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

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