

## **Bongo Student Manual**

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## Bongo System Requirements

Bongo is designed to be compatible with many different computers, cameras, and internet browsers. You can use a Mac or PC and desktop or laptop. iPads and some mobile tablets do not have the operating system features to conduct all activity types in Bongo.

1. For video assignments, an internet connection with at least 1 Mbps upload and download speed is recommended. For virtual classroom sessions, there is an automatic download speed-checker within the interface to help with network speed.
  - a. Green: > 8 Mbps. Good connection (all features will function as expected)
  - b. Yellow: 1 Mbps–8 Mbps. Poor connection (some features like audio will work, but video or desktop share could encounter problems)
  - c. Red: < 1 Mbps. Bad connection (audio might work, but video features will not be reliable)
  - d. Grey: No internet connection detected

If you think your speed is low, you can check it at a website such as [Speedtest.net](https://www.speedtest.net).

2. A wired internet connection is preferred. Most of the time, wireless connections are fine. But there may be times when a wireless connection can momentarily drop data in a connection. This will cause problems if you are uploading a video file or participating in an oral exam. If you find that your wireless connection is unstable, then use a wired connection or a stable wireless connection during upload or record.
3. Your internet browser must be up-to-date. You're OK if you have installed or updated the browser within the past six months. The recommended browsers for best performance are Chrome and Firefox. If you run into issues using Bongo, start by installing a new browser, as your current browser may have too many add-ons or restrictions.
4. You must have a webcam and microphone with your computer. Most computers have built-in webcams and mics, but if yours does not, they can be purchased (under \$20) and added to your computer. Review your computer documentation to find the system settings for mic level and control of the webcam.
5. You may also use an external video camera or smartphone to record video for some assignment types. If using an external video camera, you'll need to be familiar with its recording function and process for moving the video files from your camera to your computer for upload. Keep in mind you'll want to record in medium- to low-quality settings. You do not need high-quality or high-definition video. This will only increase the size of the file and require further editing.
6. If you are using a browser other than Chrome or Firefox, the in-browser recorder will require a current version of Adobe Flash.

Visit [Bongo's support site](#) for additional information, including the following:

- [Internet Browser Cookie Requirements](#)

**Optional:** If you are using Chrome and plan to share your desktop during a synchronous meeting, you will need to install the [Screen Capturing for Bongo](#) extension. If you download this extension after entering the meeting room, you will need to exit the meeting room and relaunch it for desktop sharing to work properly.

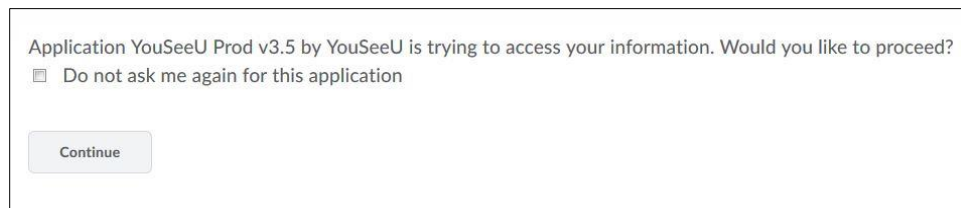
**Important Information About Chrome 66+:** If you are using Chrome 66+ and you are experiencing difficulty recording, please refer to the [Bongo Microphone Inaccessible in Chrome 66+](#) article to adjust browser settings to work with Bongo.

## Getting Started With Bongo

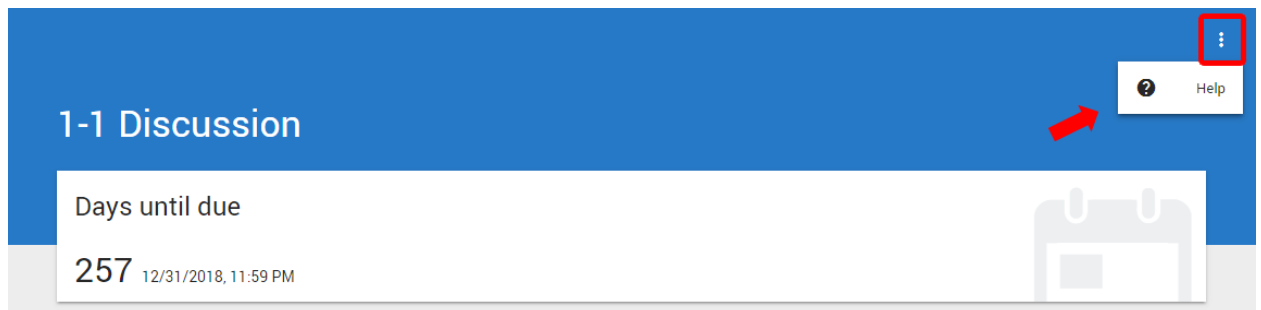
When you are enrolled in a course that uses Bongo, you will not need to enroll in Bongo separately. This document will cover basic information about using Bongo in your course.

**\*\*Important Note\*\* All Bongo video assignments require the student to press record. If students do not press record, the video or meeting will not be recorded.**

1. When you first click into a Bongo activity, you may see a message like the one shown below. Click **Continue**.



2. You will then be presented with the video assignment. Please refer to the [Getting Started-Learners](#) article for next steps on using Bongo.
3. If you experience technical issues, click the three dots in the upper right-hand corner of the video assignment page, and click on the **Help** link that appears in the drop-down menu. This will direct you to Bongo tutorials. You may also contact the Help Desk for assistance.



4. Refer to the following Bongo resources for additional tutorials:
  - [Learners – Video Assignments](#)
  - [Virtual Classroom](#)
  - [Requirements & Troubleshooting](#)

**Individual Project: Discussion: Initial Post**

1. Click on the Bongo video assignment.

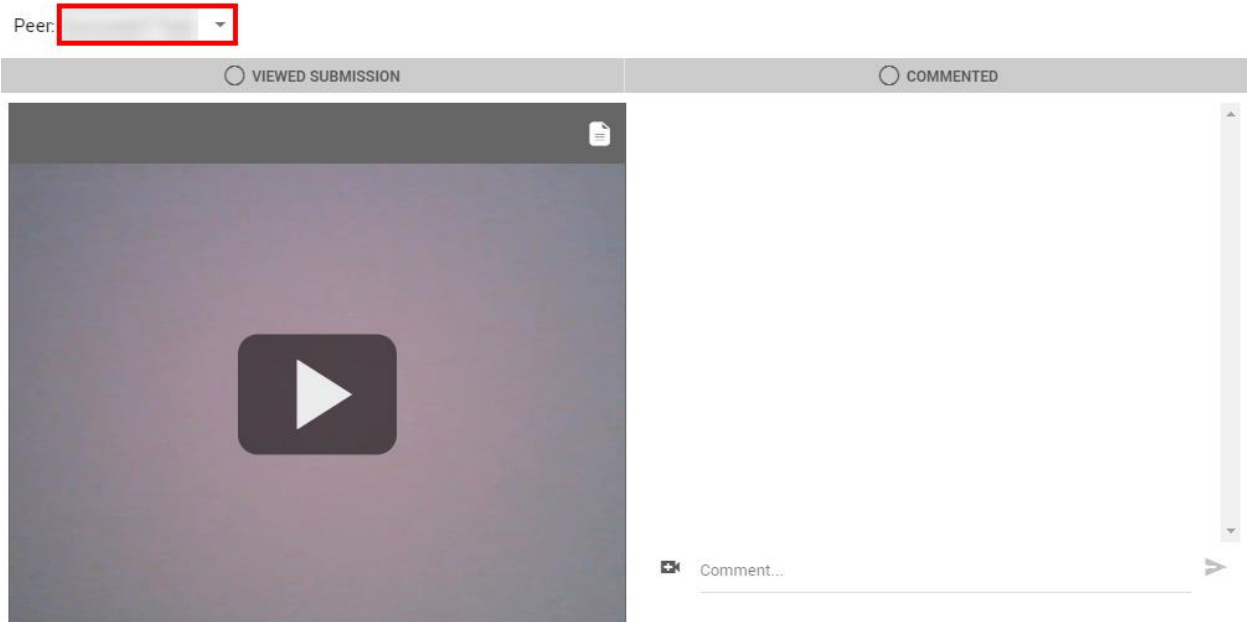
[1-1 Discussion: Introduction to Counseling](#) ▼

 External Learning Tool

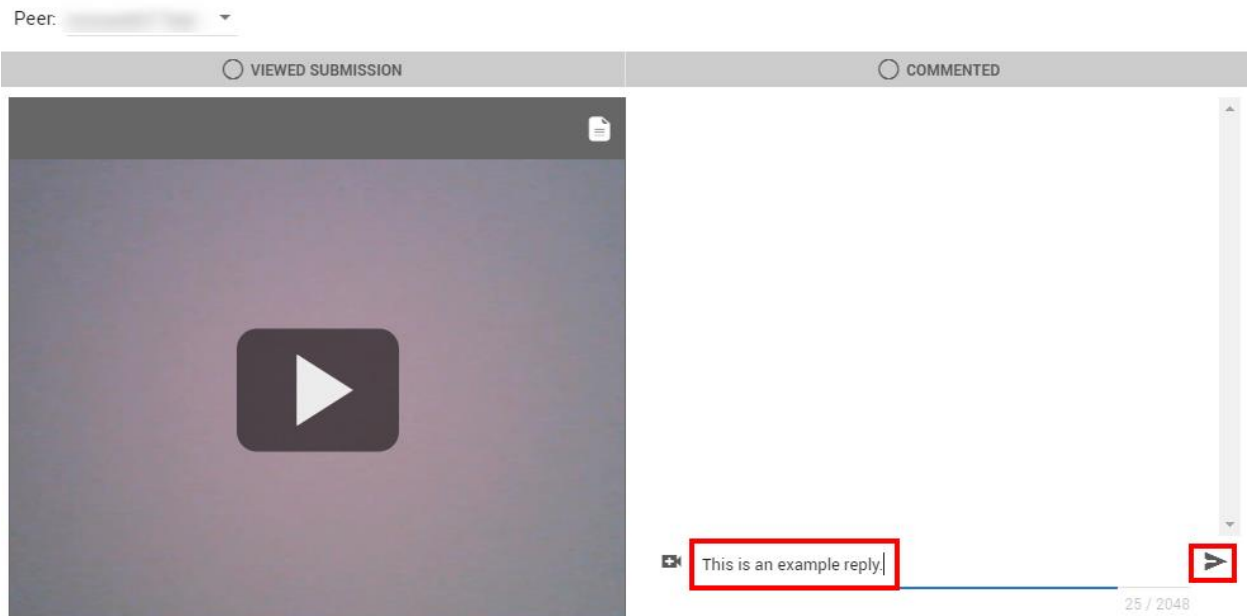
2. Follow the steps in the [Add a Video](#) article.

## Individual Project: Discussions and Small Group Discussions: Posting Replies

1. Scroll down to the Peer Review section. Here you will see one of your classmate's videos and a drop-down menu to choose any other students you would like to review. Click the drop-down menu to select a classmate.



2. When you choose a new classmate to review, their video will appear. Then, you can enter your text reply within the "Comment" area and click the right-pointing arrow to post your reply.



3. Choose another student to review by again clicking the drop-down menu in the upper left-hand corner of the screen and selecting a new student.

**Individual Project With Synchronous Meetings**  
**Scheduling a Sync Meeting**

1. Check the course announcements for the name of your partner. You will need to know who your partner is to send them the synchronous meeting invitation link.
2. Click on the video assignment link.

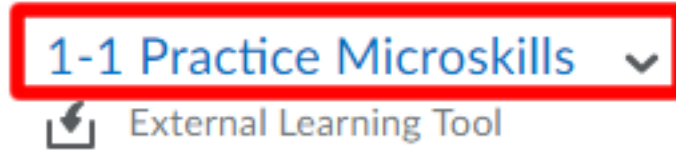


3. Follow the steps in the [Schedule Project Meeting](#) article.



**Conducting a Synchronous Meeting**

1. At the time of your scheduled meeting, click on the Bongo activity.



2. Follow the steps in the articles below:
  - a. [Launch & End Virtual Classroom](#)
  - b. [Record Virtual Classroom Session](#)
  - c. [Share Your Webcam in Virtual Classroom](#)

## Attending a Synchronous Meeting

1. Your partner will send you a meeting invitation in the form of a link via email or another chosen communication method. To attend the meeting, all you need to do is to access that link at the time of the meeting. If you access the link at any time before the meeting, it will display a meeting lobby page that includes information about the date and time of the meeting.
2. Once you access the meeting link, it will bring you to a page with audio, video, and recording information. Be sure to click the arrows next to “Audio and Video,” “Recording,” and “Participation” to reveal important information about your synchronous meeting.

### Meeting Lobby Page

**Invite link** <https://bongo-na.youseeu.com/sync-activity/invite/53741/1cae8fe2380a4da1477b11757550496f?lti-scope=activity>

**Starting Time** May 01, 2018 at 1:15PM EDT

This meeting has a maximum duration of 2 hours from the starting time

### Quick Tips

- Use a **laptop or desktop** computer, tablets and mobile devices do not support all the features. **Chrome and Firefox** are the recommended and supported browsers.
- Use **headphones** instead of speakers to prevent voice echo.
- The **Enter Meeting Room** button will activate when it's time to start your meeting.

### Session Management

Audio and Video ➡

Recording ➡

Participation ➡

Enter Meeting Room

### Session Management

#### Audio and Video ↑

- Watch for browser permissions that appear at the top of the page and **allow for your webcam and microphone** to be used.
- Share your microphone and webcam **only when needed or required**.
- You can share and un-share your webcam and microphone when necessary.
- Please **use Chrome or Firefox**.

#### Recording ↑

- Click the **record** button when you are ready to start the recording. Click **record** again when you want to finish the recording.
- You can start, stop, and restart the recording, but **all parts are combined into one video per meeting**.
- If you do not click the record button the **meeting will not be recorded**.
- Your recording will be available for viewing after processing which may require 30-90 minutes depending on your meeting duration.

#### Participation ↑

- Session features may vary based on the configuration settings chosen by the moderator or assignment requirements.
- Share your webcam and unmute your microphone **only when needed or required**, start with the **Listen** option unless your moderator provides other directions.
- If you are using Chrome and will share your desktop, install the **Screen Capturing for YOUSEEU** plugin from the Chrome Web Store so that your computer is ready when the meeting starts.
- If you are using Firefox, ensure you have an up-to-date version to enable screen sharing during the meeting.

Enter Meeting Room

- Click the **Enter Meeting Room** button on the bottom of the page.

Enter Meeting Room

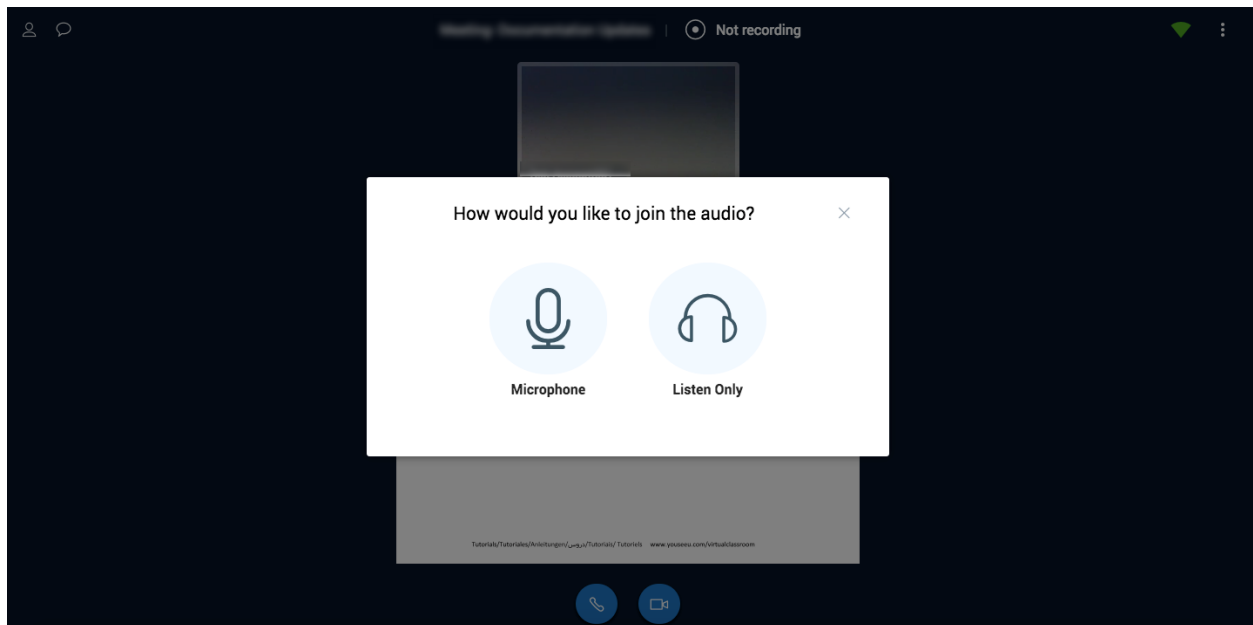
- When you are attending a meeting, it will ask you to enter your first and last name before entering the room. Please enter this information and click **Go**.

First name

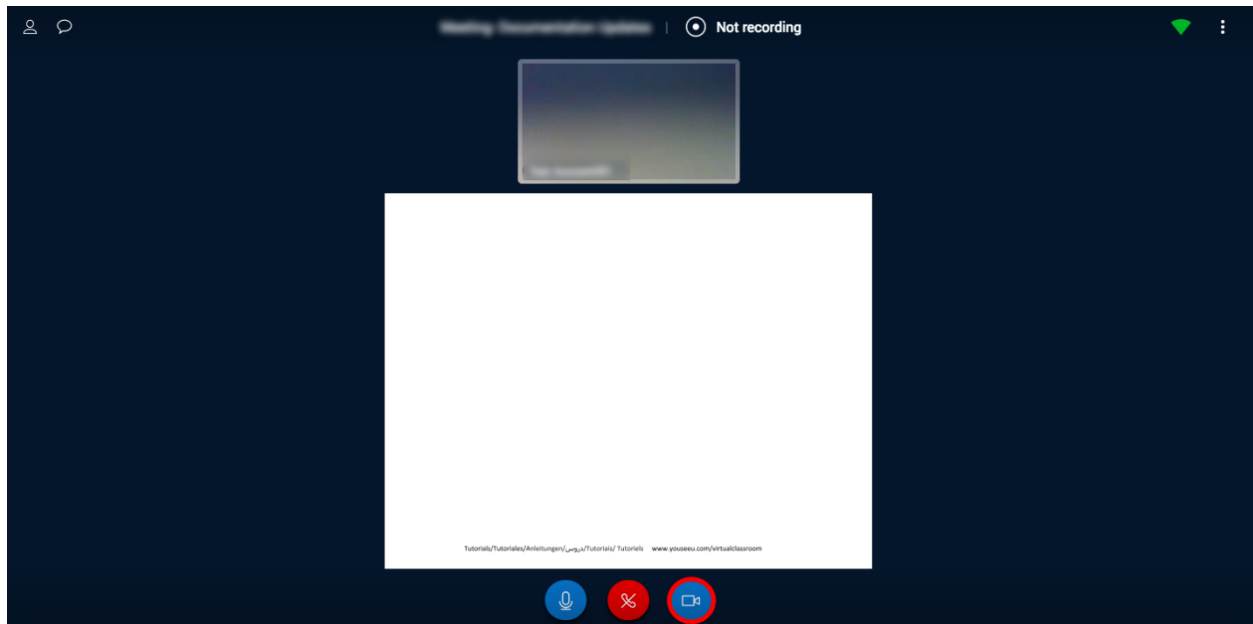
Last name

Go

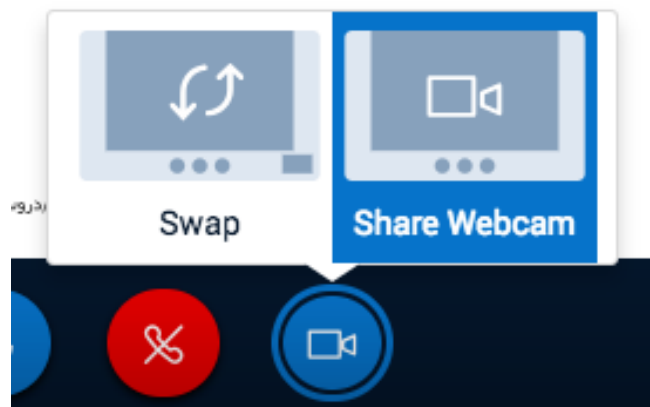
- In the window that appears, click **Microphone** to ensure your partner will be able to hear you. If you click **Listen only**, you will be able to hear your partner, but they will not be able to hear you. Note that this choice is reversible, and you can use/mute your microphone or leave audio once you are in the room.



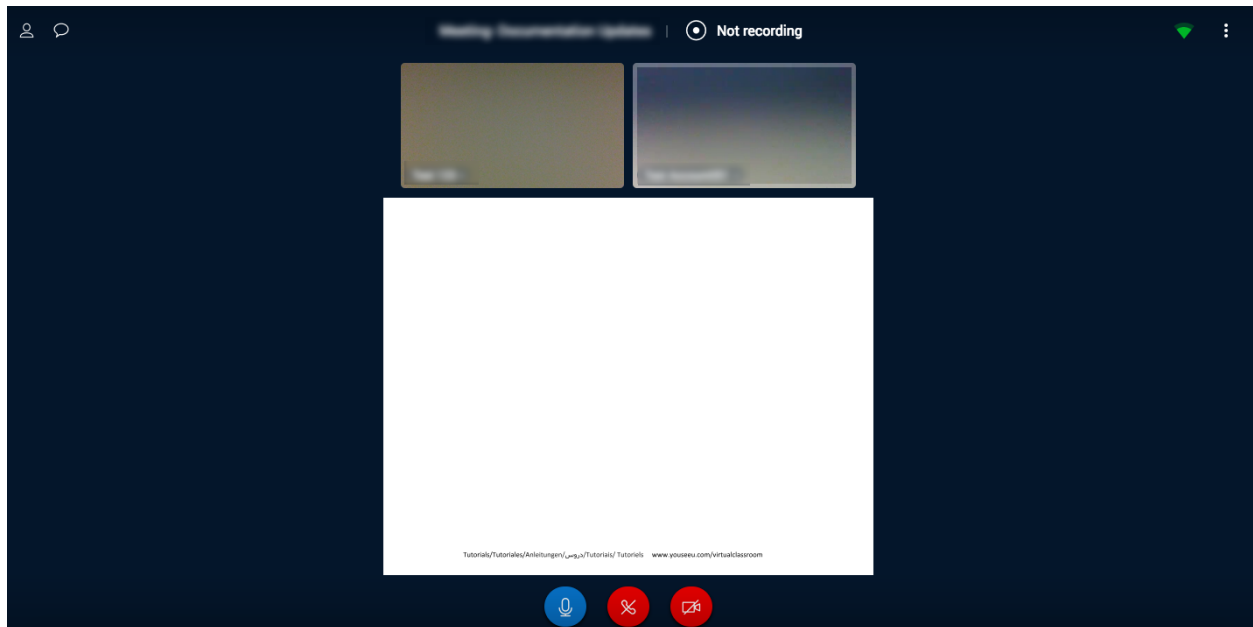
- Click the **Share webcam** button in the lower navigational panel to share your webcam.



- Choose **Share Webcam**.



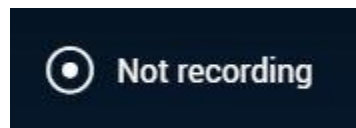
- This will display your shared webcam at the top of the recording area alongside any other users also sharing their webcam.



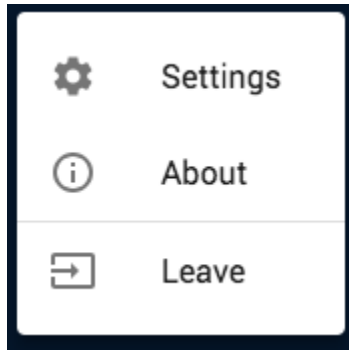
- Once you and your partner are present, make sure that each person has clicked the **Microphone** and **Share webcam** icons.



- The meeting moderator can now click **Record** button and start the meeting. The meeting moderator (i.e., the person who set up the meeting) is able to control the **Record** button. If this button is not clicked, **the meeting will not be recorded**.



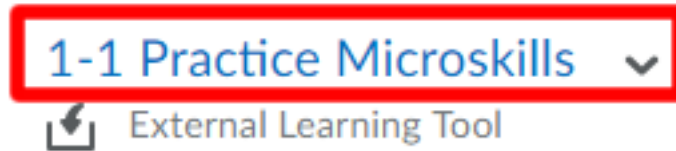
11. Once you have completed all tasks required, click the three dots in the upper right-hand corner of the page, and click **Leave**.



### Reviewing and Submitting a Recorded Synchronous Meeting

Note that in the individual project with sync meetings, only the meeting moderator (i.e., the person who set up the meeting) reviews and submits the recorded synchronous meeting.

1. Click on the Bongo activity link.



2. Follow the steps in the [Submit Assignment](#) article.

### Individual Project With Synchronous Meeting: General Troubleshooting Tips

1. Refer to the [Bongo System Requirements](#) document to be sure your device is meeting the set requirements.
2. Use the speed-checker tool. There is an automatic download speed-checker within the interface (in the upper right-hand corner of the screen during synchronous sessions) to help with network speed.
  - a. Green Dot: > 8 Mbps. Good connection (all features will function as expected).
  - b. Yellow Triangle: 1 Mbps–8 Mbps. Poor connection (some features like audio will work, but video or desktop share could encounter problems).
  - c. Red Hexagon: < 1 Mbps. Bad connection (audio might work, but video features will not be reliable).
  - d. Grey Diamond: No internet connection detected.

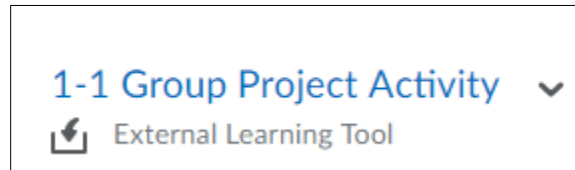
\*Keep in mind that the speed checker tool only measures the download speed, not the upload speed. If only one user is having video or audio issues, it is likely connected to their upload speed.

3. A wired internet connection is preferred. Most of the time, wireless connections are fine. But there may be times when a wireless connection can momentarily drop data in a connection. This will cause problems if you are uploading a video file or participating in an oral exam. If you find that your wireless connection is unstable, then use a wired connection or a stable wireless connection while uploading or recording.
4. Refer to the [troubleshooting guide](#) for tips on reducing CPU usage.
5. Within the synchronous session, click on the person icon to minimize the users listed in the meeting. This reduces the load of the synchronous session.



## Group Project Activity Using the Scheduling Assistant

1. Click on the Bongo activity.



2. Fill out the scheduling assistant with your available times. To do so, click and drag your cursor under the days and times you are available.

A screenshot of the '1-1 Group Project Activity' scheduling assistant. It shows a calendar grid with days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and time slots (7am, 8am, 9am, 10am). Blue blocks are placed in the 8am slot for Monday, Tuesday, and Wednesday, each labeled '8:00am-10:30am'. Above the calendar is a section titled 'How do I use this?' with a plus icon.

3. Scroll down and click the **Save** button.



4. The system will sort you into a group. To view the group formation date, click the plus sign to the left of "How do I use this?" (beneath the activity listing). After that date and time, you may return to the activity to set up a meeting with your group.

### Group Project Activity

Due: January 31, 2019, 12:00 AM

#### How do I use this?

Start by entering your preferred time periods to work with your group. This is important so that you are grouped with students having similar schedules, if your group needs to conduct online meetings. You can edit your schedule until the time that the groups will be formed.

Groups will be formed by the system based on student availability on 1/06/2019, 12:00 am EST

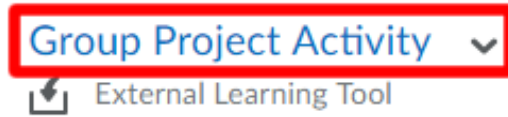
*Note:* If the group formation date has passed and you see a message that says you have not been assigned to a group, contact your instructor. They will be able to put you into a group.



You have not yet been placed in a group for this assignment. Please contact your instructor to be placed in a group.

### Setting Up Your Synchronous Meeting

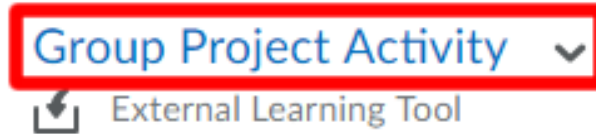
1. Once the group formation time has passed, click on the Group Project Activity again.



2. Follow the steps in the [Schedule Project Meeting](#) article.

**Participating in a Synchronous Meeting**

1. Click on the Group Project Activity link.

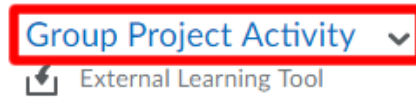


2. Follow the steps in the articles below:
  - a. [Launch & End Virtual Classroom](#)
  - b. [Record Virtual Classroom Session](#)
  - c. [Share Your Webcam in Virtual Classroom](#)

### Reviewing and Submitting Your Recorded Meeting

In the Group Project Activity tool, any group member is able to review and submit a recorded meeting. You may want to discuss your submission as a group before proceeding.

1. Click on the Bongo activity link.



2. Follow the steps in the [Submit Assignment](#) article.

**Common Issues With Group Project and Individual Project With Synchronous Meetings**  
**Issue One**

I am unable to see/hear other group members, or other group members are not able to see/hear me.

**Solution:** Be sure that each participant has clicked the **Microphone** and **Share webcam** icons. Clicking these buttons will enable your microphone and webcam and ensure that all group members are visible and audible during recording.



## Issue Two

I am trying to attend a meeting for an Individual Project with a sync meeting. My partner set up the synchronous meeting and sent me an invitation. Where do I find the invitation? How do I attend the meeting?

**Solution:** Your partner will send your invitation in the form of a link via email or another communication method. All you need to do to attend and participate in the meeting is access the meeting link at the scheduled time of the meeting. To check the scheduled time of the meeting, use the link provided by your partner and view the meeting date and time within the meeting lobby page. The meeting lobby page will look similar to the following:

### Meeting Lobby Page

Invite link <https://bongo-na.youseeu.com/sync-activity/invite/53741/1cae8fe2380a4da1477b11757550496f?lti-scope=activity>

**Starting Time** May 01, 2018 at 1:15PM EDT <-- meeting date and time

This meeting has a maximum duration of 2 hours from the starting time

### Quick Tips

- Use a **laptop or desktop** computer, tablets and mobile devices do not support all the features. **Chrome and Firefox** are the recommended and supported browsers.
- Use **headphones** instead of speakers to prevent voice echo.
- The **Enter Meeting Room** button will activate when it's time to start your meeting.

### Session Management

Audio and Video ➡

Recording ➡

Participation ➡

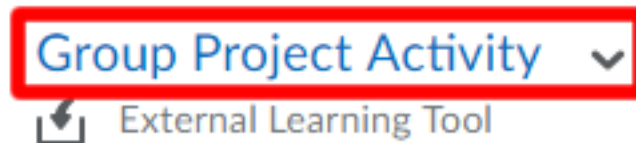
Enter Meeting Room

**Issue Three**

I completed my video with my group/partner. Do I need to do anything to submit it?

**Solution:** Yes, you must return to the activity to submit the video. Follow the steps below to review and submit your recording.

1. Click on the Bongo activity.





2. Follow the steps in the [Submit Assignment](#) article.



Question and Answer Activity

1. Click on the Bongo video assignment.


1-7 Question and Answer Activity   
 External Learning Tool

2. You will be presented with a page similar to the following:

## 1-7 Question and Answer Activity


Days until due

4247 12/31/2029, 7:00 PM




Questions Answered

0 of 3

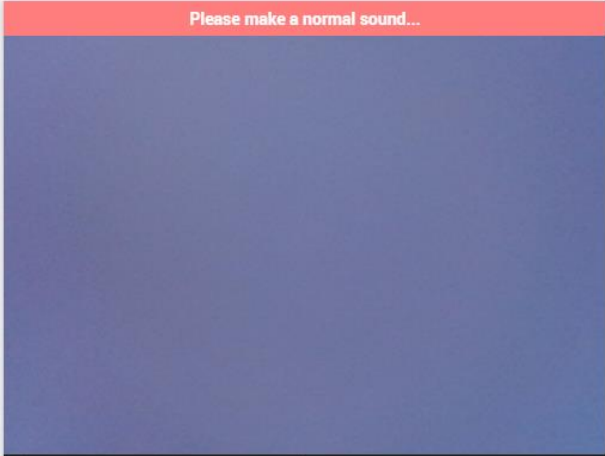




Instructions

Instructions

[RUBRIC](#) 


Please make a normal sound...



Integrated We  Microphone A 

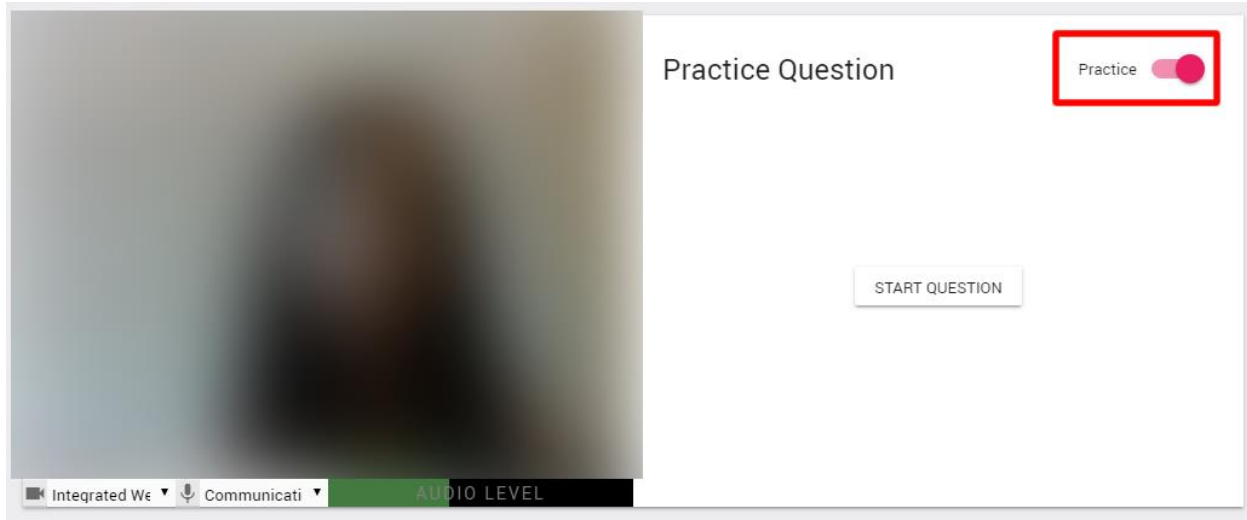
AUDIO LEVEL

Question 1 of 3

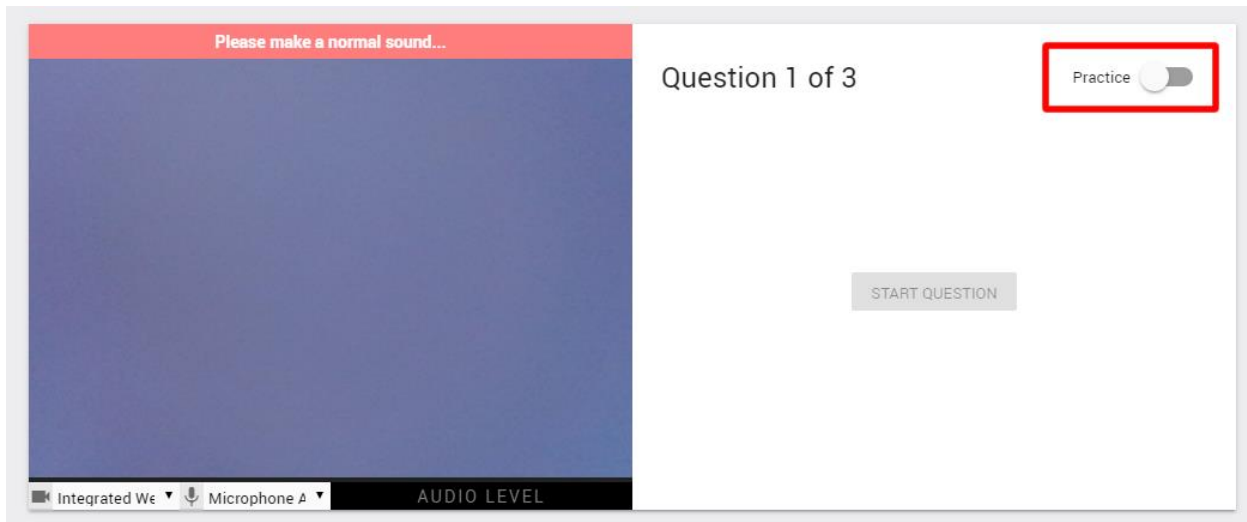
Practice 

START QUESTION

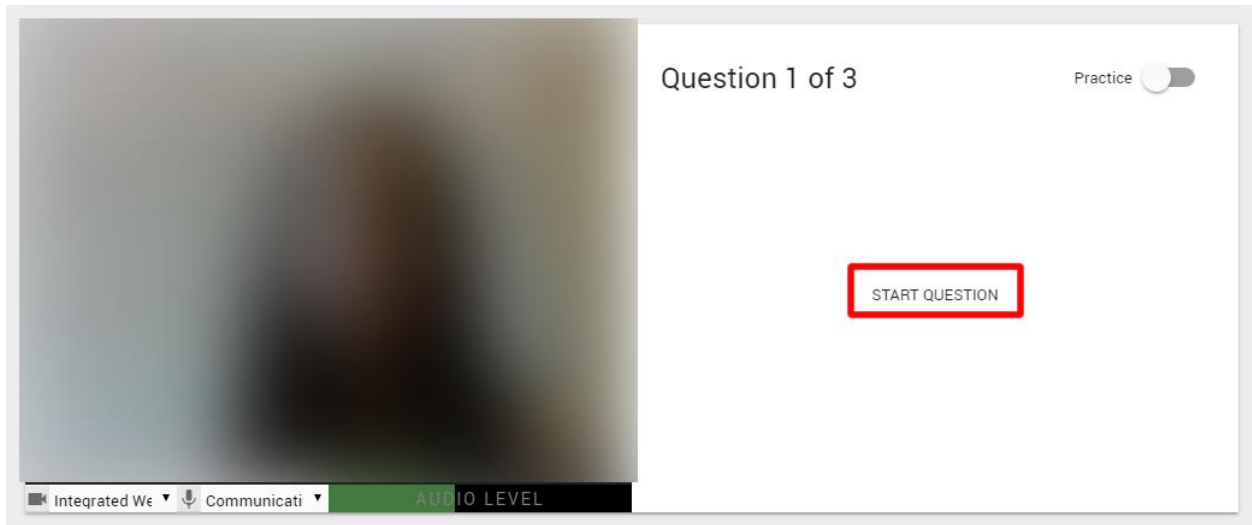
3. Click on the toggle next to “Practice” (which will turn pink when on) to enable practice mode. This lets you to test your webcam and microphone and practice answering a question without it counting toward the assignment. It is highly recommended you use the practice feature before answering your Question and Answer activity.



4. Once you are ready to answer the questions for points, toggle the Practice mode off again.

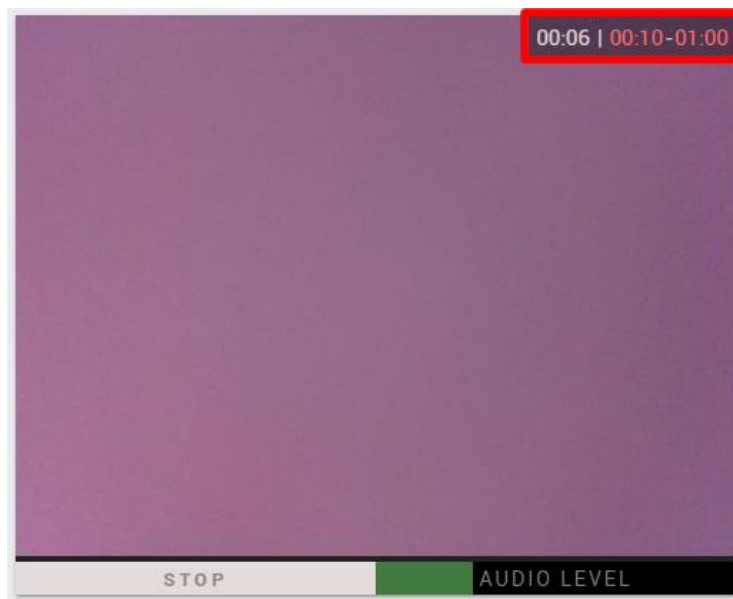


5. Click **Start Answer** to record your first answer.

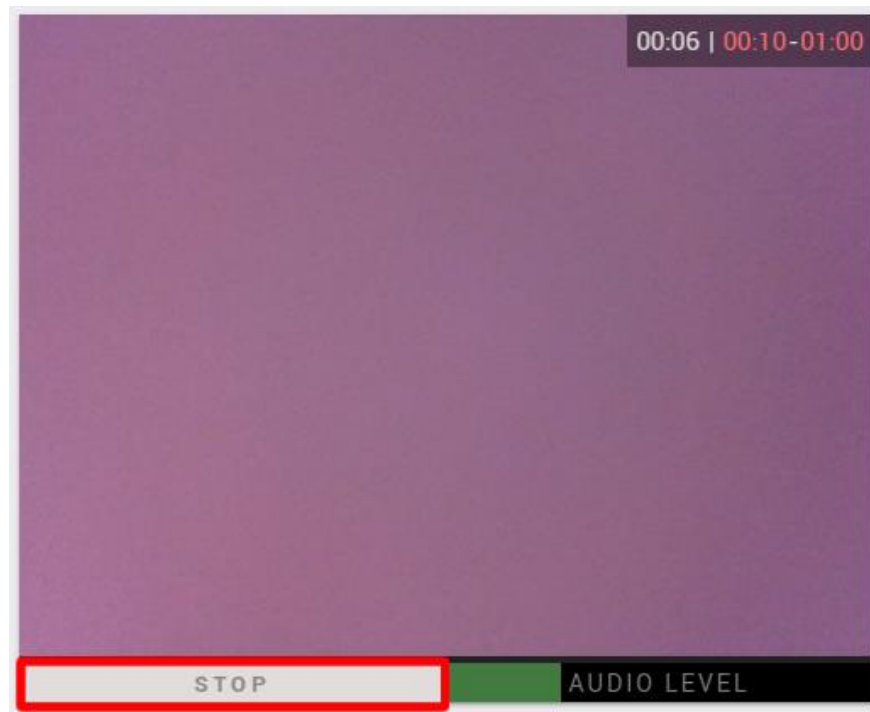


6. A timer will appear in the upper right-hand corner of the screen. The timer tells you the following in this order:

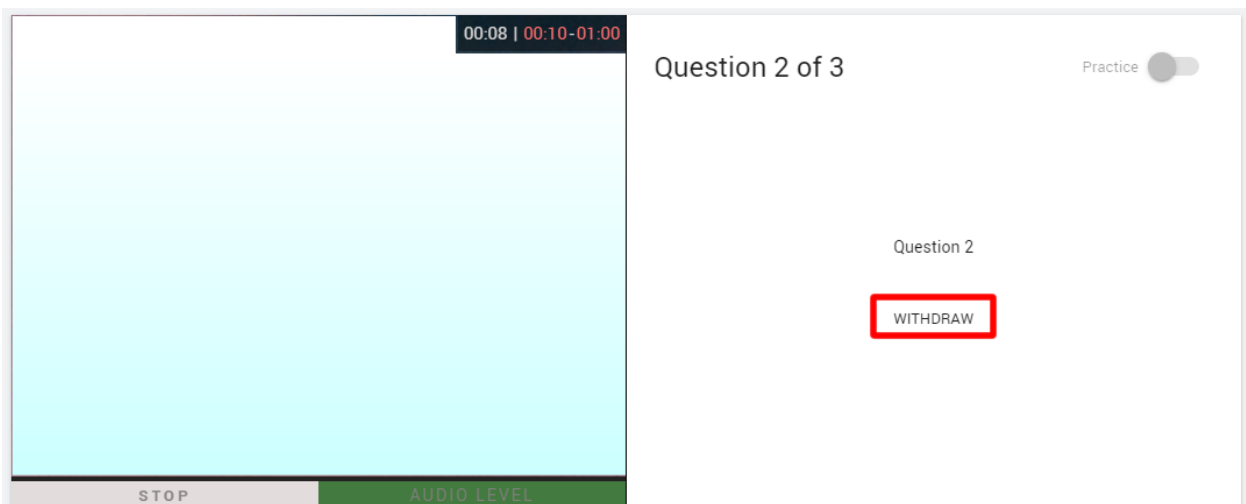
Time lapsed | Minimum Required Recording Time- Maximum Allowed Recording Time



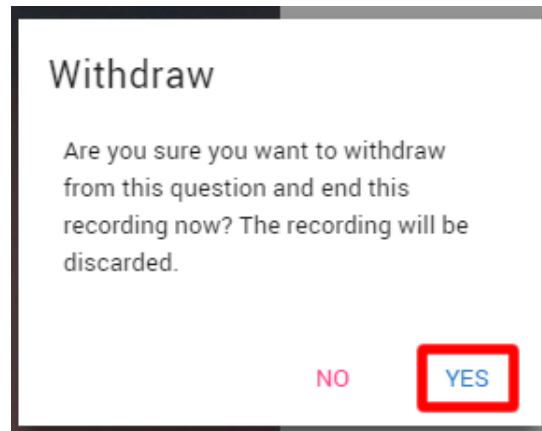
- Once you have successfully answered the question within the allotted time constraints, click **Stop**.



- This will save your recording and automatically advance to the next question.
- During the question, you also have the option to click **Withdraw**. This button will appear to you only after pressing “Start Question,” and it is located underneath the question text on the right side of the page. Withdrawing means that a video will not be recorded, and you will be asked to provide a written reason for withdrawing. To withdraw your answer, click the **Withdraw** button circled below.



1. Then you will be presented with a dialog box asking you to confirm withdrawal for that question. If you wish to withdraw, click **Yes**.



A dialog box titled "Withdraw" with a light gray background and a dark gray border. The text inside asks, "Are you sure you want to withdraw from this question and end this recording now? The recording will be discarded." At the bottom right, there are two buttons: "NO" in pink and "YES" in blue. The "YES" button is highlighted with a red rectangular border.

2. Finally, you will be asked to provide a reason for withdrawing from the question. Enter your response in the box provided and press **Submit**.



A form titled "Withdraw Reason" with a light gray background and a dark gray border. It features a text input field with the placeholder text "Provide a reason for withdrawal". The input field is highlighted with a red rectangular border. At the bottom right, there is a "SUBMIT" button.

10. Once you have answered all questions and they have finished processing, the Question and Answer recordings will be automatically submitted for you. **However, if your assignment allows retake of the activity, you will have to manually submit the assignment yourself.** If your assignment allows retake, simply click the three dots next to the recording you wish to redo under "Recorded Answers" and click **Retake**.

### Recorded Answers

Started At

5/16/2018, 11:40 AM	Preview
5/16/2018, 11:41 AM	Download
5/16/2018, 11:47 AM	Retake

SUBMIT ASSIGNMENT

- Once you are satisfied with your videos and wish to submit them, scroll down to the Recorded Videos area and click the **Submit Assignment** button.

SUBMIT ASSIGNMENT

## Bongo General Troubleshooting and Tips

### Permissions for microphone or webcam

1. Try using another tool or website—for example, [Webcam Mic Test](#).
2. **Chrome:** Sometimes the permissions window will be off-screen, so moving the browser window will cause it to become visible.
3. Does another application already have access to your camera? With some browsers, such as Firefox, that can cause a conflict. We recommend that you close out all other tabs and applications that might be using your microphone or camera.
4. If one browser is not working, try using another browser (Chrome instead of Firefox or vice versa).

### System performance

1. In Windows, launch the Task Manager (you might need to enable “more details”) and check overall CPU usage, memory usage, and other usage. See [Windows Task Manager: A Troubleshooting Tool](#) for more details. On a Mac, the [Activity Monitor](#) can help you view the same thing. Review this Activity Monitor guide for details.
2. If CPU usage or memory usage is over 70%, then you might need to close other windows or applications for optimal audio and video performance.

### Network connectivity and performance

1. Is access to the internet itself OK and consistent? Confirm that common sites like [Google](#) can be accessed.
2. Is the speed OK? Recommended speeds for application usage:

**Audio only:** 100 kbps / 100 kbps (download/upload)

**Sending a video and receiving a video:** 1 Mbps / 1 Mbps (download/upload)

**Many video streams (up to seven webcams plus a desktop share):** 8 Mbps / 512 kbps (download/upload)

Check the speed at a site like [SPEEDTEST](#).

### Other

1. Are there any plugins or extensions installed in the browser that might be interfering? Disable all extensions and try again.
2. Sometimes systems, laptops, and browsers will get into a bad state. A restart of the browser or even a full restart of the system itself is needed.