



## **BigBlueButton User Guide**

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## Instructions on how to use Big Blue Button

[BigBlueButton](#) is an open source tool for web conferencing. It is an HTML5-based web application. This means that you are not required to install any software or plug-in in order to use it. BigBlueButton runs within your web browser.

In order to join a meeting in BigBlueButton you only have to click the provided URL or copy and paste it to your browser's address bar and press the ENTER key.

You should be able to use recent versions of any of the major browsers, including Chrome, FireFox, Safari, and Safari Mobile. For best results on (private) desktop and laptop computers, it is recommend that you use Google Chrome or Mozilla Firefox. For Chromebooks, we recommend the built-in Chrome browser.

If you are using an EP Surface or Desktop PC, it is recommended that you use MS Edge.

Information on supported web browsers is available [here](#).

## Joining a meeting

1. Copy and paste (or click) the meeting link provided in the invitation to the address bar in your browser.

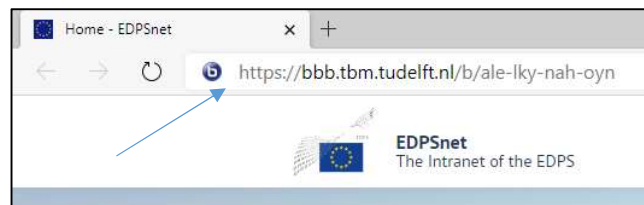


Figure 1

2. Type your name and click "Join".

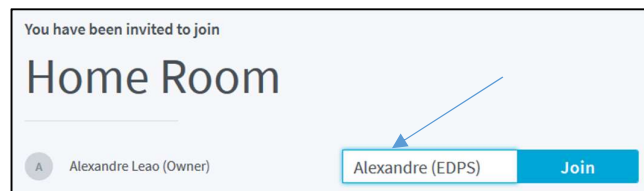


Figure 2

3. You will now be prompted to choose whether to join with your microphone enabled or in listen mode.

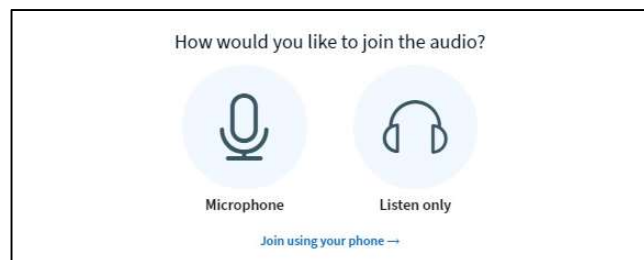


Figure 3

If you wish to speak at some point in the conference, you will have to join with your microphone enabled. In this case, please choose (click) “Microphone” (you will be able to mute your microphone after having joined).

If you wish to join to listen only (without microphone), please choose “Listen only”. Please be aware that, in this case, you will not be able to turn on the microphone later. If you have chosen this option by mistake we recommend that you close the browser tab and join the meeting again and choose the correct setting.

4. If this is the first time you are connecting to a BigBlueButton meeting, you may be prompted to grant your browser permission to use the microphone. If this is the case, please click “Allow”.

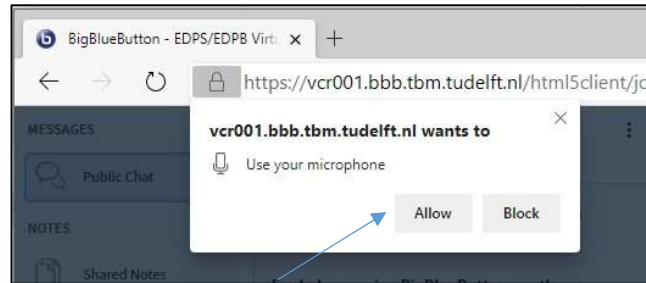


Figure 4

5. Next you are prompted to perform an echo test. Please try saying a few words and check if you hear the echo. If you hear the echo, please Click “Yes”.

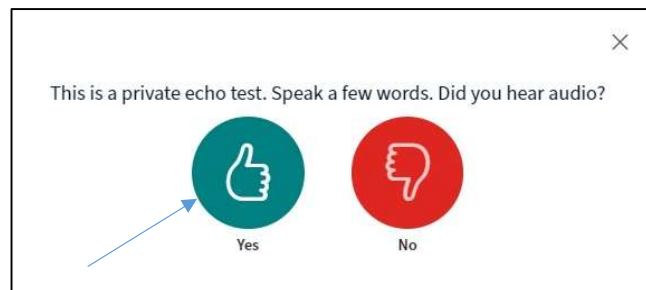


Figure 5

6. If, on the other hand, you were not able to hear the echo, please click “No”, choose your audio devices and click “Retry”.

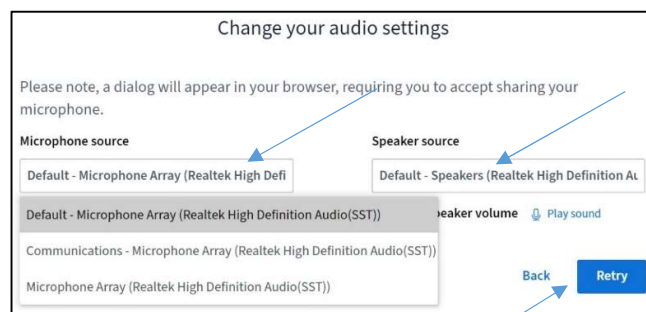


Figure 6

7. You have successfully joined the BigBlueButton meeting. If you would like to enable your video, please click the camera button, below.

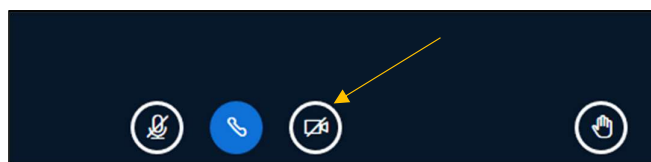


Figure 7

- If this is the first time you are connecting to a BigBlueButton meeting, you may be prompted to grant your browser permission to use the camera. If this is the case, please click "Allow".

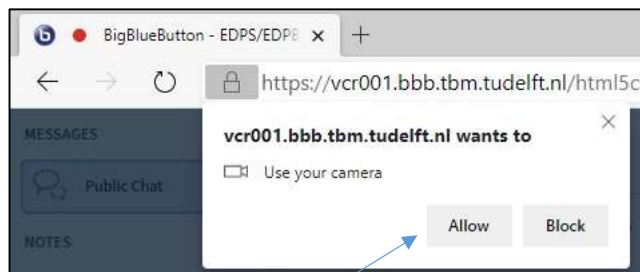


Figure 8

- Now choose which camera you wish to use (if you have more than one) and the video quality, and click "Start Sharing". If you have a slow (WiFi) connection, Medium or Low quality can be a good choice to save bandwidth.

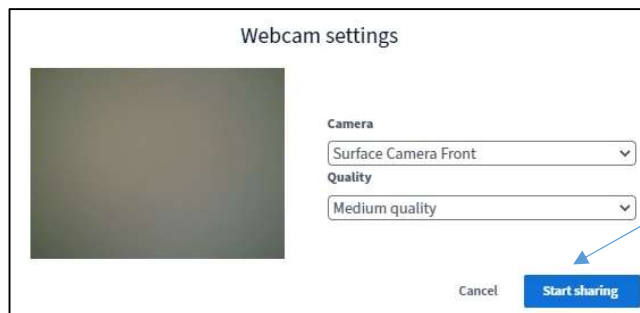


Figure 9

- You should now see the video from your camera on top.

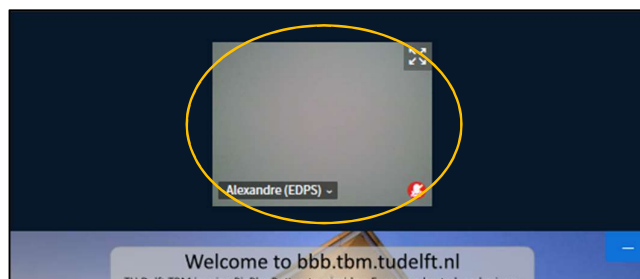
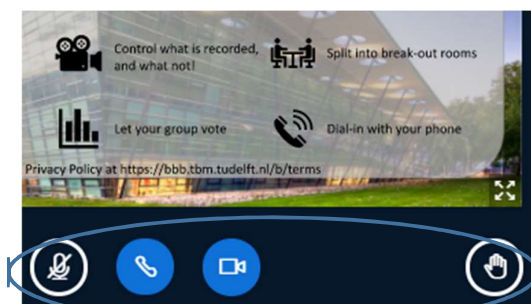


Figure 10

- You can control your microphone, sound, camera and raise hand feature by clicking the buttons below.











-  Microphone Muted
-  Microphone un-muted
-  Audio service disabled
-  Audio service enabled
-  Camera off
-  Camera on
-  Raise hand (hand not raised)
-  Raise hand (hand raised)

Figure 11

## Meeting controls

### Screen layout

If you would like to see the other participant's video larger, you can minimise the presentation.

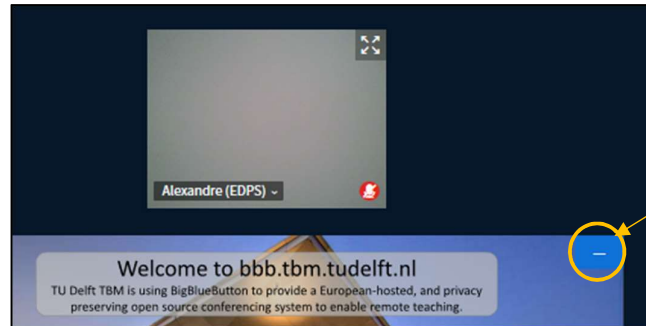


Figure 12

After having minimized the presentation, a new button will appear on the bottom right corner of the BigBlueButton window.

If you wish to restore the presentation, click this button.



Figure 13

### Camera control

You can also stop sharing your video at any time. To do so, you need to click the camera button:



Figure 14

And click “Stop sharing”:

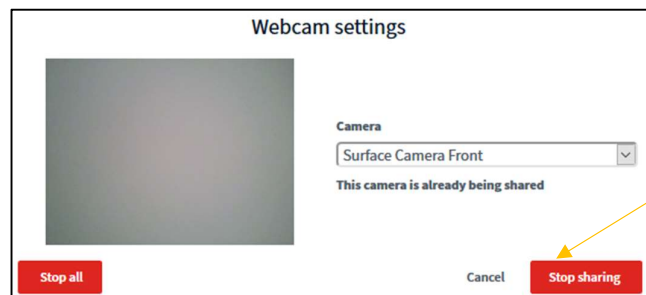


Figure 15

## Raise hand

If you wish to intervene during the meeting, you can use the “Raise hand” feature.

To do so, please click the “Raise hand” icon in the bottom right corner of the screen. Your hand will remain raised until you or the moderator lowers it.

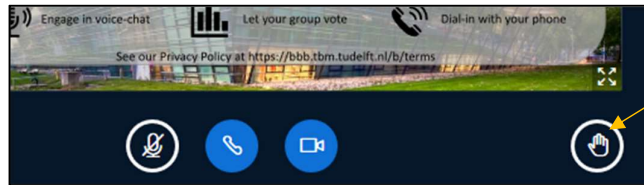


Figure 16

## Breakout rooms

If the meeting host invites you to join a breakout room, you will be presented with the following screen. If you wish to join the room, please click “Join room”.



Figure 17

When you join a breakout room or re-join the main meeting room, you may be prompted to choose your audio settings again. If this happens, please refer to “Joining a meeting”, step 3.

While in the breakout room, you will see a countdown timer at the top of the page. When the timer reaches “0”, you will automatically re-join the main meeting room.

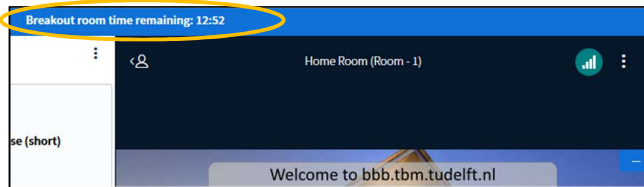


Figure 18

If you wish to leave the breakout room, click the three little dots on the top right corner of the screen and choose “Leave meeting”.

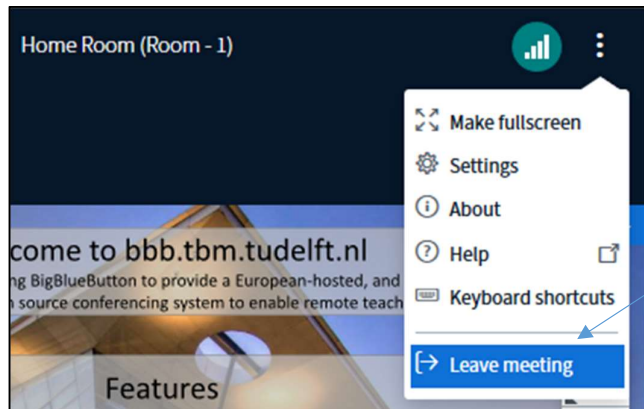


Figure 19

When you return to the main meeting, it may take one or two minutes for Big Blue Button to reconnect to audio. If it doesn't connect or if prompts you to choose the audio settings, please refer to "Joining a meeting", step 3.

## ***Leaving the meeting***

When you wish to leave the meeting, please click the three little dots on the top right corner of the screen and choose "Leave meeting".

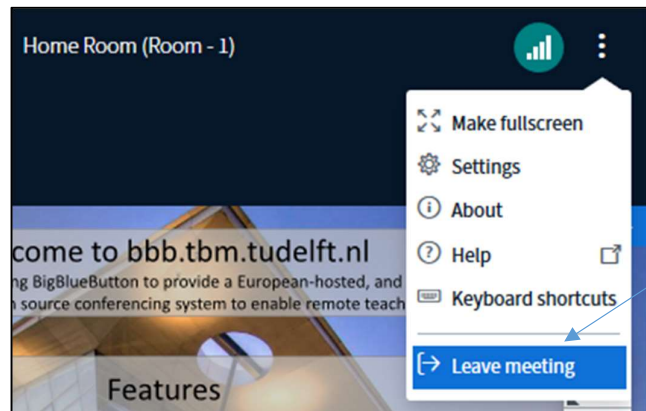


Figure 20

## General recommendations

During the meeting, it is good practice to remain muted because in quiet environments your computer will raise the gain of your microphone and transmit noise to the other participants. Furthermore, if more than two participants are unmuted, there could occur a feedback, which reproduces a loud noise to every participant.

During a meeting or training, if you are not speaking, it may also be a good idea to turn your video off, to save bandwidth and improve your experience (improve the video stream and sound quality).

During a social event or gathering, the last recommendation may not apply.



## Troubleshooting

The most common issue with connecting to a BigBlueButton meeting is sound related. It takes a while to connect, so please be patient and, if possible, use a headset with a dedicated mute button if you can, then make sure the right sound device/microphone is selected.

### ***You connected to the meeting but you have no sound or video***

If you successfully connected to the meeting but: <ul style="list-style-type: none"><li>• You cannot hear the participants</li><li>• The participants cannot hear you</li><li>• The participants cannot see you</li></ul>	Your browser displays a message about not being able to access or use your microphone, sound device or camera: Please refer to “Joining the meeting” sections, step 4.
	Try disabling and re-enabling audio. Please refer to step 11 to find the correct button.
	Try leaving and re-joining the meeting.
	Try clearing the browser cache, close it and launch it again or try joining the meeting using a different browser.

If you experience audio issues during the meeting, we recommend you log out of the meeting and try a different browser, sound setting or other audio device (we recommend a wired headset for reliability) before logging in again, as the platform may not detect a change of audio device.

### **Adjusting Windows sound settings:**

BligBlueButton should use the default Windows sound devices. If you wish to adjust this setting, click the Windows Start Button and then click the Settings icon:

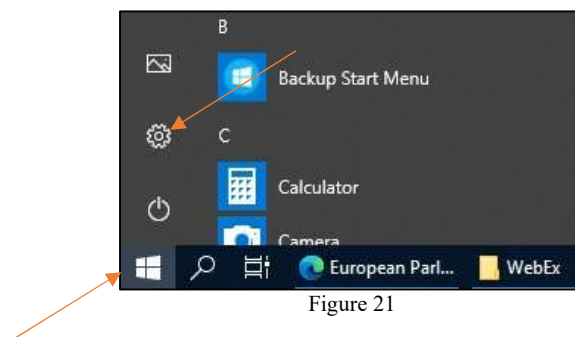


Figure 21

In the settings window, click the System icon:

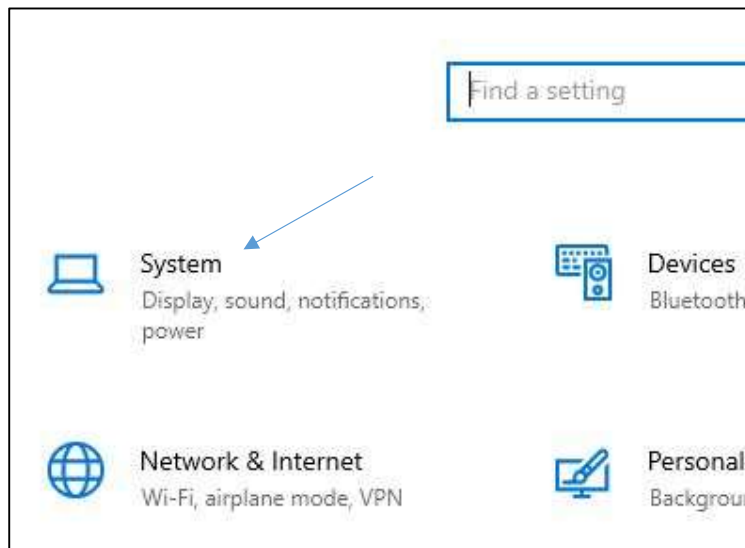


Figure 22

On the left menu, click “Sound” and then select which audio device you wish to use.

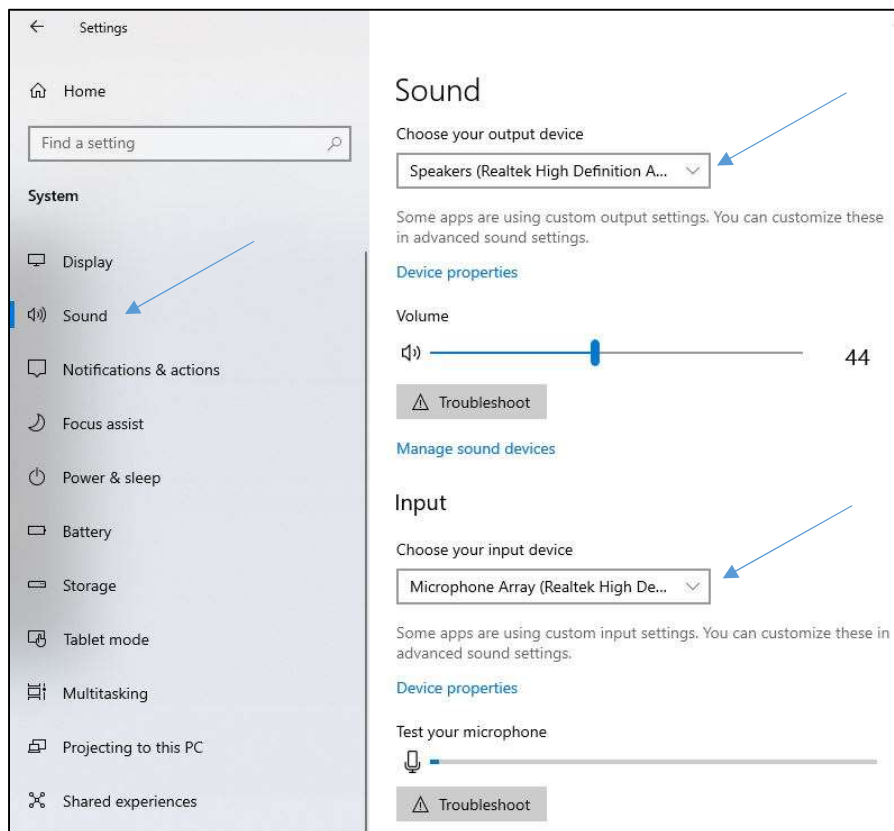


Figure 23

## ***You experience low sound or video quality.***

Please check the following:

- If you do not need it (if you are not speaking) stop your video and mute your microphone
- Make sure that your device has good WiFi reception (move closer to your router or WiFi Access Point), or connect it to your router using a network cable
- Leave the meeting and join again
- Check if there is another device on your network consuming too much bandwidth (streaming video or too many downloads)
- If the issue persists, you can also try to restart your device and your router (typically, the router takes about 5 minutes to restart)
- If the issue persists, try to join using your private mobile device.

## ***Other ways to connect.***

If everything else fails, keep in mind that you may be able to connect using a mobile device (smartphone or tablet). You can send the invitation to your private e-mail, open it on your mobile device and tap the meeting URL to join.