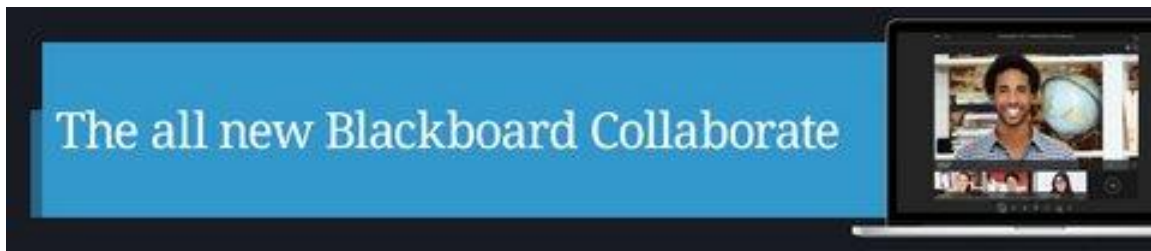**Collaborate Ultra**:
User Guide

Collaborate is a web-based video conferencing system allowing participants to engage in two-way audio, multi-point video, interactive whiteboard, application and desktop sharing, file transfer, breakout rooms, and session recording. **Collaborate Ultra** is the new version of Blackboard Collaborate. Ultra opens directly in the browser and does not require a separate download or installation.

Collaborate Ultra sessions reside in the Content area in D2L Brightspace (not in online rooms.)

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System Requirements

Collaborate Ultra supports Windows and Mac PCs, Google Chromebook and Microsoft Surface Pro devices provided one of the supported browsers is being used and audio/camera devices work with those browsers. (Microsoft Surface devices running Windows RT are not supported.) For a complete list of system requirements, go to https://blackboard.secure.force.com/publickbarticleview?id=kAB70000000PAsD.

Recommended Browser

Use Google **Chrome** or **Firefox** for the best experience
While Collaborate supports all browsers, Chrome™ or Firefox® gives you the best experience.

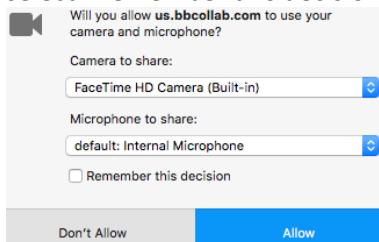## Access a Collaborate Ultra Session in D2L Brightspace

1. Log into D2L Brightspace (www.eiu.edu/d2l) and select your course.
2. Select "Content" then select the module in which Collaborate Ultra is located.
   The module title and location are set by the instructor therefore varies within each course.

   Collaborate Ultra
   External Learning Tool
3. Select "Collaborate Ultra" within the module.
   A Collaborate Ultra window will open inside D2L within a few seconds.

   Online Session 1
   5/29/18, 11:52 AM – 6/30/18, 12:52 PM (in progress)
4. Select the desired session. For example,
5. Select "Join session" in the window that pops out on the right.   Join session
6. The session will open in a new tab in your browser.
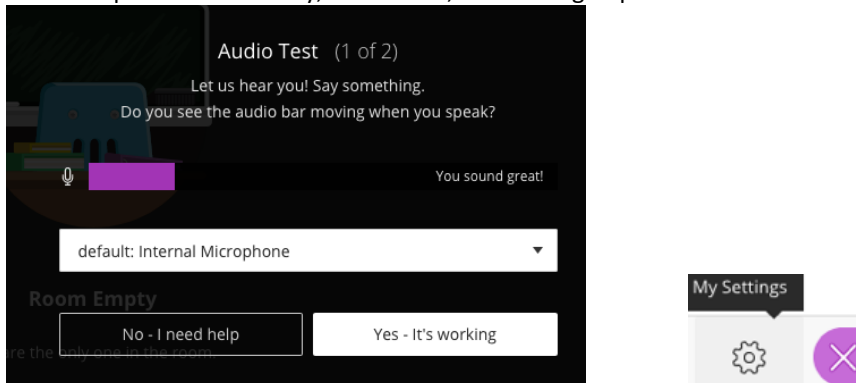
Audio and Video   Permissions to use the microphone and camera are set by the moderator.

To use your microphone or webcam during the session, you must give the browser permission to use audio and video. You'll be asked to do this when you first join a session or when you first go to share your audio or video.

1. Select   in the lower right corner to open the Collaborate panel.
2. Select   to open My Settings.
3. Select Set up your camera and microphone .
4. If prompted, select your camera and microphone from the drop-down lists in the browser settings, select "Remember this decision", then "Allow." (Options vary based on browser used.)

Will you allow **us.bbcollab.com** to use your camera and microphone?

Camera to share:
FaceTime HD Camera (Built-in)

Microphone to share:
default: Internal Microphone

☐ Remember this decision

Don't Allow   Allow

5. Follow the on-screen instructions to complete the Audio and Video Tests in Collaborate.
   After completed successfully, select "Yes, it's working to proceed" for each test.

Audio Test (1 of 2)
Let us hear you! Say something.
Do you see the audio bar moving when you speak?

You sound great!

default: Internal Microphone ▼

Room Empty

No - I need help   Yes - It's working

My Settings

6. Adjust the speaker and microphone volume in "My Settings" if necessary.
7. Select the microphone icon on the main screen to talk. Select the icon again to turn the microphone off.
8. Select the camera icon on the main screen to activate your webcam. Select again to turn the camera off.

Session Best Practices

Participate in a session with ease and make a strong impression.

- **Get set up**.
  - o Close all programs on your computer except for the browser for your session.
  - o Use a hard-wired (Ethernet) connection if available. If not, use a Wifi connection.
    A mobile or phone hotspot is not recommended.
  - o Only use up-to-date browsers supported by Collaborate. (Chrome or Firefox recommended.)
  - o Use video during the session only if requested by the moderator.
- **Be on time**.
  - o If you can't be early, be on time.
  - o Let the moderator know if you are going to be late or absent.
  - o Notifications can be set to alert the moderator when someone has joined the session.
- **Introduce yourself if appropriate**.
  - o Don't assume anyone automatically recognizes your voice.
  - o State your name the first few times you speak.
  - o Let your instructor know who is participating. Give everyone a chance to know you.
- **Make eye contact**.
  - o If you are sharing video, look at the camera and not the session. It may feel weird but it shows you are engaged in the session.
  - o If you need to multi-task during the session, shut your video off to avoid looking distracted.
- **Mute yourself when not speaking**.
  - o Nothing is more distracting than background noise. For example, typing or a private conversation.
  - o It can also give the impression that you aren't paying attention.
- **Be professional**.
  - o You may be joining the session from somewhere private but you are not alone.
  - o You are face-to-face with your peers, instructors, and guest experts. Make a good impression.
  - o Participate and don't talk over someone.
  - o Raise your hand if there is no opening to speak.
  - o Type questions and feedback in the chat.
  - o Watch your mannerisms and facial expressions.

Using Chat

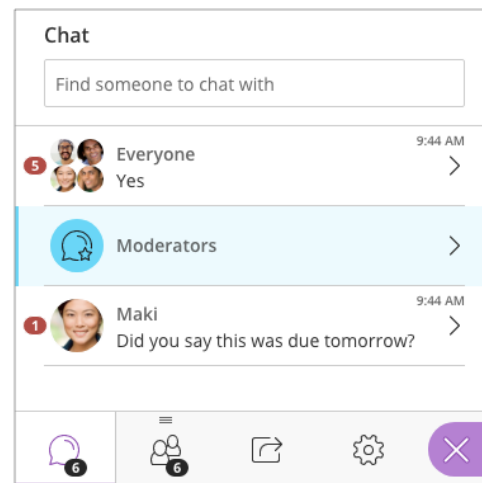**Chat permissions are set by the moderator.**

Use the text-based Chat to send messages in the session.

1. Select [icon] in the lower right corner in Media Space to open the Collaborate panel.

2. Select [icon] to open Chat.

3. Use the "Everyone" channel to send messages to all attendees in the session.

4. Type a message in the Chat box

   Say something [emoji icon] [dropdown]
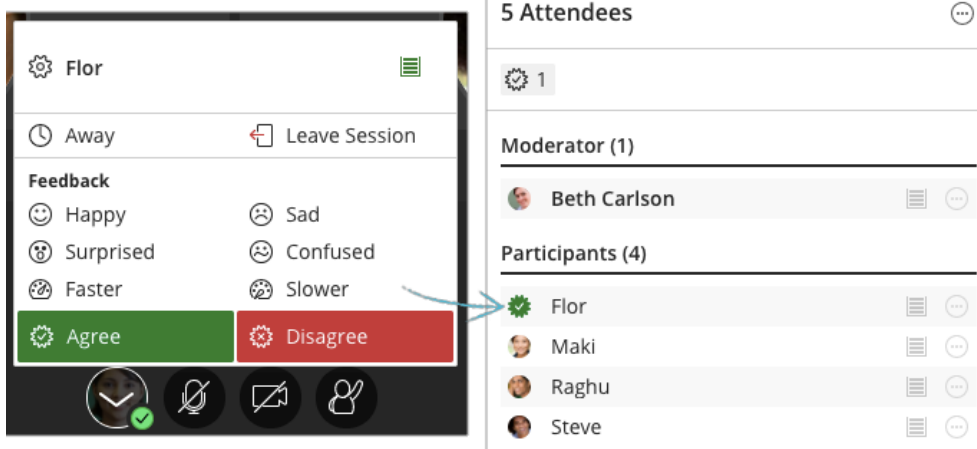
   and press enter on the keyboard.

- Collaborate uses notifications that appear on your screen to let you know what's happening in your session. These notifications tell you when there are new chat comments.

- Private Chat: You may be able to chat privately with others in your session.
   o Type the name in "Find someone to chat with."
   o Note: Moderators may supervise private chats.
   o Moderators can limit private chat.
   o Moderators can choose to allow participants to only chat privately with moderators.

Chat

Find someone to chat with

Everyone   9:44 AM
5   Yes   >

Moderators   >

Maki   9:44 AM
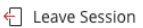1   Did you say this was due tomorrow?   >

Change Your Status, Provide Feedback, or Leave the Session

Change your status to respond to the moderator with feedback or change your status to "away" if necessary.

- Select your profile [icon] from the bottom center of Media Space.

[Flor status panel]
⚙ Flor
🕐 Away   ⬅ Leave Session
Feedback
☺ Happy   ☹ Sad
😲 Surprised   😕 Confused
😬 Faster   😴 Slower
⚙ Agree   ⚙ Disagree

5 Attendees   ⋯
⚙ 1
Moderator (1)
Beth Carlson
Participants (4)
Flor
Maki
Raghu
Steve

- Feedback selected will appear to the left of the attendees name in the Attendees panel and in Chat. After 30 seconds the feedback disappears.
- The Away status indicates you are away from your computer and stays until you return and select I'm back!
- A summary of the feedback selected appears under the Attendee panel heading. It shows the current feedback with a count of attendees using it.
- Select [Leave Session icon] to exit the Collaborate session.

Collaborate Ultra Interface & Tools
Permissions to use most tools are set by the moderator.

Collaborate Ultra is organized into three convenient areas: Media Space, Session Menu, and Collaborate Panel

MEDIA SPACE

The media space in Collaborate Ultra is the main screen where content of the session is displayed. The content shared is automatically the main focus of your screen. The picture-in-picture (bottom right) shows who is speaking.

If content is not shared, the focus is on attendee profiles and video. Tools that appear in the media space relate directly to what is happening in the session at that moment.
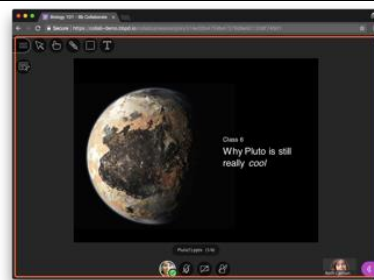
MEDIA SPACE TOOLS
Located on the Media Space (main) screen.
Each top image shows the inactive tool. The bottom image indicates the tool is active.

Tool	Description	Tool	Description	Tool	Description
Audio	Select to turn microphone on. Lines through the microphone icon indicate the microphone is off.	Video	Select to turn your video on. Lines through the camera icon indicate the webcam is off.	Hand raise	Select to raise your hand to answer a question or get the moderator's attention.
Session menu	Located in upper left corner of Media Space. Opens the Session Menu. Session Menu tools are listed on page 5.	Status	Select to show your status as away. Select again when you return to show you are back.	Collaborate panel	Located in lower right corner of Media Space. Opens the Collaborate Menu. Collaborate Menu tools are listed on page 5.
Follow the speaker view	Switch to follow-the-speaker view from grid view. Default view for more than five attendees.	Grid view	Switch to the grid view for more than one video stream.	Picture-in-picture	Select to switch from shared content to the speaker and vice versa.
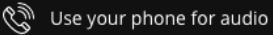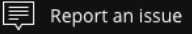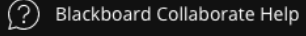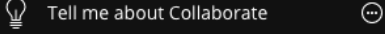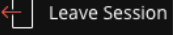
WHITE BOARD TOOLS
Located in the upper left corner of Media Space when the White Board or files are shared.
Each top image shows the inactive tool. The bottom image indicates the tool is active.

Tool	Description	Tool	Description	Tool	Description
Select	Use the arrow to select an object on the whiteboard. After you select it you can resize, move, and delete it.	Pointer	Use the hand to point to different areas of the visible slide. Attendees see wherever you are pointing on the slide.	Pencil	Use the pencil to draw free hand on the slide.
Shapes	Use the Shapes icon to draw a rectangle, ellipse, or a straight line. Your choice.	Text	Type text on the slide with the "T".	Clear	Use the eraser to undo everything.
View controls	Show or hide your zoom, fit, and size controls.	View controls opened	Zoom in, Zoom out, Best Fit, Actual size	Slide navigation controls	Move to the previous or next slide.

COLLABORATE PANEL TOOLS

Located in the lower right corner of Media Space.

Chat	Chat (text) with everyone in the session.	Attendees panel	View the list of attendees.	My Settings	Set up your audio, video, profile, and your notifications.

COLLABORATOR PANEL TOOLS FOR MODERATORS & PRESENTERS

Share Content	Moderators and presenters can share a blank whiteboard, an application, PDFs, PowerPoint® presentations, and images in GIF, JPEG, and PNG formats. Select Share Content to access the moderator tools listed below.				
Share Whiteboard	Moderators and presenters can share a blank whiteboard.	Share application	Moderators and presenters can share their entire desktop or a single open application.	Share files	Moderators and presenters can share PDFs, PowerPoint® presentations, and images in GIF, JPEG and PNG formats.
Polling	Moderators can start and run polls during a session.	Breakout groups	Moderators can start and run breakout groups.	Close	Close the Collaborate panel.

SESSION MENU TOOLS

Located in the upper left corner of Media Space.

| Start a recording — Start Recording	Moderators can start recording the session from the Session menu.
Use your phone — Use your phone for audio	Get a dial-in number and unique PIN to use your phone for audio during a session
Report an issue — Report an issue	Report an issue with the session.
Help — Blackboard Collaborate Help	Go to Blackboard Collaborate help on help.blackboard.com.
Learn how to use Collaborate — Tell me about Collaborate	Open tutorials on how to use Collaborate.
Leave session — Leave Session	Exit the session and complete a quick survey to tell us about your experience.
Close	Close the Session menu.

AUDIO AND NETWORK INDICATORS	
On-air 👁	Collaborate tells you when others in the session can see your video. If you see an eye, your video is the focus of everyone else's screen. If you see an eye while content is shared, others see your video as their picture-in-picture.
Audio status 🎤	See who is speaking and who has their microphone turned on. Microphones appear next to attendees who have their audio turned on. A dark microphone is used to represent the current speaker. As with the follow-the-speaker view, the dark microphone moves to the current speaker as the discussion unfolds.
Network status 📶	You can tell at-a-glance who is in your session and who might be having trouble connecting. Network indicators have been added to the Attendees panel. These tell you when someone is in the process of joining your session, if users are connected, and how their connection is. Move your pointer over attendees in the Attendees panel to see the indicators. Move your pointer over the indicator to see network status information.
Unresponsive status ⚡	See who in your session may be unresponsive and not able to participate fully. For example, they may not be able to raise their hand or post a chat message.

## Access Collaborate Session Recordings

Collaborate Ultra sessions can be recorded by the moderator. The recorded session can be accessed through Collaborate Ultra in the content area of the course in D2L or the instructor may link the recording within the appropriate content module.

To access session recordings from Collaborate Ultra:
1. Log into D2L Brightspace (www.eiu.edu/d2l) and select your course.
2. Select "Content" then select the module in which Collaborate Ultra is located.
   The module title and location are set by the instructor therefore varies within each course.

   Collaborate Ultra
   External Learning Tool

3. Select "Collaborate Ultra" within the module.
   A Collaborate Ultra window will open inside D2L within a few seconds.
4. Select the hamburger stack ☰ on the left of the black "Sessions" toolbar to open the Collaborate Ultra menu.
5. Select "Recordings" from the menu.
6. Select the title of the desired recording and select ▷ Watch now
7. The recording will open in a separate tab, full screen, within Collaborate Ultra.
8. Select the play button, ▷
   Note: If the instructor has allowed recording downloads, select the hamburger stack in the upper left corner of the video window, select "Download Recording," choose your save options, then open the file to view.
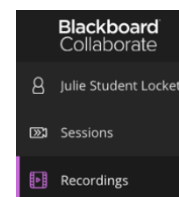
To access a session recording from a link within a content module in your course:
1. Locate the appropriate content module within your course in D2L.
2. Select the link.
3. Select play.