

About Blackboard Collaborate

Collaborate is a web-conferencing tool built specifically for live, multimedia, many-to-many collaboration using:

- *Voice over internet (VoIP) audio, or*
- *Telephone audio*
- *Live webcams*
- *Breakout rooms*
- *Interactive whiteboard and content display*
- *Chat style messaging*
- *Shared viewing of applications/desktop*
- *Polling*
- *Session recording*

What You Will Need

- 1) Two choices for Audio :
 - a. **Headset / Microphone** (preferred) or,
 - b. **Telephone** –A telephone number is available to dial into the session audio. To reveal the phone number and *your unique* PIN, click on the phone icon above the video window in the Collaborate online room.
- 2) Webcam: *optional*
- 3) High speed internet connection such as DSL or Cable.

Connecting to a Session

- 4) Depending on the access instructions provided by your Moderator/instructor, click the link that was emailed to you or click **JOIN** via the Clarion University D2L site (communication > Online Rooms)
- 5) Install the Blackboard Collaborate Launcher (first time use) and then open the meeting.collab file (or nativeplayback.jnlp for recording) in your preferred browser. If you previously installed the Launcher, proceed to open the meeting.collab (or nativeplayback.jnlp recording) file
 - i Browser must allow pop-ups
 - ii Launcher installation instructions can be found under [Browser support](#).
 - iii Choose to “Accept” the meeting, then select your connection speed.
 - iv [Troubleshooting](#)

Configuring the Session

- 6) Configure audio for the room if using VoIP by running the [Audio setup wizard](#) in the upper right corner of the Audio and Video window. (see image below)
- 7) If using a telephone for the session audio, click the phone icon to generate your participant telephone number and unique pin number. (see image below)

The screenshot shows the Blackboard Collaborate interface for a session titled "SUE HOMAN'S VIRTUAL OFFICE". The main window displays a "Participant/Student" view with a video feed of Suzanne Homan. The interface includes a top menu bar, a left sidebar with "AUDIO & VIDEO", "PARTICIPANTS", and "CHAT" sections, and a main content area. Red circles and arrows highlight specific elements: a red circle around the "Audio & Video" window title, a red circle around the "Talk" and "Video" buttons, and a red circle around the "CHAT" window title. A yellow arrow points from the "CHAT" window title to the "CHAT" section in the sidebar.

1. Run the audio setup wizard to configure speakers and mic; to connect via teleconference, press the phone icon to generate number and unique pin

2. Press Talk to enable mic or **Video** to send camera; (press to **preview camera**)

3. Type a message and hit Enter on your keyboard to post to Chat

Troubleshooting:

1. If you can't hear the instructor, make sure your speakers are on, then run the audio setup again, choosing the correct output source.
2. Check your connection speed: Edit > Preferences or (Preferences > Edit, Mac users); choose correct Internet connection type (Cable/DSL, wireless, etc.)
3. Blackboard Collaborate Support 24 x 7 = toll free (877) 382-2293

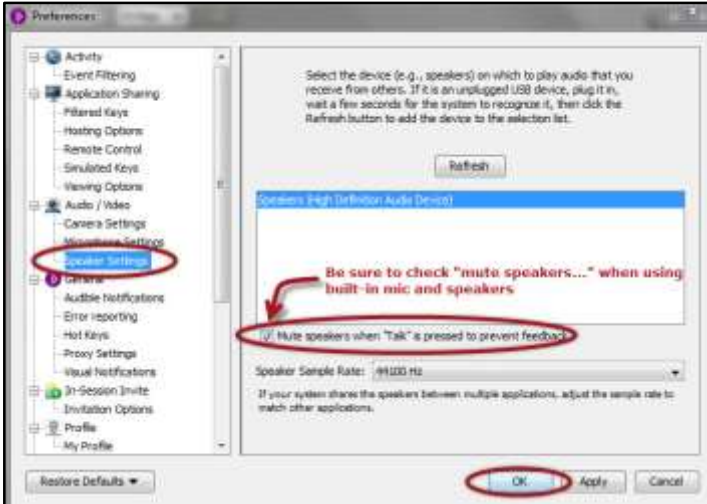
3. Enter text into Chat

Participant Tips/Best Practices

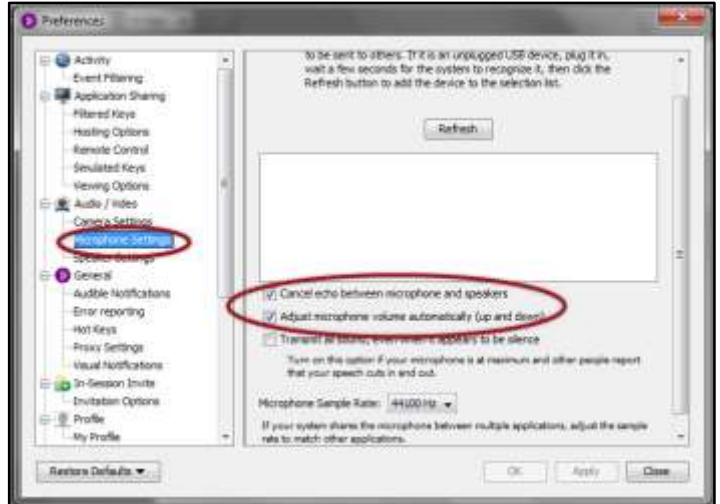
- I. **The day before the session:**
 - a. [Test your system](#). By clicking this link, you will know very quickly if your computer meets the system requirements to open the Collaborate session.
 - b. Install the launcher and set-up your speakers and mic in the test [Audio Configuration Room](#)
- II. If using VOIP and *built-in/onboard* mic and speakers, Edit the session preferences to “**Mute** speakers when Talk is pressed” to prevent feedback. [Windows > Edit > Preferences] [Mac > Preferences > Edit] *See Speaker and Microphone settings images below.*
- III. If session seems abnormally slow or audio/video or content area is delayed/not coming through, make sure you have selected the correct connection speed. This can be adjusted in the Preferences. *See Connection speed image below.*

Blackboard Collaborate provides toll-free 24 x 7 support: 1 (877) 382-2293

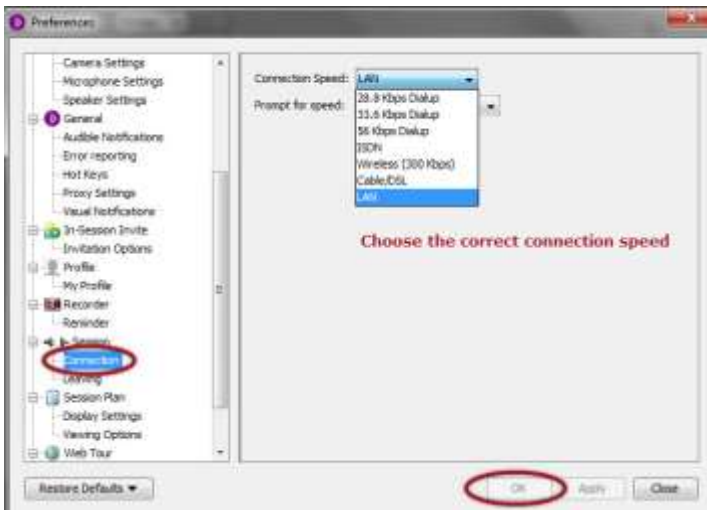
EDIT Preferences: Speaker Settings



Microphone Settings



Edit Preferences: Connection Speed



Go to the Collaborate Menu to edit preferences:

- Windows: Edit > Preferences
- MAC: Preferences > Edit