

## Jitsi Meeting Info

If you have a web browser – almost any browser on any operating system -- you can use Jitsi. There's nothing to install or update (unless you want to use it on an Android or iOS device, in which case you should install and use the Jitsi app which, on mobile devices, is preferable to using a browser. Some browsers might prompt you to install or enable the (optional) Jitsi plug-in. Some Mac users have reported problems with Safari so you might want to try Firefox or Chrome instead. Microsoft Internet Explorer is **not** supported. Although Microsoft Edge, built on the Chrome foundation, is supported, some users have reported issues.

To make the most of a Jitsi session your device will need a microphone & speakers (or hands-free audio capability) and a camera. Most browsers will prompt you to enable your camera and microphone if you haven't already done so and some will require you to go into the browser's settings or preferences and allow the device(s) for specific site or in general. There is no cost to join a Jitsi video conference and there is no account or registration required.

Recently users of MS Outlook and Windows (10) Mail have reported that clicking on a link in an email invitation to a Jitsi meeting doesn't work. If you encounter this problem open your web browser, copy the link from the email and paste it into your browser.

Data is encrypted both to and from the Jitsi server. In addition to handling encryption, the server acts as a switchboard, connecting participants based on the meeting ID. The meeting ID lasts only as long as the meeting. Unlike Zoom, Skype (Microsoft), Facetime (Apple), Hangouts or Duo (Google), WhatsApp, etc. Jitsi does not implement any tracking or reporting procedures. No personal information or other data is retained.

In the app the 3 bars at the upper left or on a browser the 3 vertical dots at the bottom right launch the menu. On a browser the "me" (or if you've set it, your name) or "settings" item lets you set, test and adjust your audio and video settings. If your Internet connection is slow and your event doesn't require video you may be better off to leave the camera off. Muting your microphone when you aren't speaking may also help. If you have a head set or microphone other than your computer's built in ones make sure it is selected and the built in ones are off. When participating by video try to avoid lighting from behind you. If your bandwidth is an issue try using the "manage video quality" menu item (not available in the mobile app) to switch to standard or low definition. The low bandwidth setting disables the camera. The mobile app offers fewer configurable settings.

Click the 4 squares at the lower right (or if you're in the app on a mobile device click the 3 vertical dots menu icon and then "More options") to toggle the "tile" display to show a grid of connected people. Click on any participant's tile to bring them to full screen.

At the bottom, in the middle of the screen the microphone and camera buttons allow you to turn your camera and or microphone on or off. The red phone button leaves the meeting. If the items at the bottom aren't visible hover your pointer in that area to display them.

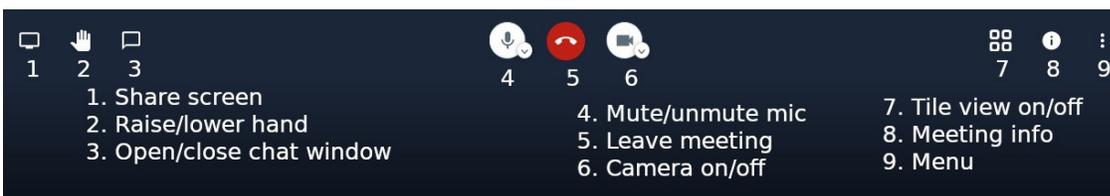
For sessions hosted on the public Jitsi servers point your browser to <https://meet.jit.si/> and enter the meeting ID you were given or click the URL you may have received in an email or, if you're on a mobile device open the app and enter the meeting id (the app defaults to <https://meet.jit.si/>). Anyone can initiate a video chat session or meeting on the public Jitsi servers. For sessions hosted on a private server, such our private Jitsi server at [meet.gec-office.ca](https://meet.gec-office.ca) only an authenticated user can initiate a session and you'll need the full URL. On either public or private servers if the host/moderator has set a password you will be prompted to enter it after you connect to the meeting before you can participate.

## Meeting Etiquette

If you're participating in a meeting of 5 or more people there are a few things to keep in mind:

1. If someone is chairing it is preferable that other participants mute their microphones unless they are called on to speak.
2. Use the raise hand icon to get the meeting chair's attention and unmute your microphone when recognized and then mute it again when you finish speaking.
3. You can also use the chat function to send a text message to everyone in the meeting or select a single specific participant such as the meeting chair.
4. If your connection is shaky or your bandwidth is low (or you're using WiFi and you have a weak signal) first try using the "Manage video quality" (not available with mobile app) menu option to reduce your bandwidth requirement. The "low bandwidth setting will turn off your video feed.

## Jitsi Controls



Screen sharing is not available in the mobile app

The raise hand item and tile view toggle (More options) are found in the (9) menu on the mobile app