



Enterprise Meeting Room Solution

Frequently Asked Questions

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GENERAL

If you encounter any issues, please follow these steps first:

1. Go to Application Drawer-> Click on the Clean Up icon (JoinU App will be restarted)
2. If restarting the JoinU application does not solve your problem, please restart your device with JoinU.

How to set up JoinU?

Note: JoinU can only be installed on devices with Intel processors and Windows 10 Operating System. (We suggest using at least 6th gen or above I3 or preferably an I5 processor with minimum 4GB RAM).

- Download the installation file JoinU Installer from the website <https://prestigio.com/joinu>
- Install the JoinU_win64 installer (wait for the complete installation of all software components, after which you will see a window with a message about the need to restart the device)
- After restarting the device, wait until the information messages in JoinU in the upper right corner disappear
- Connect the device with JoinU to the Internet as described in clauses 2.1 or 2.2 in the User Manual. Next, you will see a window in the center of the screen on the device with JoinU where you can select a Trial period to familiarize yourself with the JoinU software, find out where you can buy software, or enter your existing license.
- After choosing a Trial period or entering a license the device is ready for further settings
- Your device is ready to use once you notice a 4-digit number at the bottom center and/or WiFi -SSID name along with its security key printed to the bottom left corner.

What is the difference between JoinU and JoinU Client applications?

JoinU is software that is installed on the head device to which you will mirror the screen from your devices.

JoinU Client is an application that users install on their laptops for screen mirroring, remote control device with JoinU and other useful functions.

Can I install JoinU software on my laptop?

Yes, you can. JoinU is supposed to be the dedicated device in your meeting room/classroom. You can install it on your laptop to explore the features.

Can I use JoinU for digital signage?

Yes, you can use device with JoinU as an exclusive digital signage device for displaying dynamic content (you can manage the digital signage through the online dashboard).

Where can I buy JoinU?

Go to <https://prestigio.com/joinu> and click [BUY] button. Our sales team will get in touch with you very soon.

Can I install my own applications to the JoinU?

You will be able to select the applications you want to add to your JoinU in our Appstore through the online dashboard. However, the apps can only be installed through our Appstore. This is done to ensure quality, consistency and security of the whole device. In case you need an app that's not available on the JoinU or the store, reach out to us and we will try to integrate it.

It is also possible to add an application manually, see this case in the User Manual.

What is the minimum hardware configuration needed to install JoinU Software?

We suggest using at least 6th gen or above i3 or preferably an i5 Intel processor with minimum 4GB RAM

How I can try JoinU before buying?

We provide 30 days trial license. You can install the JoinU software on any Windows 10 device with Intel processor and explore all the features. Go to <https://prestigio.com/joinu> and click [Download] button and Try.

Can I install JoinU software on Mac or Linux?

No JoinU software is supported only on the windows10 platform. But you can present from your laptops and mobile devices running Windows 7, 8, 10, Mac, Linux, iOS, Android.

NETWORK

Can I connect device with JoinU software over WiFi?

Yes. Go to Apps->Settings->Wifi Network. Choose the wifi network you wish to connect from the dropdown and provide the password. Use 'Connect' button to check the connection status.

How many different network configurations are supported by JoinU Software?

JoinU supports up to 3 different isolated networks: 1. Ethernet 2. Wifi 3. Wifi Access Point.

How to find the Mac address of the JoinU?

Go to Apps->Settings->About. You will find all the network related details there.

What is JoinU access point?

JoinU provides its own Wifi Access point. (If device with JoinU supports it) This can be used to connect to JoinU when JoinU is not connected to any network. This is also useful for a guest to connect to JoinU device.

Can I disable the access point?

Yes, you can disable the access point from Apps->Settings->Access Point

My Windows laptop is requesting a PIN for the Access point and I am not able to connect. How can I connect? (In case of Access point mode)

When prompted for the PIN, choose the option 'Use key instead' (should be activated in additional settings JoinU) shown right below the PIN text field.

I see an IP address below the access point details. What does it mean? (In case of Access point mode)

This means internet is not shared over Access point mode. Either JoinU does not have internet or Access Point mode is not configured to provide internet.

I have a proxy. I want my video conferencing applications to work, but don't want JoinU to use the Internet?

Use Enable Proxy under Apps->Settings->Security to toggle proxy settings.

Can I connect both Ethernet and WiFi at the same time?

Yes, you can.

What is the preferred networking configuration for JoinU?

It is preferred to connect JoinU over Ethernet which provides high bandwidth for seamless screen sharing and video conferencing when compared with WiFi. Along with Ethernet, you can also connect the device with JoinU to your Guest WiFi so that a guest can use JoinU without switching to the Access Point.

How to find the IP address of the JoinU?

Go to Apps->Settings->About. You will find all the network related details there.

What is static and dynamic password for the access point? (In case of Access point mode)

Access point on the JoinU can be configured to have a static password which never changes. Alternatively, you can choose to use the dynamic password where password changes along with the meeting PIN. With dynamic password, users need to be present in the meeting room to connect to the JoinU Access Point.

What is “Share net from”/“WAN” in the access point settings? (In case of Access point mode)

JoinU Access Point provides internet to connected users through one of its connected network (WAN). If you wish to isolate users connecting to Access Point from your corporate network to which the JoinU device is connected, you can use these settings. You can also choose ‘Disabled’ to avoid sharing internet over Access Point. Users will still be able to share their screen but will not be getting internet.

Can I configure the access point to work in 2.4GHz?

Yes. Select Apps->Settings->Access Point->Force 2.4GHz. (Should be supported by the device)

I am not able to connect to Access point on Windows. What could be the problem?

Some Windows fails detect change in wifi password and tries to connect using old password. Go to your Windows wifi network settings and delete the corresponding wifi profile from ‘Manage Known networks’.

My office network has proxies. Will JoinU work?

JoinU has support for proxies. It is also possible to disable proxy and make the device off-internet.

SCREEN SHARING

How to share my screen using JoinU in Demo (Trial) mode?

Select Apps-> Click to AirServer Application-> Click to [Try] button-> [Finish] button.
You will get a 30 days trial period for using screen mirroring for iOS, Mac, Android devices.
(Please note that you will need to press the Try button with each new screen mirroring session in the AirServer Trial mode. After full activation (purchase) of JoinU, you will receive the full functionality of the AirServer complete with JoinU)

How to share my screen using JoinU?

For the first time, download and install JoinU Client for your platform from joinu.prestigio.com.
Once installed, open the JoinU Client application and enter the 4-digit PIN shown on the display.

Do I need to be on the same network as JoinU for screen sharing?

Yes, you must be connected to the same Wi-Fi network as the device with JoinU.

How do I upgrade the JoinU Client on my laptop?

You do not need to upgrade the JoinU Client once installed. JoinU Client works with all versions of JoinU. And updates automatically when connected to JoinU.

What is the functionality of “Pause” button?

Use the 'Pause' button to freeze the screen sharing so that you can quickly use your laptop for some quick work without disturbing what is being projected.

How many users can share their screen simultaneously?

16 presenters can be connected at the same time, but up to 4 users can share their screen at the same time. Using the Presenters button, you can switch users who will mirror their screen to a device with JoinU.

Can I share my screen over the internet?

No. You need to be able to reach JoinU through your local network. With JoinU, your screen data never leaves your local network.

How can guests share their screen if they are not connected to my network?

Guests can share in one of the two ways. 1. If you have a dedicated guest wifi network, you can connect JoinU to this wifi network. Your guests will be able to connect to JoinU through the guest network 2. They can connect to the wifi access point provided by JoinU.

Does screen sharing requires internet?

No. Screen sharing can work without internet

JoinU Client on the laptop is asking me to enter an IP address. But I do not see an IP address on the Device with JoinU?

Probably your laptop can not reach to the Device with JoinU. Connect to right network or connect to JoinU Access Point and try again.

How to share audio from laptop to Device with JoinU while screen sharing?

Use the 'Share Audio' button on the JoinU Client App on your laptop. You can use 'Stop Audio' button if you prefer to play the audio locally on the laptop.

What is the difference between “Stop” and “Leave” button?

'Stop' is used to stop screen sharing. You are still connected to JoinU and are a part of the meeting. You can change presenters, Launch Video conferencing apps and share your screen again. 'Leave' is used for leaving the meeting and completely exit the JoinU Client app.

How to change the presenters when multiple users are sharing their screens?

You can change the presenters using one of the three ways. 1. Using the 'Presenters' button on the JoinU Client App on your laptop 2. Using 'Right' and 'Left' arrow keys on the JoinU remote. 3. Using the 'Presenters' button in the sidebar taskbar on a device with JoinU.

How many different network configurations does JoinU support?

Up to 3. Ethernet, Wifi and Wifi Access Point.

How wireless screen sharing is different from content sharing in video conferencing?

Wireless screen sharing uses the local network. Local LAN provides very high bandwidth compared to internet and experience will be similar to connecting cables, where as content sharing over internet uses very low Frame per second. Also wireless screen sharing does not send your sensitive data over to internet and hence is a lot more secure. However if your wifi bandwidth is poor, wifi will automatically adapt to give you the best possible experience.

My virus scanner does not allow JoinU Client to run.

JoinU Client is signed using Microsoft's Authenticode code signing certificate and we test and verify that it works with almost all the major anti-viruses before every update. If you are still getting any issues, you can try by adding JoinU Client application as an exception in your anti-virus settings. Most of the complaints that we currently receive are with AVG and Avast. In case you face problems with a different anti-virus – do let us know.

VIDEO CONFERENCE

What are the video conferencing applications supported by JoinU?

JoinU supports all major video conferencing application such as Zoom, Microsoft Teams, Skype, Skype for Business, Slack, Telegram, Cisco Webex, Goto meeting, BlueJeans, Facebook WorkPlace, Google Hangout etc.

What are the advantages of using JoinU for video conferencing instead of laptop?

There are many advantages of using VC on the device with JoinU instead of your laptop. Among them: 1. You can use common camera and audio system so that the entire room is a part of the call 2. You can share your meeting room screen instead of your laptop screen 3. Anybody can share their laptop screen locally to device with JoinU and the remote party will see your meeting room display. This way multiple users need not connect to the VC call from the same room for sharing their screen 4. You can use the VC application without bringing your laptop to the meeting room.

I have a video conferencing link to join a meeting. How can I join this meeting using the device with JoinU?

Connect to device with JoinU on your laptop using JoinU Client with a secure PIN. In the more context menu choose 'Launch Weblink' and copy the VC link in the input dialog.

How can I use dual display for video conferencing?

You can use remote/mouse to move your VC application windows to view on respective display. Dual display helps in simultaneous viewing of video and screen sharing.

Can I walk into a room and use device with JoinU for video conferencing without my laptop?

Yes. If you login to your respective VC account or join a meeting using the meeting ID.

Are the video conferencing applications on JoinU free?

JoinU does not come with subscriptions for video conferencing applications. Users are free to use the app of their choice with their subscriptions. Most of the applications provides Join as a guest feature using the meeting link which can be used on JoinU for hosted meetings. If you need to host a meeting then you can use your video conferencing account. Alternatively, organizations can have dedicated logins for every meeting room.

How can I start a video conferencing application on device with JoinU?

You can start a video conferencing application in one of the three ways 1. Using the remote, go to Apps menu and choose the VC app of your choice 2. You can invoke the VC invite link from JoinU calendar application 3. You can launch the VC app by sending the invite link from your laptop using JoinU Client App to device with JoinU.

How do I share my laptop screen with remote party when using JoinU for video conferencing?

Use device with JoinU to make a VC call, and share JoinU screen over the VC call. You can then share your laptop's screen to device with JoinU using the JoinU Client on your laptop.

I am using a video conferencing which is not supported by JoinU. Can this be supported?

There are several ways:

1. In the Dashboard panel, check the Application store, there is a large selection of applications and you can add these applications to your JoinU in one click.
2. You can see this case in the User Manual. There is a procedure for adding an application to JoinU manually. The User Manual can be found on the Website www.prestigio.com/joinu .
3. Contact us: support@prestigio.com

I minimized the video conferencing window and can not see it now. How do I bring it back?

Use the JoinU Task bar (Auto hidden bar on the left side of screen) to show and hide all open windows.

How to connect a camera and audio system to JoinU

You can connect your AV devices to JoinU over USB, Bluetooth and 3.5mm jack (if our Device support this functions).

CALENDAR

How to integrate my JoinU with a room calendar service?

Go to <https://joinu.prestigio.com/dashboard/> and login. You can integrate your calendar account with JoinU in 'Integration' Tab. Once an account is integrated, you can map your JoinU Devices to Meeting room resources in 'Calendar Services' tab.

How do I check if my JoinU is integrated with any calendar services?

Go to the calendar app in your JoinU. If a calendar service integrated with your JoinU, you will see the list of meetings scheduled in the room. Else it will show a message asking you to integrate.

I can see meetings but don't see their descriptions on the JoinU?

You can enable/disable meeting descriptions in Apps menu->Settings->Security->Enable meeting description.

I have a scheduled meeting in my calendar. But I do not see this meeting on JoinU?

Check the following:

1. Is your JoinU integrated with your meeting room service?
2. Have you selected the right room/resource while booking your meeting?

Can I book the meeting room from JoinU?

No. JoinU just displays the meeting scheduled information.

What calendar services are supported by JoinU?

JoinU currently support Google, Office365, iCal, Nexodus and other calendars.

What is the advantage of integrating my JoinU with a room calendar?

There are multiple advantages of integrating your Meeting room calendar with the JoinU:

1. You can view all the meetings booked in that room on any given date.
2. JoinU will highlight the next meeting booked.
3. JoinU will display meeting reminder notifications to let you know when it's time to leave.
4. You can directly open video conferencing links for scheduled meetings.

How to start video conferencing from the links in calendar description?

You can click on the video conferencing link from the calendar description either from the calendar app or from the pop-up information display while hovering over next meeting details. Or click on the VC APP icon in the calendar widget. If the Widget was enabled in the JoinU settings.

What kind of meeting reminders does the JoinU show?

JoinU smart meeting room reminders will remind you of the time left in your current meeting periodically so that you can plan your meetings on the go and stick to scheduled timings.

ONLINE DASHBOARD

Do I need to create an account to use JoinU online Dashboard?

JoinU dashboard is for managing JoinU devices by IT admins. A normal user of the meeting room no need to create a dashboard account.

Can I use JoinU without using the JoinU online Dashboard?

Yes. JoinU device can be used without the dashboard. But you need the dashboard account to use many features offered by JoinU such as calendar integration, stats and analytics, centralized management and other advanced settings. Therefore, we still recommend using the Dashboard panel, it is convenient.

How can I use JoinU as a digital signage space?

Add images you want to display to your dashboard drive. Once you have all your images in the drive, go to 'Manage Devices' tab and configure the 'Screen Savers' in the device settings.

How can I disable email alerts and notifications?

Go to 'Profile settings' in your dashboard account and select 'Email Subscription'. Here you can configure your email settings.

I do not see details of my meetings in the analytics. How do I fix this?

Meeting analytics are captured only when the device is connected to internet and able to reach the JoinU cloud server. Please make sure your JoinU is connected to internet and try again.

Where can I find the licence key needed for adding JoinU to Dashboard account?

Go to Apps menu-> Click to About icon.

I am not getting the verification email for creating an account in JoinU Dashboard?

Please check your spam or junk folder if you do not see an email in your inbox. You can retry after sometimes if you are unable to receive the mail.

What are the advantages of adding my JoinU devices to my dashboard account?

You can manage all your JoinU devices from anywhere using the dashboard. With dashboard, you can view the current status of the JoinU device, change its settings, configure your JoinU as a digital signage space, integrate your JoinU with a calendar service, view stats and analytics to evaluate meeting room efficiency and much more.

Can I add more than one image as Screen Saver / Digital Signage

Yes. You can add multiple images and configure their duration and order.

I have added my JoinU to my dashboard account. Can I add the same JoinU license to another dashboard account?

No. You can add your JoinU device/license only once.

While adding JoinU to dashboard account, I keep getting “Invalid license key” error.

Please check if you are using the right license key. Also make sure that no one else from your team is already using the same license key.