

# BlueJeans

**Speaker:** Live Meeting Control, available on the Command Center Pro edition, allows you to moderate and monitor live BlueJeans meetings from Command Center. You may want to use this feature to offer white glove meeting moderation service to the meeting host or to help troubleshoot audio and video quality issues. With Live Meeting Control, you can monitor the meeting behind the scenes so the meeting host can focus on delivering content to the customer. If you currently do not have the Command Center Pro edition and want to request it, contact [support@bluejeans.com](mailto:support@bluejeans.com).

With Live Meeting Control you can mute and unmute audio, turn video on and off, and change video layouts to offer the highest quality experience for each meeting participant. You can lock any live meeting and remove any participant to ensure privacy and security and assess video audio and content quality metrics for any participant to ensure their meeting experience is seamless and productive. In this module, you'll complete a guided tour to learn how to enable Live Meeting Control for Command Center users in your enterprise, how to use Live Meeting Control in Command Center, how to use the Live Meeting Controls to moderate a live meeting, and how to navigate the different Live Meeting views.

Let's start by looking at how to enable Live Meeting Control for Command Center users in your enterprise. From your BlueJeans account homepage, click "Admin." Next, click "Manage Users." From the "View/Edit Users" tab, click in the "Search users" field to select the user. For this training example, select Lizann Dunegan by clicking on her name. From Lizann's user account settings, click the "Enable Live Meeting Control" check box. Lizann now has the ability to use Live Meeting Control in Command Center to monitor and troubleshoot live meetings. Now, we'll scroll down so we can save the updated setting. Click "Save Changes" to save the change you made.

Now, let's look at how to use Live Meeting Control on Command Center, learn how to use the Live Meeting Controls, and how to navigate the different **[00:02:00]** Live Meeting views. From you BlueJeans account homepage, click "Command Center." Next, click the "Dashboard Menu" icon. Next, click "Live Meeting Stats." The Live Meetings page lists all the current live meetings taking place in your enterprise group, including the meeting ID, the host name, title, email address, when the meeting started, and the number of live endpoints in the call. This column indicates that screen-sharing is taking place, and this column indicates if the meeting is being recorded, and this column indicates if videos are being shared in the meeting.

A green check mark indicates that the feature is active. In the example shown on this page, the green check mark indicates that "John Smith Meeting" is being recorded. From this table, you can click on the meeting you want to manage with Live Meeting Control. Go ahead and click "Cynthia's Meeting" in the list to open a detailed view of that meeting. On the "Stats" tab, you can view if the meeting is encrypted, the type of endpoint, the

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name of each meeting participant, the IP address, the location users are calling from, when they joined the call, and the "video in" and "video out" indicators.

"Video in" represents the video stream sent from your endpoint to the BlueJeans service, "Video out" represents the video stream coming from the BlueJeans service back to your endpoint. Bitrate, jitter, loss, and frame rate help you to further refine any video issues that may occur during a live meeting. You could activate the Live Meeting Controls by clicking "On" in the "Control Meeting" toggle switch. Go ahead and do that now. As a moderator using Live Meeting Control, you have several controls available to you that allow you to offer white glove service to your meeting host.

With these controls, you can manage the audio, video, and security for the meeting which allows the meeting host to press on delivering the meeting content to the participants. There are several meeting controls available, including "Enter Meeting," "End Meeting," "Lock Meeting," "Mute On Entry," and "Video Layouts," as well as the individual meeting controls. Now, let's explore the "Audio/Video Timeline." Go ahead and click the "Audio/Video [00:04:00] Timeline" tab. The "Audio/Video Timeline" tab gives you a graphical view of the audio and video quality of your meeting. The timeline provides you the ability to quickly identify any issues like call quality that may occur during your meeting.

You can select one of these options to show "Audio Only" or the meeting timeline which represents the "Meeting Video Only" or you can show both. In this example, both are shown. The "Audio" icons are shown in the top half of the gray bar, and the "Video" icons are shown at the bottom half of the gray bar. If you hover over the icons on this timeline, a pop-up displays, like the one shown on this page, that indicates that content is being shared. This icon indicates that this participant muted their audio. This icon indicates that this participant is talking. This icon represents poor call quality and may require further investigation to identify the cause.

The "Meeting Timeline," the video portion of the call, will show all video related activities that are taking place during the call. This includes when content or videos are shared along with when a meeting is recorded. The "Video Related Activities" icons will show precisely when a particular video activity started and when it was stopped. Low call quality activity is also represented in red on the "Meeting Timeline." In "Stats" and "Call Characteristics" tabs, double-click the highlighted endpoint in the list.

The "Summary Stats" tab lists the overall call statistics including a trace path. The "Call Characteristics" tab shows a graphical representation of call quality for audio, video, and content. You can filter the information on this page by showing the "Input Metrics Only," "Output Metrics Only," or both. This example shows both. Hover over a location on the timeline to view detailed results for the different indicators.

**[00:05:49] [END OF AUDIO]**