

## VIDEO CONFERENCING ETIQUETTE

*Please consider exercising these tips for our upcoming session*



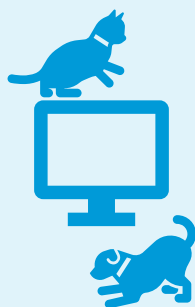
### SELECTIVELY **MUTE**

Avoid potential feedback by muting your microphone if you will not be speaking for a long period.

### ELIMINATE BACKGROUND **NOISE**



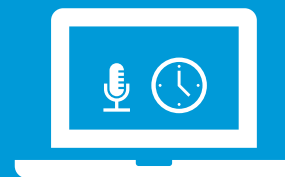
If your system isn't on mute, be aware that everyone can hear you moving around – including rustling through papers, typing on your keyboard, coughing or tapping on your desk. Try to join the session from a space with no or minimal background noise and lower the volume or turn off all sound on your phone.



### PLAN AHEAD TO AVOID **DISTRACTIONS**

Carefully choose where you will take part in the virtual session to avoid distractions for you and other participants.

### ON TIME



### **PREPARE**

Complete test run before the session starts to make sure all the equipment is working properly. This will ensure you can join the session in a timely manner and will make the interaction during the session smooth.

## WHERE AM I GOING TO PLAY ONLINE?

To play Port Endeavor session we will be using our internet browser. To be sure of a good connection, we recommend you use an updated version of [Google Chrome](#). You can also use *Mozilla, Firefox or Edge*, but in our previous tests, Chrome was the most reliable browser.

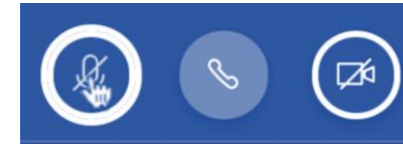
To go to the game, [click here](#)  **BigBlueButton**




**BigBlueButton** is used widely in online learning and teaching by colleges and universities.

To give you an idea on how it's going to work, you can check out [this You Tube Video](#).

Don't worry , we will only be using just a few of the functionalities! The most important one is the breakout room which you will find at 3 minutes 40 seconds until 4 minutes 45 seconds. It's where you and your team will try to make the right choices to win the game!

To enable/disable your microphone, audio or webcam on Big Blue Button, check the bottom of your screen once you have connected to the site on your browser



-  **Microphone Mute button:** Use this button to mute and unmute your microphone during the BBB session.
-  **Join Audio button:** This button turns audio input on and off. You can use this to reset your microphone.
-  **Webcam button:** Use this button to Share your webcam. This button turns webcam video on and off. This option can be bandwidth intensive.

## FREQUENTLY ASKED QUESTIONS

HOW CAN I BEST PREPARE MY COMPUTER AND INTERNET CONNECTION TO PLAY PORT ENDEAVOR?

### Q1. HOW DO I KNOW IF MY COMPUTER CAN BE USED ?

**A1.** We recommend using a laptop or desktop computer with (at least) 4GB of memory and a 2GHz processor (Most computers bought in the last four years should meet the minimum requirement).

### Q2. CAN I USE MAC OR WINDOWS PC /LAPTOP ?

**A2.** Yes, you can use both.

### Q3 WHY DO I NEED TO USE GOOGLE CHROME ?

**A3. Big Blue Button** relies on a technology called WebRTC. which enables Real-Time Communications (RTC) capabilities in the browser.

Not all browsers fully support WebRTC. Google Chrome fully supports WebRTC.

You can test WebRTC capabilities of your computer system in the following website: <https://test.webrtc.org/>

You can download Google Chrome here : [Google Chrome](#)

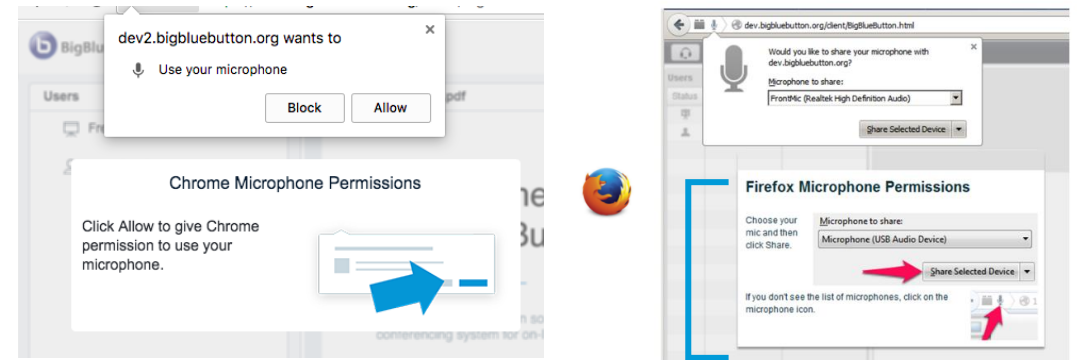
### Q4. WHAT SHOULD I USE TO LISTEN IN ?

**A4.** You are definitely better off using a headset (headphones or earbuds) with a built-in microphone.

It means the facilitators and other participants will hear your voice clearly without any echo or background noise.

Please plug in external headphones to turn off or mute your computer speakers beforehand to eliminate audio feedback if you plan to speak.

If using Google Chrome: Make sure you give the browser permission to use the Microphone by clicking 'Allow' at the top right-hand corner of the screen (in most cases).



## FREQUENTLY ASKED QUESTIONS CONTINUED

### Q5. HOW MUCH SPEED DOES MY INTERNET NEED TO HAVE ?

**A5.** You need to have at least 1.0 Mbits/second upstream and 2 Mbits/second downstream.

If you can, please try and connect to your internet using a cable and not Wi-Fi.

If you experience low performance from your Wi-Fi, you may experience periodic disconnects or gaps in your audio.

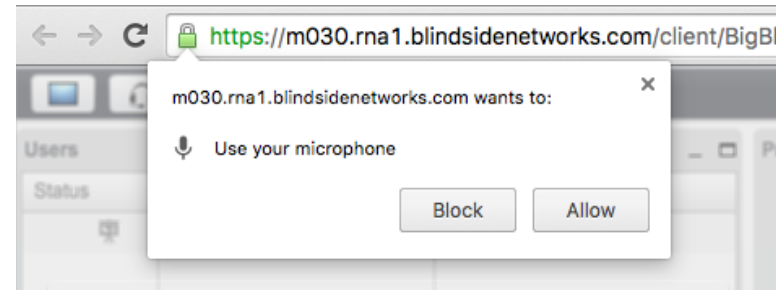
#### Internet Speed Test

You can check your internet bandwidth using <https://speedtest.net> and [Fast.com](https://fast.com) to check on connectivity speed.

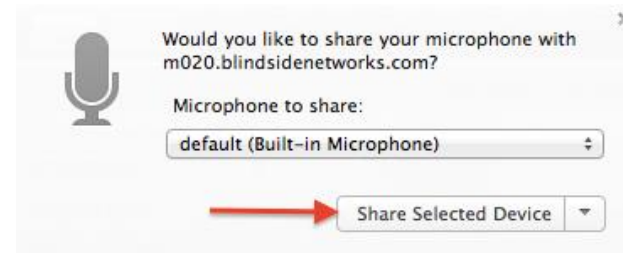
If you are at home, please ask other people (nicely!) using your network to avoid gaming online or streaming media while you are playing as these activities can diminish the bandwidth

### Q6. WHAT IS MY MICROPHONE IS NOT WORKING/STOPS WORKING ?

**A6.** If you're using Google Chrome, make sure you give the browser permission by clicking 'Allow' at the top right-hand corner of the screen (in most cases).



If you're using Mozilla FireFox, make sure you give the browser permission by clicking "Share Selected Devices" at the top left-hand side of the screen (in most cases).



If you happen to click anywhere else on the screen before giving the browser permission, you can usually select the microphone icon found next to the web address in the navigation bar (see below).

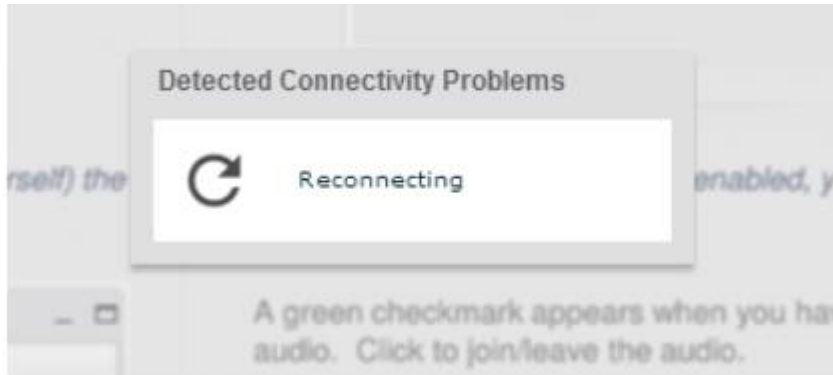


If all else fails, please connect to [Helen](#) in the Microsoft Teams connection chat or email him using the link !

## FREQUENTLY ASKED QUESTIONS CONTINUED

### Q7. IF I GET DISCONNECTED, HOW CAN I TRY TO REJOIN?

**A7.** If you are on a wireless network connection, you may get momentarily disconnected — BigBlueButton will attempt to auto-reconnect.



If you continue to get reconnected, try connecting via a wired ethernet cable directly to the network (a wired connection is more stable than wireless). If a wired connection isn't an option, try switching to a different wireless connection. If you are unable to re-join the session please contact either in Microsoft Teams Chat or email Helen: [hconstanti@praxsol.com](mailto:hconstanti@praxsol.com)

If you see the words '[ Tunnelling ]' in the lower right-hand corner, it means that you are behind a firewall that is preventing a direct connection to the server. Try connecting from a different network or contact your organization's IT department

### Q8. WHAT DO I DO IF I GET A 'CANNOT CONNECT TO WebRTC MESSAGE' ?

**A8.** If you are receiving this message, you can refresh your browser (F5 on PC's and Command+R on most Mac's) being sure to reconnect your audio/mic. You can test WebRTC capabilities of your computer system in the following website: <https://test.webrtc.org/>

If you continue to receive this message, please contact either in Microsoft Teams Chat or email Helen: [hconstanti@praxsol.com](mailto:hconstanti@praxsol.com)

### ***SOS... HOUSTON I HAVE A PROBLEM... CALLING HELEN!***

She has kindly agreed to be point of entry for anyone experiencing technical problems during the game.

The first (best) option is to chat with her using the Microsoft Teams chat so you can share your screen with her

Second option is to email Helen.

Only in real emergencies, you can WhatsApp her on + 44 7736 691910