

BLUEJEANS FAQ

1. How will the Court be using BlueJeans for video hearings?

The Court may select certain matters for video hearing. If so, participants will receive a specific notice. Those perceived to be the principal players in the matter will get instructions for participating by video. Others will receive teleconference participation information – which is different from the number used for other teleconferences. If you are involved in a matter set for video hearing and did not receive information about participating by video but would like to do so, contact the Judge's Courtroom Deputy.

2. How can I participate in a BlueJeans video hearing?

Use the BlueJeans app. Go to <https://www.bluejeans.com/downloads> to download the appropriate BlueJeans app. Use of the app is better than using the web browser link. Often the end user's security policies prevent connection via the Web.

3. How do I prevent feedback?

Audio issues with feedback normally are caused when your volume is too high and the microphone is picking up the audio and feeding it back through the system. Make sure that your microphone is muted when you are not talking and the volume isn't at its top level. Another good way to avoid the feedback is to wear headphones.

4. I have connected but only see myself on camera. Why?

This problem is exclusive to Windows PC's and laptops. If it happens, open the control panel, click on Internet Settings and then the Advanced tab. Hitting the reset button there will allow you to see everyone else's video feed.

For additional information please check the [BlueJeans Participant Guide https://insb-admin.jdc.ao.dcn/sites/insb/files/INSB-BLUEJEANS-PARTICIPANT-GUIDE.pdf](https://insb-admin.jdc.ao.dcn/sites/insb/files/INSB-BLUEJEANS-PARTICIPANT-GUIDE.pdf)