



# Getting Started Guide

September 23, 2017

BlueJeans

# Chapters

## **1. First, adjust your BlueJeans account to fit your preferences**

## **2. Scheduling Meetings**

- Configuring Meeting Details
- Advanced Options
- Outlook Add-in (and links to other scheduling tools)

## **3. Joining and Managing your Meeting**

- How Moderator enters the meeting room
- How Participants enter the meeting room
- Joining the conference:
  - Using a Computer (BlueJeans App)
  - Using an H.323 Room System
  - Using a Desk Telephone
  - Using the BlueJeans iOS App or BlueJeans Android App

- 1. First, adjust your BlueJeans account to fit your preferences**

# Account Menu - Profile

Change any Profile field, as needed:

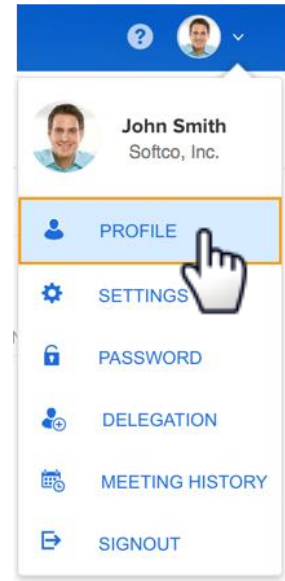
## About Me:

1. Upload your [photo](#) (or logo).
2. Import your LinkedIn profile (optional).
3. Title, Company, Phone #, and [Email address](#)

## My Preferences:

4. Preferred [Language](#): English, German, French or Spanish
5. Time Zone / Format
6. [Accessibility](#)
7. Email preferences for product, education and other [bulletins from BlueJeans](#).

The screenshot shows the 'About Me' profile page. The 'About Me' section includes fields for Full Name (John Smith), Title (Senior Product Manager), Company (Softco, Inc.), Phone, and Email Address (john@softcoinc.com). A red number '2' is placed above the 'IMPORT PROFILE' button. A red number '3' is placed to the right of the Title and Company fields. A red number '1' is placed to the right of the 'CHANGE PHOTO' button. The 'My Preferences' section includes a 'Preferred Language' dropdown (set to English, with a red number '4' next to it), a 'Default Timezone' dropdown (set to GMT-0800 US/Pacific, with a red number '5' next to it), a '24 HOUR FORMAT' checkbox, an 'Accessibility' section with an 'Enable Accessibility' checkbox (with a red number '6' next to it), and a 'Notifications' section with a 'MANAGE YOUR EMAIL PREFERENCES' link (with a red number '7' next to it). A 'SAVE CHANGES' button is at the bottom right.



# Account Menu - Settings

Log into your account menu, and make Settings changes to suit your preference:

1. Choose which [international numbers](#) you want published in your invites.
2. Change your moderator passcode, if you wish.
3. Uncheck if you want [audible alerts](#) when participants arrive or leave.
4. If you desire a different meeting URL, contact [support@bluejeans.com](mailto:support@bluejeans.com).
5. Change your meeting ID, if you wish.
6. Meeting settings to consider:
  - [Start without a moderator](#)
  - [Mute participants on entry](#)
  - [Silent participant entry mode](#)
  - Show participant names in email

PSTN Numbers Preferences: **1**

United Kingdom +44.203.608.5256 ✕ Mexico +52.55.4741.1411 ✕  
United States +1.408.740.7256 ✕

Moderator Passcode **2**  
3234

☒ **DISABLE AUDIBLE ALERTS** **3**  
Disable sounds when participants enter and leave the meeting

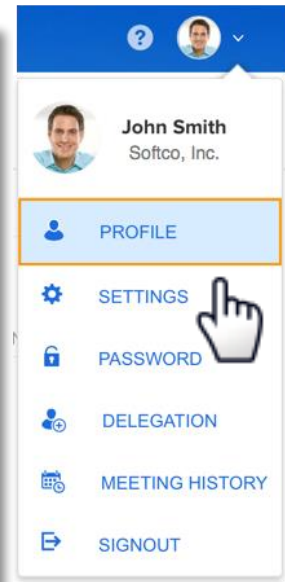
Default Scheduling Options

**MY MEETING** SCHEDULED MEETING

Username/My Meeting URL **4**  
<https://bluejeans.com/johnsmith> ⓘ

My Meeting ID **5**  
4155551234

☒ START MEETING WITHOUT MODERATOR  
☐ MUTE PARTICIPANTS ON ENTRY **6**  
☒ SILENT PARTICIPANT ENTRY MODE  
☒ SHOW PARTICIPANT NAMES IN EMAIL INVITATION



## ... and set Delegation scheduling, if needed

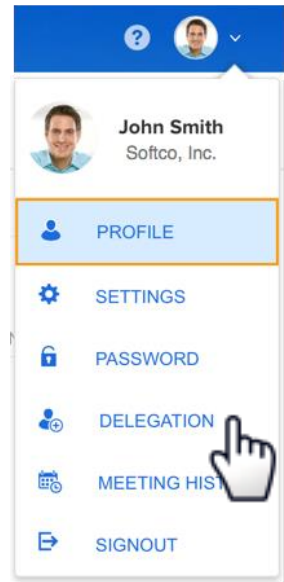
Delegate scheduling provides the ability for a "delegate" to schedule BlueJeans meetings on behalf of another BlueJeans users (the "delegator") in the Enterprise Group. For full instructions, [click here](#)

### Delegate Users

An account delegate can manage your Blue Jeans meetings on your behalf.

Enter delegates' email

ADD DELEGATE



You can schedule a meeting from your [BlueJeans Account](#), [Outlook](#), the [Chrome /Safari extension](#), or the [Scheduler for Mac](#).

The next section of this guide show how to schedule from your BlueJeans account and Outlook

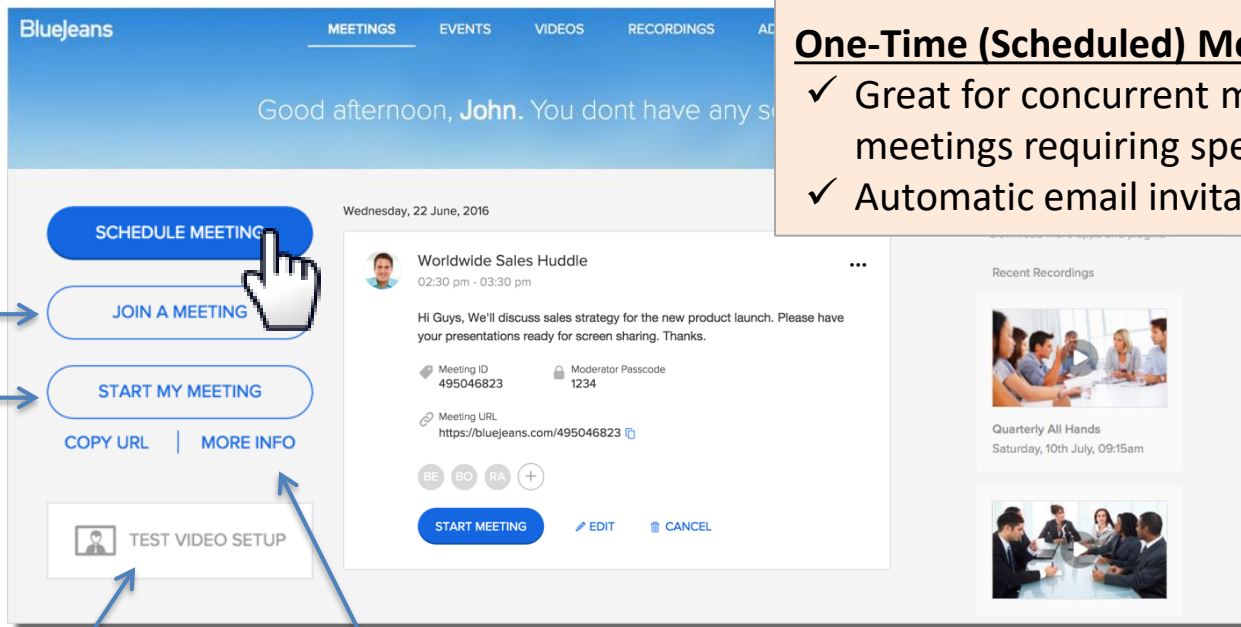
## 2. Scheduling Meetings

You can schedule from your BlueJeans account (instructions on following pages), or use:

- ✓ [Outlook for Windows](#)
- ✓ [Office 365](#)
- ✓ [Google Chrome Browser extension](#)
- ✓ [Scheduler for Mac](#)

# Scheduling Meetings

1. First, log into your account, at [bluejeans.com/login](https://bluejeans.com/login).
2. Landing in your Meetings page, click Schedule Meeting.



## Personal Meeting ID (My Meeting):

- ✓ Easy to remember!
- ✓ Uses your customized Personal ID
- ✓ Great for instant meetings

## One-Time (Scheduled) Meeting ID:

- ✓ Great for concurrent meetings or meetings requiring special settings
- ✓ Automatic email invitation sent



# Scheduling

In Meetings tab, click Schedule Meeting and complete the form:

- A. Meeting Title
- B. Add optional meeting description
- C. Date/Time
- D. Repeat? (daily, weekly or monthly)
- E. Email invitations
- F. Click to see [Advanced Options](#)
- G. Choose to use your **Personal Meeting ID**, or, a unique, 9 digit **One-Time ID**.
- H. Click to change other default settings
- I. Choose which type of meeting to set, My Meeting or Scheduled meeting
- J. Check/uncheck features as desired, and save your changes
- K. Return to scheduler and click **Schedule**

**SCHEDULE MEETING**

Meeting Title  
Western Region Sales Meeting **A**

Add meeting description **B**

From 14 Sep 2017 03:00 PM **C** To 14 Sep 2017 05:00 PM  
GMT-0800 US/Pacific

☐ Repeat Meeting **D**

Invite Participants Separate each email with a comma. Limited to first 100  
bob@softcoinc.com x betty@softcoinc.com x **E** ralph@softcoinc.com x

Advanced Options **F**

Meeting ID  
☒ Use My Meeting ID **G**  
My Meeting ID: 2145551212

Settings  
**H** Your meeting settings will be used during this meeting  
[EDIT MY MEETING SETTINGS](#)

**SCHEDULE MEETING** **K**

*Tip: you can also use [Outlook](#), [Outlook 365](#), [Gmail/Chrome](#), or [Scheduler for Mac](#)*

Default Scheduling Options **I**

**MY MEETING** **SCHEDULED MEETING**

☐ ADD PARTICIPANT PASSCODE  
Participants will need to input a passcode before they are allowed to join.

☐ ENABLE AUTO-RECORDING  
Start recording the meeting automatically.

☒ START MEETING WITHOUT MODERATOR  
Meeting will start as soon as any two participants arrive (NOTE: Moderator privileges upon joining)

☐ ALWAYS ENCRYPT MEETING  
Allow only encrypted end points to join. Video Conferencing System turned on.

☐ CROP VIDEO  
Crop video to best fit the room layout.

☐ DISABLE CHAT MESSAGING  
Disable Chat Messaging for the meeting.

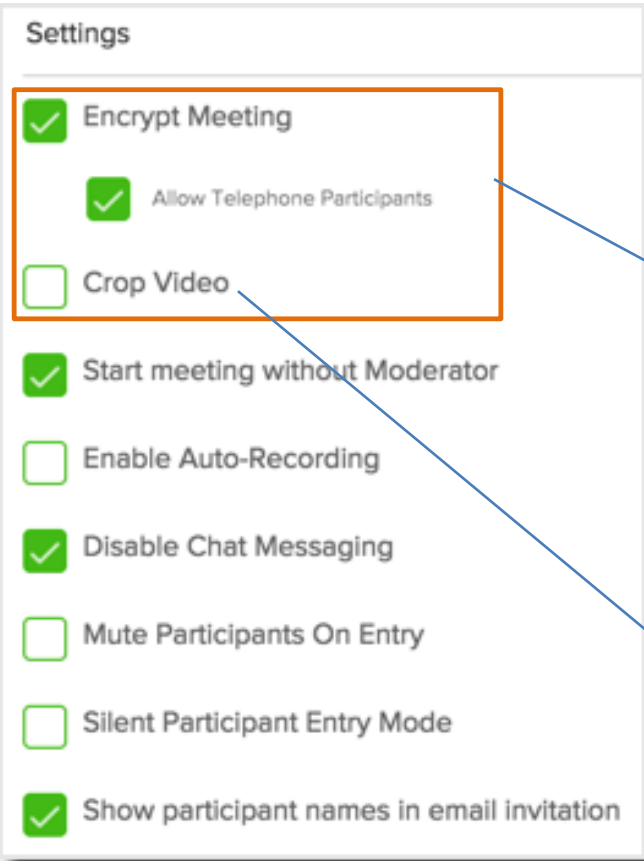
☐ MUTE PARTICIPANTS ON ENTRY  
Mute participants automatically when they join your meeting.

☒ SILENT PARTICIPANT ENTRY MODE  
Disable audible participant entry and exit tones  
Disable participant entry and exit banners.

☒ SHOW PARTICIPANT NAMES IN EMAIL INVITATION  
Meeting Settings

**SAVE CHANGES** **J** **CANCEL**

# Scheduling – Advanced Meeting Options



Settings

- ☒ Encrypt Meeting
  - ☒ Allow Telephone Participants
  - ☐ Crop Video
- ☒ Start meeting without Moderator
- ☐ Enable Auto-Recording
- ☒ Disable Chat Messaging
- ☐ Mute Participants On Entry
- ☐ Silent Participant Entry Mode
- ☒ Show participant names in email invitation

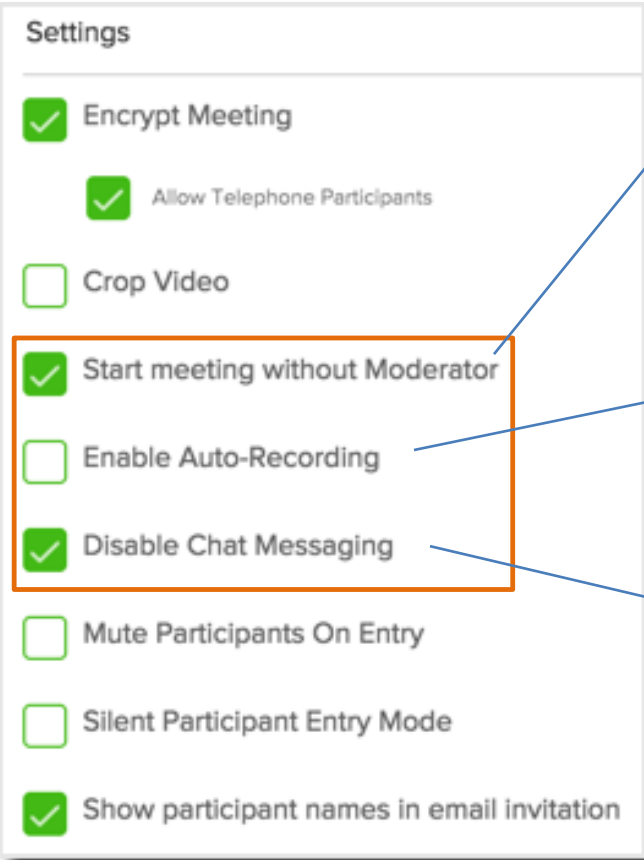
Enabling/disabling options here affect this **one scheduled meeting only**. To change options for all **Personal** and/or **One-Time** meetings (going forward), make your selection from your Settings page.

**Encrypt Meeting** – requires each participant that connects to your meeting has encryption turned on. If they do not have it turned on, they will see a message telling them “encryption is required.”

Check “Allow Telephone Participants” box if you want phone dial-in callers to be able to attend this encrypted meeting.

**Crop Video** – a Stretch feature to help promote a 4:3 video to a 16:9 full screen video (Not recommended for most meetings).

# Scheduling – Advanced Meeting Options



Settings

- ☒ Encrypt Meeting
  - ☒ Allow Telephone Participants
- ☐ Crop Video
- ☒ Start meeting without Moderator
- ☐ Enable Auto-Recording
- ☒ Disable Chat Messaging
- ☐ Mute Participants On Entry
- ☐ Silent Participant Entry Mode
- ☒ Show participant names in email invitation

**Moderator-less Meeting** – enable if you want participants to meet without the moderator having to start the meeting:

- Meeting begins after first 2 participants arrive.
- The person scheduling the meeting has the moderator controls (mute all, drop, etc.) available for use, when they decide to join.

**Enable Auto-Recording** – If the [Recording](#) feature is enabled for your account, checking this box will start the recording session automatically when the first participant joins the meeting.

**Disable Chat Messaging** – checking this box will disable Chat from this one scheduled meeting. [Click here](#) for instructions on how to disable Chat from all one-time meetings, going forward (or from your Personal meeting).

# Scheduling – Advanced Meeting Options

## Settings

- ☒ Encrypt Meeting
  - ☒ Allow Telephone Participants
- ☐ Crop Video
- ☒ Start meeting without Moderator
- ☐ Enable Auto-Recording
- ☒ Disable Chat Messaging
- ☐ Mute Participants On Entry
- ☐ Silent Participant Entry Mode
- ☒ Show participant names in email invitation

**Mute Participants On Entry** – when selected, this automatically mutes each participant as they join the meeting, regardless of how they have connected (audio, room system, mobile device, etc.). While this can be set as a default setting for all meetings, we recommend it be used for larger meetings. In a small meeting, with 1-2 participants, there is less reason to automatically mute participants.

**Silent Participant Entry Mode** – check this box if you want to **disable** the audible “alert” tone everyone would hear when a participant enters or leaves the meeting

**Show participants names in email invitation** – check this box if you want to show all invited names in every invite email.

# Scheduling complete, meeting is ready to use!

That's it! Your scheduled meeting is now ready to use, at the scheduled time or anytime earlier (it will not end until the schedule ending date/time).

Click the Meeting Bar to expand and show the details, along with further options:

- A. **View participants.** Hover to see full name. Click + to add.
- B. Another way to view invited participants, copy meeting details, or add to Outlook
- C. **Edit** any aspect of the meeting
- D. **Cancel** the meeting
- E. **Start** the meeting

Monday, 22 June, 2015

**Worldwide Sales Huddle**  
02:30 pm - 03:30 pm

Hi Guys, We'll discuss sales strategy for the new product launch. Please have your presentations ready for screen sharing. Thanks.

Meeting ID  
757338715

Moderator Passcode  
4567

Meeting URL  
<https://bluejeans.com/757338715>

**A**

**E**

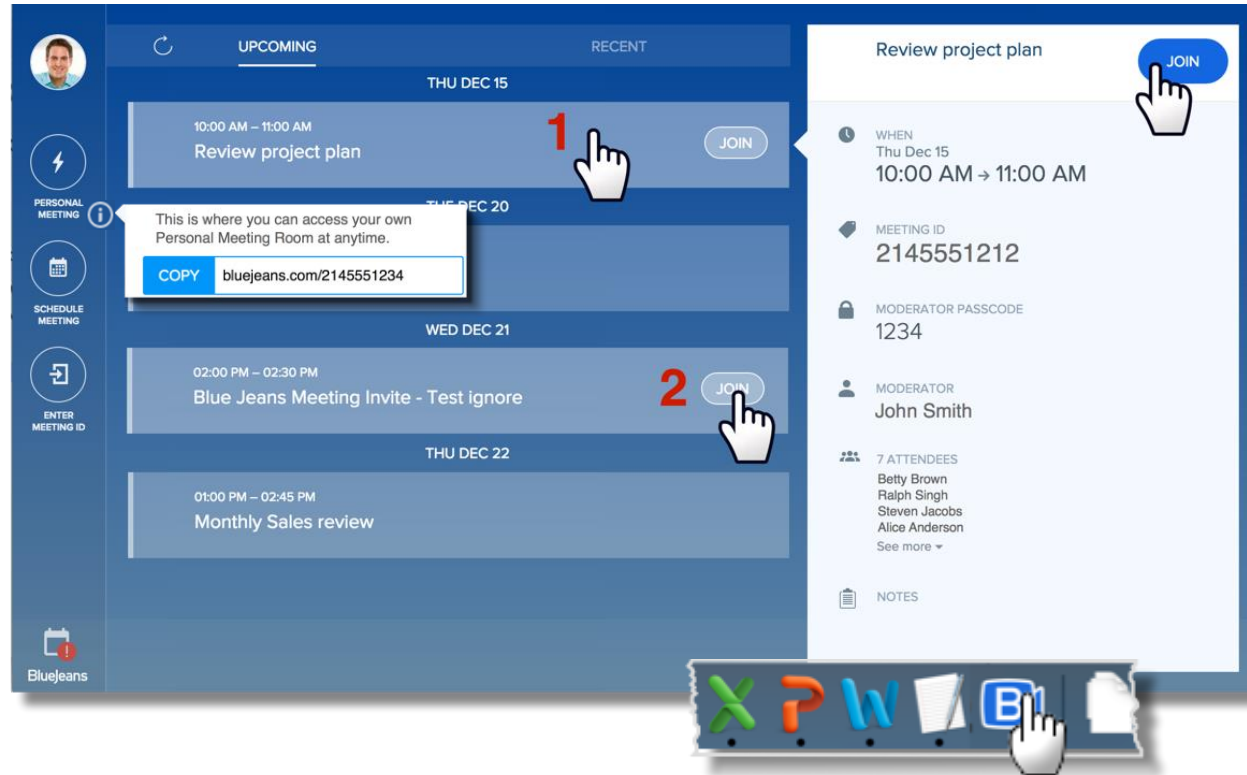
**B** PARTICIPANT LIST  
COPY JOIN DETAILS  
ADD TO OUTLOOK

# Meeting Calendar in the BlueJeans App

Want to add your logo and custom text to email invitations?  
[Click here](#) to learn how.

Integrate your [BlueJeans App](#) with your [Gmail](#) or [Outlook](#) Calendar. This will allow you to see your upcoming meetings and join them directly from the App!

1. Click an upcoming meeting bar to see the details. Click the Join button to join the meeting,
2. Hover over an upcoming meeting and click the Join button to go directly into the meeting,
3. Click to join your Personal Meeting ID,
4. Click to Schedule a new meeting (from web app),
5. Join a different meeting (different host), entering their meeting ID.



# Schedule from Outlook on Windows

[Click here](#) to download the Add-in file

1. Click BlueJeans "Schedule" icon at top to open a new appointment form.
2. BlueJeans meeting details appear.
3. Fill in event details:
  - Change Subject (if needed)
  - Enter date & time
  - Mark as Recurrence (if needed)
  - Add participant's e-mail addresses
  - Add attachment (if needed)
4. Compose your message. Scroll down though meeting details and add/edit text!
5. Click SEND to send the invitation.

*You can also schedule meetings direct from:*

- [Outlook 365](#)
- [Gmail/Chrome](#), or
- [Scheduler for Mac](#)

File Home Send / Receive Folder

New Email New Items Start My Meeting Schedule

BlueJeans

File Meeting Insert Format Text Review Tell me what you want to do

Delete Copy to My Calendar Forward Join Meeting Meeting Edit Meeting Meeting Appointment Scheduling Skype Meeting Meeting

You haven't sent this meeting invitation yet. Conflicts with another appointment.

From: entire-team@company.com

To: entire-team@company.com

Subject: Orlando Project - Logistics

Location: https://bluejeans.com/778127022

Start time: Wed 3/15/2017 4:00 PM

End time: Wed 3/15/2017 4:30 PM

Send

Hi Team - Let's join this BlueJeans meeting to discuss the Orlando project. See you there!

\*\*\*PARTICIPANT INFORMATION\*\*\*

To join the meeting on a computer or mobile phone: <https://bluejeans.com/778127022?s...>

John Smith has invited you to a video meeting.

Connecting directly from a room system?

1) Dial: 199.48.152.152 or bjn.vc

2) Enter Meeting ID: 778127022

Just want to dial in on your phone?

1-800-555-5555

### **3. Joining and Managing your Meetings**

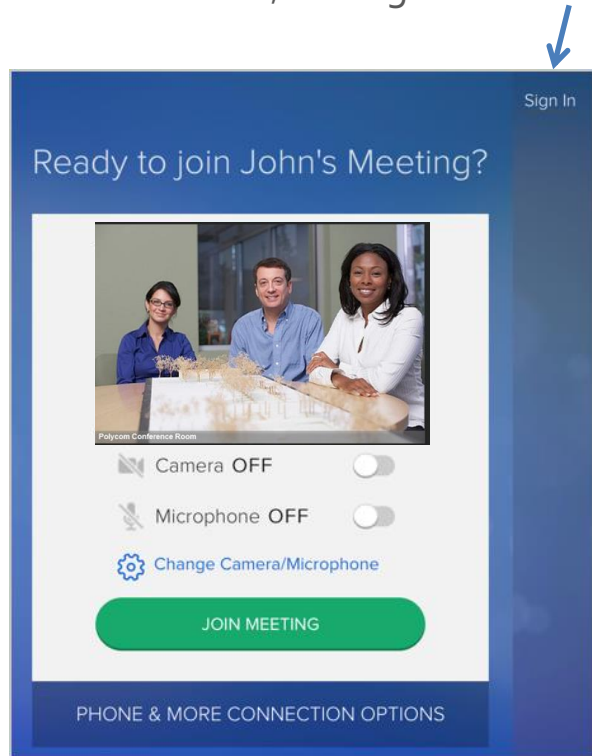


# Participants enter the room – two easy ways

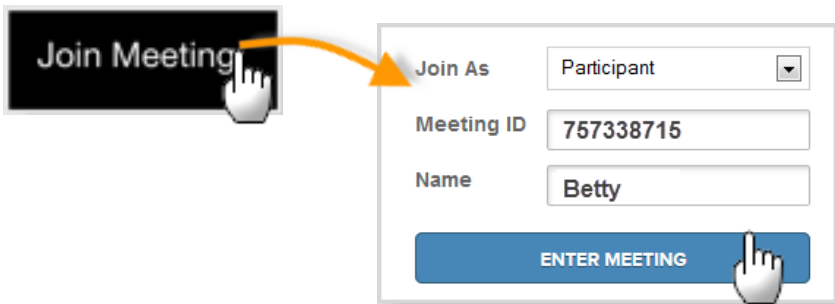
1. Clicks link in their Participant email invitation:



Click here if you have a BlueJeans account, and sign in.



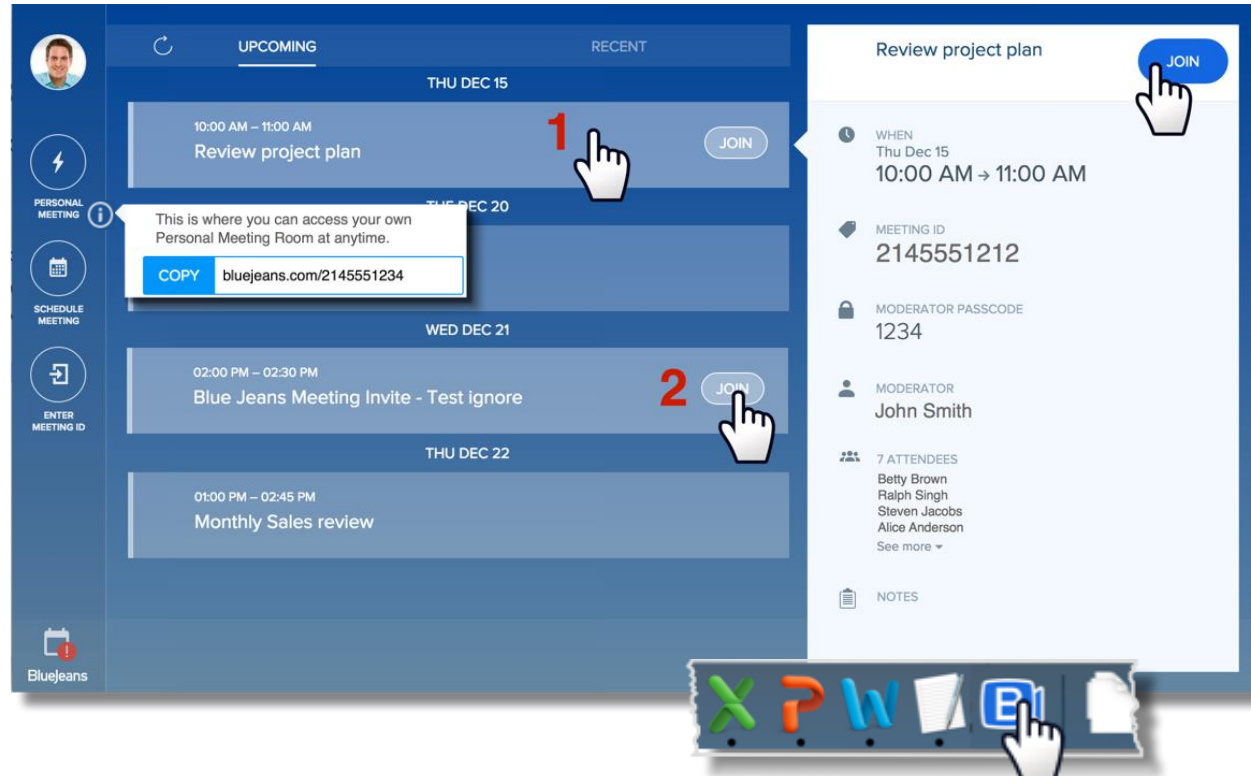
2. Or, logs into the meeting room from the BlueJeans web site (bluejeans.com), clicking Join Meeting and entering the Meeting ID (and passcode):



# Moderator enters the Meeting from their BlueJeans app

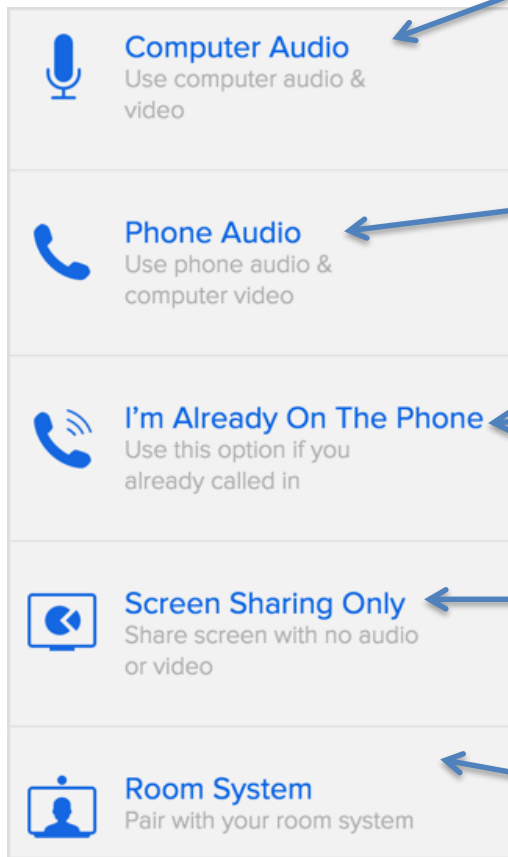
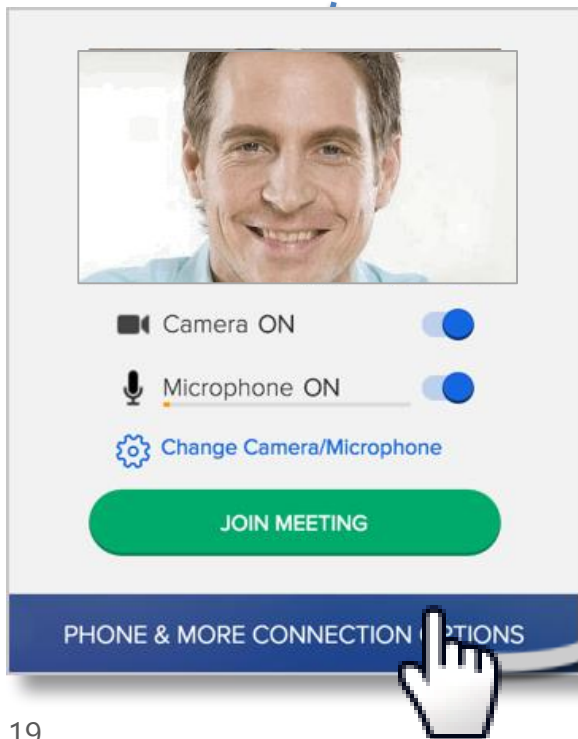
Integrate your [BlueJeans App](#) with your [Gmail](#) or [Outlook](#) Calendar. This will allow you to see your upcoming meetings and join them directly from the App!

1. Click an upcoming meeting bar for details.
2. Click the Join button to join the meeting,
3. Click to join your Personal Meeting ID,
4. Click to Schedule a new meeting (from web app),
5. Join a different meeting (different host), entering their meeting ID.



# Choose your connection option

Click the green **Join Meeting** button if you want to use your **Computer** for audio (mic and speaker):



Select **Computer Audio** if using [computer for audio & video](#). This is the default entry method ... same as clicking the green Join Meeting bar

Select **Phone Audio** if you'll [dial-in from a telephone](#), using the computer for video only.

Computer mic and speaker will be muted

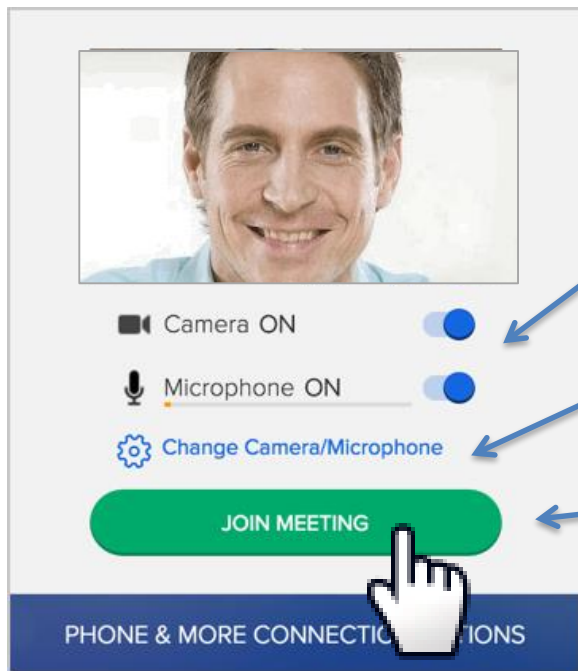
[Share your screen only](#) (by default, you won't be seen or heard)

Pair to an h.323 [Room system](#)

# Joining the Meeting from your Computer (PC, Mac or Linux)

# Audio and Video from your computer

Coming into the meeting, select your mute preferences, then press Join Meeting:



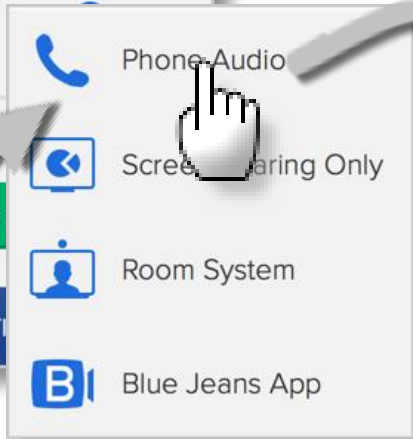
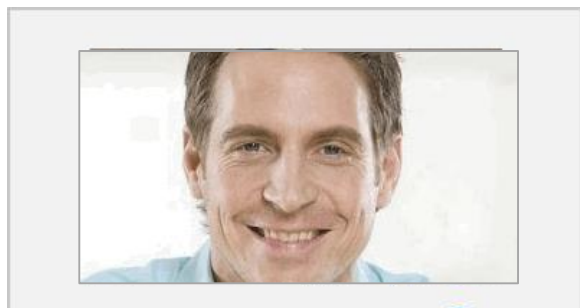
1. Toggle left to Mute your Camera or Mic. (they are ON when blue button is on the right)
2. Change the camera of mic device, if needed
3. Click to Join Meeting!

If prompted, enter your name, which will appear in the participant roster:

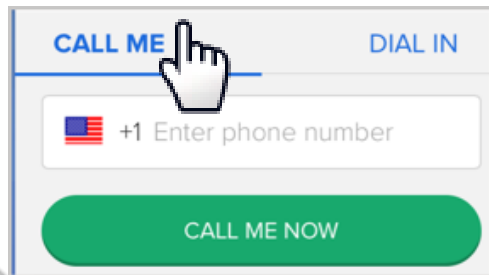
A light blue dialog box for entering a name. It has a text input field with the placeholder text 'Your Name' and 'ely personmeeting'. Below the input field is a blue rounded rectangular button with the text 'OK' in white.

# or, audio from your Telephone & Video from your computer

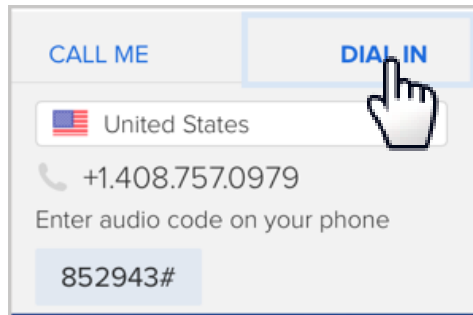
Select **Phone Audio** to talk/hear from a phone, using the computer for video only:



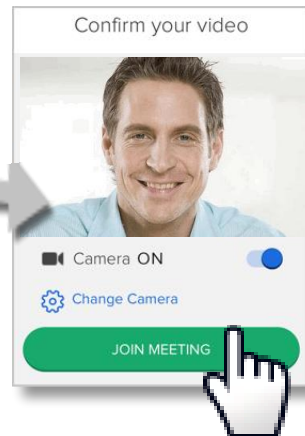
a) BlueJeans can call you:



OR, b) dial into a BlueJeans number to connect:

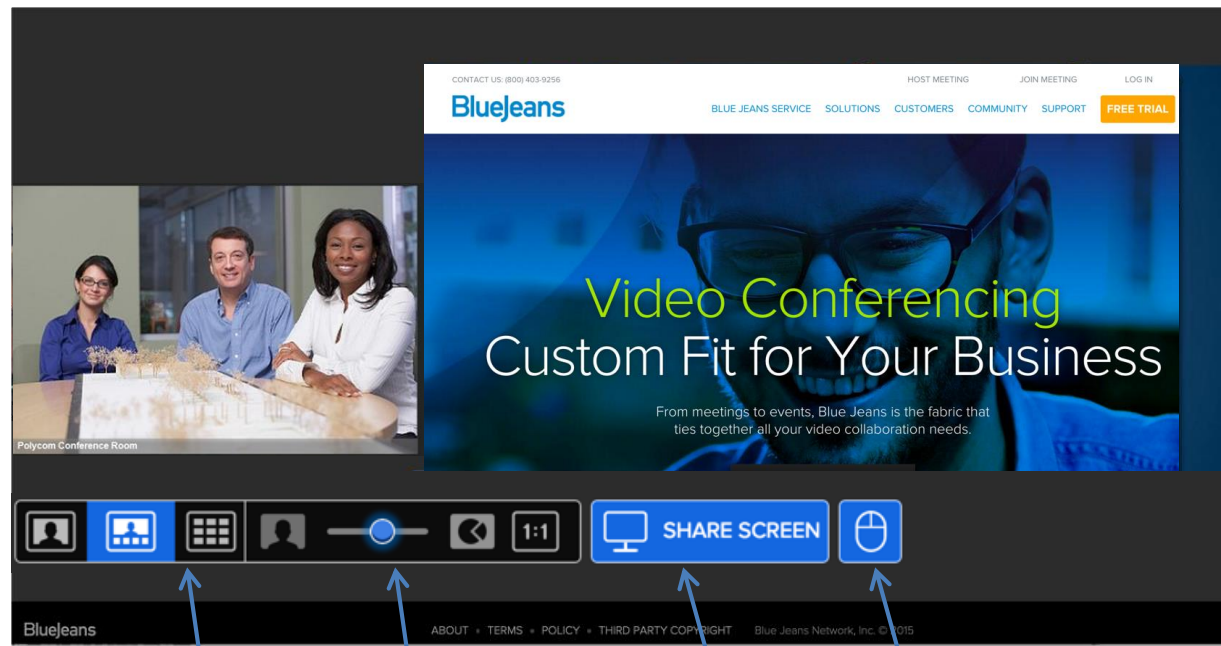


Finally, click join to connect your video ...



... and you'll enter the meeting!

# Meeting Controls



[Chat](#) with participants

Your video

Leave meeting



Leave

Chat

Participants

Share Screen

Settings

Switch to Phone

Audio ON

Video ON

Rec OFF

Full Screen

View attendee roster.

Click name for call details.

Moderator also can:

- [Mute](#) individuals or all
- [Invite](#) others to meeting
- Change/push [layouts](#)
- Lock Meeting

[Share](#) your screen

Adjust mic, camera, or speaker [settings](#)

Switch meeting connection to phone

Mute your microphone

Mute your camera

Start [recording](#)

Expand to full screen

Change Speaker [layout](#)

Drag to change size of video and presentation

[Share](#) your screen

Request [Desktop control](#)

Drag cursor ...

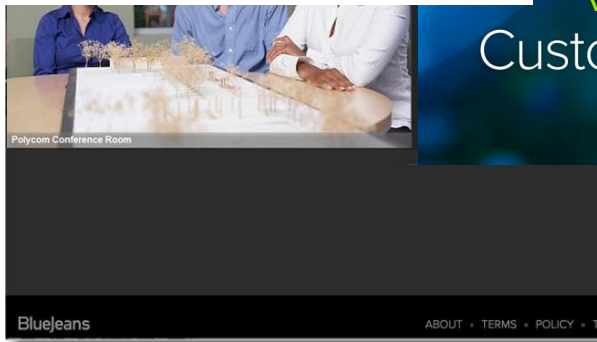
# Participants

Click pencil to [change your name](#)

Active speakers

Moderators have blue bar

Sound wave (plus name in bold black) indicates this endpoint is speaking



Invite others to join this meeting

EVERYONE (4) NOW TALKING (1)

John Smith

Polycom Room

Betty Brown

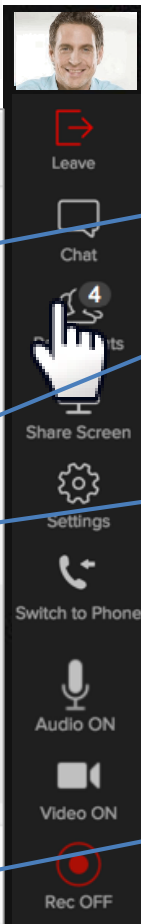
Ralph Lee

DROP FROM MEETING

REQUEST DESKTOP CONTROL

CALL DETAILS

UNMUTE ALL MUTE ALL



Moderator only can mute anyone's camera or microphone:

- **Red** indicates the participant muted themselves
- **Black** mic with red slash indicates muted by moderator

Click attendee's name:

- **Moderator only** can drop Ralph from the meeting
- Anyone can request [desktop control](#)
- Expose Call Details: device type, quality signal bars, and network stats

Moderator only can mute/unmute all microphones at once

Moderator only controls (push layouts, and more)

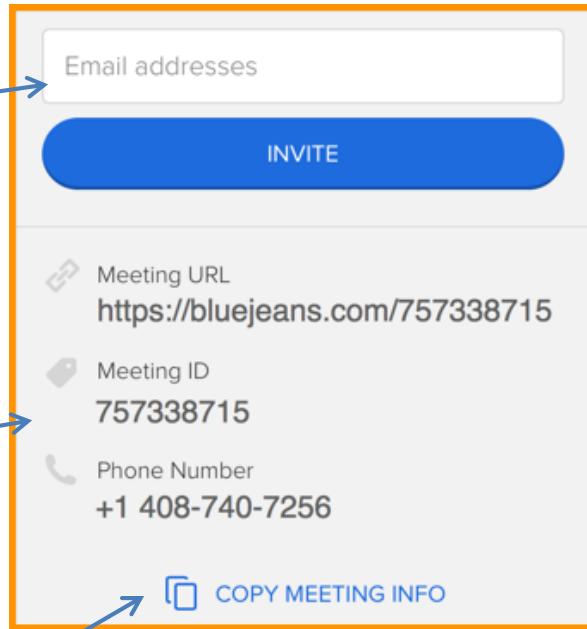


# Invite Participants

Email meeting credentials to others you want to join

Send meeting URL, ID or dial in number, or

Copy to clipboard



# Moderator Controls

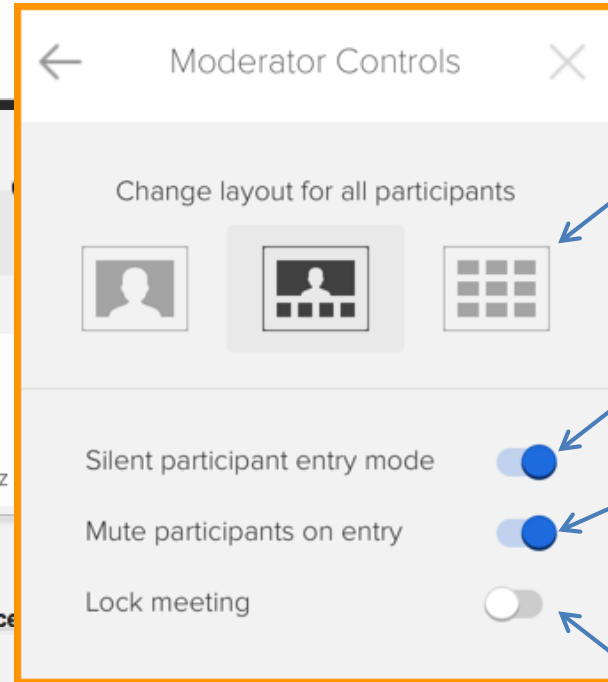
For Moderators only

Push [Video layout](#) to all participants

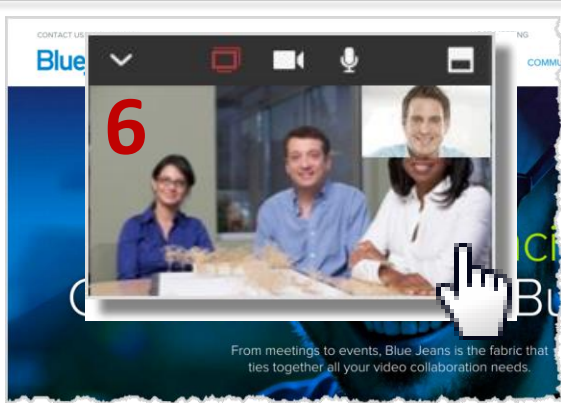
Disable entry tone when participants join meeting

[Mute participant's microphone](#) when they join meeting

Lock to prevent new participants from joining

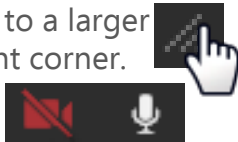


# Share Screen





The “active speaker” remains visible as you show your screen!

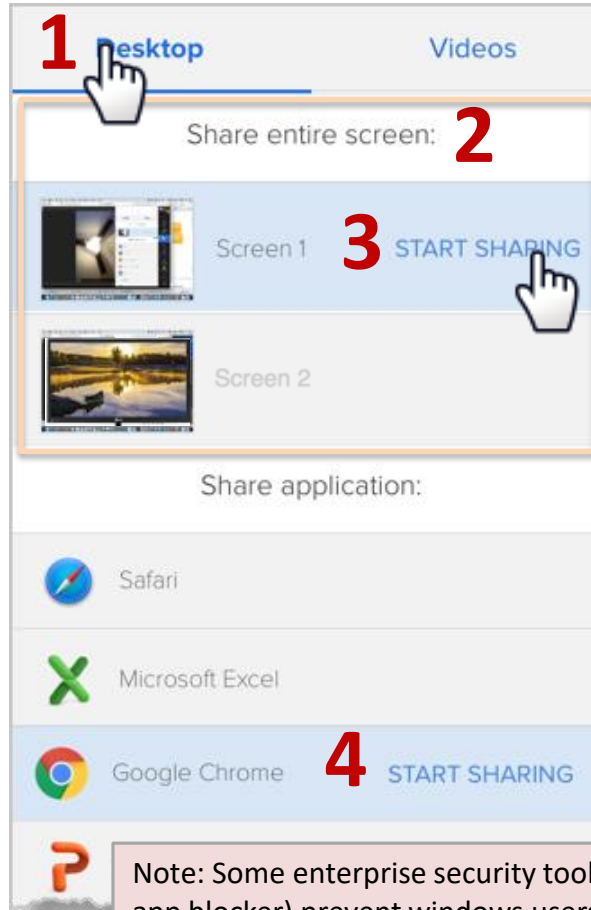
- Drag window to best location.
- Stretch the window to a larger size, from lower right corner.
- Mute camera / mic.



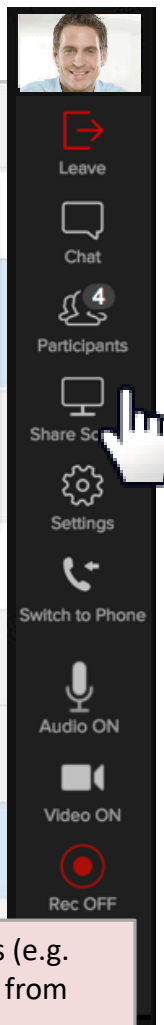
- Click top left to hide (collapse) widget.

- Click  to end screen sharing.

You are sharing Entire Screen  Stop sharing **5**



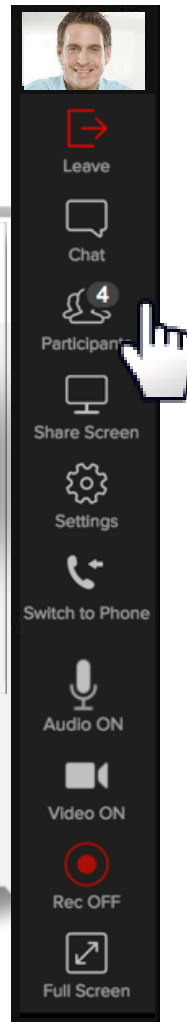
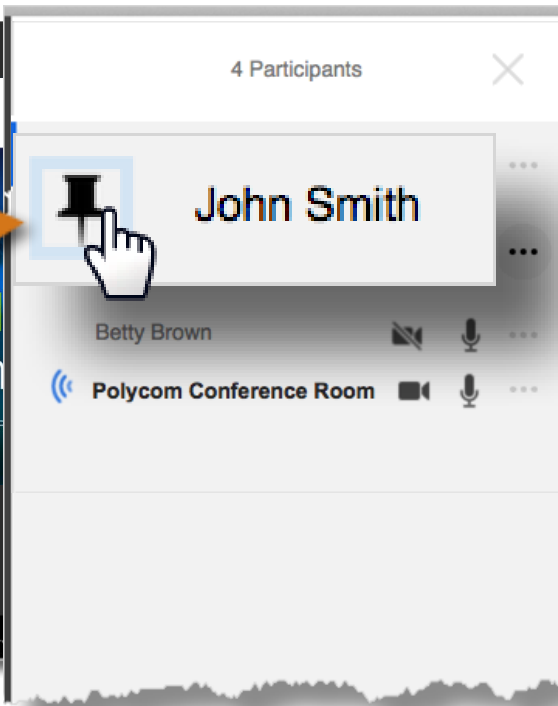
Note: Some enterprise security tools (e.g. app blocker) prevent windows users from sharing directly from the app.



1. Choose to share your Desktop or [video](#).
2. We recommend sharing your entire screen...
3. ... If multiple monitors are engaged, click Start Sharing from the one you wish to share from.
4. ... or share an open application only (not available using Chrome or Firefox)
5. To end sharing, click “Stop Sharing” banner (*slide banner if it covers up window menu option*)
6. Use the floating widget to manage while sharing

# Video Pinning

*Use pinning when you have a lecturer delivering a presentation!*



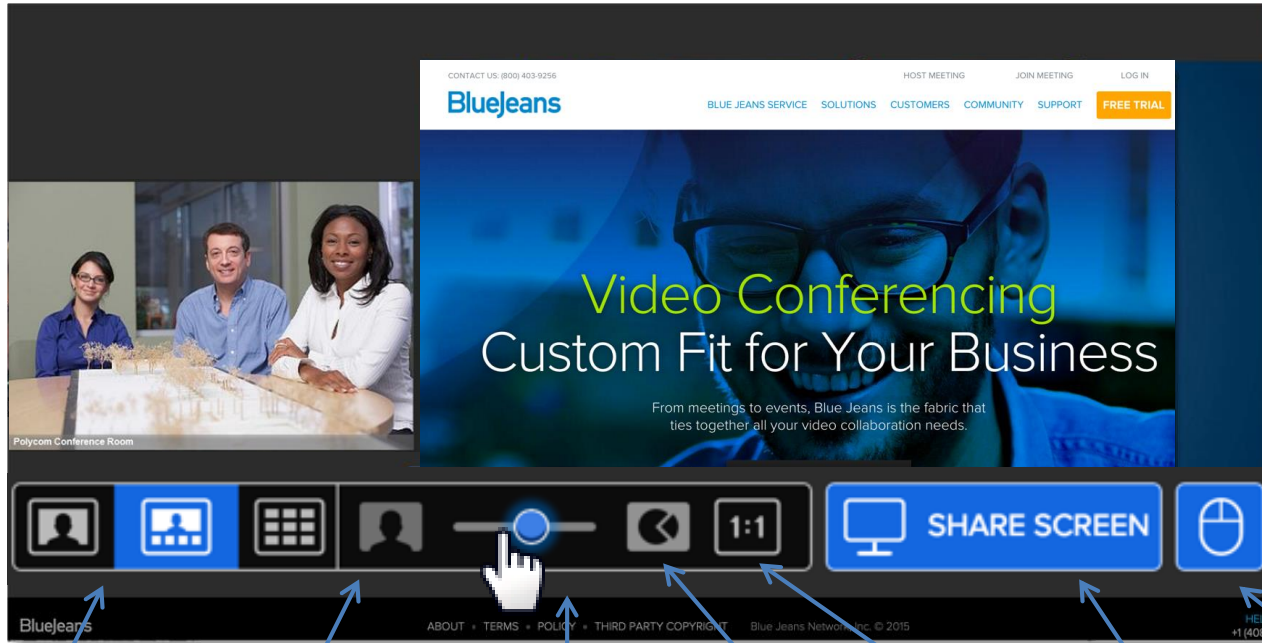
**Moderator only** can designate a specific participant as the "main speaker," making their camera **fixed** as the main video at all times, regardless of who is speaking.

To pin:

- Hover over a Participant's name in the Roster and click on the "Pin" icon. (Participant must be sending video).
- To unpin the Participant, simply click on the "Pin" icon a second time, and it will disappear.

# Viewing a Screen being Shared by Another Participant

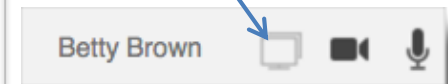
Want to **take control** of another computer sharing their screen?  
[Click here](#) for instructions.



When others are sharing their screen, hover your cursor at bottom.

- **Content Slider** appears
- Position slider to expand or shrink the video and screen panel

Participant panel will indicate who is sharing



Choose participant's Video layout

View participant's video only

Content Slider: Adjust video/content size

Shared content only

Show content in actual size

Take over, and share *your* screen

Request [Desktop control](#)

# Switch to Phone

CALL ME **1**

DIAL IN

What number should we call?

 +1 Enter phone number

Available in the US and Canada.


Your computer audio will be disconnected while we switch to your phone.

CALL ME NOW

CALL ME

**2** DIAL IN

Dial into the meeting

 United States

 +1.408.757.0979

Enter audio code on your phone

536035#



Leave



Chat



Participants



Share Screen



Settings



Switch to Phone



Audio ON



Video ON



Rec OFF



Full Screen

Click **Switch to Phone** to change your audio source to your phone:

## 1. BlueJeans calls you:

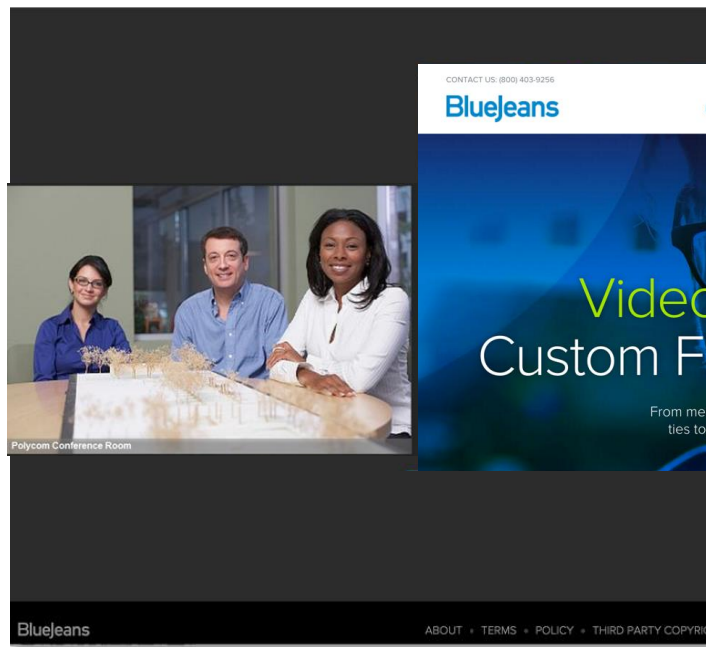
- Click the “call me” bar,
- Enter your phone number (only U.S. numbers accepted),
- Press “Call Me Now” and you’ll be in your meeting.

OR

## 2. Dial into the meeting:

- Select a number from the list,
- When connected, enter the displayed audio code, and you’ll be in your meeting.

# Settings



Application Settings

Leave

Chat

4 Participants

Share Screen

Settings

Switch to Phone

Audio ON

Video ON

Rec OFF

Full Screen

1

2

3

4

5

6

Default

FaceTime HD Camera

Setup Audio Output

PLAY TEST SOUND

MORE CONNECTION OPTIONS

My Preferred Connection

Computer Audio

Scale video to fit view

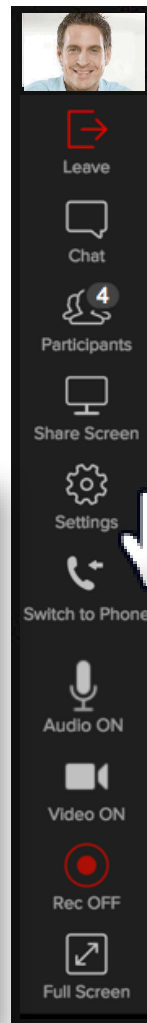
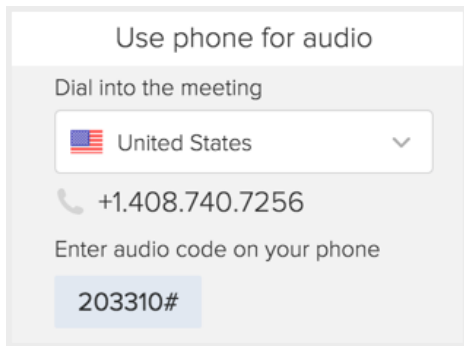
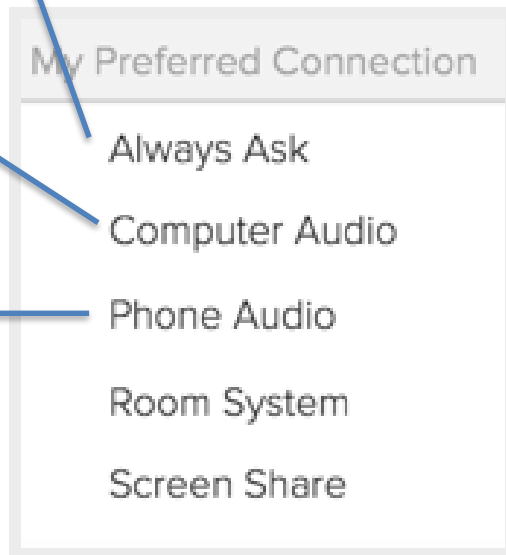
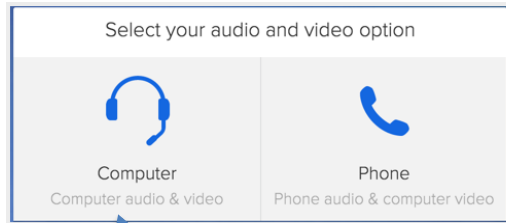
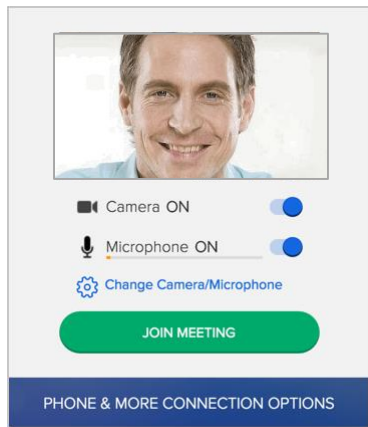
Browser Notifications

Hints and tips

Adjust **Settings** to optimize your meeting:

1. Choose your mic, camera or speaker, if options available
2. Change connection to another device
3. Set [My Preferred Connection](#) type for future meetings (see next page for details)
4. Scale video to fit view (when menu expands)
5. Browser notification
6. Enable Hints and tips for helpful popup boxes in the web app

# Settings – My Preferred Connection



**Always Ask** – always gives you choice to use Computer or Phone for audio

**Computer Audio** – land straight in the “hair-check” screen, letting you mute camera or mic before joining meeting

**Phone Audio** – land in dial-into-meeting steps

**Room System** – land in the pairing code panel

**Screen Share** – land straight in the meeting, allowing you to screen share when needed



# Recording

Banner pops up briefly when recording starts or stops

Flashing red light while recording is on

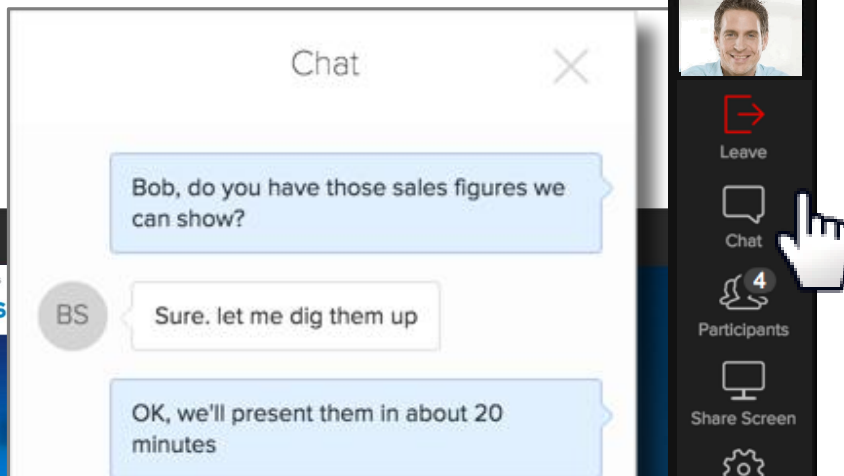
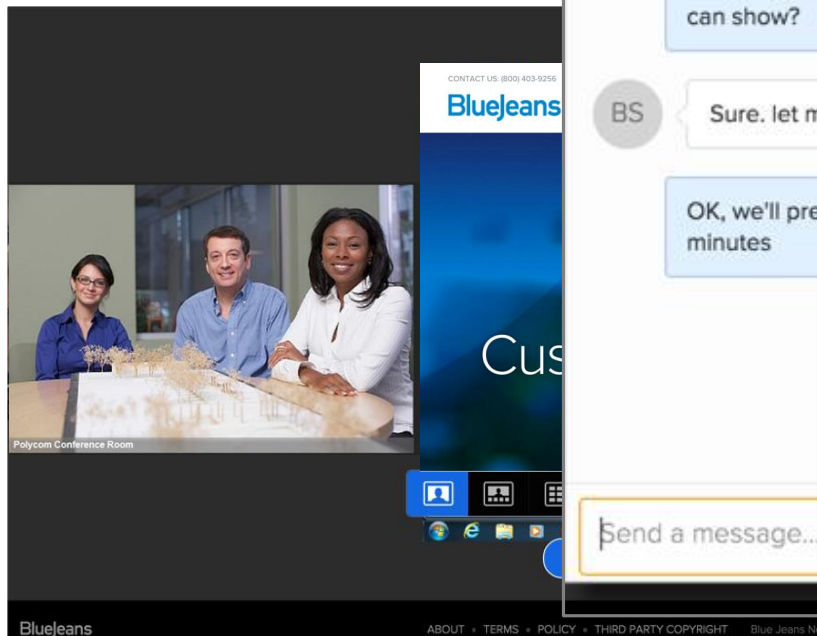
The screenshot displays a video conference interface. At the top, a dark banner with a white recording icon and the text "Recording is on" is shown. Below this, the main video area features a BlueJeans logo and a promotional slide titled "Video Conferencing Custom Fit for Your Business" with a background image of a smiling man. To the left of the main video, a smaller window shows three participants in a "Polycom Conference Room". On the right side, a vertical toolbar contains various controls: a "Leave" button with a red arrow icon, "Chat", "Participants" (with a 4 icon), "Share Screen", "Settings", "Switch to Phone", "Audio ON" (with a microphone icon), "Video ON" (with a video camera icon), "Rec OFF" (with a red circle icon and a hand cursor pointing to it), and "Full Screen" (with a square icon). A blue arrow points from the text "Banner pops up briefly when recording starts or stops" to the recording banner. Another blue arrow points from the text "Flashing red light while recording is on" to a small red light icon in the top right corner of the video area.

To start Recording, press the red button. Participants will hear an audible alert "*recording has started.*"

- Recording can only be enabled by the Moderator
- If the Moderator does not have a Recording button, [click here](#) for setup instructions
- For detailed instructions on how to manage the Recording and Playback feature, [click here](#)

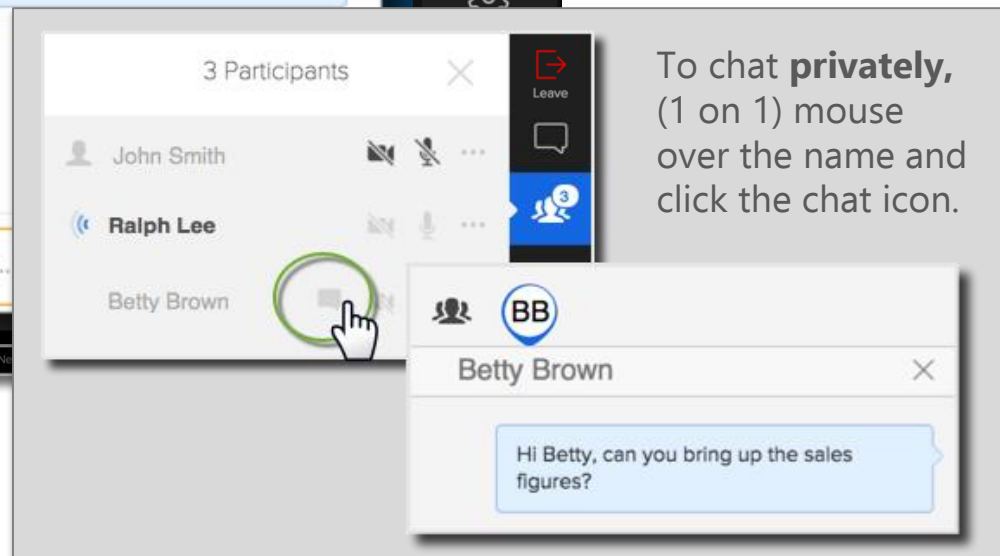


# Chat



[Chat](#) with **all** participants in your meeting.

Tip: accept the request to receive Notifications from BlueJeans and you'll be alerted when a new chat arrives.



To chat **privately**, (1 on 1) mouse over the name and click the chat icon.

By default, chat is enabled for all accounts. [Click here](#) for instructions to disable chat from your meetings.

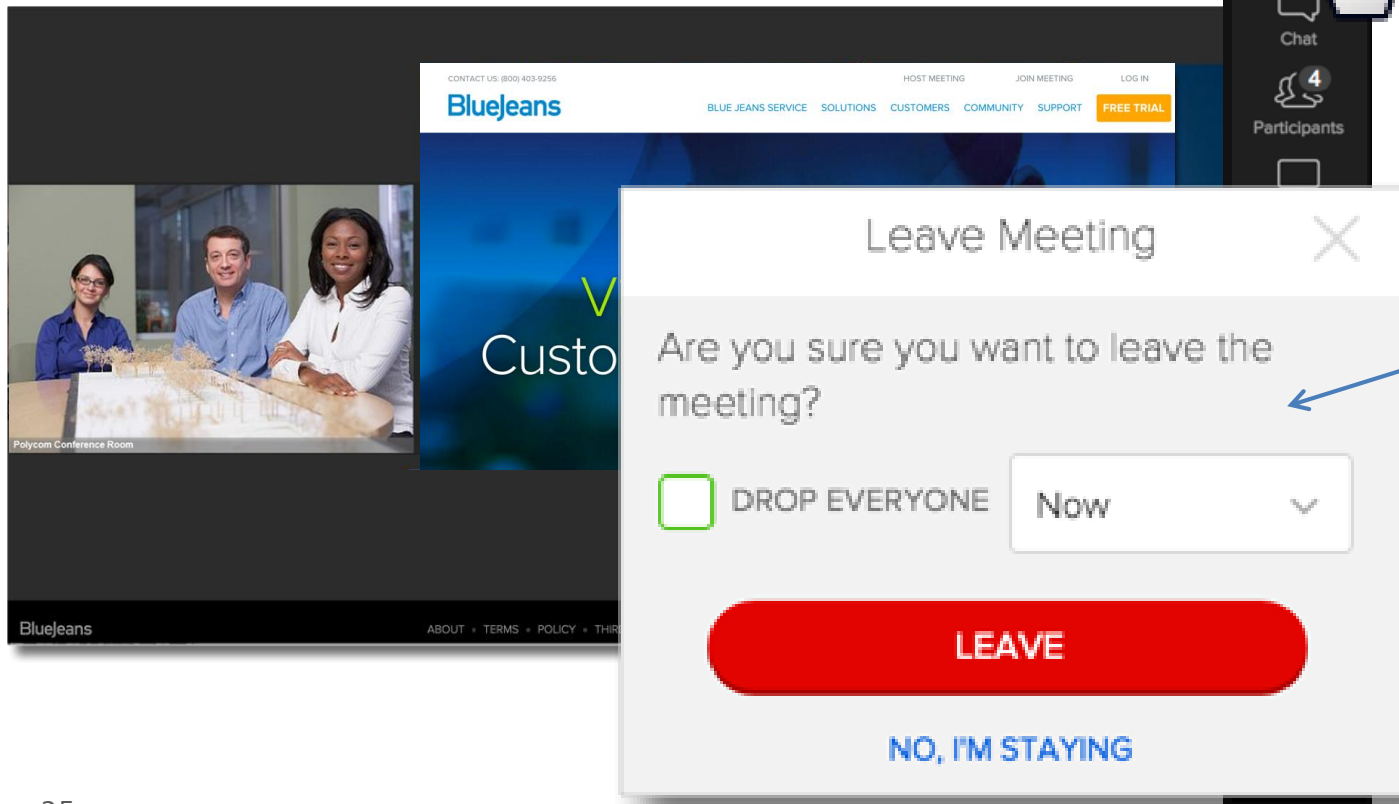
# Enlarge Self View

The screenshot displays the BlueJeans video conferencing interface. On the left, a main video window shows three participants in a 'Polycom Conference Room'. In the center, a large promotional banner for BlueJeans features the text 'Video Conferencing Custom Fit for Your Business' and 'From meetings to events, Blue Jeans is the fabric that ties together all your video collaboration needs.' On the right, a vertical toolbar contains icons for 'Leave', 'Chat', 'Participants' (with a '4' badge), 'Share Screen', 'Settings', 'Switch to Phone', 'Audio ON', 'Video ON', 'Rec OFF', and 'Full Screen'. A self-view thumbnail of a man is positioned at the top of this toolbar. A large, curved arrow points from this thumbnail to a larger, enlarged version of the same self-view that is overlaid on the central promotional banner. The enlarged view includes a close button (an 'X' in a square) in its top right corner.

Click on the self view thumbnail to make it more visible.

This is an architectural enhancement that will also reduce CPU and reduces fan speed. This translates to less fan noise, lag and freezing for our end users (self view thumbnail must be popped out of the participant panel for CPU and fan improvements).

# Leave Meeting



When the Moderator leaves, meeting will continue for remaining participants, unless ...

... "Drop Everyone" box is checked, with minute timer set. Participants will see/hear alert that meeting will end.

# Optimize your meeting experience!



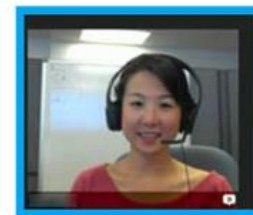
When joining from a **Computer**:

- If your Wi-Fi signal is "spotty," move to an area with stronger signal, closer to your Wi-Fi access point. [Click here](#) for more tips.
- For best audio quality, use a USB headset with microphone. No need to also dial in by phone, as multiple audio sources can create feedback. If using an external speaker, don't turn the volume up too loud, and, mute yourself when not speaking. [Click here](#) to see recommended headsets & microphones.
- Consider your impression. Ensure a good camera angle and adequate lighting. [Click here](#) for more tips.



When joining from a **Mobile**:

- Use ear-buds, which will offer better quality than the speaker
- Mute your mic when not talking, to keep background noise out of the meeting.



Popular BlueJeans **Features** to enhance your meeting:

- [Share your screen](#)
- Setup your meeting to be [moderator-less](#)
- [Change video layouts](#)
- Use the [Command Center](#) to review the quality of endpoints

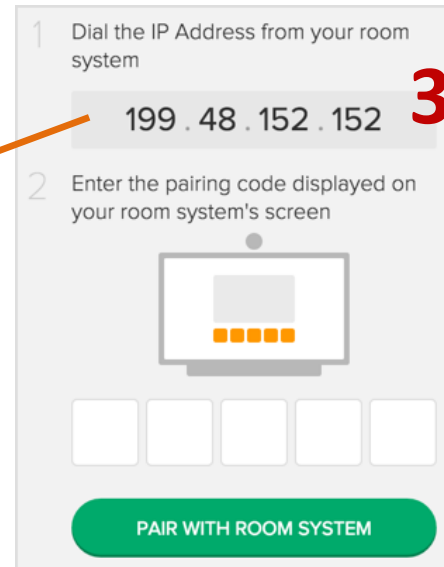
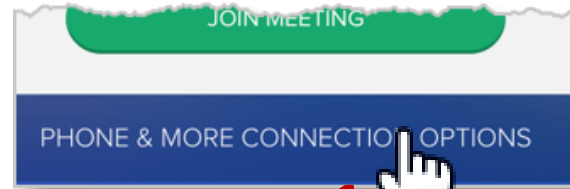
Visit [support.bluejeans.com](https://support.bluejeans.com) for videos, guides and solutions!

# Joining the Meeting using a **Room System**



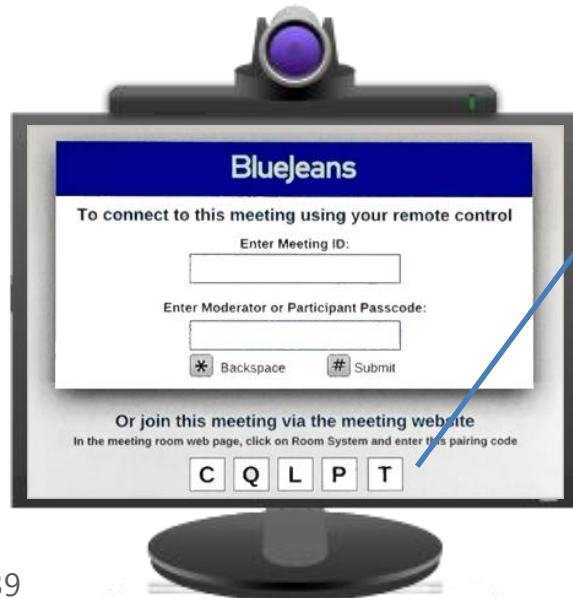
# Joining a Meeting Paired with a Room System

1. Joining the meeting from your laptop, click "Phone and More Connection Options"
2. Click Room System
3. The BlueJeans IP address will be shown
4. Enter the IP address in your Room System panel or remote control.

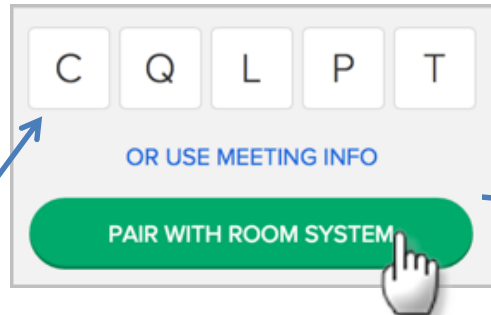


# Joining a Meeting Paired with a Room System (continued)

5. BlueJeans delivers, into your room system monitor, an input field for Meeting ID and Passcode, and displays a five digit "pairing" code at the bottom:



6. Enter the displayed "pairing" code in the web field and click the pair button.  
You'll land in your meeting!



*Tip: use this "Pairing Code" process to enable meeting Moderator controls on your laptop.*

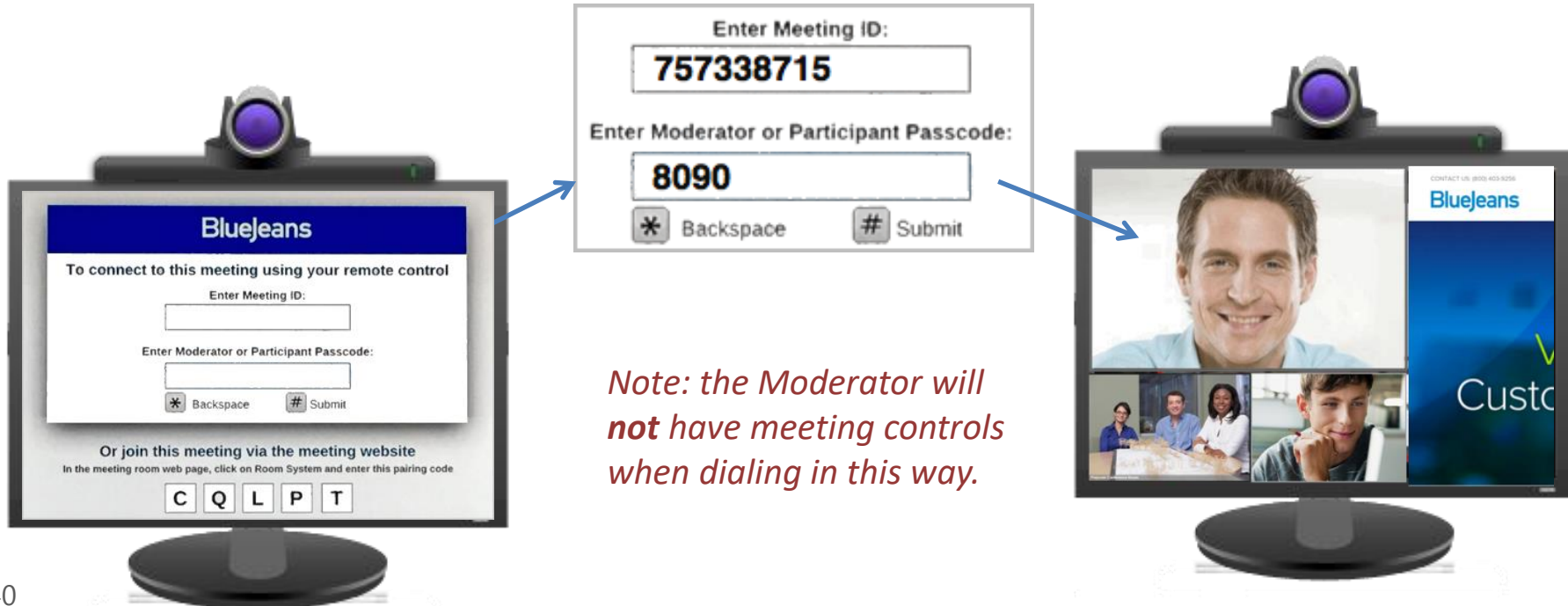




# Joining a Meeting from a Room System, without a Laptop

If you don't have a laptop available (thus unable to pair) enter the meeting ID and passcode (if applicable) from your room system panel or remote control, pressing the pound sign (#) after each entry.

*Want to dial into the meeting directly from a URI string?  
[Click here](#) for instructions*



*Note: the Moderator will **not** have meeting controls when dialing in this way.*



# Sharing Content & Presentations from a Room System

Room systems can share by connecting laptops to the system, and enabling screen sharing from the room system remote control.

Connect your laptop to the room system via VGA/DVI/HDMI interface and enable sharing on that end. BlueJeans will automatically relay the content sharing across to remote participants.



# \* (star) key Menu Commands from a Room System

Need to mute your audio or video, or change layouts, and don't have access to the BlueJeans Meeting Room web interface (because you didn't pair)? Access the BlueJeans meeting control menu by pressing the star/asterisk (\*) key from your room system remote. The blue menu panel will appear, letting you:

1. Switch layouts
2. Change menu to German/French/Spanish (or back to English)
3. Bring up meeting information
4. Mute (unmute) the Audio at your endpoint
5. Mute (unmute) the Video at your endpoint
6. Hide the Overlay graphics (the BJN logo, and the name/icon bottom of each participant - see example below)
7. Add your own endpoint video to be seen by you, in the the BJN meeting panel
8. Mute all

1	Switch layouts
2	Zum deutschen Menü wechse
3	Meeting information
4	Unmute audio
5	Mute video
6	Show Overlay Graphics
7	Include Self View
8	Mute All
*	Close menu

## \*6 Example:

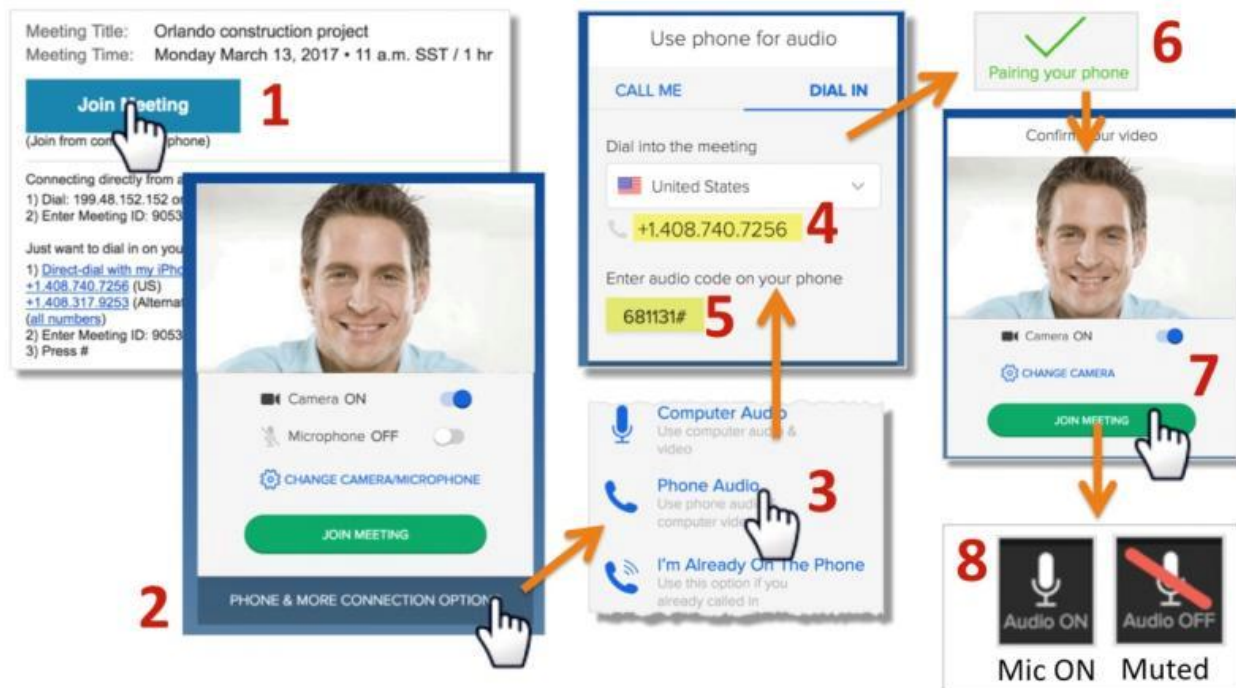


# Dialing into the Meeting from a **Desk Telephone**



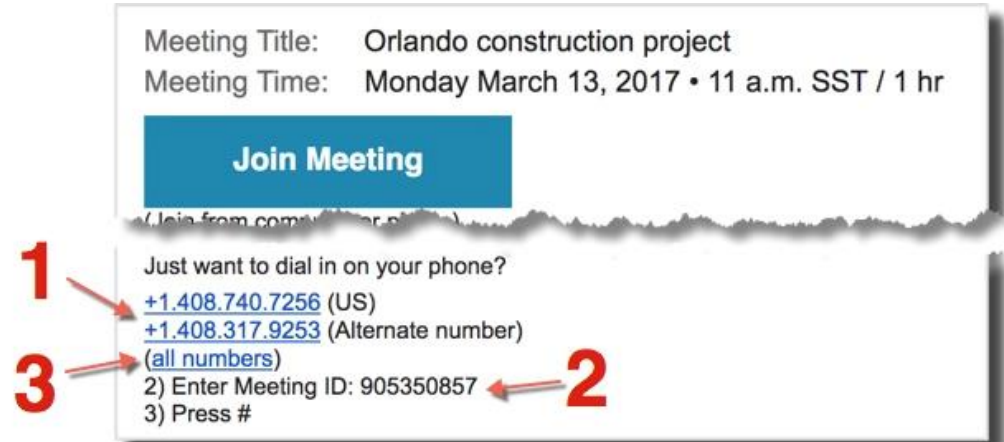
# Dialing in from a Desk Telephone – with Video

1. Click the Join Meeting button found in your invite
2. After downloading the app you'll land in our "hair check" page. Click "More Connection Options"
3. Click Phone Audio
4. Dial the number shown (drop down for list of countries)
5. Enter the Audio Code presented. Press # to confirm
6. You'll see a green "pairing" checkbox. Your telephone is now in the meeting!
7. The panel will then ask you to confirm your video (i.e., leave your camera on or off), then click "Join Meeting."
8. You'll enter the meeting and be able to see participants (and they can see you, if your camera is on).



# Dialing in from a Desk Telephone – without Video

1. Dial a phone number shown on your email invitation.
2. At the greeter's prompt:
  - Enter the provided Meeting ID followed by the # sign. If there is no participant passcode (as shown in the screenshot below), press the # sign again and you'll be in the meeting.
  - If a participant passcode is required, enter that code followed by the # sign.
3. Click [bluejeans.com/numbers](https://bluejeans.com/numbers) for a list of 40+ international dial-in numbers.



Want to customize the dial in numbers for your meetings?  
[Click here](#) for instructions

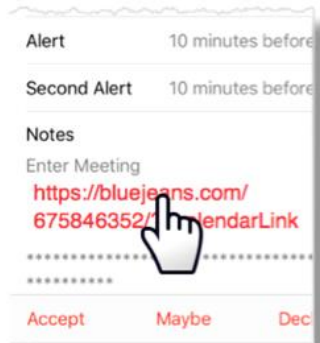
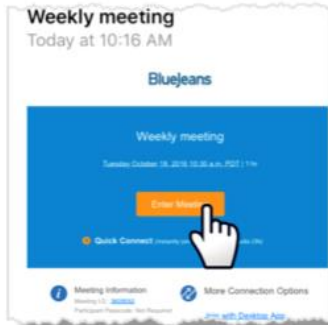
# Joining the Meeting from a **Mobile (iOS or Android)**



# Joining a Meeting from your Mobile

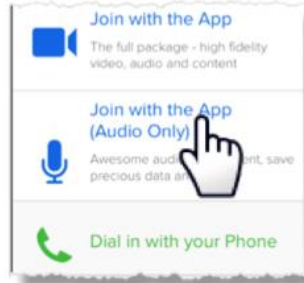
1. Click to join from your email or calendar event:

## Email Invitation



## Calendar Event

2. If using BJN App for first time, click "Join with the App (Audio Only)", and download the App:



If BJN App already installed, slide "Video On" to left (Off) & click Join Meeting:



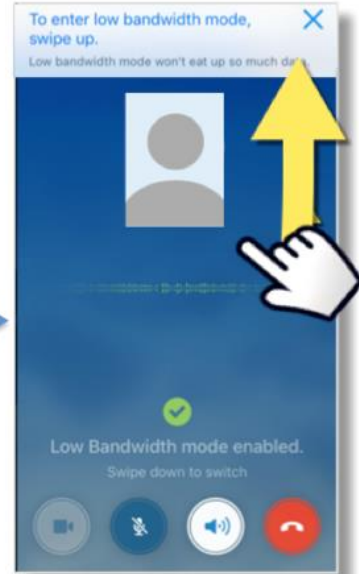
3. Your Camera will be muted: You will be able to see others (and content):



Also, Mute your mic when not talking:



4. Slide panel up if you see "low bandwidth" alert, this will improve your meeting quality:

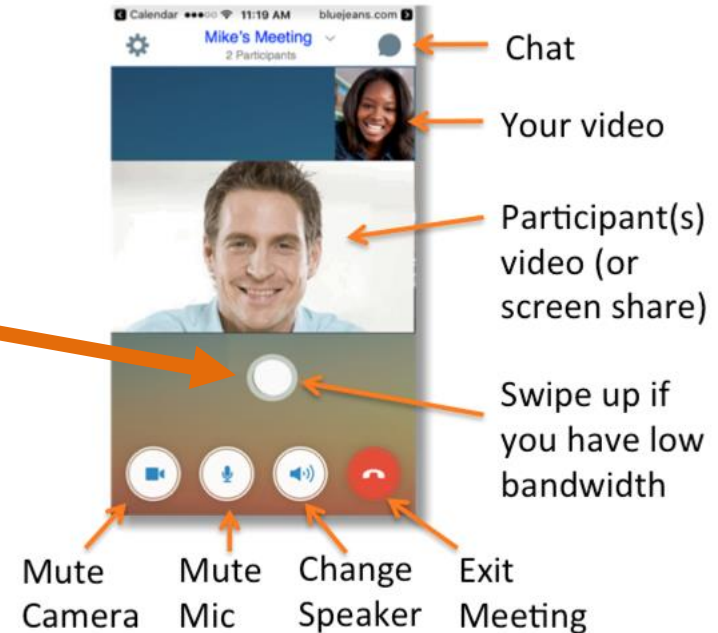




# Joining a Meeting from your Mobile

If your Wi-Fi signal is "spotty" (i.e., your audio and/or video images are not good):

- move to an area with a stronger signal, closer to your access point
- swipe the white button upwards to switch into low bandwidth mode - your camera will be muted and you will not see any participants - this preserves the limited bandwidth for audio only (you will see screen shares, if they are shown).

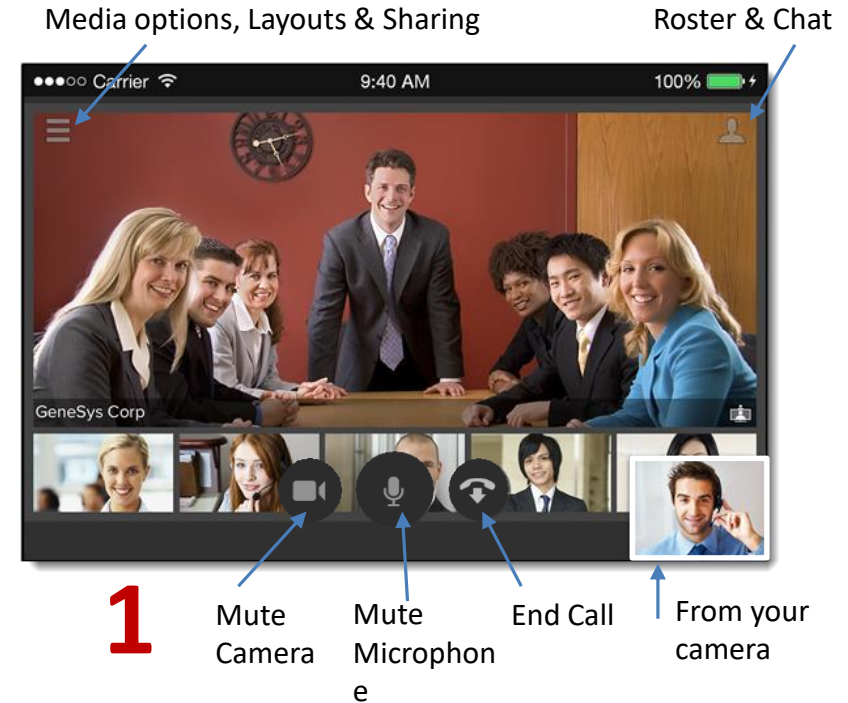




# Meeting from iOS (iPhone or iPad)

1. You'll land in the meeting! Press an icon to:

- Press icon at bottom to to:
  - Mute your Microphone
  - Mute your Camera, or
  - End the meeting.
- Your camera image is shown at bottom right
- Note ear-bud/speaker behavior, found at the bottom of this solution
- When another participant is sharing their screen:
  - You'll see the shared content and the participant videos, simultaneously!
  - Stretch the content to zoom in. Double tap to return to the native scale

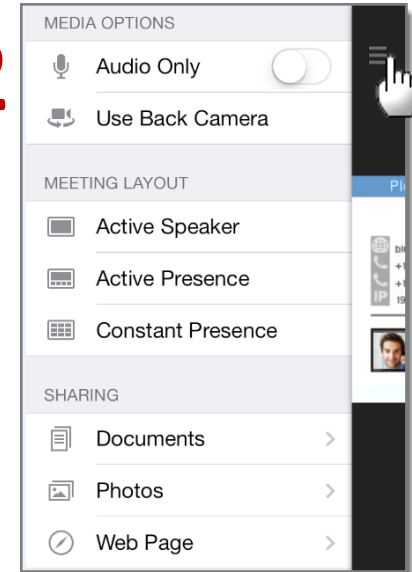


# Meeting from iOS (iPhone or iPad)

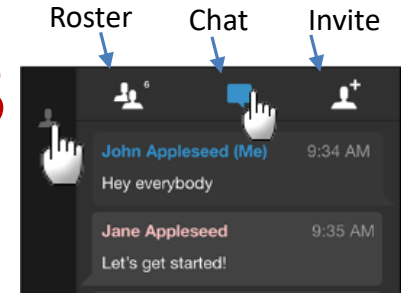
2. Click/Swipe icon at top left for more options:
  - Switch to Audio Only (this will mute your camera)
  - Switch to back camera
  - Change the Layout, to either:
    - Active Speaker (just the speaker shown)
    - Active Presence (speaker talking at top, with thumbnails of most recent speakers at the bottom)
    - Constant Presence (up to four speakers shown equally)
  - Share Documents, photos or web pages.
3. Click/Swipe icon at top right to:
  - View participant roster
  - Chat with all meeting participants
  - Invite others to the meeting (for moderator only)

## Media options, Layouts & Sharing

2



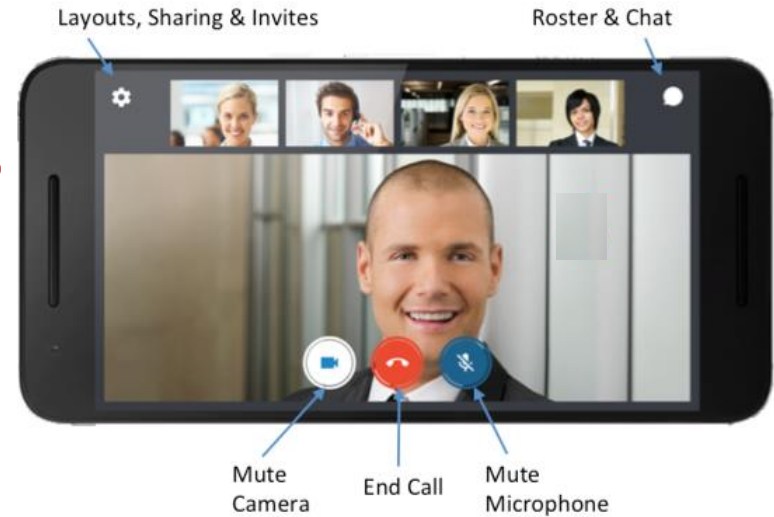
3



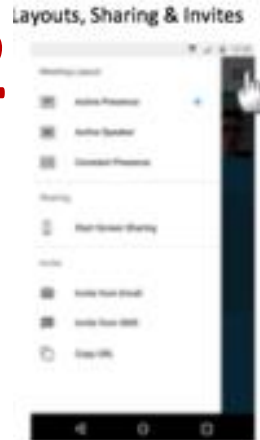
# Meeting from Android

1

1. You'll land in the meeting:
  - Mute your mic or camera, change Layouts, change your camera to front or back, or end call
  - Tilt your mobile to landscape to expand
  - When others share their screen, you'll see the shared content and the participant videos
2. Click/Swipe top left icon to access Layouts, Screen Sharing and Invitation options.
3. Click/Swipe icon at top right to view participant roster, or chat with meeting participants



2



3

