

Blue Jeans Video

AT&T Video Meetings with Blue Jeans provides a named host solution that includes up to one-hundred (100) participants within one meeting room, which will be available 24x7 with unlimited recording. It is a meet-me service where participants dial in or click on a URL from their device so scheduling is not required. AT&T Video Meetings with Blue Jeans is a cloud-based, multi-point videoconferencing solution that offers a cost-effective, scalable, mobile approach to meeting and collaboration, and is accessible over the Internet. The Host manages their own recordings and meeting room environments.

HIGH-LEVEL REQUIREMENTS

You simply combine a service account with a video-enabled device. First, sign in to your AT&T Video Meetings with Blue Jeans account online and enter your meeting. Whether you're initiating a scheduled or ad hoc meeting, you can start it via your browser or mobile device. Before entering, you choose the device (computer, room system, or mobile device) and video platform (browser, Microsoft® Lync®, mobile app, etc.) you want to use. Inviting participants is easy: Use your contacts and invite people inside or outside of your organization. All participants receive an audio number and URL (or dial-in string for other H.323 and SIP end points) that launches the meeting within their browser or mobile device. Once in your meeting, you automatically send and receive video. And, you use the same interface to control your meeting experience (e.g., record the meeting, share content, send group chats, change viewing layout, zoom, etc.).

Implementation Approach

In addition to being flexible and compatible, AT&T Video Meetings with Blue Jeans is easy to use. Because it's a cloud-based service, you avoid having to buy, install, or manage any conferencing hardware and software. In addition, you can quickly increase service capacity by simply adding licenses or virtual ports. This will also allow users to continue to use their existing Blue Jeans video end points as well as new.

Hosts can schedule a meeting via the scheduling portal or Microsoft® Outlook® or Google Calendar add-in, and participants can join via tablet, smartphone, or laptop (with the simple click of a link) or a phone call. They can also use systems such as Cisco® Jabber™, Microsoft® Lync®, or Google.

Features and Benefits

Listed below are some of the features that AT&T Video Meetings with Blue Jeans, via the BadgerNet Contract, provide:

- **Affordable pricing plan**—provides a named host solution that includes up to one-hundred (100) participants within the one meeting room, which will be available 24x7 with unlimited recording.
- **Command center**—a web-based, real-time dashboard is provided with this solution.
- **Cloud-based service**—helps you minimize video conferencing equipment maintenance contracts, capital expenditures, and IT resource burdens. You can use existing equipment that has Internet access and a camera (e.g., desktops, laptops, tablets, smartphones, or a room-based system). AT&T Video Meetings with Blue Jeans is flexible and convenient.
- **Interoperability**—means that AT&T Video Meetings with Blue Jeans works with Microsoft® Lync®, iOS®, Android™, most web browsers, Cisco Jabber®, and standards-based room and immersive video systems. By enabling unique integration between Microsoft® Lync® and most other video technologies, AT&T Video Meetings with Blue Jeans can extend the reach of Microsoft® Lync® users to include most room-based video equipment, laptops, and mobile devices. So, you can use your existing video hardware and software.
- **Multi-party meetings capability**—supports up to one-hundred (100) endpoints. So, you can use the service for global team meetings, online training, education, HR interviews, and more.
- **Rich, high definition (HD) content support**—lets you share your latest marketing slides or budget-tracking sheet in HD, up to 1080p. Dual-stream support helps maintain the quality of both the video feed and shared content. So, your meeting participants can enjoy a high-quality experience.
- **Video sharing**—provides synchronized streaming so that all participants can see video content simultaneously from any supported platform, even room-based systems. So, you can show a product demo to a customer or review the latest version of a trailer with a global team during AT&T Video Meetings with Blue Jeans events.
- **Meeting recording**—lets you record, watch, and share AT&T Video Meetings with Blue Jeans events, including the video, audio, and shared content. This allows you to document important meetings and share them with those who were unable to attend; record training sessions for colleagues, customers, and partners; and access recordings from almost anywhere via the cloud. We have provided unlimited recording as part of this solution.
- **Security features**—include firewall and Network Address Translation (NAT) traversal and encryption. This means that even in a multi-vendor environment, you can expect your meetings to be private. This solution also provides for AES encryption.

Ordering Blue Jeans

For new order, upgrade, feature add/remove, downgrade or cancellation click on the **Customer Information Form (CIF)**



BJN_Customer_Order_Information_Form.doc

Incident & Problem Management

Video end users of AT&T Video meeting with Blue Jeans service will call the AT&T ASC (Advanced Solutions Care) Tier 1/1.5 Service Desk. Advanced Solutions Care (ASC) standard response time is 24 hours. If a site continues to have tickets opened, Blue Jeans has a CSM (Client Success Manager) assigned. The CSM will be the point person through RCA/resolution.

MDS (Minimum Data Set)

- User's wireless Customer Telephone Number (CTN)
- Meeting ID
- Description of the user's issue

Billing

State of Wisconsin Agencies and Authorized Users will be billed directly for their Blue Jeans account. TEACH customers with accounts through the TEACH Program will receive billing support through the TEACH Program.

Contact

Advanced Solutions Care 1-866-563-4703

- Hours of operation:
 - M-F 8:00 AM to 8:00 PM CT.
 - Sat & Sun 9:00 AM to 6:00 PM CT.
 - After which the user will receive an 'out of office' message.
- "Click to chat" function is available 24/5.
- Video Meetings in Blue Jean Tier 2 contact
 - A dedicated Client Service Manager will be assigned to BadgerNet for tier 2 support.