

Video Sharing FAQ's

Rich media sharing meets easy, interoperable, high-definition video conferencing.

Make video files a part of your next Blue Jeans meeting! Our new Video Sharing feature supports industry standard file formats and is as easy as uploading files to your own private folder and sharing them in your meeting.

What is the Video Sharing feature?

The Blue Jeans Video Sharing feature allows users to upload video clips and share them in real-time with meeting participants across all endpoints. Playback is [synchronous](#) across all meeting participants.

What video file types are supported?

The majority of all video file types are supported including, WMV, MOV, MP4, AVI, MPEG, MPG, FLV, F4V, OGV, OGG and WEBM. Files must not be locked by digital rights management (DRM) or encrypted.

What happens to the audio when a video is shared?

When a participant shares a video, all participants are automatically muted, including the presenter. When the video is paused, stopped or ends, participants are automatically unmuted.

Can participants speak when a video is being shared?

Yes. Blue Jeans has enabled a "push to talk" feature. When a video clip is being shared, participants are muted by default. To speak, users may push the space bar on their keyboard to temporarily "unmute" themselves and speak. When they release the space bar, they will return to the muted state.

When should video clips be uploaded?

We recommend [uploading your clips prior to your meeting](#). Uploading files can take a while depending on file size.

Can video clips be deleted?

Yes. Account holders can delete video clips from their personal account whenever they like.

What resolutions are supported for Video Sharing?

The resolution is indicative of the original file. If it's recorded at 1080p, it can be shared in 1080p, assuming participants have the bandwidth to support it. If it's recorded at a lower bit-rate, it will be shared at that rate. Users can modify bit-rate settings while a video is being played.

Can all meeting participants see the video being shared?

Yes, assuming they are on a device that receives video, they can see the video share. This includes room systems, desktop video clients, iPhones, iPads and other mobile devices that can connect to Blue Jeans meetings. Obviously, audio-only participants who have joined a meeting from a phone will only receive the audio portion of the video share.

Are moderators the only ones who can share video clips during a meeting?

No. Anyone with a Blue Jeans account can upload and share a video clip during a meeting, even if they are not the moderator. This includes trial users. Content is tied to specific personal accounts and not to the meeting.



Can videos be re-shared?

Yes. Videos are tied to accounts and not to meetings. Uploaded videos can be shared at any time, in any meeting.

Are there storage limitations?

No. Blue Jeans has set a soft limit of 50G. If more space is required, contact Blue Jeans Network.

Are shared videos secure?

To ensure the videos and/or content being shared is secure, meetings should have encryption enabled. This can be enforced from the Group Admin settings and the personal meeting settings and requires participants who join the meeting have encryption enabled on their endpoint.

Does Video Sharing work on all browsers?

Video sharing works on the browsers supported by the Blue Jeans service (IE, Firefox, Chrome and Safari). We have found that Safari and Chrome works the best of these browsers.

With this new Video Sharing feature, has my account changed at all?

Your user account credentials have remained the same.

Are there any known issues with the new Video Sharing feature?

- We do not currently support sharing audio file formats (i.e. .wav files)
- If users on older versions of IE (mostly 7, 8, & 9) are having problems, we suggest switching to Chrome.
- Internet Explorer 8 or 10: If you are using either of these browser versions, before using Blue Jeans Beta, please clear your browser cache and cookies and then restart your browser.

More at: <http://bluejeans.com/video-sharing>

Questions: sales@bluejeans.com

Technical stuff: support@bluejeans.com