

Online Meeting Instructions for Join.me

JOINING A MEETING	2
IS THERE A WAY TO JOIN WITHOUT USING THE WEBSITE?	2
CHATTING WITH OTHER PARTICIPANTS	3
HOW DO I CHAT WITH ONE PERSON AT A TIME?	3
CAN I CHANGE MY NAME WHEN I'M THE VIEWER?	3
AUDIO	3
HOW DO I JOIN AN AUDIO CONFERENCE CALL?	3
CALL VIA INTERNET	4
CALL BY PHONE	4
ARE THERE ADDITIONAL FEES FOR USING THE CONFERENCE LINE?	4
I'M A PARTICIPANT. WHAT CAN I DO DURING THE CONFERENCE CALL?	5
DIAL-IN PARTICIPANTS	5
VOIP/INTERNET CALL PARTICIPANTS	5
WHY DID I GET AN INVALID CONFERENCE ID MESSAGE WHEN DIALING IN?	5
PRESENTER INSTRUCTIONS	6
PAUSING SCREEN SHARING	6
CAN I SWITCH BETWEEN MONITORS?	7
CAN I SHARE A SPECIFIC WINDOW?	7
HOW DO I CHOOSE WHAT TO SHARE?	7
WHAT HAPPENS IF I COVER MY SHARED WINDOW?	8
WHAT HAPPENS IF I CLOSE OR MINIMIZE MY SHARED WINDOW?	9
PEN? HIGHLIGHTER? LASER POINTER? CAN I ANNOTATE DURING A MEETING?	10
I'M THE ORGANIZER. WHAT CAN I DO DURING THE AUDIO CONFERENCE CALL?	11
WHEN JOINING BY INTERNET...	11
WHEN JOINING BY PHONE	11
TROUBLESHOOTING	13

Joining a meeting

There are a few easy options, depending on what kind of device you are using.

Participants on a **PC or Mac** go to join.me and type the multi-digit code or "personal link" in the join box. We'll add the dashes. The big green button gets them in. That's it. Nothing to download. No account required.



Here are the technical requirements when joining via the **join.me website**:

- On Windows, use Internet Explorer 8 or above, or the latest version of Firefox, Chrome
- On a Mac, use Safari for best results
- Make sure you have Flash Player 10 or above installed and enabled in your browser

Requirements from a **mobile device**:

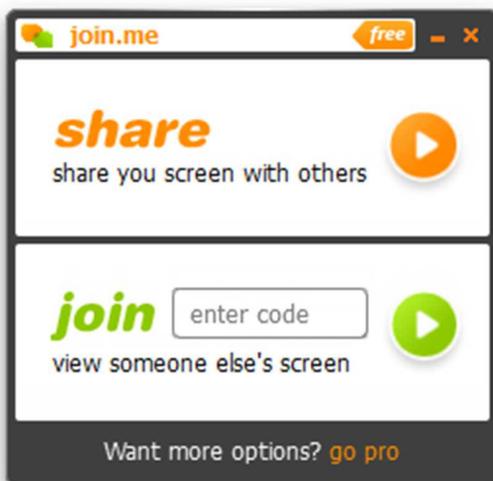
- On an iPad, iPhone, or iPod touch, use the free app
- On an Android device, use the free app

Is there a way to join without using the website?

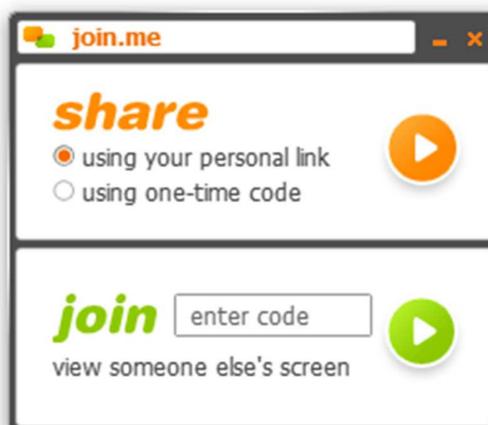
Anyone on a PC or Mac can download the desktop app. Use it to start or join a meeting. It's like using the join.me website, but without a browser.

Participants will be asked if they want to download the desktop app when they leave a meeting.

free app



pro app



Chatting with other participants



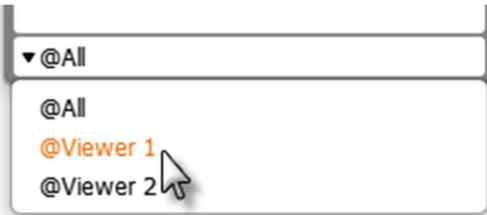
Just click the little bubble, like from Charlie Brown (or manga, if you prefer).

Use **join.me's** chat feature to send messages to one person at a time or all participants simultaneously.

By default, messages go to all participants.

How do I chat with one person at a time?

1. Click the **Chat** button.
2. Use the list at the bottom of the chat section to select a chat partner.



3. Type your message and send.

Can I change my name when I'm the viewer?

Wouldn't be fair if you couldn't. Just click your name and type something new.



Audio

How do I join an audio conference call?

You can join the audio part of any meeting by internet (VoIP) or mobile app. During meetings hosted by a pro subscriber, you can also join by phone.

Call via internet

join.me allows you to call into an audio conference from your computer using free Voice over IP (VoIP) technology.

1. Click the telephone. 
2. Under **Call via by internet**, click **connect**.

Tip: If you are a participant, you may be prompted to download the **join.me app** to your Mac or PC before you can connect via internet.

Internet calling tips:

- It's best to use a headset when joining via the internet – headsets pick up less background noise and help prevent echo and feedback.
- Run an audio test so you'll get a sense of how it performs – check your sound settings using the **Call via internet > audio settings** option.
- You may want to turn off music, videos, small children, and other stuff that could interfere with your call.

Call by phone

Each time a pro subscriber starts a **join.me** meeting we enable a conference line. Use it during your meeting or not. It's your choice. The **join.me** conference telephone line is not a toll-free number.

The conference number and conference ID are available on the telephone tab for both the organizer and participants:

1. During a meeting hosted by a pro subscriber, click the telephone. 
2. Click **Call by phone**.
3. Dial the number and then the conference ID when prompted.

Remember: All participants join the same conference regardless of how they join: internet, phone, mobile app – everyone joins the same call.

Are there additional fees for using the conference line?

Anyone dialing into the conference line may be charged by their telecom service provider according to their calling plan.

I'm a participant. What can I do during the conference call?

Dial-in Participants

During a conference call hosted by a pro subscriber, participants can use the following commands for landline connections.

Important: This applies to calls organized by a pro subscriber!

Participant Keypad Commands			
Keys	Command	Keys	Command
* 0	Play the menu of keypad commands	* #	Roll call of active participants
* *	Mute the music played while you are on hold(toggle on/off)	* 6	Mute yourself (toggle on/off)
* 3	Allows you to log in to the call as organizer (you will be prompted to enter an organizer code)		

VOIP/Internet Call Participants

Internet call participants can adjust their microphone and speaker volumes by sliding the radio button left or right. You can also mute these by clicking on the microphone or speaker icons.



Why did I get an Invalid Conference ID message when dialing in?

Are you having audio problems? You're being told "Invalid Conference ID" when dialing in to the audio conference bridge?

There are a couple of reasons why this could be happening.

Reason 1: You may have entered a code that's not valid

Yep, you may have accidentally dialed the wrong code!

- Try the code again
 - When the message plays back, make sure it repeats the code you dialed

If that doesn't work:

- If you are the participant
 - Check with the meeting host and make sure they gave you the right code
- If you are the meeting host
 - Make sure your **join.me** meeting is running
 - Make sure the code you provided matches the one in the control panel

Reason 2: You may be dialing in when there is no active meeting

You may experience this error if you dial in when there is no active meeting (**join.me** is not running). To resolve this problem, have the host start their **join.me** session. This "re-opens" the conference bridge. This should resolve the problem immediately - moving forward after this "re-opening" you'll be able to use our audio without an active **join.me** session.

Presenter Instructions

Pausing screen sharing

To stop sharing your screen, just click **Pause**. Folks can't see your screen while the meeting is paused. **join.me** is all about sharing your screen. That means folks can see what you're doing on your computer.

To stop sharing your screen, just hold your mouse over the big button in the middle (the one that looks like it's sending out waves) and click when it shows the pause symbol.



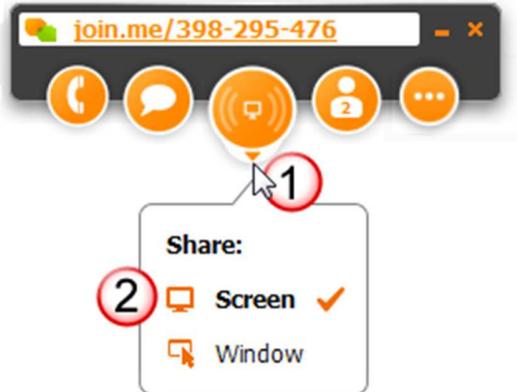
No waves = screen not shared. If you don't see waves on the big button, then sharing is paused and no one can see your screen.

Waves moving = screen shared. Click the big button again to start sharing again.

Can I switch between monitors?

Yes. You can share any available monitor.

1. Click below the big button in the middle to open the menu.
2. Click **Screen**.



3. You'll see an orange outline as you move between available monitors. Click again when the orange outline is on the monitor you want to share.



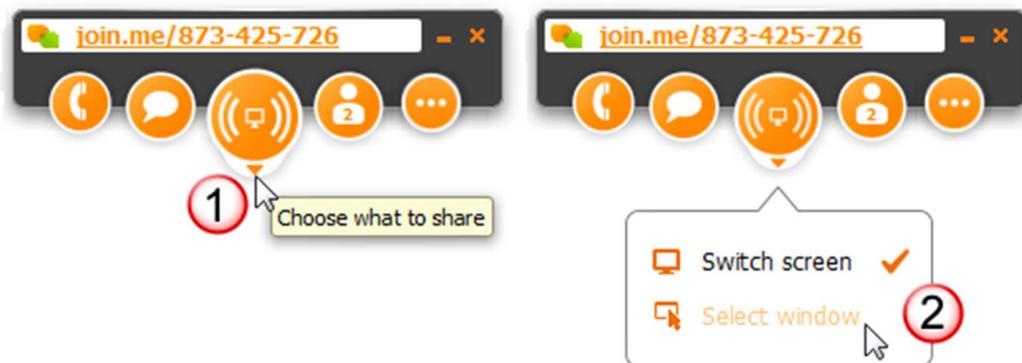
Can I share a specific window?

Yes, pro subscribers can choose which window to share. Everything else on your screen is hidden. It's called window sharing.

Important: **join.me pro** is required – paid or trial.

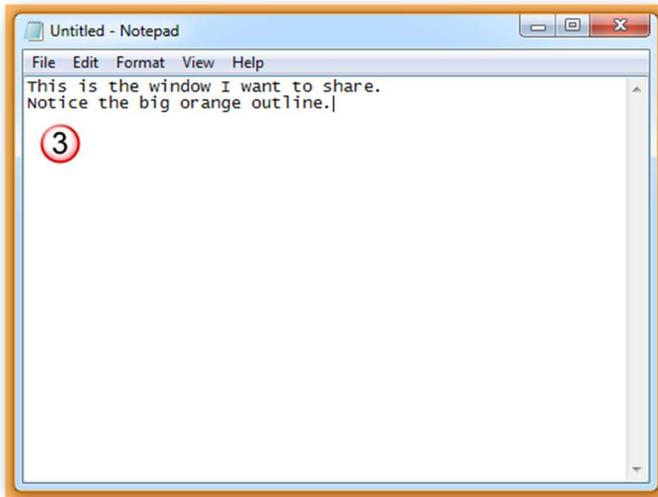
How do I choose what to share?

Click **Choose what to share** each time you want to change what you're sharing.

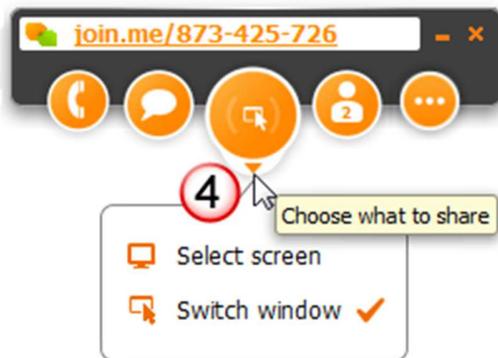


Important: When sharing a window, you can't share control. Share your entire screen to be able to share control with a participant.

Move your mouse to the window you want to share. Once it has an orange outline, click to share.



To choose a different window or select your entire screen instead, click **Choose what to share** again.

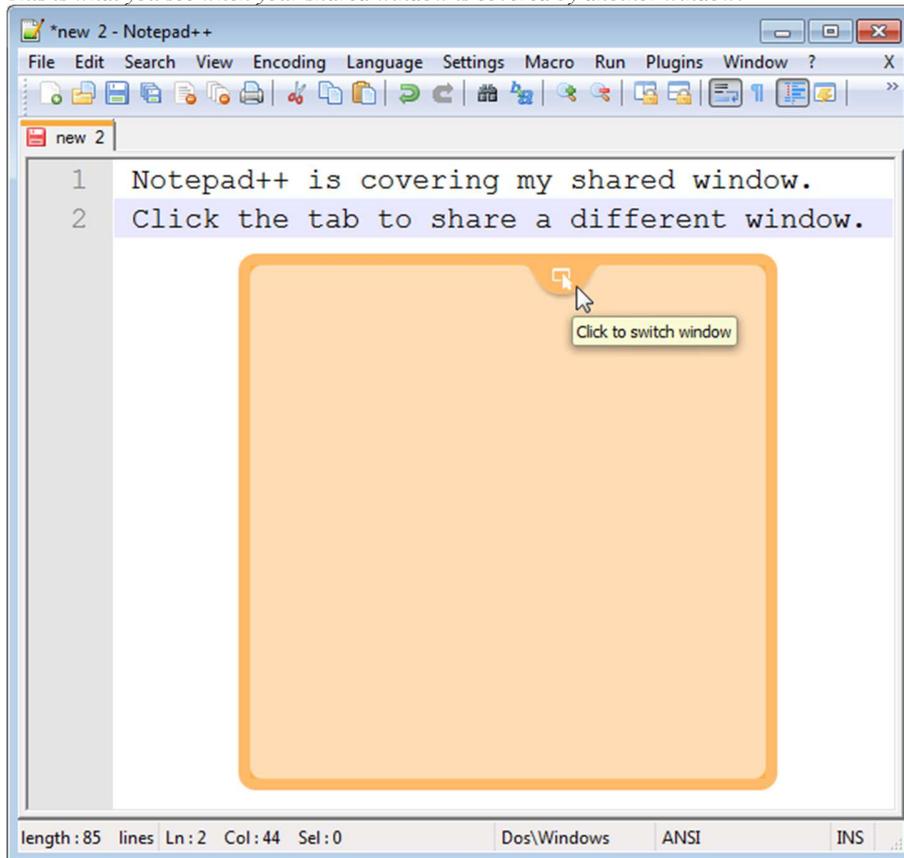


What happens if I cover my shared window?

If you cover your shared window, you don't need to worry about exposing anything you don't want to show. Viewers never see the item that is covering your shared window:

- Viewers on a Mac or Windows 7/Vista computer see your shared window, even when it is covered
- Viewers using XP or Windows 7/Vista without Aero will see a dark box on top of the covered part of your shared window

This is what you see when your shared window is covered by another window.



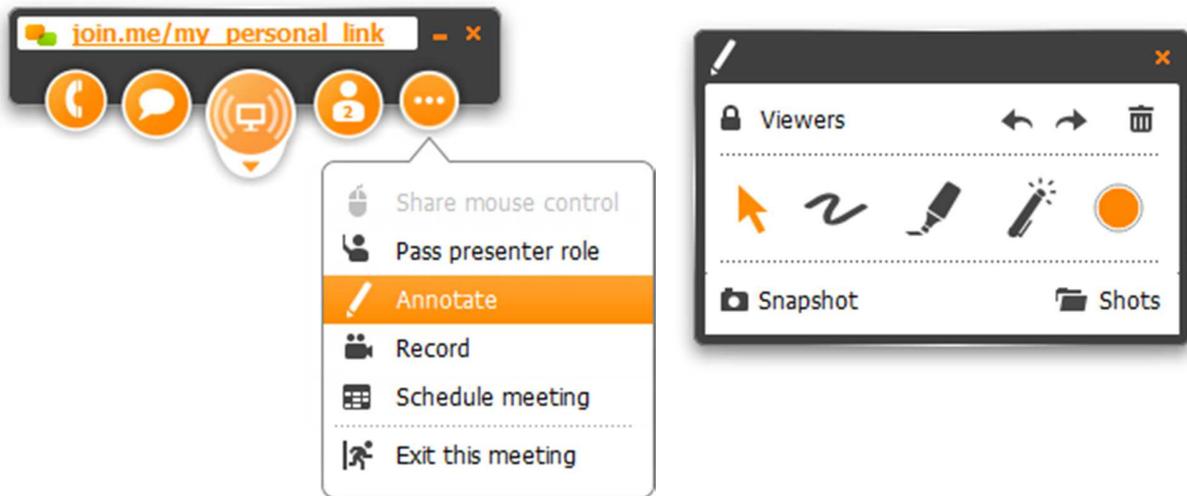
What happens if I close or minimize my shared window?

Viewers will see a static image of your screen. To keep things moving, you should bring the window back, or choose a new one by clicking the **Choose what to share** button again.

Pen? Highlighter? Laser pointer? Can I annotate during a meeting?

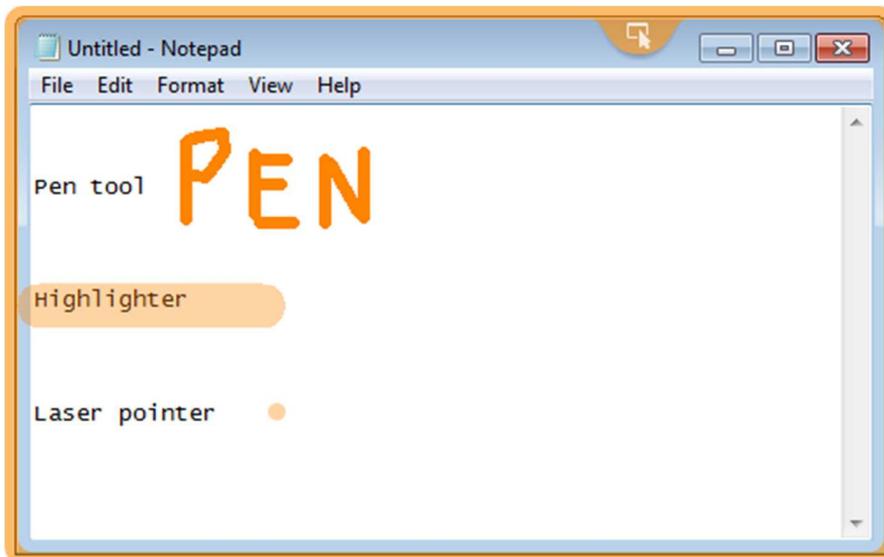
To mark up your meeting, click **Meeting tools > Annotate**.

Remember: Annotation is only available during a meeting held by a **pro** subscriber.



Things to try:

- Click the colored circle (far right) to change the color of the pen, highlighter, or laser pointer.
- Click **Snapshot** to take a screenshot of your screen and save it to the Shots folder. Click **Shots** to open the Shots folder.
- Shots can only be saved as **.png** files. The location of the Shots folder cannot be changed.
- Click **Viewers** to allow viewers to annotate.



I'm the organizer. What can I do during the audio conference call?

Mute all callers, turn off chiming... lots of nice things.

When joining by internet...

- **Mute all callers:** Click **Mute 'em** to mute all participants.
- **Toggle chiming:** Click **Chime** to toggle the sound that plays when someone joins or leaves the call.

When joining by phone

Dial in as the meeting organizer to customize conference behavior while the call is in progress. For example, turn off chiming, mute participants, or lock-down the conference.

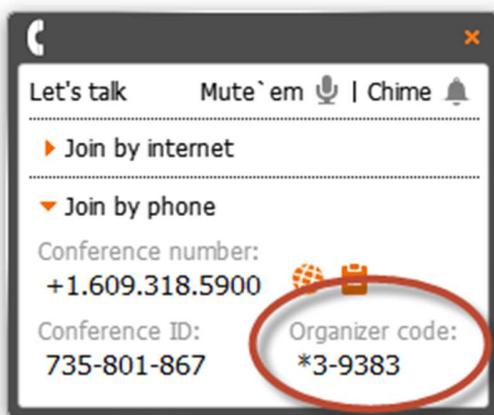
Important: join.me pro is required – paid or trial.

First, confirm that in-call customization is enabled:

1. Log in to your pro account at <https://join.me/>.
2. Click the **meeting settings** tab.
3. On the **audio** tab, make sure this item is selected: **Allow me to change conference settings during a call.**
4. Set the four-digit code that you'll enter when dialing in as the call organizer.

Second, you use keypad commands to change conference settings:

1. Dial in using the **organizer code**, found on the telephone tab under **Join by phone**.
Following the example below, dial without stopping *735801867*33983*
Tip: If you enter the code incorrectly and must enter it again, remember to dial only the actual code, which is the last four digits.



2. Use the organizer keypad commands to customize conference call behavior.

Organizer Keypad Commands			
Keys	Command	Keys	Command
* 0	Play the menu of keypad commands	* 4 3	Mute all participants, but allow them to un-mute via *6
* *	Mute the music played while you are on hold(toggle on/off)	* 6	Mute yourself (toggle on/off)
* #	Announce how many participants are on the call	* 7 1	Play entry chime on caller arrival
* 2	Lock-out new participants (toggle on/off)	* 7 3	No notification on caller arrival
* 4 1	Mute all participants	* 7 6	No notification on caller departure
* 4 2	Un-mute all participants	* 9 1	Terminate the conference

Troubleshooting

The number from the invitation doesn't connect me to the conference call

- Make sure you dialed the correct phone number
Tip: Check the list of [international conference numbers](#)
- If still having trouble, select another number from the list or from the drop down box in the join.me phone section

I received a busy signal when I dialed the join.me phone number

- Make sure you dialed the correct phone number
Tip: Check the list of [international conference numbers](#)
- If still receiving a busy signal, select another number from the list or from the drop down box in the join.me phone section

The system doesn't recognize the digits I press on my phone, and I am unable to enter the conference bridge

- If using a speaker phone, pick up the handset and re-enter the conference ID
- If still unable to enter into the conference, hang up and choose another number from drop down box in the join.me phone section

I hear static or echo on the bridge

If you hear static or echo on the conference call this may be due to the microphone, headset, or the speaker phone.

- Ask callers on a landline use the mute feature *6
- Ask callers connected via VoIP to click the mute button on the web UI

I'm conducting a large conference call, what is the best conference mode to ensure a good audio experience?

For a large conference call, use presentation mode. Presentation mode will automatically mute all of the participants as they enter the conference. Here's what to do:

1. Log into the conference as the presenter by entering *3 and entering your 4-digit organizer access code.
2. Press *41 to enter presentation mode. This mutes all participants on the conference call.

Tip: Learn more about the different [organizer commands](#) and review our guide [Getting started with large meetings \(PDF\)](#).

Other issues?

If you're still having trouble with the join.me conference line, then we want to hear from you.

Call us at +1.877.251.8373 from 7:30pm Sunday through 9pm Friday EST (UTC-5), or drop us a note at questions@join.me.

Please tell us the following:

- What conference number did you dial?
- From what number were you dialing?
- What was your join.me conference ID?
- Did you get a busy signal?
- Were you asked to enter the conference ID?
- Did you hear music while waiting on hold for others to join?

Please be as specific as possible and we'll do what we can to help. Thanks for your patience.