A Join.me Pictorial
How to connect your sound and Change your Viewer number

Some members who connect to the RUG meeting using Join.me have a problem hearing the program.

Assumption: you have already downloaded Join.me to your desktop – the easiest way to connect in future visits. Start Join.me. When you see the join.me control panel it is green with five circles. The circle on the left looks like a telephone (old-style); its name is 'Conference access'. Click on it.

A ‘Let’s talk’ window opens containing two lines:

Click ‘Call via internet’. Two green lines are the ones you want to use.

First click ‘Audio settings’ and see two more lines, the microphone icon and the speaker icon.
Below each one is a panel with a pull down arrow at the right end of the panel. Start with the speaker line. Click the green circle with a white triangle in the center. You should hear a sound like an old-time telephone ring. If you hear it, you can click ‘Exit settings’.

Then click ‘CONNECT’. A female voice from Join.me will tell you have been placed into the conference. You should hear Country and Western music if you have joined one of RUG’s test sessions.

You can close the ‘Let’s talk window by clicking the X in the upper right corner.
If you did not hear the telephone ring sound; click ‘Audio settings’ again. Pull down the arrow at the right end of the speaker panel. If you have only ‘Speakers and Headphones’ listed, check the connections. Check to see if your headphones’ mute switch is off. You may need to check the computer’s Sound settings on the ‘Control Panel’.

Click the ‘Start’ icon, then ‘Control Panel’. Double-click the ‘Sound’ icon.

The ‘Speakers/Headphones’ panel should not be ‘Disabled’. If it is, right-click the panel and on the window that opens click ‘Enable’. If you hear sound, you have found the problem.
If not, there is one more place to check. Still on the Control Panel’s ‘Playback’ tab, right-click on the speaker’s headphone panel; then click ‘Properties’.

Then click ‘Levels’. Make sure the Speakers icon next to the ‘Balance’ tab is not muted. If so, click it to un-mute it.

If you're using built-in computer speakers, be sure the PC Speaker icon is not muted also. Check ‘OK’ until you get back to the Control Panel and close it.

If you still don't have sound click ‘Disconnect’ on the Join.me control panel, then re-Connect. Some people reported that they cured their sound problems by muting and un-muting their microphone icon. Still not hearing sound? Take the last resort action. Shut down Join.me and reboot your computer. If that doesn't work then you need to check your sound system by using another application that uses sound, like Skype.
Another question that often arises is, “How do I change my Viewer number?”

On the Join.me Control Panel click the second circle from the right, the Participants window. The number shows how many people have signed into the conference.

You will see a window with the names of the conference attendees. When you first sign in Join.me assigns a ‘viewer number’, like viewer 1. The number increases each time a new attendee signs in.

Your viewer number will be at the top of the list. Yours is the only number you can change. Highlight it and type in your name and add your member number. Your member number is at the top of every email the RUG sends to you. The end result looks like the panel below.

After you have entered your name the first time, Join.me remembers it and displays it for you the next time you access Join.me and attend a conference.

The pictures were copied from a Join.me conference in session using ‘SnippingTool’