

# BlueJeans User Guide

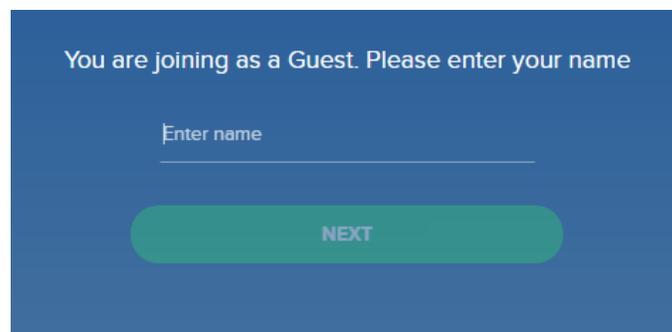
## Best practices

- The use of a headset is recommended.
- Use a wired connection if possible or get as close as possible to your wifi access point.
- Test your hardware and connection with the test addresses <https://bluejeans.com/111> and <https://diagnostics.bluejeans.com>.
- **Mute your microphone during the meeting, except when you wish to speak. The majority of audio issues in meetings are due to participants not muting their mic.**

## Join a meeting

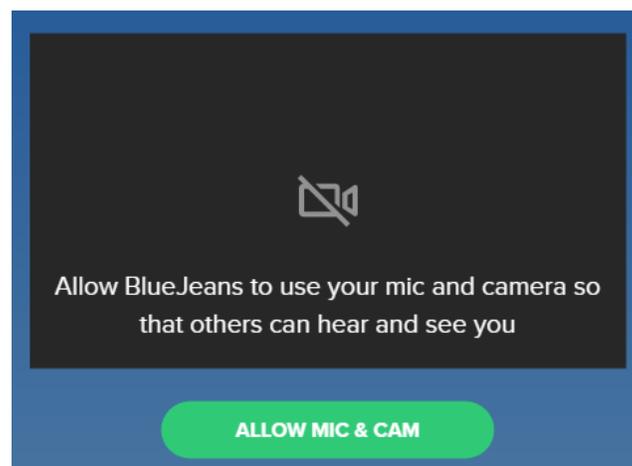
You can join a BlueJeans meeting in a web browser (up to date Google Chrome or Microsoft Edge is recommended) or in the BlueJeans App\*. Just click on a BlueJeans link to get in your meeting.

If you are using BlueJeans for the first time in a web browser, enter your name and click "Next":



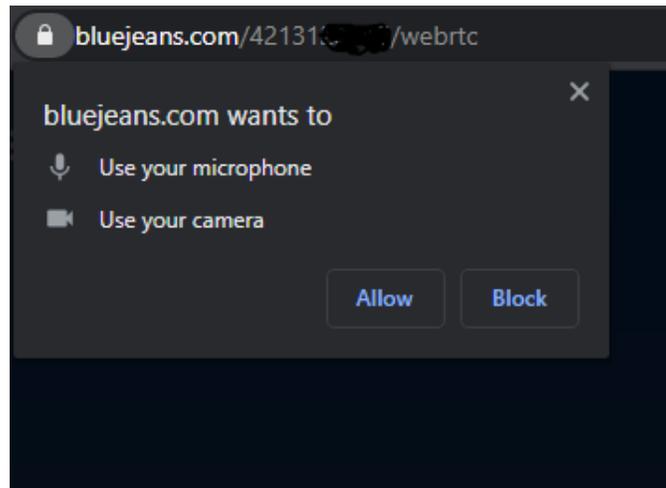
A screenshot of a BlueJeans web interface. The background is a solid blue color. At the top, white text reads "You are joining as a Guest. Please enter your name". Below this is a white text input field with the placeholder "Enter name". Underneath the input field is a large, rounded green button with the word "NEXT" in white capital letters.

You must authorize BlueJeans to use your mic and camera, click « Allow mic & cam » :

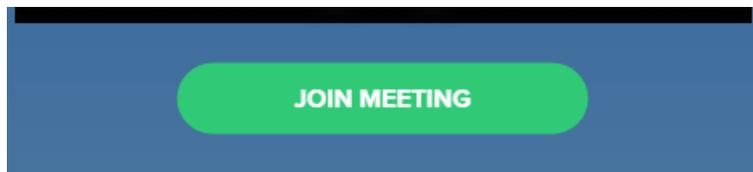


A screenshot of a permission dialog box. The background is dark blue. In the center, there is a white icon of a microphone with a diagonal slash through it, indicating a muted microphone. Below the icon, white text reads "Allow BlueJeans to use your mic and camera so that others can hear and see you". At the bottom of the dialog is a large, rounded green button with the text "ALLOW MIC & CAM" in white capital letters.

Then click « Allow » :



Click « JOIN MEETING » to get in.



\*The BlueJeans App gives you access to additional features such as Virtual Background. To install it on a Council of Europe computer, follow these steps:

1. Copy and paste this entire link into the URL bar of Internet Explorer:

<\\maldives.key.coe.int\distrib\LNS\Packages\bluejeans\install.bat>

2. In the banner that appears at the bottom of the page, click on the run button.

3. Then enter your username and password in the window that appears.

To install the application on your personal machine, download it from

<https://bluejeans.com/downloads>

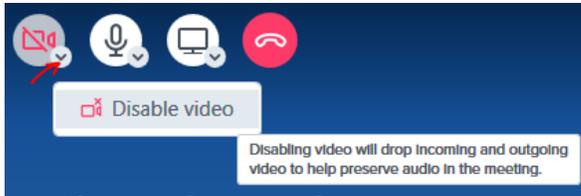
Once installed, start the application at least once, to have the BlueJeans links open automatically in the application. Your CoE credentials won't work. Use "JOIN AS GUEST" to join your meetings.

## In Meeting Controls



1. Mute/Unmute your camera.

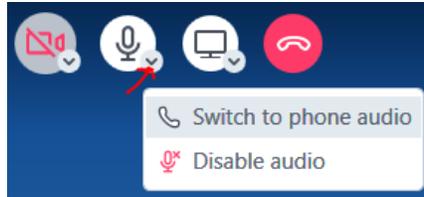
*In case of problems related to the quality of your internet connection, you can also disable incoming and outgoing video to maintain audio quality. To do this, click on the arrow then on "Disable video".*



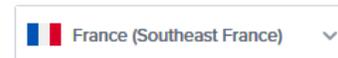
2. Mute/Unmute your mic.

*If you have a problem with your microphone, you can switch the audio to your phone by clicking on the arrow and then "Switch to phone audio". Select and call a phone number according to your country and enter the audio code when prompted.*

### Use Phone Audio



Step 1 Dial into the meeting

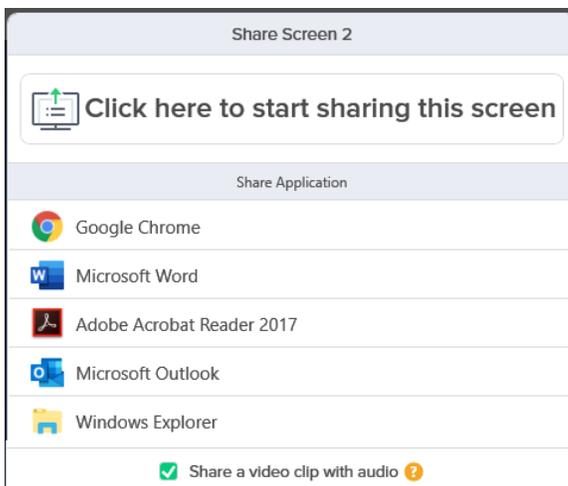


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Step 2 Enter audio code on phone

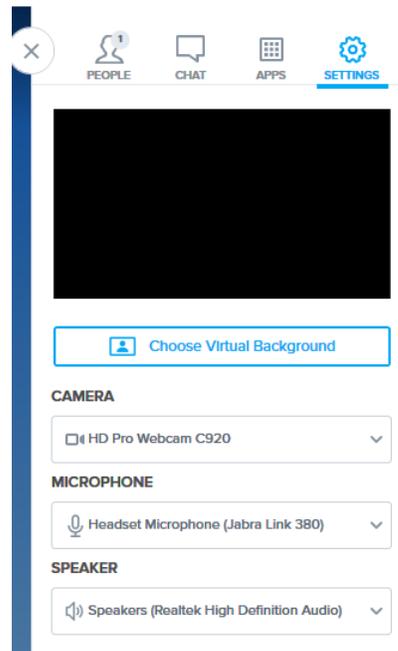
7599144#

3. Share your screen.



Then select what you want to share: the entire screen or a single application. If you want to share audio, tick the "Share a video clip with audio" checkbox.

4. Leave the meeting.
5. See the list of connected participants. *Moderators can disable the participants' mic/cameras from this list.*
6. Meeting chat.
7. Various applications such as Breakout Sessions management - **accessible to moderators only.**
8. Select your camera, mic and speaker/headset.  
*With the BlueJeans App, you'll have access to Virtual Background from here.*



9. Start/stop recording – **Moderators only.**
10. Lock meeting's access – **Moderators only.**

If at least 3 people are connected to the meeting, you can select your display with the buttons in the lower left corner. *Moderators can force a display for all participants in the Settings menu (8).*



When others are sharing their screen, you can change the size of the display by using the cursor that will appear in the bottom left corner.

