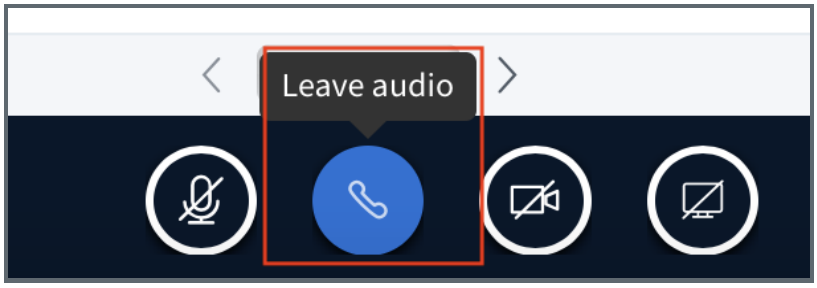
FAQ - Loss of audio connection when return from the breakout room to the main room in the BigBlueButton

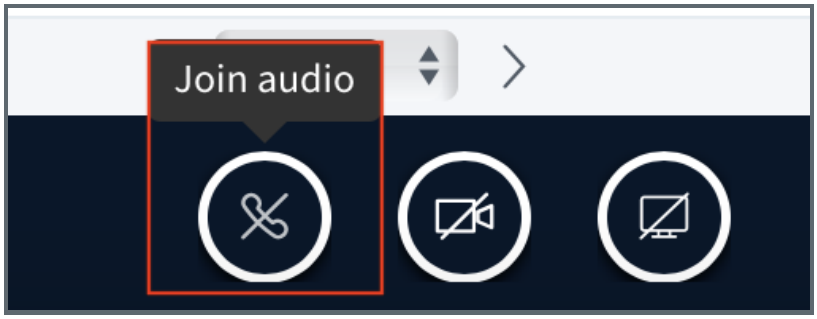
166 Yiqun Sun Fri, Jul 14, 2023 Advanced use, FAQ, FAQ, FAQ 35295 0

Question: My sound and mic cuts off when I return from a breakout room to the main room in the BigBlueButton. What should I do?

We did receive occational reports on sounds and mic getting cut off when the user returns from a breakout room to the main room in the BigBlueButton. There seem to be more frequent reports from Firefox users about this issue. Affacted users can use the two methods detailed below to resolve this issue:

1. Use Chrome as the browser to access BBB. Chrome seems to be able to automatically switch the computer audio connection from the breakout room to the main room.
2. Switch the computer audio connection from the breakout room to the main room manually by clicking the "leave audio" button in the main room and join the audio again by click the "join audio" button.





Online URL: https://knowledgebase.xjtlu.edu.cn/article/faq-loss-of-audio-connection-when-return-from-the-breakout-room-to-the-main-room-in-the-bigbluebutton-166.html