOIN via integrated calendar

1. Select the desired meeting

2. Adjust devices and click "Join"

JOIN via your calendar

1. Login into VIDEOConnect

2. Click the room link

JOIN via a room

1. Select the appropriate room

2. Adjust devices and click "Join"

1.5. MEET

Participant list

Copy room link

Settings

Disconnect

Change layout

Click to mute

Click to mute

Click to stop video

Invite participant

Share content

Whiteboard

1.6. MANAGE

Participant Window:
Access controls in the top left of the window.

1. Participant list

2. Access remote camera control for eligible participants.

3. PIN participants to the screen

4. Participant device status

5. Initiate call recording*

6. Send an invite to current call*

7. Meeting Moderation*
    *Meeting organizer/host access only
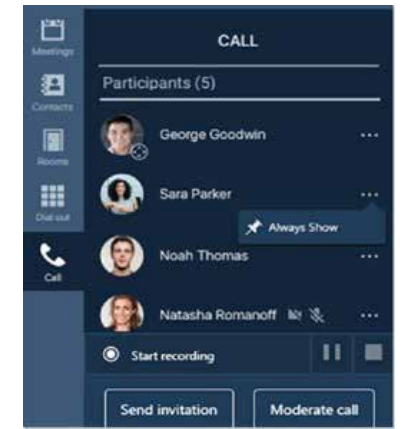
Meeting Moderation:
Additional controls

1. Invite participants

2. Lock meeting room

3. Record meeting

4. Recording library

5. Global controls

6. Individual controls
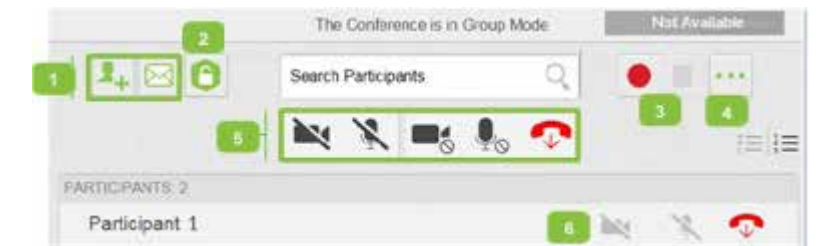
Remote camera control:
Participants with remote camera control enabled will display an icon next to their name and image

1. Click the icon

2. Control panel will appear (move this panel based on preference)

3. Use the arrows to move the camera

4. Use the -/+ to zoom in and out

2 VIDEODESKTOP USER GUIDE

Desktop enables you to easily enter a JOINVIDEO call either as a guest or as a registered user, make point-to-point calls, invite others to your meetings, and control your JOINVIDEO experience all from a single application with an intuitive user interface.

2.1 PRECALL

2.1.1.Viewing your contact list

1. Enter a name in this text box to search for a contact.

As soon as you begin typing, search results display.
If any users have the same name, the search results display those users' email addresses beside their names in order to help you differentiate between the users.

NOTE: *Beside each name in the search results, a* ➕ *icon displays. Click this icon if you want to add the person to your Contacts List.*

2. The number of contacts in your Contacts List.

3. The status and name of the contact or room.

Click to view information about the contact or room, place a direct call to the contact, join the contact's room, or join a public room.

4. Click 📅 to invite guests to a VIDEO meeting and automatically schedule the meeting on your calendar.

When you click 📅, a meeting appointment automatically opens using your default mail application.
Depending on what type of room you selected on the *Options* screen the meeting invitation pre-fills either with a unique room link to a JOINVIDEO room that was created for that particular meeting or with your personal JOINVIDEO room information.
You can select the date and time for the meeting, edit the content, and send it to guests that you want to invite. This meeting will be automatically scheduled on your calendar.

5. Click ⚙ to open the *Configuration and Status* screen.

2.1.2. Connecting to Your own room

1. Click to view more information about your room or to join your room. Your personal room is always the first entry in the list of contacts.

**2.** The status of the room, the room's owner, the room's extension, and the tenant name.

If you missed any calls while you were away from your VIDEODesktop, a *Missed calls* pop-up automatically displays.

This pop-up displays the date and time of the missed calls, as well as the names of the users who called you. To delete the list of missed calls, click *Clear All*.

Understanding the Status Icons.

3. Click *Connect to your Room* to join your room.

4. Select the *Share screen upon* connection checkbox if you want to share your screen with the rest of the participants when you join the meeting.

If you have only one screen, that screen is shared as soon as you join; if you have multiple screens, you are asked to select which screen you want to share.

5. Click , , and/or if you want your camera, microphone, and/or speaker to be muted when you join the meeting.

6. The number of participants in your room (if any).

7. Click to lock your room.

8. Click to invite guests to a VIDEO meeting without automatically scheduling the meeting on your calendar

When you click , a meeting appointment automatically opens using your default mail application. The meeting invitation pre-fills with your personal VIDEO room information (also known as "My Room").

You can add the date and time for the meeting, edit the content, and send it to guests that you want to invite. This meeting will **not** be automatically scheduled on your calendar.

9. Click to access the Room Details pop-up.

10. The Room Details pop-up enables you to enter a room, webcast, or moderator PIN, or copy the room or webcast link so you can send it to others.

## 2.1.3. Connecting to a contact's room or a contact directly

1. Click to view more information about the contact, place a direct call to the contact, or join the contact's room.

2. For public rooms, click the room to view more information about the public room or join the public room. You cannot make a direct call to a public room

3. The name and status of the contact, the contact's extension, and the tenant name.

4. Click to remove this contact from your Contacts List.

5. Click *Connect to [Contact]'s Room* to join that contact's room.

6. Click C*onnect with [Contact] Directly* to place a direct call to the contact. If this contact is in a busy or offline state, this button will be disabled.

7. Select the *Share screen upon connection* checkbox if you want to share your screen with the rest of the participants when you join the meeting.

If you have only one screen, that screen is shared as soon as you join; if you have multiple screens, you are asked to select which screen you want to share.

8. Click , , and/or if you want your camera, microphone, and/or speaker to be muted when you join the meeting.

2.1.4. Placing an external call

1. Click to place an external call to a contact that was not found in the directory.

2. Since these contacts are not in your directory, the only status available is that they are external contacts and are the room owner.

3. If you are calling a legacy H.323/SIP endpoint tap **Call** to place a direct call to that endpoint.
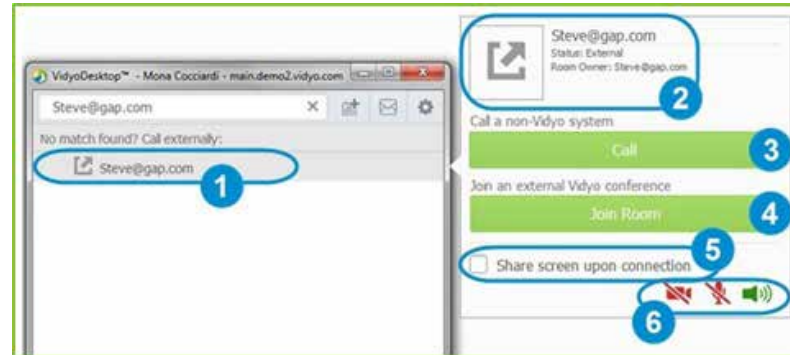
4. If you are joining an external **JOINVIDEO room** on another portal, tap Join Room to join that room.
The **Join Room** button displays only if the address you entered is in a valid format for an address on a different portal.

5. Select the **Share screen upon connection** checkbox if you want to share your screen with the external participant when you join the meeting.
If you have only one screen, that screen is shared as soon as you join; if you have multiple screens, you are asked to select which screen you want to share.

6. Click , , and/or if you want your camera, microphone, and/or speaker to be muted when you join the meeting.

2.1.5.Viewing missed calls

If you missed any calls while you were away from your Desktop, a Missed calls pop-up automatically displays.

This pop-up displays the date and time of the missed calls, as well as the names of the users who called you.

To delete the list of missed calls, click **Clear All**
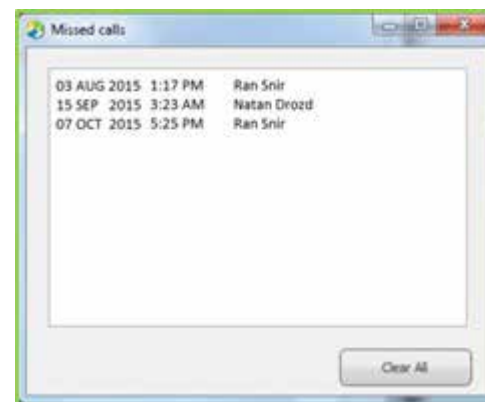
2.1.6. Understanding the status icons

Contact status

The contact is online and available to receive a direct call or to join a room.

The contact is online but is currently in a call or meeting.
You cannot make a direct call to this contact; however, you can join the contact's room.

The contact is offline. You cannot make a direct call to this contact, however, you can join the contact's room

Room status

The room is available and empty, so you can enter the room.

The room is available and PIN-protected. If you attempt to join the room, you will be asked to enter a PIN.

The room is occupied but available to enter.

The room is locked, so you cannot enter it.

The room is full, so you cannot enter it.

2.2 IN CALL

As soon as you join a meeting with VideoDesktop, you see the other participants in the meeting, any content that is being shared, and the task bar at the bottom of the screen. The only exception to this is if Presenter Mode or Waiting Room Mode has been enabled.

2.2.1. Using the task bar

1. Click [icon] to:

    a. View a list of the meeting participants. For first-time users, the Participants List is displayed by default when the call starts. You can select to view or hide the Participants List while you are in a call, and your selection will be remembered for subsequent calls.

    b. Mute the audio, mute the video, or disconnect a specific meeting participant (if you are the room owner).

    c. Chat with a specific meeting participant.

    d. Invite participants to the meeting via the contact list or by email.

    e. Lock or unlock the meeting (if you are the room owner).

    f. Launch the *Control Meeting page*, which provides access to the meeting moderation options.
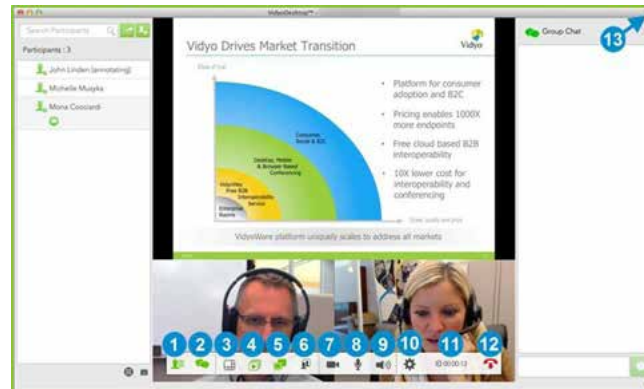
2. Click [icon] to chat with all the participants as part of the meeting group chat.

3. Click [icon] to select how to view the participants' video windows during the meeting, and to control the maximum number of windows.

4. Click [icon] to select which application or screen you wish to share in the meeting. If you choose to share your entire desktop, the Participants List and the task bar display in a small window (as shown in the screenshot on the right). This reduces the chance of inadvertently sharing your screen with other meeting participants.

5. Click [icon] to toggle among the applications or screens that are being shared during the meeting.

6. Click [icon] to toggle your self-view preference.

7. Click [icon] to show or hide the video from your camera. When the camera video is off, [icon] displays on the screen.

8. Click [icon] to mute, unmute, and control your microphone volume. When the microphone is muted, [icon] displays on the screen.

9. Click [icon] to mute, unmute, and control your speakerphone volume. When the speaker is muted, [icon] displays on the screen.

10. Click [icon] to open the Configuration and Status screen.

11. Click [icon] to toggle between the meeting time and a clock.

12. Click [icon] to end the meeting.

13. Click [icon] to enter and exit full screen.

On Mac OS, this button displays on the upper right side of the video window. On Windows, this button displays on the task bar.

2.2.2 Using the participant list

1. Enter a name in this text box to search for a participant.

2. The number of participants in the call.

3. The status and names of the participants in the call.

    a. If there are any guest users on the call, they display as "(Guest) username" in the list.
    b. If any users have the same name, the list will display those users' email addresses beside their names in order to help you differentiate between the users.

4. Click ▨ to invite guests to a VIDEO meeting without automatically scheduling the meeting on your calendar. When you click ▨, a meeting appointment automatically opens using your default mail application. The meeting invitation pre-fills with your personal VIDEO room information (also known as "My Room"). You can add the date and time for the meeting, edit the content, and send it to guests that you want to invite. This meeting will not be automatically scheduled on your calendar.

5. Click 👤+ to search for contacts so you can invite them to the meeting.

6. Click on a participant's name to access these functions:

    💬 enables you to chat with the selected participant.
    🎤 enables you to mute the microphone of the selected participant (if you are the room owner).
    📹 enables you to stop the video feed from the camera of the selected participant (if you are the room owner).
    📞 enables you to disconnect the selected participant (if you are the room owner).

7. Click 🔒 to lock or unlock the room while in the call (if you are the room owner).

8. Click ⊞ to access the DTMF dialpad.

9. Click 👤 to access the Control Meeting page on the portal (if you are the room owner).

10. The list of participants who are currently the active speakers.
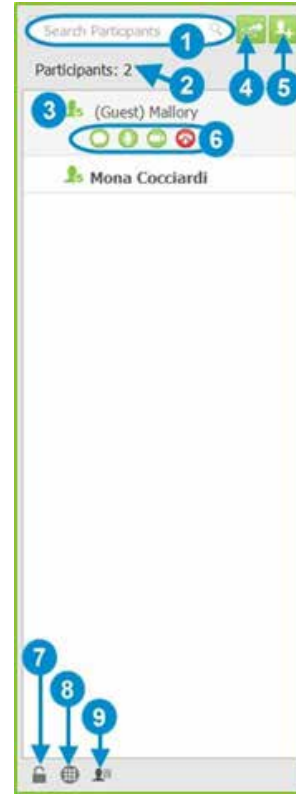
The **Active Speaker** 🔊 icon and the display name of up to three speakers display at the bottom of the Participants List to indicate which participants are introducing audio.

2.2.3. Controlling the meeting
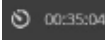
The **Control Meeting** page can be accessed from VIDEODesktop only by the room owner or by participants who have been provided with the Moderator PIN.

1. Click 👤+ to add a participant to your room.

2. Click ✉ to invite a participant to your room via email.

3. Click 🔒 to toggle between locking and unlocking your room.

4. Click ⏺ to record or to record and webcast a meeting

5. Click ⏸ to pause a recording or webcast.

6. Click ⏹ to stop a recording or webcast.
    (Options 4-5-6 are available only if your system includes the recorder).

7. Click ⋯ to access the Options pop-up. The Options pop-up enables you to:
    a. Access the recording library.
    b. Set a moderator PIN.
    c. Set a room or webcast PIN, and create or remove a room or webcast link.
    d. Enable or disable Presenter Mode.

    When a meeting is in Presenter Mode, the participants can view only the presenter, the audio for all the participants (except for the presenter) is muted, the participants must click the ✋ icon on the task bar to request to speak, and the presenter can enable specific participants to speak.
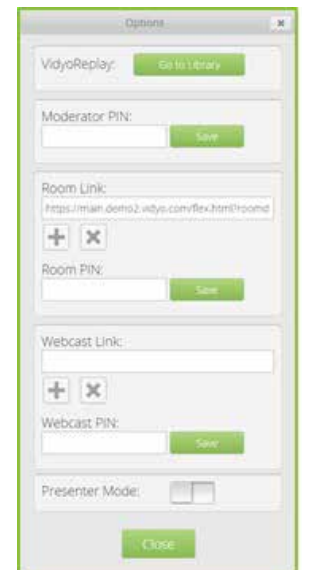
8. Click ⏱ `00:35:04` to toggle between viewing the current meeting duration and viewing the current time of day. The meeting timer is the default.

9. Click ≣ to sort the list of your participants alphabetically.

10. Click ≣ to sort the list of your participants in attendance order.

11. Click ◣ to disable video on all participants' cameras without allowing them to re-enable it.

12. Click ◣ to disable video on all participants' cameras while allowing them to re-enable it.

13. Click ◣ to mute audio on all participants' microphones without allowing them to re-enable it.

14. Click ◣ to mute audio on all participants' microphones while allowing them to re-enable it.

15. Click ☎ to disconnect all participants from your meeting room.

16. Click ◣ to disable video on the selected participant's camera without allowing that participant to re-enable it.

17. Click ◣ to mute audio on the selected participant's microphone without allowing that participant to re-enable it.

18. Click ☎ to disconnect the selected participant from your meeting room.

2.2.4 Joining a meeting with presenter mode or waiting room mode enabled

PRESENTER MODE
Instead of seeing all the meeting participants as soon as you join a meeting, the following occurs when Presenter Mode is enabled:

- You see the presenter only, or if the presenter has not yet joined the meeting, you see a message telling you to please wait for the meeting to begin.

- Your microphone is muted.

- The task bar looks like this:
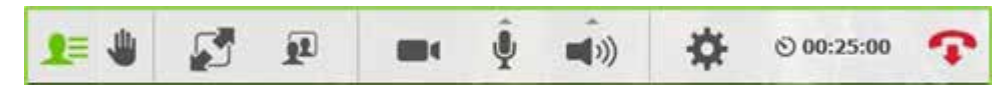
Once the meeting begins, you must click ✋ if you want to speak. The presenter can then select which participants can speak from those requesting to do so.
If Presenter Mode gets disabled during the meeting, the message "All conference functions are now available" displays, and the task bar updates to include all of the normal in-call icons.

WAITING ROOM MODE
Like with Presenter Mode, when you join a meeting where Waiting Room Mode is enabled and the room owner has not yet joined the call, you do not see all of the meeting participants; instead:

- You see a message telling you to wait for the meeting to begin.

- Your microphone is muted.

As soon as the room owner joins the meeting (or the meeting moderator manually disables Waiting Room Mode), you see all the other meeting participants, any shared content, and the full task bar displays on the screen.

2.2.5. Using the configuration and status screen

To access the Configuration and Status screen:

• If you are not in a call, click ⚙ on the Contacts List.

• If you are in a call, click ⚙ on the task bar.
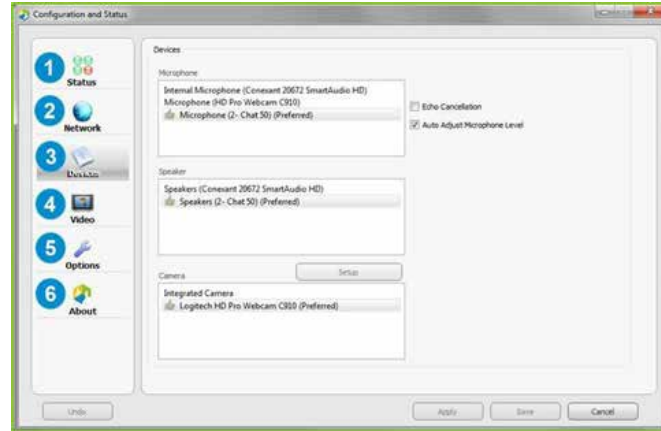
1. Click 🔲 to:

  a. View user and meeting status information.

    • Click the Show Conference Status button to obtain detailed information about bandwidth (kbps), video statistics, audio statistics, number of participants, and rates.

  b. Generate diagnostics reports.

2. Click 🌐 to configure the network settings:

  a. In the Portal section:

    • Select the Validate Server Certificate checkbox only if you are testing encryption with a self-signed certificate. Otherwise, do not select this checkbox.

    • Enter the allowed media port range (between 50000 and 65535).

  b. In the VIDEOProxy section, select the Always use VIDEOProxy checkbox if you want VIDEODesktop to always connect via the assigned VIDEOProxy. VIDEO recommends that you try to connect directly.

  c. In the Web Proxy section, select the Use settings from operating system checkbox if you want VideoDesktop to follow the Internet Explorer Local Area Network settings on Windows or the OS settings on Mac. Otherwise, select the Use the following settings checkbox and then select:

    • **Automatically detect settings** to configure VideoDesktop to try to connect using WPAD (Web Proxy Auto-Discovery Protocol).

    • Use automatic configuration script to configure VideoDesktop to use a specific PAC script for connection.

    • Use proxy server to configure VideoDesktop to connect through a specific Web Proxy server. If you select this checkbox, enter the Web Proxy address, port, username, and password.

    • If you are trying to connect to a Web Proxy that requires authentication, you must enter the username and password regardless of the selected method.

**NOTE:** *For help with configuring your network settings, talk to your system administrator.*

3. Click 🔲 to:

  a. Select the microphone, speaker, and camera you are using.

  b. Control echo cancellation.

  c. Set whether you want the microphone level to be automatically adjusted.

4. Click 🔲 to select your video quality preferences.

5. Click 🔧 to:

  a. Select the language of the user interface.

  b. Select the default room type you want to use each time you click 🔲 to schedule a VIDEO meeting and invite guests to that meeting:

    • If you want to schedule the meeting in a new meeting room each time you click 🔲, select A new room will be created for each meeting invitation.
In addition, you can select the **Always add PIN to my meetings** checkbox to require guests to enter a PIN to access the room.

    • If you want to schedule the meeting in your own personal room each time you click 🔲, select Your personal VIDEO room information will be used for each meeting invitation.

NOTE: *If the "Make Scheduled Rooms available on your tenant" option is disabled on the Portal, this feature will be disabled on VideoDesktop as well. In such cases, each time a user clicks* 📅 *the new meeting will be scheduled in that user's personal room, and all the fields on the Options screen related to the scheduled room.*

    c. Select which ringing device you want VIDEODesktop to use.

    d. Select whether you want VIDEODesktop to:

       • Automatically start when you log in.

       • Automatically answer incoming calls.

       • Play a tone whenever a participant joins or leaves a call.

       • Start the conference in Full Screen mode.

       • Show the participants' names on-screen during calls.

6. Click 🔲 to:

    a. View the VIDEODesktop version being used.

    b. Check for software updates.

REQUIREMENTS

Technical

1. VideoDesktop Client
VideoDesktop client is a software application that allows you to connect to your videoconference from a PC or laptop once access to the JOINVIDEO cloud videoconferencing service has been enabled. The client is supported in both Windows and Mac desktop environments.
For more details on VideoDesktop client functionalities please see our operating guide.

2. Supported Operating Systems
VideoDesktop client is compatible with the following operating systems:

Windows

• Windows XP 32-bit

• Windows 7 32-bit and 64-bit

• Windows 8 32-bit and 64-bit

• Windows 8.1 32-bit and 64-bit

• Windows 10 32-bit and 64-bit

Mac

• Mac OS X 10.6 .8

• Mac OS X 10.7.5

• Mac OS X 10.8.5

• Mac OS X 10.9.3, 10.9.4, 10.9.5

• Mac OS X 10.10, 10.10.1

3. CPU
For DVD/HD 720p video quality a computer with a 2nd generation (2009) Intel i5 CPU is recommended.
Full HD video quality requires a 3rd (2011) generation Intel i7 CPU.4

4. Network
The VIDEODesktop client is connected via the internet to central servers which provide cloud videoconferencing services.

If this connection is blocked or limited by corporate security policies, there may be a break in connection leading to poor audio/video quality for the other videoconference participants.

If this is the case it is advisable to contact the IT Department of your company for further network (Firewall and Proxy) analysis.

The correct connection parameters are as follows:

• TCP: 80, 443, 17.990, 17.992

• UDP: from 50.000 to 65.535

Home Internet connections and 3G/4G cellular networks do not suffer from this kind of problem.

5. Recommended Audio and Video Devices
The right choice of audio and video devices is very important for high-quality desktop videoconferencing.

It is recommended to use an external HD webcam, as its quality is superior to that of an integrated webcam.

For better audio performance it is advisable to use headphones with a built-in microphone (jack or USB) or a USB speakerphone.

It is not recommended to use PC-integrated audio devices, as these can cause echo effects in speaker playback. The VIDEODesktop client will automatically choose the best audio and video peripheral devices available or connected to the PC.

It is possible to manually select an alternative device (e.g. if the automatically activated devices are not working properly or the quality is poor).

It is advisable to make sure that the audio and video devices are not being used by any other programme such as Skype before joining your videoconference using the VIDEODesktop client. Sometimes programmes such as Skype prevent the devices being used for the VIDEOdesktop. If this is the case, close the other programs or restart your PC.

How to Prepare for a Video Conference

Test Your Videoconferencing Equipment
Familiarize yourself with all the tools and functionalities of videoconferencing in advance to avoid possible problems. Make sure your PC is working properly and you have a HD webcam at your disposal. In order to get the best sound quality use a USB headset (or earphones) instead of PC-integrated devices, as the latter can cause echo effects in speaker playback.

Choose a Professional Location
Make sure the room you are about to videoconference from has good lighting and is free from distractions or anything within view that could be perceived as unprofessional. Beware of noises, both external (e.g. city traffic) and internal (other people talking in the room), as they may make it difficult to listen to you. The light source (e.g. window) should be situated in front of you and not behind your back: windows in the background can cast dark shadows.

The Correct Framing
The webcam should be located at eye-level in a central position in relation to your monitor. It may seem obvious, but it's crucial in order to make your interlocutors feel that you are looking into their eyes during the videoconference. The distance between you and the webcam should be sufficient to frame your face and the upper part of your body.

Take a Trial Run
Ask a friend to have a videoconference with you to provide feedback on audio quality and the right framing as well as recommending adjustments for your surroundings. Test the audio in order to find the right distance from the microphone: if you are sitting too close, your interlocutors will hear the sound of your breathing.

Clothes
Don't assume you'll only be visible from the waist up. When dressing up for a formal videoconference, avoid bold patterns and colours that don't show up well on video. No stripes, squares or reflective fabrics. Solid colours are preferable for a videoconference.

During the Videoconference
Remember to mute your phones and ask not to be disturbed during the videoconference. Sit up straight but try not to appear rigid. Look at the camera when talking. Make sure the other participants can hear you: speak loudly and clearly. Approach the videoconference as if it was an in-person meeting. Before leaving your desk or making any comment make sure that your audio and video connection is actually closed.

FREQUENTLY ASKED QUESTIONS

How can I participate in a cloud-based video conference?
Registered users have their own virtual meeting room which they can join by entering their Username and Password on the Login page of he JOINVIDEO service. Invited guests join by simply clicking the link received in the email invitation to the video conference. Guests can chose which name is displayed to the conference or simply leave blank.

Is it possible to share data in a video conference?
Each participant in the video conference can share all applications open on their PC's desktop, including powerpoint presentations. The H.239 standard is supported for data sharing on group video conferencing room systems.

Is it possible to protect the video conference from unauthorized access?
The owner of the virtual conference room who is hosting the video conference can block access to the conference at anytime by using the room lock function. This does not affect users who are already connected to the video conference, but will prevent access by unauthorised people once activated. If you want to prevent access, even accidental access then it is better to lock the room once all the invited participants have connected. The other way to protect your video conference is to activate a PIN number which is used to access to the virtual conference room. This number can be changed as many times as you want.

Is it possible to manage the audio and video of other video conference participants?
The owner of the virtual conference room and host of the video conference, can enable and disable the microphone and the webcam of a single participant or of all participants simultaneously.

What is the maximum number of videoconference participants?
It is possible to connect up to 100 devices to a single videoconference but the number of participants is limited and depends on the maximum capacity assigned to each video conference room.

How many participants can be seen on the screen simultaneously?
The maximum number of participants visible on your display is 8. If there are more than 8 participants then the current speaker is always displayed and one user is dropped from the display until that user speaks again. If the layout of 8 frames is selected but you see fewer participants on the screen, this means that your current available Internet bandwidth is not enough or the device you use (e.g. PC) does not have enough resources to support this type of video conferencing layout.

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