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.)

TABLE OF CONTENTS

System Requirements ........................................................................................................................................... 1
Recommended Browser ......................................................................................................................................... 1
Access a Collaborate Ultra Session in D2L Brightspace ................................................................................. 1
Audio and Video .................................................................................................................................................. 1
Session Best Practices ....................................................................................................................................... 2
Using Chat ............................................................................................................................................................ 3
Change Your Status, Provide Feedback, or Leave the Session ................................................................. 3
Collaborate Ultra Interface & Tools .................................................................................................................. 4
  Media Space ................................................................................................................................................... 4
  Media Space Tools ......................................................................................................................................... 4
  White Board Tools ......................................................................................................................................... 4
  Collaborate Panel Tools .............................................................................................................................. 5
  Session Menu Tools ...................................................................................................................................... 5
  Audio and Network Indicators .................................................................................................................... 6
Access Collaborate Session Recordings ......................................................................................................... 6
Collaborate Ultra in D2L Brightspace
User Guide

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.
3. Select “Collaborate Ultra” within the module. A Collaborate Ultra window will open inside D2L within a few seconds.
4. Select the desired session. For example,
5. Select “Join session” in the window that pops out on the right.
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 .
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.)
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.

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.**
  - Close all programs on your computer except for the browser for your session.
  - Use a hard-wired (Ethernet) connection if available. If not, use a Wifi connection.
    - A mobile or phone hotspot is not recommended.
  - Only use up-to-date browsers supported by Collaborate. (Chrome or Firefox recommended.)
  - Use video during the session only if requested by the moderator.

- **Be on time.**
  - If you can’t be early, be on time.
  - Let the moderator know if you are going to be late or absent.
  - Notifications can be set to alert the moderator when someone has joined the session.

- **Introduce yourself if appropriate.**
  - Don’t assume anyone automatically recognizes your voice.
  - State your name the first few times you speak.
  - Let your instructor know who is participating. Give everyone a chance to know you.

- **Make eye contact.**
  - 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.
  - If you need to multi-task during the session, shut your video off to avoid looking distracted.

- **Mute yourself when not speaking.**
  - Nothing is more distracting than background noise. For example, typing or a private conversation.
  - It can also give the impression that you aren’t paying attention.

- **Be professional.**
  - You may be joining the session from somewhere private but you are not alone.
  - You are face-to-face with your peers, instructors, and guest experts. Make a good impression.
  - Participate and don’t talk over someone.
  - Raise your hand if there is no opening to speak.
  - Type questions and feedback in the chat.
  - Watch your mannerisms and facial expressions.
Using Chat

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

1. Select 🗣️ in the lower right corner in Media Space to open the Collaborate panel.
2. Select 📨 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 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.
  - Type the name in “Find someone to chat with.”
  - Note: Moderators may supervise private chats.
  - Moderators can limit private chat.
  - Moderators can choose to allow participants to only chat privately with moderators.

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 📐 from the bottom center of Media Space.

  - 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 to exit the Collaborate session.

Primary Source: https://help.blackboard.com/Collaborate/Ultra/Participant
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.

<table>
<thead>
<tr>
<th><strong>MEDIA SPACE TOOLS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Located on the Media Space (main) screen.</strong> Each top image shows the inactive tool. The bottom image indicates the tool is active.</td>
</tr>
<tr>
<td><strong>Audio</strong></td>
</tr>
<tr>
<td><img src="image" alt="Audio" /></td>
</tr>
<tr>
<td>Select to turn microphone on. Lines through the microphone icon indicate the microphone is off.</td>
</tr>
<tr>
<td><strong>Session menu</strong></td>
</tr>
<tr>
<td><img src="image" alt="Session menu" /></td>
</tr>
<tr>
<td>Located in upper left corner of Media Space. Opens the Session Menu. Session Menu tools are listed on page 5.</td>
</tr>
<tr>
<td><strong>Follow the speaker view</strong></td>
</tr>
<tr>
<td><img src="image" alt="Follow the speaker view" /></td>
</tr>
<tr>
<td>Switch to follow-the-speaker view from grid view. Default view for more than five attendees.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th><strong>Select</strong></th>
<th><strong>Pointer</strong></th>
<th><strong>Pencil</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Select" /></td>
<td><img src="image" alt="Pointer" /></td>
<td><img src="image" alt="Pencil" /></td>
</tr>
<tr>
<td>Use the arrow to select an object on the whiteboard. After you select it you can resize, move, and delete it.</td>
<td>Use the hand to point to different areas of the visible slide. Attendees see wherever you are pointing on the slide.</td>
<td>Use the pencil to draw free hand on the slide.</td>
</tr>
<tr>
<td><strong>Shapes</strong></td>
<td><strong>Text</strong></td>
<td><strong>Clear</strong></td>
</tr>
<tr>
<td><img src="image" alt="Shapes" /></td>
<td><img src="image" alt="Text" /></td>
<td><img src="image" alt="Clear" /></td>
</tr>
<tr>
<td>Use the Shapes icon to draw a rectangle, ellipse, or a straight line. Your choice.</td>
<td>Type text on the slide with the &quot;T&quot;.</td>
<td>Use the eraser to undo everything.</td>
</tr>
<tr>
<td><strong>View controls</strong></td>
<td><strong>View controls opened</strong></td>
<td><strong>Zoom in, Zoom out, Best Fit, Actual size</strong></td>
</tr>
<tr>
<td><img src="image" alt="View controls" /></td>
<td><img src="image" alt="View controls opened" /></td>
<td><img src="image" alt="Zoom in, Zoom out, Best Fit, Actual size" /></td>
</tr>
<tr>
<td>Show or hide your zoom, fit, and size controls.</td>
<td></td>
<td>Move to the previous or next slide.</td>
</tr>
</tbody>
</table>

Primary Source: [https://help.blackboard.com/Collaborate/Ultra/Participant](https://help.blackboard.com/Collaborate/Ultra/Participant)
## COLLABORATE PANEL TOOLS

Located in the lower right corner of Media Space.

<table>
<thead>
<tr>
<th>Chat</th>
<th>Chat (text) with everyone in the session.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendees</td>
<td>View the list of attendees.</td>
</tr>
<tr>
<td>My Settings</td>
<td>Set up your audio, video, profile, and your notifications.</td>
</tr>
</tbody>
</table>

## COLLABORATOR PANEL TOOLS FOR MODERATORS & PRESENTERS

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 | Moderators can start recording the session from the Session menu. |
| Use your phone | Get a dial-in number and unique PIN to use your phone for audio during a session. |
| Report an issue | Report an issue with the session. |
| Help | Go to Blackboard Collaborate help on help.blackboard.com. |
| Learn how to use Collaborate | Open tutorials on how to use Collaborate. |
| 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**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-air (eye)</td>
<td>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.</td>
</tr>
<tr>
<td>Audio status</td>
<td>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.</td>
</tr>
<tr>
<td>Network status</td>
<td>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.</td>
</tr>
<tr>
<td>Unresponsive status</td>
<td>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.</td>
</tr>
</tbody>
</table>

**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.
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, Play

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.