

SET-UP BLUEJEANS VIDEOCONFERENCE

In response to COVID-19, visitation to the hospital is restricted. We want to help you connect with your loved one and their medical team while in the hospital using the BlueJeans videoconference app. This is an application that will allow you to visit the hospital remotely. You do not need to pay anything for this.

Note that the BlueJeans app can be used on a computer, laptop, or smart phone. If you use a computer, you have the option of downloading the BlueJeans software, or using a web-browser based application. If you are new to BlueJeans, test your access and system before any scheduled call.

Follow the steps below to set up access to BlueJeans.

A. If you want to download the software on a computer, phone, or tablet:

1. Download the BlueJeans app from the App Store or go to "<https://www.bluejeans.com/downloads>" and follow the instructions to set up. Enable camera and microphone.
2. Under settings, go to Help.
3. In Help, click Join Test Call.
4. Say a test phrase to the parrot to confirm your connectivity.

B. If you want to use a web browser to access from a computer:

1. Go to upenn.bluejeans.com
2. Follow instructions to set up.
3. Enable camera and microphone if you have them (audio-only is an option if no camera)
4. Click on Meetings.
5. Click on Test Video Setup.
6. Click Join Meeting Now.
7. Say a test phrase to the parrot to confirm your connectivity.

Virtual Meetings FAQ

Do I need to have an account to participate in a Meeting?

No, you do not need an account to participate in a meeting. The medical team can provide a direct web link to the scheduled meeting.

How many participants can be in one meeting?

You can have up to 100 participants in one meeting.

What are the system requirements for using the service?

Windows 8, Windows 7 SP1 and above, Windows Vista SP2, Mac OS X 10.6 and above, Android Devices and iOS devices.

How can I find more information for how to use Bluejeans?

You can find a user guide that contain information for how to use this service at <http://bluejeans.com/support>

Can an international participant join?

There are a number of international numbers available (see <http://bluejeans.com/numbers>) for international participants who want to phone into your meeting.

Can I use Google Chrome?

Google Chrome will work with BlueJeans but requires an extension for some of the features. For more information, see <https://bluejeans.com/chrome>

How can I fix problems with the service?

For problems with the video quality, try exiting and re-entering the meeting. For problems with audio, review BlueJean's

audio troubleshooting tips (http://bluejeans.force.com/KnowledgeSearch/articles/Knowledge_Base/How-to-mitigate-poor-audio-experience-with-incompatible-audio-devices) \t "_blank).