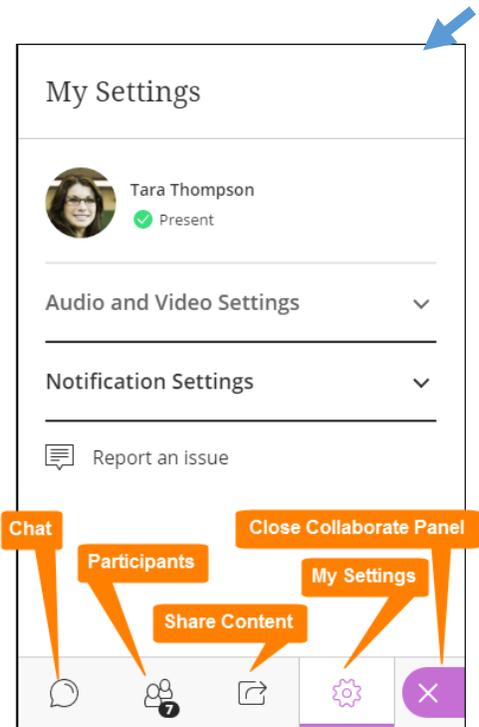
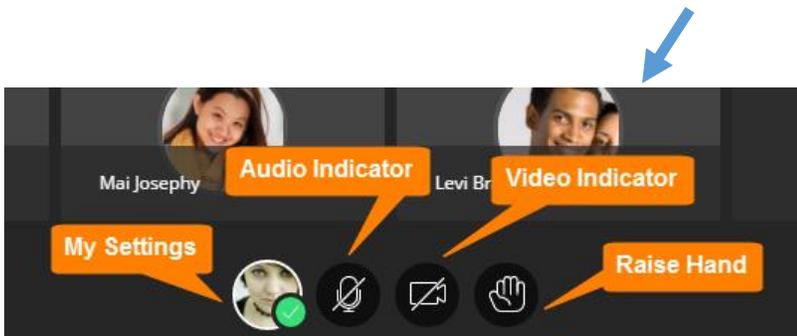
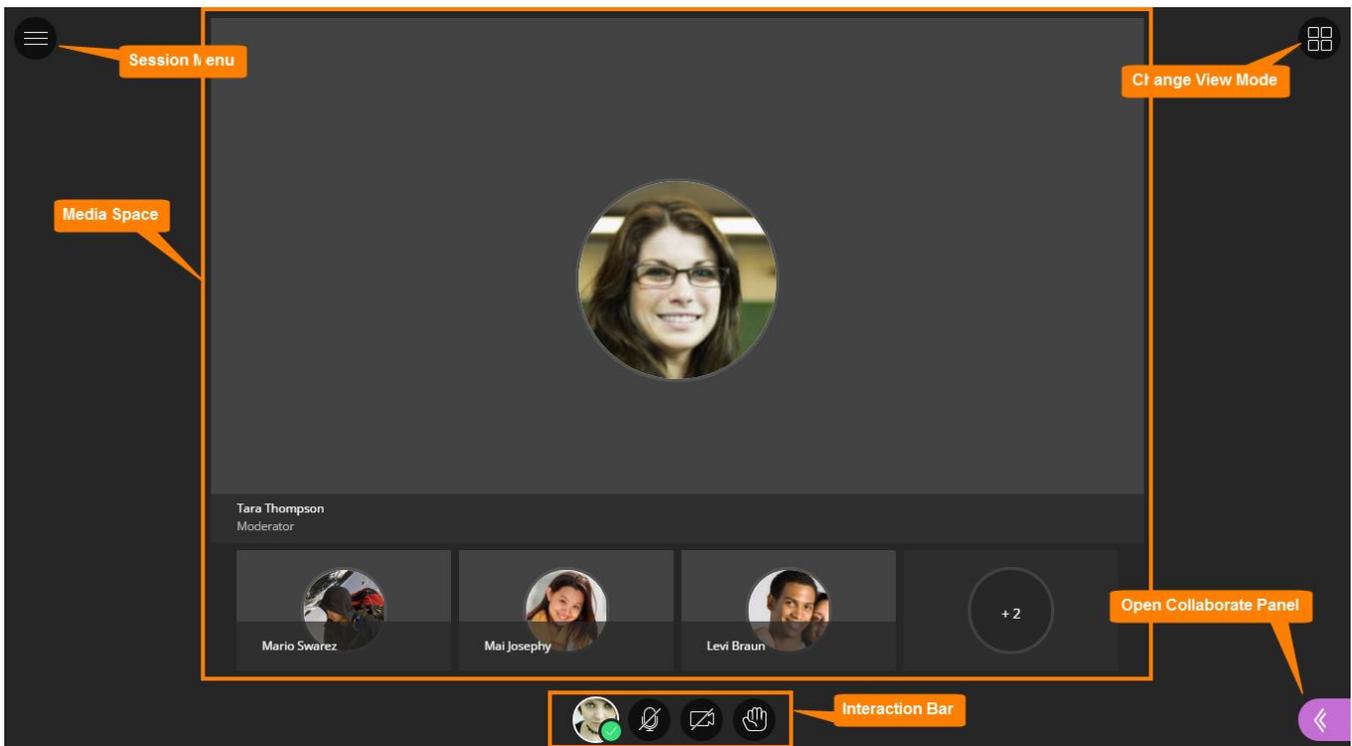


Preparing for a Web Conference Session (All Users)

- **IMPORTANT:** You must use the Internet browser Google Chrome.
- Become familiar with the User Interface and My Settings (page 2).
- Set up your audio and video (done only the first time you use Blackboard Collaborate on your computer, page 3).
- Perform a Tech Check in order to test your audio and video is working correctly prior to your session (page 4).
- Use your telephone for audio by using the Telephony feature (if Instructor/Moderator has indicated Telephony will be used for audio, page 6).
- Become familiar with the Chat feature (page 7).

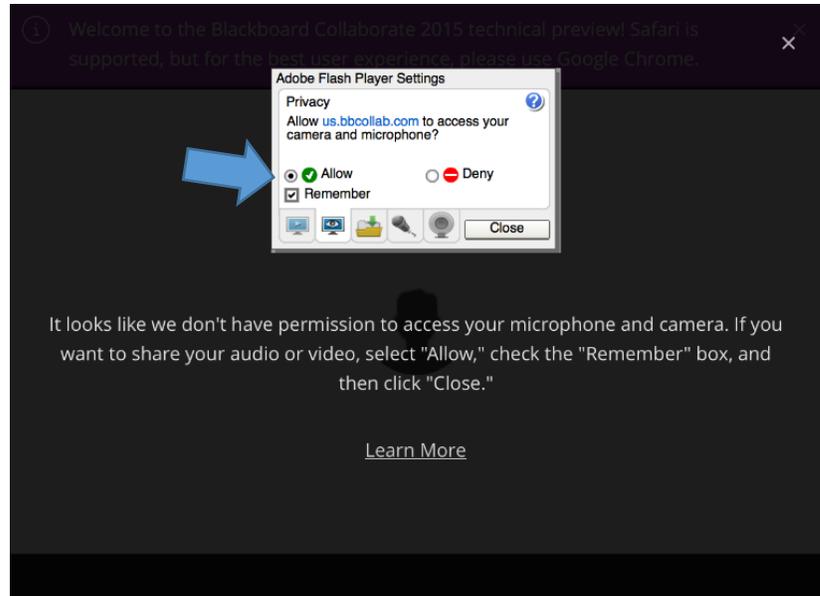
User Interface



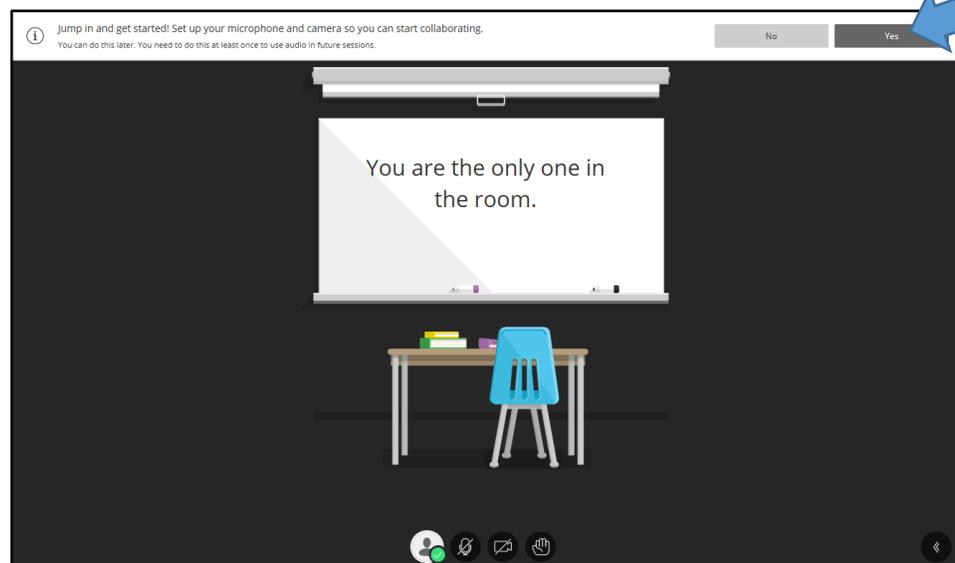
Audio and Video (initial set up)

Prior to participating in a Collaborate session, you should ensure that your audio and video are configured correctly. During initial set up, you will see one of the two screens shown below:

If you see this screen, click the Allow button and check the Remember box. Then click Close.



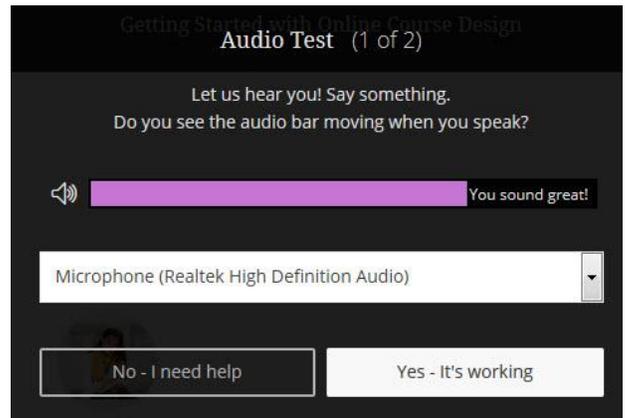
If you see this screen, click Yes.



Audio and Video Tech Check (done prior to every session)

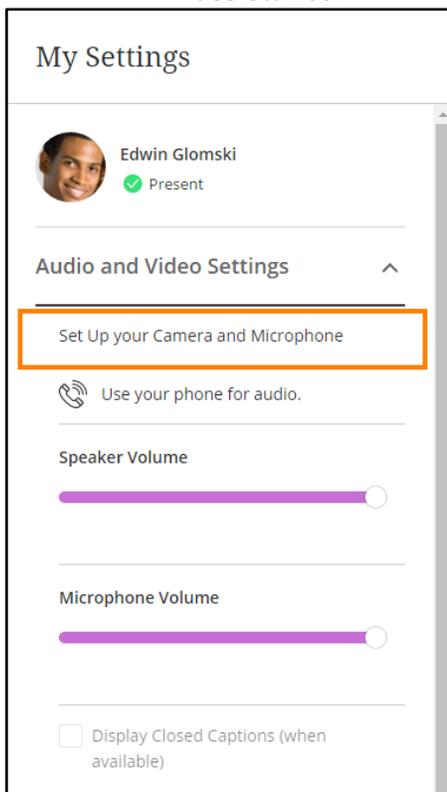
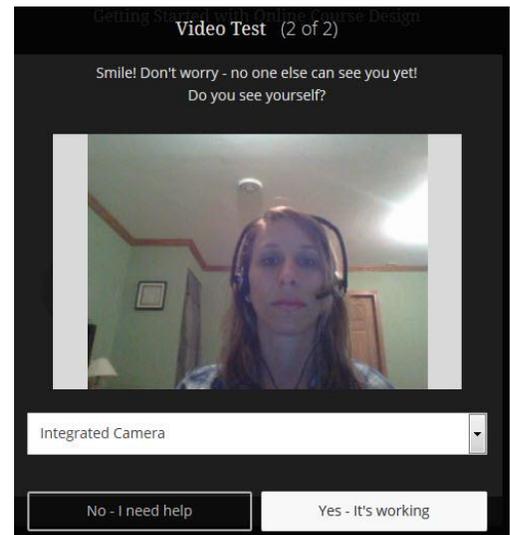
Collaborate will first test your audio connection.

1. Select the desired input device from the drop-down menu.
2. Say something in to the microphone you've selected.
 - a. If you see the audio bar moving when you speak, select **Yes-It's working** to continue your progress through the Tech Check.
 - b. Selecting **No-I need help** will take you to Blackboard Help for more information.



Likewise, for the video test:

1. Select the desired input device from the drop-down list. Don't worry; no one can see you.
 - a. If you see yourself selecting **Yes-it's working** will complete the tech check process.
 - b. Clicking **No-I need help** will automatically redirect you to Blackboard Help for more assistance.



Users that have already completed the initial permissions check can access the audio and video check again from the *Collaborate Panel > My Settings > Audio and Video Settings > Set up your Camera and Microphone.*

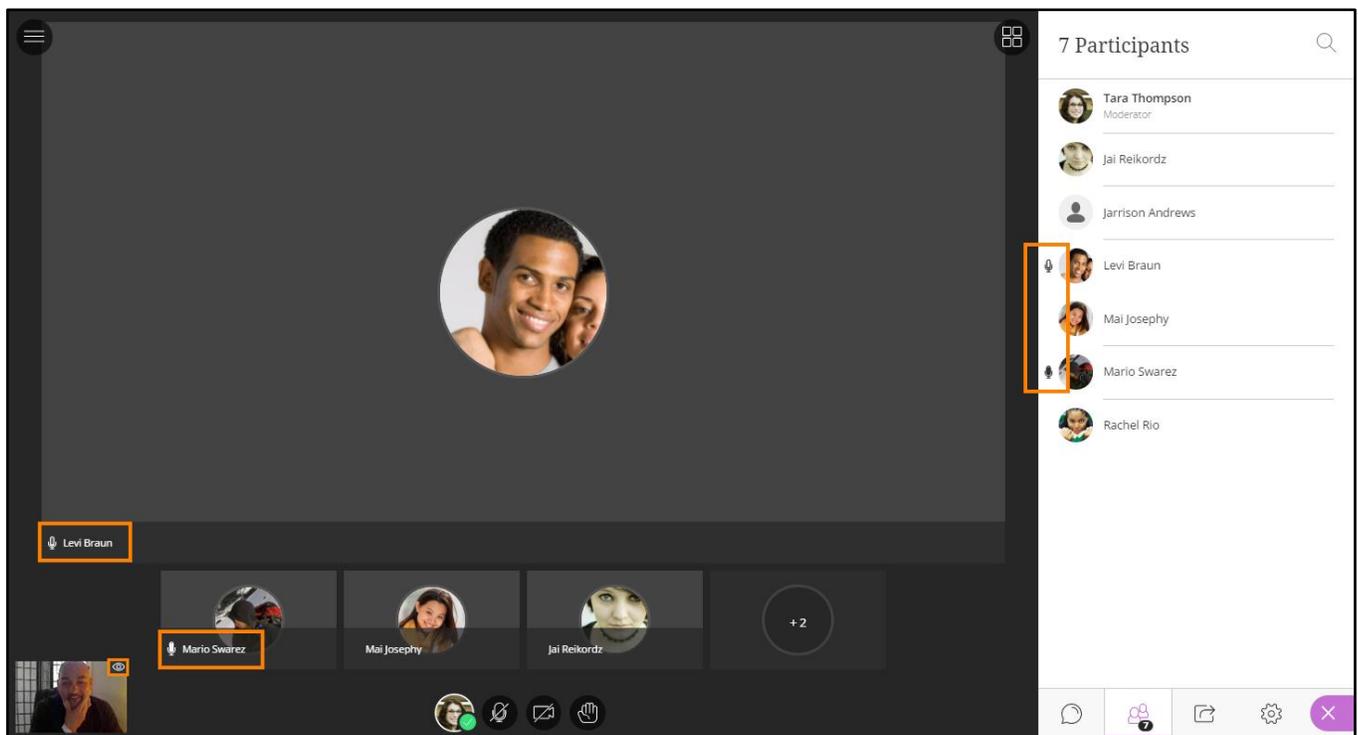
Users receive guidance prompts on Interaction Bar icons letting them know when they have everything set up right and are ready to start speaking. User must click out of the prompts in order to close the dialogue box.

Audio and Video Indicators

In addition to changes in the Audio and Video Indicators in the Interaction bar, audio and video indicators appear in other places within the Collaborate Ultra interface as reminders to the user and allowing moderators and other attendees to know who is transmitting.

On both the video display and the Participants panel, microphones appear next to participants who have their audio turned on. A filled microphone is used to represent the current speaker. As with the follow-the speaker view, the filled microphone moves to the current speaker as the discussion unfolds.

Additionally, Collaborate tells you when others in the session can see your video. If you see an eye displayed on your video transmission, others see your video in the center of their screen. If you see an eye while content is shared, others see your video as their picture



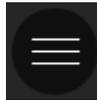
Using Telephony

The Telephony feature in Blackboard Collaborate enables you to communicate with other session attendees via telephone conferencing while continuing to use your computer for all other session features.

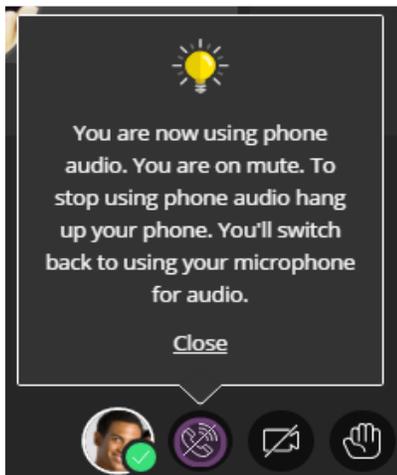
If Session Telephony is enabled, users may elect to use their phone for audio instead of voice over IP by generating a call in number and pin from the My Settings panel. Each phone user is identified as a full session participant, a great benefit for students with less than ideal internet conditions.

To use Telephony as a session attendee:

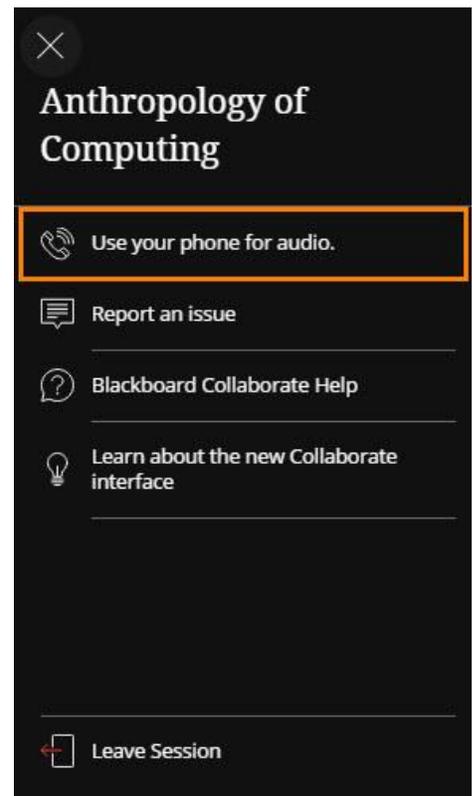
1. Log in to the session.
2. Access the **Session Menu**, located at the upper left-hand corner of the screen.
3. Click the **Use your phone for audio** link to generate a call in number and pin.



When using telephony, users still control their audio transmission through the interaction bar within the Collaborate interface. Users receive guidance prompts as they move from one audio method to another. User must click out of the prompts in order to close the dialogue box.



The microphone indicator for telephony users is replaced by a receiver icon indicating to users which audio method they are using.



Click the indicator to mute or transmit telephony audio. When transmitting, the Telephony Indicator will fill, to indicate live broadcast activity.

When using telephony, the Telephony indicator appears next to the attendee's name in the Participants panel.



Using Chat

The Chat panel enables you to exchange text messages with others in the session and express yourself using emoticons. View this pane by clicking on the Chat icon located in the Collaboration Panel Bar. This icon also displays the number of new chat messages since you last viewed the panel and will dynamically adjust as attendees enter messages.

Chat Permissions

The Chat permission allows Participants to enter chat messages in the session. By

default Participants have permission to use this feature, however, session moderators have the ability to disable this permission for all participants.

If the permission is disabled, attendees can still see messages posted prior to the setting change but the text area in the Chat panel is replaced with a notification that the chat feature has been turned off.

Post a Chat Message

1. Click your cursor in the text area and type your message.
2. Optionally, click on the **down arrow** next to the **smiley face** to add one of the available emoticons to your message.
3. Press Enter or Return on your keyboard.

Messages entered by a Moderator display within a blue box, while a user's own messages appear in a gray box. This distinction allows users to quickly scan the chat.

Moderators can chat with each other in a private chat channel while in session. Collaborate makes it easy to switch between chatting with moderators and chatting with everyone in the session using the Chat with: drop down menu located at the top of the panel. When new messages appear either in the private moderator channel or in the public everyone channel, a notification icon appears in the drop down displaying the number of new messages.

The message contains a timestamp for each post, along with each participant's name and profile picture. Clickable links can be added to the chat using keyboard shortcuts to copy a URL out of the browser and paste it in to the text area.

