

BBB -Troubleshooting/FAQ

Getting Started

Why am I unable to join a conference?

The suggested browser to join a BBB conference is Google Chrome.

How do I join a conference?

There are several ways to join a BBB session. In the Canvas course, click on Conferences to join a New Conference. Also on the Canvas course home, click on View Course Stream to see live conferences within that course. If a link has been sent to you through email, click on the link to join. Note: Users will only be able to join when the presenter has started the conference. Recommended users at one time in a conference is approximately 100.

Should I establish norms for students/users in BBB?

Yes, this would be a best practice for a successful conference. Consider your expectations for how you would like users to engage and interact in the session.

Sample Norms:

- Participate - contribute to the discussion & assignment
- Stay on task - monitor your time
- Respond appropriately - comments and videos are recorded
- Communicate - take turns speaking and/or utilize your user tools to interact

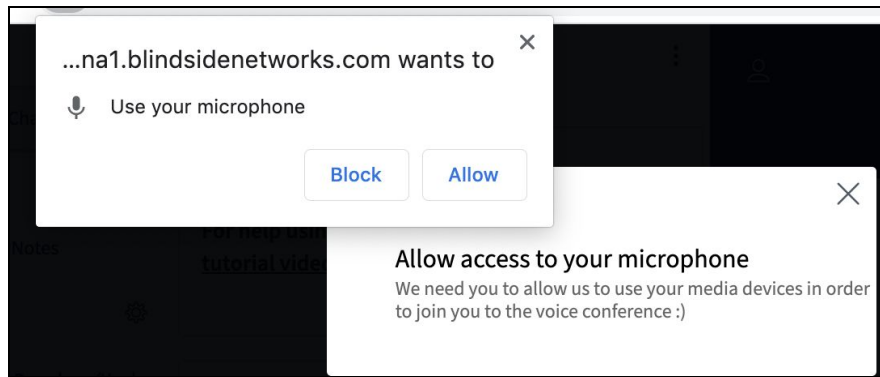
Why is my microphone not working?

If using Google Chrome, make sure to give the browser permission by clicking the “Allow” button when the pop up appears.

Additional [audio troubleshooting](#)

How do I unblock my camera/microphone?

Depending on the browser, check if the webcam icon in the upper right-hand corner of the URL has an ‘x’ through it. Make sure to give the browser permission.



If I get disconnected, how do I rejoin?

If you're using wireless network connection, you may get momentarily disconnected. BigBlueButton will attempt to auto-reconnect. You can also go back to the Conference in the Canvas Course, and click the 'Join' button.



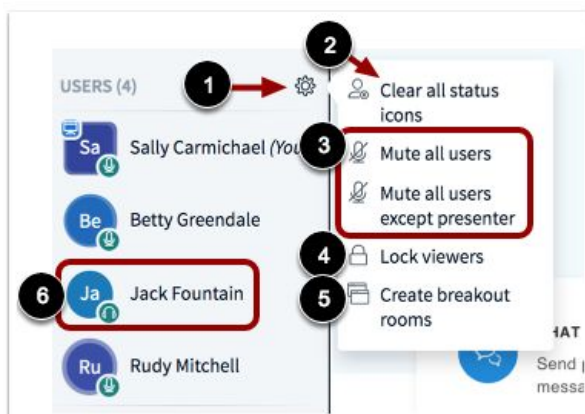
Why am I unable to upload my presentation or documents?

There is a size limit to what can be uploaded. The maximum file size is 30 MG and/or 150 pages. Consider uploading your presentation as a pdf to minimize bandwidth usage.

During a Conference

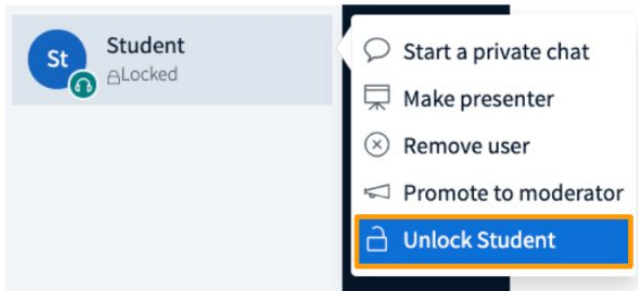
How do I manage users?

To manage settings for all users, click the User Settings icon [1]. To clear users' status icons, click the Clear all status icons link [2]. To mute users, click the Mute all users or Mute all users except presenter links [3]. To lock specific conference features for users, click the Lock viewers link [4]. To create breakout rooms, click the Create breakout rooms link [5]. To chat with a user, remove a user from the conference, or promote a user to presenter or moderator, click the name of the user [6].



How do I lock or unlock users?

To temporarily unlock an individual viewer, select their avatar from the user's list and choose Unlock. To reapply the lock settings to the individual viewer, select their avatar from the user's list and choose Lock.



What does the Notification button detect?

BigBlueButton will scan the user's environment upon joining a conference. The notification button will detect possible issues regarding wifi or browser. The Red Unread Notification icon will remain visible for about a minute. This feedback gives the user the opportunity to make changes in their environment to improve their experience.



Can I join multiple BigBlueButton Conferences?

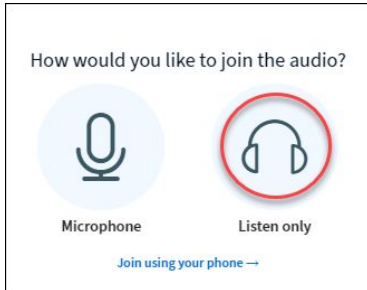
Yes, each session you join will open a new tab. It is a best practice to join the secondary conference in a separate browser. This will ensure your browser permissions are not overridden by the original meeting.

Can you join the same conference as yourself on multiple devices?

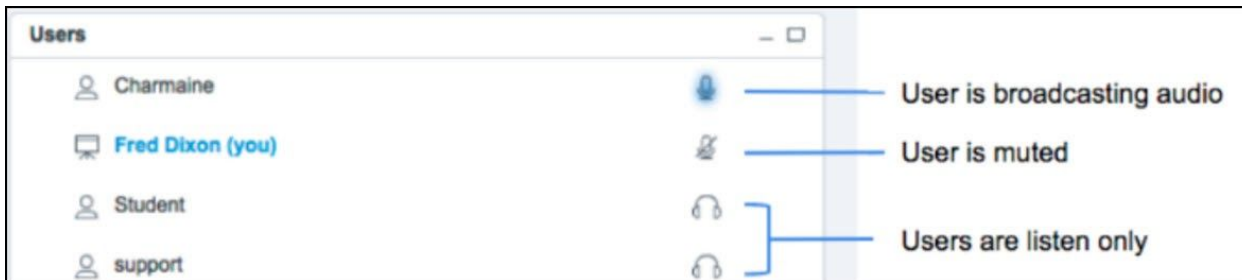
Yes, it is possible to join the same conference multiple times using different devices. It's a best practice however, to join the conference with the Presenter/Moderator role, and use the guest link to see how audio and share my screen is performing, as well as, latency issues.

Why can't I hear the presenter?

Make sure that when you join the conference, you select the Listen Only button option. You will see the headphone icon by your name in the Users component box. If you don't see the headphones icon, you can select audio by clicking on the telephone button to rejoin with audio. Occasionally you may need to click on the audio icon while in a session to disable and then enable this feature again.



It is best to join selecting the “Listen Only” option. If the dial in-number is shared, you can call in to the conference to participate.



Why is there background noise in the conference?

This occurs when students and guests have not muted their microphones. The Moderator can mute individual students or mute all users by clicking on the Settings button in Users component window.



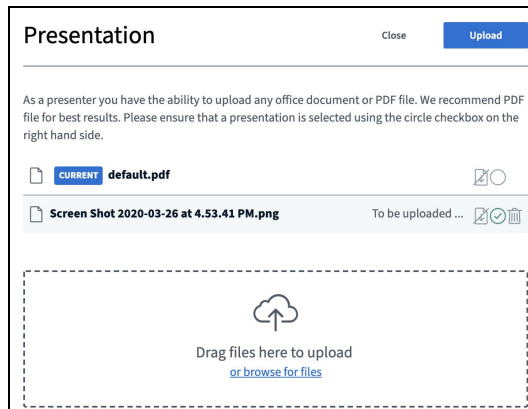
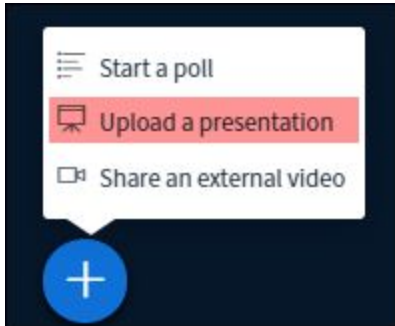
How do I share my screen?

Click the screen share button and select from the choices to launch.



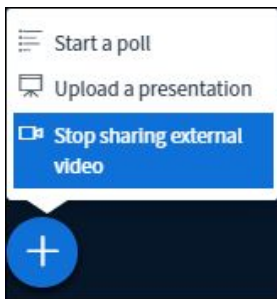
How do I switch between presentations and documents?

Click the + button, select upload presentation option. Click on the circle and click the confirm button.



How do I end a Youtube video that is playing?

Click on the + button and select the stop video.



What do I do if my video is looping or pausing?

You may need to stop and restart the video. If issues still occur, you may need to leave the conference and restart it.

After a Conference

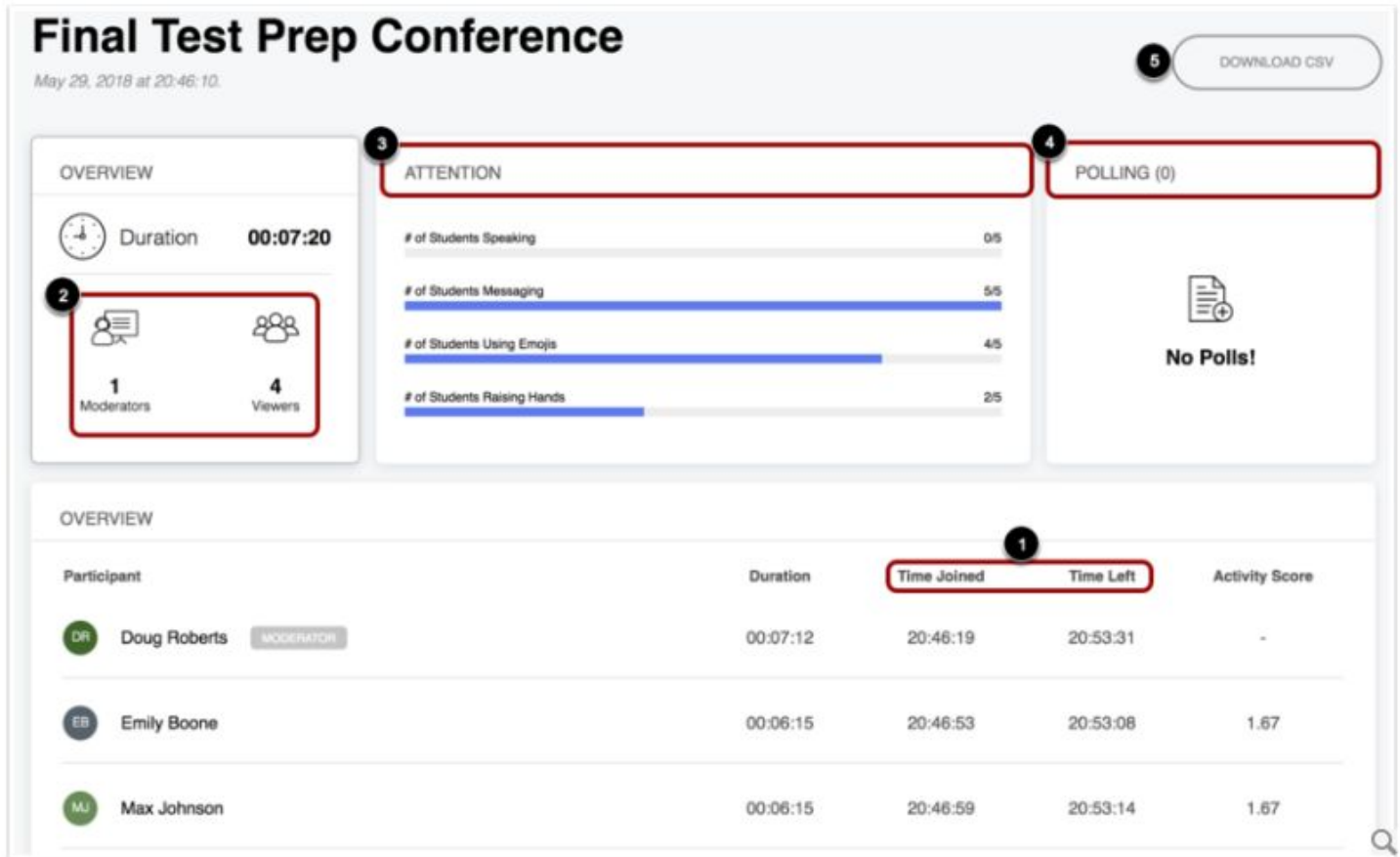
Where do I find my recordings?

If the conference is held within Canvas, it will automatically appear under Concluded Conferences. **NOTE: Class session recordings should only be shared inside of conferences to students, as they may contain student names. "Instructor only" recorded content may be shared in other areas.**



How do I view concluded conference statistics?

Statistics include metrics about student participation in the Canvas recorded session, such as length of time in the session [1], number of moderators and participants [2], and the number of students who spoke, messaged, used emojis, or raised their hands during the conference [3]. Metrics also include each student's response to polls [4]. To download statistics as a CSV file, click the Download CSV button [5].



How do I end a conference?

Logging out of a conference as a presenter will **not** close the session and users will be able to remain in the session. Select End Meeting to close the session for all users, moderators, and presenters.

