

Users' guide to BlueJeans calls for participants

For webinars and workshops



Youth Peace Week

Engaging young people and youth organisations in dialogue about peace and conflict transformation online

Online video system and its requirements

Our meeting will be held on BlueJeans cloud video conferencing.

The link address will be sent the day before for you for each webinar and workshop of the Youth Peace Week in an email.

To connect from a computer, besides the link provided you'll need:

- a working webcam
- stable, preferably wired internet connection
- internet browser like Google Chrome or Firefox
- using a headset can be an advantage.

You can also join using a smartphone or other device, given that you download the Bluejeans app beforehand: <https://www.bluejeans.com/downloads>

Test Meeting: You can always check your connection, audio, and video by joining our test meeting (available 24*7). To join, please go to www.bluejeans.com/111

In the appendix to this document, you will find the following sections (bookmarked, click on the text to be redirected to the relevant section in the appendix)

[For information on how to check your connectivity](#)
[For advice on setting up your computer for a meeting](#)
[For quick tips during the meeting](#)

Netiquette

The participants are invited to follow only a few rules during the meetings:

1. Please, provide your name that you would like to use when entering the meeting (unless there is strong reason for not doing so) – it makes the atmosphere of meeting more friendly 😊
2. A headset with microphone is recommended or an audio system with echo canceller;

3. Please **mute your microphone** throughout the meeting by clicking on the microphone icon to reduce background noise. When you wish to take the floor, unmute your microphone by clicking again on the same icon;



When you wish to take the floor and speak please send a raise hand message in the chat - 🙋 🙋 🙋 and **unmute your microphone** when your turn comes.

4. If you wish to put a question to the speakers, you are invited to **type your question in the Chat**. The moderator of the debate will read out the questions to the speakers in the limit of the time available.

In **webinars**, you may be only given the opportunity to ask questions in the chat, depending on the number of attendees/questions.

In **workshops**, a more interactive space will be offered, and moderators may expect you to be more active and speak.



5. If you need to reach out to everyone with a message, use the option to write to everyone. There is also the option to reach out to a specific person with a **Direct Message** if you need to consult or propose something.

Breakout rooms

For parallel discussions we will use breakout rooms – meaning that participants will be divided into smaller groups offering more chance for interaction. They will be automatically set up and you do not need to connect/disconnect to join your breakout room.

Once you are done with the work in the breakout room, you can return to the main room by clicking on the red text-button – **Leave Breakout Room** located usually at the bottom right corner.

Appendix

Guidance on using BlueJeans¹

Network Connectivity Check

- **Speed Test:** Check your connectivity strength by performing speed test. There are many websites which can help like <https://fast.com/>. We suggest having more than 1024 Kbps (1Mbps) bandwidth to support HD resolution meeting.
- **Wifi:** If using Wifi, make sure your signal is strong, and stay as close as possible to the Wifi access point. Wired/ethernet cable is preferable, when possible, as it offers a more stable connection.
- **VPN:** Try to avoid VPN connection or follow your company policy.
- **Laptop Battery:** For laptops, make sure your computer isn't in a low battery state. Plug in the power cord and if using windows, change your power settings to "high performance".
- **Limit Household Bandwidth In Use:** Try to avoid having other activities competing for Internet use at the same time as your BlueJeans video calls. For instance, if you have quality issues, ask others in the household to refrain from watching streaming videos, downloading files, or playing online games during your BlueJeans meetings.
- **Test Meeting:** You can also check your connection, audio, and video by joining our test meeting (available 24*7). To join, please go to bluejeans.com/111.

Setup

- **Use a Headset:** Internal microphone can sometimes pick up background noise hence headphones with inbuilt boom mic can help while providing better audio quality. You can also check out our suggested devices via this article: [BlueJeans Recommended Headsets and Microphones](#).
- **Lighting:** Light can play a major role in how others are seeing you. Make sure the light source is not behind you and your room is well lit.
- **Background:** When joining from home, background is important as others could see what is happening. Choose a spot with neutral background which doesn't distract your participants.
- **Quiet Location:** Try to avoid noisy common areas. Instead, join from a quiet location whenever possible.
- **Poor Connection Tips:** In case of poor connection try disabling your video to conserve bandwidth, and use dial-in audio instead of VoIP (computer audio). Still, need help? You can refer to this article: [Fixing Poor Video/Audio](#).

In-meeting Quick Tips

- **Camera Angle:** By using self-view, you can test the angle of your camera and position yourself. Look into the camera lens while talking to make eye contact with your audience.
- **Mute:** Keep your mic muted whenever you are not speaking. When muted you can use push-to-talk by pressing and holding "T" (or the space bar). For more shortcuts, refer to this article: [Desktop App - In Meeting Controls](#).
- **Share and Pause Sharing:** Have your content/PPTs ready before you join the meeting. If you want to switch between documents, use the **Pause Share** button and it won't show your desktop/personal information to participants.

¹ From bluejeans.com.