

Connecting to the IEEE Global Classroom At the Posner Center for International Development Through the Blue Jeans Network (BJN)

Connection Requirements:

- Minimum kilobits: 384kb
- Test connection from exact location *prior* to class time
 - If you cannot find a time to test with a MDP Representative, join the MDP class **1 hour** prior to start time, and the Cultural/Linguistic Competence class **30 minutes** prior to start time
- Connecting from a quiet space
- Front lighting suggested
- Ethernet connection suggested

Connection Instructions through the Blue Jeans Network (BJN):

1. Go to BlueJeans.com/downloads and download the BJN desktop application
2. Once downloaded, click on "Join Meeting"
3. Select "Join as Participant"
4. Enter your name. Enter your Meeting ID as 5660210120 and select "Enter Meeting"
5. Follow any additional on-screen steps, and you will be in the meeting in no time
6. **Or, join by browser.** The BJN app often provides a more stable connection. However, if you prefer to join via browser without an application download, please join through bluejeans.com --> Join meeting in the top right corner. Compatible browsers include Firefox, Safari, and Internet Explorer. Do **not** connect to BJN through Chrome.
7. **Or, join by mobile device.** If you have a smart phone, you can download the BlueJeans app, which will allow you to connect from a mobile device or tablet.

BJN Shortcuts:

Spacebar - push to talk

P - hide/show participant info side bar

M - mute audio microphone

V - mute video

S - mute speaker

Class Participation Template:

- **Connect early.** Always connect to the class 10-15 minutes in advance. If you are a first time user, connect 30 minutes early to class. This will ensure connection is strong and will allow us to start on time optimizing the class's student experience.
- **Log in.** Continue to check connection for video and audio clarity on both ends. Text chat function by announcing your entrance on chat. Check audio connection by saying hello to the class.
- **Share video** for the entire duration of the class. If you need to step away, cough, eat, or move around, mute your video and audio temporarily.

- **Raise your hand!** When you do have a comment/question, please write in the chat feature “Comment,” or “Question.” The moderator will then signal to the professor and class that you have a question. The professor will prompt you to speak.
- **Mute audio.** Let moderator know when you have a comment through the Chat feature. When you are called on, you may unmute to speak. Have a short comment?
 - *Tip:* Hold the **space bar** to unmute yourself while you speak. When you release the space bar, you will be muted again.
- **Connect from a quiet place, if possible.**
- **Connect from a well-lit place, if possible.** Backlighting creates a dark glow that does not allow us to see the features in your face. No lighting makes it impossible for us to see you. Be in a well lit place with the lighting in front of you.
- **Speak slowly and clearly** to ensure there is no delay.

Trouble Shooting Guide:

Steps to trouble shooting:

1. Make sure you have logged out and closed any other applications like Skype that also use video and audio features; the could be misdirecting your audio and video functions
2. Are in the meeting? Chat with the moderator about the issue and its severity.
3. If you need to exit the BJN connection, email the moderator to share connection issues and troubleshoot.
4. Need additional assistance? Visit <http://bluejeans.com/support> to live chat with a BJN representative

Audio:

- If you are getting a low connection with choppy audio and video, try to **turn off your video.** This should provide a stronger audio connection.
- Make sure your volume is turned on and up.

Microphone:

- Audio button should be white reading: Audio On
- Check your computer settings for video output
- **Blue Jeans Network audio settings:** if we cannot hear you, check your input / output microphone settings on the Blue Jeans Network. You can do so by clicking on the gear icon. If you are using an external microphone, make sure it is plugged in correctly and turned on.
- Make sure you have logged out and closed any other applications like Skype that also use video and audio features; the could be misdirecting your audio and video functions.
- If we cannot hear your very well, try to adjust your audio input:
 - a. On a PC: Start Menu>Control Panel> Hardware and Sound>Sound. On the tab labeled *Recording*, double-click on the microphone that you are using. This is typically listed as the default device. Click on the tab labeled *Levels* and adjust the microphone up or down as needed.
 - b. On a Mac: System Preference>Sound>Input. Adjust levels as needed. Make sure the feature “Use ambient noise reduction” is checked on.

Video:

- Video button should be white reading: Video On
- **Blue Jeans Network audio settings:** if we cannot see you, check your input / output video settings on the Blue Jeans settings. You can do so by clicking on the gear icon. You can choose Automatic Device or Built-in Camera
- Check your computer settings for video output
- Make sure you have logged out and closed any other applications like Skype that also use video and audio features; they could be misdirecting your audio and video functions

Others:

- When all else fails, reboot computer and redial into BJN
- If you are still experiencing issues, try to log-in with a different web browser
- Need additional assistance? Visit <http://bluejeans.com/support> to live chat with a BJN representative

Connection Basic Facts:

- **Connect to Ethernet for a more reliable video and audio connection.**
- Make sure your computer is equipped with both video and audio capabilities.
- If possible, use an **audio headset**. This brings the microphone closer to participant's mouths and the audio closer to their ears, creating a clearer audio experience on both ends. A USB headset works great on most computers anywhere from \$20 and up. *The quality of remote participants' microphones and speakers is something we cannot control. The quality of this basic equipment varies significantly and could affect your classroom experience.*