



Using BlueJeans and Zoom

Student guide

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Before the session

Pro-tip: Consider doing a test run before your first session.

If you have problems accessing the session, you can also call into a meeting from your phone (without video).

- **Download the software you need.**
 - **BlueJeans:** [Download the BlueJeans app](#). [If you already have it, check that it's updated.] Reboot after installing, just in case. You can also access a call straight from your browser.
 - **Zoom:** [Install Zoom on your device](#).
- **Grab what you need for the call:** headphones, a notebook, pencil, laptop charger, etc.
- **Find the direct link to your session** in an email from your instructor or on Canvas. This could be an actual link or a clickable **Join Meeting** button.





During the session

- Be on time. (And remember to wear clothes — including pants!)
- We recommend headphones because the sound quality is better.
- If you want to talk, unmute yourself.
- Say your name before you talk.
- If your video or audio seems to go in and out, turn off your video until you need to speak.
- Be aware of what else is happening around you. Other noises and eating food could be distracting to others.

If you're having problems:

- Tell your instructor in the chat window or send an email.
- Contact 4HELP@umich.edu, and cc: your instructor.
- Call from your phone, so you can hear what is going on.

Common problems

| Sound issues | Getting dropped from sessions |
|---|--|
| If people can't hear you , check if you're muted. Also, check which microphone your device is using. | If you get dropped from a meeting , please re-join. |
| If you can't hear others , check your device's volume, or see if the sound has been turned off. | If you get dropped from a breakout room , wait for your instructor to re-add you. |

Camera and microphone Tips

- When you enter a session, your **microphone** and/or **video** might be off. Check your video and audio to see if either are "muted"
- Keep your **microphone** off (muted) when you're not talking.
 - Within Zoom or BlueJeans, click the microphone to mute and unmute.
 - On a phone, you can also mute and unmute your phone's microphone.
- If you're concerned about data usage, keep your **video** off unless speaking.