User Guide

JOIN
AUDIO

JOINAUDIO 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 the JOINAUDIO audio conference service

With the new JOINAUDIO room you have even more advantages:

• Wide availability of international access numbers, toll and toll free

• Web interface to monitor and manage your conferences

• Web portal to customize the functions of the virtual room

• Repository for documents useful for the meeting

• Functions of Lecture mode, Q&A, Repository

• IOS & Android app for easy conference access

• Advanced recording and streaming service

• Online reports updated in real time

YOUR CONFERENCE ASSISTANT

A CONFERENCE ASSISTANT IS AT YOUR DISPOSAL TO HELP YOU UNDERSTAND ALL THE ADVANTAGES AND METHODS OF USING THE JOINAUDIO SERVICE

1
MANUAL PARTICIPANT

1.1 CONFERENCE BY PHONE

At the conference start time, dial the access telephone number and enter your *Participant Code* followed by the *# key*.
You can view the complete list of access numbers here (check that your toll-free numbers and special terminations are enabled in your contract).
Choose the phone number to connect based on the country you are in:

COUNTRY	ACCESS	LANGUAGE	NUMBER
Italy (Turin)	Toll	Italian	+3901119829951
Italy (Rome)	Toll	English	+390694816824
Japan (Tokyo)	Toll	English	+81345209608
Luxembourg	Toll free	English	80088064
Luxembourg	Toll	English	+35220880748
Malaysia	Toll	English	+601548770271
Malta	Toll	English	+35627782195
Mexico	Toll	English	+525527895499
Netherlands (Amsterdam)	Toll	English	+31208080503
New Zealand (Auckland)	Toll	English	+6498875387
Norway (Oslo)	Toll	English	+4721611625
Philippines	Toll free	English	180013200017
Poland (Warsaw)	Toll	English	+48223003931
Portugal	Toll free	English	800180000
Portugal	Toll	English	+351308800784

The numbers differ in three categories:
• **TOLL** national landline numbers, can be called either by landline number or mobile;
• **TOLL FREE** toll-free numbers only reachable from a landline phone;
• **TOLL FREE OPEN** toll-free numbers reachable by mobile phone.

If the country from which you call is not present in the list of access numbers, we advise you to choose the telephone number of a neighboring country or alternatively call one of the iNum (also present in the pop list).
The iNum is a telephone number released from a specific country or city, normally the telephone numbers have the country prefix and the city prefix, obviously different for each country, this does not happen with the iNum.

All iNums have a unique country code for all *(+883)* that we can call from our traditional landline at the cost of a national call and not an international call. The accessibility of an iNum depends on the agreements between the telephone operators of the various countries. This is independent of our will.

Alternatively you can connect to the conference call via Skype (if enabled) by adding the contact:
joinaudio.joinconferencing.com

1.2 CONFERENCE VIA APP

The JOIN Audio app allows you to store frequently used meeting rooms and access conferences with a simple click directly from your smartphone or tablet.
Download the **JOIN Audio** app for iOS or Android for free.

By clicking on the *"Aggiungi" (Add)* icon you can enter your name and room number.
The selector with the words *"Questa è la mia stanza" (This is my room)* must be activated only by Host for rooms of which you have in addition to the participant code also the moderator code.
By clicking on the ⊕ at the side of the round you can insert a custom image.

DISPLAY THE RECORDED ROOMS
Each registered room is displayed in a colored space with an icon that shows the inserted profile picture.
The first image is larger and shows the main room.

LAUNCHING A CALL
Clicking on the photo of the room opens a new image, from here we can:
1. Launch the phone call by clicking on the green icon.
2. Launch a VOIP call by clicking on the blue icon, if a VOIP app is installed in the device.
3. Change the name of the room and the image by clicking on the three dots.

CHECKS IN CONFERENCE
Once connected to the conference, a window will open with the commands to manage your audio without using the numeric keys.

SETTINGS
Under settings we can:
• Complete the data in our profile and link it to the Google and LinkedIn account.
• Manually select a POP to call by clicking on *"Configurazione" (Configuration)*
• Activate the geo location that allows the app to automatically choose the POP to call closest to us.
• Read the Privacy conditions

1.3 USEFUL PARTICIPANT COMMANDS

From the phone keypad you can use the keys to manage the meeting:

button ***0**   Operator assistance

button***3**   Leave the conference

button **#4**   Instructions on how to use the conference

button ***6**   Deactivate / reactivate your microphone or ask a question during a Q&A session

button **#3**   Increase the gain (only for Italian access numbers)

button **#2**   Decrease the gain (only for Italian access numbers)

1.4 TIPS & TRICKS

a. Make sure you have a number to call and a code

b. Be on time in order not to keep the other participants waiting

c. Mute the microphone in case of ambient noise

d. Introduce yourself at the conference and before intervening

e. Synthetic interventions to avoid loss of attention

f. Avoid distractions, losing the thread is easy

2
HOST
MANUAL

2.1 PREPARE THE CONFERENCE

2.1.1 The invitations

Preparing an audio conference means making sure that participants receive all the information they need to access in time.

The data to be communicated are:
• conference date and time
• list of telephone numbers to call
• participant code
• topic of the meeting
• instructions to silence / reactivate the microphone

Attaching a copy or a link to this manual to the invitation provides the participant with all the instructions to download the accessory tools.

You can manually prepare an email that includes all the necessary information or use one of the automatic modes offered by the service:
• using the outlook plugin (chapter 2.2.5)
• through the Join portal (chapter 3.6)

2.1.2 The role of the Host

The following tasks are normally delegated to the conference host:
• close access to the room if requested
• open the discussion
• moderate interventions
• manage the audio of the participants in case of external noise
• manage the Questions and Answers session
• close the conference
• send a report by email

Opening the discussion means welcoming the participants, remembering the topic to be discussed, briefly presenting the guests, declaring the time within which to conclude the conference, recommending the conciseness of the interventions. Moderating interventions means inviting people to take the floor and make sure they don't talk for too long.

Closing the conference means briefly summarizing the discussion, possibly communicating that a report email will be sent, inviting to hang up the phone and wait until all participants have left the conference. At that point, the Host can also hang up.The report email is an act of courtesy generally very appreciated in professional contexts. It is sufficient to simply report the summary of the discussion done before closing the conference. Another task for the Host is to possibly start the audio recording of the conference call. In this case the Host must notify all participants before the discussion begins, explaining the reason for registration and make sure that nobody has anything against it.

2.2 USEFUL TOOLS

2.2.1 Manage the conference

If the Host connects via telephone, the conference can only be managed via the numeric keypad with the following DTMF commands:

*0   Operator assistance
*1   Dial out (only Host, if enabled)
*2   Count of participants
*3   Leave the conference
#4 Instructions on how to use the conference
*5   Disable / reactivate the microphones of all participants (Host only)
*6   Turn off / on your microphone or ask a question during a Q&A session
*7   Close / reopen conference access (Host only)
*8   Enable / disable input and output tones
*9   Start / end audio recording (Host only, if enabled)
#3 Increase the gain (only for Italian access numbers)
#2 Decrease the gain (only for Italian access numbers)

Please note that some PBXs use the same DTMF commands for internal functions.

2.2.2   Dial out

1. Communicate to the participants that they will receive a call.
2. The moderator calls the conference access number and enters his *Host code*.
3. The moderator types *1 and a registered voice asks him to enter the phone number to be added followed by the *# key.*
4. You are asked to confirm, again with the *# key*
5. When answered, the called party is connected to the conference when the moderator types *1.
6. The participant hears a message inviting him to press the *key* and communicate his name, followed by the *#*.

The moderator can repeat the steps from step 3 for each additional participant he wishes to add.

2.2.3 Registration

Registration can be activated using the *9 command* from the telephone keypad.

Pressing *9 the moderator will hear the following message:
"To start recording this conference press 1, to return press *(asterisk)*".

Pressing key 1 then starts recording.

All participants will hear a warning that the conference is being recorded.

*To end the recording, press *9* again, at which point the system will invite you to *press 1* to stop recording, otherwise *press *** to return to the conference and continue recording it.

The recording file can be downloaded independently (chapter 4.6), by accessing the Moderator control panel https://moderator.joinconferencing.com with the appropriate credentials.

2.2.4 The IOS & Android app

The JOIN Audio app allows you to store frequently used meeting rooms and access conferences with a simple click directly from your smartphone or tablet.

Download the JOIN Audio app for iOS or Android for free.

2.2.5 Outlook plugin

The plugin is available for Outlook 2010, 2013, 2016 and 2019 and allows the creation of spot conferences using the MS Outlook calendar. The date and time of the spot conference are synchronized with the event.

Outlook sends the event to all participants and each of them can access the room with the **Participant Code** indicated in the invitation.

If the room owner prefers to log in with the **Host Code,** he can find it in the email sent to him by the JoinAudio Portal.

The plugin can be downloaded from the following links:
https://portal.joinconferencing.com/support/files/JoinOutlookAddIn_SetUp_2_0_9_428.exe
https://portal.joinconferencing.com/support/files/JoinOutlookAddIn_SetUp_2_0_9_428.zip

INSTALLATION PROCEDURE

a. Close all Microsoft Office®
applications.

b. Download the Join Add-In
installation file for Microsoft Outlook.

c. Start the installation.

d. When the installation is finished,
open Microsoft Outlook and choose
the **"Add-ons"** item under the File
menu.
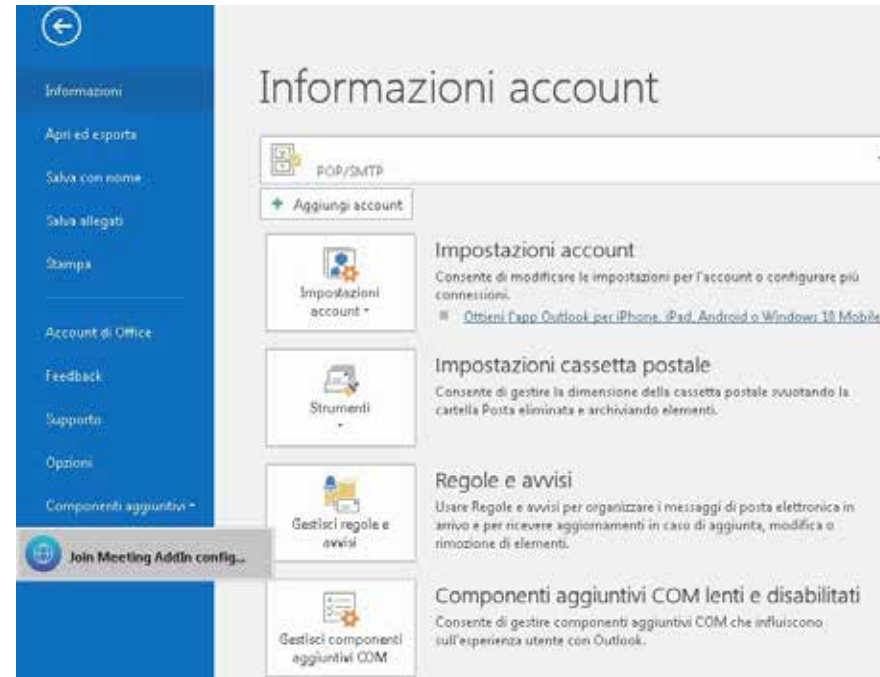
Click on **"Join Meeting Add In config ..."**
and configure your Join account:
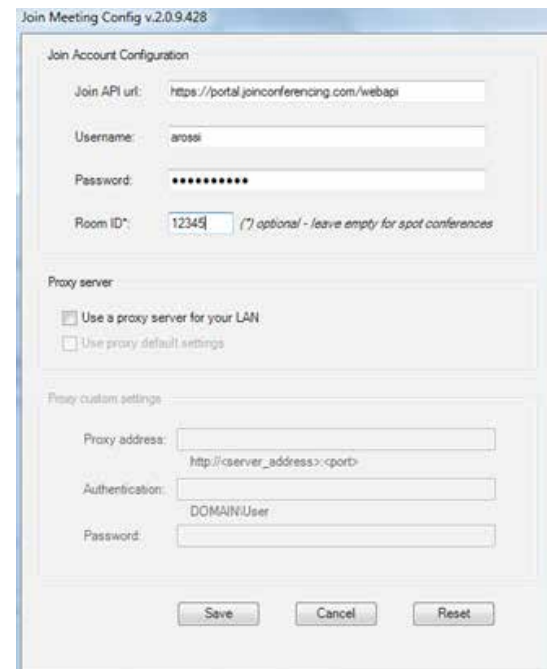
The plugin allows you to schedule
using your own permanent room or a
spot.

The choice between spot or permanent
is made during setup: if you enter the
Conf ID of a permanent room, the
plugin schedules using that room. If
the field remains empty, the plugin
schedules using the spots.

Now you can use the Join Meeting
Add-In for your appointments and
meetings.
Create a new Appointment or Meeting
and **click on Schedule Join** to create a
JoinAudio conference:
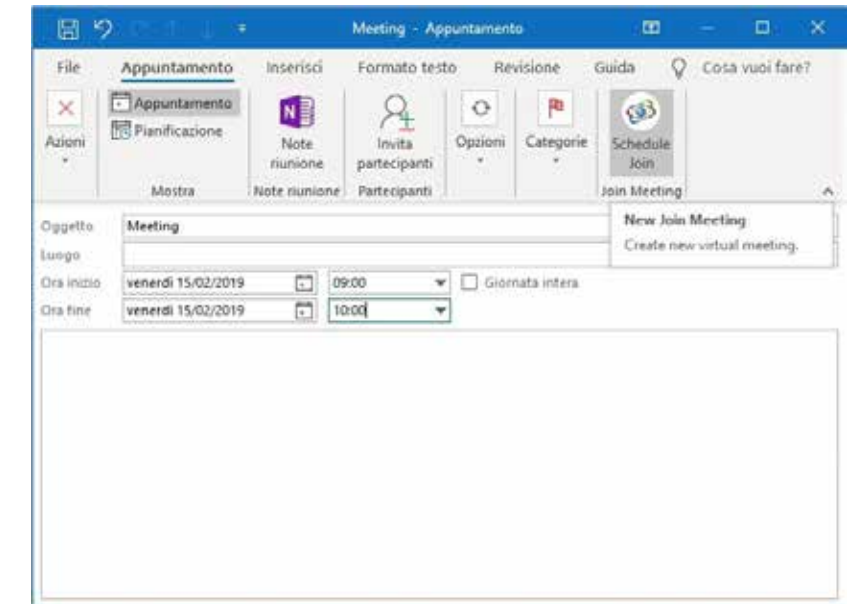
If you are unable to view the Add-In
Join Meeting, you must activate this
component in the Options under the
File menu:
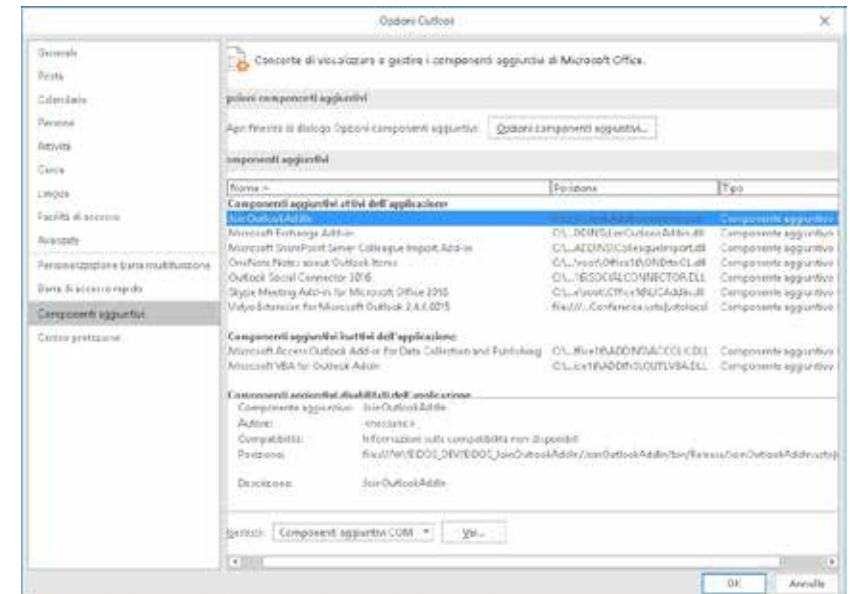
3. THE JOIN PORTAL

The JOIN portal allows each user to manage their rooms and view their details.
Optionally, higher level accesses are also available, which allow, within your organization, to manage the audience of users, carry out research, analyze consumption.

3.1 Login
To access the JOIN portal, connect to https://user.joinconferencing.com/ and enter the username and password received in the service activation e-mail.
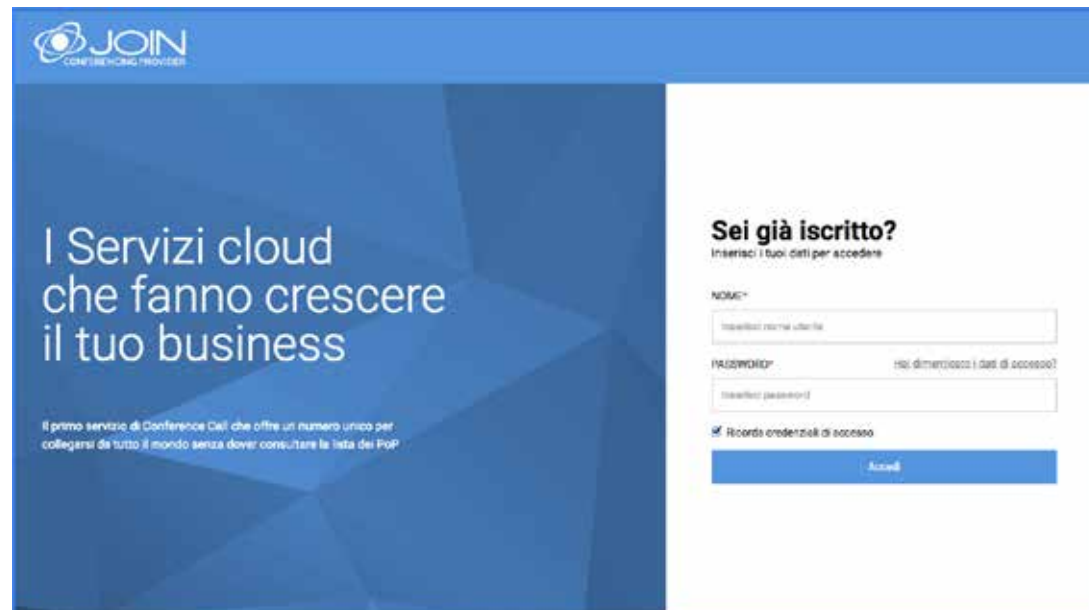
Alternatively it is possible to access from the customer area of the site www.joinconferencing.com

3.2 Interface

The start page shows:

1. Access to the user profile (see p. 3.3)

2. The working time zone

3. The rooms registered to the user

4. An *"Add New Room"* button to create a (temporary) spot room (see p. 3.4)

For each of the registered rooms it is possible to access the following sections:

1. SETTINGS (chapter 3.5)

2. INFO (chapter 3.6)

3. REPORT (chapter 3.7)

4. MODERATOR (chapter 3.8)

3.3 User profile

By clicking on the icon and choosing *"Edit user profile"* you access the settings of your profile:
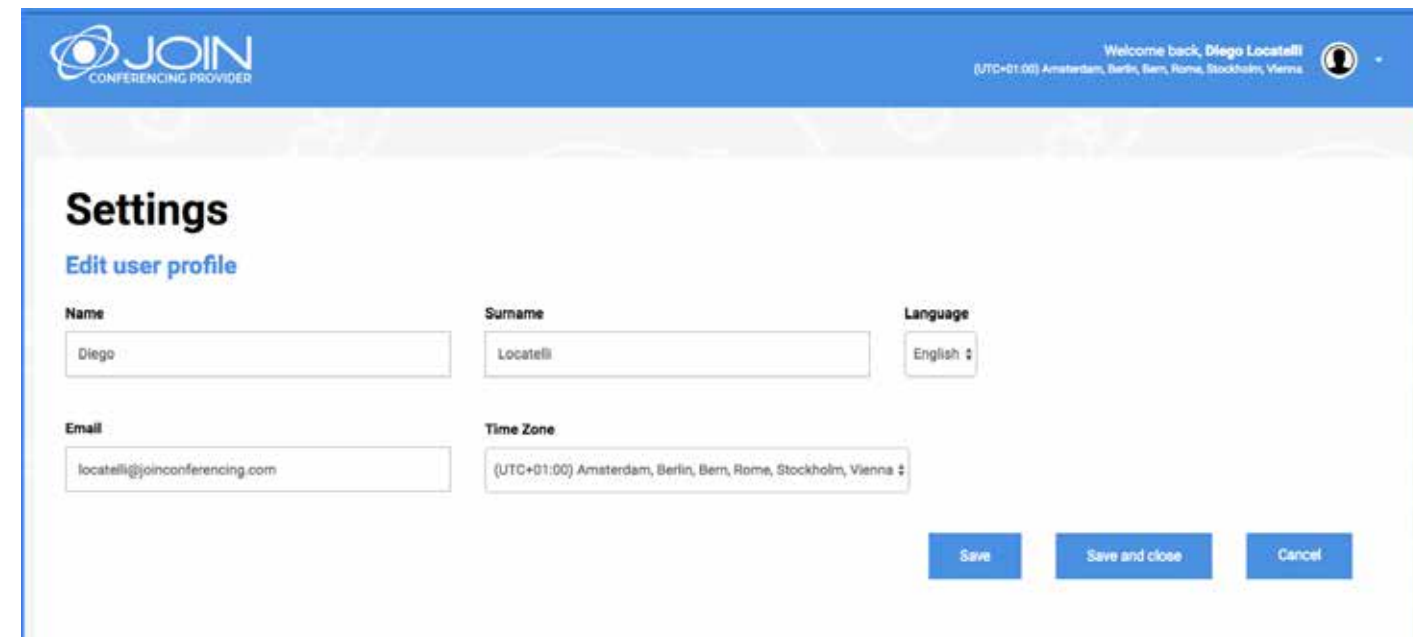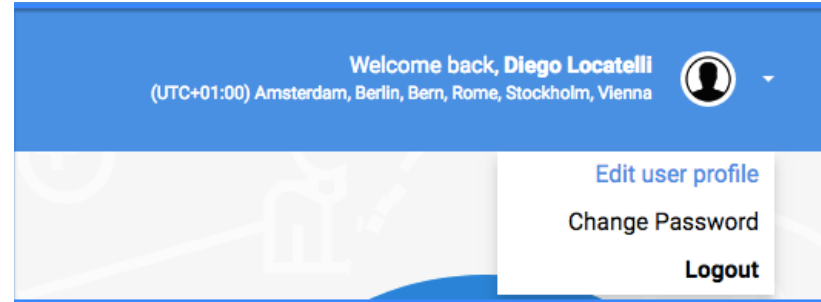
You can edit:

1. The name and surname associated with your account

2. The language of the interface

3. The associated email

4. The time zone

3.4 Add new room (Conference Spot)

Spot Conferences are rooms created with specific start and end, to which a specific name can be assigned.
At each of the rooms the system assigns a **Moderator Code** and a **Participant Code** valid only for the pre-established duration.
Each conference room, with its own associated codes, can be deleted at any time
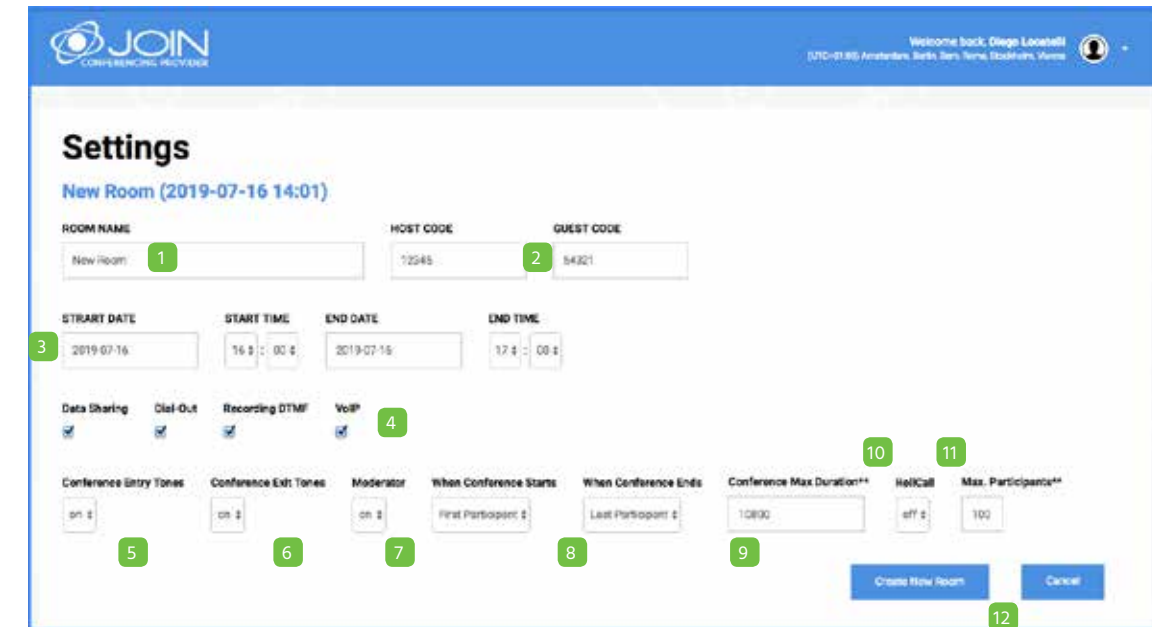
1. Enter a meaningful name to identify the conference

2. Ignore the items HOST CODE and PARTICIPANT CODE (they are generated automatically)

3. Select the start and end date and time of the validity of the codes for that conference (there are no time limits)

4. Enable or disable the following options: a. Data Sharing b. Dial-Out c. Recording DTMF d. VoIP

5. Enable / disable input and output tones

6. Enable / disable the Moderator interface

7. Choose whether the conference starts with First Participant or Moderator

8. Choose whether the conference ends with Last Participant or Moderator

9. Define the maximum duration of the conference (expressed in seconds). At the end of the set time, the conference will be terminated by the system.

10. Enable / disable Roll Call

11. Set the maximum number of participants

12. Click Create New Room to confirm the new reservation or click Cancel if you do not want to save the changes.

3.5 SETTINGS section: conference options

Entering the **SETTINGS** section of the room it is possible to change all the existing settings (following the instructions on page 3.4), except for the date and the start and end time of the validity of the codes:

Each conference room is characterized by:

• An **ID NUMBER** generated automatically; it is simply a progressive number that identifies each activated conference.
• A **NAME** that is invented by the Organizer (eg: Board of Directors 23/06) and which is useful for reporting purposes to immediately identify the conferences for which you want to view access information.
• A **HOST CODE** and a **PARTICIPANT CODE**.

3.6 INFO section: information on conferences

Clicking on the button opens a pop-up window with information about the conference:

1. Identification number of the conference .
2. Name of the conference.
3. Day and time of beginning and end of validity of the codes.
4. Moderator and Participant Codes.
5. Access phone numbers available.
6. Useful commands from the telephone keypad.

Furthermore, by clicking on [Send Email] it is possible to generate an invitation template to the room of interest:
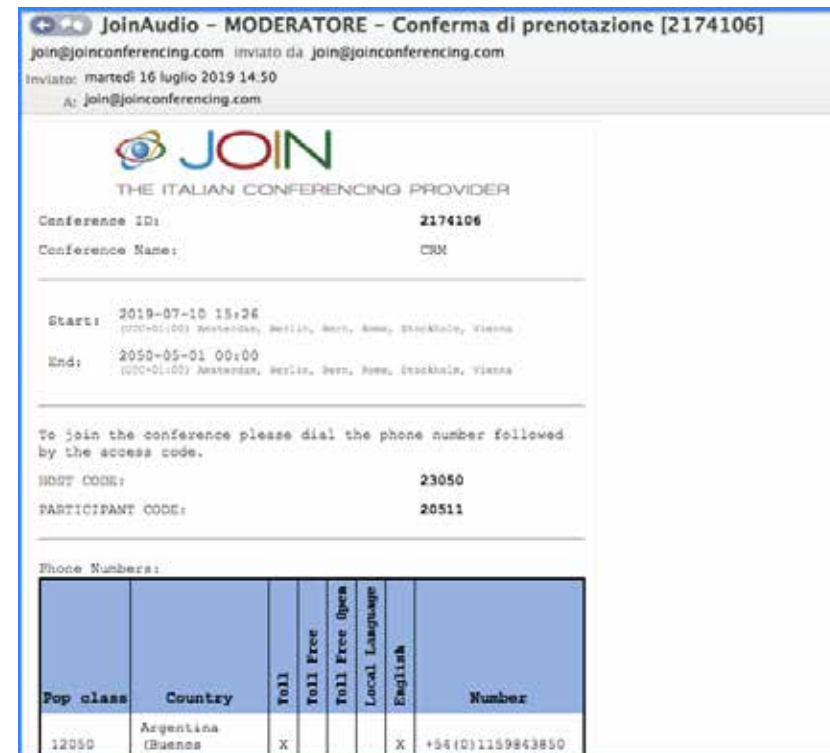
The generated template is automatically sent to the email associated with the moderator's account.
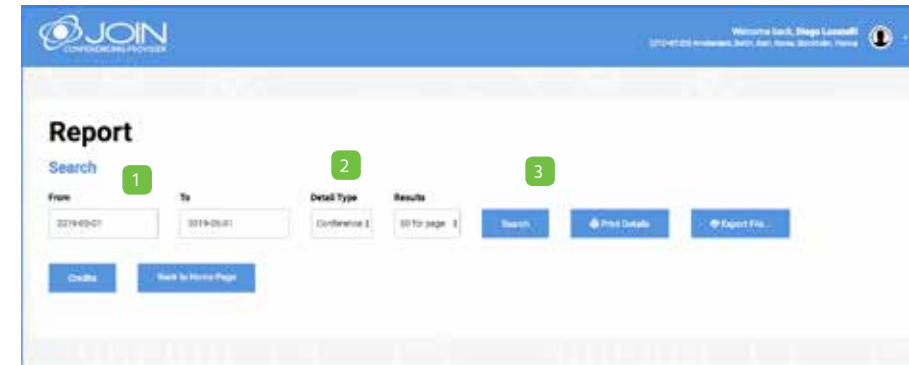

WARNING:

The template contains both the **HOST CODE** *and the* **PARTICIPANT CODE**. ***Do not reveal*** *your* **HOST CODE** *to anyone and remember to delete it before sending the email to the guests.*

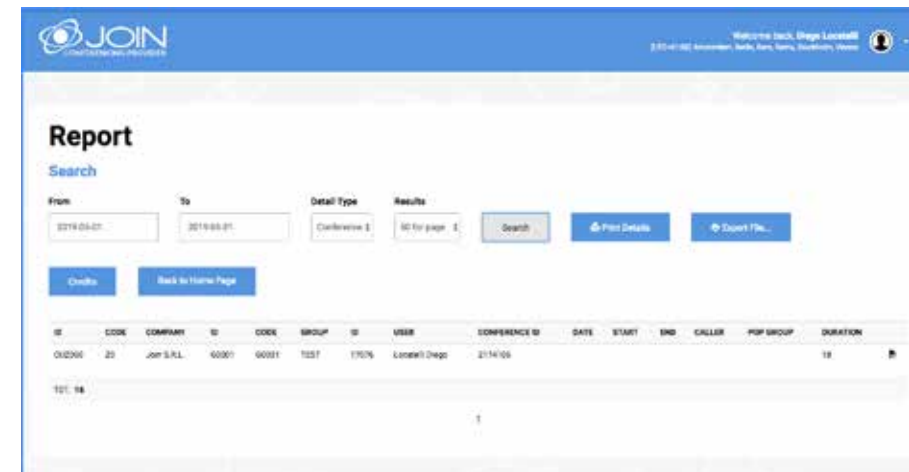### 3.7 REPORT section: conference data

The REPORT section allows you to view conference data starting from the day after the one in which it was held.

To view the consumptions made in a given period:

1. indicate the reference period
2. choose the type of detail
3. click Search

The requested information will appear:

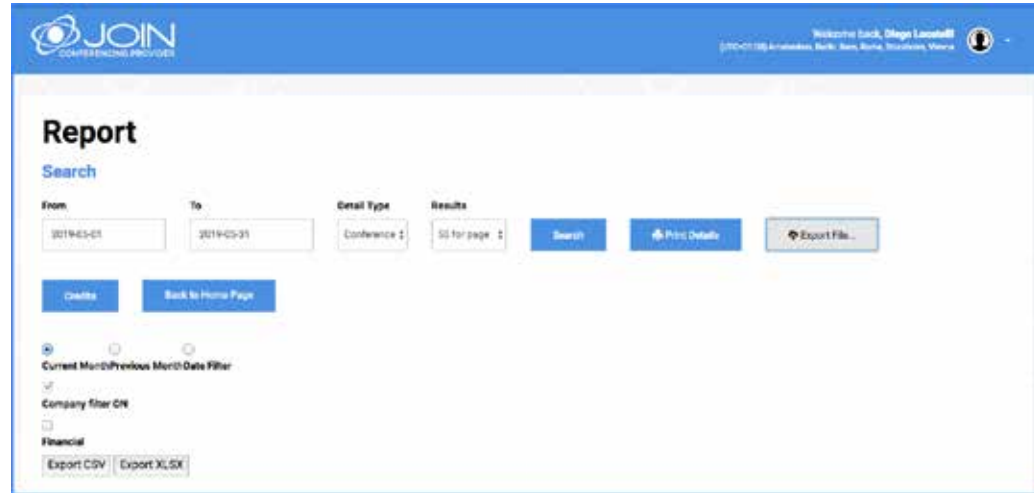To download the report in pdf format, click on **Print Detail** or on the icon 🖨

If you want to export the file in a different format (CSV or XLSX), click on **Export File**, choose the reference period between:
• Current month
• Previous month
• Date filter (to apply the previously entered date) and proceed to download by clicking on the desired format:

[Export CSV]   or   [Export XLSX]

For prepaid packages it is possible to check the consumption thanks to the Credits button, by clicking on which the file with the remaining minutes is downloaded.
The system can also send a report by e-mail at the end of each conference.

3.8 MODERATOR section: conference management

 Click on the **MODERATOR** button to access the Moderator interface for managing the online conference:
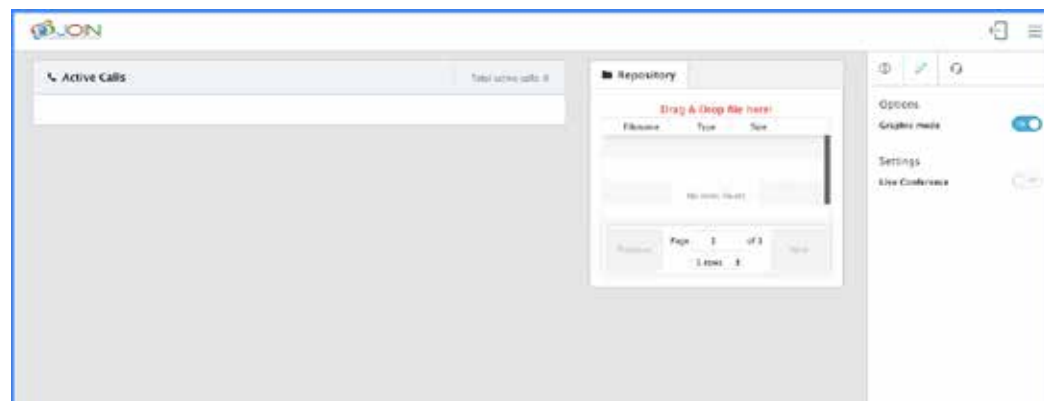
4. MODERATOR

The MODERATOR interface allows the Host, that is the audio room owner, to manage the online conference, in particular:

• View information on users connected to the conference
• Carry out actions on the participants: activate / deactivate the microphone, put on hold, disconnect, pass the word in a question and answer session (Q&A)
• Carry out actions on the conference: record it, put the participants on hold, close access to new users, put everyone in Mute mode (users can reactivate the microphone at any time with *6*) or Lecture (only the leader can reactivate the participants' microphone)
• Call users in dial-out mode

Thanks to its simple and intuitive graphic interface, it allows the moderator to have the meeting easily under control.

4.1 Login Host

To log in, go to https://moderator.joinconferencing.com and enter your credentials: Conference ID and Host Code, in the Moderator section. Both data were provided in the welcome email.
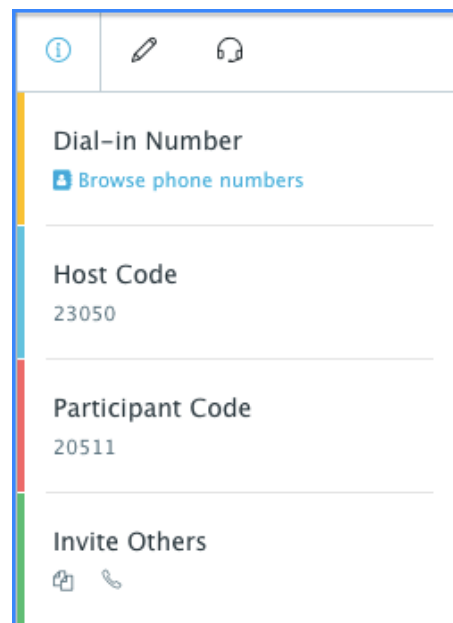

Alternatively you can connect to the moderator from the Join portal by clicking on the button
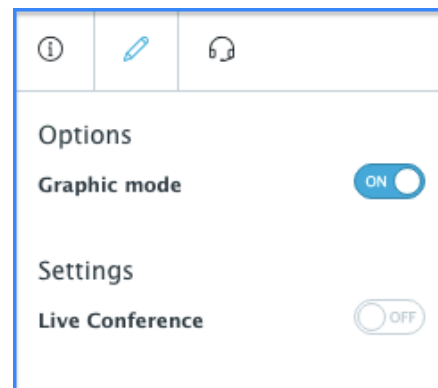
4.2 The controls

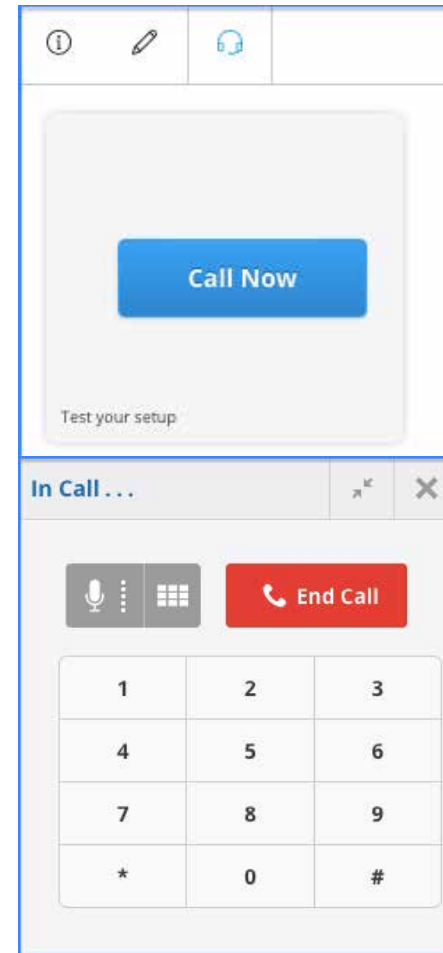The right column is divided into 3 sections:

**The first** allows you to view the data of our room.

The second allows:
• Switch from graphical display to tabular visualization
• Activate the conference control by putting the *"Live Conference"* key ON.
•This action will open the meeting.

The third section allows you to connect to the conference in audio. Clicking on the *"Call Now"* button opens a dialog box in which you must enter your access code.
You can also test the equipment by clicking on *"Test your setup"* under the *"Call Now"* button.

4.3 Functions
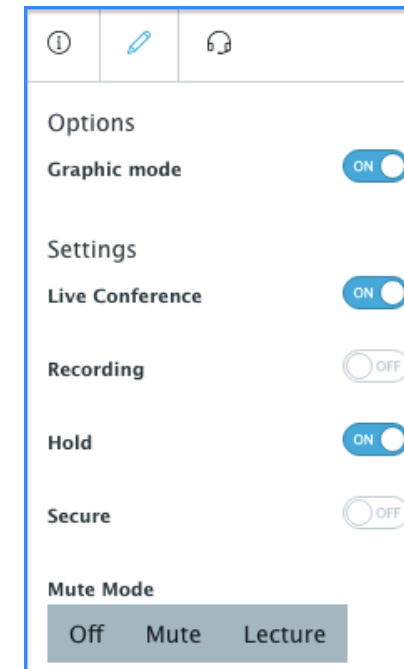
Once the conference is open, some new functions are available in addition to the previously viewed commands to be able to manage it:

1. Recording per Attivare/Chiudere a registrazione.

2. Hold.

3. Block access to the room

4. Select the **audio mode:**
   a. to Off = open to all
   b. Mute = silent participants (can open their own microphone)
   **c. Lecture** = silent participants (they cannot open their microphone)

4.4 Q&A Session
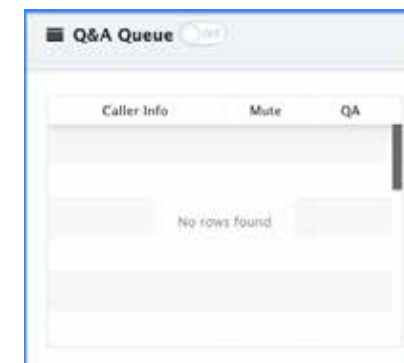
Activating the **Q&A** session (questions and answers) will automatically mute all participants who can book for a question by typing on their phone *****6**.

1. After activating the Q&A, all participants hear the message informing them that the session is active.

2. By pressing * 6 the participants book themselves for a question.

3. The web interface shows the participants asking for the word.

4. The Host can click on the icon to give the word to the participant who requested it.

5. You can switch to the next person "Engage Next", or enable the participant you want with the specific icon.

4.5 Repository
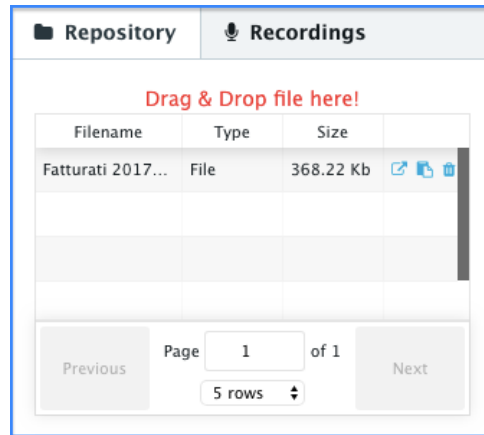
This feature allows you to prepare the files you want to use during the meeting, so that you have them available during the meeting.

4.6 Recordings
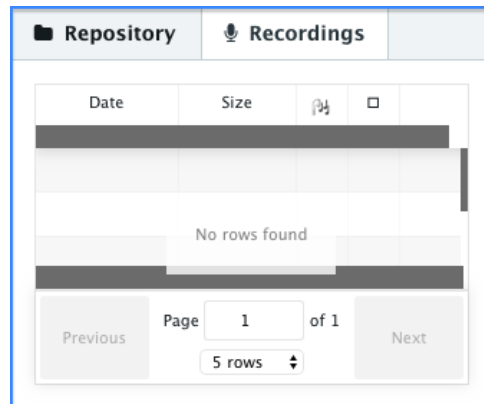
In this section you can view the recordings made, listen to them and download them.

4.7 The virtual room

The virtual audio room can be displayed graphically with the participants around a meeting table or in tabular mode with the participants listed in the column.

The first solution is recommended for meetings with up to 10 participants.

For each participant it is possible:
• Close the audio by clicking on the **microphone icon**
• Pause it, momentarily removing it from the conference by clicking on the **padlock icon**.
• Close the line by definitively eliminating from the conference by clicking on the **cross icon**.

There are also some functions that the system will register associating them with the calling number so as to automatically report them at the next access by the same participant, such as:
• Change the display name
• Insert a photo of the participant
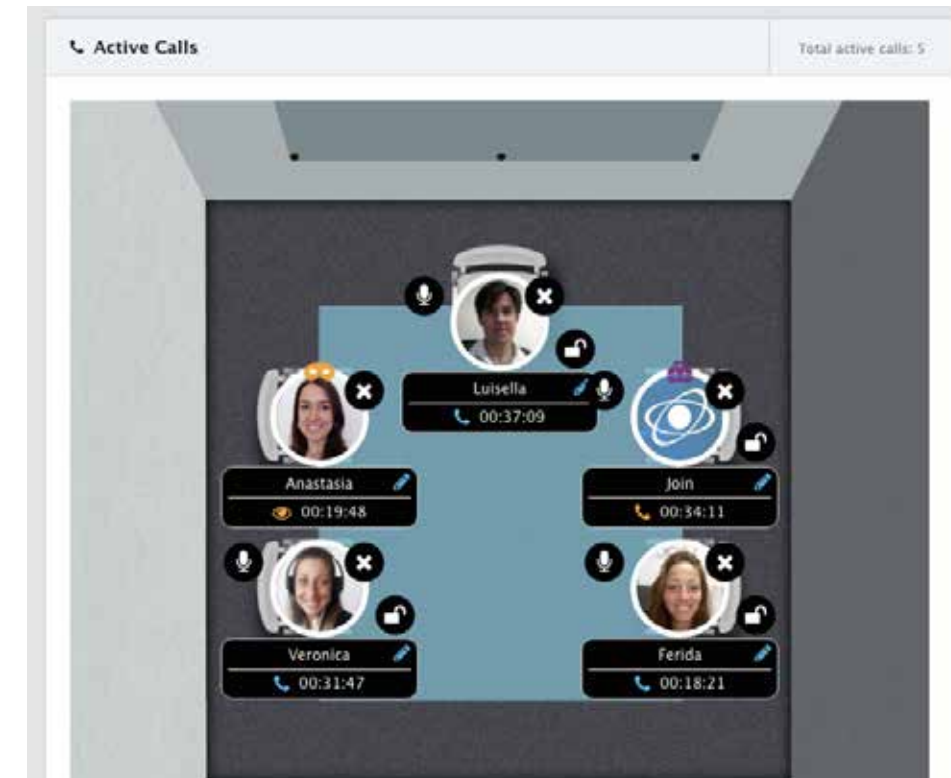
FAQ

On which devices can the conference call service be used?
The JOINAUDIO audio conference service is accessible from landlines, mobile phones, VoIP softphones, tablets, smartphones and even from Skype.

Does the JOINAUDIO service work with all telephone operators? (ex. Telecom Italia)
The JOINAUDIO conference call service can be used from any landline or mobile phone and whatever the operator (Telecom Italia, Tim, Vodafone, Wind, Fastweb, 3, etc.) through which the access phone number (PoP) is reached audio conference.

Should the conference call be booked every time?
Absolutely not. Once you have received the codes and access numbers, you can proceed in total autonomy and organize teleconferences at any time, 24 hours a day, 7 days a week.

How many users can connect via audio conference?
A JOINAUDIO conference call can accommodate up to 100 participants. The number can be increased upon request.

Why is the call forwarded to the operator?
The call is forwarded to the operator if you have entered an incorrect code or the device you access the conference call does not have a multi-frequency tone keypad (DTMF).

What are the pricing methods for the JOINAUDIO service?
The JOINAUDIO conference call service is provided in pay-per-use mode and has no activation costs. The tariff is applied on a minute basis to each station connected to the conference call. Fixed rate options are also possible for flat-fee companies for a large number of audio conferences over a year.

How much do you pay to access the conference call service from the telephone network?
JOINAUDIO from the public telephone network pays the rate applied by the local telephone operator up to the PoP. The price depends on the mobile or fixed telephony contract of your operator. Generally speaking, calling a local PoP has a low cost if not zero: in fact, many telephone operators (TIM, Infostrada, Fastweb, Vodafone, Telecom Italia, Wind, 3, etc.) offer packages where free call minutes are included to national numbers. It is advisable to check the tariff indicated on your fixed or mobile telephony contract or on telephone invoices.

contact us

www.joinservices.cloud

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PHONE SUPPORT: +39 06 94806460

JOIN SRL

Address: Join Srl

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