BlueJeans Orientation

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Module 1: Connect to your class with BlueJeans
1. Open the BlueJeans App on your computer
   Click the start button, click all apps, and double click on BlueJeans:

2. Sign in using your WITC E-mail and the password listed below:
   
   **E-mail**: WITC E-mail
   **Password**: BlueJeansXX
   
   (XX = the first letter of your first name and the first letter of your last name – both capitalized).
3. Your schedule will be displayed after you have logged in, click **JOIN** in the upper right hand corner to connect:

![Image of BlueJeans interface showing a schedule]

4. Please turn your camera and microphone on as shown below:

![Image of BlueJeans interface showing camera and microphone settings]

Please contact the Distance Learning office with any questions or concerns.

E-mail: distancelearningstaff@witc.edu

Phone: 1-800-243-9482 ext. 5181 or ext. 5182
Connect to your class in 5 easy steps:

1. Power on Room using the Crestron and select Instructor PC

2. Login to the computer

3. Double click on the BlueJeans desktop shortcut that displays your instructors name icon on the desktop

4. Or open the BlueJeans App, click Join as guest and type your instructor’s Meeting ID Number

5. Click Join/Enter Meeting
   (CRESTRON – Select Instructor PC Button to control Student Camera, Instructor Camera, Doc Cam)

Disconnect from your class in 2 easy steps:

1. On computer choose Leave Meeting.

2. Power off Room using the Crestron.

Technical Assistance please contact the ITV Office:
Phone: 1-800-243-9482 x5181 or x5182 E-mail: distancelearningstaff@witc.edu
1. Pick up the Polycom remote to wake up the video equipment

2. Click on the Directory button (circled below):

3. Click on the favorites group (using the confirm/select button)

1. Highlight the entry that displays the instructor’s name (circled below).

2. Click green phone button to place your call (circled below):

3. Once successfully connected you will see the other sites (if the other sites are not connected yet you will see a BlueJeans splash page like below with your instructor’s name).
Dial in to class from a video cart using the Polycom HDX Remote (Instructors)

Technical Assistance please contact the ITV Office:
Phone: 1-800-243-9482 x5181 or x5182 E-mail: distancelearningstaff@witc.edu

1. Pick up the Polycom remote to wake up the video equipment

2. Click on the Home button (circled below):

3. Click Place a Call (using the confirm/select button)

4. Use the key pad to dial your personal BlueJeans number 199.48.152.152##XXXXXX

5. Click green phone button to place your call

6. Once successfully connected you will see the other sites (if the other sites are not connected yet you will see a BlueJeans splash page like below).
1. Pick up the Polycom remote to wake up the video equipment

2. Click on the Home button (circled below):

3. Click Place a Call (using the confirm/select button)

4. Use the reference sheet to find your instructor’s BlueJeans number and use the key pad to dial your instructor’s BlueJeans number to connect to your class.

5. Click green phone button to place your call

6. Once successfully connected you will see the other sites (if the other sites are not connected yet you will see a BlueJeans splash page like below).
Connect to class from a video cart using the Contacts menu Polycom Group Series Remote

Technical Assistance please contact the ITV Office:
Phone: 1-800-243-9482 x5181 or x5182 E-mail: distancelearningstaff@witc.edu

1. Pick up the Polycom remote to wake up the video equipment

![Polycom remote image]

2. Click on the Home button (circled below):

![Home button image]

3. Click on the Place a Call button (using the confirm/select button)

![Place a Call button image]

4. The Keypad menu will open, click on the Contacts menu (circled below)

![Contacts menu image]

5. Highlight the entry that displays the instructor’s name (circled below).

![Highlighted name image]

6. Click green phone button to place your call

![Green phone button image]

7. Once successfully connected you will see the other sites (if the other sites are not connected yet you will see a BlueJeans splash page like below).

![BlueJeans splash page image]
1. Pick up the Polycom remote to wake up the video equipment

2. Click on the Home button (circled below):

3. Click the menu button (using the confirm/select button)

4. Use the key pad to dial your personal BlueJeans number 199.48.152.152##XXXXXXX

5. Click green phone button to place your call

6. Once successfully connected you will see the other sites (if the other sites are not connected yet you will see a BlueJeans splash page like below).

Connect to class from a video cart using the Polycom Group Series Remote (Instructors)

Technical Assistance please contact the ITV Office:

Phone: 1-800-243-9482 x5181 or x5182 E-mail: distancelearningstaff@witc.edu
1. Pick up the Polycom remote to wake up the video equipment

2. Click on the Home button (circled below):

3. Click the menu button (using the confirm/select button)

4. Use the reference sheet to find your instructor’s class number and use the key pad to dial your instructor’s class number.

5. Click green phone button to place your call

6. Once successfully connected you will see the other sites (if the other sites are not connected yet you will see a BlueJeans splash page like below).
Module 2: BlueJeans Testing
BlueJeans Test Check List for Instructors

Audio:
- Check outgoing and incoming audio quality (no background noise, echo, feedback).
- Audio on = microphone unmuted, Audio off = microphone muted
- Instructors can mute and unmute the other sites by clicking on Participants.

Video:
- Ensure video quality is solid (have access to a stable Wi-Fi or plug into an Ethernet port).
- Each participant toggle left to mute camera and toggle right to unmute camera (blue when on).
- Moderator view Video Layout options and push chosen Video Layout to all participants.

Share Screen:
- Share your entire screen, or share application (e.g. PowerPoint), or play uploaded video.
- VIDEOS MUST BE UPLOADED TO YOUR BLUEJEANS ACCOUNT AHEAD OF TIME TO SHARE.
- To share an uploaded video, select existing video in your list, or upload a new video to share.
- Test video content (ensure video is uploaded to BlueJeans and performs with quality).
- When screens are shared, attendees with HTML5 enabled will have a slider bar to zoom between the participant videos and screen share content.
- Click Stop Sharing to end content sharing.
- To send and receive content, an endpoint must have at least an average bandwidth of 384 Kbps and video resolution of 640x360.

Recording:
- Instructor click Rec OFF button to start recording. Click Rec On button to stop recording (unless Auto Record is set up on your account the recording will start as soon as you join your class).
- Instructor will receive a confirmation e-mail when their recording is available in their account.
- Login to account using web browser and open Recording page to share your recording.

End your BlueJeans Connection:
- When your class is done you must click Leave (located in the upper right hand corner).
- Be sure to check the DROP EVERYONE box and then click Leave.
Before entering a BlueJeans meeting, you should test your video connection to make sure you are able to share video and audio.

Open the link below using your browser to complete a test connection:

https://bluejeans.com/111

** You will connect in a video call with Blue Jean, the video test specialist Parrot.  
** Speak into your microphone and Blue Jean the Parrot will repeat what you say.

Once you have completed a test with Blue Jean please contact the ITV office to set up and complete a live test with the distance learning staff before the first day of class.

E-mail or call the ITV office to set up a test connection.  We are here to help you succeed!

E-mail: distancelearningstaff@witc.edu
Phone: 1-800-243-9482 x5181 or x5182
Module 3: BlueJeans Best Practices for Instructors
BlueJeans Best Practices for Instructors

Test Your Connection: Complete a test with the distance learning staff before the first day of class. E-mail or call the ITV office to set up a test connection. We are here to help you succeed!

E-mail: distancelearningstaff@witc.edu
Phone: 1-800-243-9482 x5181 or x5182

Connect to Class: Open the BlueJeans App on your PC. Sign in using your WITC e-mail and click next. Your schedule will open with your classes are listed in order by start time under today’s date. Click Join on the left hand side to connect to your class.

Helpful Hints

Mute Yourself: Remain muted unless speaking. Toggle your Microphone between Live and Muted. Press the spacebar key on your keyboard to unmute your microphone, release to mute.

Eliminate Echo: Avoid using your devices external speakers; they can cause a distracting echo. Earbuds or headsets are highly recommended to avoid echo and experience the best audio quality.

Live Video: Toggle your video from muted to live. Please leave your video unmuted during class. Your teacher and the other students will need to see you!

Eliminate Background Noise: Find a quiet location with minimum background noise and interruptions.

Adequate Lighting: An evenly lit room is best. Avoid sitting with a window either directly behind or in front of you—this can create glare and shadows.
Camera View: Adjust the position of your camera and point directly at you (not above or under your face). Also, move your laptop out a bit (no zoom).

Teaching a class via BlueJeans from a remote location (off campus):

Internet Connection: Test your internet speed [www.speedtest.net](http://www.speedtest.net) (2Mbps Download/2Mbps Upload Speed is preferred for HD video quality). Wire in with an Ethernet cord whenever possible, if using wireless ensure you are in a good Wi-Fi signal area.

Record your class: click on the red recording button (near the bottom of the right-hand menu) to start recording (click again to Stop Recording). When the Recording is on there will be a blinking red icon in the top right-hand corner.

**Recorder captures all audio, video, and content (Screen Share & Video Share) from the instructor’s perspective; IM/chat messages are not recorded. Please tell the ITV Office if you would like your class Auto-Recorded.**

Mute a student’s mic or camera (the student will be able to unmute themselves). Red indicates the participants muted themselves. Black with red slash indicates muted by instructor.

"Pin” your video or a student’s to be the primary video shown, regardless who is talking:

1) Mouse over a student’s name in the Roster and click on the "Pin Participant" (User-added image) icon. The student must be sending video to be pinned.
2) Banner Notification will show to the student, indicating that they have been pinned.
3) The "pinned" video will remain fixed as the main speaker.

**Use pinning when you have a student or guest speaker delivering a presentation**

**Additional Video Pinning Instructions Link**

Jon Smith
**Video Layout:** Three video layouts are available. Hover your mouse to the lower left display layouts. *Video Layout cannot be changed when receiving Content* 

1. **Active Speaker mode:** Current speaker takes up the entire screen.
2. **Active Presence mode:** Active speaker is on top, with up to five other participants (last ones speaking) displayed on bottom. *This is the default layout.*
3. **Constant Presence mode:** up to nine participants shown at the same time.

**Chat (instant messaging):** Send messages to all students or chat with a student one-on-one. *Additional Chat Information Link*

**Share Screen:** Click Share Screen in the right hand menu, then choose to share your Desktop. When screen sharing is engaged the green banner at the top of your browser. To stop sharing, click the red "stop sharing" bar. *Additional Share Screen Information Link*

**Content Ratio:** When receiving content share, slide the bar to adjust the size percentage of the content and presenter windows. *Additional sharing content and presentations Link*

**Floating widget:** see yourself (at the top) and others (at the bottom), while sharing content. The widget will follow you to whatever page or document you are showing. Easy to access controls:

1. Drag window to best location on the page
2. Drag out to expand the size  
3. Hide the video panels  
4. Stop screen sharing  
5. Mute your camera  
6. Mute your microphone  
7. Shrink your self-image to a picture-in-picture thumbnail, inside (upper right) of the participant video:

**Video Sharing:** BlueJeans video sharing lets you upload video clips to your personal BlueJeans account and share them in real-time with meeting participants. Playback is synchronous across all meeting participants. **[Additional Video Sharing Information Link](#)**

**Please Note:** Video Sharing is only available from the BlueJeans app on Mac or Windows. The feature is currently not available if using the Chrome or Firefox browser, or systems running a Linux Operating System.

⇒ The majority of all video file types are supported including, WMV, MOV, MP4, AVI, MPEG, MPG, FLV, F4V, OGV, OGG and WEBM. Files must not be locked with DRM or encrypted.
⇒ The resolution is indicative of the original file. If it is recorded at 1080p, it can be shared in 1080p, assuming participants have the bandwidth to support it. If it is recorded at a lower bit-rate, it will be shared at that rate.
⇒ All participants see the video, including iPhones, iPads and other mobile devices that can connect to meetings.
⇒ BlueJeans has set a soft storage limit of 50G. If you require more space than that, please let us (Distance Learning Staff) know.

**Remote Desktop Control:** Remote Desktop Control (RDC) allows one user to control another user’s desktop when both are using the BlueJeans App. **[Additional Desktop Control Information Link](#)**

**Now Talking:** The *Now Talking Tab* in the Participants roster shows who is speaking. If you are hearing background noise this will display where the source of "noise" is coming from. **[Additional Now Talking Tab Information Link](#)**
Module 4:
BlueJeans Best Practices for Students
BlueJeans Best Practices for Students

Test Your Connection: Complete a test with the distance learning staff before the first day of class. E-mail or call the ITV office to set up a test connection. We are here to help you succeed!

E-mail: distancelearningstaff@witc.edu  Phone: 1-800-243-9482 x5181 or x5182

Connect to Class: Use the BlueJeans Meeting URL or enter your class BlueJeans Meeting ID and Passcode (if applicable). Click Join Meeting. For assistance, please call the WITC ITV office at the number above.

Helpful Hints

Mute Yourself: Remain muted until you need to speak. Toggle your Microphone between Live and Muted. Press the spacebar key on your keyboard to unmute your microphone, release to mute.

Eliminate Echo: Avoid using your devices external speakers; they can cause a distracting echo. Earbuds or headsets are highly recommended to avoid echo and experience the best audio quality.

Live Video: Toggle your video from muted to live. Please leave your video unmuted during class. Your teacher and the other students will need to see you!

Eliminate Background Noise: Find a quiet location with minimum background noise and interruptions.

Adequate Lighting: An evenly lit room is best. Avoid sitting with a window either directly behind or in front of you—this can create glare and shadows.

Camera View: Adjust the position of your camera and point directly at you (not above or under your face). Also, move your laptop out a bit (no zoom).

Internet Connection: Test your internet speed https://witc.techready.io/ (2Mbps Download/2Mbps Upload Speed is required for HD video quality). Wire in with an Ethernet cord whenever possible, if using wireless ensure you are in a good Wi-Fi signal area.

**Additional BlueJeans Support Video Tutorials**
Module 5: BlueJeans Screen Share Only Mode
You can join the meeting from your laptop in screen share only mode, allowing you to share content without sending or receiving audio or video, so you don’t have to worry about disrupting the meeting by fumbling around with cables, creating echo, or awkward camera angles. Easy way to share your screen without having to hook up your PC to projection cables.

Open the BlueJeans Desktop App and login to your BlueJeans Account:

1. Click JOIN in the upper right hand corner next to the class you are connecting to.
2. When you reach the Ready to Join Meeting screen select “Phone & More Connection Options”
3. Select “Screen Sharing Only” from the menu on the right
4. Select “Share Screen” from the menu on the right
5. Share your entire screen or choose to share a specific application.
Module 6:
Video Upload & Video Sharing
1. Open your web browser and go to www.bluejeans.com
2. Click on Login in the upper right hand corner.
3. Login to your personal BlueJeans account.
4. Click on the Videos tab:

5. Click on the Upload Videos button (located on the right hand side)

6. Select the video that you want to upload to your BlueJeans account from the destination where you saved the video file:
7. After you select the video click Open and the video will begin to upload to your account:

8. Once the upload is 100% complete the video will process and then be available in your BlueJeans account:
1. Download and install the 4K Video Downloader application. It is available for Mac OS X, Windows and Linux. [Free Download for Windows]

2. Copy the video link from the browser.

3. Press 'Paste Url' button in 4K Video Downloader application.
4. Select a quality type in the download window and press 'Download' button.

5. Then it remains only to wait until the downloading is completed and play downloaded video.

→ Watch a complete video guide “How to Use 4K Video Downloader”.

Features:

Download entire playlists and channels from YouTube and save them in MP4, MKV, M4A, MP3, FLV, 3G, generate .m3u file for playlists.

Download video in HD 1080p, HD 720p or 4K quality and enjoy high dimension video on your HD TV, iPad or other devices.

Advanced subtitles download, select if you would like to have .srt file or embed subtitles in video file to watch it on your Mac for example.

Activate “Smart Mode” in order to apply the selected settings to all your downloads, easy and fast.
Download video in 3D format, you will find a small special icon among available formats after video parsing. It’s really impressive to watch live shows and cartoons in 3D.

Subscribe to YouTube channels within 4K Video Downloader and the new videos will be downloaded automatically to your computer just right after its owner uploads them on a channel.

Download embedded YouTube videos from any web pages, just copy/paste link and the program will find the source of download.

Download video and audio from Vimeo, Sound Cloud, Flickr, Facebook and Daily Motion.

Use 4K Video Downloader on your PC, Mac or Linux, does not matter what OS you prefer.

Having trouble downloading a video with 4K Video Downloader?

*Cannot parse link error solution:*

- Checking the privacy settings of particular video or playlist and changing them to public.
- Turning the antivirus, firewall off, or adding 4 K Download application into the whitelist of said antivirus (Note: Avast, antivirus users may just disable ipv6 in the settings).
- Rebooting the computer.
- Changing the output folder in Smart Mode settings of 4K Video Downloader.
- Blocked video problem can be solved with changing the proxy, you can read step by step instruction here: [www.4kdownload.com/howto/howto-download-blocked-youtube-video](http://www.4kdownload.com/howto/howto-download-blocked-youtube-video)

Note: the above way can only help downloading videos that are banned in some locations. Videos that are blocked due to copyrights problems cannot be downloaded with 4K Video Downloader.

Problems with downloading Facebook videos:

Make sure the video is fully public and available even for unregistered Facebook visitors.

Check the link to be leading directly to particular video, not the whole Facebook page.

Problems with downloading only from YouTube:

If this problem occurs, it means that YouTube must have banned you. Connect to another Wi-Fi spot if possible or use any VPN utility of your liking to change IP, after that try to download something from YouTube again.
1. Open your web browser and go to www.bluejeans.com
2. Click on My BlueJeans in the upper right hand corner.
3. Login to your personal BlueJeans account.
4. Click on the Videos tab:

![BlueJeans Videos Tab](image1)

5. Click on the Upload Videos button (located on the right hand side)

![Upload Videos](image2)

6. Select the video that you want to upload to your BlueJeans account from the destination where you saved the video file:
7. After you select the video click Open and the video will begin to upload to your account:

8. Once the upload is 100% complete the video will process and then be available in your BlueJeans account:
Any Video Converter can be used to convert Films on Demand, Streaming Videos, and Audio Files

Any Video Converter is designed with no limitations and zero costs. It lets you effortlessly convert any video files to any format for free.

**Supported video inputs:** MP4, MPEG, VOB, WMV, 3GP, 3G2, MKV, MOD, M2TS, RMVB, AVI, MOV, FLV, F4V, DVR-MS, TOD, DV, MXF, OGG, WEBM, any 4K video format.

**Supported video outputs:** WMV, MPG, MP4, AVI, ASF, M2TS, 3GP, 3G2, FLV, MKV, SWF, WEBM, HTML5 WEBM, HTML5 OGG, HTML5 MP4 and more.

1. Download and install the Any Video Converter application.
2. Once downloaded it’s time to add video URL and start downloading.
3. Go to YouTube, Films on Demand or other video site and navigate to the video you would like to download.
4. Copy the video download link from the webpage.
5. Click on the Select Output File button, click on Video Files, and choose MPEG-I Movie (* .mpg)

**You can play with other output files if you want to this one seems to work best for BlueJeans.**
6. Click on the **Add URL(s)** button, then a dialog will pop up, just click the **+** icon, and paste the download link to it. (You can continue to paste more video links following the previous steps).

7. Then Press **Start Download!** Button to begin downloading.

8. Please click the **Options** button in the upper right corner of the main window to update video preferences. **Under Select Format, you can choose Manually Select, Best Quality, and Smallest File Size for your downloaded YouTube videos.**
9. You can also click on the Subtitles tab to customize how subtitles will be displayed on your downloaded video.

10. Once video is finished being converted show the file management panel and then Right-click the Downloaded file, click Open Source File Location from the pop-out menu (the default location is should be "C:\Users\Videos\Any Video Converter")
1. Open your web browser and go to www.bluejeans.com
2. Click on Login in the upper right hand corner.
3. Login to your personal BlueJeans account.
4. Click on the Videos tab:
   ![BlueJeans Videos Tab]
5. Click on the Upload Videos button (located on the right hand side)
6. Select the video that you want to upload to your BlueJeans account from the destination where you saved the video file:
7. After you select the video click Open and the video will begin to upload to your account:

8. Once the upload is 100% complete the video will process and then be available in your BlueJeans account:
BlueJeans Video Share requires a specific version of Adobe Flash Player called NPAPI. To download and install the latest NPAPI release, please follow the instructions below:

1. Click Here or visit (https://get.adobe.com/flashplayer/otherversions/) in your web browser.
2. Select your Operating System using the 'Step 1' drop-down list.
3. Select whichever NPAPI version is available for your Operating System; even if it is labeled for a browser you are not using.
5. Click [Download now] and install the file.

How to Install Adobe Flash Player
(Adobe Flash Player is required for playing uploaded videos on BlueJeans)
BlueJeans Video Sharing Instructions
(How to share uploaded videos from your BlueJeans account)

1. Login to your BlueJeans account from the BlueJeans App and connect to your class.
2. Click Share Screen on the right-hand menu.
3. Click Video Sharing, and select one of your previously-uploaded videos to share.
4. If you need to share a new video, click on upload video.
5. All participants are automatically muted, including you.
6. When the video is paused, stopped or ends, participants are automatically un-muted.
7. To speak during the video, users can unmute their microphone.
8. If you are connected from a computer you can push the space bar on your keyboard to temporarily “un-mute” and speak. Once the space bar is released you will be muted.

BlueJeans video sharing lets you upload video clips to your personal BlueJeans account and share them in real-time (full motion).
Module 7:
BlueJeans Recordings
1. Open your web browser and go to www.bluejeans.com
2. Click on My BlueJeans in the upper right hand corner.
3. Login to your personal BlueJeans account.
4. Click on Recordings
5. Click on the recording you want to share to open it.
6. Recordings are automatically set to Private until they are changed under the SHARING menu.
7. To get a URL/Link to share for a recording you must change the SHARING option to Open Access, the link will display under the SHARING menu:
8. Copy the URL/Link to send to attendees or click on the SHARE RECORDING button and send to attendees by typing in their e-mail: