



VIDEO MEETING BEST PRACTICES: DO'S AND DON'TS

Ensure your meeting is a success

GETTING READY

- DO arrive early. Don't get caught fumbling your way into the meeting.
- DO set up your devices prior to the meeting (speakers, microphone, and camera).
- DO test your connection by going to bluejeans.com/111.
- DO minimize distractions. Close other computer programs and browser tabs. Be in a quiet place.
- DO consider your impression. Ensure you have good camera angle and adequate lighting.
- DO close window shades behind you. Backlight from the sun can cast you in shadow.

CONNECTING FROM A VIDEO CONFERENCE ROOM SYSTEM

- DO moderate the meeting from your laptop by pairing your laptop to the room system.
- DO adjust your room system speaker volume to 50%.
- DON'T introduce multiple audio sources into your call.
- DON'T keep a cell phone on near the computer, speaker, or microphone. Certain devices can cause interference.

CONNECTING FROM A COMPUTER OR MOBILE DEVICE

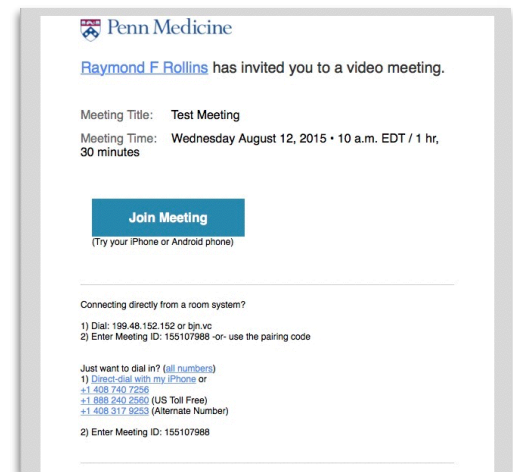
- DO use wired internet instead of wireless for best connection.
- DO use headsets or earphones to avoid echo.
- DO mute yourself when not speaking. Coughs and keyboard clicks are louder than you think.
- DON'T introduce multiple audio sources into your call.

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.

Web Browser Keyboard Shortcuts:

- **M** for microphone mute/unmute
- **V** for video mute/unmute
- Hold down your **Space Bar** to Push to Talk while muted



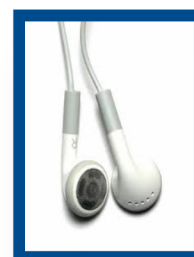
Help a friend!

If you hear your own voice echoing, it's not you, it's one of the other attendees.

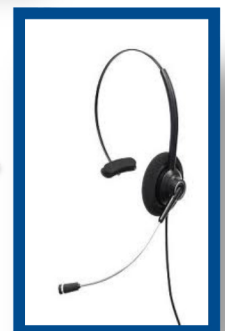
If you have the meeting control panel open, look at which participant's name is highlighted when you hear the echo. Have them mute their mic, or if you are the moderator, you can mute their mic on their behalf.



Good



Best



GETTING HELP

- Visit bluejeans.com/support for training videos, guides and FAQ
- Contact Blue Jeans Tech Support at support@bluejeans.com or +1 408-791-2830
- Contact Penn MTP Support at +1 215-898-0514 or 8-0514 from any campus phone