General Video Conferencing Tips

- **DO** use wired internet (ethernet or network cable directly connected to your Internet modem/router) instead of wireless for best connection.
- **DO** use headsets or earphones to avoid echo.
- **DO** mute yourself when not speaking. Coughs and keyboard clicks are louder than you think.
- **DON'T** introduce multiple audio sources into your call. There is no need to dial in by phone too, if you have a mic and speaker on your computer.
- **DON'T** use external speakers. They can cause echo.
- **DON'T** use the speakerphone on mobile devices. Not all devices have built-in echo cancellation. It can result in a poor audio experience.
- **DON'T** use the VPN. Be sure to disconnect from any VPN connection before connecting to the video conference.
- **BE** sure to choose the correct audio source (microphone). You may have more than one.

Optional but Recommended Actions if you are experiencing problems.

- **CLOSE** unnecessary apps and browser tabs that aren't needed for the video conference.
- **RESTART** your computer before joining the video conference if you are presenting.

BlueJeans Specific Information:

Strongly Recommended
Use the official BlueJeans app if you are presenting in a BlueJeans Meeting or use the BlueJeans Events App (completely separate app!) for presenters only. Apps can be downloaded from https://www.bluejeans.com/downloads. If you prefer to use the Browser, use Google Chrome and be sure to watch the prompts to allow the browser to access your camera and microphone. This YouTube video demonstrates how to configure Chrome to ask to access Camera and the Microphone. https://youtu.be/NQmf2Gj-9QQ?t=10

KEYBOARD SHORTCUTS for BlueJeans
M = Mic Mute/Unmute, **V** = Video Off/On
Space Bar = Hold down to unmute while you talk