

How to Use BlueJeans

Things to consider before you get started:

- To use BlueJeans you must have access to a computer, laptop, tablet, or cell phone
- You must also have access to the internet
- Your device must have a camera and/or a microphone
- Depending on where you are, you may want to have a pair of headphones

Using BlueJeans on a Laptop or Desktop Computer

Step 1: Setting it up

- Make sure that you are connected to the internet. You do this by finding this icon  in the bottom or top right-hand corner of your computer. Click it to find your network and enter a password if necessary.
- Once you are connected, open up the search engine of your choice by double clicking on it.   

Step 2: Accessing BlueJeans

- Type or copy and paste <https://www.bluejeans.com/downloads> into the search bar to access the BlueJeans website.
- Scroll down and click to **download** BlueJeans for either Windows  **OR** Mac ,
- Click on the **BlueJeans installer** that should appear in the bottom left hand corner of your screen.

Step 3: Joining a Call

- The BlueJeans login screen should now be open on your computer.
- Click to **JOIN AS A GUEST.**
- You will have been sent a Meeting ID number, enter this on the top line labelled **Enter Meeting ID.**
- You may have also been sent a Passcode. If you have a passcode, enter it on the second line labelled **Passcode (optional).** If you have not been sent a passcode then you do not need to worry about entering one.

Step 4: Once You're In

- Once you have joined a call, you want to make sure that your microphone and camera are turned on and working. If you place your mouse around the top of the screen, you will see four icons    .
- You can click the first two icons to mute, or unmute your video or microphone.  
If either of the icons are red, or have a line through them   that means that you do not have them turned on. You can simply click to turn them on.
- This icon  is for if you would like to share something that is on your screen with everyone else on the call. To use it, click on the icon and then select from the list which document you would like to share. When you are done sharing and want to return to the video call you can click to **stop sharing**, or **pause sharing**.
- The  icon is simply used to end a call. Click it when the call is done to exit the call, or if you are having issues and want to re-join the call.

Step 5: Changing Your Views

- On your screen you will also see three options similar to this 
- The first option is called “speaker view”. You can select this view by clicking on it if you prefer to only see the person who is speaking on your screen.
- The second option is “people view”. You can select this view by clicking on it if you prefer to see the person who is speaking on the top of your screen, with up to five other people on the bottom.
- The third option is called “gallery view”. You can select this view by clicking on it to show up to nine participants at the same time.
- You can change your view as many times as you want throughout the call.

Using BlueJeans on a Phone or Tablet

Step 1: Download the App

- To use BlueJeans on a Phone or Tablet you must first download the BlueJeans App.
- Go to the App store on your device.  
- Search **BlueJeans**.
- Click to download the App. 

Step 2: Joining a Call

- Once the App has finished downloading, go to your home screen and click open it.
- The BlueJeans login screen should now be open on your device.
- Click to **Join a Meeting or Event**.
- You will have been sent a Meeting ID number, enter this on the top line labelled **Meeting or Event ID**.
- You may have also been sent a Passcode. If you have a passcode, enter it on the second line labelled **Passcode (optional)**. If you have not been sent a passcode then you do not need to worry about entering one.
- Click either **App Audio & Video** or **Dial-in Audio** depending on if you would like others to see you or not.

Step 3: Once You're In

- Once you have joined a call, you want to make sure that your microphone and camera are turned on and working. At the bottom of the screen, you will see four icons.    
- You can click the first two icons to mute, or unmute your video or microphone.  
If either of the icons have a line through them, that means that you do not have them turned on.   You can simply click to turn them on.
- This icon  is for if you would like to share something that is on your screen with everyone else on the call. To use it, click on the icon and then select the  icon. Select which document you would like to broadcast, then click **start broadcast**. When you are done sharing and want to return to the video call you can click **stop broadcast**.
- You can also use this icon  to change how you are viewing others. This is explained in the section below.
- The  icon is simply used to end a call. Click it when the call is done to exit the call, or if you are having issues and want to re-join the call.

Step 4: Changing Your Views

- Once you have selected this icon  you will also see this icon 
- Select  to change how you view other participants.
- The first option is called “speaker view”. You can select this view by clicking on it if you prefer to only see the person who is speaking on your screen.
- The second option is “people view”. You can select this view by clicking on it if you prefer to see the person who is speaking on the top of your screen, with up to five other people on the bottom.
- The third option is called “gallery view”. You can select this view by clicking on it to show up to nine participants at the same time.
- You can change your view as many times as you want throughout the call.

Problems That May Occur:

- You may have trouble getting on to your call. A lot of people may be using BlueJeans so it could be a little slow. Be patient and keep trying, you should eventually get on!
- You might get kicked off of your call. Don't panic. If this happens, simply try logging on again using the same meeting ID and passcode.
- Your screen might freeze, or someone else's screen on your call might freeze. If this happens, you can try to wait a minute to see if the problem fixes itself. If not, try exiting out of your call and re-joining by using the same meeting ID and passcode.
- You might lag or someone else on your call might be lagging (falling behind, delayed, words are not matching up to the picture). If this happens to another member of the call, you can notify them, as they might not know that they are lagging. If this happens to you, you can try exiting out of your call and re-joining by using the same meeting ID and passcode. If the doesn't work, you can try restarting your computer and joining again.

Helpful Tips:

- If you are connecting by video, make sure your lighting is bright enough, but not too bright. If it is too bright, or too dark, the other members of the call may not be able to see you.
- Try to have your camera at eye level so that your face is clearly visible.
- Try to have a neutral background, it can be distracting to others when there is a lot going on behind you.
- Dress as if you were meeting someone in person. Remember that people are going to be able to see you.