BlueJeans®

Blue Jeans Primetime QuickStart Guide

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Welcome to Blue Jeans Primetime. Primetime combines the best of video conferencing and broadcasting to help you host truly interactive video events. This QuickStart Guide provides tips to assist you through your first Primetime event. Read on to find out how to schedule events, connect from your device of choice, view recordings, and leverage Event Assist services.

Participant Roles

Before scheduling an event, it's important to understand the three participant roles within a Primetime event.

Role	Recommended #	Description	2-Way Video / Audio	Share Content	Mute Others	Broadcast & Record Event	Connection Options
Moderator	1 to 3	Manages event with extensive controls	Yes	Yes	Yes	Yes	• Browser • Room System
Presenter	Up to 100	Focused on presenting to the audience	Yes	Yes	No	No	• Browser • Room System • iOS
Attendee	Up to 2,000	Watches and cannot be seen or heard. Can be promoted to presenter role by moderator	No	No	No	No	

📖 **MORE INFORMATION**

View full Primetime guides, including visuals, for: Moderator Guide, Presenter Guide, Attendee Guide

Did you know you can work with a trained Blue Jeans Support Representative on your event? Learn more about Event Assist services at bluejeans.com/support/event-assist-service

Scheduling an Event

Schedule a Primetime event from within your Blue Jeans account, using the Events tab. If this is the first event you have scheduled, you will see this message on the right-hand side of the display: "There are currently no events in your dashboard."

Select "Schedule an Event," then:

1. Enter the event title.
2. Set the start and end date, and time (adjust for your time zone, if needed).
3. Enter an Event Summary description.
4. Choose an Event Type:
   - Public: Anyone can join the event, including outside your company, as long as they have the invite URL.
   - Restricted (private): Only members of your enterprise group can attend.
5. Select the Participants:

   Determine which event participants will be Moderators, Presenters and Attendees. You can input their email addresses into the scheduling tool or copy/paste links into calendar invites. Moderators, presenters and attendees each receive a different type of invitation.

   Once you schedule the event, three URLs will appear—one for each role.
6. Click "Schedule" to Schedule the Event.

Your event is now set, and will appear in the Events List on the Events tab.

Practice Events

You can host as many Practice Events as you need to get comfortable with Primetime before your event. You will find the Practice Event button beneath Event Title as an alternate option when you go to schedule an event. The Practice Events feature supports up to 10 interactive participants (moderators and presenters) and 15 viewing attendees.

Connecting to an Event

Blue Jeans Primetime allows you to connect from a computer, room system, or iOS mobile app.

Connecting from your computer (laptop or desktop):

1. Click the Computer tab and choose the connection option from the dropdown menu.
2. Choose the "Browser" option for the most feature enriched experience.

Connecting using a conference room system:

It's recommended that you "Pair" your laptop to your room system for access to the full set of event controls.

Click the Room System tab for dialing instructions.

1. Call the Blue Jeans IP (or SIP) address with your Room System.
2. If pairing a laptop, enter the pairing code onto your screen within the room system tab. Otherwise, enter the Meeting ID and passcode through the room system remote control.

Connecting from any iOS device (iPhone or iPad):

Click the "Join" link from your phone for information about connecting from the Blue Jeans app for iPhone and iPad devices.

To moderate a meeting, you **must** use the Browser or a Room System paired with the Browser. Presenters and Attendees can join an event from a mobile device, as well.

1. Attendee "Virtually" Raises Hand

2. Moderator Invites Attendee to Go Live

3. Attendee Accepts Invite and Becomes Interactive Participant

Retrieving a Past Event Recording

Retrieve event recordings by clicking on the event name in the Past Events tab within your Blue Jeans account. You can download the file and share the URL link within or outside of your group. In the Sharing Settings dialog box, you can control the link's accessibility as follows:

- Select "Private" to prevent sharing of the link.
- Select "Enterprise Access Only" to make the URL accessible only to members of your enterprise.
- Select "Open Access" to provide access to all users who have the URL.

Event Assist Service

Blue Jeans offers professional support services for an additional cost. With Event Assist, you can work with a trained Blue Jeans representative to ensure your event runs smoothly. There is a 2-hour minimum, and support is available before, during and after the event, as follows:

Pre-meeting:

- Coordinate a pre-event test session to ensure video participants will be able to connect (audio and video connections are thoroughly tested for named participants).
- Provide best-practice advice to ensure optimized audio and video experiences for all.

During the Meeting

- Assist participants in joining the event, as needed.
- Mitigate any problems that arise and proactively provide steps toward resolution
- Collect real-time call statistics for post-event analysis.

Post Meeting

- Compile a report 24 hours after the event to share call stats, including call duration, endpoints joined, and video and audio quality reports.

WANT TO KNOW MORE?

To hear about Primetime best practices and use cases from customers, visit the Blue Jeans Community.

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