FAQs- JioMeet

Service Offerings

1. **What is JioMeet?**

   JioMeet is a Video Conferencing Service that allows you to conduct a conference call (video or audio) anytime, anywhere. Businesses can connect with up to 100 participants in a conference using the JioMeet app on a desktop/ laptop, smartphone, or from a legacy Video Conferencing (VC) device.

2. **What is JioMeet Pro?**

   JioMeet Pro is a version of JioMeet, that allows for multiple Admin/ Host licenses and is ideally suited for business users. The following features are available in the Pro version-

   - Conduct video calls with up to 250 participants
   - Have an Admin portal to manage licenses
   - Get User Management rights
   - Record meetings

3. **How can I download JioMeet app?**

   JioMeet is available in both desktop and mobile versions. Here are the links to download JioMeet
   - On Mobile Device – Go to Google Play Store/ iOS AppStore, search for JioMeet application and download it.
   - On Desktop – Visit https://jiomeetpro.jio.com/home#download and download JioMeet application

4. **How can I join the meeting on JioMeet?**

   Please follow the steps mentioned below to join the meeting:
   Tap on 'Join' >> Enter Meeting ID/ Link >> Join Meeting.

5. **What is the maximum number of participants that I can invite in a call/ meeting?**

   As a host of the call/ meeting, you can invite up to 250 participants, including yourself.

6. **As a host of the call/ meeting, what controls will I have?**

    As a host, you have the following controls:

    • **Group host controls** - You can control the mic of all active in-call participants at once
    • **Individual host controls** - You can individually control mic, camera, rename, make host, ask to start a video, or remove active in-call participants

7. **As a guest user, can I join a meeting using a Meeting ID?**

    Yes. As a guest user, you can join a meeting using the Meeting ID. Follow the steps mentioned below to join a meeting:

    Tap on Join option >> Enter Meeting ID >> Enter your name >> Join Meeting >> PIN (if any)
    Please note: Host also has option to "Don't allow guest users" and if selected, guest users can't join.

8. **How to mark a favourite contact?**

    You can mark a contact, VC room, or group as a favourite by following the steps mentioned below:
    Go to Contacts Tab >> Tap on any contact >> Tap on Star.

9. **Can Host mute/ unmute all attendees at once?**

    Yes. You can mute/ unmute attendees as a Host.
    Please tap on Participants option >> Mute/ Unmute All.

    Moreover, any participants joining the call after the host has muted all the participants will participate as muted by default. The option to force mute all attendees is also available.

10. **Can I raise my hand in the call?**

    Yes. The option of raising a hand is available in JioMeet call.

11. **Can the participants start the conference even without the host being part of the call?**

    Yes, it depends on the meeting settings enabled by the host.

12. What is the difference between 'Leave Meeting' and 'End Meeting'?

- **Leave Meeting -** Host/ attendees can leave a meeting anytime, but other participants will continue in the call
- **End Meeting -** The host can end the meeting for all

13. Can I make a dial-out call to a VC (Video Conferencing) Room?

Yes. Dial the IP address of the destination legacy endpoint to dial out a call to a VC room.

14. How do I schedule a meeting?

Please follow the steps mentioned below to schedule a meeting:

Home/ Dashboard >> Plan a Meeting >> Fill the details >> Schedule.

15. How to view contacts?

JioMeet quickly and easily recognizes which of your contacts are using JioMeet by server syncing your phone's address book.

Open JioMeet > Go to Contacts tab.

Your phone contacts, which are already registered on JioMeet can see JioMeet call and native dialler options.

16. How to place a Video Call?

Follow the steps mentioned below to place a Video Call:

1. Go to Contacts Page
2. Tap on any Contact Name
3. Tap on Meet icon to make a Video Call

17. How to receive a Video Call?

When someone places a Video Call to you, you will see an incoming JioMeet call screen, where you can:

•Tap on the green phone button to accept the call
•Tap on the red phone button to decline the call

18. How do I create a Group in JioMeet?

Follow the steps mentioned below to create a group:
1. Go to Contacts Tab
2. Click on the '+' icon
3. Click on 'Create a Group'
4. Enter Group Name
5. Add Invitees
6. Click on Create Group

Note:
• Only registered users can be part of the Group
• Only the Creator of the Group can delete the Group
• Only the Creator of the Group can add/ remove users from the Group

19. How to place a Group Video Call?

Group Calling allows up to 250 participants to make a Video Call using JioMeet. Follow the steps mentioned below to place a Group Video Call:

1. Go to Contacts page -> Groups
2. Select the Group (group) you want to make a Video Call to
3. Tap on Meet button

20. How to avoid the echo in a meeting?

• Ensure another participant is not close to you
• If you are connected using two devices in the same meeting, kindly keep mic and speaker off for another device
• Generally, if you hear an echo, it means that there is a device out there that is grouping your audio back

21. Can I use a Bluetooth headset?

Yes, if the Bluetooth device is compatible with the computer or mobile device that you are using.

22. How do I change my Profile Picture?

You can change your profile picture by going to > Settings > Profile > Take Photo/Choose Photo.

23. How can I get the best video quality that I can get?

The video quality that you can get depends on the device used and the network you are connected to. Considering you are connected to the wired network with dedicated bandwidth, you can experience High-Definition (720p) video quality.

24. What is the difference between dynamic and personal rooms while scheduling a meeting?

- Dynamic room means a temporary room
- Personal room means a dedicated room which will be available all the time

25. What if I want to change my Personal Room Password/ PIN after the scheduled meeting ends?

To change your Personal Room Password/ PIN after scheduling a meeting:

Go to Meetings Tab >> Edit PMI >> Update Password >> Save.

26. How do I start/ join a scheduled meeting as a host?

To start/ join a scheduled meeting as a host:

Go to Meetings tab >> Upcoming Meetings >> Click on Start option.
                                    Or
You can also click on the meeting invitation link which you have received on your Email address.

27. How do I join a meeting as a participant?

As part of the invite, you will be provided with the following options to join:

• Click on the link provided to join the meeting in the invite Email you would have received
• You will be asked to provide the PIN to enter the meeting if it is set by the host
• You can use JioMeet desktop/ mobile app/ WebRTC to join the meeting

28. What are the system requirements to attend a JioMeet call?

The system requirements to attend a JioMeet call are as follows:
- Android – OS version 5.0 and above, min. 2GB RAM
- IOS – OS version 9 and above, min. 1 GB RAM
- Mac – OS version 10.9 and above, min. 2 GB RAM
- Windows 7 and above with below requirements
  - Microsoft .NET Framework 4.5 (x86 and x64) and above
  - Processor - 1 GHz
  - RAM – 512 MB
  - Disk space (minimum)
    - 32 – bit 4.5 GB
    - 64 – bit 4.5 GB

29. How secure is the JioMeet call?

JioMeet uses SSL 128-bit encryption to ensure the security of your call. Users are expected to follow the below-mentioned guidelines to ensure a secure call:

- Do not share your credentials with others
- Share the meeting invite-only with the intended participants
- Once the required participants have joined, lock the meeting. Using this feature, users cannot join the meeting without the permission of the host

30. For how long can I hold a meeting?

You can hold a meeting for up to 24 hrs.

31. Can participants join in JioMeet through Web using invite link?

Yes, the JioMeet meeting invite will also have a link, clicking on the same will open the app or browser where participants have to enter the password to join the meeting.

32. Is there any limit of participants on JioMeet, if joined in audio-only?

Currently you can hold only audio meetings from JioMeet app (not a PSTN audio) and hence same limit (250 participants) is applicable.

33. Where can I view details/ benefits for JioMeet in JioBusiness Solution plans?

You can view JioBusiness Solution plans details/ benefits of JioMeet in 'Tariff Plan' section on www.jio.com/business.

Onboarding & Activation

34. How much time it takes to activate the service post order finalization?

Post activation of the High Speed Internet (core service), JioMeet service will be activated in 48 hrs.

Customer Service

35. Where can I see the number of licenses allotted to me against the total licenses subscribed?

The Authorized Signatory can access the license details through Self-Care portal https://JioMeet.jio.com/adminportal and have a view of allotted versus procured licenses.

36. How do I increase the number of licenses subscribed or change the admin?

You will have to connect with your Authorized Signatory. He/ she can help you with:

- Increase or decrease the number of licenses
- Change the Admin
- Request for termination of service
- View and make the payment against the outstanding bill

37. Where to raise a query or seek assistance?

For online support, please visit https://jiomeetpro.jio.com/webhelp. In case your issues is not resolved, you may call at 1800 8899 444 or write an email at businesscare@jio.com

38. I am unable to open or view properly www.jio.com/business website?

Kindly clear your browser history and try again. For better user experience please, check if you are using these browser versions i.e. Chrome 1.0 or higher and Internet explorer 7 or higher.