Blackboard collaborate™
web conferencing
Version 12.6

Moderator's Guide

October-31-13

Table of Contents

Chapter 1

Using this Guide

Who Should Read this Guide

This guide is written for Blackboard Collaborate web conferencing Moderators. Moderators are session participants with a heightened level of permissions when interacting in the Blackboard Collaborate session. They can change Content modes, grant and remove permissions from Participants, and move Participants to breakout rooms.

When a session is created, there is always one person designated as the Moderator – this person is the Moderator of Record and can never lose Moderator privileges. Other Participants may be granted Moderator privileges by default or on a case-by-case basis.

Blackboard Collaborate Moderators need not be computer experts, however, some functions do require basic computer skills such as working knowledge of your operating system, ability to navigate between and within applications, or basic text editing.

Note: Users who make use of the accessibility features in Blackboard Collaborate web conferencing should refer to the *Accessibility Guide for Moderators*.

How to Use this Guide

It is highly recommend that you read the first three chapters of this guide prior to attending a Blackboard Collaborate web conferencing session.

1. Read *Conventions Used in this Guide* on page 3 of this chapter to familiarize yourself with the various presentation, formatting and typographical conventions used in this guide.
2. Follow the instructions in *Getting Started* on page 7 to ensure you have the proper hardware and software to run Blackboard Collaborate and to set up your Blackboard Collaborate environment.
3. Read *The Blackboard Collaborate Web Conferencing Room* on page 25 to familiarize yourself with the Blackboard Collaborate user interface.

Refer to the remaining chapters in any order to become familiar with the available tools and features of Blackboard Collaborate.

Note: For a discussion of the accessibility features in Blackboard Collaborate web conferencing, including Closed-Captioning and the Activity Window, see the Accessibility Guide for Moderators.

Getting Help

Documentation and Learning Resources

Documentation and learning resources (for all Blackboard Collaborate products) are available on the On-Demand Learning Center, which can be reached as follows:

- In your browser, enter the following address:

  http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center.aspx

- From within Blackboard Collaborate web conferencing, select *Additional Documentation* from the Help menu.

You can directly open the following documents from within Blackboard Collaborate web conferencing by selecting them from the Help menu:

- Keyboard Shortcuts
- Accessibility Guide for Moderators
- Blackboard Collaborate Essentials for Moderators

Technical Support

Blackboard Collaborate technical support and the support Knowledge Base are available through the Support Portal:

http://support.blackboardcollaborate.com

Community

We encourage Blackboard Collaborate users of all levels (administrators, instructors and students) to submit questions to **Ask the Doctors**, a free question-and-answer forum moderated by an expert team of your fellow Blackboard Collaborate users. Their goal is to provide quality answers to your questions in a highly responsive manner, while building a global knowledge base for online teaching and learning.

You can find **Ask the Doctors** at the link below:

http://discussions.blackboard.com/forums/default.aspx?GroupID=9

Messages posted in the **Ask the Doctors** forum do not go to our Support Team. If you require technical support assistance to resolve a problem, please contact Technical Support (see the heading*Technical Support* in this section).

Blackboard Collaborate Product Feedback

Blackboard Collaborate welcomes your comments and suggestions. If you have an idea for a new feature or enhancement, or would like to send other feedback, please send an email to BBCollaborateFeedback@blackboard.com.

Your feedback will be sent directly to our Product Management Team.

Conventions Used in this Guide

Variables

There are a few places in Blackboard Collaborate web conferencing that are populated with data specific to the session. Because we do not know in advance what those data (e.g., words or names) will be, in this guide they are represented by variables enclosed in angle brackets. For example, the variable <Panel Name> is used in the discussion of Restoring Default Preference Settings to represent the name of the currently selected panel.

Notes

Six types of notes may be used in this guide to highlight information:

Note: Notes are used to highlight important information or to present asides relevant to the topic at hand.

Tip: Tips provide helpful information on how to most effectively use a particular feature of the product.

Caution: Cautions alert you to potentially confusing terminology or difficulties that may occur when using the product.

Warning: Warnings alert you to potentially serious problems.

Notes of this format are used to highlight Linux-specific information.

Notes of this format are used to highlight Mac-specific information.

Notes of this format are used to highlight information specific to mobile devices (mobile phones and tablets).

Typographical Conventions

Convention	Description
1. Number	Indicates a step in a task.
◦ Hollow bullets	Indicates that there are several options available for completing a task, but only one is necessary.
Bold	Represents clickable elements in the user interface (e.g., text links, buttons, tabs, etc.). Also used to give emphasis to words.
Italics	Represents menu items, options and parameters. Also used for cross references and names of documents.
Monospace	Indicates pathnames, filenames, folders and command lines.
<brackets>	Indicates variables.

Operating System Differences

This guide is written for Blackboard Collaborate web conferencing users on all supported operating systems: Windows, Mac OS X, and Linux.

Keystrokes and Mouse Clicks

The same keystrokes and mouse clicks are used on Windows and Linux platforms. Those used on Mac OS X are different. This guide gives instructions for users of all supported operating systems. The Windows/Linux keystrokes or mouse clicks are given first, followed by those for Mac OS X (in parentheses):

Mouse Click Example

Select the object and then right-click (Control-Click on Mac) anywhere on the Whiteboard to display the context menu.

Keystroke Example

Select the object(s) in the Whiteboard or in the Object Explorer and then enter Ctrl+X (Command-X on Mac) to cut the object(s).

Screen Captures

Most screen captures shown in this guide were taken in a Windows environment. If you are running Blackboard Collaborate web conferencing on a Mac OS X or Linux platform, the appearance of windows, dialog boxes, etc. will differ slightly from those shown in this guide.

Chapter 2

Getting Started

There are a few things you should do before you moderate a session:

1. Ensure your computer meets the minimum system requirements recommended for running a Blackboard Collaborate web conferencing session on your computer. See *Minimum Client System Requirements* on page 8.
2. Launch into a private Blackboard Collaborate web conferencing session where you can familiarize yourself with the Whiteboard tools or create or review presentations and/or quizzes prior to joining your scheduled session. (For instructions on launching a private session, see *Launching an Offline Blackboard Collaborate Web Conferencing Session* on page 21.)
3. Join a Blackboard Collaborate web conferencing session. You may join a session either through an email link sent to you by your organization or via a link on a web page. The method by which you join a session will vary depending on your organization. See *Joining a Blackboard Collaborate Web Conferencing Session* on page 8.
4. Once you have successfully launched into a Blackboard Collaborate web conferencing session, run the Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 123) and set your proxy settings (see *Setting Your Proxy Configuration* on page 14). You may also want to set other preferences, such as your connection speed (see *Setting Your Preferences* on page 8).

Minimum Client System Requirements

Before you can get started in a Blackboard Collaborate web conferencing session, you should ensure that your computer is able to support the needs of the collaboration environment.

Tip: For Linux and Mac OS X 10.4 and earlier users, we strongly recommend that you use a headset (or at least headphones or an echo canceling microphone) rather than speakers when using simultaneous talkers. This will eliminate potential echoing and feedback and improve your audio experience.

Please read the minimum system requirements listed on the Support website:

support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1443

Joining a Blackboard Collaborate Web Conferencing Session

How you join a Blackboard Collaborate web conferencing session varies depending on the organization hosting the Blackboard Collaborate web conferencing session. Follow the instructions provided by the organization hosting your session.

Your System Administrator should provide you with the following information:

- How to access your Blackboard Collaborate web conferencing sessions.
- Your username and password (if applicable).
- How to access your recordings.
- Who to contact for help and where to access the user guides and other resource material for your system.

Configuring Your Audio

Prior to moderating a session you should ensure that your Audio is configured correctly. You can do so using the Audio Setup Wizard. See *Using the Audio Setup Wizard* on page 123.

Setting Your Preferences

Although it is not necessary, you may want to set some of your application preferences before you begin your session. You can do so through the Preferences dialog. Preferences are set for each user account on a computer. Once set, they are used for all sessions connected to by that user from that computer.

Open the Preferences dialog in one of the following ways:

- From the *Edit* menu, select *Preferences...* (Windows & Linux)

  From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
- Enter Ctrl+Comma (Windows & Linux)

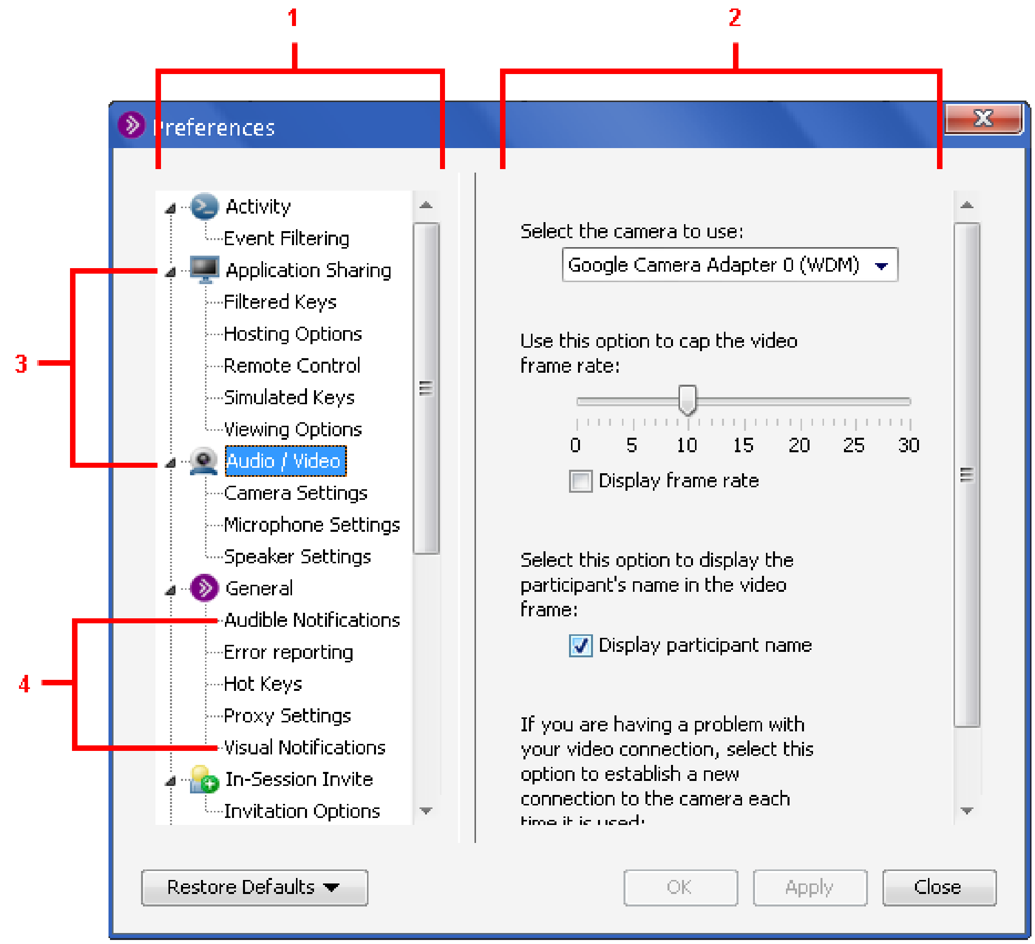
  Enter Command-Comma (Mac OS X)

Instructions for setting preferences are dispersed throughout this guide:

Preference(s)	Location in Guide
Connection Speed	*Setting Your Connection Speed* on page 12
Proxy Configuration	*Setting Your Proxy Configuration* on page 14
Notifications	*Setting Notification Preferences* on page 17
Hot Keys	*Configuring Hot Keys* on page 42
User Profile	*User Profiles* on page 72
Application Sharing	*Advanced Application Sharing Options* on page 245
Audio	*Advanced Audio Configuration* on page 129
Video	*Selecting your Video Camera* on page 90
In-Session Invitations	*Setting the Email Text Encoding Format Preference* on page 81
Interactive Recordings	*Recording Your Sessions* on page 302
Session Plans	Not in this guide. See the *Blackboard Collaborate Plan Users Guide*.

Preferences Dialog Components

The Preferences dialog is organized into two main areas: the Preferences list on the left and the Preferences panels on the right. The Preferences list contains a list of modules and their associated panels organized into a tree structure (in alphabetical order). The panel that is selected in the Preferences list will be displayed in the Preferences panels area on the right.



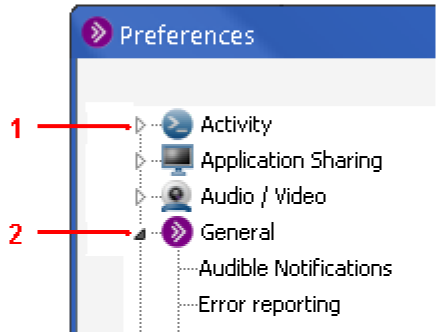
1 Preferences list	3 Modules
2 Preference panels	4 Panels

Note: If you select a module (rather than one of the panels beneath it), the topmost panel associated with that module will be displayed in the Preferences panels area.

Navigating Within the Preferences List

You can move between modules and panels in the Preferences list using the arrow keys or by simply clicking on a desired module or panel.

You also can collapse and expand the list of panels beneath a module by clicking on the disclosure buttons.

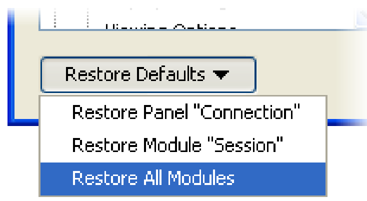


1 Expand disclosure button

2 Collapse disclosure button

Restoring Default Preference Settings

If you are unsure about the preferences you set and want to start over, you can revert back to the default (factory) settings. The restoration can be done at an application level, module level or panel level by selecting an option from the Restore Defaults menu.



- To restore defaults for the entire Blackboard Collaborate web conferencing application, select *Restore All Modules*.
- To restore defaults for all panels within a specific module, select the module in the Preferences list and then select *Restore Module <Module Name>* from the Restore Defaults menu.
- To restore defaults for a single panel only, select the panel in the Preferences list and then select *Restore Panel <Panel Name>* from the Restore Defaults menu.

Resizing and Moving the Preferences Dialog

You can move the Preferences dialog by dragging its title bar. You also can resize it. If the Preferences panel is too large to fit in the right side of the Preferences dialog, scroll bars will appear so you can move within the panel.

The next time you open the Preferences dialog, it will be located in the same place and be of the same size as when you last opened it. The panel you last worked in will be displayed.

Setting Your Connection Speed

Blackboard Collaborate is designed to ensure that you are always experiencing a session synchronized with all participants, live in real time. To do this, Blackboard Collaborate matches the rate at which the server sends information to you with the setting you chose for connection speed. (See the Knowledge Base article 1551 to learn more about the importance of setting the correct connection speed.)

The first time you join a session, the Select Connection Speed dialog appears, prompting you to select the connection speed that you will be using. After you exit the session, the connection speed is automatically saved with the preferences.

Note: You can quickly see what your current connection speed is by viewing it under the Information menu. See *Getting Session Connection Information* on page 46.

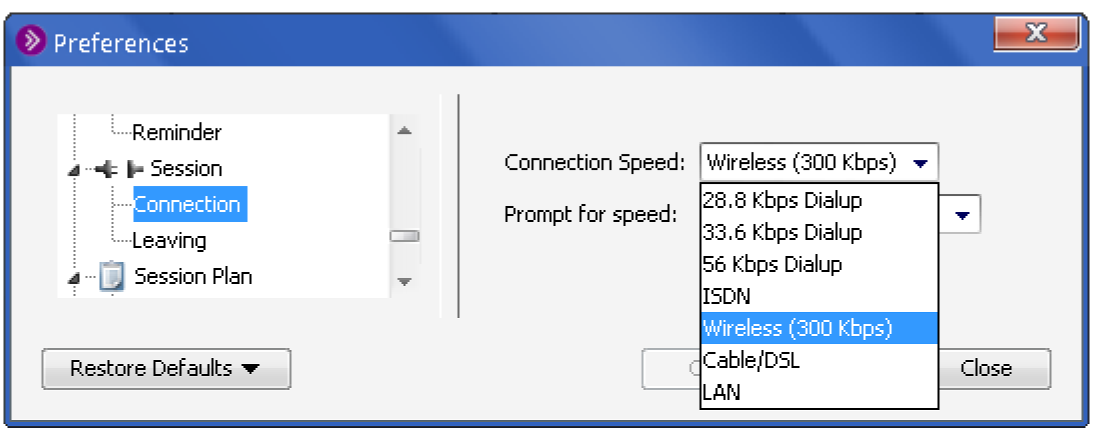
Another way to set your connection speed is through the Preferences dialog. You may do this in an offline session (see *Launching an Offline Blackboard Collaborate Web Conferencing Session* on page 21) or anytime within a live session.

Configure your connection speed in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select *Connection* under *Session*. The Connection preferences panel appears.



3. From the list of *Connection Speed* options, select the modem or line speed that your computer is using to connect to the Blackboard Collaborate web conferencing Server. In most cases, this means your **Internet** connection speed.

> **Warning:** Setting the incorrect connection speed (either higher or lower) may result in poor performance.

Select	If your connection is …
28.8K Dialup	28.8K modem
33.6K Dialup	33.6K modem
56K Dialup	56K modem
ISDN	High-speed dedicated telephone connection
Wireless	Wireless connection
Cable/DSL	High-speed cable connection or Digital Subscriber Line
LAN	Local Area Network

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

> **Note:** You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Prompting for the Connection Speed

Because your connection speed settings are saved for the next time you log in, you may find the appearance of the Select connection speed dialog box to be unnecessary. We have provided an option where you can decide whether you would like this dialog box to appear, never appear, or appear only when the location changes (that is, your IP Address changes).

Configure your connection speed prompt in the Preferences dialog.

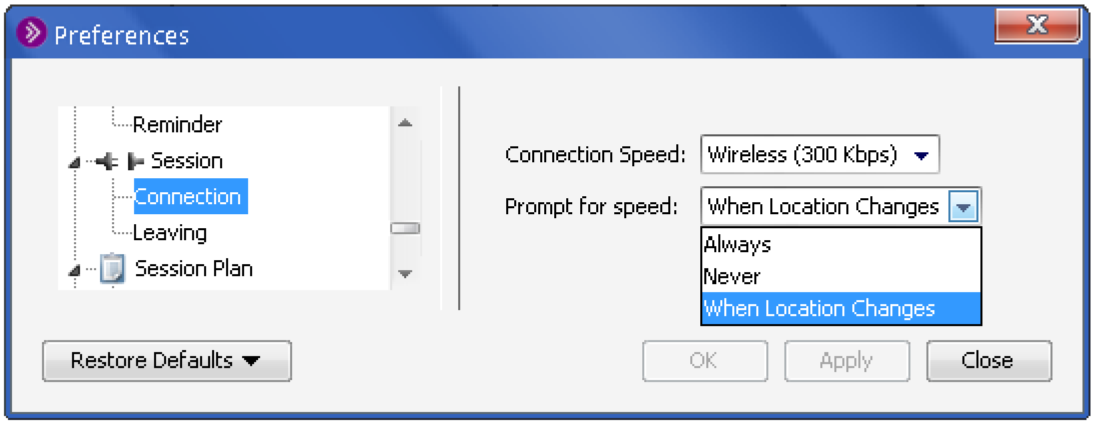
1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)

- Enter Ctrl+Comma (Windows & Linux)

  Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Connection* under *Session*. The Connection preferences panel appears.



3. From the list of *Prompt for speed* options, select your desired option.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

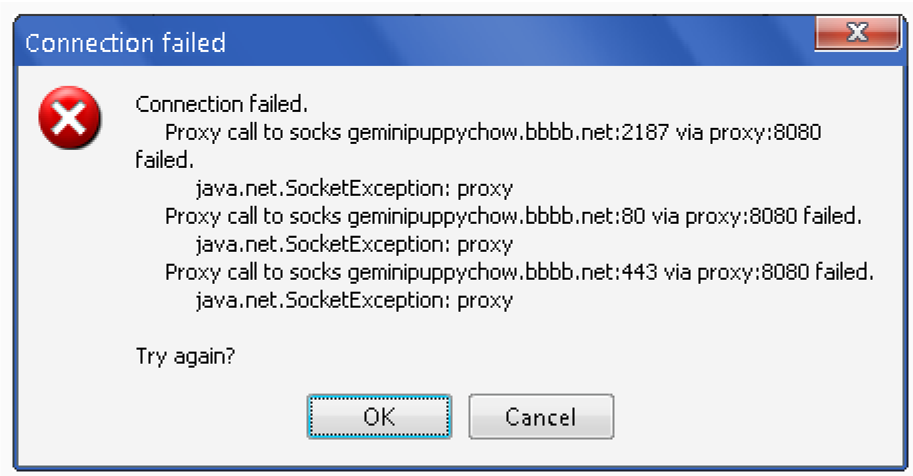
Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Setting Your Proxy Configuration

If you are connecting through an Internet firewall, which is set up to block both outbound and inbound connections and web browsing that is done through an HTTP or HTTPS proxy server, you may have to change the Proxy Settings preference in Blackboard Collaborate web conferencing

By default, Blackboard Collaborate inherits the same proxy settings as the browser it was launched through. If Blackboard Collaborate is unable to automatically detect the proxy settings it will be unable to connect to the Session. In this case, you may be able to start Blackboard Collaborate web conferencing but not be able to join a session.

If Blackboard Collaborate encounters a proxy configuration error, it will return a Connection failed error message similar to the one below.



If this happens, you may have to change your Proxy Settings to enable Blackboard Collaborate web conferencing to communicate with your proxy server.

Note: Ask your System Administrator to provide you with the necessary proxy server information.

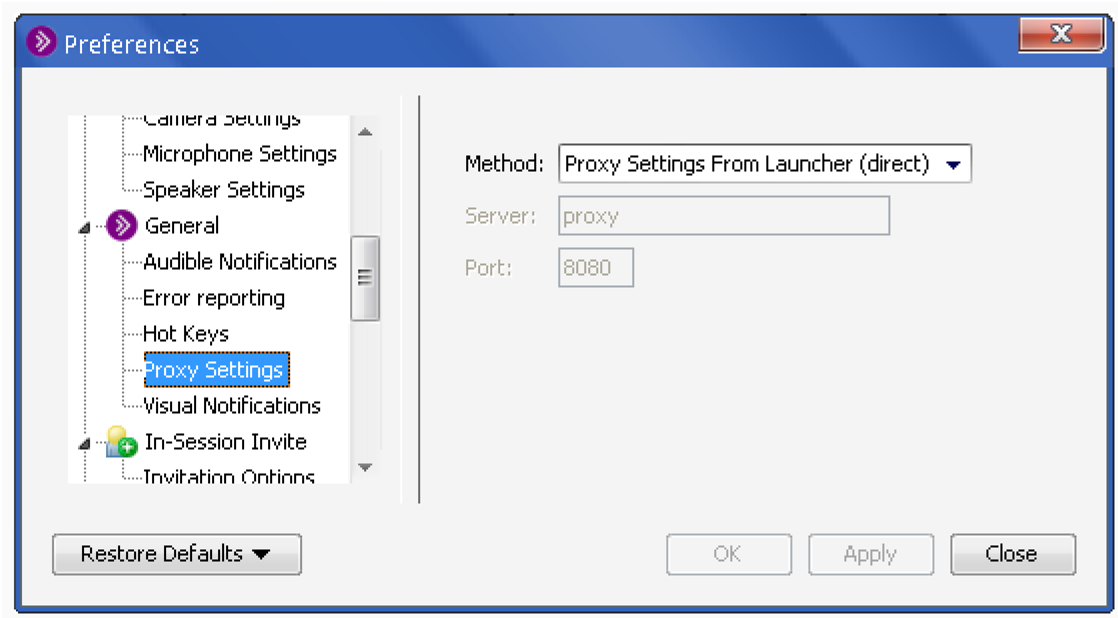
To Configure your Proxy Settings in the Preferences:

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Proxy Settings* under *General*. The Proxy Settings preferences panel appears.



3. Select the desired *Method* option from the Method drop-down list. The choices are the following:

   - *Proxy Settings From Launcher (<proxy setting>)* – Blackboard Collaborate uses the connection settings from Java Web Start. If manual proxy settings are not provided to Java Web Start, it will attempt to detect these settings on its own and then pass the results to Blackboard Collaborate This is the default proxy setting and should be changed only if you are unable to establish a reliable connection.

     > **Note**: <proxy setting> will be whichever type of proxy setting is detected by the launcher.

   - *Direct Connection* – Specifies that no proxy server is to be used. Blackboard Collaborate web conferencing will connect directly to the appropriate server.
   - *SOCKS V4/V5 Proxy Server* – Specifies that a version 4 SOCKS proxy server is to be used.
   - *HTTPS Proxy Server* – Specifies that a secure HTTPS proxy server is to be used.
   - *HTTP Proxy Server* – Specifies that an HTTP proxy server is to be used.
   - *HTTP Proxy Server (Half-Duplex)* – Specifies that an HTTP proxy server is to be used in reduced bandwidth half duplex mode. Use this option only if you have an HTTP proxy server and you are unable to establish a reliable connection with the previous setting.

- *HTTP Direct* – Specifies that Blackboard Collaborate web conferencing is to connect directly to the server with the HTTP protocol. While this is similar to a direct connection, the use of the HTTP protocol may reduce performance and should be used only if a normal direct connection is not possible.
- *HTTP Direct (Half-Duplex)* – Specifies that Blackboard Collaborate web conferencing is to connect directly to the server with the HTTP protocol in a reduced bandwidth half duplex mode. Use this option only if you require an HTTP direct connection and are unable to establish a reliable connection with the previous setting.

4. Enter your proxy server IP address in the *Server* field and enter your proxy serverport number in the *Port* field. (You may have to ask your System Administrator to provide you with this information.)

> **Note:** For more information on proxy configuration, visit the Knowledge Base (http://support.blackboardcollaborate.com) and search for "proxy".

5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

> **Note:** You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Setting Notification Preferences

Audible Notifications

Audible notifications are system messages sent by Blackboard Collaborate web conferencing to notify users when certain important events occur within the session. These notifications are presented as sounds.

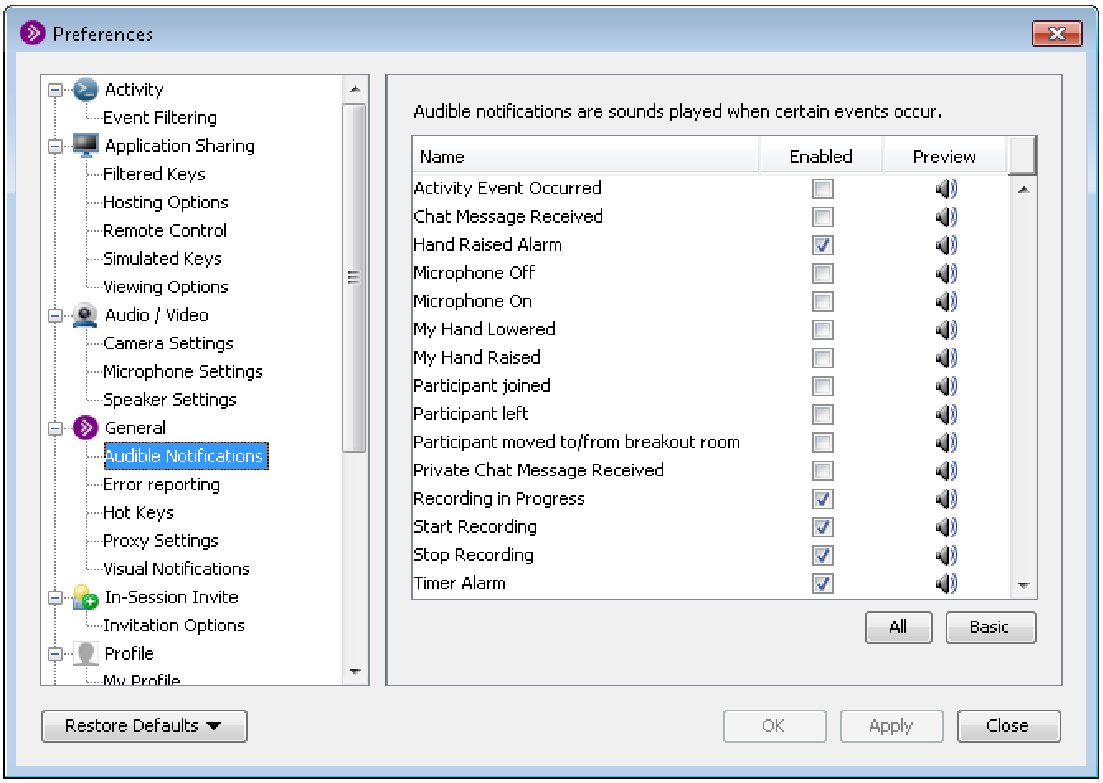
> **Note:** The implementation of audible notifications on mobile devices is different than what is described here. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

In the Preference dialog, you can listen to what each notification sounds like as well as enable or disable the notifications. There are two built-in sets of notifications: Basic and All.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, under *General* select *Audible Notifications*. The Audible Notifications preferences panel appears on the right side of the main Preferences dialog.



3. To hear the sound used for a notification, click on its Preview icon in the right column of the panel.
4. Enable and disable the notifications for the various events in the following ways.
   - To create a custom set of notifications, click on the *Enabled* checkbox (middle column) associated with the desired individual events.
   - Click on the **Basic** button at the bottom of the panel to select the Hand Raised Alarm, Recording in Progress, Start Recording, Stop Recording and Timer Alarm events. This is the default setting.
   - Click on the **All** button at the bottom of the panel to select all events.

5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

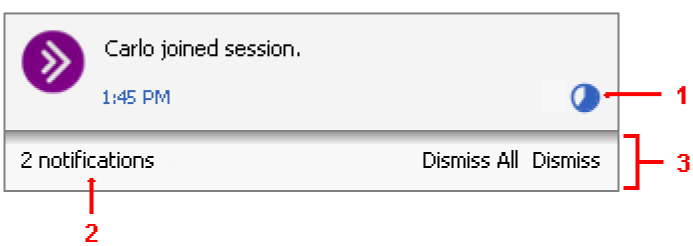
> **Note:** You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Visual Notifications

Visual notifications are system messages sent by Blackboard Collaborate web conferencing to alert users when certain important events occur within a session. These notifications are presented in a floating window. Multiple notifications get queued: the first one is displayed until it times out or you dismiss it (by clicking on the **Dismiss** button in the bottom right corner of the notification), then the next one is displayed, and so on. When there is more than one notification, the window will have a **Dismiss All** button beside the **Dismiss** button and display the number of notifications in the queue in the bottom left corner of the notification.

> **Note:** The implementation of visual notifications on mobile devices is different than what is described here. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

You can judge how long the message will remain open by looking at the Timeout Indicator. You either can dismiss a notification manually (by clicking on the **Dismiss** button) or wait for it to close itself automatically (when the Timeout Indicator runs its course).



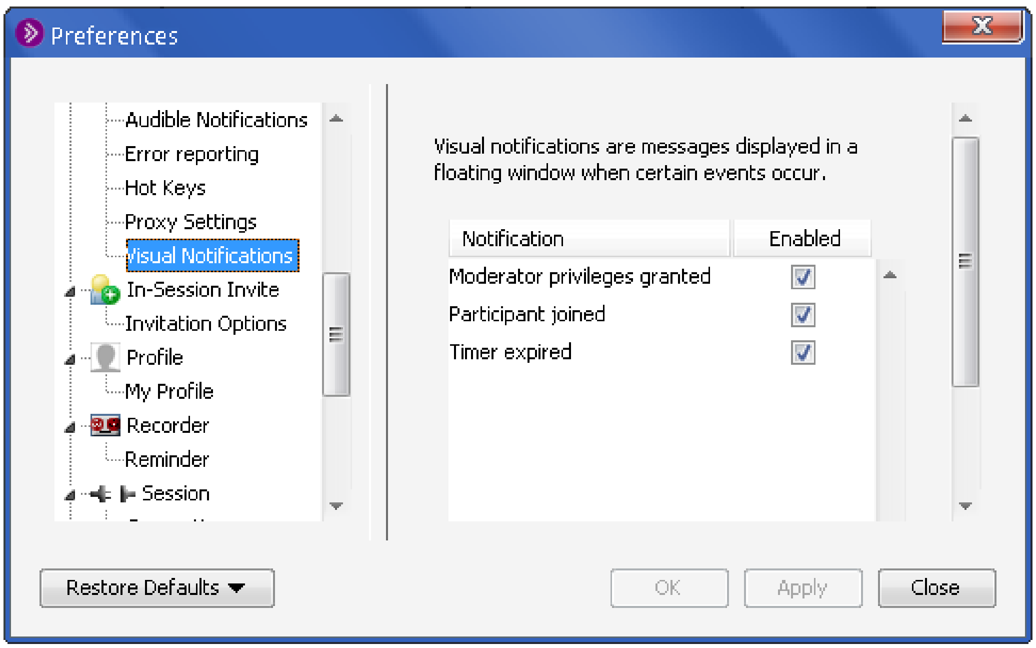
1 Timeout Indicator
2 Number of notifications in the queue
3 Dismissal buttons

In the Preference dialog, you can enable or disable the notifications. By default, all notifications are enabled.

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select *Visual Notifications* under *General*. The Visual Notifications preferences panel appears on the right side of the main Preferences dialog.



3. Enable and disable the notifications for the various events as desired by selecting/deselecting the checkboxes in the Enabled column on the right side of the panel.

Note: The changes you make in the Visual Notifications Preferences panel will not affect what is displayed in the Event panel of the Activity Window.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Leaving and Rejoining a Session

To leave a session while keeping the current Blackboard Collaborate web conferencing application window open, open the *Help* menu and select *Leave Session*.

Note: When all Moderators have left the session, individual permissions set by a Moderator will be reversed (will go back to their defaults) and the current set of global permissions will remain as is.

To rejoin the session if you have left or been removed, open the *Help* menu and select *Join Session*.

Launching an Offline Blackboard Collaborate Web Conferencing Session

To familiarize yourself with the Whiteboard tools or to configure your Audio, you can use an offline Blackboard Collaborate web conferencing session. An offline Blackboard Collaborate session can be accessed at any time. You also can create or review presentations and/or quizzes.

Note: The Participants panel, Chat, Audio, Application Sharing and Web Tour do not function in an offline Blackboard Collaborate session.

Note: To load a Whiteboard presentation into an offline Blackboard Collaborate session, you must be in your private work area.

There are two ways to launch an offline session:

- Leave a live session without closing the Blackboard Collaborate application. (See *Leaving and Rejoining a Session* above.) All Chat messages and Whiteboard pages that were visible in the session remain so you can review, print or save them.

- Use the configuration room available through the Support Portal:
  1. Open http://support.blackboardcollaborate.com .
  2. Browse to First Time Users and then to Step 2 under Blackboard Collaborate Web Conferencing.
  3. Click on the link Configuration Room.

Chapter 3

Attending Sessions on Mobile Devices

Important Note: Do not attempt to moderate a session from a mobile device. **Moderator-only functions (such as loading content and session permissions) are not supported on mobile devices.** Moderators should join the session from a desktop or laptop computer.

Note: Accessing and participating in web conferencing sessions on mobile devices is not supported for all user login groups. Contact your Blackboard Collaborate system administrator for details.

The following Blackboard Collaborate web conferencing functionality is supported on mobile devices (mobile phones and tablets):

- use Audio to communicate
- interact with others via the Participants panel
  - use Raised Hand and Stepped Away indicators
  - enter polling responses
  - see who is in your current room (either Main room or Breakout Room)
- enter and read Chat messages

- view Application Sharing
- view Whiteboard
- attend Breakout Rooms

Note: For a discussion of attending sessions on mobile devices, refer to the Mobile User's Guide for your device (iOS or Android) on the On-Demand Learning Center: http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx#documentation

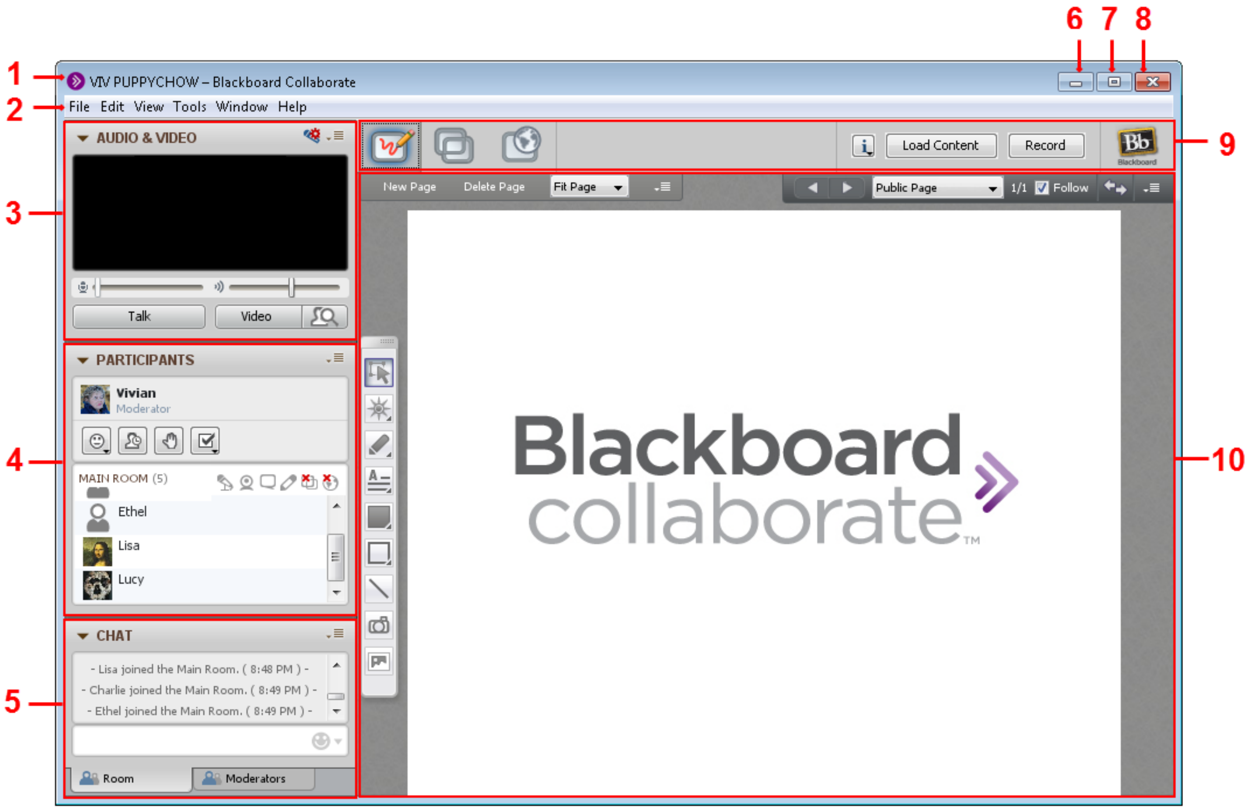
Chapter 4

The Blackboard Collaborate Web Conferencing Room

The Blackboard Collaborate web conferencing room consists of six main components:

Note: For mobile device users, the Web Conferencing room will not be exactly as described in this chapter. For a discussion of attending sessions on mobile devices, refer to the Mobile User's Guide for your device (iOS or Android) on the On-Demand Learning Center: http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx#documentation

Term	Meaning
Menu bar	The Menu bar contains the File, Edit, View, Tools, Windows and Help menus.
Audio & Video panel	The Audio & Video panel enables you to participate in conversations using either a microphone and speakers (or headset) or via a teleconference. You also can transmit and receive Video during the session and preview your video before transmitting it.
Participants panel	The Participants panel provides a list of all Participants and Moderators in the session and information about their current activities, such as talking (Audio), transmitting Video, sending a Chat message, using the Whiteboard drawing tools and conducting an Application Sharing session. Above the Participants list is a small toolbar containing buttons for raising your hand and stepping away from the session and menus for selecting polling responses and feedback options.
Chat panel	The Chat panel enables you to send Chat messages to everyone in the room or to Moderators only. By selecting names in the Participants list, you can send private Chat messages to individuals. Messages can be printed and saved to track session communication.
Collaboration toolbar	The Collaboration toolbar (at the top of the Content area) contains three buttons for switching between the three content modes (Whiteboard, Application Sharing and Web Tour) in the Content area; an Information menu for obtaining session information (e.g., connection type) and starting the Timer; a Load Content button for loading content into the session; and the Record button.
Content area	The Content area is the main presentation window. Moderators use this region to load presentations. Everyone can use the tools on the Whiteboard to draw or write. All the objects and images on the Whiteboard are dynamic and can be modified. Everyone can print the Whiteboard pages or save them to a file to review later (unless the Whiteboard has been protected).



1	Title bar	6	Minimize button
2	Menu bar	7	Maximize button
3	Audio & Video panel	8	Close button
4	Participants panel	9	Collaboration toolbar
5	Chat panel	10	Content area

This chapter describes the Blackboard Collaborate menus, Collaboration toolbar and Content area modes, and discusses how to use mnemonics and keyboard shortcuts, manage your panels and windows and exit the session. The Audio & Video, Participants, Chat and Audio, panels and the three content modes (the Whiteboard, Application Sharing and Web Tour) are described in detail in their respective chapters.

Note: The terms Moderator, Participant, Session and Breakout Room are the default terms used in the user interface. However, your system administrator may redefine these terms, so various elements in the user interface may be different in your user interface than what is documented in this guide. For example, if the administrator changes "Moderator" to "Instructor", the command "Give Moderator Privileges" will be "Give Instructor Privileges" in your user interface.

The Content Area Modes

The content area on the right side of your Blackboard Collaborate web conferencing interface, enables you to exchange information and ideas with others through three different features:

- the Whiteboard, for sharing presentations and drawings;
- Application Sharing, for sharing individual applications or your entire desktop; and
- Web Tour, for sharing web pages.

These features share space in the content area, with each representing a "mode" in the content area, so you will be able to see the content of only one mode at a time. The Whiteboard content is persistent so will be there when you move to another mode and then return to the Whiteboard. Application Sharing content is persistent but you need to Resume Sharing when you return to Application Sharing in order to see it. Web Tour content will always have to be reloaded (URL entered again) when you switch modes and return to Web Tour.

Only certain users can switch between modes:

- Moderators can switch between all modes.
- Participants with Application Sharing permission can switch to Application Sharing mode and back to Whiteboard mode.
- Participants with Web Tour permission can switch to Web Tour mode and back to Whiteboard mode.

Note: Participants who have Whiteboard permission but not Application Sharing or Web Tour permission are not able to switch to Whiteboard mode from either of the other two modes. This safeguards against Participants switching modes during someone else's Web Tour or Application Sharing presentation.

When someone switches modes, everyone in the session will follow them to the new mode.

Caution: Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

To switch modes, do one of the following:

- Click on the button in the Collaboration toolbar associated with the desired mode.
- Select the desired mode from the View menu.
- Use the keyboard shortcut associated with the desired mode:
  - Whiteboard mode: Ctrl+Alt+W (Command-Option-W on Mac)
  - Application Sharing mode: Ctrl+Alt+A (Command-Option-S on Mac)
  - Web Tour mode: Ctrl+Alt+U (Command-Option-U on Mac)

You can easily see which mode is selected by noting which button in the Collaboration toolbar is colored. In the Collaboration toolbar below, the current mode is Whiteboard mode.

1 Whiteboard mode button

2 Application Sharing mode button

3 Web Tour mode button

Managing Panels and Windows

The Blackboard Collaborate web conferencing interface consists of panels and windows. Panels can be collapsed, expanded, detached and reattached, resized and, in their detached state, can be moved. The side panels (Audio & Video, Participants and Chat) also can be hidden. For details, see *Working with Panels* below.

The main application window can be minimized, maximized, moved, resized and closed. Other windows can be opened, moved, resized and closed. For details, see *Working with Windows* on page 31.

Working with Panels

The default when you first join a Blackboard Collaborate web conferencing session is for the Participants and Chat panels to be expanded and attached and the Audio & Video panel to be collapsed and attached. Blackboard Collaborate will remember the state in which you left your panels (expanded or collapsed and attached or detached) from one session to the next (but only if you are logged in to the same computer).

Below are the ways you can manage your panels:

- **Collapse and expand a panel:** By default, the panels are expanded. If you want to make more room for one of the panels, you can collapse the others.

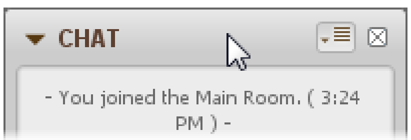
  To collapse a panel, click on the Collapse button in the panel's title bar:

  To expand the panel back to its former state, click on the Expand button in the panel's title bar:

- **Move a panel:** Grab the panel (either attached or detached) by its title bar and, while holding down your mouse, drag it to the desired location and then drop it by releasing the mouse.

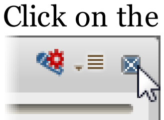
- **Detach and reattach a panel:** Panels can be detached so you can move them to a more convenient location.

  To detach a panel, do one of the following:

  - From the Options menu, select Detach Panel.
  - Drag and drop the panel out of the main application window. (See **Move a panel** above.)

  To reattach a panel, do one of the following:

  - From the Options menu, select Attach Panel.
  - Drag and drop the panel back into the main application window. (See **Move a panel** above.)
  - From the *View* menu, select *Restore Default* Layout.
  - Click on the panel's Close button:

- **Reorder an attached panel:** Drag and drop the panel up or down within the side bar area (left side) of the main application window. (See **Move a panel** above.)

- **Hide attached side panels:** You can make the Content area larger by hiding the side bar area (left side) of the main application window. To do so, in the *View* menu, unselect (uncheck) *Show Side Bar*. To restrore the side bar, reselect it. Alternatively, you can grab the border of any one of the panels and drag it all the way to the left. To bring the side bar back, grab it again and move to the right.

- **Resize a panel:** Grab a panel border and drag it. Hold your mouse over any side (either attached or detached) or a corner (detached only) and, when the cursor changes to a two-headed arrow, click and drag the border of the panel to contract or expand it.

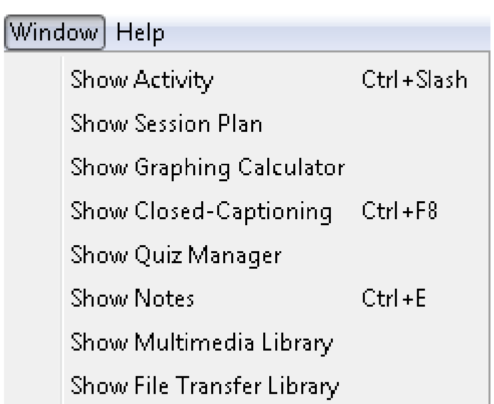
- **Un-obscure detached panels:** If part of the panel is obscured by another panel or window, click anywhere on the panel to bring it to the front of the other panel or window.

Working with Windows

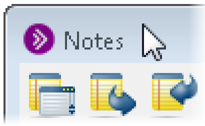
There are a number of different kinds of windows in Blackboard Collaborate web conferencing: the main application window, module windows (such as the Notes window and the Multimedia Library), dialog boxes (such as the Preferences dialog and Create Breakout Rooms dialog) and utility windows (such as the Object Explorer and Page Explorer).

Below are the ways you can manage your windows:

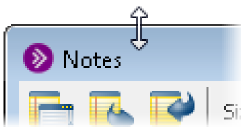
- **Open the main application window:** To open the window you need to join the session by clicking on a link. For details, see *Joining a Blackboard Collaborate Web Conferencing Session* on page 8.
- **Open a main module window:** To open the window of one of the main modules, select it from the Window menu or, if available, open it using its associated keyboard shortcut (see *Keyboard Shortcuts* on page 35.)



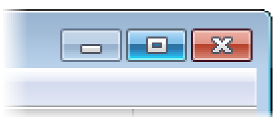
- **Move a window:** Grab the window by its title bar and, while holding down your mouse, drag it to the desired location and then drop it by releasing the mouse.



- **To resize a window:** Grab a window border and drag it. Hold your mouse over any side or a corner and, when the cursor changes to a two-headed arrow, click and drag the border of the window to contract or expand it.



- **Minimize or maximize the main application window:** Use the standard conventions of your operating system for minimizing and maximizing windows. For example, on Windows, use the Minimize and Maximize buttons in the window's title bar:



- **Un-obscure a window:** If part of a window is obscured by another window or panel, click on the window itself to bring it to the front of the other window or panel.

> **Tip:** If you can't find a window because it is hidden beneath other windows, an easy way to find it is to select *Restore Default Layout* from the *View* menu and then open your window again.

- **Close a main module window:** To close a main module window, do one of the following:
  - Click on the window's **Close** button in the title bar of the window.
  - Enter Ctrl+W (Command-W on Mac)
  - Enter Alt+F4 (Windows and Linux only)
- **Close the main application window:** If you close the main application window you will leave the session. For details, see *Closing the Application* on page 46.

The Menus

Most of the functionality of Blackboard Collaborate web conferencing can be accessed through the menus. In addition to selecting menu options with your mouse, you can use mnemonics and, for some functions, keyboard shortcuts (see *Using Mnemonic and Keyboard Shortcuts* on page 34).

Menus in the Main Menu Bar

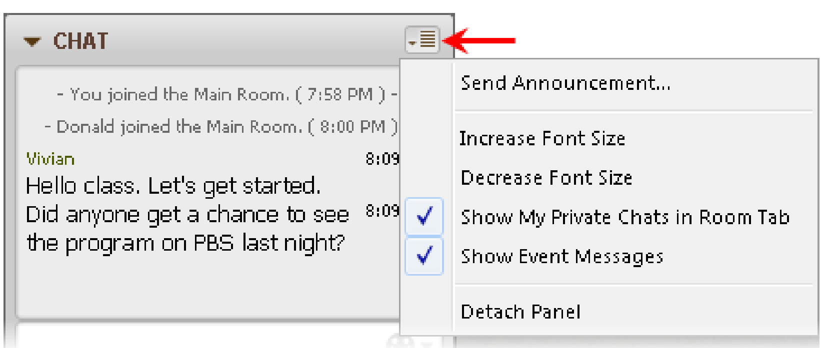
The following menus are available in Blackboard Collaborate in the main menu bar:

- **File menu:** Contains file-related commands (New, Open, Save and Print) for Whiteboard files, Multimedia files, files for transfer, quizzes, session plans, Chat conversations and the Participants list. It is also where you will find the Exit command for closing Blackboard Collaborate web conferencing.
- **Edit menu:** Contains standard editing commands (Cut, Copy, Paste and Select All) and enables you to open the Preferences dialog.
- **View menu:** Contains commands for changing your window layout and changing content modes (Whiteboard, Application Sharing and Web Tour).
- **Tools menu:** Contains sub-menus for using the various tools in Blackboard Collaborate: Application Sharing, Audio, Breakout Rooms, Chat, Graphing Calculator, In-Session Invite, Interaction, Moderator, Polling, Profile, Recorder, Session Plan, Telephony, Timer, Video and Whiteboard.
- **Window menu:** Enables you to open the following windows: Activity, Session Plan, Graphing Calculator, Closed-Captioning, Quiz Manager, Notes, Multimedia Library and File Transfer Library.
- **Help menu:** Gives you access to documentation (a table of Keyboard Shortcuts, the Accessibility Guide, the Blackboard Collaborate Essentials Guide and the On-Demand Learning Center web site), provides diagnostic tools (that Support personnel may ask you to use to help troubleshoot an issue), enables you to leave the session without closing the application (and then rejoin it) and provides general information about the Blackboard Collaborate web conferencing software.

Drop-Down Menus

In addition to the menus in the main menu bar, Blackboard Collaborate has a number of drop-down menus throughout the interface. Two types of drop-down menus are noteworthy:

- **Options menus:** Most of the main modules in the interface have their own Options menus to give you quick access to commands specific to those modules. (These commands also can be found in the main menus.)



To open an Options menu, either click on it with your mouse or use the keyboard shortcut Ctrl+Shift+O (Command-Shift-O on Mac).

Tip: The keyboard shortcut will open the Options menu of whichever module currently has keyboard focus. Be sure to move focus to the desired module before using the keyboard shortcut.

- **Participant interaction menus:** There are two drop-down menus in the Participants panel that enable you to enter your feedback and responses in the Participants list: the Feedback menu containing emoticons (see *Entering Feedback* on page 64) and the Polling Response menu (see*Polling* on page 67). By default, whatever you select from one of these menus will be displayed in the Participants list (next to your name) for everyone to see. (A Moderator may turn off the display of polling responses.)

Tip: You do not need to click on these menus to open them. They will open up automatically when you hover your mouse over them.

Using Mnemonic and Keyboard Shortcuts

Instead of using your mouse to select a menu option, you can use your keyboard. Using mnemonic or Keyboard Shortcuts saves time because you do not have to complete multiple steps (e.g., clicking on a menu and then clicking on an option), nor do you have to take your hand off the keyboard to issue the command.

Note: Mnemonic and standard Keyboard Shortcuts are enabled only when you have input focus on the Blackboard Collaborate web conferencing window. Focus is not required for Hot Keys.

Mnemonics

A mnemonic is an underlined letter or number that appears in a menu title or menu option that, when pressed in conjunction with the ALT key, activates a command or navigates to an element in the user interface.

Mac Note: Keyboard mnemonics are not supported on the Mac.

Note: On Windows, depending upon your configuration, you may have to toggle ALT the key before the options in the menus will display the underlined character or number.

To choose a menu option with mnemonics, do the following:

1. Press the ALT key, note which letter or number (mnemonic) is underlined in the desired menu name and enter it on your keyboard. The menu options for that main menu will appear. For example, if you press ALT+F, the File menu will appear.
2. Again, note the mnemonic for the desired option in the menu and enter it, with or without the ALT key.

   To select a menu option from a sub-menu, repeat step 2.

Keyboard Shortcuts

You can quickly accomplish tasks you perform frequently by using keyboard shortcuts (both standard keyboard shortcuts and hot keys). Keyboard shortcuts are one or more keys you press in combination to perform a function within Blackboard Collaborate web conferencing. For example, instead of clicking the **Raise Hand** button in the Participants panel or selecting *Raise Hand* from the Interaction menu, you can press Ctrl+R (Command-R on Mac OS X) to raise your hand.

Hot keys differ from standard keyboard shortcuts in some important ways. For details, and a discussion of hot keys, see *Hot Keys* on page 41.

Note: The keyboard shortcuts were defined with an extended (full) keyboard layout in mind. If your keyboard does not have a key used in a keyboard shortcut, you will need to use the menu item or toolbar button to perform the desired function.

Caution: If you are sharing an application that has a keyboard shortcut identical to one in Blackboard Collaborate, and focus is on Application Sharing, the shortcut will activate its associated command in the shared application, not in Blackboard Collaborate.

The following table lists the keyboard shortcuts (both standard and hot keys) present in Blackboard Collaborate to quickly perform a number of common functions.The first column describes the function to be performed, the second column lists the Windows and Linux keyboard shortcuts and the third column gives the Mac keyboard shortcuts. Keys are grouped into sections based on the Blackboard Collaborate module being used.

Note: To access the list of keyboard shortcuts while in a session, select *Keyboard Shortcuts* from the *Help* menu.

Function	Windows, etc. keys	Mac keys
Application, Window and File Functions		
Quit Blackboard Collaborate	Alt+F4 Ctrl+Q	Command-Q
Hide Blackboard Collaborate	N/A	Command-H
Hide other applications	N/A	Option-Command-H
Close window (Notes, File Transfer, Activity, Closed-Captioning, Session Plan, Quiz, Multimedia, Calculator)	Alt+F4 Ctrl+W	Command-W
Switch to Whiteboard Mode	Ctrl+Alt+W	Command-Option-W
Switch to Application Sharing Mode	Ctrl+Alt+A	Command-Option-A
Switch to Web Tour Mode	Ctrl+Alt+U	Command-Option-U
Open Preferences dialog box	Ctrl+Comma	Command-Comma
Create new Quiz, Whiteboard screen or Whiteboard page group	Ctrl+N	Command-N
Open Multimedia file, Quiz, Session Plan, file for transfer or Whiteboard presentation	Ctrl+O	Command-O
Save Participants list, Chat conversation, Quiz, Session Plan or Whiteboard	Ctrl+S	Command-S
Print Participants list, Session Plan or Whiteboard	Ctrl+P	Command-P
Keyboard Navigation Functions		
Move to the **next** main module in the user interface. The default order is Participants panel, Chat panel, Collaboration toolbar, Action bar and Audio& Video panel. (If you change the order of the panels, the order will change.)	F6	F6
Open the Action bars of Whiteboard Mode and Web Tour mode	F6	F6
Move to the **previous** main module in the user interface. (See F6 above for the order of modules.)	Shift+F6	Shift-F6

Function	Windows, etc. keys	Mac keys
Move to the **next** user interface element (e.g., button, field, option) in a main module or UI element. For example, if focus is in the Collaboration toolbar, Tab and Shift-Tab can be used to move between the three modes (Whiteboard, Application Sharing and Web Tour), the Information menu, the Load Content button and the Record button.	Tab	Tab
Move to the **previous** user interface element (e.g., button, field, option) in a main module (see example for Tab above)	Shift+Tab	Shift-Tab
Activate the currently selected function	Space	Space
Enable tabbing in toolbars of secondary windows (Closed Captioning, Notes, Activity Window, File Transfer, Session Plan, Quiz, Multimedia)	Alt+F8	Option-F8
Move keyboard focus between open windows (Notes, File Transfer, Activity, Closed-Captioning, Session Plan, Quiz, Multimedia, Calculator)	Alt+F6 (Windows XP and Linux only)	Command-`
Open Options menu of the panel or toolbar in focus (Audio & Video, Chat, Participants, Whiteboard action bar, Whiteboard navigation bar or Web Tour)	Ctrl+Shift+O	Command-Shift-O
Activity Window Functions		
Open Activity Window	Ctrl+/	Command-/
Close Activity Window	Ctrl+/ Alt+F4 Ctrl+W	Command-W
Audio Functions		
Press the Talk button (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+F2	Control-F2

Function	Windows, etc. keys	Mac keys
Release the Talk button (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+F2	Control-F2
Adjust microphone level down	Ctrl+Shift+Down Arrow	Command-Shift-Down Arrow
Adjust microphone level up	Ctrl+Shift+Up Arrow	Command-Shift-Up Arrow
Adjust speaker level down	Ctrl+Alt+Down Arrow	Command-Option-Down Arrow
Adjust speaker level up	Ctrl+Alt+Up Arrow	Command-Option-Up Arrow
Video Functions		
Start Video transmission (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+F3	Control-F3
Stop Video transmission (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+F3	Control-F3
Whiteboard Functions		
Switch to Whiteboard Mode	Ctrl+Alt+W	Command-Option-W
Select all objects in Whiteboard	Ctrl+A	Command-A
Open Page Explorer window	Ctrl+Shift+P	Command-Shift-P
Open Object Explorer window	Ctrl+Shift+T	Command-Shift-T
Copy selected object(s) or text in Whiteboard	Ctrl+C	Command-C
Cut selected object(s) or text in Whiteboard	Ctrl+X	Command-X
Paste copied or cut object(s) or text to Whiteboard	Ctrl+V	Command-V
Group selected objects	Ctrl+G	Command-G
Group selected objects and send to background	Ctrl+B	Command-B
Ungroup selected objects	Ctrl+U	Command-U

Function	Windows, etc. keys	Mac keys
Delete selected object(s) or text in Whiteboard	Delete Backspace	Delete Backspace
Go to next page	Alt+Page Down	Option-Page Down
Go to previous page	Alt+Page Up	Option-Page Up
Move to first page at this topic level	Alt+Home	Option-Home
Move to last page at this topic level	Alt+End	Option-End
Application Sharing Functions		
Send Application Sharing snapshot to Whiteboard (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+Print Screen	Control-F13
Take back control of Application Sharing (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+Space	Control-Space
Stop Application Sharing (**Note:** this is a Hot Key — see *Hot Keys* on page 41.)	Ctrl+Shift+S	Control-Shift-S
Chat Functions		
Move cursor to the Message text box of the Chat panel	Ctrl+M	Command-M
Select all Chat text in conversation pane	Ctrl+A	Command-A
Copy selected Chat text in conversation pane	Ctrl+C	Command-C
Paste copied Chat text to Chat Message text box, Whiteboard or external application	Ctrl+V	Command-V
Participant Panel Functions		
Raise or lower your hand	Ctrl+R	Command-R
Show that you have stepped away or come back	Ctrl+Shift+A	Command-Shift-A
Show smiley face	Alt+1	Option-1
Show LOL	Alt+2	Option-2
Show applause	Alt+3	Option-3

Function	Windows, etc. keys	Mac keys
Show confusion	Alt+4	Option-4
Show approval	Alt+5	Option-5
Show disapproval	Alt+6	Option-6
Show Slower (when you want the presenter to slow down)	Alt+7	Option-7
Show Faster (when you want the presenter to speed up)	Alt+8	Option-8
Show None (when you want to clear all displayed emoticons)	Alt+0	Option-0
Notes Functions		
Open Notes window	Ctrl+E	Command-E
Close Notes window	Alt+F4 Ctrl+W	Command-W
Session Plans Functions		
Go to the next item	Ctrl+]	Command-]
Go to the previous item	Ctrl+[	Command-[
Close Session Plan window	Alt+F4 Ctrl+W	Command-W
Recording Functions		
Start or stop recording	Ctrl+Shift+R	Command-Shift-R
Add recording index entry	Ctrl+Shift+I	Command-Shift-I
Closed-Captioning Functions		
Open Closed-Captioning window	Ctrl+F8	Command-F8
Close Closed-Captioning window	Alt+F4 Ctrl+W	Command-W
Polling Functions		
Yes - polling response	Ctrl+1	Command-1
No - polling response	Ctrl+2	Command-2
A - polling response	Ctrl+1	Command-1

Function	Windows, etc. keys	Mac keys
B - polling response	Ctrl+2	Command-2
C - polling response	Ctrl+3	Command-3
D - polling response	Ctrl+4	Command-4
E - polling response	Ctrl+5	Command-5
None	Ctrl+0	Command-0

Hot Keys

Hot keys are a type of keyboard shortcut but differ from standard keyboard shortcuts two ways:

- You can modify the definition of these keys.
- You do not need to have input focus on the Blackboard Collaborate web conferencing window to use them (they are available system-wide).

By default, seven hot keys have been defined for the commonly used features in Blackboard Collaborate. You can use these default hot keys (listed in the following table) or define your own in the Preferences dialog. For instructions, see *Configuring Hot Keys* on next page.

Linux Note: Num Lock and Caps Lock must be turned off for Hot Keys to work in a Blackboard Collaborate session running on Linux.

The default values for the two Talk hot keys are the same and the default values for the two Video hot keys are the same. If you keep the default values for the Talk keys, you can use Ctrl+F2 (Control-F2 on Mac) to toggle the Talk button on and off. If you keep the default values for the Video keys, you can use Ctrl+F3 (Control-F3 on Mac) to start and stop Video.

The default hot keys are listed in the following table where the first column describes the function to be performed, the second column lists the Windows and Linux hot key and the third column gives the Mac hot key.

Function	Windows & Linux Key	Mac Key
Press the Talk button	Ctrl+F2	Control-F2
Release the Talk button	Ctrl+F2	Control-F2
Send Application Sharing snapshot to Whiteboard	Ctrl+Print Screen	Control-F13
Take back control of Application Sharing	Ctrl+Space	Control-Space
Stop Application Sharing	Ctrl+Shift+S	Control-Shift+S
Start Video transmission	Ctrl+F3	Control-F3
Stop Video transmission	Ctrl+F3	Control-F3

Configuring Hot Keys

Exercise caution when changing the default definitions of hot keys. Ensure you do not change a hot key definition to that of a hot key used by another application. You also should avoid key combinations that conflict with standard keyboard shortcut operations.

Note: On Windows and Linux, the hot key is restricted to one character. You may include one or more modifier keys (Shift, Control or ALT on Windows).

Mac Note: Mac OS X users must include at least one modifier key in the keystroke: ⇧Shift, ^ Control, ⌥ Option or ⌘ Command) .

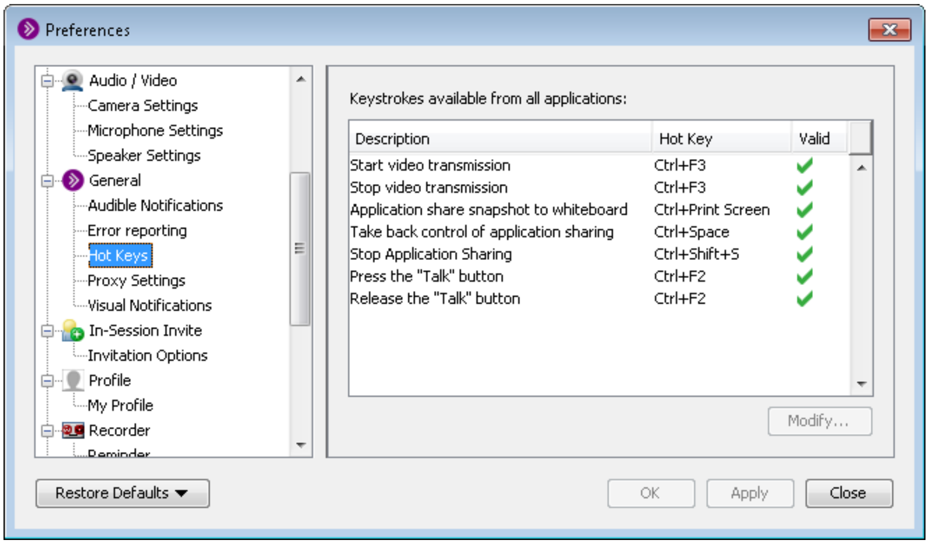
Configure your hot keys in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

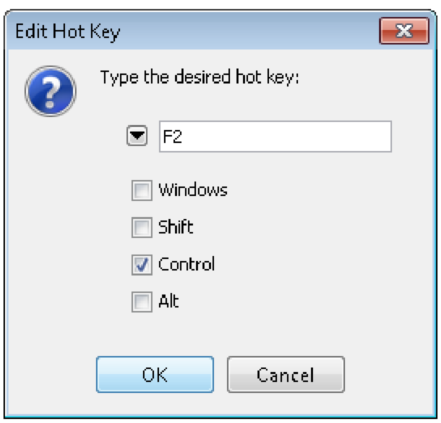
     Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select Hot Keys under General. The Hot Keys preferences panel appears.



Note: If you see an X under the Valid column, this indicates that the hot key is not available. It is likely being used by another open application. Either redefine the hot key to something valid or close the other application.

3. From the Hot key preferences panel, select the hot key you wish to revise and click **Modify...**. The Edit Hot Key dialog opens.



4. Assign the keystrokes. Click on the down arrow to select a key from the key option list and then select the desired modifier keys by clicking on their check boxes. For example, the keystroke in the screen capture above is Ctrl+F2.
5. Click on **OK** to save the hot key configuration and close the Edit Hot Key dialog, or **Cancel** to close the Edit Hot Key dialog without saving your changes.

6. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Loading Content through the Collaboration Toolbar

The Collaboration toolbar enables you to load any type of file into Blackboard Collaborate web conferencing. If the file is of a type used by one of the modules listed below, it will be loaded into that module:

- Whiteboard (.wbd and .wbp) files will be loaded into the Whiteboard.
- PowerPoint (.ppt and .pptx) files will be loaded into the Whiteboard.
- OpenOffice.org (.ppt, .pptx, .sxi and .odp) files will be loaded into the Whiteboard.
- Image (.bmp, .gif, .jpg, .jpeg and .png) files will be loaded into the Whiteboard.
- Quiz (.vcq) files will be loaded into the Quiz Manager.
- Session Plan (.elp and .elpx) files will be loaded into the Session Plan Library.
- Notes (.eln) files will be loaded into the Notes window.
- Multimedia (.mp3, .wmv, .mpeg, .mpeg4, QuickTime and Flash) files will be loaded into the Multimedia Library.

If the file type is not associated with a module, it will be loaded into the File Transfer Library, which supports all file types. (The number of files you can load is dependent upon the size of the files. The default total file size is 10 Megabytes.)

Tip: If you want to load a module-specific file type into the File Transfer Library rather than into its associated module, in the *File* menu, select *Open* and then *File for Transfer*. For further details, see *Loading Files for Transfer* on page 283.)

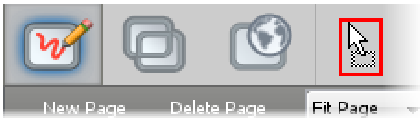
To load a file using the Collaboration toolbar, do the following:

1. (For Whiteboard content only) Move to the page you want to be the "current page" referenced by the *Page Insertion Location* preference. This option lets you insert the new Whiteboard content before or after the current page or replace the current page. (For

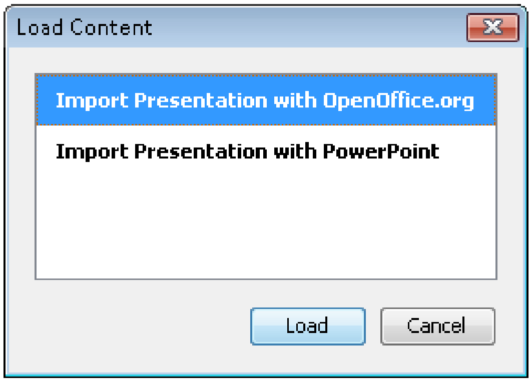
details, see *Setting Whiteboard Preferences* on page 179.)

2. Add your content file in one of the following ways:
    - Click on the Load Content button in the Collaboration toolbar. The Load File dialog will open. Select the desired file and click **Open**.

    - Drag and drop the desired file onto the Collaboration toolbar. You will see a dashed box added to your cursor as you drop the file.



3. (For .ppt and .pptx files only) You will be prompted to to select the converter you want to use to import the presentation file into the Whiteboard file (OpenOffice.org converter or PowerPoint converter) and click on **Load**.



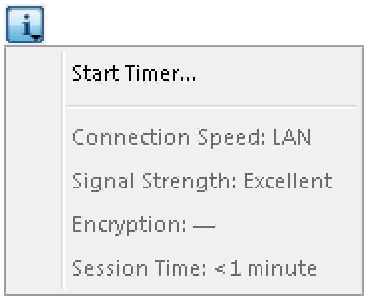
The converter will open, showing you the progress of the conversion.

The module into which the file is being loaded will open (e.g, if loading an .mpeg file, the Multimedia Library will open), giving you immediate access to your file.

Note: For more information about what happens when you load content into the Whiteboard, see *Loading Content through the Load File Dialog* on page 169.

Getting Session Connection Information

You can get information about your session connection through the Information menu in the Collaboration toolbar. (This menu also gives you access to the Timer dialog. See *The Timer* on page 287.)



- **Connection Speed:** This the speed you set, either when you first joined the session or later through the Session Connection preferences panel (see *Setting Your Connection Speed* on page 12).
- **Signal Strength:** This represents the response time of the Blackboard Collaborate server. The possible values are Excellent, Good, Fair, Low and — (which means Disconnected).
- **Encryption:** This indicates whether or not your communication with the Blackboard Collaborate server is encrypted. The possible values are SSL (which means encrypted) and — (which means not encrypted).
- **Session Time:** This is the length of time that the session has been in progress, including the time before you joined the session.

Closing the Application

To close the Blackboard Collaborate web conferencing application, do one of the following:

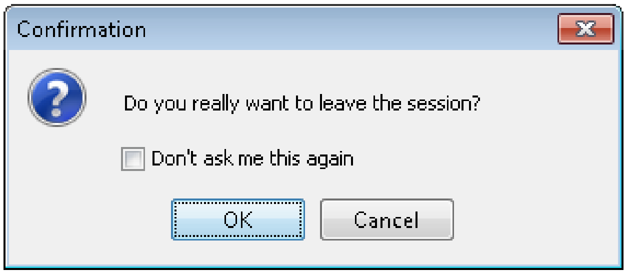
- From the *File* menu, select *Exit* (Windows and Linux) or from the Blackboard Collaborate web conferencing menu, select *Quit* (Mac OS X).
- Click on the window's **Close** button.
- Enter Ctrl+Q (Command-Q on Mac)
- Enter Alt+F4 (Windows and Linux only)

By default, a confirmation dialog will prompt you to confirm whether or not you want to leave the session. For instructions on how to hide this dialog in the future, see *The Confirmation Dialog*.

> **Note:** When you leave a session, you may be directed to a web page defined by the session creator. Your default web browser will launch automatically.

The Confirmation Dialog

By default, you will be prompted to confirm whether or not you want to leave the session. Click on **OK** to leave the session or **Cancel** to stay in the session.

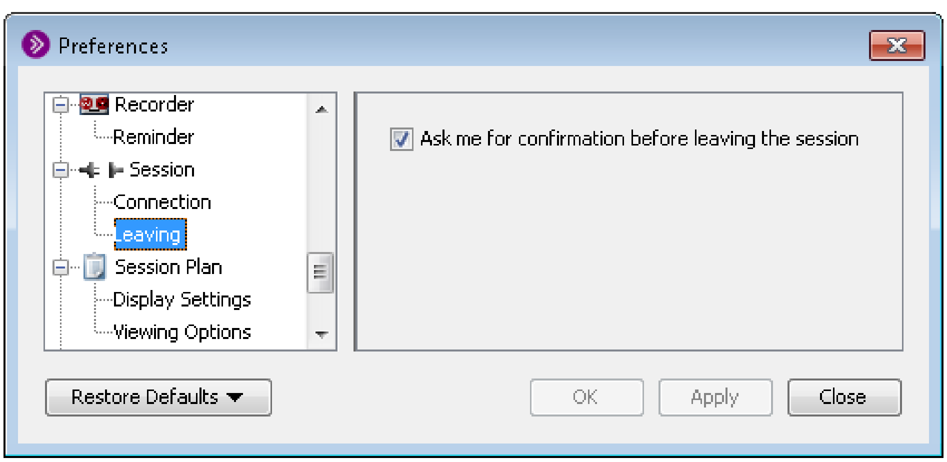


To turn this confirmation off for future sessions, select the option *Don't remind me again* and click on **OK**. You can turn the reminder back on for future session, using the Preferences dialog:

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select Leaving under Session. The Session Leaving preferences panel appears.



3. Unselect the option *Ask for confirmation before leaving a session*.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

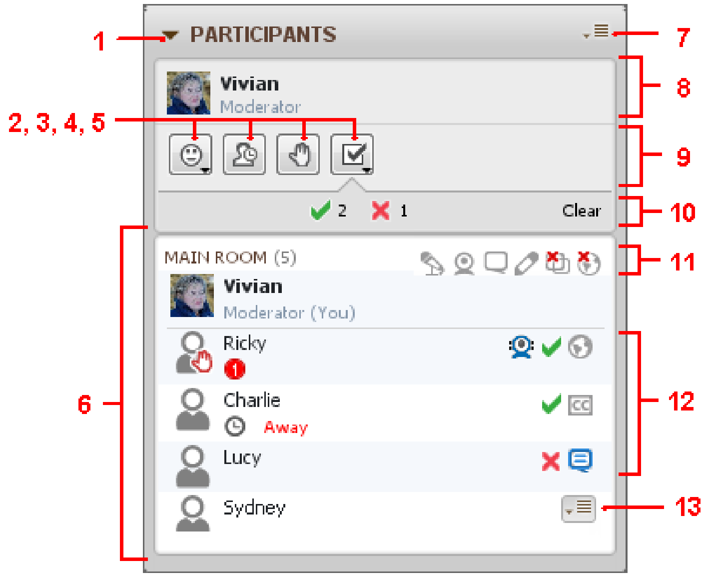
Chapter 5

The Participants Panel

You can think of the Participants panel as your "control center" for conducting a session. It is from here that you manage Participants by granting and revoking their permissions, inviting or removing Participants to or from the session, sending them to breakout rooms, and getting their input through polling. The Participants panel is also the place where you and other Participants can view user profiles and activity indicators. A complete list of Moderator and Participant capabilities is provided in the table in this section.

Note: Not all features of the Participants panel are supported on mobile devices, including the Participant management functions. Log in to the session from a desktop or laptop computer if you want to moderate a session. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Participants panel has the following components:



1	Expand/Collapse button	8	Status area
2	Feedback menu	9	Toolbar
3	Step Away button	10	Polling response bar
4	Raise Hand button	11	Global permissions
5	Polling Response menu	12	Activity indicators
6	Participants list	13	Participant options menu
7	Global options menu		

Your name appears at the top of the Participants panel in the Status area as well as in the Participants list below it. In both places you will see information about your permissions (see *Understanding Permissions* on the facing page), your current activity (see *Status Indicators* on page 66) and your profile (see *Editing Your User Profile* on page 73). In the Participants list, all the Moderators in the session are displayed in alphabetical order at the top of the list (above the horizontal rule), followed by all the Participants, who are also listed in alphabetical order.

Note: For information on working with panels, see *Working with Panels* on page 29

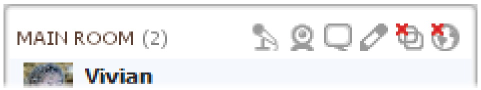
As a Moderator, you can use all the available Participant panel features. Participants can use only a subset of the features. In the following table, checkmarks indicate which functions can be used by Moderators and which can be used by Participants.

Feature	Moderators	Participants
Send a private Chat message	✓	✓
Send self to a breakout room	✓	✓
Save the Participants list	✓	✓
Print the Participants list	✓	✓
See who has joined the session and what permissions they have	✓	✓
See who is currently using a feature (activity lights)	✓	✓
See if any Participants are experiencing delays in receiving the Whiteboard content, Audio, Application Sharing or Video (status indicators)	✓	✓
Interact with others by entering and viewing polling responses, using the emotion indicators and raising your hand	✓	✓
Edit your own profile	✓	✓
View a user's profile	✓	✓
Remove a Participant from the session	✓	
Give or take away Moderator privileges	✓	
Grant or take away a Participant's permission to use a feature	✓	
Create and distribute Participants to various breakout rooms or return them all to the Main room	✓	
Allow Participants to send themselves to breakout rooms	✓	
Invite someone to be a Participant in the session	✓	
Conduct a poll	✓	

Understanding Permissions

As a Moderator, you are automatically given all permissions. The global permissions given to Participants are established when the session is initially created and configured. If permissions are turned on during session configuration, Participants can use all the Blackboard Collaborate web conferencing features except Application Sharing, Web Tour and Closed Captioning. If permissions are turned off during session configuration, Participants will only be able to use the buttons in the toolbar (emoticons, raise hand, etc.), view profiles and send Moderators private Chat messages.

An individual's permissions are displayed next to their name in the Participants list (see *Permission Indicators in the Participants List* on page 54). The Global permissions are displayed at the top of the Participants list:



You can grant additional permissions to all Participants at once using the Global options menu (or the Global permission icons at the top of the Participants list) or to individual Participants using their Participant Options menus (see *Granting and Revoking Permissions to and from Participants* on page 55).

Note: Global permissions apply to breakout rooms as well as the Main room.

There also may be times you want to revoke the permissions of Participants, such as when you want to focus everyone's full attention on what you are presenting or when Participants are abusing their privileges.

The following table shows the icons associated with each permission and describes what the permissions entail.

Icon	Permissions
	The Audio permission allows Participants to talk in the session. If the permission is not granted, they can still listen to others.
	The Video permission allows Participants to transmit video in the session. If the permission is not granted, they can still preview their own video and view the video transmissions of others.
	The Chat permission allows Participants to enter chat messages in the session. If the permission is not granted, they can still send private chat messages to Moderators and read the Chat messages of others.
	The Whiteboard permission allows Participants to use the drawing tools in the Whiteboard. It doesn't allow them to load content (e.g., presentations) into the Whiteboard, which requires Moderator privileges (see *Granting Participants the Moderator Privilege* on page 58), nor to switch to Whiteboard mode from another mode (see *The Content Area Modes* on page 28). Neither does it allow them to navigate between pages in the Main room, which requires the Moderator to turn off the Follow option (see *The Follow Option* on page 204). If the permission is not granted, Participants can still view the Whiteboard content entered by Moderators.
	The Application Sharing permission allows Participants to host an Application Sharing session, including switching to Application Sharing mode (see *The Content Area Modes* on page 28) and back to the Whiteboard. It also enables them to request remote control of anyone's Application Sharing session or the desktop of Moderators or other Participants who also have the Application Sharing permission; in both cases, the request can be denied by the host. If the Application Sharing permission is not granted, Participants can still view others' shared applications or desktops.
	The Web Tour permission allows Participants to host Web Tours and Web Pushes, including switching to Web Tour mode (see *The Content Area Modes* on page 28) and back to the Whiteboard. If the Web Tour permission is not granted, Participants can still view others' Web Tours.
	The Closed-Captioning permission allows Participants to enter text into the Closed-Captioning window. If this permission is not granted, Participants can still read the Closed-Captioning text of others. (Note: this permission can be set only from the Participant option menu – i.e, it cannot be set globally for all Participants.)

Note: For further, feature-specific, information on permissions, please refer to the chapters dedicated to the specific features.

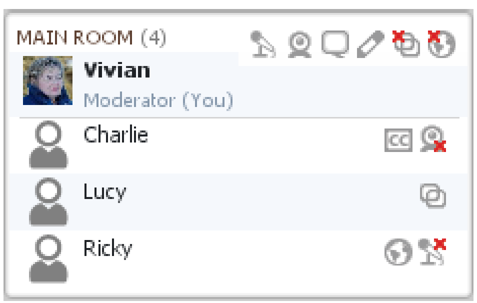
Permission Indicators in the Participants List

Only those individual permissions (granted or revoked) that represent exceptions to the global permissions are displayed in the Participants list.

Note: You can view all your permissions – not just the exceptions – in your Participants panel Status Area. See *Viewing all of your Permissions* on the facing page.

When you revoke a Participant or Moderator's permission to use a globally permitted feature, the icon representing that feature is stamped with a red X and appears next to their name in the Participants list.

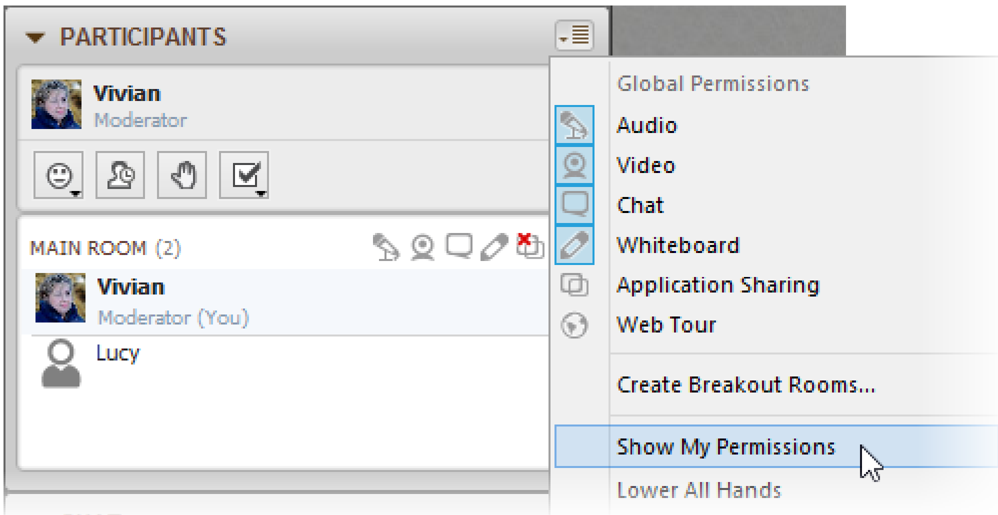
In the example below, the global permissions (shown to the right of the room name) are set to the default (permission to use Audio, Video, Chat and Whiteboard but not Application Sharing and Web Tour) and the exceptions to these are indicated by the icons next to the session attendee names in the Participants list.

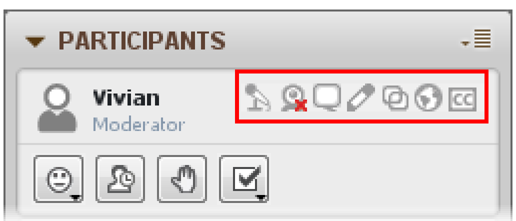


- The Moderator has granted Charlie the Closed-Captioning permission and revoked his permission to transmit video.
- Lucy has been granted the Application Sharing permission.
- Ricky has been granted the Web Tour permission and his Audio permission has been revoked: .

Viewing all of your Permissions

If you would like to see a complete list of all your permissions, not just the exceptions to the global permissions, select *Show My Permissions* from the Global Options menu of the Participants panel. Your permissions will be displayed in the Status area at the top of the Participants panel. (Your activity and status indictors are also displayed in the Status area.)



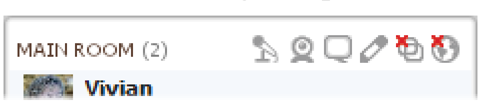


Note: All the individual permissions (granted or revoked) that represent exceptions to the global permissions are still displayed in the Participants list.

Granting and Revoking Permissions to and from Participants

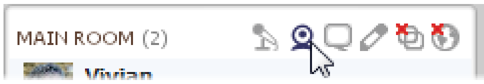
Global Permissions

The Global permissions are displayed at the top of the Participants list. The example below shows the default global permissions.

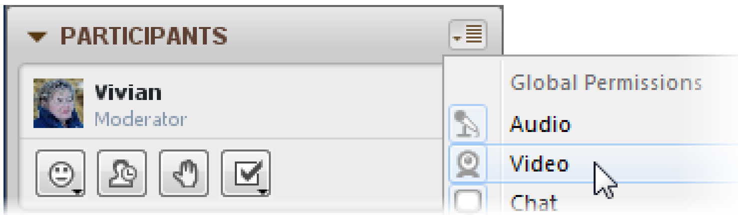


To grant or revoke permissions to or from all Participants at once, change the Global permissions in one of the following ways:

- Click on the icon of the desired permission at the top of the Participants list.



- Select or deselect the desired permission in the Global Options menu.

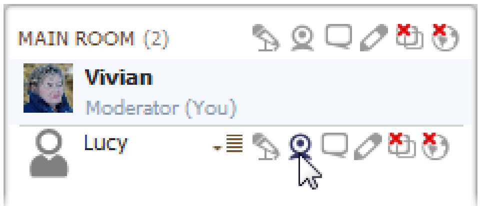


Note: Any changes you make to the Global permissions will not affect Moderators.

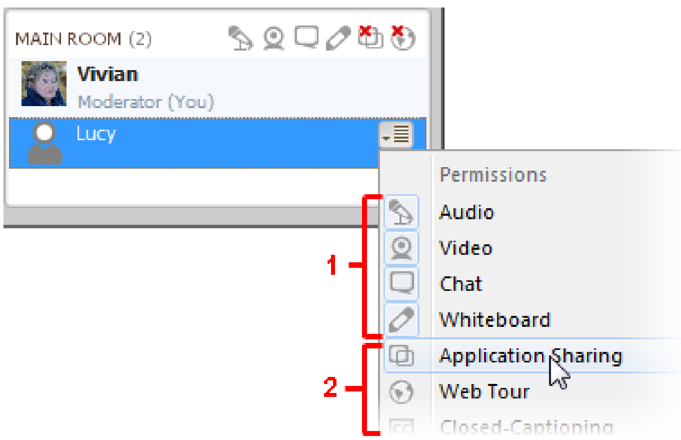
Individual Permissions

You can grant or revoke permissions to or from individual Participants or Moderators in two ways:

- Hover your mouse over the individual's name in the Participants list to display their permissions. Click on the icon of the permission you wish to change. In the example below, the Moderator is revoking Lucy's Video permission.



- Select or deselect the desired permissions in the individual's Participant Options menu. Depending on your operating system, a permission that is on will have a faint box around it or checkmark on its icon. In the example below, the Moderator is granting Lucy the Application Sharing permission.



1 Permissions that are "on"

2 Permissions that are "off"

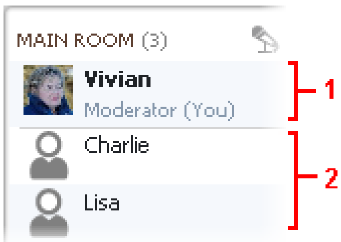
Note: When all Moderators have left the session, individual permissions set by a Moderator will be reversed (will go back to their defaults) and the current set of global permissions will remain as is.

Blackboard collaborate

Granting Participants the Moderator Privilege

You can give Moderator privileges to one or more Participants at any time during your session while still maintaining your own Moderator status. Once you give Participants Moderator privileges, they will have the same access to features that you do, including the ability to grant Moderator privileges to other Participants. The only thing they will not be able to do is remove the Moderator privilege from the Moderator of Record (the person who was given Moderator privileges in the session scheduling application).

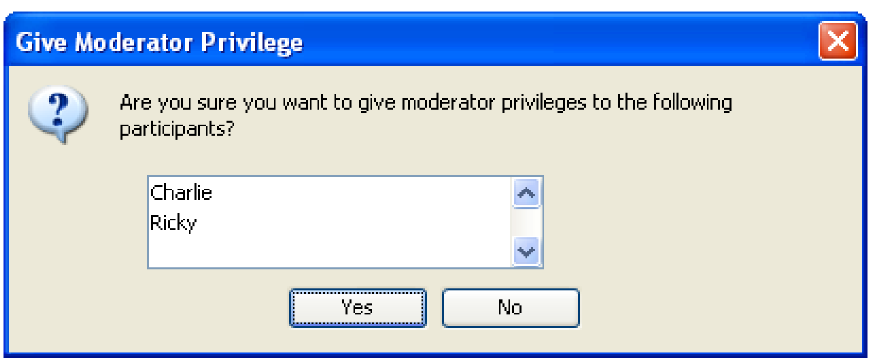
Moderators appear at the top of the Participants list and Participants appear at the bottom:



1 Moderator section

2 Participant section

1. Select a single or multiple Participants in the Participants list.
2. Do one of the following:
   - Drag and drop the selected Participant(s) to the Moderator section at the top of the Participants list.
   - Right-click (Control-Click on Mac) on the selected Participants to open the Participants Option menu and select *Give Moderator Privileges*. Alternatively, from the *Tools* menu select *Moderator* followed by *Give Moderator Privilege*.
3. The Give Moderator Privilege confirmation dialog opens. Click **Yes** to give the selected Participants the Moderator privilege.



The Participants will receive a confirmation message indicating that they are now a Moderator and the Participants list is updated for everyone in the class to see the change in status

If any Moderator exits or is disconnected from the session, the remaining Moderators can continue. The Moderator who was disconnected can rejoin the session at any time. If all the Moderators exit or are disconnected, leaving the session without a Moderator, all Participant permissions may be removed depending on your session configuration. To re-establish a Moderator, the original Moderator of Record must re-connect to the session.

Revoking Moderator Privilege

You can revoke Moderator privileges from a Participant you or another Moderator promoted earlier.

1. Select a single or multiple Moderators in the Participants list.
2. Do one of the following:
    - Drag and drop the selected Moderator(s) to the Participants section at the bottom of the Participants list.
    - Right-click (Control-Click on Mac) on the selected Moderators to open their Participants Option menu and select *Take Away Moderator Privileges*. Alternatively, from the *Tools* menu select *Moderator* followed by *Take Away Moderator Privileges* .

The Moderator becomes a Participant and the Participants list updates to reflect this change in status.

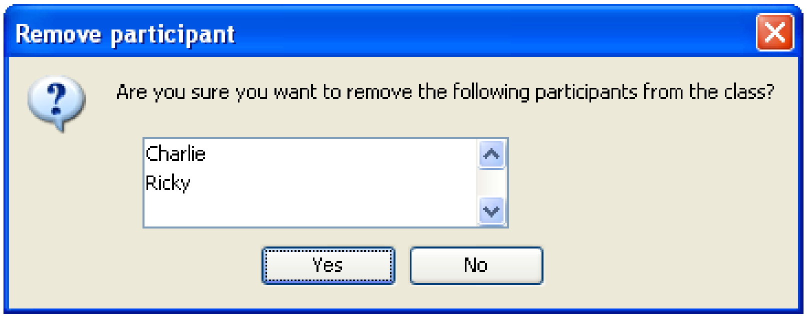
Note: When you remove the Moderator privilege from Participants, they will retain any permissions you had granted them before they became Moderators.

Removing Participants

To remove one or more Participants from the session, do the following:

1. Click on a single Participant's name or highlight multiple Participants in the Participants list.

2. Right-click (Control-Click on Mac) on the selected Participants to open the Participants Option menu and select *Remove Participant*. Alternatively, from the *Tools* menu, select *Moderator* followed by *Remove Participant*. The Remove Participant dialog appears.



3. Click **Yes** to remove the Participant(s) from the Blackboard Collaborate web conferencing session.

The Participant is disconnected from the session immediately.

Participants can still save or print the Whiteboard after being disconnected, unless you have protected the Whiteboard content. If you have locked the room (see *Locking the Session* below), then the Participant will not be able to reconnect. If the room has been left open, then the Participant may reconnect.

Locking the Session

During your session, you are able to lock the room to prevent any new Participants from joining. If any of the Participants that were in the session at the time you locked it are disconnected, they will still be permitted to re-enter.

By default the session will remain open for Participants to join at any time.

To lock the session, do the following:

1. From the *Tools* menu, select *Moderator*.
2. De-select *Allow New Participants to Enter Session*.

To unlock the session, re-select *Allow New Participants to Enter Session*.

Note: If you locked the session and then removed a Participant from the session, the banished Participant will not be able to rejoin.

Knowing When Someone has Joined or Left a Session

There are five ways to tell when someone has joined or left a session:

- The person's name will appear in the Participants list when they join the session and will be removed when they leave the session.
- An Audible Notification may be played when someone joins or leaves a session.
- A Visual Notification may be displayed when someone joins a session.
- A message will be displayed in the Chat conversation area.
- A message may be displayed in the Activity Window.

> **Tip:** You can turn Audible and Visual Notifications on and off. For details, see *Setting Notification Preferences*

Raising and Lowering Your Hand

Moderators and Participants can raise their hands at any time during the session. The Participants list will indicate who has raised their hand and in what order. When a Participant raises their hand, their name goes to the top of the participant list, just under the Moderators.

There are two ways to raise your hand:

- **Participants panel**

  Click the  button.

- **Keyboard shortcut**

  Enter Ctrl+R (Command-R on Mac).

There are three ways to lower your hand:

- **Participants panel**

  Click the  button.

- **Participant Options menu**

  Select *Lower Hand*.

- **Keyboard Shortcut**

  Enter Ctrl+R (Command-R on Mac).

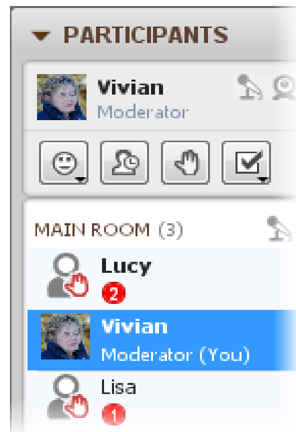
Lowering Other Participants' Hands

As a Moderator, you can lower other people's hands. To lower an individual's hand, open that user's Participant's Options menu and select *Lower Hand*. To lower everyone's hands at once, open the Global Participants Options menu and select *Lower All Hands*.

Raised Hand Notification

Each time someone raises their hand, you may be notified in one or both of the following ways:

- A red hand icon will appear over the profile picture (or avatar) of the person who raised their hand. A number will appear under their name indicating where they are in the queue of those who have raised their hands (the order in which hands were raised).
- An Audible Notification may be played. You can configure your Audible Notification preferences to play one sound when you raise your own hand and another when someone else raises theirs – or you can turn the sound off altogether.



Tip: For details on turning your Audible Notifications on and off, see *Setting Notification Preferences* on page 17.

Automatically Raise Hand upon Entering a Session

As the Moderator, you may wish to be notified when anyone enters the session. The Auto Raise Hand feature is used for this purpose: when anyone joins the session his or her hand will automatically be raised.

You can turn this feature on by opening the *Tools* menu followed by the *Interaction* menu and checking the option *Raise Hand upon Entering*. To turn the feature off, uncheck the same option.

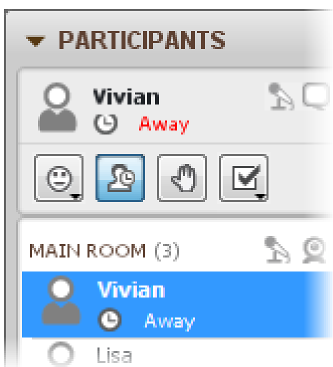
Stepping Away

The Step Away feature enables you to indicate to the others in the session that you are temporarily unavailable. You are still connected to the session and can see and hear everything that is going on – others just won't expect you to be available for interaction.

There are three ways to show that you have stepped away:

- Click on the  button in the Participants panel.
- From the *Tools* menu, select *Interaction* and then select *Step Away*.
- Enter Ctrl+Shift+A (Shift-Command-A on Mac).

The Step Away indicator (clock icon and the word "Away") will appear next to your name in the Participants list for everyone to see. You will also see the indicator next to your name in the Status area (top) of the Participants panel.



Stepping Back

There are three ways to show that you have stepped back into the session:

- Click on the  button in the Participants panel.
- From the *Tools* menu, select *Interaction* and then unselect *Step Away*.
- Press Ctrl+Shift+A (Shift-Command-A on Mac).

The Step Away indicator will be removed from the Participants list so others will know you are back in the session.

Entering Feedback

Moderators and Participants can select feedback options from the Feedback menu or via keyboard shortcuts. These options express common reactions to a presentation. An indicator associated with each option appears for a short time to the right of the name of the person who selected it.

There are three ways to select one of the feedback options:

- **Participants panel Feedback menu**

  Select the desired option.

- **Interaction Sub-menu of Tools Menu**

  From the *Tools* menu, select *Interaction* followed by *Show Emotion* and select the desired option from the submenu. This menu is identical to the menu in the Participants panel.

- **Keyboard Shortcuts**

  Enter the appropriate keyboard shortcut for the desired option.

Icon	Emotion	Windows and Linux Keyboard Shortcuts	Mac Keyboard Shortcuts
	Show Smiley Face	Alt+1	Option-1
	Show LOL	Alt+2	Option-2
	Show Applause	Alt+3	Option-3
	Show Confusion	Alt+4	Option-4
	Show Approval	Alt+5	Option-5
	Show Disapproval	Alt+6	Option-6
	Show Slower (when you want the presenter to slow down)	Alt+7	Option-7
	Show Faster (when you want the presenter to speed up)	Alt+8	Option-8
(blank square)	Show None (clears all displayed feedback icons)	Alt+0	Option-0

Activity Indicators

The Participants list presents information about user activity through activity indicators. These indicators display information about what feature a user is currently using, show if a user is using the Audio Setup Wizard or indicate if a user has stepped away from the session.

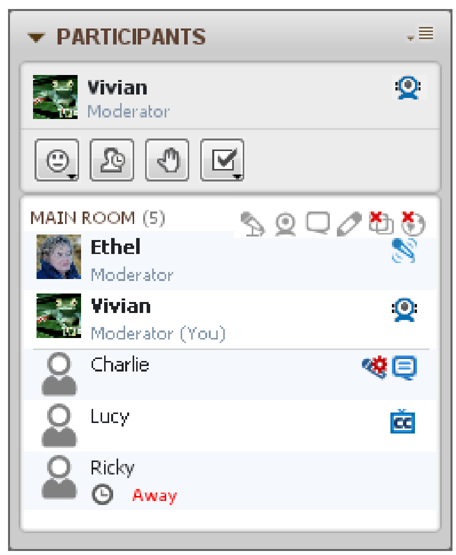
Note: Alongside the activity indicators, you may see other icons in the Participants list. There may be permission icons (see *Understanding Permissions* on page 51) or status indicators showing that users are experiencing delays (see *Status Indicators* on next page

Activity Indicator	Meaning
	User has turned on his/her microphone. (Using VoIP for Audio.)

Activity Indicator	Meaning
	The Teleconference Bridge participant is connected and the telephone conference is available to users.
	User is using Telephony mode for audio communications. (Using the phone for Audio.)
	User is running the Audio Setup Wizard.
	User is transmitting Video.
	User is entering a Chat message.
	User is entering content into the Whiteboard with one of the Whiteboard drawing tools or, if the user is a Moderator, may be loading content into the Whiteboard.
	User is hosting an Application Sharing session.
	User is conducting a Web Tour or Web Push.
	User has stepped away from the session.

In the example to the right,

- Charlie is entering a Chat message and is also using the Audio Setup Wizard;
- Ethel has the Talk button pressed;
- Lucy is entering Closed-Captioning text;
- Ricky has stepped away from the session; and
- Vivian is transmitting Video.



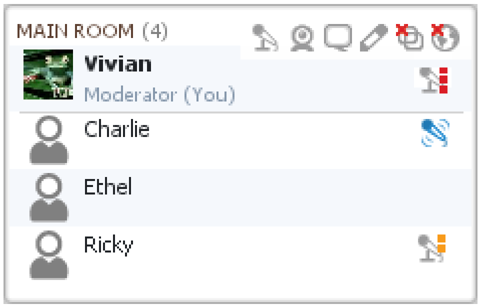
Status Indicators

Status indicators appear in the Participants list when data is being sent and received. For Audio, Video and Application Sharing, the indicators signify a delay in the sending and/or receipt of data. An amber status indicator denotes a moderate delay whereas a red status indicator denotes a significant delay. For the Whiteboard, the indicators tell Moderators who is receiving content (amber status indicator) and who hasn't received all the content on the current page (red status indicator).

The status indicators are dynamic and are updated and visible throughout the session. By keeping an eye on these indicators, you can see when it might be appropriate to adjust your pace (e.g., temporarily stop talking, turn off your Video camera or pause your Application Sharing session) so others can catch up.

In the example to the right,

- Charlie is talking,
- Ricky is experiencing a moderate delay in receiving Audio,
- Vivian is experiencing a significant delay in receiving Audio, and
- Ethel is not having any problems receiving Audio.



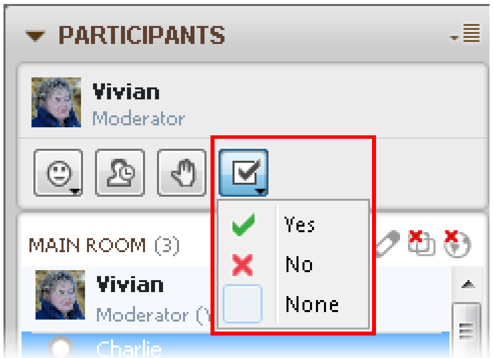
Note: For details about the various status indicators, refer to the chapters on Application Sharing, Audio, the Whiteboard and Video.

Polling

You can conduct polls of session attendees using four different poll types:

- Yes/No Options (the default)
- Multiple-Choice Responses A – C
- Multiple-Choice Responses A – D
- Multiple-Choice Responses A – E

People can respond to questions by selecting response options from the Polling Response menu in the Participants panel or by entering keyboard shortcuts (listed in the following table).



You can change the type of poll at any time. The available response buttons will change accordingly.

Type of Poll	Response Buttons	Windows and Linux Shortcuts	Mac Shortcuts
Yes/No	✔ ✘	Yes: Ctrl+1 No: Ctrl+2	Yes: Command-1 No: Command-2
Multiple Choice with three answer choices	a b c	A: Ctrl+1 B: Ctrl+2 C: Ctrl+3	A: Command-1 B: Command-2 C: Command-3
Multiple Choice with four answer choices	a b c d	A: Ctrl+1 B: Ctrl+2 C: Ctrl+3 D: Ctrl+4	A: Command-1 B: Command-2 C: Command-3 D: Command-4
Multiple Choice with five answer choices	a b c d e	A: Ctrl+1 B: Ctrl+2 C: Ctrl+3 D: Ctrl+4 E: Ctrl+5	A: Command-1 B: Command-2 C: Command-3 D: Command-4 E: Command-5
None (clears all displayed polling responses)	blank square	Ctrl+0	Command-0

Moderators can determine whether polling responses are visible to both Moderators and Participants or Moderators only. For details about viewing the polling results, see *Viewing Polling Results* on page 70.

Hiding the Polling Results

By default, everyone can see the polling responses of others. (For details, *Viewing Polling Results* on page 70.)

If you want to show the polling results to Moderators only, do one of the following:

- From the *Tools* menu, select *Polling* and unselect *Make Responses Visible*.
- In the Global Options menu, unselect *Make Responses Visible*.

Conducting a Poll

By default, when a Moderator conducts a poll, all Participants are able to view everyone's responses. To make responses visible to Moderators only, refer to *Hiding the Polling Results* on previous page.

To conduct a poll, follow the steps below:

1. Specify the type of poll you want to conduct in one of the following ways (the default is *Yes/No Options*):
   - From the *Tools* menu, select *Polling* and then *Polling Type*. Select the poll type from the submenu.
   - Select the desired polling type from the Global Options menu.
2. Ask your question and instruct the session attendees to select one of the response options from the Polling Response menu in the Participants panel or by entering keyboard shortcuts. (For details, see *Polling* on page 67.)
3. (Optional) If you don't want to accept any more responses or don't want anyone to be able to change their responses, lock the polling results. (For details, *Locking the Polling Responses* on next page.)
4. (Optional) When you are done with the poll, you may want to publish a summary of the polling responses to the Whiteboard for the Participants. (For details, *Publishing the Polling Results to the Whiteboard* on page 71.)

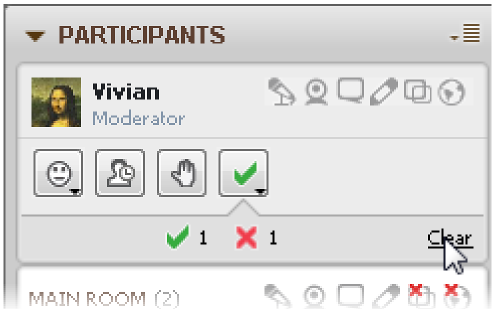
   Moderators can always see a tabulation of poll responses below the Polling Response menu in the Participants panel.
5. (Optional) Clear the polling responses. (For details, see *Clearing the Polling Responses* below.)

Clearing the Polling Responses

Clear the polling responses in one of the following ways:

- From the *Tools* menu, select *Polling* and then select *Clear*.
- In the Global Options menu, select *Clear*.

- In the Polling Response bar, click on **Clear**.



Locking the Polling Responses

If you don't want to accept any more responses or don't want anyone to be able to change their responses, lock the polling responses. You can do so in one of the following ways:

- From the *Tools* menu, select *Polling* and then select *Lock Responses*.
- In the Global Options menu, select *Lock Responses*.

The Polling Response menu in the Participants panel is deactivated (removed) so no further responses can be entered.

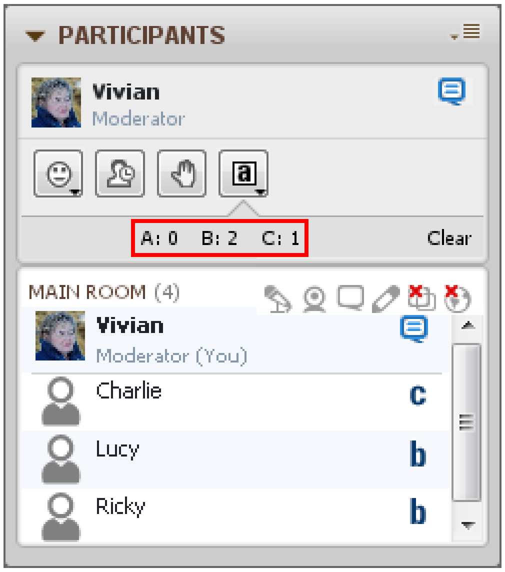
Unlocking the Polling Responses

To unlock polling responses, do one of the following:

- From the *Tools* menu, select *Polling* and then unselect *Lock Responses*.
- In the Global Options menu, unselect *Lock Responses*.

Viewing Polling Results

Unless a Moderator has hidden them, Participants can see the responses of others displayed next to their names in the Participants list. Moderators also see a tabulation of the poll results listed below the Polling Response menu. If you want to show Participants the results, publish them to the Whiteboard. (For details, *Publishing the Polling Results to the Whiteboard* on the facing page.)

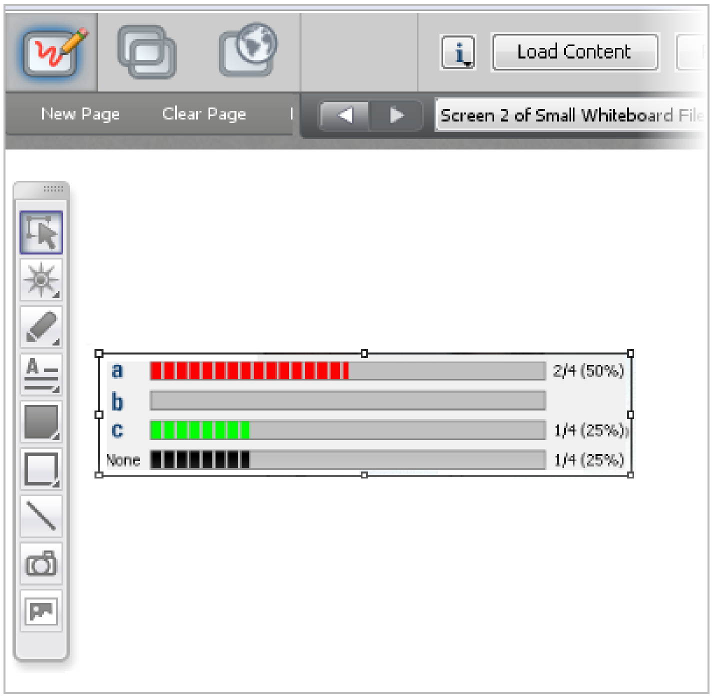


Publishing the Polling Results to the Whiteboard

Only Moderators can see a tabulation of the polling results, listed below the Polling Response menu (see *Viewing Polling Results* on previous page). If you want to show Participants the results, publish them to the Whiteboard in one of the following ways:

- From the *Tools* menu, select *Polling* and then *Publish Responses to Whiteboard*.
- In the Global Options menu, select *Publish Responses to Whiteboard*.

The results (including the number of each response and the percentage of the total) are added to the current Whiteboard page as a foreground image, which can be moved, resized or deleted.



Blackboard collaborate

User Profiles

User Profiles are a means for users to publish information about themselves and to view information provided by others.

Showing Profiles

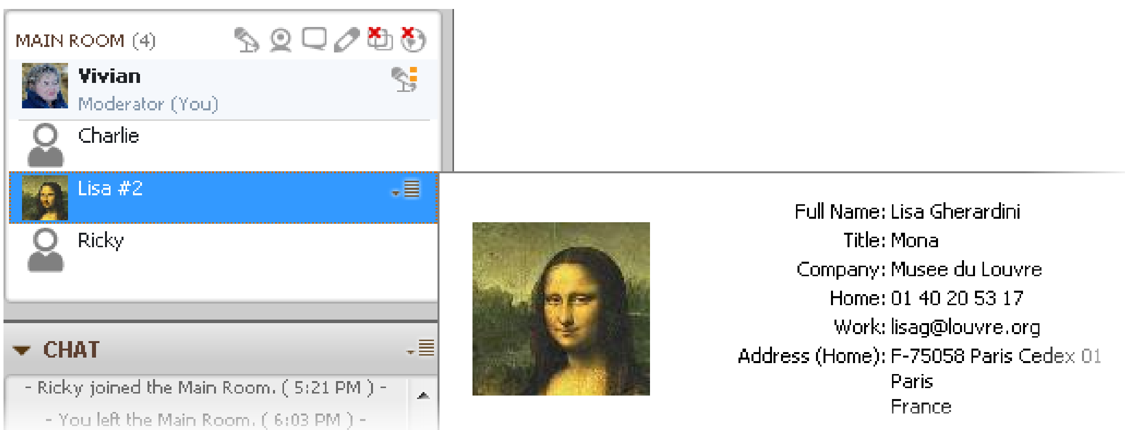
Moderators can determine which user profiles will be displayed to attendees of the session. To change this setting, from the *Tools* menu, select *Profile* and then *Show Profiles of*. Then select the desired option:

- *No One* hides all profiles.
- *Moderators* (the default) enables only the profiles of Moderators.
- *Everyone* enables the profiles of Moderators and all other Participants.

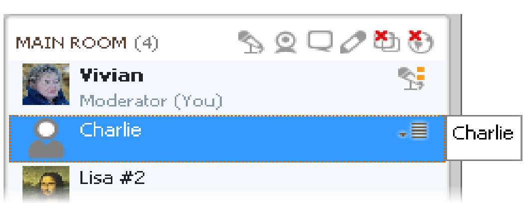
Viewing a User's Profile

A user's profile appears in a floating display beside the Participants list.

To view a user's profile, hover your mouse over their name in the Participants list. The content displayed in the user's profile varies depending on how completely the user has filled in his or her profile.



If a user does not have a profile, the display will simply contain the same name that is already listed in the Participants list.



To dismiss the profile, click on it or move your cursor off of the Participants list.

Editing Your User Profile

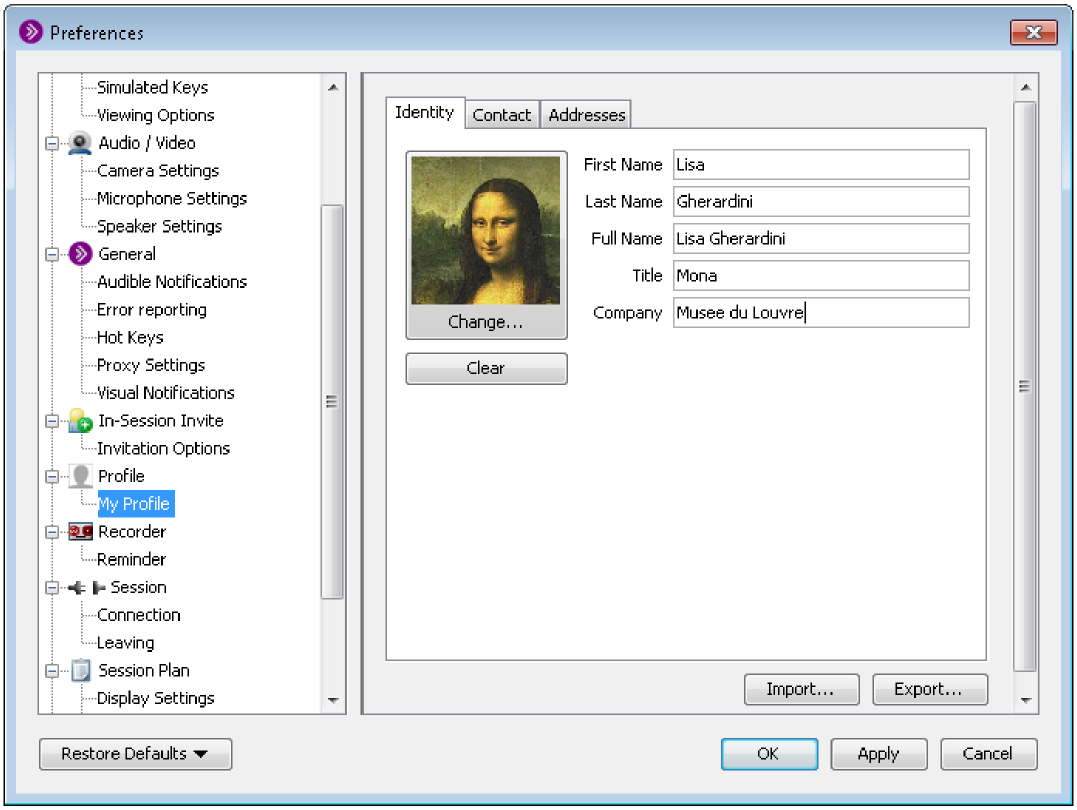
Create or edit your Profile in the Preferences dialog.

Note: All fields in the My Profile preferences dialog are optional.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. (Skip this step if you selected *Edit Profile* from your Participants Option menu in the Participants list.) In the left pane of the Preferences dialog, select the My Profile preferences panel under Profile.

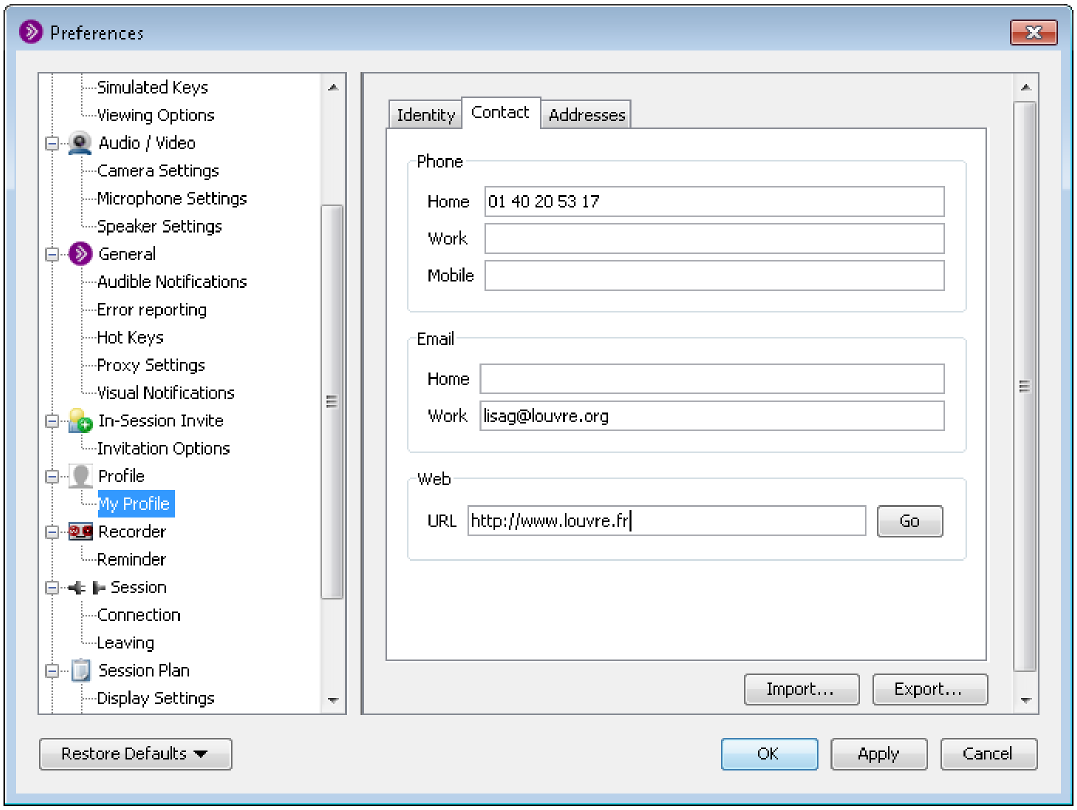


3. Enter your information in the desired fields under the Identity tab.

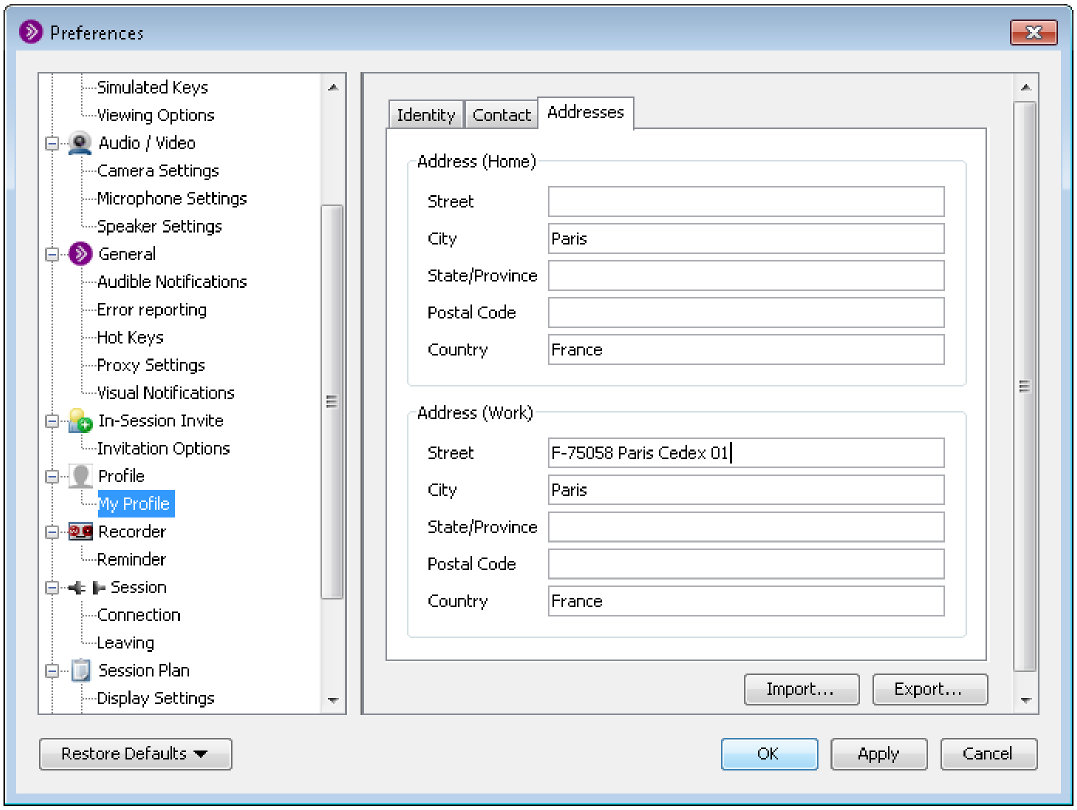
   To insert a photo, click the **Change** button and browse to select your photo. To remove the photo, click on the **Clear** button.

> **Tip:** Only .gif and .jpg or .jpeg files can be used for your User Profile photo. If your photo is larger than 96 x 96 pixels, it will be automatically scaled to fit the available space.

4. Click on the Contact tab and enter information in the desired fields.



5. Click on the Addresses tab and enter information in the desired fields.



6. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings*.

Importing a vCard file

Instead of creating a new user profile for a Blackboard Collaboratesession from scratch, you can import an existing vCard (*.vcf file).

1. Open the My Profile preferences dialog box. (See steps 1 and 2 under *Editing Your User Profile*.)
2. Click on the **Import** button. The Open dialog box will open.

3. Navigate to the directory containing your vCard, select the .vcf file you wish to import and then click on **Open**.
4. Click on **OK** to save your new profile and close the Preferences dialog, **Apply** to save your new profile and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

Exporting a vCard file

You can export your Blackboard Collaborate profile as a .vcf file and import it into other applications (such as Outlook).

1. Open the My Profile preferences dialog box. (See steps 1 and 2 under *Editing Your User Profile*.)
2. Click on the **Export** button. The Save dialog will open.
3. Navigate to the location in which you want to save the *.vcf file and then click on **Save**.
4. Click on **OK** to complete the export and close the Preferences dialog, **Apply** to complete the export and leave the Preferences dialog open or **Cancel** to close the Preference dialog without completing the export.

Mobile Device Indicators

The Participants list displays indicator icons next to people's names when they are connected to a session using mobile devices: a mobile phone or tablet. This information is important because mobile users are somewhat limited in the Blackboard Collaborate features they can use and you may want to tailor your session activity to accommodate them.

For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

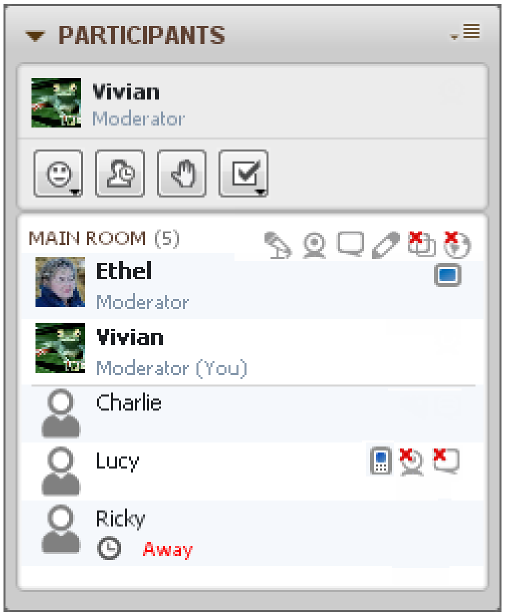
Important Note: Do not attempt to moderate a session from a mobile device. **Moderator-only functions (such as loading content and session permissions) are not supported on mobile devices.** Moderators should join the session from a desktop or laptop computer.

Note: Accessing and participating in web conferencing sessions on mobile devices is not supported for all user login groups. Contact your Blackboard Collaborate system administrator for details.

Note: No device icon is displayed for users connected to the session using a desktop, laptop or notebook computer.

Device Indicator	Meaning
	User is connected to the session using a mobile phone.
	User is connected to the session using a tablet.

In the following example, Vivian and Charlie are connected to the session using desktop computers, Lucy is connected using a mobile phone and Ethel is connected using a tablet. (Ricky has stepped away from the session.)



Printing the Participants List

You can print the current Participants list to review at a later time. The printed list will have the session name as its header. The names in the list will be appended by the session attendees' roles.

1. Open the Print dialog by doing one of the following:
   - From the *File* menu, select *Print* and then *Participants List*...
   - Enter Ctrl+P (Command-P on Mac).
2. In the Print dialog, specify your preferences and click **OK**.

Saving the Participants List to a File

You can save the current Participants list to a text file to review at a later time. The saved file will have the session name as its header. The names in the list will be appended by the session attendees' roles.

```
VIV'S SESSION

Vivian (Moderator)
Lucy (Participant)
Ethel (Participant)
Charlie (Moderator)
```

1. Open the Save Participants List dialog by doing one of the following:
    - From the *File* menu, select *Save* and then *Participants List...* .
    - Enter Ctrl+S (Command-S on Mac).
2. Enter a file name and select the location to which you want to save the file.
3. Click **Save**. The suffix .txt is added to the filename.

Note: All Participants list files will be saved as text (.txt) files. There are no other file types supported.

You can use Notepad, WordPad, Text Edit (OS X) or any word processing application to read the text file.

Chapter 6

In-Session Invitations

The In-Session Invitation feature of Blackboard Collaborate web conferencing enables Moderators, from within a live session, to invite people into the session by sending them email invitations. The invitations contain a link to join the session and, optionally, a session password, both of which are generated by the session scheduling server (Session Administration System) when the session is created.

Note: To use the In-Session Invitation feature, it must be enabled for your session by the session creator.

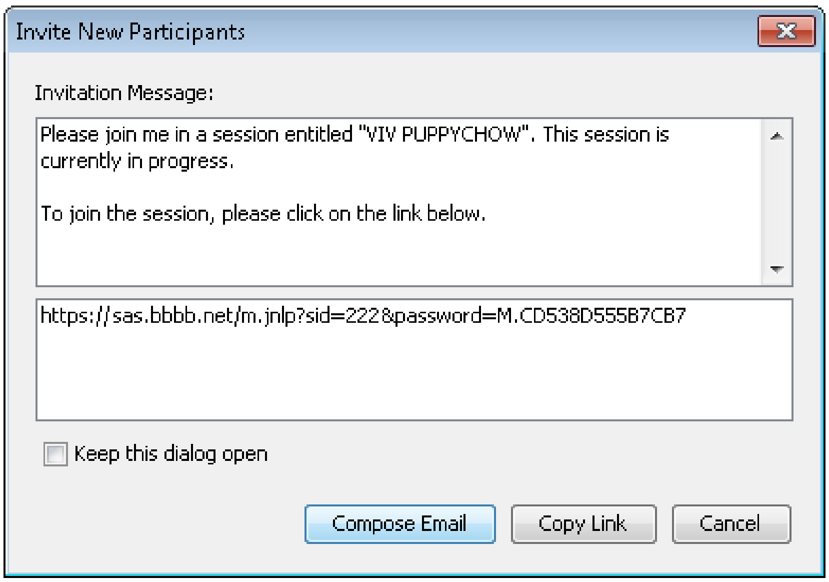
Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

Note: Only Moderators can use the In-Session Invitation feature.

Sending an In-Session Invitation

To send an email invitation to guests, follow the steps below:

1. Open the Invite New Participants dialog by doing one of the following:
    - From the *Tools* menu, select *In-Session Invite* and then *Invite New Participant…*.
    - In the Participants Panel Global Options menu, select *Invite New Participants…*.



2. (Optional) Edit the text of the Invitation Message as desired.

> **Note:** You cannot edit the link or password.

3. Click on **Compose Email** button. A new message composition window for your default email application will open. It will be populated with the information from the Invite New Participants dialog.
4. Enter the email address of all those to whom you wish to sent the invitation and click on **Send**. The invitation will be emailed to guests immediately.

> **Caution:** Do not edit the link or password.

> **Tip:** If the **Compose Email** button does not open your email application, you may not have a mail application set as your default. If required, consult your system administrator for help setting a default email application.

Tip: If your default mail application opens but the text is copied into the new message incorrectly, you have two courses of action:
1) Try changing your Email Encoding Invitation Option under Preferences. (For details, see *Setting the Email Text Encoding Format Preference* on page 81.)
2) Select *Keep this dialog open* in the Invite New Participants dialog, manually open your email application and copy and paste the text from the Invite New Participants dialog into a new message composition window in your email application.

Setting the Email Text Encoding Format Preference

If you find some of the (non-ASCII) text from your In-Session Invitation message is garbled when copied into your email application, try changing your Email Encoding Invitation Option under Preferences.

Note: Non-ASCII text includes characters such as non-English characters, accents, umlauts and special characters such as dashes, ©, ™ or smart quotes.

Linux Note: The Email Encoding Invitation Option is not required for Linux because both options result in UTF-8. Therefore, there is no Preferences dialog for In-Session Invite on this platform.

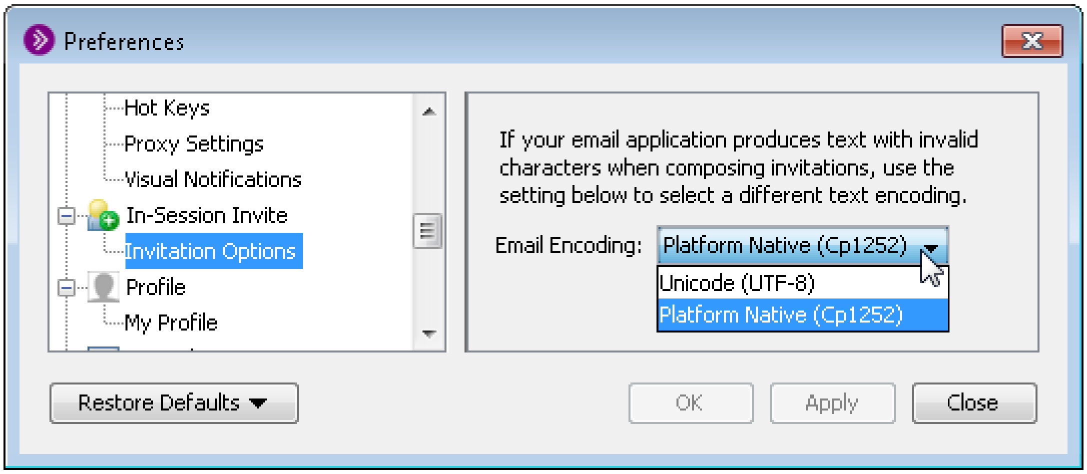
To change the *Email Encoding* option in the Preferences dialog, do the following.

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences…* (Windows & Linux)

      From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select Invitation Options under In-Session Invite. The Invitation Options preferences panel appears.



3. Take note which option is currently selected and then select the other one. The two options available to you are the following:
   - *Unicode (UTF-8):* This is the Blackboard Collaborate web conferencing default option for Mac and Linux.
   - *Platform Native:* This is the default encoding used by your operating system: Cp1252 on Windows, MacRoman on Mac and UTF-8 on Linux. It is the Blackboard Collaborate web conferencing default option for Windows.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

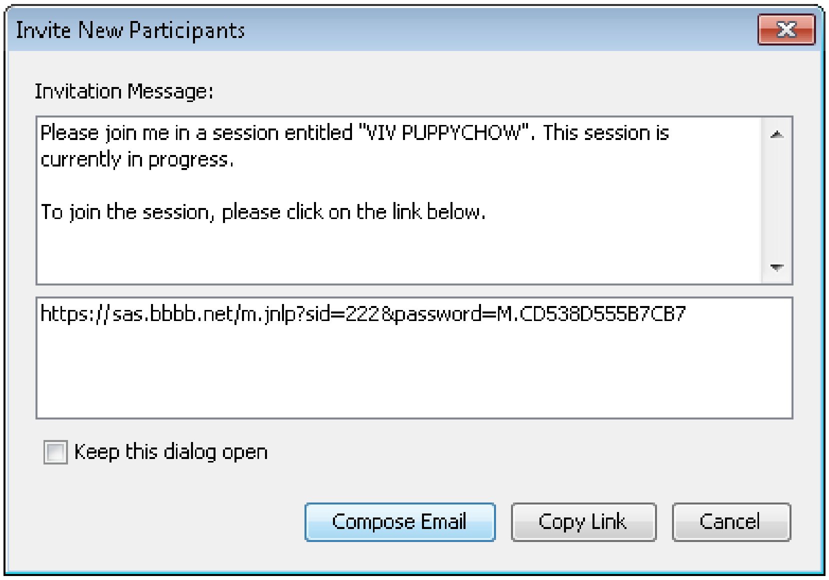
When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Copying the Session Link to Another Application

To copy the session link and password (if applicable) so you can paste them into another application (such as Blackboard Collaborate enterprise instant messaging), follow the steps below:

1. Open the Invite New Participants dialog by doing one of the following:
    - From the *Tools* menu, select *In-Session Invite* and then *Invite New Participant…*.
    - In the Participants Panel Global Options menu, select *Invite New Participants…*.



2. Copy the link by doing one of the following:
    - Click on the **Copy Link** button.
    - Select the link text and copy it using Ctrl+C (Command-C on Mac).
3. Open the other application and paste the link and password (if applicable) where desired.

Chapter 7

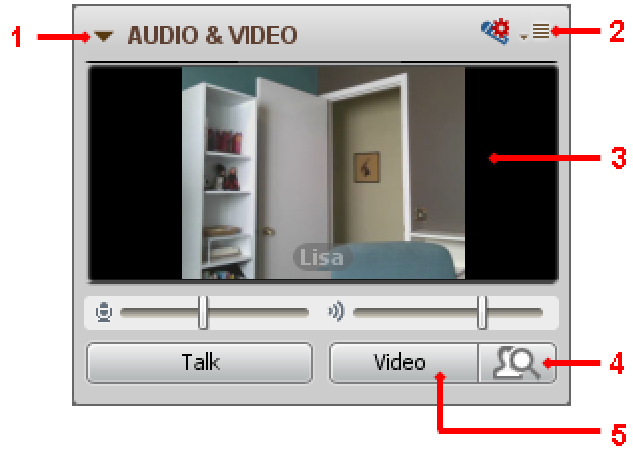
Video

The Video feature of Blackboard Collaborate web conferencing enables you to transmit and receive video broadcasts with others in a session. A video broadcast is video you send live via a video camera (e.g., web cam) – not to be confused with a pre-recorded video (movie) that Moderators can play using the Multimedia feature.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Video feature can display up to six simultaneous camera transmissions. For details, see *Multiple Simultaneous Cameras* on page 95

The Audio & Video window has the following Video components:



1 Expand/Collapse button

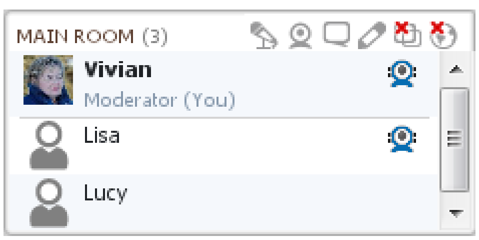
2 Options menu

3 Primary video display

4 Preview Video button

5 Transmit Video button

You will know someone is transmitting video (has their Transmit Video button turned on) when the blue Video activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Video Activity, Permission and Status Indicators* on the facing page). In the example below, Vivian and Lisa are transmitting video.



Moderators can use all the available Video features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with the Video permission enabled). For details on permissions, see *Setting Video Permission for Participants* on page 102.

Feature	Moderators	Participants
Preview a Video transmission	✓	✓
Transmit a Video broadcast	✓	✓
Receive a Video broadcast	✓	✓
Set Video camera preferences	✓	✓
Capture a Video image and send it to the Whiteboard	✓	✓
Change what is shown in the primary video display	✓	✓
Make the Video display follow the current speaker	✓	✓
Make the Video display follow the Moderator's focus	✓	
Grant/revoke the Video permission to/from Participants	✓	
Configure simultaneous cameras	✓	

Video Activity, Permission and Status Indicators

You can monitor the state of Video activity and permissions through indicators displayed in the Participants list of the Participants panel.

For details about permissions, see *Understanding Permissions* on page 51.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Video.

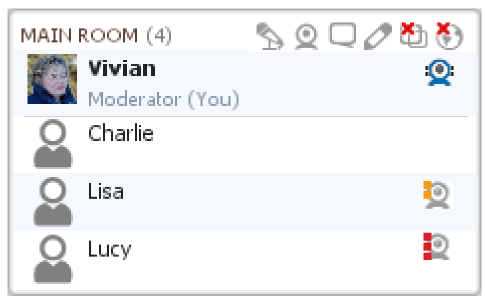
Activity Indicator	Meaning
	User has turned on his/her video camera.
	Video permission is set globally to "on" but the Moderator has revoked Video permission from this user.
	Video permission is set globally to "off" but the Moderator has granted Video permission to this user.

Status Indicators

Status indicators appear on the Video activity indicator icons of Video users in the Participants list if there are delays in the transmission or receipt of Video. When there are delays, the server begins to drop frames. You will experience delays as a drop in video quality. The degree of delay is indicated by color:

- **Amber Indicator:** Appears when a person's receipt or transmission of video is moderately delayed.
- **Red Indicator:** Appears when a person's receipt or transmission of video is significantly delayed. This may indicate a problem with the network connection and often will be followed by the user getting disconnected from the session.

Note: Video transmitters see status indicators for themselves and video viewers. Video viewers see status indicators for video transmitters only – not for themselves. (There is one exception: if using multiple cameras, a person can be a viewer and transmitter at the same time, so “viewers” may see status indicator for themselves – but only because they are also “transmitters”.)



In the example to the right,

- Vivian is transmitting video,
- Lisa is experiencing a moderate delay in receiving Video,
- Lucy is experiencing a significant delay in receiving Video, and
- Charlie is not having any problems receiving Video.

Previewing and Transmitting Video

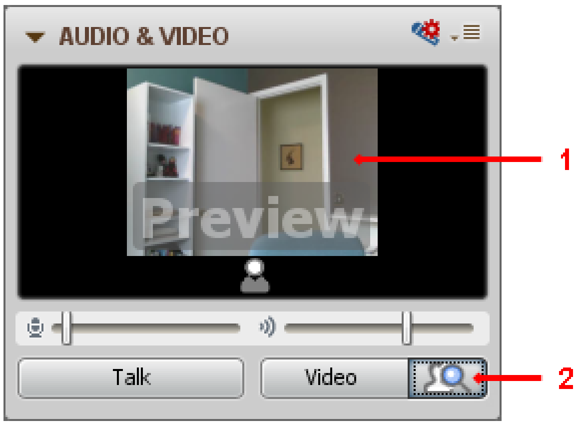
Before you transmit video to everyone in the session, it is a good idea to preview it first to check the quality of the image. If it is not satisfactory, you may want to adjust your camera settings (refer to the documentation for your camera) or change the Video Frame Rate (see *Setting the Video Frame Rate* on page 100).

Tip: If your Video button is inaccessible (grayed out) it may be because a Moderator has removed your Video permission or the maximum number of simultaneous cameras has been reached.

Note: If your Audio & Video panel is in its collapsed state, it will automatically be expanded when you preview or transmit video.

Previewing Video

To preview video, click on the Preview button. Notice that, when activated, your Preview button turns blue. The images captured by your camera will be displayed in your primary video display, along with the word "Preview". No one else will be able to see your preview.



1 Preview image

2 Preview button

Note: If you get an error when you click on the Preview button (such as "Cannot connect to the video source"), your camera may be in use by another application or you don't have the correct camera selected under Preferences (see *Selecting your Video Camera* on next page).

Transmitting Video

To transmit video to everyone in the room, do one of the following:

- Click on the Transmit Video button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F3 (Command-F3 on Mac).

Tip: This keyboard shortcut is a "hot key", meaning you can redefine it. You are actually able to configure two hot keys for the Video button: one to turn it on and one to turn it off. For details, see *Hot Keys* on page 41.

Note: If you get an error when you click on the Preview button (such as "Cannot connect to the video source"), your camera may be in use by another application or you don't have the correct camera selected under Preferences (see *Selecting your Video Camera* below).

Notice that, when activated, your Video button displays a red camera.

1 Video button off

2 Video button on

Stopping Video Transmission

To stop video transmission, turn your camera off in the same way you turned it on:

- Click on the Video button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F3 (Command-F3 on Mac).
- Click on the Preview button. You will continue to see video images, but others in the session will not.

Tip: This keyboard shortcut is a "hot key", meaning you can redefine it. You are actually able to configure two hot keys for the Video button: one to turn it on and one to turn it off. For details, see *Hot Keys* on page 41.

Selecting your Video Camera

If you have only one video camera installed on your computer, that device is automatically used by Blackboard Collaborate web conferencing to preview and transmit video. However, if you have more than one video input device on your computer, you can select which device you want to use through the Preferences dialog.

Note: When a connection is established to a video camera device, that connection is maintained until a different device is connected or the session is terminated. While a connection exists to a video device, that device is not available for use by other applications.

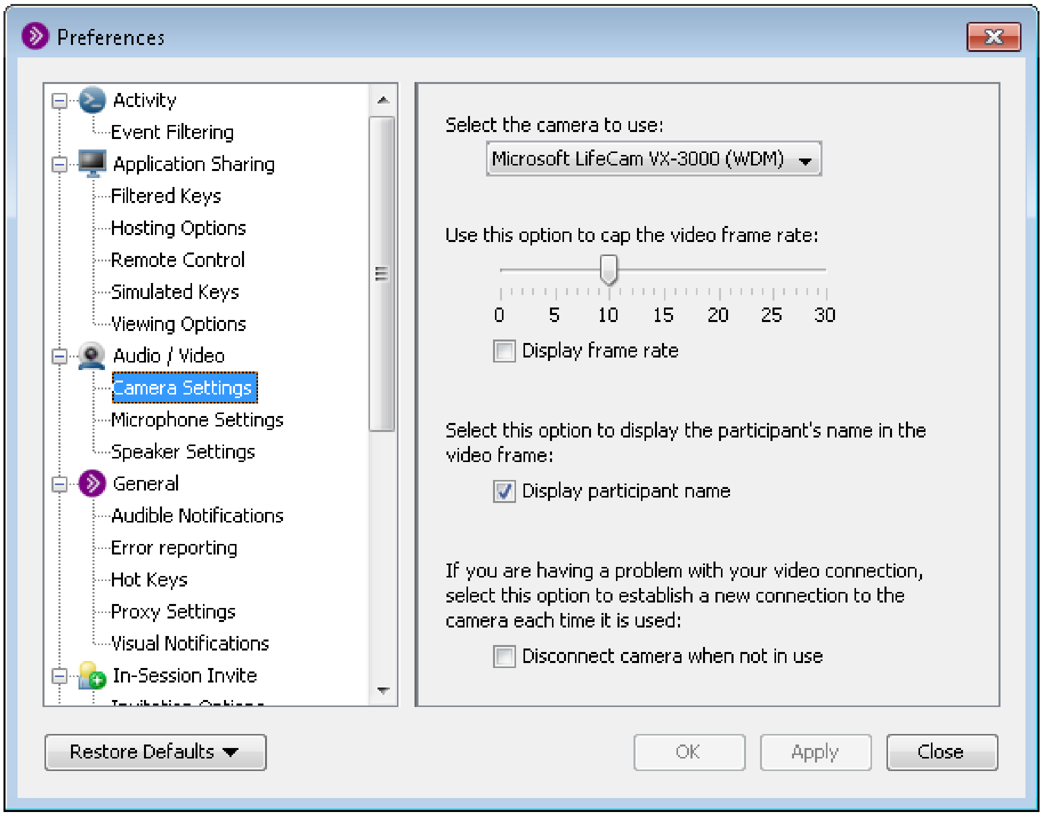
1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)

- Enter Ctrl+Comma (Windows & Linux)

  Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Camera Settings* under *Audio/Video*.



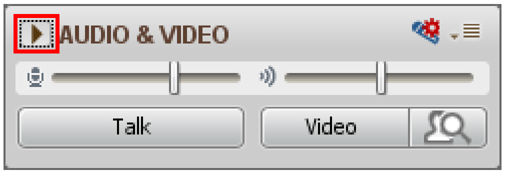
3. Select the desired camera from the *Select the camera to use* drop-down list.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Viewing Video

To view the video being transmitted by others, your primary video display must be open. If it is collapsed, click on the Expand button (in the top left corner of the panel) to open it.



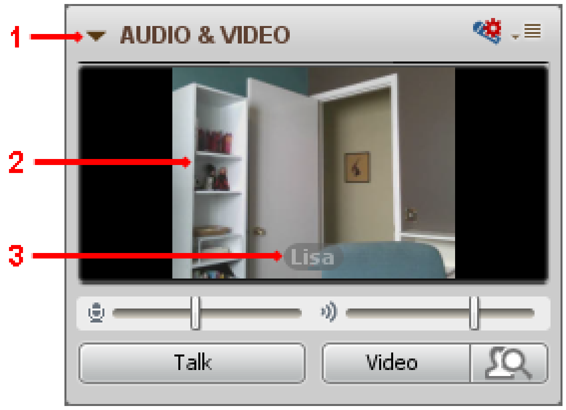
Tip: Alternatively, if you want to preview your Video, click on the Preview Video button to expand the panel. If you want to transmit Video, click on the Video button to expand the panel.

If you do not wish to view another's video transmission, collapse the primary video display by clicking on the Collapse button.

Tip: When you collapse your primary video display when viewing video, incoming video is not transmitted to you. This will reduce the bandwidth used and will improve the overall responsiveness of Blackboard Collaborate. (If you are **transmitting** video, collapsing the video display will not affect bandwidth – video will still be transmitted.)

Note: For information on working with panels, see *Working with Panels* on page 29.

In the primary video display, you may see either someone's profile picture (or default profile icon) or Video transmission. The display will also show their name.



1 Collapse button

2 Primary Video display

3 Name of transmitter

The Default Views

By default, the option *Make Video Follow Speaker* is turned **on** and the Moderator-only option, *Make Video Follow Moderator Focus*, is turned **off**. These options affect what is shown in the primary video display. (For information on these options and how to change what is presented in the primary video display, see *Controlling the Primary Video Display* on page 96.)

If the default options are maintained (and you are not previewing your own video), the following happens in the primary video display as people join the session, transmit video or speak:

- If you are the first person in the session, your primary video display will be blank. If you click on the Transmit Video button, you will see your own transmission in the primary video display.
- When a second person joins the session, you will see their video transmission or, if they are not transmitting video, their profile picture. It is assumed you will want to look at that person, not yourself, regardless of who is speaking. (This happens even if neither of you has spoken.)
- As subsequent people transmit video or speak, their video transmissions or profile pictures are added as thumbnails.

> **Note:** There is one exception: if neither of the first two parties is transmitting video, when a third person joins the session, the primary video display will go blank until someone transmits video or speaks.

- When someone speaks, your primary video display will always show either the profile picture or the video transmission of the person currently speaking or, if no one is speaking, the last person to speak (even if that speaker has left the room).

Note: When someone is transmitting video while you are previewing your own video, the received video will be displayed in a thumbnail and the video from your camera will be displayed in your primary video display.

In the example below, Lisa is speaking (she doesn't have her video camera turned on so you just see her profile picture) and Vivian has her video camera turned on. Vivian's video is shown in a thumbnail below the primary video display.

Tip: Hover your mouse over a thumbnail to display a "tool tip" containing the transmitter's name.

Tip: If you are having difficulty with your camera (e.g., it freezes), try changing the frame rate. For details, see *Setting the Video Frame Rate* on page 100.

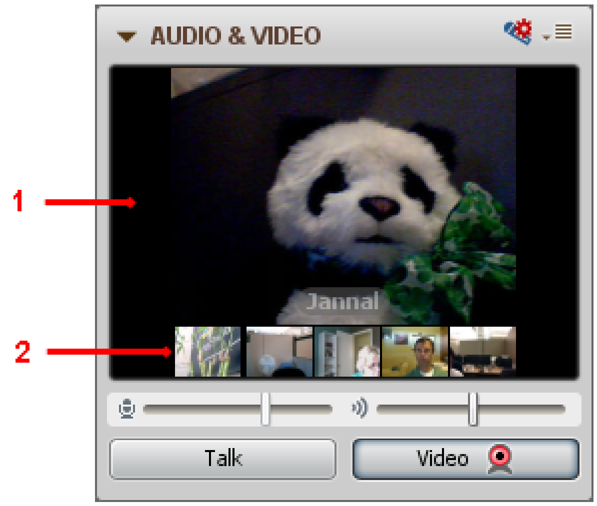
If desired, you can display a box showing the frame rate of the transmission in the upper-left corner of the primary video display. (To do so, see *Setting the Video Frame Rate* on page 100.) This is useful for troubleshooting video (see *Troubleshooting Video Delays* on page 99).

Multiple Simultaneous Cameras

Sessions can be enhanced by having the video streams of multiple people displayed at once. Blackboard Collaborate web conferencing has the capacity to show the transmissions of up to six video cameras simultaneously. Moderators can disable multiple simultaneous cameras (by setting the maximum allowed to one) or enable from two to six simultaneous cameras.

For details on configuring how many simultaneous cameras to permit in a room, see *Setting Maximum Simultaneous Cameras* below.

When there is more than one simultaneous camera enabled, the video stream of one person will appear in the primary video display. Everyone else's transmission will appear below the primary display in thumbnails, up to a maximum of five thumbnails.



1 Primary Video Display

2 Thumbnails

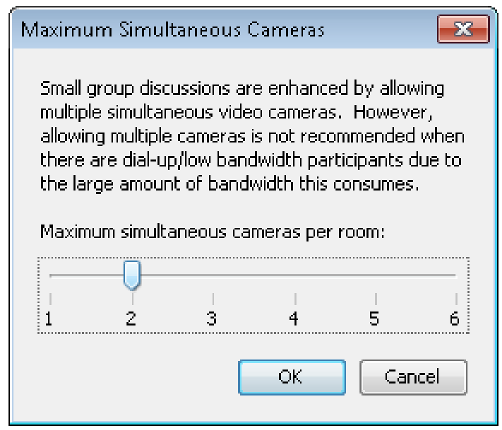
For a discussion of what you will see (by default) in the primary video display as more people transmit video, see *The Default Views* on page 93. For a discussion of how you can change that display, see *Controlling the Primary Video Display* on next page.

Setting Maximum Simultaneous Cameras

The maximum number of simultaneous cameras allowed is initially set by the session creator. As a Moderator, you can override this default at any time during a session.

Caution: When using multiple simultaneous cameras in conjunction with breakout rooms, Blackboard Collaborate will allow you to have six active cameras in each room. However, since video is bandwidth intensive, using more than six total active cameras in a session will affect the quality and speed of video in all breakout rooms and the Main room. It is recommended that you limit the number of active cameras to six across all rooms in the session.

To configure the maximum number of simultaneous cameras allowed in a room, do the following:



1. Open the Maximum Simultaneous Cameras dialog in one of the following ways:
   - From the *Tools* menu, select *Video* and then *Maximum Simultaneous Cameras*.
   - From the Audio & Video panel Options menu, select *Maximum Simultaneous Cameras*.
2. Select the number of simultaneous cameras you would like to permit in the room by moving the slider with your mouse.
3. Click on **OK**.

Controlling the Primary Video Display

The primary video display can be controlled in three ways:

- setting the *Make Video Follow Moderator Focus* option,
- setting the *Make Video Follow Speaker* option, and
- by manually selecting what to display.

The *Make Video Follow Moderator Focus* option is set by Moderators only and overrides an individual's *Make Video Follow Speaker* option. Both options override a person's ability to manually select what video stream to show in the primary video display.

Note: When images change in the primary video display, they may be a bit fuzzy for a few seconds while the server changes the resolution of the new image from low (which is what is used for thumbnails) to a higher resolution (which is used in the primary display).

Make Video Follow Moderator Focus

Moderators can use the *Make Video Follow Moderator Focus* option to force everyone in the room to see the same thing in their primary video display as what the Moderator is seeing in his or her primary video display. This option overrides all other methods of controlling the primary video display.

Caution: If there is more than one Moderator in a session, a second Moderator can override what the first Moderator set as the primary video display. Be careful not to disrupt another Moderator's presentation by inadvertently changing your primary video display.

You can turn on *Make Video Follow Moderator Focus* in two ways:

- From the *Tools* menu, select *Video* and then *Make Video Follow Moderator Focus*.
- From the Audio & Video panel Options menu, select *Make Video Follow Moderator Focus*.

To turn the option back off, just repeat the process.

Make Video Follow Speaker

By default, the option to *Make Video Follow Speaker* is turned on. When it is turned on (and a Moderator has not turned on *Make Video Follow Moderator Focus*), the primary video display will always display either the profile picture or the video transmission (and the name) of the person currently speaking or, if no one is speaking, the last person to speak (even if that person has left the room). The Moderator option *Make Video Follow Moderator Focus* always overrides this option.

If you want to manually select the image to be shown in the primary video display, turn off *Make Video Follow Speaker*. You can do so in two ways (provided the Moderator doesn't have *Make Video Follow Moderator Focus* turned on):

- From the *Tools* menu, select *Video* and then *Make Video Follow Speaker*.
- From the Audio & Video Options menu, select *Make Video Follow Speaker*.

To turn the option back on, just repeat the process.

Manually Selecting What to Display

If *Make Video Follow Moderator Focus* and *Make Video Follow Speaker* are turned off, you can manually control what is displayed in your primary video display. To move a thumbnail image into the primary video display, simply click on the thumbnail.

The image that was originally in the primary display will move to the thumbnail in which the moved image previously resided – the images swap places.

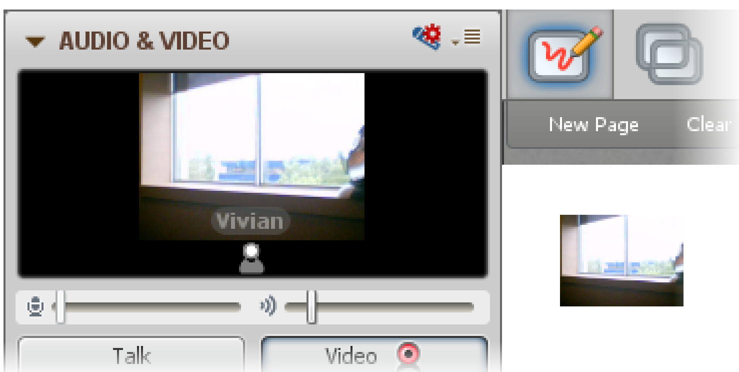
Multi-Camera Video in Recordings

If a session with multiple simultaneous cameras is recorded, you cannot choose who's video stream to display in the primary video display as you would in a live session. By default, the video stream of the current speaker is displayed in the primary video display unless, in the live session, a Moderator had turned on the option *Make Video Follow Moderator Focus*, in which case the video stream of the Moderator is displayed in the primary video display.

Sending a Video Image to the Whiteboard

If you want to take a snapshot of an image in your primary video display, you can do so in one of the following ways:

- From the *Tools* menu, select *Video* and then *Send Camera Snapshot to Whiteboard*.
- From the Audio & Video Options menu, select *Send Camera Snapshot to Whiteboard*.



The image you "snap" is placed in the foreground of the current page of the Whiteboard. You can manipulate it like you would any other Whiteboard image.

The name of the person transmitting the video will not be captured in the snapshot and, if you have the *Display frame rate* option selected in the Camera Setting preferences (see *Setting the Video Frame Rate* on page 100), the frame rate box will not be captured in the image. If you take a snapshot of your Preview view, the word "Preview" **will** be captured in the snapshot.

Note: For Participants to use this feature, they must have Whiteboard permissions.

Tip: If you want to take a snapshot of an image in a thumbnail (simultaneous cameras), you must move the thumbnail image into the primary video display and then take a snapshot. (For details, see *Controlling the Primary Video Display* on page 96.)

Troubleshooting Video Delays

A pause in the transmission of video may be due to a slow connection speed, network congestion or an overloaded server. To compensate, and keep the viewer up-to-date, the server does not send the viewer all of the frames that the transmitter sends to the server.

Use the following strategies to troubleshoot bandwidth issues:

- If you are the viewer of video, try reducing the bandwidth used by collapsing your primary video display. The incoming video will not be transmitted to you and should improve the overall responsiveness of Blackboard Collaborate. (If you are **transmitting** video, collapsing the video display will not affect bandwidth – video will still be transmitted.)
- When multiple cameras are transmitting simultaneously, you can reduce bandwidth use by having people (those who don't currently need to transmit video) turn their cameras off.
- If you are the transmitter of video, and users are frequently getting amber or red video status indicators, try lowering your frame rate in the Preferences dialog.

> **Note:** For a discussion of frame rates, see *Understanding Video Frame Rates* below. For details on setting your frame rate, see *Setting the Video Frame Rate* on next page.

- Take steps to improve your network connection. See the Knowledge Base article 2413 to learn how.

If you are having problems with the connection to your video device, turn on the option *Disconnect camera when not in use* in the Audio/Video panel of Preferences dialog, under *Camera Settings*. (See for instructions on opening the Preference dialog.) This will establish a new connection to your camera each time it is used.

Understanding Video Frame Rates

The frame rate is the number of video frames per second being transmitted or received. The default rate is 10 frames per second. The higher the frame rate, the higher the bandwidth being used. To reduce the load on your Internet connection, you can choose to receive video at a frame rate lower than what is being transmitted. However, you need to be careful not to put it too low or you may find that the quality of the video is compromised (making it jerky or blurry).

Raising the frame rate will improve the quality of the video only up to a point. Ideally, the frame rate should be set at the lowest possible value that will maintain good video transmission for the type of video being transmitted. For video with little movement, such as when you are having a conversation using your web cam ("talking heads"), a frame rate of 7 should be sufficient. Setting the frame rate higher than 7 would not improve your video quality, but would only increase the bandwidth load on your connection.

Generally speaking, the greater the movement in a video, the higher the frame rate required to prevent jerkiness or blurriness of the image. (For example, a TV show would need a frame rate of 10 to 15 and a theatrical movie would need a frame rate of about 25 to 30.) The best frame rate is the one that best matches the transmission.

If the video is being transmitted at a rate higher than your connection can receive it, the Blackboard Collaborate web conferencing server will start dropping frames in order to keep you up-to-date. For example, if your frame rate is 7 frames per second and the transmitter is sending the video at 10 frames per second, the server will send you only 7 out of every ten frames. This way you will not lag behind. The quality of the image you receive may or may not be compromised.

To change your frame rate, see *Setting the Video Frame Rate* on page 100.

Setting the Video Frame Rate

You can limit the amount of bandwidth used by Video by adjusting the frame rate. (For a discussion of frame rates, see *Understanding Video Frame Rates* on page 99.) The default frame rate is set to 10 frames per second.

Note: Increasing your frame rate increases the bandwidth used by Video and the load placed on your Internet connection. Even if your camera supports a high frame rate, your connection speed may prevent you from sending or receiving video at a high frame rate.

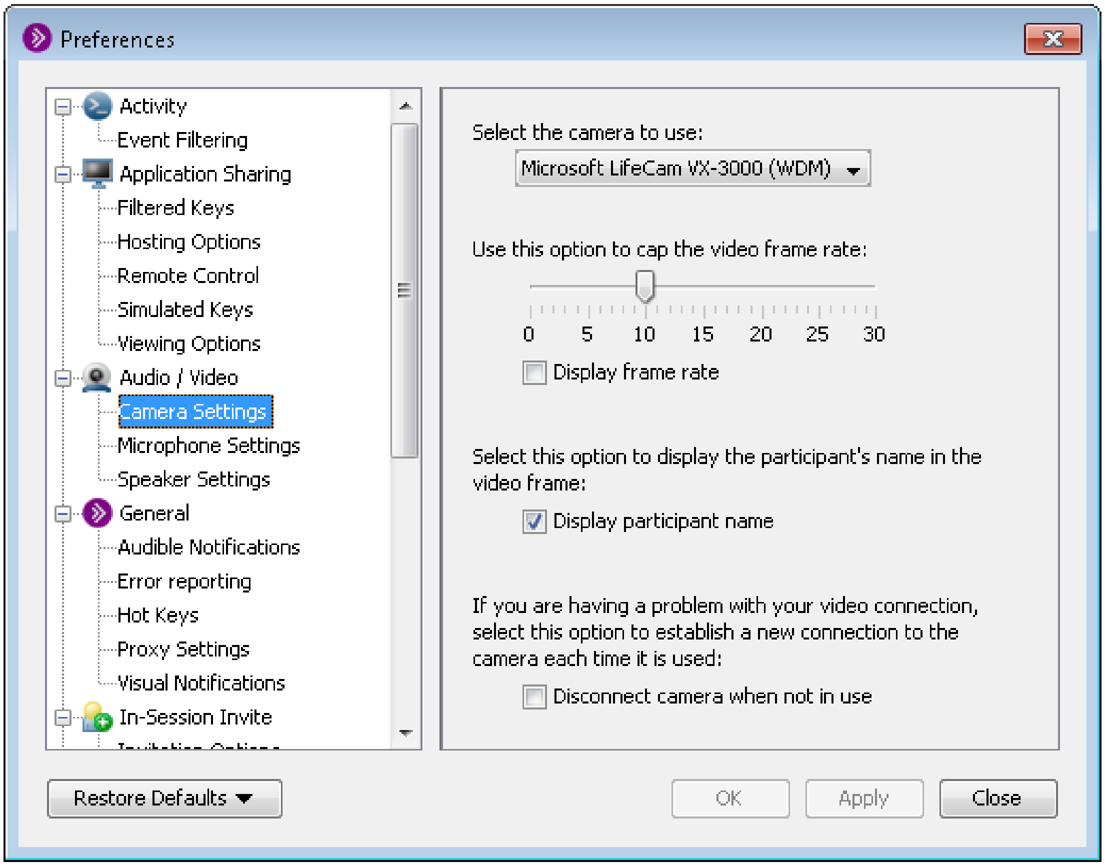
Change your Video Frame Rate settings in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences…* (Windows & Linux)

      From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select Camera Settings under Audio/Video. The Camera Settings preferences panel appears.



3. Under *Use this option to cap the video frame rate*, move the slider to the desired value.
4. If you wish to show the frame rate in the top left corner of the primary video display, select the option *Display frame rate*.
5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Setting Video Permission for Participants

The Video permission is included in the default set of Global permissions so all Participants are granted the permission to talk upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 51.)

There may be times when you want to turn the Video permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Video permission from Participants, their Video buttons are disabled so they will not be able to transmit video.

Participants will still be able to view another's video transmission, set their camera preferences, move thumbnails into their primary Video display and make Video follow the current speaker.

- To remove the Video permission from **all Participants at once**, deselect Video in the Global Options menu or click on the Video global permission icon at the top of the Participants list.
- To remove the Video permission from **an individual Participant**, deselect Video in their Participant Options menu.

For further details, see *Granting and Revoking Permissions to and from Participants* on page 55.

Stopping Video Transmission

To stop transmitting video, do one of the following:

- Click on the Video button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F3 (Command-F3 on Mac).

Tip: This keyboard shortcut is a "hot key", meaning you can redefine it. You are actually able to configure two hot keys for the Video button: one to turn it on and one to turn it off. For details, see *Hot Keys* on page 41.

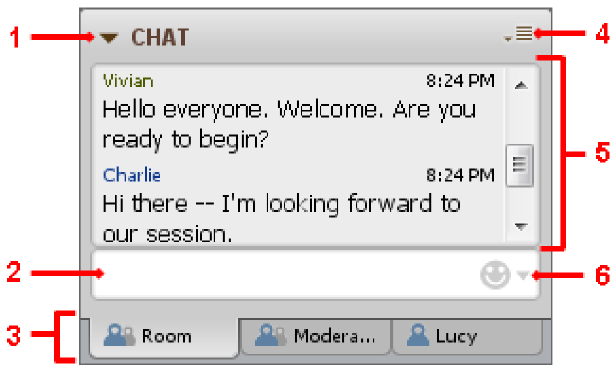
- Click on the **Preview** button. You will continue to see video images, but others in the session will not.

To stop previewing video, click on the Preview button in the Audio & Video panel.

Chapter 8

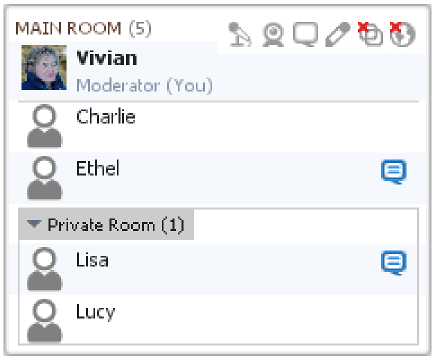
Chat

The Chat panel enables you to exchange text messages with others in the session. It has the following components:



1 Expand/Collapse button	4 Options menu
2 Message text box	5 Conversation pane
3 Conversation tabs	6 Emoticon menu

You will know someone is entering a Chat message when the blue Chat activity indicator ( ) appears next to their name in the Participants list. In the example below, Ethel and Lisa are entering Chat messages. (For details about activity indicators, see *Chat Activity and Permission Indicators* on the facing page.)



Moderators can use all the available Chat features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with the Chat permission enabled). For details on permissions, see *Setting the Chat Permission of Participants* on page 116

Note: For information on working with panels, see *Working with Panels* on page 29

Feature	Moderators	Participants
Send messages to everyone in the current room.	✓	✓
Send messages to selected Moderators and Participants in the current room.	✓	✓
Send messages in the form of announcements.	✓	
Monitor private messages sent to other users. (This feature must be enabled when the session is created.)	✓	
Grant or remove Participants' Chat permission	✓	

Chat Activity and Permission Indicators

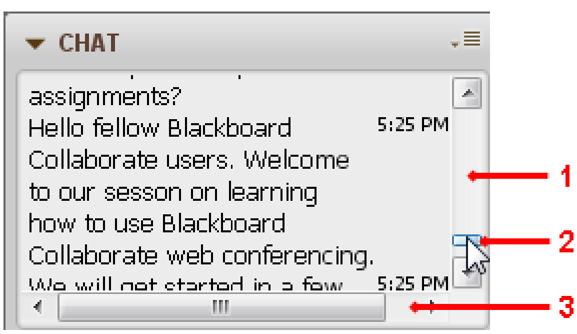
You can monitor the state of Chat activity and permissions through indicators displayed in the Participants list of the Participants panel. These indicators are described in the following table.

For details about permissions, see *Understanding Permissions* on page 51.

Activity Indicator	Meaning
	User is typing a Chat message.
	Chat permission is set globally to "on" but Moderator has revoked Chat permission from this user.
	Chat permission is set globally to "off" but Moderator has granted Chat permission to this user.

Viewing Chat Messages

New Chat messages appear at the bottom of the conversation pane of the Chat panel. You can scroll back and forth to read messages in the conversation pane.



1 Vertical scroll bar

2 Scroll thumb

3 Horizontal scroll bar

When a new message arrives,

- if the scroll thumb is at the bottom of the scroll bar (the last Chat message is visible), the conversation pane will scroll as new messages are received; but
- if you had scrolled back to review earlier messages, the conversation pane will not scroll when new messages are received – you must manually scroll to the bottom to see the new message.

There are three options for controlling which messages you will see in the conversation pane:

- *Show Supervised Messages* – for details, see *Reading Private Chat Messages When the Session is Supervised* on page 109
- *Show My Private Chats in Room Tab* – for details, see *Viewing Private Chat Messages in the Room Conversation Tab* on page 108
- *Show Event Messages* – for details, see *Turning Off Event Messages* below

New Messages in Other Conversation Tabs

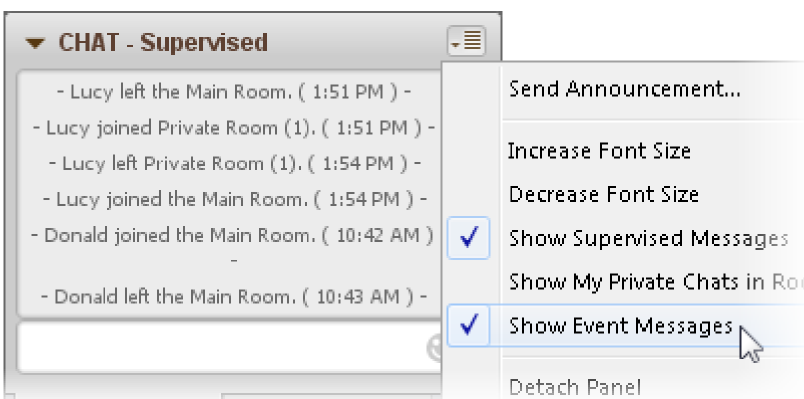
If you are not in a conversation when a message arrives, you will see a New Message Indicator (Chat bubble) in the tab of that conversation. Simply click on the tab to read your message. (For details on conversation tabs, see *Conversation Tabs* on the facing page.)

Also, if you have the *Chat Message Received* audible notification turned on, you will hear an alert sound.

> **Tip:** You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Turning Off Event Messages

The Chat conversation pane, by default, gives you event information about who has entered or left the Main room and breakout rooms. If you do not want to view this information, you can turn it off. To do so, unselect *Show Event Messages* in the Chat Options menu.



Conversation Tabs

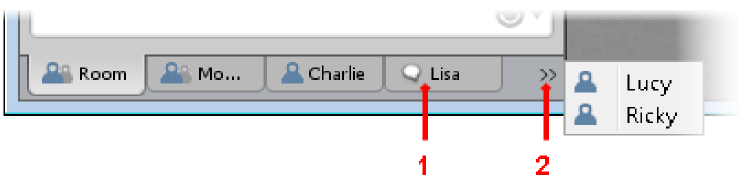
When chatting in Blackboard Collaborate, you can participate in more than one Chat conversation at a time. These conversations take place in conversation tabs at the bottom of the Chat panel. When a session begins, there are two conversation tabs: one for messages sent to everyone (in the Main room) and one for private messages between Moderators.

When a new private conversation is initiated (by you or by someone else with you), a new conversation tab is added to the bottom of the Chat panel for that conversation.

Note: In some sessions, private chatting between Participants may be disabled by the session creator or administrator.

Note: Sending and receiving private chat messages is not supported on mobile devices.

As more private chat conversations are initiated, more tabs are opened. When you run out of space for more tabs, new conversation tabs are added to a list on the right side of the Chat panel. Just click on the double arrow icon to open the list of hidden conversation tabs.



1 Click to read new messages

2 Click to open hidden tabs

Note that, when there is a new Chat message in a conversation (one in which you are currently not participating), a New Message Indicator (Chat bubble) is displayed in its tab. In the example above, there is a new message in the conversation with Lisa.

Moving Between Conversations

You can move freely between conversations simply by clicking on the conversation tabs or, for private conversations, double-clicking on the name of the person with whom you are conversing. You will be able to catch up on all the messages others entered while you were away.

Note: You will not be able to see the Chat messages that others entered while you were out of a **room**, even if you had previously been in that room. For example, if you moved to a breakout room from the Main room, any messages entered in the Main room while you were gone will not be visible to you. You will, however, retain a history of the messages **you** entered in the Main room before you moved to the breakout room.

Closing Conversation Tabs

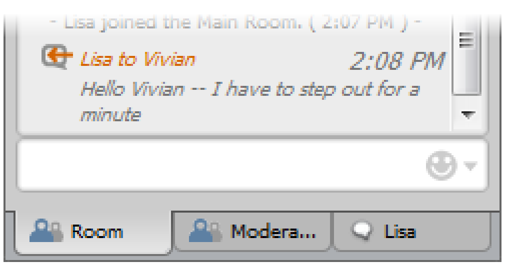
To close a conversation tab, hover your mouse over the people/person icon in the tab until it changes to an X. Click on the X to close the conversation tab.

Viewing Private Chat Messages in the Room Conversation Tab

If you don't want to switch tabs to read your new private messages, you have the option of viewing all your private messages in the conversation area of the Room conversation tab. To do so, select *Show My Private Chats in Room Tab* from the Chat Options menu.

Blackboard Collaborate web conferencing will remember this setting each time you join a session from the same computer.

When you receive a new private chat message, it will appear as an indented message in the conversation area of the Room conversation tab. (A new conversation tab will still be created for the message.) It will have a heading that starts with the Private Message icon and describes who the message is from and to whom. In the example below, Lisa sent a private message to Vivian.



To reply to a private message, you still need to enter it in the conversation tab containing the message. To open the conversation tab, do one of the following:

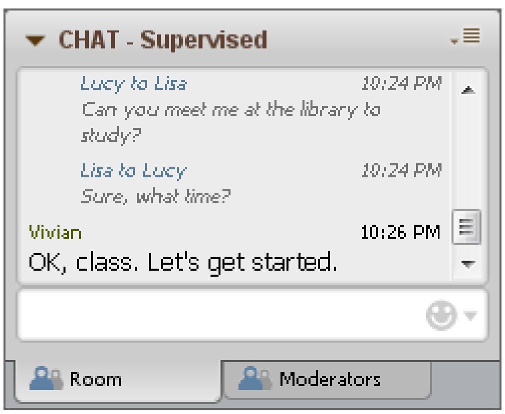
- Click on the text or icon of the private message heading in the conversation area of the Room conversation tab.
- Click on the conversation tab containing the message.
- In the Participants list, double-click on the name of the person who sent you the private message.

Reading Private Chat Messages When the Session is Supervised

The session creator can configure a session to be supervised, meaning that Moderators will be able to see the activity of everyone in the session, including their private messages to each other. A Moderator will even be able to see the private chat messages of other Moderators.

You will know a session is supervised by the presence of the word "Supervised" in the title of the Chat panel.

When someone enters a private chat message, it is displayed in the conversation pane along with all the other Chat messages. You will know it is a private Chat message by its small italicized font and the message heading describing who the message is from and to whom.



Hiding Supervised Chat Messages

By default, supervised messages are displayed in the conversation pane. If you don't want to see the private Chat messages of others, turn off their display by unselecting *Show Supervised Messages* in the Chat Options menu.

Changing the Text Size in the Conversation Pane

You can set the font size of the text in the conversation pane anywhere from 7 points to 109 points, in increments of 2 points. The default value is 13 points, which may be influenced by your system-wide font defaults.

To increase the font size, do one of the following

- From the *Tools* menu, select *Chat* and then *Increase Font Size*.
- From the Chat Options menu, select *Increase Font Size*.

To decrease the font size, do one of the following

- From the *Tools* menu, select *Chat* and then *Decrease Font Size*.
- From the Chat Options menu, select *Decrease Font Size*.

Sending Chat Messages

With Chat, you can send the following types of messages:

- **public** messages to everyone in your current room (Main room or breakout room). For details, see *Sending Messages to Everyone in a Room or Existing Group Conversation* on the facing page
- **private** messages to one or more selected individuals. This will initiate a new conversation in its own tab. For details, see *Sending Messages to Selected Individuals* on page 112
- **private** messages to other Moderators only under the Moderators conversation tab. For details, see *Sending Private Chat Messages to Other Moderators* on the facing page
- **public** announcements to everyone or selected rooms. The message is displayed both in a pop-up window and in the Chat conversation area. For details, see *Sending a Message as an Announcement* on page 113

Note: Sending and receiving private chat messages is not supported on mobile devices.

In addition to typing Chat messages, you can enter content into Chat messages by copying and pasting text, entering links to web sites (that others can follow) and adding emoticons. For details, see *Adding External Links to your Chat Message* on page 115 and *Adding Emoticons to your Chat Message* on page 114

Sending Messages to Everyone in a Room or Existing Group Conversation

1. If the desired room tab or existing group conversation tab is not in focus, move to it. (For details, see *Moving Between Conversations* on page 108.) Go directly to step 3 since your cursor will already by in the message text field.

> **Note:** To start a new group conversation, see *Sending Messages to Selected Individuals* on next page.

2. If it isn't already there, place your cursor in the message text field by doing one of the following:
   - Click anywhere in the message text field.
   - Press Ctrl+M (Command-M on Mac).
3. Enter your text in the message text field. (You can type it or copy and paste from an external source.)
4. Press Enter to send your message. The message will appear in the conversation pane and, if session attendees have the *Chat Message Received* audible notification turned on, they will hear a ding.

> **Tip:** You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Sending Private Chat Messages to Other Moderators

As a Moderator, you have access to a default, private group conversation for Moderators only. This conversation for Moderators is persistent so you can't close its conversation tab.

1. Click on the Moderators conversation tab. Your cursor will be placed in the message text field.
2. Enter your text in the message text field. (You can type it or copy and paste from an external source.)
3. Press Enter to send your message. The message will appear in the conversation pane and, if session attendees have the *Chat Message Received* audible notification turned on, they will hear a ding.

> **Tip:** You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Sending Messages to Selected Individuals

You can send private Chat messages to a specific person or group of people by selecting their names in the Participants list. These messages will appear to only yourself and those you selected from the Participants list. There is one notable exception: when a session is supervised, Moderators will be able to see the private messages of everyone.

Note: In some sessions, private chatting between Participants may be disabled by the session creator or administrator.

Note: Sending and receiving private chat messages is not supported on mobile devices.

1. Initiate the message in one of the following ways:
   - (If sending to one person) Double-click on the name of the person in the Participants list.
   - (If sending to one person) Select the person's name in the Participants list and then select *Send a Private Chat* from their Participant Option menu.
   - (If sending to multiple people) Select the names of the people in the Participants list (using the standard Shift or Control methods), right-click (Control-click on Mac) on the highlighted names to open the Participants Option menu and then select *Send a Private Chat*.

     Tip: Do not click on the Participant Option menu of any individual – that will unselect all the others you've selected in the Participants list.
2. Enter your text in the message text field. (You can type it or copy and paste from an external source.)
3. Press Enter to send your message.

   A new conversation tab will open in your Chat panel and the recipient's Chat panel. The recipient will see a New Message Indicator (Chat bubble) in the tab and will need to click on the new tab to read your message.

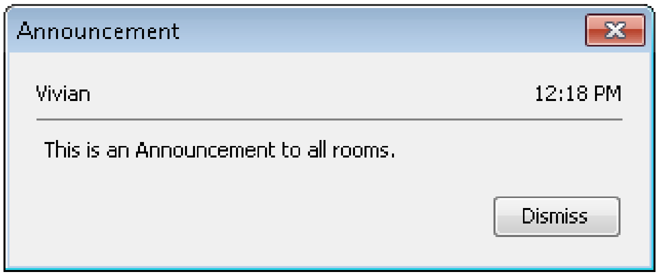
   If the intended recipient has the *Chat Message Received* audible notification turned on, they also will hear a ding.

Tip: You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Sending a Message as an Announcement

Send a message as an Announcement when you want to ensure your message will stand out to all message recipients. You can send Announcements to just the room you are in (either the Main room or a breakout room), to all rooms, or to Moderators only.

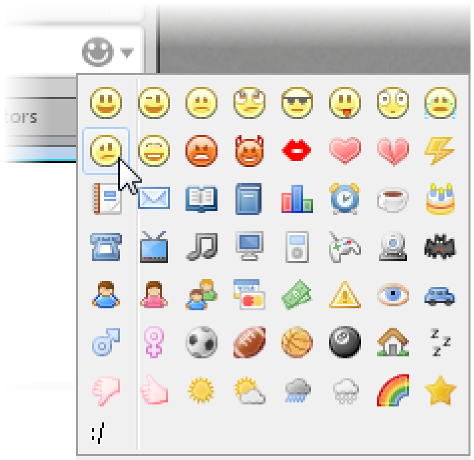
1. If you want to send the Announcement to Moderators only, click on the Moderators conversation tab. If you want to send the Announcement to a single room, move to that room. For details, see *Moving Yourself or Others into Existing Rooms* on page 273.
2. Open the Announcement dialog by doing one of the following:
    - From the *Tools* menu, select *Chat* and then *Send Announcement*...
    - From the Chat Options menu, select *Send Announcement*...
3. Enter your text in the message field.
4. If you want to send the Announcement to all rooms (Main room and breakout rooms), select the option *Send to all rooms*.
5. Click **Send** or press Enter to send your message. The message will appear to the recipients in both their conversation pane and in a pop-up window such as the following:



Adding Emoticons to your Chat Message

Emoticons are special graphical icons that you can insert into any text-based chat to make your conversations more expressive and fun.

You can add emoticons to your Chat messages by selecting them from the Chat Emoticon menu or by entering text strings in the Chat message text field. The text string equivalent of the emoticon selected in the Emoticon menu is displayed in the bottom left corner of the menu.



Note: If you do not see the Chat Emoticon menu, it means a Moderator has disabled Chat emoticons. You can still type the text string equivalents of emoticons in the message text box but they won't be converted to icons. For example, when you type ;-), others in the session will see ;-) rather than .

The following table lists a few of the most popular emoticons and their respective text strings. (A full list of the text strings used for entering emoticons is available in *Appendix A, Chat Emoticon Text Strings*.)

Note: The emoticon text strings are not case sensitive, so you can use either upper case or lower case letters to enter your emoticons.

Emotions	Icons	Text strings
Smiley		:) *or* :-)
Wink		;) *or* ;-)
Sad		:(*or* :-(
Surprised		:-o *or* :-O
Confused		:/ *or* :-/
Grin		:D *or* :-D
Angry		:@ *or* :-@
Thumbs up		(y)
Thumbs down		(n)

Note: Emoticons can be entered in Announcements using text strings. The emoticons are not displayed graphically in the Announcement message pop-up windows (only the text string is displayed) but they will appear in the announcement as it is displayed in the conversation area.

Adding External Links to your Chat Message

You can include HTTP links in your Chat messages either by typing them in directly, copying and pasting them or dragging and dropping them from a browser or email message. Recipients of your messages will be able to click on the links to open web sites in their default browsers.

Link Type	Syntax	Example
HTTP web site	http://	http://www.blackboard.com
Secure HTTP web site	https://	https://addons.mozilla.org/

Saving Chat Conversations to a File

You can save a Chat conversation to a text file to review at a later time. If you made the date/time stamps visible, these will be saved to the text file as well.

1. Move to conversation you want to save. (For details, see *Moving Between Conversations* on page 108.)

2. Open the Save Chat Conversation dialog by doing one of the following:
   - From the *File* menu, select *Save* and then *Chat Conversation*….
   - Enter Ctrl+S (Control-S on Mac). The Save dialog appears. Select Chat Conversation and click on Save.
3. Enter a file name and select the location to which you want to save the file.
4. Click Save.

All Chat files are saved as text (.txt) files. There are no other file types supported. You can use Notepad, WordPad or any word processing application to read the text file.

Note: You cannot load the file back into the *Blackboard Collaborate web conferencing* Chat panel.

Setting the Chat Permission of Participants

The Chat permission is included in the default set of Global permissions so all Participants are granted the permission to chat upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 51.)

There may be times when you want to turn the Chat permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Chat permission from Participants, they will still be able to read chat messages and they will be able to send messages to Moderators.

- To remove the Chat permission from **all Participants at once**, deselect Chat in the Global Options menu or click on the Chat global permission icon at the top of the Participants list.
- To remove the Chat permission from **an individual Participant**, deselect Chat in their Participant Options menu.

For further details, see *Granting and Revoking Permissions to and from Participants* on page 55.

Disabling Emoticons in Chat

Because emoticons can become a distraction if used inappropriately or excessively by your session attendees, Moderators have the option to disable the insertion of emoticon icons in Chat messages for everyone in the session, including those in breakout rooms.

Everyone will still be able to enter text string equivalents of emoticons in the message text box, but the strings won't be converted to icons in the conversation pane. For example, if a Participant types ;-), others in the session will see ;-) rather than .

To disable and re-enable the use of Chat emoticons, do one of the following. (You will know the option is enabled when you see a checkmark next to it.)

- From the Chat Options menu, select *Enable Emoticons*.
- From the Tools menu, select *Chat* and then *Enable Emoticons*.

Note: The disabling of the emoticons is not persistent between sessions, meaning Chat emoticons will be enabled every time you enter a session. If desired, you will have to explicitly disable emoticons for every session.

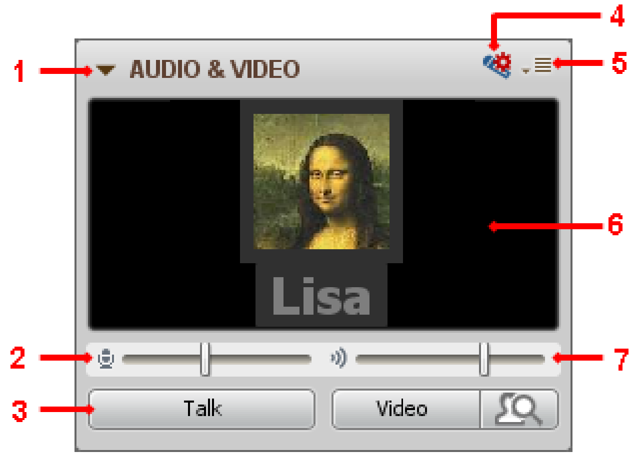
Chapter 9

Audio

The Audio feature enables you to participate in conversations during a Blackboard Collaborate web conferencing session using a microphone and speakers (or headset) via Voice over Internet Protocol (VoIP). If your organization offers teleconferencing services with Blackboard Collaborate, you can use the Telephony (telephone conferencing integration) feature for your in-session communications. For details, see *Chapter 10, Teleconferencing*.

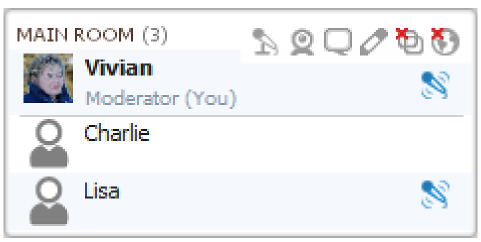
Note: Mobile device users cannot use a teleconference for Audio communications in a session. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

Audio shares a panel with Video in the Blackboard Collaborate interface. The panel has the following components relevant to Audio:



1 Expand/Collapse button
2 Microphone Level indicator and slider
3 Talk button
4 Audio Setup Wizard button
5 Options menu
6 Primary video display
7 Speaker Level indicator and slider

You will know someone has their microphone turned on (has activated the Talk button) when the blue Audio activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Audio Activity, Permission and Status Indicators* on page 121.) In the example below, Vivian and Lisa have their microphones turned on.



You may see the Video transmission or the profile picture (or default profile icon) of the person currently speaking in the primary Video display. The display will also show their name. Whether or not you see this depends on the configuration of the Video display. For details, see *Viewing Video* on page 92.

Note: For information on working with panels, see *Working with Panels* on page 29.

Moderators can use all the available Audio features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with the Audio permission enabled). For details on permissions, see *Setting the Audio Permission for Participants* on page 142.

Feature	Moderators	Participants
Participate in a conversation (send and receive audio)	✓	✓
Adjust your microphone and speaker levels	✓	✓
Run the Audio Setup Wizard	✓	✓
Change your microphone and speaker settings	✓	✓
Change the number of simultaneous talkers allowed	✓	
Grant Participants the Audio permission	✓	

Audio Activity, Permission and Status Indicators

You can monitor the state of Audio activity and permissions through indicators displayed in the Participants list of the Participants panel.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Audio or Telephony. (For details on Telephony, see *Chapter 10, Teleconferencing*.)

For details about permissions, see *Understanding Permissions* on page 51.

Activity Indicator	Meaning
	User has turned on his/her microphone. (Using VoIP for Audio.)
	Audio permission is set globally to "on" but the Moderator has revoked Audio permission from this user.
	Audio permission is set globally to "off" but the Moderator has granted Audio permission to this user.
	User is running the Audio Setup Wizard.
	The Teleconference Bridge participant is connected and the telephone conference is available to users.
	The Teleconference Bridge participant is connected but has had its Audio permission removed and, therefore, the teleconference is muted.
	User is using Telephony mode for audio communications. (Using the phone for Audio.)
	User is using Telephony mode for audio communications (using the phone for Audio) but the teleconference is muted.

Status Indicators

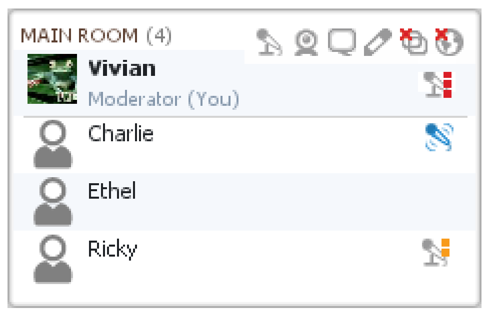
Status indicators appear on the Audio activity indicator icons of Audio users in the Participants list if there are delays in the receipt of Audio or if the talker or listener is not responding to the Audio service.

Note: All Talkers see status indicators for all listeners, Moderator listeners see status indicators for all listeners (including themselves) and Participant listeners see status indicators for themselves only. There are no status indicators shown next to Talkers. (There is one exception: if there are multiple simultaneous talkers, a person can be a talker and listener at the same time, so "talkers" may see status indicator for themselves – but only because they are also "listeners".)

- **Amber Indicator:** Appears when a listener's receipt of audio is delayed.
- **Red Indicator:** Appears when a talker or listener is experiencing a significant delay (is non-responsive) and may be offline from the session. This may indicate a problem with the network connection and often will be followed by the user getting disconnected from the session.

In the example to the right,

- Charlie is talking,
- Ricky is experiencing a moderate delay in receiving Audio,
- Vivian is experiencing a significant delay in receiving Audio, and
- Ethel is not having any problems receiving Audio.



Basic Audio Configuration

Generally speaking, it is recommended that you configure your Audio before the session begins. There are a number of Audio settings that you can configure but you will likely only need to set your microphone and speaker levels (see *Using the Audio Setup Wizard* on page 123) and configure simultaneous talkers (see *Configuring Simultaneous Talkers* on page 126).

The other available configuration items are advanced and, in most cases, you probably won't need to modify them. However, if you wish to modify the advanced Audio settings, you can do so in the Preferences dialog. (For details, see *Advanced Audio Configuration* on page 129.)

Using the Audio Setup Wizard

The Audio Setup Wizard is a tool you can use to verify that your Audio is set up correctly. It is comprised of a series of panels that guide you through selecting Audio input (microphone) and output (speaker) devices and setting your speaker and microphone volumes. **We encourage everyone to run the wizard prior to the start of the session.**

Tip: To run the Audio Setup Wizard before your session begins, either join your session early or open the Configuration Room on the Blackboard Collaborate Support Portal:

http://support.blackboardcollaborate.com

To open the Configuration Room, browse to First Time Users and then to Step 2 under Blackboard Collaborate Web Conferencing.

You can run the Audio Setup Wizard again at any time within your session.

Note: When you are using the Audio Setup Wizard during a session, you will not be able to hear any of the session Audio. Others will know you can't hear them because the Audio Setup Wizard icon will appear next to your name in the Participants list.

To open the Audio Setup Wizard, do one of the following:

- Click on the Audio Setup Wizard button at the top of the Audio & Video panel.

- From the *Tools* menu select *Audio* and then *Audio Setup Wizard*.
- From the Audio & Video Options menu, select *Audio Setup Wizard*.

On Windows or Linux

1. Select your audio output device (speakers), following the instructions given in the dialog box. (For further details on selecting an audio output device, see *Selecting a Speaker Device* on page 137.)
2. Play the recorded audio message provided and adjust your speaker volume to a suitable level. (Follow the instructions given in the dialog box.)
3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on **Yes**, go to step 4.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 1.

4. Select an audio input device (microphone), following the instructions given in the dialog box. (For further details on selecting an audio input device, see *Selecting a Microphone Device* on page 129.)

> **Note:** Whichever microphone you select here will become the selected microphone in the Microphone Settings Preferences dialog.

5. (Linux only) Select your microphone type to get the best results when testing your microphone.
   - *Single Talker:* Select this option if using a headset or a microphone just for yourself.
   - *Multiple Talkers:* Select this option if using a single microphone to pick up multiple talkers, such as when you are in meeting room sharing the microphone with others. This is the default.
6. Press **Record** and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press **Stop** when you are done.
7. Press **Play** to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.
8. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on **Yes**, go to step 8.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 4.
9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

On Mac OS X

1. Mac users cannot change their audio output (speaker) devices directly in Blackboard Collaborate web conferencing – Blackboard Collaborate uses the system default device. To change your output device, click on the speaker icon in the Select Audio Output Device dialog of the Audio Setup Wizard and make your changes in the System Preferences Sound Output panel. (For further details on selecting an audio output device, see *Selecting a Speaker Device* on page 137). When done, click on **OK** to advance to the next panel of the wizard.
2. Play the recorded audio message provided and adjust your speaker (audio output device) volume to a suitable level. (Follow the instructions given in the dialog box.)

3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on **Yes**, go to the next step.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 1.
4. Select an audio input (microphone) device from the list or select the option *Use System Default Device*. Follow the instructions given in the dialog box. (For further details on selecting an audio input device, see *Selecting a Microphone Device* on page 129.)
5. (Mac OS X 10.5 and earlier only) Select your microphone type to get the best results when testing your microphone.
   - *Single Talker:* Select this option if using a headset or a microphone just for yourself.
   - *Multiple Talkers:* Select this option if using a single microphone to pick up multiple talkers, such as when you are in meeting room sharing the microphone with others. This is the default.

> **Note:** Whichever microphone you select here will become the selected microphone under Microphone Settings Preferences dialog.

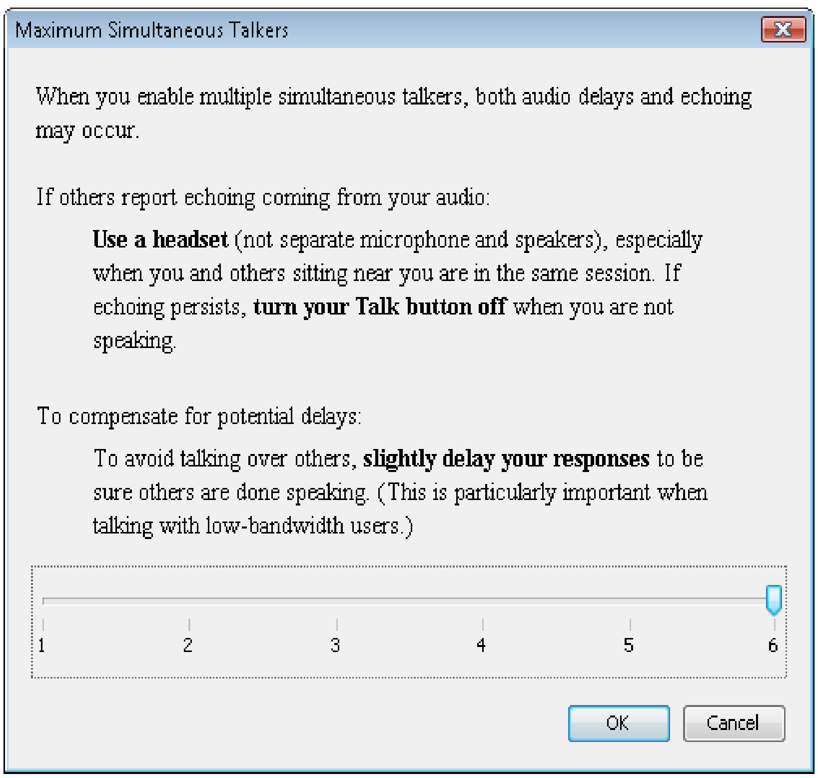
6. Press **Record** and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press **Stop** when you are done.
7. Press **Play** to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.
8. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on **Yes**, go to the next step.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 3.
9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

Configuring Simultaneous Talkers

As the Moderator, you can allow up to six simultaneous talkers per session. The default number of simultaneous talkers is set by the session creator when configuring the session.

Note: If you lower the number of simultaneous talkers during a session to a value below the number of users currently talking, those users will continue to be able to talk until they release the **Talk** button, or you remove their permission to talk by removing their Audio permission in the Participants list.

1. Open the Maximum Simultaneous Talkers dialog in one of the following ways:
    - From the *Tools* menu select *Audio* and then *Maximum Simultaneous Talkers....*
    - From the Audio & Video panel Options menu, select *Maximum Simultaneous Talkers...*



2. Move the slider to the desired number of maximum simultaneous talkers.
3. Click **OK** to save your change and close the dialog, or **Cancel** to close the dialog box without saving your change.

Tip: If you have simultaneous talkers in a session, advise them to use either a headset or an echo-canceling microphone to prevent an echo for everyone else who will be listening.

Note: If the session is connected to a teleconference using the Telephony feature in Blackboard Collaborate web conferencing, the Teleconference participant (the one that shows up in the Participant list) is **not** counted as one of the simultaneous talkers.

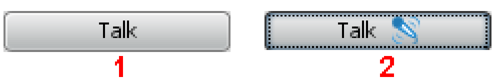
Using Your Microphone

You can turn on your microphone in one of two ways:

- Click on the Talk button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F2 (Command-F2 on Mac).

Tip: This keyboard shortcut is a "hot key", meaning you can redefine it. You are actually able to configure two hot keys for the Talk button: one to turn it on and one to turn it off. For details, see *Hot Keys* on page 41

To turn your microphone off, again click on the Talk button or use the keyboard shortcut. Notice that, when off, your Talk button contains the word Talk only but, when activated, also displays a blue microphone.



1 Talk button off

2 Talk button on

You also may hear an audible notification when you activate or release your microphone.

Tip: You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Tip: If your Talk button is inaccessible (grayed out) it may be because a Moderator has removed your Audio permission, the maximum number of simultaneous talkers has been reached or you are using the Telephony feature for audio communications.

Adjusting Microphone and Speaker Levels

The microphone level indicator (microphone icon) shows the volume levels when you are speaking and the speaker level indicator (speaker icon) shows the volume levels when someone else is speaking.

Tip: If all talkers have their microphones set properly, listeners won't need to keep adjusting their speakers to accommodate changes in volume. The best way to ensure proper microphone and speaker levels is to run the Audio Setup Wizard at the beginning of the session. See *Using the Audio Setup Wizard* on page 123.

Microphone Level

There are four ways to adjust your microphone level:

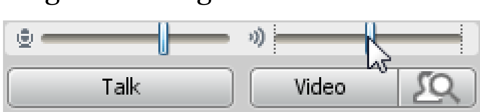
- **Audio & Video panel:** Grab the microphone level slider in the Audio & Video panel and drag it to the right to increase the volume and to the left to decrease the volume.

- **Options menu:** From Audio & Video Options menu, select either *Adjust Microphone Level Up* (to increase the volume) or *Adjust Microphone Level Down* (to decrease the volume).
- **Tools menu:** From the *Tools* menu, select *Audio* and then select either *Adjust Microphone Level Up* (to increase the volume) or *Adjust Microphone Level Down* (to decrease the volume).
- **Keyboard Shortcuts:** Enter Ctrl+Shift+Up Arrow (Shift-Command-Up Arrow on Mac) to increase the volume or Ctrl+Shift+Down Arrow (Shift-Command-Down Arrow on Mac) to decrease the volume.

Speaker Level

There are four ways to adjust your speaker level:

- **Audio & Video panel:** Grab the speaker level slider in the Audio & Video panel and drag it to the right to increase the volume and to the left to decrease the volume.



- **Options menu:** From Audio & Video Options menu, select either *Adjust Speaker Level Up* (to increase the volume) or *Adjust Speaker Level Down* (to decrease the volume).
- **Tools menu:** From the *Tools* menu, select *Audio* and then select either *Adjust Speaker Level Up* (to increase the volume) or *Adjust Microphone Speaker Down* (to decrease the volume).
- **Keyboard Shortcuts:** Enter Ctrl+Up Arrow (Command-Up Arrow on Mac) to increase the volume or Ctrl+Down Arrow (Command-Down Arrow on Mac) to decrease the volume.

Advanced Audio Configuration

In most cases, you probably won't need to modify the advanced Audio configuration settings (the default settings should be adequate). However, if you wish to modify them, you can do so in the Preferences dialog.

For information on modifying the advanced Audio settings, refer to the following sections:

- *Selecting a Microphone Device* below
- *Selecting a Speaker Device* on page 137
- *Setting Level Controls* on page 135
- *Suppressing Transmission of Silence* on page 136
- *Muting Speakers When Talking* on page 141
- *Setting the Sample Rate* on page 137

Note: When you configure the Audio preferences, Blackboard Collaborate web conferencing will remember these settings each time you join another session.

Selecting a Microphone Device

The first time you use Blackboard Collaborate web conferencing, it will use the microphone (audio input) device that is the system default at the time your session is launched. You can select a different device through the Audio Setup Wizard or the Microphone Settings Preferences dialog.

Tip: A headset with microphone works well for most Blackboard Collaborate users as both their speaker device and microphone device.

Selecting a Microphone on Windows or Linux

You can change the microphone device in one of two places:

- Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 123)
- Microphone Settings Preferences dialog (see *Microphone Configuration* below)

The device you select will be used in all future sessions (provided it is available when you launch Blackboard Collaborate) until you explicitly select a different device. Changing your system default microphone device will not affect which device Blackboard Collaborate will use.

Tip: If you join a Blackboard Collaborate session when no microphone device is connected, you don't have to run the Audio Setup Wizard or use the Microphone Settings Preferences dialog. Just connect your device and, after the system recognizes the new device, click on the **Talk** button – Blackboard Collaborate will automatically connect to the device. You may need to adjust your microphone level.

Selecting a Microphone on Mac OS X

You can change the microphone device in one of two places:

- Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 123)
- Microphone Settings Preferences dialog (see *Microphone Configuration* below)

You can make a change at any time during a session, except while you are talking. If you try to select the input device from within Blackboard Collaborate when talking, you will get an error message.

Tip: If you are talking, release the microphone, change the microphone device and then re-engage the Talk button.

If you select the option *Use System Default Device* (selected by default), your Blackboard Collaborate input device will change every time you change your system default. You can change the system default any time during a Blackboard Collaborate session under System Preferences, Sound panel, Input tab.

If you do not select the option *Use System Default Device*, the device you select will be used in all future sessions (provided it is available when you launch Blackboard Collaborate) until you explicitly select a different device or select the option *Use System Default Device*.

Microphone Configuration

The microphone configuration preferences vary slightly depending on which operating system you are on. Read the section below appropriate to your operating system.

Windows and Mac OS X 10.6 and Later

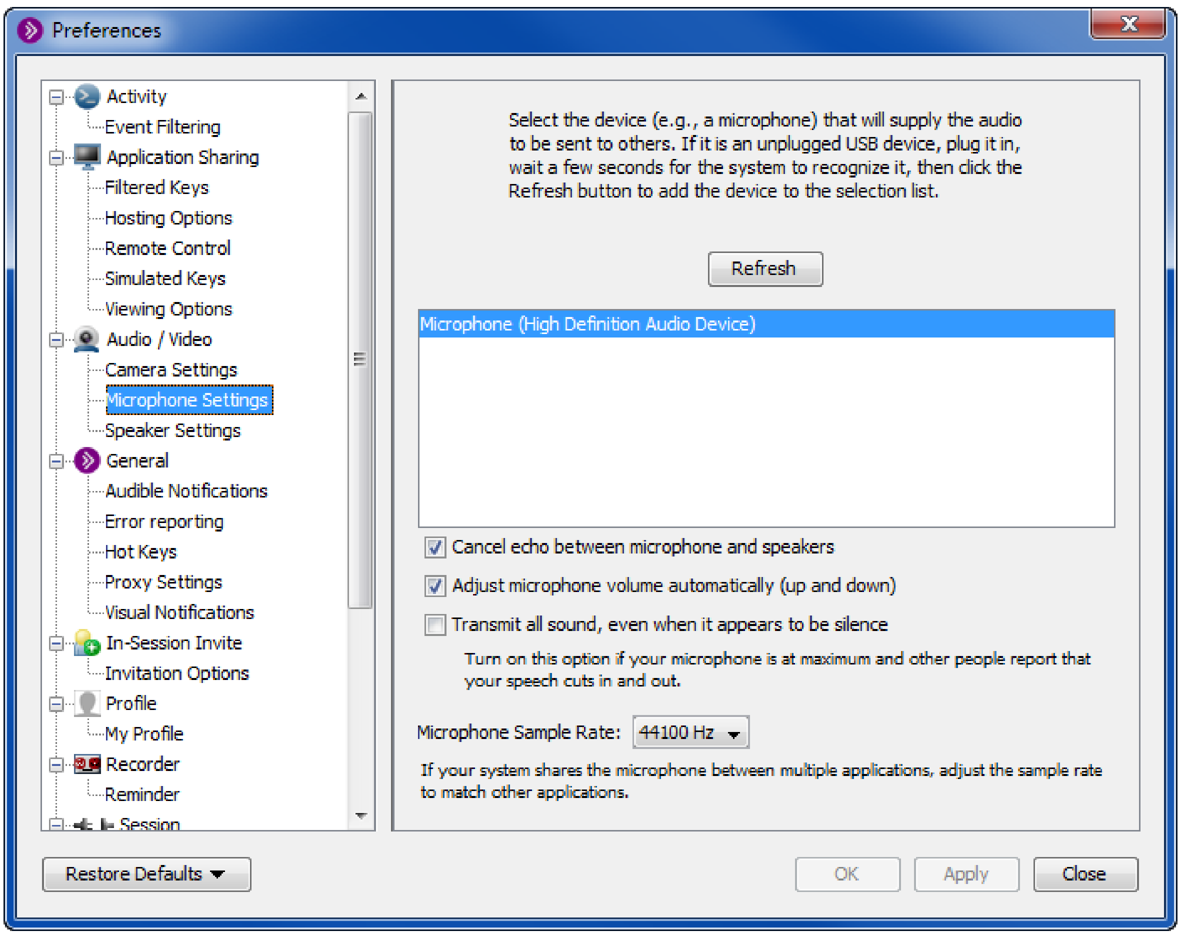
Set the microphone configuration preferences as follows:

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows)

     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select *Microphone Settings* under *Audio/Video*. The Microphone Settings preferences panel appears.

Note: The available audio input line options will vary depending on your sound card.



3. Select your Microphone device from the input devices listed in the box. For a complete discussion about microphone devices, see *Selecting a Microphone Device* on page 129.
4. Select the desired options:
   - (Mac only) *Use System Default Device* – Select this option if you want to use your system's default input device. Each time you change the system default it will change the microphone used by Blackboard Collaborate.
   - *Cancel echo between microphone and speakers* – Select this option if others are reporting an echo from your audio transmission. (Echoes occur when the sound from your speakers is being picked up by your microphone and retransmitted.) By default, this option is enabled.
   - *Adjust microphone volume automatically (up and down)* – Select this option to enable Audio to automatically increase the microphone signal level when the volume is too low and decrease the microphone signal level when the volume is too high. By default, this option is enabled.

     For further details, see *Microphone Configuration* on page 130.
   - *Transmit all sound, even when it appears to be silence* – Select this option if you want audio transmission to continue in times of silence. By default, this option is disabled.

     For further details, see *Microphone Configuration* on page 130.
   - *Microphone Sample Rate* – Select a sample rate from the option menu if your microphone is being shared with other applications.

     For further details, see *Microphone Configuration* on page 130.
5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Linux and Mac OS X 10.5 and Earlier

Set the microphone configuration preferences as follows.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Linux)

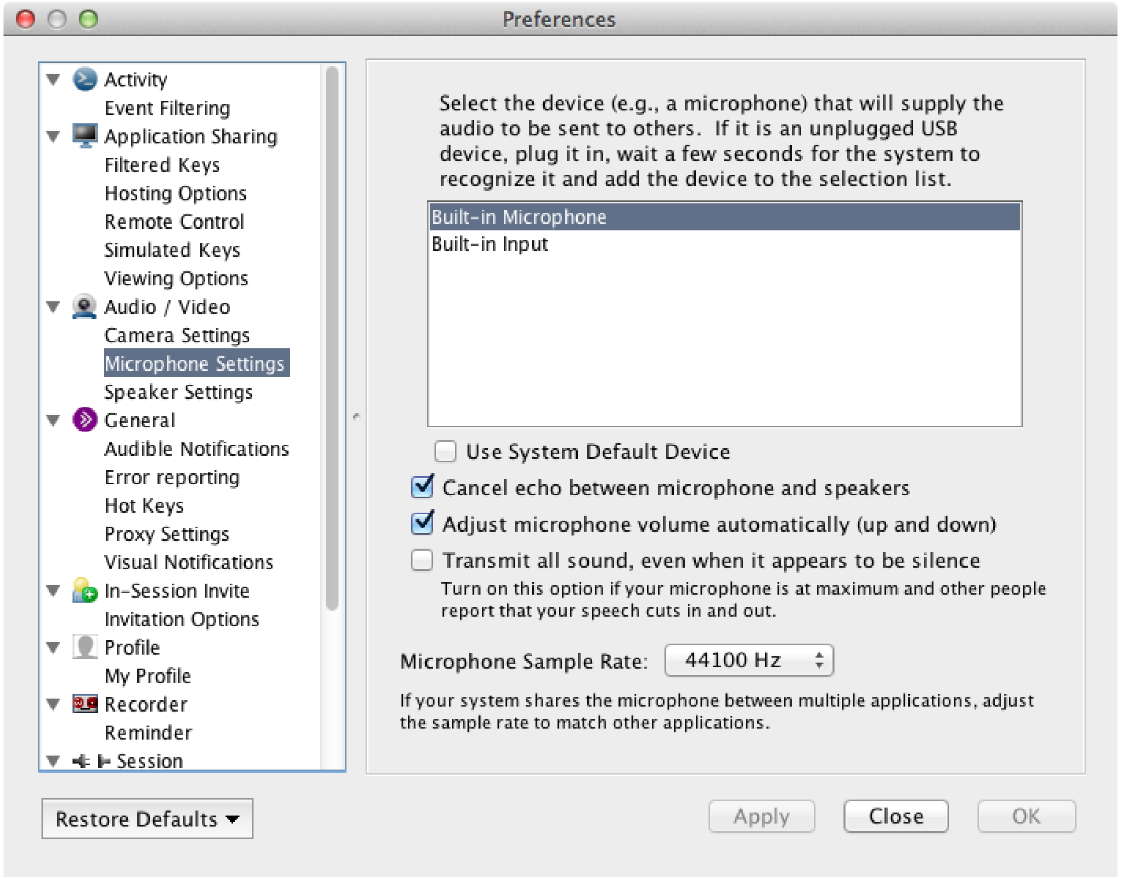
From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)

- Enter Ctrl+Comma (Linux)

  Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Microphone Settings* under *Audio/Video*. The Microphone Settings preferences panel appears.

Note: The available audio input line options will vary depending on your sound card.



3. Select your Microphone device from the input devices listed in the box. For a complete discussion about microphone devices, see *Selecting a Microphone Device* on page 129.

4. Select the desired options:
   - (Mac only) *Use System Default Device* – Select this option if you want to use your system's default input device. Each time you change the system default it will change the microphone used by Blackboard Collaborate.
   - *Amplify quiet sounds from microphone dynamically* – Select this option to enable Audio to automatically increase the microphone signal level when the volume is too low. By default, this option is enabled.

     For further details, see *Microphone Configuration* on page 130.
   - *Adjust volume automatically to limit distortion* – Select this option to enable Audio to automatically reduce the microphone signal level when the signal peaks are excessive (volume is too high). By default, this option is enabled.

     For further details, see *Microphone Configuration* on page 130.
   - To optimize the *Adjust volume automatically to limit distortion* control, select the type of microphone you are using.
     - *Microphone used by a single person:* Select this option if using a headset or a microphone just for yourself.
     - *Microphone used by multiple people:* Select this option if using a single microphone to pick up multiple talkers. This is the default.

     Note: The first time you open the Microphone Settings preferences panel, it may appear that *Microphone used by a single person* is the default. This will be the case if you earlier selected *Single Talker* in the Audio Setup Wizard; the Microphone Settings preferences panel inherits this setting from the Audio Setup Wizard.
   - *Transmit all sounds, even when it appears to be silence* – Select this option if you want audio transmission to continue in times of silence. By default, this option is disabled.

     For further details, see *Microphone Configuration* on page 130.
   - *Microphone Sample Rate* – Select a sample rate from the option menu if your microphone is being shared with other applications.

     For further details, see *Microphone Configuration* on page 130.
5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Setting Level Controls

During a session, a microphone may receive a wide range of signal levels – from very soft to very loud. For example, the signal gets louder or softer as you move to or away from the microphone. When sharing a microphone between a number of people in a room, not only will the signal vary with the distance of each talker from the microphone but also will vary with the volume of individual talkers.

For optimal clarity, sound must stay within a certain volume range. Read the section below for your operating system to learn how to maintain the optimal volume range.

Windows and Mac OS X 10.6 and Later

To remain within the optimal volume range, select the option *Adjust microphone volume automatically (up and down)*. If the microphone level is too low (making the sound inaudible) or too high (making the sound distorted), this option kicks in and brings the volume within the optimal range by adjusting the microphone volume slider up or down.

You can set *Adjust microphone volume automatically (up and down)* in the Preferences dialog. For details, see *Setting Level Controls* on page 135.

Note: You may want to turn *Adjust microphone volume automatically (up and down)* off if you have a microphone so sensitive that this option is unable to fully control the signal and manual volume adjustment is required.

Linux and Mac OS X 10.5 and Earlier

Within that range, if audio signals are too weak (e.g., you are too far from the microphone or are talking very softly), *Amplify quiet sounds from microphone dynamically* will automatically amplify the volume coming from the microphone (without moving the volume slider). It provides a gain (increase in volume) of up to four times the signal level, which should be sufficient to handle most circumstances. If it is insufficient, you should probably re-adjust your microphone level slider.

If the sound surpasses the optimal range (on either end), the *Adjust volume automatically to limit distortion* option kicks in and brings the volume within the optimal range by adjusting the microphone volume slider. If your microphone level is too high, causing distortion on loud signals, the *Adjust volume automatically to limit distortion* option will automatically slide the microphone level slider to the left until the signal no longer distorts. If you have selected *Microphone shared by multiple people* rather than *Microphone used by a single person*, it also can move the slider to the right to try to pick up quiet voices.

You can set the level controls *Adjust volume automatically to limit distortion* and *Amplify quiet sounds from microphone dynamically* in the Preferences dialog. For details, see *Setting Level Controls* on page 135.

When Not to Use Adjust volume automatically to limit distortion

The only time you may want to turn *Adjust volume automatically to limit distortion* off is if you have a microphone so sensitive that *Adjust volume automatically to limit distortion* is unable to fully control the signal and manual volume adjustment is required.

When Not to Use Amplify quiet sounds from microphone dynamically

If the ambient room noise is quite loud, *Amplify quiet sounds from microphone dynamically* may raise the volume of the noise to a level that becomes bothersome to others. If this occurs, turn this option off.

Suppressing Transmission of Silence

When the **Talk** button is pressed, bandwidth is being used. Bandwidth usage increases with every user that has the **Talk** button pressed. The more bandwidth that is used for Audio, the less bandwidth will be available for the other features such as Application Sharing, playing of Multimedia files, etc. Even if no one is talking while the **Talk** button is pressed, audio is still being transmitted.

By default, Blackboard Collaborate web conferencing will detect when no one is talking and will stop the transmission of audio (suppress the silence), thereby reducing the amount of bandwidth used.

If your microphone does not generate a sufficiently strong signal, your speech may be erroneously detected as silence. If this is the case, silence suppression will cause your speech to cut in and out. When this occurs, you should increase your microphone volume. If the volume is at maximum, then you should enable *Transmit all sound, even when it appears to be silence*. For details, see *Suppressing Transmission of Silence* on page 136.

Note: When enabled, *Transmit all sound, even when it appears to be silence* does not become activated until there are at least three simultaneous talkers.

Setting the Sample Rate

Some systems that allow the microphone or speakers to be shared by multiple applications require all applications to use the same audio sample rate.

If you have such a system, and you wish Blackboard Collaborate web conferencing to share the microphone or speakers with another application (e.g., an email application that beeps when you get new mail), you will need to set the Blackboard Collaborate preferred sample rate to the other application's sample rate – if the sample rates are different.

To set the sample rate for your microphone, see *Setting the Sample Rate* on page 137. To set the sample rate for your speakers, see *Speaker Configuration* below.

Selecting a Speaker Device

The first time you use Blackboard Collaborate web conferencing, it will use the speaker (audio output) device that is the system default at the time your session is launched.

If you are on a Windows or Linux system, you can select a different device through the Audio Setup Wizard or the Speaker Settings Preferences dialog. If you are on Mac OS X, you can select a different device by changing the system default.

Tip: A headset with microphone works well for most Blackboard Collaborate users as both their speaker device and microphone device.

Selecting Speakers on Windows or Linux

You can change the speaker device in one of two places:

- Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 123)
- Speaker Settings Preferences dialog (see *Speaker Configuration* on next page)

The device you select will be used in all future sessions (provided it is available when you launch Blackboard Collaborate web conferencing) until you explicitly select a different device. Changing your system default speaker device will not affect which device Blackboard Collaborate will use.

Tip: If you join a Blackboard Collaborate session when no speaker device is connected, you don't have to the run the Audio Setup Wizard or use the Speaker Settings Preferences dialog. Just connect your device and, after the system recognizes the new device, Blackboard Collaborate will automatically connect to it. You may need to adjust your speaker level.

Note: If you have been receiving audio before connecting your audio output device, there will be a backlog of audio transmitted to you in an accelerated “chipmunk” form until the backlog is cleared. Depending on the degree of backlog, you may be given the opportunity (through a confirmation dialog) to discard the backlog.

Selecting Speakers on Mac OS X

Blackboard Collaborate web conferencing uses the system’s current speaker device. To select a different device, change the system default under System Preferences, Sound panel, Output tab. Blackboard Collaborate will use that newly selected device the next time you join a session. You can change your device while Blackboard Collaborate is running.

Tip: If sound is not being transmitted by your speaker, change to a different device.

Speaker Configuration

Set the speaker configuration preferences as follows.

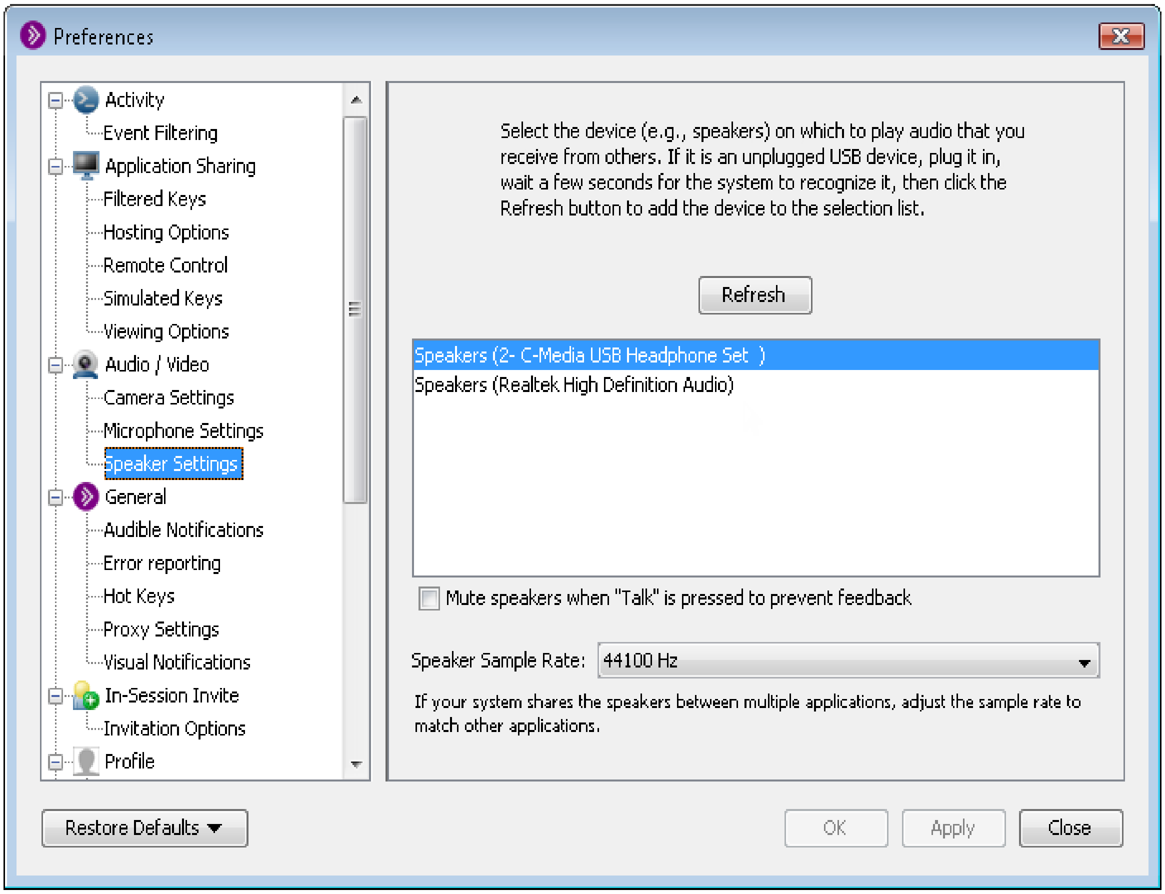
1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

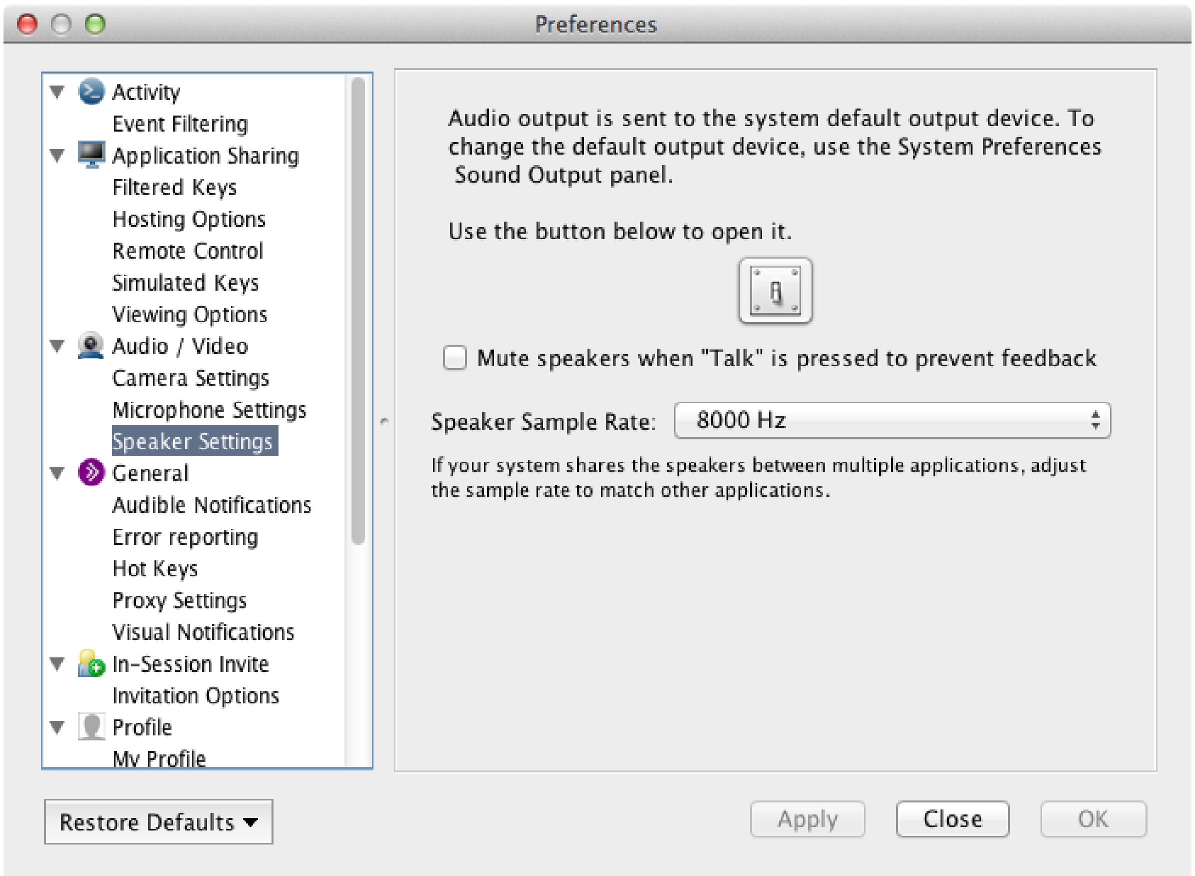
     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select *Speaker Settings* under *Audio/Video*. The Speaker Settings preferences panel appears.

3. (Windows and Linux only) Select your Speaker device from the output devices listed in the box. For a complete discussion about speaker devices, see *Selecting a Speaker Device* on page 137.

Note: The available audio output device options will vary depending on your sound card.



4. (Mac only) Blackboard Collaborate uses your system's default output device. To change it, click on the Speaker button to open your System Preferences Sound Output panel and select your new device there. For a complete discussion about speaker devices, see *Selecting a Speaker Device* on page 137.



5. Set your Speaker options:
   - *Mute speakers when "Talk" pressed to prevent feedback* – Select this option to mute the speakers when you have the **Talk** button pressed. By default, this option is disabled.

     For further details, see *Muting Speakers When Talking* on the facing page.
   - *Speaker Sample Rate* – Select a sample rate from the option menu if your speakers are being shared with other applications.

     For further details, see *Microphone Configuration* on page 130.

Mac Note: For optimal performance, Mac users should set their speaker sample rate to 8000 Hz.

6. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Muting Speakers When Talking

If you are using a microphone and speakers rather than a headset, you may wish to mute the speakers when you have the **Talk** button pressed so the microphone will not pick up any audio feedback coming from the speakers. To mute your speakers, enable the preference *Mute speakers when "Talk" is pressed to prevent feedback*. For details, see *Speaker Configuration* on page 138.

Just be aware that, when this option is enabled and the Moderator has configured the Blackboard Collaborate session to allow Simultaneous Talkers, when you have your **Talk** button pressed, you will not be able to hear others speak until you release your **Talk** button.

Note: Some systems do not allow the microphone and the speakers to be active at the same time. In this case, *Mute speakers when "Talk" is pressed to prevent feedback* will be enabled and you won't be able to disable it.

Troubleshooting Audio Delays

In general, when others are experiencing Audio delays, you can continue to talk. Blackboard Collaborate web conferencing will buffer the audio for those who have fallen behind and ensure they are caught up to real-time. As they are catching up, they may hear the Audio in an accelerated "chipmunk" form until the backlog is cleared.

Note: Depending on the degree of backlog, they may be given the opportunity (through a confirmation dialog) to discard the backlog.

Setting the Audio Permission for Participants

The Audio permission is included in the default set of Global permissions so all Participants are granted the permission to talk upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 51.)

There may be times when you want to turn the Audio (talk) permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Audio permission of Participants, their Talk buttons are disabled so they will not be able to use their microphones

Note: Participants will still be able to hear everything going on in the session (receive audio) and adjust their own microphone and speaker levels.

- To remove the Audio permission from **all Participants at once**, deselect Audio in the Global Options menu or click on the Audio global permission icon at the top of the Participants list.
- To remove the Audio permission from **an individual Participant**, deselect Audio in their Participant Options menu.

For further details, see *Granting and Revoking Permissions to and from Participants* on page 55.

Chapter 10

Teleconferencing

The Telephony feature of Blackboard Collaborate web conferencing enables you to conduct your audio communications with other session attendees via teleconferencing, while continuing to use your computer for all other Blackboard Collaborate features. As a teleconference user, you will be fully integrated into the Blackboard Collaborate session: you can communicate with users not connected via teleconference (the traditional microphone and speaker users) and your communications will be captured in session recordings. (The visual elements of the Telephony user interface, such as the icons that let you switch between using your microphone and speakers to telephone for audio, and vice versa, will not be visible in the recording.)

You can use the Telephony feature for your in-session communications only if your organization offers teleconferencing with Blackboard Collaborate. There are two implementations of Telephony:

- **Third Party Provider Telephony:** With Third Party Provider Telephony, customers must use their own teleconference provider. It requires a Moderator or session creator to manually configure the teleconference connection information and a Moderator to manually initiate the connection between the session and the teleconference (establish the Teleconference bridge).
- **Integrated Telephony:** With Integrated Telephony, customers don't need their own teleconference provider as the teleconference service is provided by Blackboard Collaborate. Teleconference phone numbers and PINs are automatically generated during session creation and anyone in the session can initiate the connection between the session and the teleconference (establish the Teleconference bridge) by simply dialing in to the teleconference.

If your organization does not offer teleconferencing services with Blackboard Collaborate and you would like to learn more about it, contact your Blackboard Collaborate representative.

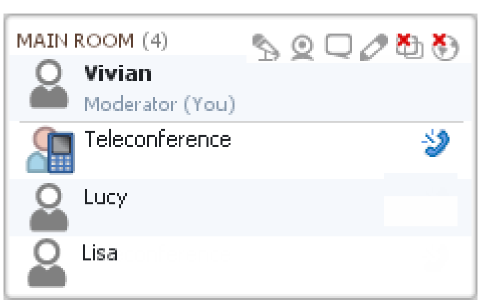
Note: Mobile device users cannot use a teleconference for Audio communications in a session. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

As a Moderator, you can use all the available Telephony features. Participants can use a subset of these features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants.

Feature	Moderators	Participants
Switch own audio communications from Audio (VoIP) to Telephony (telephone) and vice versa.	✓	✓
Participate in Blackboard Collaborate sessions via teleconference.	✓	✓
Configure/edit teleconference connection information (Third Party Provider Telephony only).	✓	
Connect/disconnect the session to/from the teleconference (Third Party Provider Telephony only).	✓	
Announce the session to the teleconference.	✓	
Increase/decrease the volume of the teleconference.	✓	
Mute/un-mute the teleconference.	✓	

The Teleconference Bridge

To incorporate a teleconference into your Blackboard Collaborate web conferencing session, a bridge between the teleconference and the Blackboard Collaborate session must be established. Although this bridge is not a person (it is software), it shows up as a Participant, called Teleconference, in the Participants list.



The Bridge in Integrated Telephony

In Integrated Telephony, the teleconference bridge is established when anyone in the session dials in to the teleconference. (For details, see *Joining a Teleconference* on page 155.)

The Bridge in Third Party Provider Telephony

In Third Party Provider Telephony, the teleconference bridge is established when you configure the teleconference connection information and connect the session to the teleconference. As the Moderator, you are responsible for establishing and maintaining the connection to the teleconference and managing the telephony users within the Participants list. You may communicate in the session using either microphone and speakers (VoIP) or the telephone (Telephony).

The Teleconference Chairperson in Third Party Provider Telephony

With some teleconference providers, a Teleconference Chairperson must join the teleconference before other participants can join. For example, when participants try to join a teleconference before the chairperson has joined, they may hear a message such as “All participants will be on hold until the chairperson has joined the teleconference.”

Beyond the initial connection phase, the Teleconference Chairperson also may need to manage the teleconference and its participants via call controls issued on a touch-tone telephone.

- *The Teleconference Bridge as Teleconference Chairperson:* If the only purpose of the Teleconference Chairperson is to enable others to join the teleconference (i.e., no further teleconference management is required), the Teleconference Bridge can be used to simulate this role. You will need to program the Teleconference Bridge with the Teleconference Chairperson PIN. (For details, see *Configuring and Connecting to a Third Party Provider Teleconference* on page 146.)
- *The Moderator as Teleconference Chairperson:* If a Teleconference Chairperson is needed beyond the initial connection phase to manage the teleconference and its participants, the Teleconference Chairperson must be an actual person. If the Blackboard Collaborate Moderator is familiar with the management of the teleconference service, he or she could take on this role. In this case, the Moderator must use Telephony for audio communications (since performing Chairperson functions requires the use of the touch-tone keypad on a telephone connected to the teleconference). Except during the initial connection phase, there is no way to send call control codes via the Teleconference Bridge.

Configuring and Connecting to a Third Party Provider Teleconference

With Third Party Provider Telephony, if the session creator has not already configured the teleconference connection information, you must do so within the Blackboard Collaborate web conferencing session before you can connect a session to a teleconference. This entails entering the telephone number(s) and PIN(s) provided by your teleconference administrator for the desired teleconference.

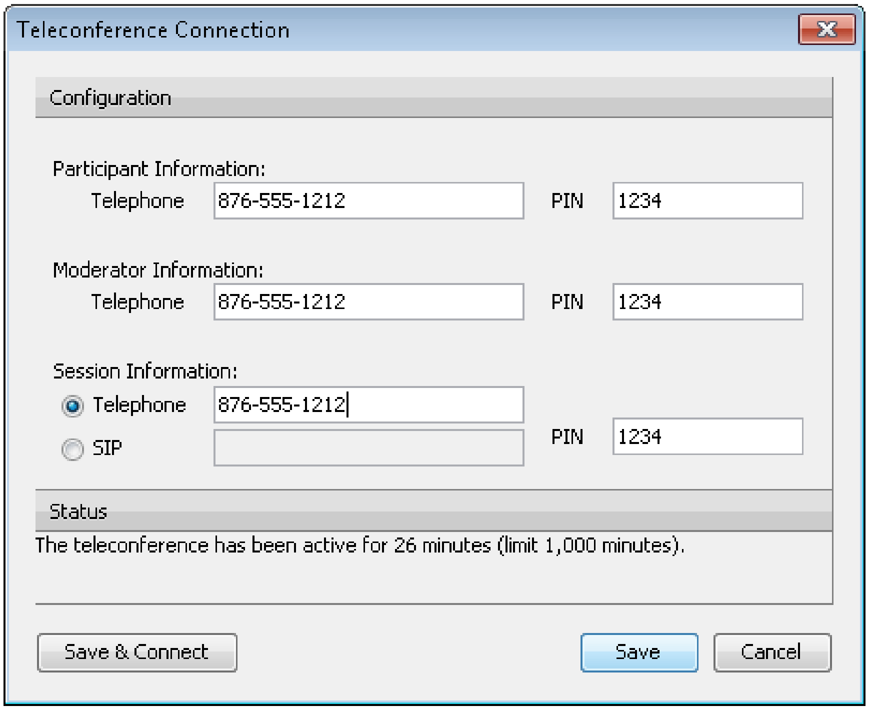
Note: If you are using Integrated Telephony, the session is connected to the teleconference as soon as the first person (Moderator or Participant) dials in to the teleconference.

Note: You can configure teleconference connection information only if telephony has been enabled for the session by the session creator in the Blackboard Collaborate session scheduling server (ELM or the Session Administration System).

Note: This guide assists you with connecting to a teleconference that has already been set up – it does not instruct you how to set up a teleconference. For assistance with an existing teleconference, or to have a new teleconference created, consult your teleconference administrator.

To configure teleconference connection information, follow the steps below:

1. Obtain the phone number(s), PIN(s) and SIP (if required) for your teleconference from your teleconference administrator.
2. From the Audio & Video Options menu, select *Configure Telephone Conference…* to open the Teleconference Connection dialog.



3. Enter the connection information for the teleconference.
   a. Enter the telephone number (North American only) and PIN for Participants. The information is for display purposes only (so Participants know what telephone number and PIN to use to connect to the teleconference).
   b. Enter the telephone number (North American only) and PIN for Moderators. The information is for display purposes only (so Moderators know what telephone number and PIN to use to connect to the teleconference).
   c. Enter the telephone number (North American only) or SIP (Session Initiation Protocol) URI and PIN for the Session (the Teleconference Bridge). (A SIP URI should have the following format: sip:xxx@host.domain. See your teleconference administrator for details on whether SIP is supported for your organization.) The information entered in these fields is processed by the teleconferencing bridge and sent over the connection to the telephone network.

Note: The Session is the bridge that connects the Blackboard Collaborate web conferencing session to the teleconference. It is listed as a Participant, called Teleconference, in the Participants list.

Note: If the teleconference bridge will be used to simulate the role of Teleconference Chairperson, enter the Teleconference Chairperson's PIN in the PIN field.

Telephone numbers must be in a North American format. The characters entered are limited to the numbers 0 to 9, spaces, hyphens, periods and parentheses.

International numbers outside of North America are not valid.

The following are examples of valid telephone number formats:

- 1-xxx-xxx-xxxx
- 1 xxx xxx xxxx
- 1 (xxx) xxx xxxx
- 1 (xxx) xxx-xxxx
- xxx-xxx-xxxx
- xxx xxx xxxx
- (xxx) xxx-xxxx
- xxx.xxx.xxxx

Programmed Responses: If programmed responses to the teleconference are required during the connection phase (e.g., to skip roll call, wait for an announcement to complete, wait for an intermediate connection to occur, etc.) then those codes must be entered into the Session PIN field. Consult your teleconference provider for details.

A Note on the PIN and Programmed Responses

The Session PIN field may be used to provide programmed responses. Many call centers provide interactive functions to their users via the telephone keypad. Typically, such commands are a # followed by two or three digits. For example, #42 might be "skip roll call" and #13 might be "re-record my roll call entry". Of course, the codes will vary from provider to provider so you should consult your teleconference administrator for details.

You can also program pauses into your PIN to leave time for the completion of an automated greeting or to include a programmed response. To enter a pause, type a comma.

The following are valid entries in the PIN field:

,,, 1212

#421212

,#42,1212

If the PIN is not accepted, then try calling the number from a land line or cell phone. If it asks you to follow the PIN with a # key, then add that to the PIN field. You may also try adding more commas before the PIN to provide more time for an automated message to complete.

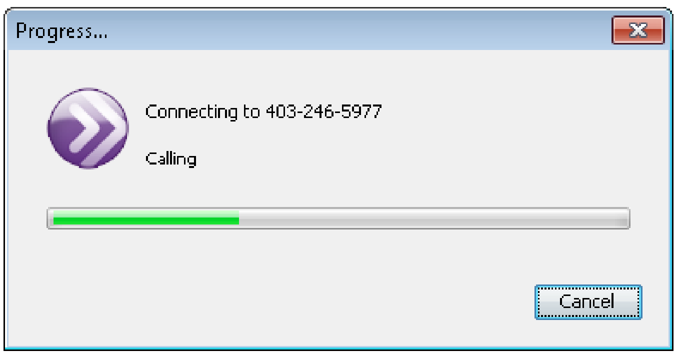
4. Save the teleconference information:
    - If you want to connect to the teleconference immediately, click on **Save & Connect**.
    - If you want to connect to the teleconference later, click on **Save**.

Connecting the Session to the Teleconference

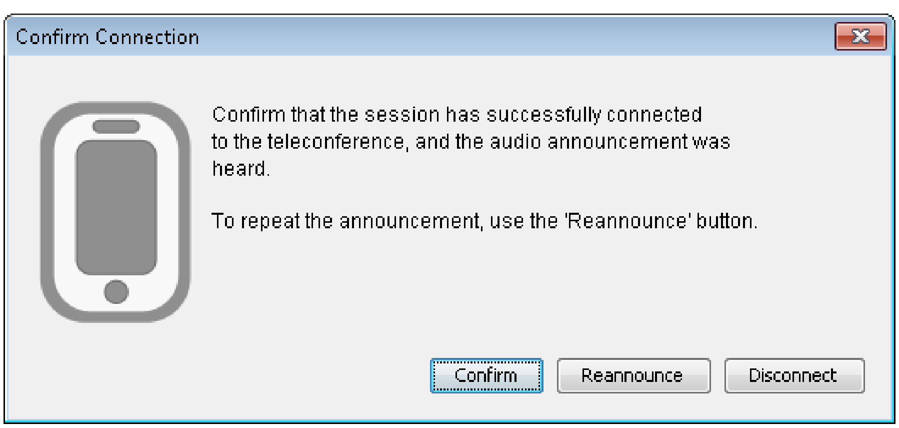
Once you have configured the connection information, you must establish the bridge (connection) between the session and the teleconference – that is, connect the session to the teleconference.

1. There are two ways to begin the connection process:
    - When you are configuring the teleconference, click the **Save & Connect** button rather than the **Save** button. (See *Configuring and Connecting to a Third Party Provider Teleconference* on page 146.)
    - From the Audio & Video panel Options menu, select *Connect Session to Teleconference*.

   A progress indication dialog shows you the progress of your connection to the teleconference.



2. A confirmation dialog will prompt you to confirm that you have connected to the teleconference. For information on how to tell if you are connected, refer to *How will I know I'm connected?* below.
    - Click on **Confirm** to confirm the connection.
    - Click on **Reannounce** to hear the announcement again.
    - Click on **Disconnect** to cancel connection.

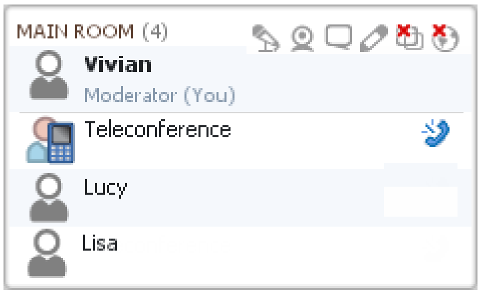


How will I know I'm connected?

If you have already joined the teleconference via telephone, you will hear an audio announcement from the Blackboard Collaborate web conferencing session indicating that the session has joined the teleconference. (There is one exception: if it takes a while to connect to the teleconference after the PIN is sent, you may not hear an announcement.)

If you are listening using your computer's microphone and speakers, you may hear a greeting from the teleconference (depending on the teleconference provider and/or configuration) and then the normal sounds of the teleconference. If there are not yet any teleconference participants, you may wish to place a quick telephone call to the teleconference to generate some sound to be heard over your computer's speakers. If you do so, be sure to hang up the telephone once you have confirmed the connection in order to avoid echoing or other audio artifacts.

When the teleconference is connected, a new "Participant" called Teleconference (the teleconference bridge) is listed in the Participants List.



Also, the **Use Telephone for Audio** button is added to the title bar of the Audio & Video panel of all session attendees, notifying them that a teleconference is available.

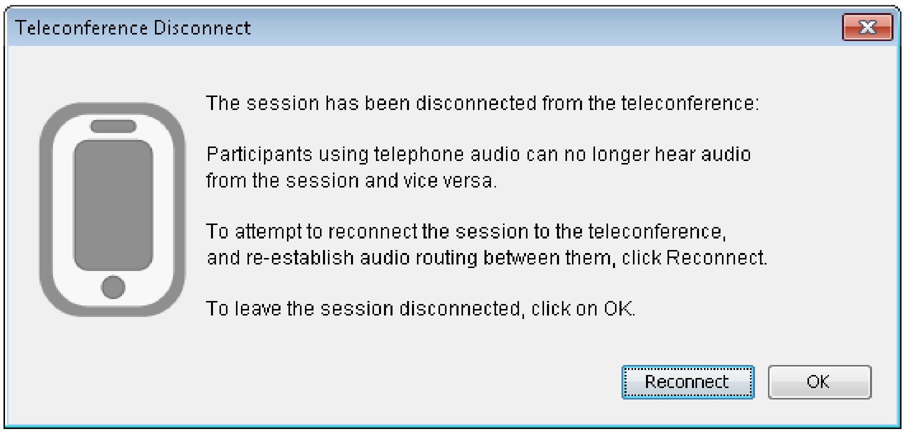
If you configured the connection information incorrectly (e.g., invalid phone number or PIN), you will receive the Connection Failed dialog. Click on **Edit** to open the Teleconference Connection dialog and enter valid values.

Reconnecting the Session to the Teleconference when Disconnected

If the session gets disconnected from the teleconference, either deliberately by a teleconference moderator or accidentally by, for example, a telephone or network failure, a Teleconference Disconnect notification dialog will be displayed to all session Moderators.

Note: If the time limit for the teleconference (480 minutes) has expired, you will be disconnected (after a warning) and not able to reconnect.

To reconnect to the session click on **Reconnect**.



As when you originally connect to a teleconference, you will be prompted to confirm the connection.

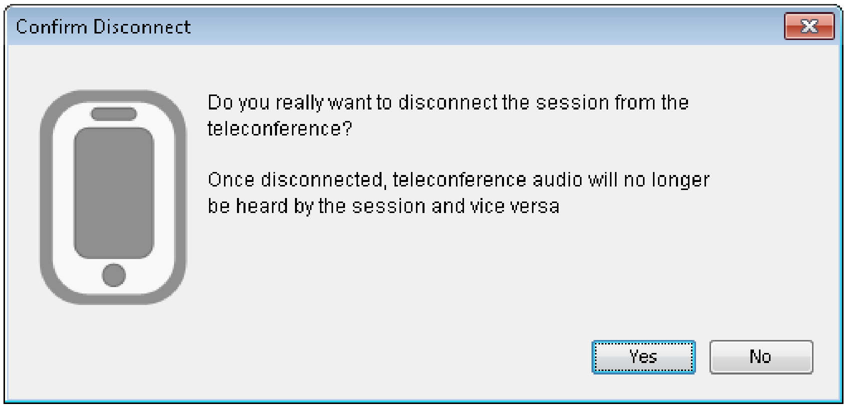
Note: The Teleconference Disconnect notification dialog is not displayed when a Moderator intentionally disconnects from the teleconference (via *Disconnect Session from Teleconference*).

Disconnecting the Session from the Teleconference

Only a Moderator can disconnect the session from the teleconference. You may want to do so if, for example, you inadvertently connected to the wrong teleconference and need to change the connection information or all Telephony users have left the session.

1. From the Audio & Video panel Options menu, select *Disconnect from Teleconference...*.

   You will be presented with the Confirm Disconnect dialog.



2. Click on **Yes** to disconnect. The Teleconference bridge will no longer be listed in the Participants list and the Telephony icon will be removed from the title bar of the Audio & Video panel of session attendees.

Adjusting the Sound

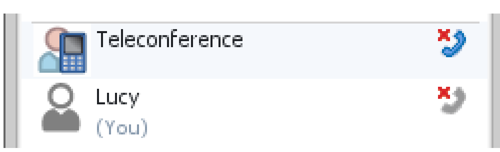
There are two ways to adjust the sound of a teleconference:

- You can prevent the audio from the teleconference from entering the session by muting the teleconference. See *Muting the Teleconference* below.
- You can change the volume of the audio emitted by the session and received by the teleconference. See *Changing the Volume* on next page.

Muting the Teleconference

You can prevent the audio from those in the teleconference from entering the session by muting the teleconference. However, the teleconference participants will continue to hear each other and will still receive audio from the session.

To mute the teleconference, remove the Audio permission of the Teleconference bridge in the Participant list. You will know the teleconference is muted when you see the icon next to the Teleconference bridge participant in the Participants list. When the teleconference is muted, so are all those using the teleconference so their telephone icons in the Participant's list will change to the icon.



To un-mute the teleconference, reinstate the Teleconference bridge's Audio permission.You will know the teleconference is no longer muted when the icon next to the Teleconference bridge participant switches back to the icon.

Note: For instructions on granting and revoking the Audio permission, see *Setting the Audio Permission for Participants* on page 142.

Changing the Volume

Volume of audio emitted by the session and received by the teleconference:

You can change the volume of audio emitted by the session and received by the teleconference in the following ways:

- To **increase** the volume, from the *Tools* menu, select *Telephony* and then *Increase Volume to Teleconference*.
- To **decrease** the volume, from the *Tools* menu, select *Telephony* and then *Decrease Volume to Teleconference*.

Repeating these commands will increment the volume up or down (respectively) within the preset minimum/maximum range.

Note: Some teleconference providers normalize the incoming volume, so you will not hear volume changes.

Volume of audio emitted by the teleconference and received by the session:

- To **increase** the volume, from the *Tools* menu, select *Telephony* and then *Increase Volume from Teleconference*.
- To **decrease** the volume, from the *Tools* menu, select *Telephony* and then *Decrease Volume from Teleconference*.

Repeating these commands will increment the volume up or down (respectively) within the preset minimum/maximum range.

Announcing the Session to the Teleconference

If you are using Telephony and want to confirm that the Teleconference bridge is working (such as after a disconnection), announce the Blackboard Collaborate web conferencing session to the teleconference. From the *Tools* menu, select *Telephony* and then *Announce Session to Teleconference*. (This command is the same as that invoked by the **Reannounce** button in the Confirm Connection dialog of Third Party Provider Telephony.)

Note: You will know you are connected when you hear (via your telephone connection) the teleconference announcement, which may be a recorded message or an audio signature of some sort. With Integrated Telephony, you will hear a chime and "The web session has joined the teleconference." For specific details on what announcement you should expect with Third Party Provider Telephony, contact your teleconference administrator.

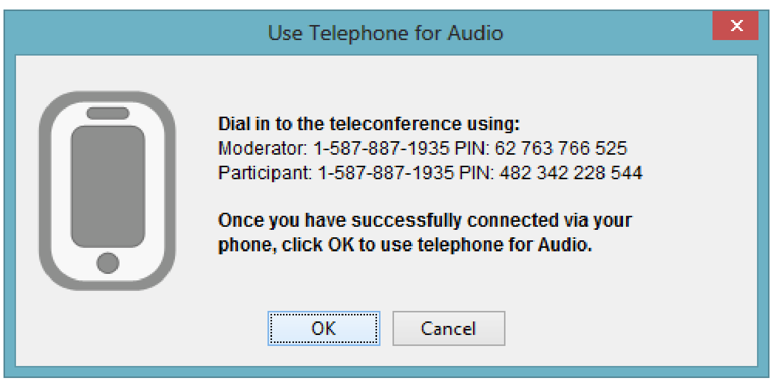
Joining a Teleconference

You will know you can join a teleconference by the presence of the Telephone icon in the title bar of the Audio & Video panel:

1. Open the Use Telephone for Audio dialog in one of the following ways:
   - From the *Tools* menu, select *Telephony* and then *Use Telephone for Audio*.
   - In the Audio & Video panel Options menu, select *Use Telephone for Audio*.
   - Click on the **Use Telephone for Audio** button in the title bar of the Audio & Video panel.

   The Use Telephone for Audio dialog will open. It will look like the following, perhaps with different phone numbers and PINs:

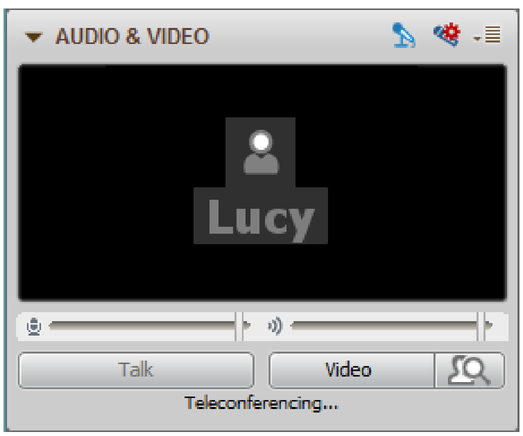
   

2. Using your telephone, dial the teleconference telephone number displayed in the Use Telephone for Audio dialog.

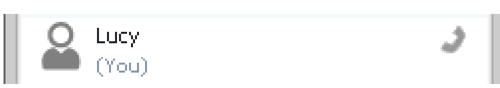
3. Enter the teleconference PIN as instructed by the teleconference (if required). If your teleconference (Integrated Telephony), prompts you to enter your conference number followed by the # key, enter your PIN as the "conference number".
4. When you've successfully connected to the teleconference, click on **OK** in the Use Telephone for Audio dialog.

Note: You will know you are connected when you hear (via your telephone connection) the teleconference announcement, which may be a recorded message or an audio signature of some sort. With Integrated Telephony, you will hear a chime and "The web session has joined the teleconference." For specific details on what announcement you should expect with Third Party Provider Telephony, contact your teleconference administrator.

When you are connected to the teleconference, in the Audio & Video panel, the word Teleconferencing... appears at the bottom and the Use Telephone for Audio button in the title bar changes to the Use Microphone and Speakers for Audio button.



You also will see the Teleconference activity indicator appear next to your name in the Participants list.



Note: When you are using Telephony mode, your Talk button will be disabled.

Activity Indicators

You can monitor the state of Audio and Telephony activity and permissions through indicators displayed in the Participants list of the Participants panel.

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Telephony or Audio. (For details on Audio, see *Basic Audio Configuration*.)

For details about permissions, see *Understanding Permissions* on page 51.

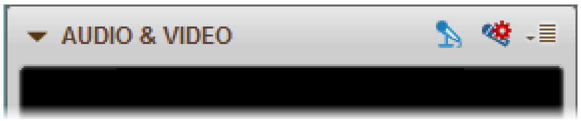
Activity Indicator	Meaning
	User has turned on his/her microphone. (Using VoIP for Audio.)
	The Teleconference Bridge participant is connected and the teleconference is available to users.
	The Teleconference Bridge participant is connected but has had its Audio permission removed and, therefore, the teleconference is muted.
	User is using Telephony mode for audio communications. (Using the phone for Audio.)
	User is using Telephony mode for audio communications (using the phone for Audio) but the teleconference is muted.

Leaving a Teleconference

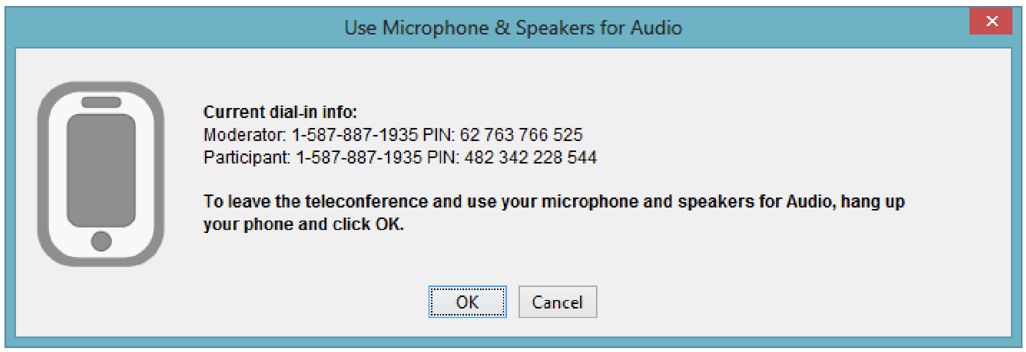
To leave a teleconference and once again use your microphone and speakers for Audio, do the following:

1. Open the Use Microphone & Speakers for Audio dialog in one of the following ways:
    - From the *Tools* menu, select *Telephony* and then *Use Microphone & Speakers for Audio*.
    - In the Audio & Video panel Options menu, select *Use Microphone & Speakers for Audio*.

- Click on the **Use Microphone and Speakers for Audio** button in the title bar of the Audio & Video panel.



The Use Microphone & Speakers for Audio dialog will open. It will look like the following, perhaps with different phone numbers and PINs:



2. Click **OK** to leave the teleconference.
3. Hang up your phone.

When you have left the teleconference, the word Teleconferencing... is removed from the bottom of your Audio & Video panel and the Teleconference activity indicator is removed from next to your name in the Participants list.

Sending the Telephony Users to Breakout Rooms

All Telephony users must be placed into the same breakout room as the Teleconference (Bridge) participant. If they are not, their communications will not be properly routed to the session. (For details on breakout rooms, see *Breakout Rooms* on page 267.)

If you try to move a Telephony user into a breakout room without the Teleconference (bridge) participant, you will receive a warning; however, you will still be able to do so.

> **Note:** If telephone participants are moved to a breakout room that does **not** contain the Teleconference (bridge) participant, they will continue to hear the teleconference audio from the room containing the Teleconference bridge, and will **not** be able to hear or interact with microphone and speaker users in the breakout room.

Setting Telephony Permission for Participants

There is no Telephony privilege per se; however, muting the teleconference is equivalent to removing the Telephony privilege from all teleconference Participants.

Note: For details on muting the teleconference, please refer to *Adjusting the Sound* on page 153.

Chapter 11

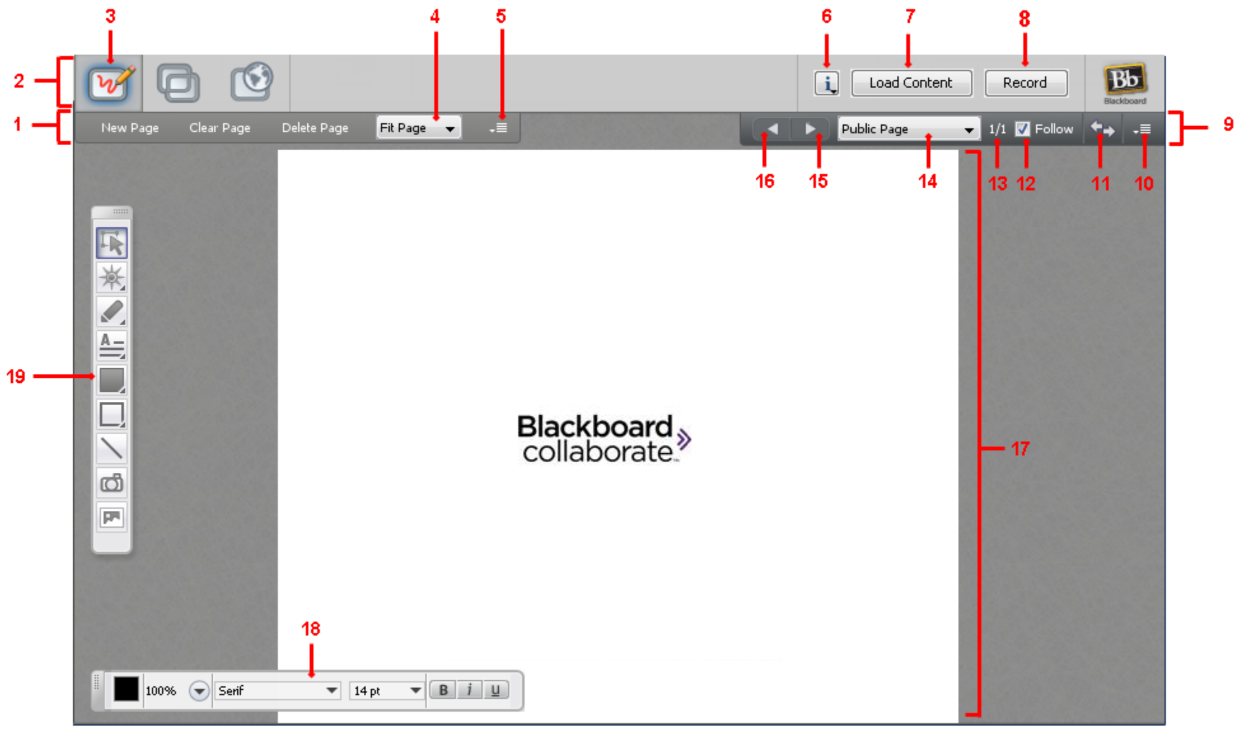
The Whiteboard

The Whiteboard is the most commonly used (and default) mode of the Blackboard Collaborate web conferencing Content area. It is used for giving presentations (e.g., PowerPoint slides) and for collaboration between session attendees, who can interact by displaying images, writing, or drawing. Like the other two content modes, Application Sharing and Web Tour, the Whiteboard can be accessed through the Collaboration toolbar.

Moderators with the Whiteboard permission have the ability to manage the pages in the Whiteboard, the content of those pages, and Participants' permissions to work in those pages.

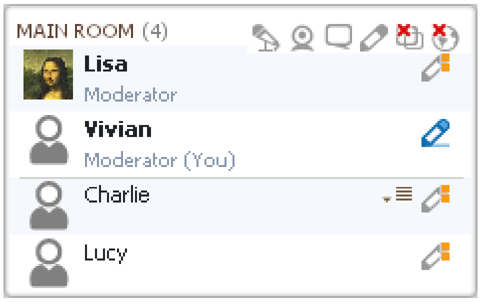
Note: Mobile device users can only view the Whiteboard, not add content or navigate through its pages. Log in to the session from a desktop or laptop computer if you want to conduct a Whiteboard presentation. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Whiteboard has the following components:



1 Whiteboard Action bar
2 Collaboration toolbar
3 Whiteboard Mode button
4 Scaling menu
5 Page Options menu
6 Information menu
7 Load Content button
8 Record button
9 Navigation bar
10 Navigation bar Options menu
11 Explore Mode button
12 Follow option
13 Page counter
14 Go to Page menu
15 Next Page button
16 Previous Page button
17 Whiteboard Page
18 Properties Editor palette
19 Tools palette

When someone is loading content into the Whiteboard or using the Whiteboard tools, the blue Whiteboard activity indicator ( ) appears next to their name in the Participants list. In the example below, the Moderator Vivian is loading a presentation into the Whiteboard. Status indicators appear next to everyone else in the session as they are receiving the Whiteboard content. (For details on status and activity indicators, see *Whiteboard Activity, Permission and Status Indicators* on page 166.)



As a Moderator, you can use all the available Whiteboard features. Participants can use only a subset of the features, and only if they have been granted the Whiteboard permission. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants.

Feature	Moderators	Participants
Use drawing and text tools to create objects	✓	✓
Insert images, clip art and screen captures as objects	✓	✓
Modify/edit own objects or objects of others, including grouping and ungrouping objects	✓	✓
Erase or delete own objects	✓	✓
Manage objects in the Object Explorer	✓	✓
Scale pages in the Content area	✓	✓
Manage Clip Art collections	✓	✓
Save Whiteboard pages to a file (non-propriety Whiteboard only)	✓	✓
Print Whiteboard pages (non-propriety Whiteboard only)	✓	✓
Set Participant Whiteboard permissions	✓	
Navigate through Whiteboard pages	✓	
Manage pages in the Explore Pages window	✓	
Explore pages using Explore Mode	✓	
Change page properties	✓	
Load a Presentation/Open a Whiteboard file into the Main room.	✓	
Create a new Whiteboard page or page group in the Main room	✓	
See what Whiteboard pages each Participant is currently viewing and send yourself to the Whiteboard page that a Participant is currently viewing	✓	
Set view of Whiteboard pages as thumbnails in the Explore windows	✓	
Copy whiteboard pages from Main room or private work area to breakout rooms and from breakout rooms to Main room	✓	
Erase or delete objects of others	✓	
Move objects to the background or foreground	✓	

Whiteboard Mode

In order to use the Whiteboard, the Content area must be in the Whiteboard mode. The Whiteboard mode is the default mode when a session begins.

Only certain users can switch between modes:

- Moderators can switch between all modes.
- Participants with Application Sharing permission can switch to Application Sharing mode and back to Whiteboard mode.
- Participants with Web Tour permission can switch to Web Tour mode and back to Whiteboard mode.

For details on modes, see *The Content Area Modes*.

Caution: If you are in a session that has more than one Moderator, be careful not to inadvertently switch modes on another Moderator who is presenting content. Everyone in the session will follow you to the new mode.

If you are not already in Whiteboard mode, you can switch to it in one of the following ways:

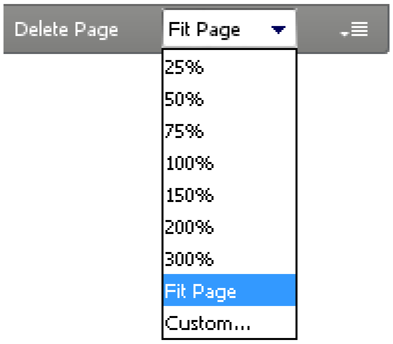
- In the Collaboration toolbar, click the **Whiteboard Mode** button.
- In the *View* menu, select *Whiteboard*.
- Enter the keyboard shortcut Ctrl+Alt+W (Command-Option-W on Mac).

Scaling the Whiteboard Page

Whiteboard pages can be many times smaller or larger than the Content area. In order to make the canvas appear at the size most useful, the page can be scaled using the Scaling menu in the Whiteboard action bar.

Click the menu and select the desired scale factor. If the preferred factor is not available by default, click **Custom...** to enter type a factor into the dialog.

If **Fit Page** is selected, the page is automatically scaled as large or as small as it needs to be in order to fit into the Content area.



Maximizing the Content Area

Your other option is to resize the Whiteboard Content area.

You can optimize the space available in the Content area in two ways; for maximum space, do both:

- Maximize your Blackboard Collaborate web conferencing window.
- Hide the side bar (Audio & Video, Participants and Chat panels) by unselecting *Show Side Bar* in the *View* menu or by grabbing the border of any one of the panels and dragging it all the way to the left.

To restore the side bar, reselect *Show Side Bar* or drag the panel border back to the right.

Whiteboard Activity, Permission and Status Indicators

You can monitor the state of Whiteboard activity and permissions through indicators displayed in the Participants list of the Participants panel.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using the Whiteboard.

Activity Indicator	Meaning
	User is loading content into the Whiteboard or using the Whiteboard tools.
	Whiteboard permission is set globally to "on" but the Moderator has revoked Whiteboard permission from this user.
	Whiteboard permission is set globally to "off" but the Moderator has granted Whiteboard permission to this user.

Status Indicators

Status indicators appear on the Whiteboard activity indicator icons of Whiteboard users in the Participants list when content (presentations, images or objects) is being loaded into the Whiteboard.

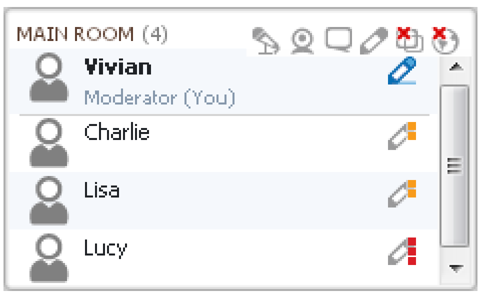
Note: Moderators see status indicators for all session attendees who are receiving content as it is being loaded into the Whiteboard. (This is the case regardless of whether the Moderator is the person loading the content or just a recipient of the content.) Participants do not see any status indicators.

- **Amber Indicator:** Indicates the session attendee is receiving Whiteboard content from the server.
- **Red Indicator:** Indicates the session attendee is still receiving content from the server for the Whiteboard page they are currently viewing – they cannot yet see all the content for that page.

When the red indicator disappears, you will know the session attendee can see all the objects on their current whiteboard page. When the amber indicator disappears, you will know the session attendee has received all of the Whiteboard data.

In the example below,

- the Moderator Vivian is loading content into the whiteboard, and
- Lucy, Lisa and Charlie are receiving Whiteboard content, with Lucy still receiving content on her current Whiteboard page.



Adding Content to the Whiteboard

A number of different kinds of content can be added to the Whiteboard. Everyone in the session can add objects using the Tools Palette (see *The Tools Palette* on page 172) and Moderators can load image, PowerPoint, OpenOffice and Whiteboard files (see *Loading External Content into the Whiteboard* on page 168).

Loading External Content into the Whiteboard

A number of different file types can be loaded into the Whiteboard as Whiteboard pages: Whiteboard files, image files and PowerPoint and OpenOffice.org presentations (see *Supported Content Types* below).

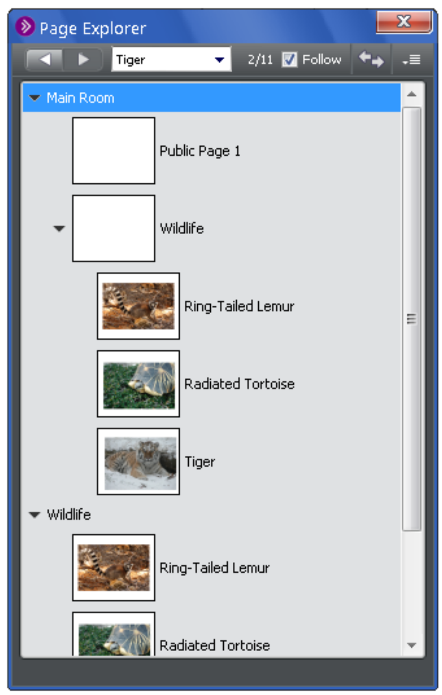
Before you load content into the Whiteboard, it is a good idea to check your content loading options in the Whiteboard Content Options preferences panel (see *Setting Whiteboard Preferences* on page 179).

Whiteboard content can be loaded in the following ways:

- using the Load Content button (see *Loading Content through the Collaboration Toolbar* on page 44)
- dragging and dropping content on the Collaboration Toolbar (see *Loading Content through the Collaboration Toolbar* on page 44)
- through the Open submenu of the Page Explorer or File menu (see *Loading Content through the Load File Dialog* on the facing page)

The Page Explorer

The Page Explorer opens automatically when you load a file into the Whiteboard. It can be used for navigating through pages (see *Navigating Between Pages* on page 202 *Using the Page Explorer* on page 199



Supported Content Types

The following types of files can be loaded into the Whiteboard as Whiteboard pages:

- *Image Files:* .bmp, .gif, .jpg, .jpeg and .png files.
- *Whiteboard Files:* .wbd files.
- *Protected Whiteboard Files:* .wbp files.
- *PowerPoint and OpenOffice.org Files:* see following table.

The following table lists the PowerPoint and OpenOffice.org presentation applications that are supported on the various platforms and the file types that can be read by those applications and imported into the Whiteboard.

Platform	Supported Applications	Supported File Types
Windows XP	PowerPoint 2003	.ppt
	PowerPoint 2007	.ppt and .pptx
	PowerPoint 2010	.ppt and .pptx
	OpenOffice.org 3.1 and higher	.ppt, .pptx, .sxi and .odp
Windows Vista	PowerPoint 2007	ppt and .pptx
	PowerPoint 2010	.ppt and .pptx
	OpenOffice.org 3.1 and higher	.ppt, .pptx, .sxi and .odp
Windows 7	PowerPoint 2007	ppt and .pptx
	PowerPoint 2010	.ppt and .pptx
	OpenOffice.org 3.1 and higher	.ppt, .pptx, .sxi and .odp
Mac OS X 10.5 & 10.6	PowerPoint 2004	.ppt
	PowerPoint 2008	.ppt and .pptx
	OpenOffice.org 3.1 and higher	ppt, .pptx, .sxi and .odp
Linux (Ubuntu)	OpenOffice.org 3.1 and higher	ppt, .pptx, .sxi and .odp

Note: Various editions of OpenOffice.org (such as StarOffice and NeoOffice) exist but OpenOffice.org is the only edition officially supported by Blackboard Collaborate web conferencing.

Loading Content through the Load File Dialog

To load content into the Whiteboard, do the following:

1. Open the Load File dialog.
    - **If in the main Content Area:**
        i. Move to the insertion page. Imported content will be loaded in relationship to the current Whiteboard page. By default, new content is added after the current page. To change this setting, see *Setting Whiteboard Preferences* on page 179.
        ii. Open the Load File dialog in one of the following ways:
            - From the *File* menu, select *Open* and then *Whiteboard....*
            - Enter the keyboard shortcut Ctrl+O (Command-O on Mac). The Open dialog appears. Select Whiteboard and click **Open**.

- **If in the Page Explorer:**
    1. Right-click (Control-click on a Mac) on the page after which you want the new Whiteboard pages added. The context menu will open.
    2. From the context menu, select Open...

2. Select the file type you wish to load by selecting it from the *Files of type* drop-down menu.

Note: Some file import options (e.g., *PowerPoint Importer* and *OpenOffice.org Importer*) will not appear if the supporting applications are not installed on your computer.

Note: The file type you select not only will filter which files you will see in the Load File dialog box, but also controls which application to use to load a .ppt file – either PowerPoint or OpenOffice.org.

The options are as follows:

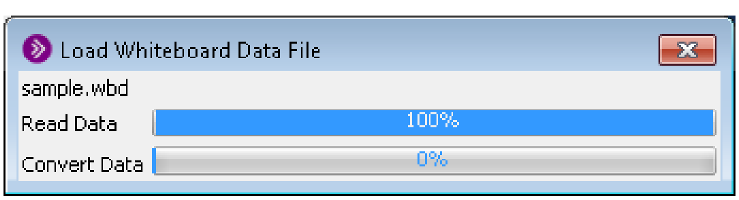
- *All Readable Files* — Displays all file types that can be loaded into the Whiteboard.
- *PowerPoint Importer (*.ppt and *.pptx)* — Displays all PowerPoint file types and uses the PowerPoint converter to open these files.

    Tip: For optimal results, do not use the *Files of type* option *All Readable Files* to load OpenOffice.org or PowerPoint presentations.

- *OpenOffice.org Importer (*.ppt, *.pptx, *.sxi and *.odp)* — Displays all OpenOffice.org file types and uses the OpenOffice.org converter to open these files.
- *Image Files (*.bmp, *.gif, *.jpg, *.jpeg and *.png)* — Displays all image files that can be loaded into the Whiteboard.
- *Protected Whiteboard Files* (*.wbp) — Displays all protected Whiteboard files. A Protected Whiteboard file cannot be saved, printed, or edited by any Moderator or Participant.
- *Whiteboard Files (*.wbd)* — Displays all (unprotected) Whiteboard files.

3. Locate the file you want to load and select it.

If you are loading a PowerPoint or OpenOffice.org presentation, the Load Whiteboard Data File window will open and show you the progress of the conversion of the PowerPoint file to a Whiteboard file.



Each presentation slide will be loaded onto a separate Whiteboard page as a static image in the background and the title from each slide will appear as the page name.

Tip: If all of the pages are named Slide 1, Slide 2, etc. instead of the titles added to each PowerPoint slide, this means the PowerPoint slides were **not** created with a pre-configured layout with a title.

Images will be loaded onto a new Whiteboard page and will be centered on the page as a background image.

Note: As the pages are being loaded into the Whiteboard, the Page Explorer window will open.

Copying Text and Images to or from Other Applications

Rich or plain text and images from other applications can be dragged and dropped or copied and pasted into the Whiteboard. The following image formats are also supported: bmp, .gif, .jpg, .jpeg and .png. Images can be selected in the external application and dragged/dropped or copied/pasted directly onto the Whiteboard, or you can drag/drop or copy/paste image files from your file management system (e.g., Windows Explorer, Finder, etc.). You cannot drag/drop or copy/paste text files.

Note: Other applications must provide the text or image in a suitable format – this cannot be controlled by Blackboard Collaborate web conferencing Therefore, this feature is very application-specific.

Tip: If you are unsuccessful with drag/drop, try copy/paste – and vice versa.

Copying and Pasting

From another application to the Whiteboard: Copy the text or image in your third party application (using its own copy function). The text or image will be placed in the clipboard. See *Pasting Objects* on page 191 for instructions on pasting the text or image into the Whiteboard.

You can copy and paste only one object at a time.

Note: Text will be placed in a Text Editor object – not a Simple Text object.

Note: Images from web pages that have links associated with them may not paste into the Whiteboard. Depending on your browser, the link may be pasted as text instead.

From the Whiteboard to another application: You also can copy a text object or image in the Whiteboard and paste it into another application. And, using the Page Explorer, you can copy an entire Whiteboard page and paste into another application. The page will be inserted as a single image into the other application.

Note: When copying or cutting a Simple Text object or Text Editor object, Blackboard Collaborate web conferencing will place an **image** of the cut or copied text in the system clipboard, **not** the text proper. For Text Editor objects, to place the actual text in the clipboard, open the object for editing and select the text to be copied. (This is not possible with the Simple Text tool.)

Dragging and Dropping

From another application to the Whiteboard: Select the text or image in your third party application (using its own selection function) or a graphics file in your file browser and drag it onto the Whiteboard.

From the Whiteboard to another application: Open the Object Explorer and drag and drop one or more objects to your third party application. You can also drag and drop an entire Whiteboard page into another application by dragging the page from the Page Explorer (see *Using the Page Explorer* on page 199). The page will be inserted as a single image into the other application.

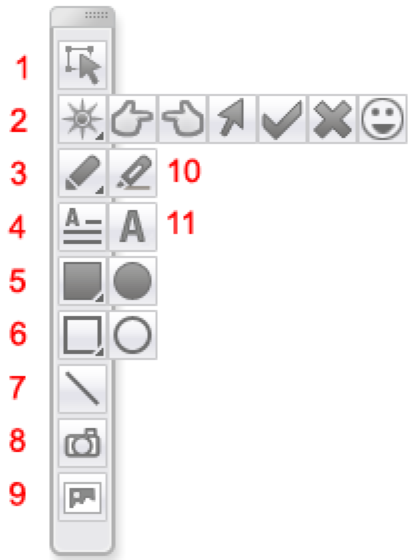
Note: In the Main room (public work area) of the Whiteboard, only Moderators can drag and drop objects from the background.

The Tools Palette

The Tools palette contains drawing and text tools you can use to create and manipulate objects in the Whiteboard workspace. It also has a pointer tool, a tool to place screen captures on the Whiteboard and a clip art tool to add images from available clip art libraries.

Tools in the palette with a tabbed lower right corner have additional optional tools that can be swapped into their spot. Click and hold or double-click (depending on your operating system) the tool to expand the options.

Participants have access to the Whiteboard tools if they have been granted the Whiteboard tools permission (see *Understanding Permissions*).



1	Selector tool
2	Pointer tools
3	Pencil tool
4	Text editor tool
5	Filled shape tools
6	Empty shape tools
7	Line tool
8	Screen capture tool
9	Clip art tool
10	Highlighter tool
11	Simple text tool

The Properties Editor

When you click on any of the text or drawing tools in the Whiteboard's Tools palette, the Properties Editor palette will appear at the bottom of the Whiteboard. From here you can format your text or graphic by specifying various properties. The contents of the Properties Editor palette changes depending on which tool is being used or which objects are selected. For example, if you are using the Filled Ellipse or Filled Rectangle tool, the Properties Editor will present color buttons only.

The Properties Editor for the Simple Text and Text Editor tools contains buttons to set color, font, size and style properties.

Note: If you select two (or more) different kinds of objects, the Properties Editor palette will display only those attributes common to all of the objects.

Tip: When selecting the color of an object through the Properties Editor, click outside the color palette once to close the palette and then click a second time to start drawing.

Inserting Text

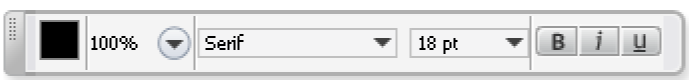
The Whiteboard has two text tools. The Simple Text tool creates text as an object directly on the canvas. The text can be manipulated just like a shape or image in a graphic design program. The Text Editor tool creates a bounding box for text, and the text inside can be edited as in a word processor or publishing program.

Using the Simple Text Tool

Follow the steps below to enter a single line of text:

1. Click on the Simple Text tool.

   If the Simple Text tool is not in the Tools Palette, click and hold the Text Editor tool until it expands to reveal the Simple Text tool icon, the click on the Simple Text tool.
2. Select the font name, color, size, bold, underline and/or italics from the Properties Editor.

3. Click the Whiteboard to place an insertion point, and then type the text.
4. Press Enter when you are done typing the line of text.

Note: The Simple Text Tool lets you type only one line of text at a time. You cannot insert a line break and the text does not automatically wrap to the next line when it reaches the edge of the Whiteboard page, as the Text Editor does.

Using the Text Editor Tool

Follow the steps below to enter multiple lines of wrapping text:

1. Click on the Text Editor tool.

   If the Text Editor tool is not in the Tools Palette, click and hold the Simple Text tool until it expands to reveal the Text Editor tool icon, then click on the Text Editor tool.
2. Single-click on the Whiteboard to create a text box of the default size (250 x 70 pixels). Alternatively, click and hold down the mouse button as you drag the cursor to create a text box of the desired size. Either way, the Properties Editor will appear at the bottom of the Whiteboard.
3. Select the font name, color, size, bold, underline and/or italics from the Properties Editor.
4. Type your text, pressing Enter when you want to create a new line of text within the text box.

Note: If the amount of text you type exceeds the space available in the text box, a scroll bar will appear on the right side of the text box. If you don't want the scroll bar, resize the text box to display all the text.

Note: The maximum number of characters that can be entered in a Text Editor object is 10,000.

Inserting External Links

You can insert links into Whiteboard text using either the Simple Text tool or the Text Editor tool. Anyone viewing your Whiteboard page will be able to click on your links to access an Internet site or send an email.

Note: To enter a link using the Simple Text tool, do not enter any text except that contained in the link. If you do, the link will not work.

Link Type	Syntax	Example
HTTP web site	http://	http://www.blackboardcollaborate.com
Secure HTTP web site	https://	https://addons.mozilla.org/
FTP site	ftp://	ftp://ftp.linuxfocus.org/
Email message	mailto:	mailto:docs@blackboard.com

Note: To launch a link, pass over the link with the Selection tool. The pointer will change to a hand. Single click on the link with the hand pointer. The application that opens the link will be specific to your system.

Inserting Special Symbols and Characters (Windows only)

To type a special symbol or character on the Whiteboard, locate the ANSII numeric code for the special symbols or character that you want to type (for a list of all available codes, see *Appendix B, 1252 Windows Latin 1 (ANSI)*) and follow these steps:

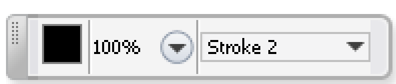
1. Select the Simple Text tool or Text Editor and click on the Whiteboard where you want to insert the symbol or character.
2. Make sure NUM LOCK is on.

3. Hold down the Alt key and then, using the numeric keypad, type the numeric character code for the character that you want to type. For example, to place the copyright symbol on the Whiteboard hold down the Alt key and enter the numeric character code 0169.

> **Note:** Some special characters only can be typed using **Bold** text. If the character you want does not appear when you enter the character code, select the character you typed and choose Bold from the Properties Editor.

Inserting Graphics

Use the following tools to insert graphics into the Whiteboard.

Tool	Options
Freehand	Select the color, transparency, and line thickness from the Properties Editor. 
Line	Select the color, transparency, and line thickness from the Properties Editor. 
Filled Shapes (rectangle and ellipse)	Select the color and transparency from the Properties Editor. 
Empty Shapes (rectangle and ellipse)	Select the color, transparency, and line thickness from the Properties Editor. 

> **Tip:** Holding down the Shift key while drawing the line will result in a horizontal, vertical or a line at a 45 degree angle depending on the direction that you draw it. Holding down the Shift key while drawing an ellipse will result in a circle. Holding down the Shift key while drawing a rectangle will result in a square.

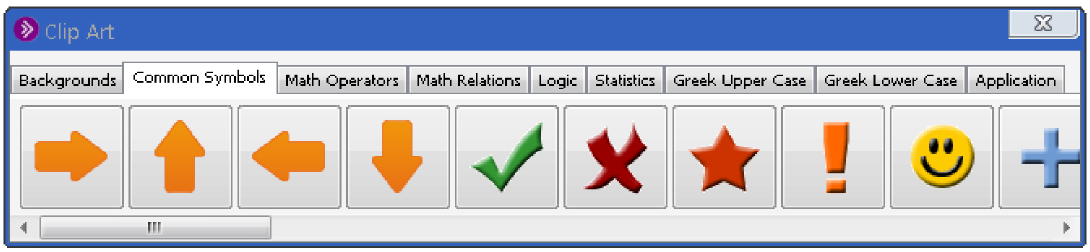
Tip: When selecting the color of an object through the Properties Editor, click outside the color palette once to close the palette and then click a second time to start drawing.

Inserting Clip Art Images

Clip art images can be loaded from a Clip Art library of presentation and mathematical symbols. (Refer to *Customizing Clip Art Collections* on page 220 for details on the default clip art collections and how to create your own clip art collection.)

Follow the steps below to insert a clip art image on the Whiteboard:

1. Click on the **Insert Clip Art** button. The Clip Art dialog opens.



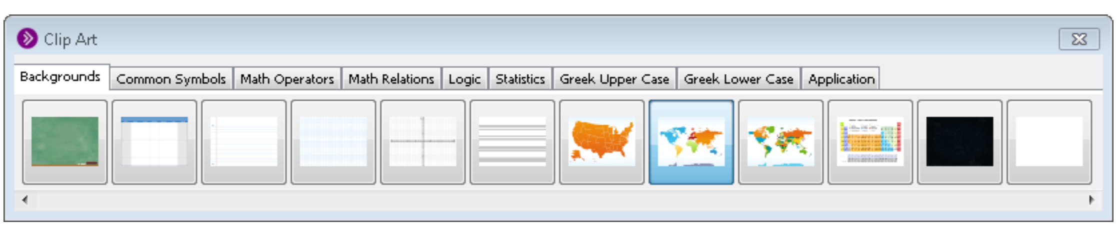
2. Select the tab that contains the clip art you wish to load.
3. Select (single-click on) the desired image.

Tip: As you hover your mouse over an image, a tool tip will provide a description of the image.

4. Move your cursor to the desired position on the Whiteboard then click on the Whiteboard to anchor the image into position.

Inserting a Clip Art Background Image

Follow steps 1 to 3 above to add a background to your Whiteboard page from the Clip Art library. The selected image will be inserted in the background of the Whiteboard page so cannot be edited or moved.



Tip: To remove the Clip Art background image, use the same process to select the blank white background image (on the far right).

Inserting Clip Art Images as Stamps

You can use clip art images as stamps, so you can repeatedly insert the same image over and over. To do so, double-click on the desired image in the Clip Art dialog.

Your cursor will change to a stamp icon. Click on the Whiteboard in as may places as you want to leave a stamp. The cursor will remain a stamp tool until you select a different clip art image or use one of the Whiteboard drawing tools.

Inserting Screen Captures

The Screen Capture tool creates an image of a portion of your desktop, any application, or web site and loads it into the Whiteboard.

> **Note**: You cannot take a screen capture of the Blackboard Collaborate application.

Follow the steps below to capture a screen image:

1. Click on the **Insert Screen Capture** button. A transparent frame appears with four buttons in the middle.

2. Click inside the frame and drag it into position on the screen so that the desired area is completely enclosed by it. Click and drag the edges of the frame to resize it.

   Switching between programs or performing certain other tasks under the frame may cause the frame to stop updating. Click **Refresh** to manually update the frame if this occurs.

3. Do one of the following:
    - Select the option **OK** to capture exactly what is enclosed in the frame at that moment.
    - Select **With Delay** to add a ten second delay before the frame is captured. This gives some time to position the cursor or other feature of the desktop that must be maintained with the mouse in order to be captured.
    - Select **Cancel** to close the frame without capturing an image.
4. The image appears on the Whiteboard. Position the image on the Whiteboard by dragging it to a new location and click on the Whiteboard region to anchor it in position.

Pointing to Things on the Whiteboard

When you want to draw people's attention to something on the Whiteboard, you can point to it using one of the Pointer tools.

1. Click and hold the  Pointer tool in the Whiteboard Tools palette until it expands to reveal all available pointers.

2. Click on the desired pointer and, so others will see it as you move it around the Whiteboard, do one of the following:
    - Hold down the left or right mouse button as you move the pointer. Release the mouse button to stamp the pointer image on the Whiteboard.
    - To get the pointer to follow the mouse motion without having to hold down the mouse button, double-click anywhere on the Whiteboard and then move the pointer. To release this mode, click with the mouse again or select a different tool.

    Note: If you don't do one of the above, the pointer will be visible to only you.

Setting Whiteboard Preferences

The Whiteboard Content Options preferences panel is used to set content loading options and Whiteboard page size. To set the options, do the following:

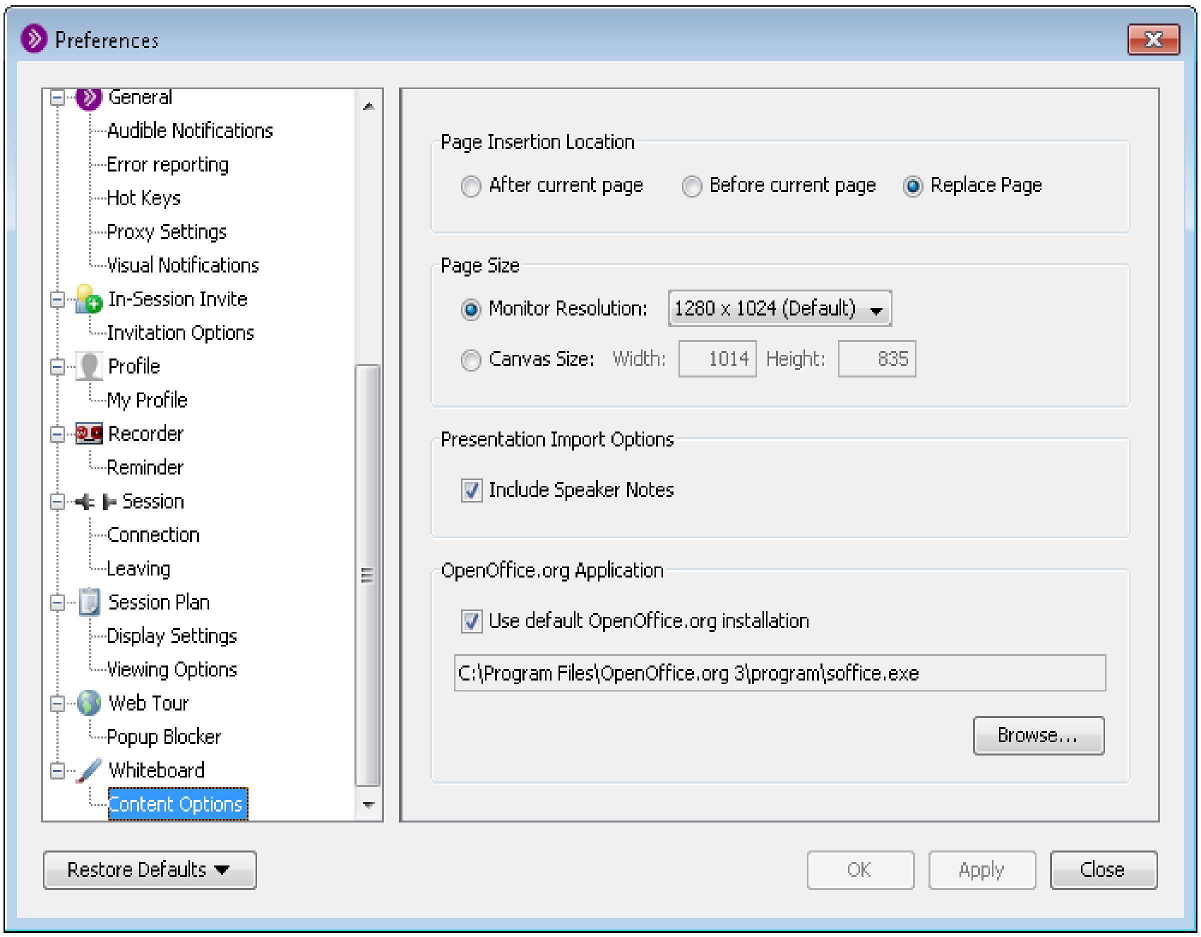
1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)

- Enter Ctrl+Comma (Windows & Linux)

  Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select the *Content Options* preferences panel under *Whiteboard*. This opens the Whiteboard Content Options preferences panel.



3. Set the following options as needed:

   - *Page Insertion Location:* Select where you want newly loaded Whiteboard content to be placed in relation to existing pages: after the current page, before the current page or replace the current page.

Tip: Before you load content into the Whiteboard, remember to move to the appropriate "current" page.

- *Page Size:* You can size your pages for a specific monitor resolution or you can specify the width and height in pixels.
    - If you select Monitor Resolution, use the drop-down menu to choose the appropriate resolution from the list. The default screen resolution is 1280 x 1024 pixels.
    - If you select Canvas Size, enter the Width and Height in the text boxes provided.

  Each of the Monitor Resolution options has a corresponding Canvas Size – they are just two ways of expressing the same thing. These options can be used interchangeably.
- *Presentation Import Options:* When selected, the *Include Speaker Notes* option will place the presenter notes from your imported PowerPoint or OpenOffice.org presentation into the Notes editor of all session attendees. For details, see *Viewing Presenter Notes Imported with a Presentation* on page 328.
- *OpenOffice.org Application:* The OpenOffice.org executable will be found automatically on Mac and Windows systems if you select the option *Use default OpenOffice.org installation* (this is the default). If you wish to use an installation other than the default, unselect *Use default OpenOffice.org installation* and browse to the location of that installation.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Manipulating Objects and Text

All objects on the Whiteboard are dynamic. The objects can be edited, moved, layered, re-sized, and grouped.

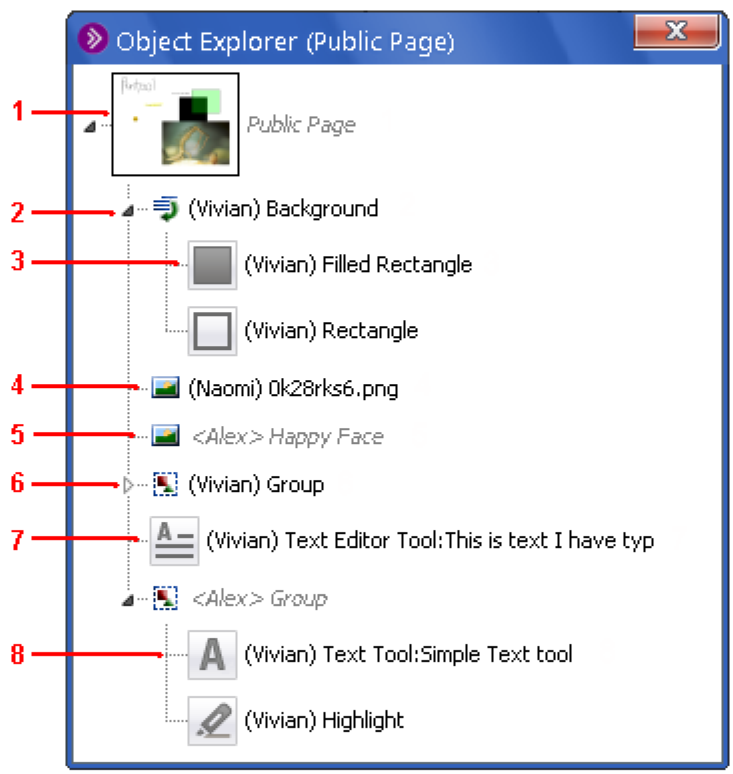
Using the Object Explorer

The Object Explorer is a window that lists all the objects on your current Whiteboard page, enabling you to easily take an inventory of the objects and perform operations on them. You can right-clicking (Control-click on Mac) on objects in the Object Explorer to open a context menu and perform all of the same operations on an object that you can by opening the context menu on that object on the Whiteboard canvas.

To open the Object Explorer, do one of the following:

- From the *Tools* menu, select *Whiteboard* followed by *Object Explorer…*
- Right-click (Control-click on Mac) on the Whiteboard canvas to open the Whiteboard context menu. In the menu, select *Object Explorer…*
- Type Ctrl+Shift+T (Shift-Command-T on Mac).

The Object Explorer window opens, displaying all of the objects on the current page. You can resize and reposition this window as needed.



1. An image of the current page
2. The page background
3. An object component of the background
4. An image imported to the Whiteboard
5. An object on the Whiteboard created by a Participant who has left the session
6. A group of objects
7. A text object, labeled by its contents
8. An object component of a group

Objects are labeled with the icon of the tool used to create them and the name of their creator. If the creator's name appears in parentheses, that creator is still in the session. If the name appears in <angle brackets>, the creator has left the session.

The objects are listed in the order that they appear on the Whiteboard. Objects at the bottom of the list appear above objects at the top, and new objects are added to the bottom. Grouped objects appear indented below an expandable Group sub-list. Backgrounds are a special type of group that automatically drop behind other objects (go to the top of the list in the Object Explorer). For more information on backgrounds, see *Moving Objects to or from the Background* on page 189.

Note: Clip Art and Screen Capture objects use the same icon as that of the Image object:

Viewing Page Thumbnails

Pages in the Object Explorer can be displayed as either thumbnails of the page or as icons.

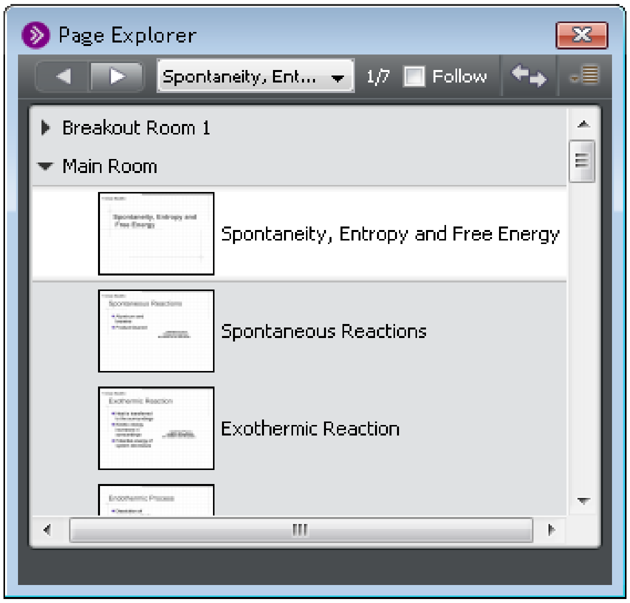
To view thumbnails, open the *Tools* menu and select *Whiteboard*, then check *Show Thumbnails in Explorer Windows*. To disable thumbnails, uncheck the option.

Note: The *Show Thumbnails* option affects not only the page viewed in the Object Explorer but also the page(s) viewed in the Object Explorer and the Select Page(s) dialog.

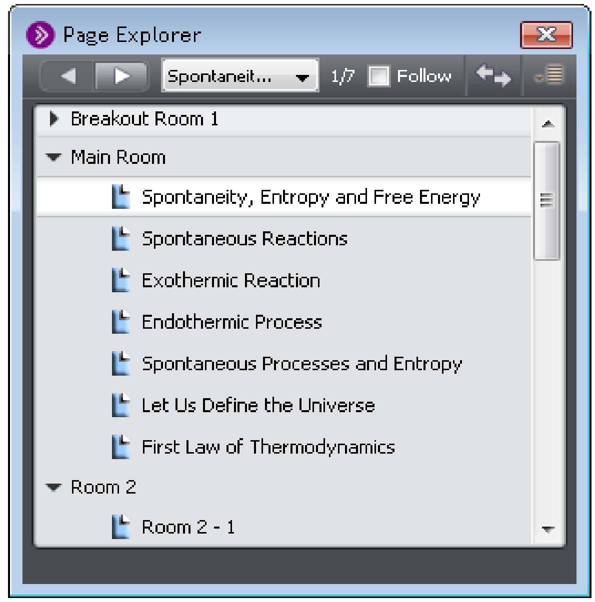
Viewing Thumbnails

Moderators can configure pages in the Explorer windows (Page Explorer, Object Explorer and the Select Page(s) dialog) to be displayed as either thumbnails or as icons. When the Moderator configures thumbnails, it changes the display for everyone in the session. Thumbnails are turned *on* by default.

Thumbnails On



Thumbnails Off



The functionality available in Explorer windows (such as copying, pasting, dragging/dropping, etc.) is identical in both views.

Note: Blackboard Collaborate web conferencing will remember the thumbnail setting if you leave and rejoin the same session.

To turn off thumbnails, open the *Tools* menu and select *Whiteboard*, then uncheck *Show Thumbnails in Explorer Windows*. To turn thumbnails back on, re-check *Show Thumbnails in Explorer Windows*.

Selecting Objects

Select objects directly in the Whiteboard or in the Object Explorer.

Selecting Objects in the Object Explorer

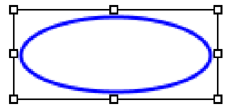
Open the Object Explorer in one of the following ways.

- From the *Tools* menu, select *Whiteboard* followed by *Object Explorer…*
- Right-click (Control-click on Mac) on the Whiteboard canvas to open the Whiteboard context menu. In the menu, select *Object Explorer…*
- Type Control+Shift+T (Shift-Command-T on Mac).

From within the Object Explorer, click on the objects you wish to select. Use Ctrl+Click (Control-Click on Mac) to select more than one object. Use shift+Click to select all objects between two selected objects.

Selecting One Object in the Whiteboard

To select a single object, select the Selection tool in the Tools Palette and click on the object. The selected object will appear with a border around it.



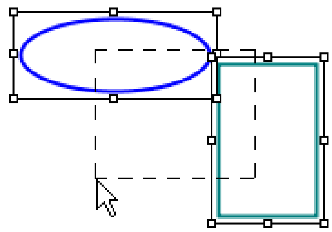
Selecting More Than One Object in the Whiteboard

You can select several objects at the same time or add objects to an existing selection. All objects must be on the same page.

To select more than one object, hold down the Shift key and use the Selection tool to click on each object you wish to select. As each object is selected, a border will appear around it.

Selecting Several Objects Simultaneously in the Whiteboard

To select several objects simultaneously, use the Selection tool to drag a selection area that touches a part of each object. As each object is selected, a border will appear around it.



Selecting All Objects in the Whiteboard or Object Explorer

To select all the objects, do one of the following:

- Right-click (Control-Click on Mac) anywhere on the Whiteboard. The Whiteboard context menu appears. Select the option *Select All Objects*.
- Right-click (Control-Click on Mac) anywhere in the Object Explorer and select the option *Select All Objects* from the context menu.
- Type Ctrl+A (Command-A on Mac).

Selecting All Objects Created by Participants

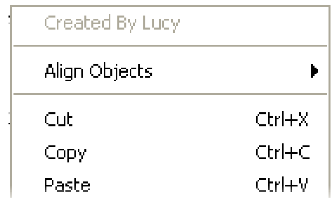
To select all objects created by selected Participant(s), do the following:

1. Select an object from the Participant or Participants on either the Whiteboard canvas or in the Object Explorer.

   If a Group is selected, the Participant will be the creator of the Group, not the creator of the objects within the Group.
2. In the *Tools* menu, select *Whiteboard* and then *Select All Objects from Participant*.

Identifying the Creator of an Object

To identify the creator of a specific object, right-click (Control-Click on Mac) on the object to bring up the Whiteboard context menu. The creator's name appears at the top of the menu (in gray). If you have selected more than one object created by different Participants, the creator will be listed as "Multiple Creators."



Selecting Simple Text and Text Editor Objects Containing Links

To select a Simple Text or Text Editor object that contains a link (see *Inserting External Links* on page 175), hold down Shift or Control (same on Mac) while using the Selection tool to click on the object. The selected object will appear with a border around it.

You also can select a Text Editor object with a simple click, as long as you don't click directly on the link. Make sure your cursor is an arrow (not a hand) before you click.

Moving Objects

Move objects to other positions on the page with the mouse.

1. Select the object(s) you wish to move (See *Selecting Objects*.). In Windows, the cursor changes to a 4-point arrow cursor ( ).
2. Hold the mouse button down and drag the object(s) to a new position on the page.

Restore Offscreen Objects

If you drag an object completely off the Whiteboard, you can retrieve it by opening the *Tools* menu, selecting *Whiteboard* and then choosing *Restore Offscreen Objects*. The object will be placed in the center of the Whiteboard.

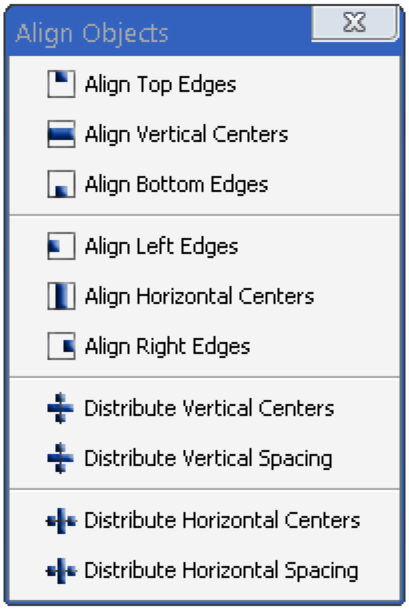
If you dragged more than one object off the Whiteboard, you may have to separate the objects once you have moved them back onto the Whiteboard. Refer to *Using the Object Explorer* on page 182 to use the Object Explorer to separate these objects if you cannot select them manually.

Aligning and Distributing Objects

When multiple objects on the Whiteboard are selected, they can be aligned and distributed in various ways using the Align Objects window or Whiteboard context menu.

Note: The order in which the objects are selected is important as the first one is considered the anchor and all other objects will be aligned according to the first.

Using the Align Objects window:



1. Select the objects to be aligned or distributed.
2. Open the Align Objects window in one of the following ways:
    - Right-click (Control-click on the Mac) on the Whiteboard canvas to open the context menu. Select *Align Objects*, followed by *Align Objects…*
    - In the *Tools* menu, select *Whiteboard*, followed by *Align Objects…*
3. Choose one of the alignment or distribution functions from the window. (See the description of the functions below.)

Using the Whiteboard context menu:

1. Select the objects to be aligned or distributed.
2. Right-click (Control-click on a Mac) on the Whiteboard canvas to open the context menu. Select Align Objects.
3. Choose one of the alignment or distribution functions from the menu. (See the description of the functions below.)

Depending on your selection, only some of the options may be available.

Description of Alignment Functions

Objects may be aligned with each other, or with the Whiteboard. Multiple selected objects will be aligned using the first-selected object as the anchor. A single selected object will be aligned using the Whiteboard as the anchor.

- *Align Top Edges* – aligns the tops of the selected objects to the top of the anchor.
- *Align Vertical Centers* – aligns the vertical center of the selected objects to the vertical center of the Anchor.
- *Align Bottom Edges* – aligns the bottom of the selected objects to the bottom of the anchor.
- *Align Left Edges* – aligns the left edges of the selected objects to the left edge of the anchor.
- *Align Horizontal Centers* – aligns the horizontal center of the selected objects to the horizontal center of the anchor.
- *Align Right Edges* – aligns the right edges of the selected objects to the right edge of the anchor.

Description of Distribution Functions

Distribution requires three or more objects to be selected. If fewer than three objects are selected, the Distribute panel options will be grayed out and will not be accessible. The first-selected and the last-selected objects are used as anchors and the remaining objects will be distributed between the two anchors in the order selected

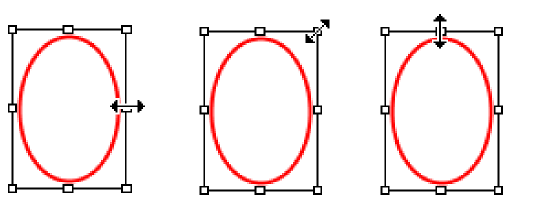
- *Distribute Vertical Centers* – distributes the objects between the anchors so that the centers of the objects are all evenly spaced.
- *Distribute Vertical Spacing* – distributes the objects between the anchors so that the edge-to-edge spacing between the objects is the same.
- *Distribute Horizontal Centers* – distributes the objects between the anchors so that the centers of the objects are all evenly spaced.
- *Distribute Horizontal Spacing* – distributes the objects between the anchors so that the edge-to-edge spacing between the objects is the same.

Resizing Objects

You can resize a single object, multiple objects and grouped objects.

1. Select the object(s) you wish to resize. (See *Using the Object Explorer*.)
2. Place the cursor over the object's border or corner. The cursor will change to an arrow shape.
3. Hold the mouse button down while you drag the edge or corner of the object. When resizing multiple objects, they will all be resized proportionally.

To keep the same proportions when resizing, click and drag a corner of the object or group while holding shift. Release the mouse button before releasing the shift key.



Select a side and drag it horizontally | **Select a corner and drag it diagonally** | **Select the top or bottom and drag it vertically**

Note: Text inside cannot be resized by dragging a corner. Instead, you can resize it by selecting it and changing the font properties. (See *Changing Properties of Text Objects* on page 195.)

Grouping and Ungrouping Objects

Grouped objects retain their size and position relative to each other. The entire group can be resized, moved around the Whiteboard, or moved forward or backward as a layer.

To group objects:

1. Select the objects on either the Whiteboard or in the Object Explorer (see *Selecting Objects* on page 184).
2. Do one of the following:
    - Right-click (Control-click on a Mac) on a selected object on the Whiteboard or in the Object Explorer to open the context menu. Select *Group Objects*.
    - Type Ctrl+G (Command-G on a Mac).

A dashed box will appear, containing all of the grouped objects. The group can be selected by clicking on any of the contained objects with the Selection tool .

To ungroup one or more groups of objects:

1. Select the objects on either the Whiteboard or in the Object Explorer.
2. Do one of the following:
    - Right-click (Control-click on a Mac) on a selected object on the Whiteboard or in the Object Explorer to open the context menu. Select *Ungroup Object Groups*.
    - Type Ctrl+U (Command-U on a Mac).

Adding or Removing Objects from a Group

Add or remove objects to or from a group using the Object Explorer (see *Using the Object Explorer* on page 182). To do so, select the object(s) in the Object Explorer and drag it to the desired position.

Tip: Removing an object from a group is easier if you drop it above the group, rather than below it. To place the removed object in front of the group, drag it above the group and then hide the object components by clicking the black arrow , and drag the group above the object.

Moving Objects to or from the Background

When you move an object to the Background, you cannot select it, move it, edit it, or delete it from within the Whiteboard's workspace. (These functions are still accessible through the Object Explorer.)

To move objects to the background:

1. Select the objects you wish to move in either the Whiteboard canvas or in the Object Explorer (see *Selecting Objects*).

2. Right-click (Control-click on a Mac) on a selected object to open the context menu, then select *Group as Background*.

The objects drop the back of the Whiteboard (top of the list in the Object Explorer) and become grouped.

To move objects back to the foreground:

- In the Object Explorer, select the object(s) you wish to move the foreground and drag them to a position above or below the background group.
- In the Object Explorer, select the background group and open the context menu. Select *Ungroup Object Groups*.
- In the Object Explorer, select the background and group and type Ctrl+U (Command-U on a Mac).

Tip: To add an object to a background group, select it in the Object Explorer and drag it to a position inside the background group.

Moving Objects to the Front/Back

All objects placed on the Whiteboard are layered and hence can be moved forward or backward in relationship to each other. They also can be moved directly to the front or back of all other objects.

Note: Moving objects forwards and backwards is not the same as moving objects to the background or foreground. All objects you move forwards or backwards reside in the foreground. You cannot move objects in the background.

1. Open the Whiteboard context menu by doing one of the following:
   - Select the object(s) to be moved in the Whiteboard and then right-click (Control-Click on Mac) anywhere on the Whiteboard.
   - Right-click (Control-Click on Mac) on the objects to be moved in the Object Explorer.
2. Select one of the following options:
   - *Move to Front* — moves the selected object(s) directly to the front of the Whiteboard
   - *Move Forward* — moves the selected object(s) one layer closer to the front.
   - *Move Backward* — moves the selected object(s) one layer closer to the back.
   - *Move to Back* — moves the selected object(s) directly to the back of the Whiteboard.

Cutting, Copying and Pasting Objects in the Whiteboard

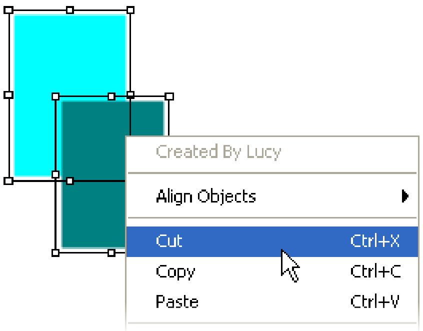
Cutting removes the selected objects from the Whiteboard and places them on the clipboard. Copying retains the selected objects in the Whiteboard and places them in the clipboard. The clipboard is overwritten whenever you copy or cut another object.

Once an object is cut or copied, you can paste it from the clipboard to the same or a different Whiteboard page. The last object(s) placed in the clipboard will be the object(s) pasted.

Note: An object can be pasted multiple times. Each paste will be layered on top of the last.

Copying and Cutting Objects

To copy or cut an object, do one of the following:



- Select the object(s) on the Whiteboard or Object Explorer and then right-click (Control-Click on Mac) on a selected object. The Whiteboard context menu appears. Select either *Copy* or *Cut*.
- Select the object(s) in the Whiteboard or in the Object Explorer and then enter one of the following:
  - *Copy:* Ctrl+C (Command-C on Mac)
  - *Cut:* Ctrl+X (Command-X on Mac)

Note: Participants can cut only their own objects. Moderators can cut anyone's objects.

Pasting Objects

To paste an object from the clipboard, do one of the following:

- Right-click (Control-Click on Mac) anywhere on the Whiteboard or Object Explorer. The Whiteboard context menu appears. Select *Paste*.
- Click anywhere on the Whiteboard or Object Explorer and then type Ctrl+V (Command-V on Mac).

Use the Selection tool to reposition the objects on the Whiteboard, if desired.

Note: Rich or plain text and images from other applications can be pasted into the Whiteboard. The following image formats are supported: bmp, .gif, .jpg, .jpeg and .png. See *Loading External Content into the Whiteboard* on page 168.

Duplicating Whiteboard Objects by Dragging and Dropping

You can copy a Whiteboard object in a single step by dragging and dropping the object to a new position within the Object Explorer while holding the Control key (Command on a Mac). Release the mouse before releasing the Control (or Command) key. On Windows, a plus symbol (+) appears overlaying the mouse when an object will be duplicated instead of moved.

Copying and Pasting Objects from One Page to Multiple Pages

You can copy objects on one Whiteboard page and paste them on a number of other pages at once using the Page Explorer.

1. Copy the desired objects on your page.
2. To open the Page Explorer, do one of the following:
    - Select *Show Page Explorer* from the Options menu in the Whiteboard Navigation bar in the upper right corner of the Content area.

    - Type Ctrl+Shift+P (Command-Shift-P on a Mac).
3. Select all the pages to which you want to paste the objects (see *Using the Page Explorer* on page 199) and right-click (Control-click on a Mac) to open the context menu.
4. From the context menu, select *Paste Objects to Pages*.

Editing Text

You can edit text in both Simple Text and Text Editor objects, however editing of Simple Text objects is very limited.

For information on formatting the text, see *Changing Properties of Text Objects* on page 195.

Text Editor Objects

To put the object in editing mode, select the object and then double-click on the text box.

You can use most standard text editing mouse actions within the text, such as double-clicking to select a word and dragging to select text. The following standard text editing keyboard shortcuts can be used to perform functions within the text of individual notes.

Function	Windows & Linux Shortcuts	Mac OS X Shortcuts
Select all text in current text box	Ctrl+A	Command-A
Copy selected text	Ctrl+C	Command-C
Cut selected text	Ctrl+X	Command-X
Paste copied text	Ctrl+V	Command-V
Delete selected text	Delete, Backspace	Delete

Simple Text Objects

Select the object and then double-click on the text box. To edit a Simple Text object that contains a link (see *Inserting External Links*), hold down the Control (Command on Mac) key while double-clicking on the text box.

Editing Object Properties

Whether you are working with a single object, multiple objects or a grouped object, an object's properties (including line width, line color and transparency, line style, line cap style, fill color and transparency, and font) can be changed.

There are two places in which you can edit object properties:

- The Properties Editor palette lets you edit all the basic Whiteboard object properties. For details, see *The Properties Editor* on page 173
- The Object Properties dialog lets you edit all Whiteboard object properties, including some not commonly used, and not available in the Properties Editor palette.

The properties for each object type that can be edited only in the Object Properties dialog are listed below:

Object Type	Properties
Freehand tools	▪ Select rounded or flat line caps. ▪ Select broken or solid line.
Text tools	▪ None
Filled shapes	▪ None
Empty shapes	▪ Select rounded or flat caps (for broken strokes). ▪ Select broken or solid strokes. ▪ Select a fill color. ▪ Select fill transparency.
Line tool	▪ Select rounded or flat caps. ▪ Select broken or solid line.
Images and Clip art	▪ Select a stroke width. ▪ Select a cap style (for broken strokes). ▪ Select solid or broken strokes. ▪ Select transparency (applies to both stroke and image). ▪ Select stroke color. ▪ Select show or hide strokes.

To edit an object's properties in the Object Properties dialog, do the following:

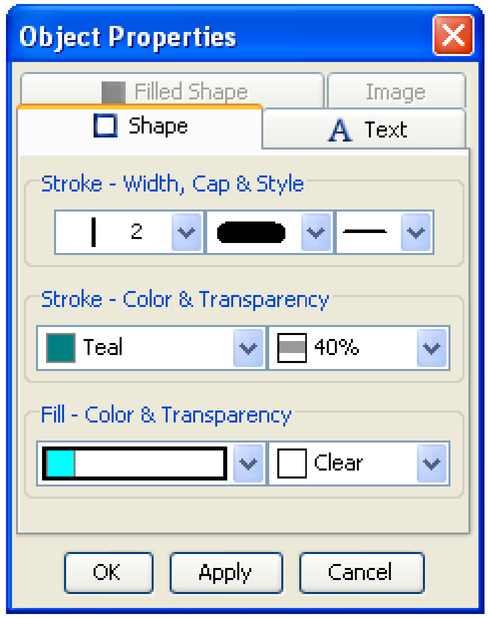
1. Open the Object Properties window in one of the two following ways:
   - Right-click (Control-Click on Mac) anywhere on the Whiteboard or Object Explorer. The Whiteboard context menu appears. Select the option *Object Properties…*
   - From the *Tools* menu, select *Whiteboard*, followed by *Object Properties*.
2. Select an object or objects on the Whiteboard or in the Object Explorer.
3. Edit the desired options.
4. Click **OK** to make the chosen edits to the Object(s) and close the Object Properties window.

   Click **Apply** to make the chosen edits and leave the Object Properties window open.

   Click **Cancel** to close the Object Properties window without making any changes. To cancel the changes without closing the dialog, simply deselect the object(s).

Within the Object Properties dialog box, you can change an object’s properties.

The Object Properties dialog contains tabs related to each type of content that can be edited directly on the Whiteboard: Shape, Text, Filled Shape, and Image. Depending on the object selected, some of the tabs will be available and others will be grayed out. Click on the tab for the object you wish to update. The details of each tab are explained below.



Changing Properties of a Shape

Freehand shapes, empty shapes, and lines, are edited in the Shapes tab. You can change the line properties (width, cap style, line style and line color and transparency) of all these shapes and the fill color and transparency of the Ellipses and Rectangle shapes.

If the selection consists of more than one shape, each shape will acquire the settings selected in the dialog box.

Changing Properties of Text Objects

You can change the color and transparency and font properties for all text in a simple text shape or for selected text in a text box.

Note: Text formatting will not be retained if you copy and paste formatted text within the same text box, from one text box to another or into an external application (e.g., Notepad or Word).

Changing Properties of a Filled Shape

You can change the fill color and transparency for any shape.

If the selection consisted of more than one filled shape, each filled shape will acquire the settings selected in the dialog box.

Changing Properties of an Image or Clip Art

You can change the image frame style, and the transparency for any image.

If the selection consisted of more than one image, each image will acquire the settings selected in the dialog box.

Deleting Objects

To delete an object from the Whiteboard, do one of the following:

- Select the object(s) in the Whiteboard or Object Explorer and press the Delete key.
- Select the object(s) on the Whiteboard or Object Explorer and then right-click (Control-Click on Mac) anywhere on the Whiteboard or Object Explorer. The Whiteboard context menu appears. Select *Delete*.

Note: Participants cannot delete objects created by others – only their own. Moderators can delete all objects.

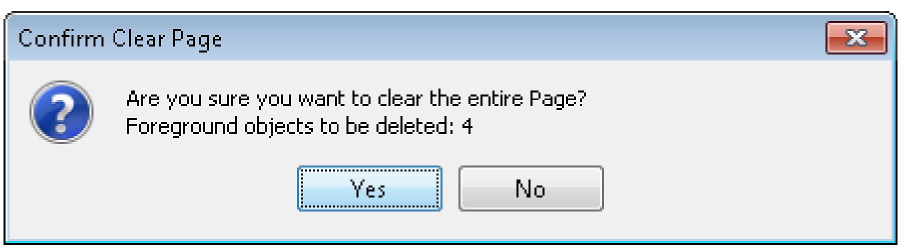
To delete all foreground objects, use the Clear Page command. See *Clearing the Page* below.

Caution: Deletion is permanent and cannot be undone so objects cannot be restored once deleted.

Clearing the Page

To delete all foreground objects from the Whiteboard at once, click on the **Clear Page** command in the Whiteboard Action bar.

When prompted, click **Yes** to confirm that you want to clear the entire page.



Caution: Clearing the page cannot be undone so objects cannot be restored once cleared.

Creating a Background

To add interest and function to your Whiteboard pages, you can create background images for them. This can be done in two ways:

- Insert a Clip Art background image (see *Inserting a Clip Art Background Image* on page 177). This image cannot be edited or moved like objects.
- Send foreground objects to the background (see *Moving Objects to or from the Background* on page 189). These objects can be edited and moved, but only through the Object Explorer.

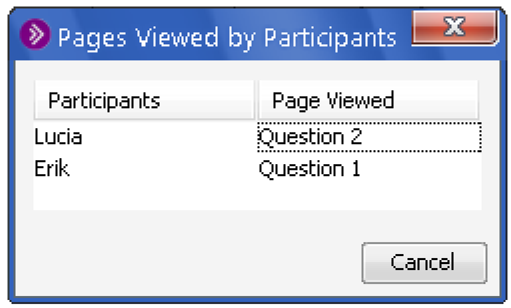
Showing Pages Viewed by Participants

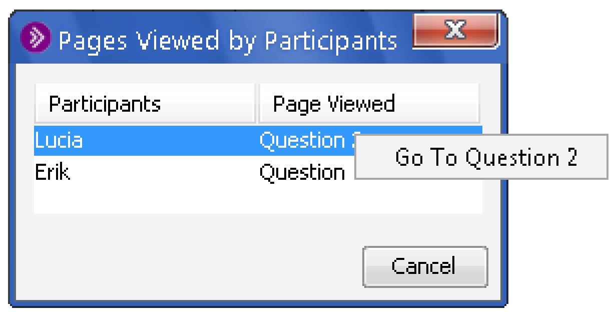
Moderators can view a window indicating the page that each Participant is currently viewing.

To show the pages currently being viewed by Participant(s):

1. In the Participants list, select the desired Participants.
2. In the *Tools* menu, select *Whiteboard*, followed by *Show Participant Page Names...* This option does not appear if no Participants are selected.
3. The Pages Viewed by Participants window appears displaying the list of Participants that you highlighted in the Participants list and the name of the Whiteboard page they are currently viewing.

To go directly to the page a Participant is viewing, right-click (Control-Click on Mac) on the page and select *Go To <Page Name>*.



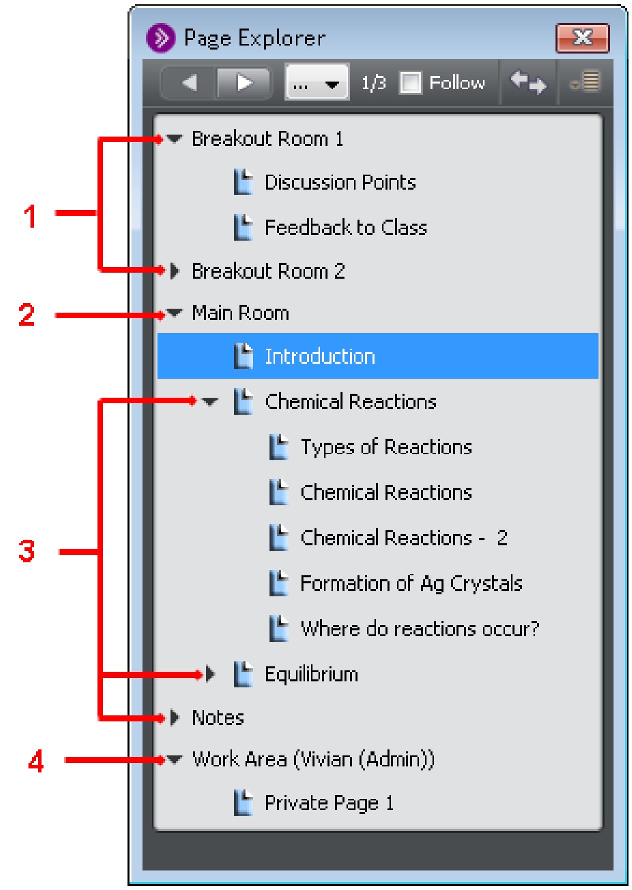


Working with Whiteboard Pages

As a Moderator, you can add Whiteboard pages, organize pages hierarchically into groups, move pages between rooms and groups, change page properties and delete pages. You also can navigate freely between all pages and protect, print and save the Whiteboard.

Whiteboard Rooms and Groups

The Whiteboard consists of various areas that are visible in the Page Explorer. By default, you will see the Main room and your own private work area.



1. Breakout Rooms
2. Main Room
3. Page Groups
4. Private Work Area

The Main Room

When you first join a session, it will have one blank Whiteboard page in the Main Room. This work area is public and available to all session attendees.

Note: One blank page is the default, however, there may be more pages if the session was configured with a pre-loaded Whiteboard presentation.

Private Work Area

Each session attendee has their own private work area (*Work Area <User Name>*) with one blank page. No one else in the session, including Moderators, can view another's private work area.

Moderators can use their own private work area at any time. Participants can use their own private work areas only when they have been granted the page navigation permission by the Moderator.

Page Groups

Moderators can organize pages into distinct topics or presentations by creating page groups. Page groups can be inside or outside of a room and can be nested within other page groups.

Breakout Rooms

When a Moderator creates a new breakout room, it is created with one blank Whiteboard page. The breakout room and its pages are accessible to all Moderators and those Participants who have been moved into the breakout room.

Using the Page Explorer

The Page Explorer is a window that lists all your Whiteboard pages and enables you to easily navigate through and manage the pages.

> **Note:** Only Moderators can perform page management functions in the Main room and breakout rooms. Participants can manage pages only in their own private work areas. They can, however, copy pages from the Main room or breakout room to their private work areas.

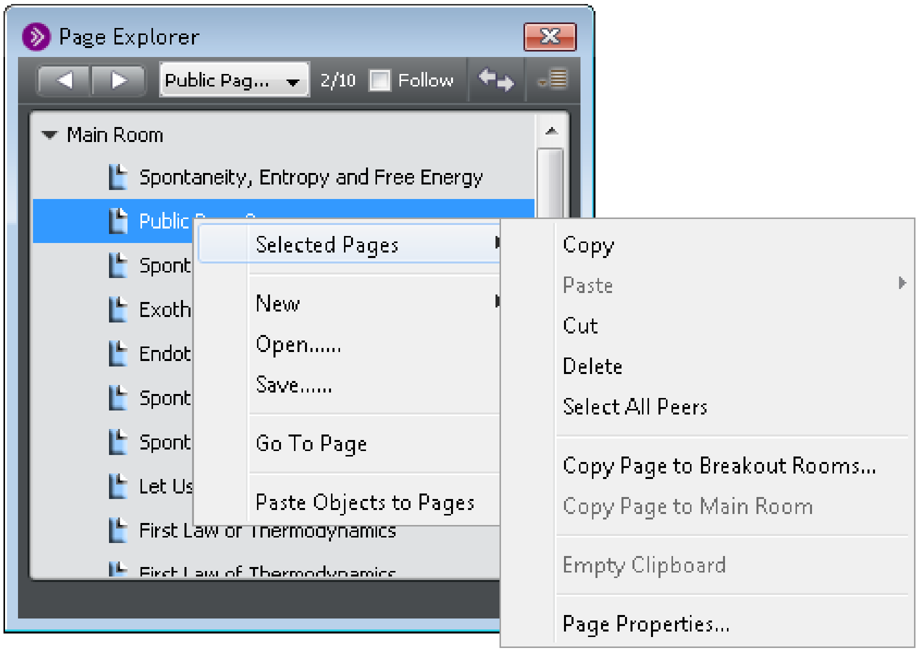
To open the Page Explorer, do one of the following:

- Select *Show Page Explorer* from the Options menu in the Whiteboard Navigation bar in the upper right corner of the Content area.

- Type Ctrl+Shift+P (Command-Shift-P on a Mac).

> **Note:** The Page Explorer opens automatically when you load a file into the Whiteboard.

Page navigation functions are performed through the Navigation bar a the top of the Page Explorer (see *Navigating Between Pages* on page 202) and pages can be moved by dragging and dropping them (see *Rearranging and Duplicating Pages* on page 202). Page management functions are done through the Page Explorer context menu.



You can perform the following functions using the context menu:

- Cut, Copy, Paste and Delete pages (see *Cutting, Copying, Pasting and Deleting Pages* on page 209)
- Select all pages in a room or page group (see *Selecting All Page Peers* on page 214)
- Copy pages to breakout rooms or the Main room (see *Copying Pages to Breakout Rooms* on page 215)
- Empty the clipboard (see *Emptying Clipboard* on page 213)
- Edit Page Properties (see *Editing Page Properties* on page 213)
- Create new page groups (see *Creating Whiteboard Page Groups* on page 208)
- Create new pages (see *Creating New Blank Pages* on page 206)
- Load Whiteboard, PowerPoint and image files (see *Loading Content through the Load File Dialog* on page 169)
- Save the Whiteboard (see *Saving Whiteboard Pages* on page 217)
- Move to the selected page (see *Navigating Between Pages* on page 202)
- Paste objects copied from one page to mulitple other pages (see *Copying and Pasting Objects from One Page to Multiple Pages* on page 192)

Selecting Pages in the Page Explorer

You can select one or more pages in the Page Explorer. Once you have done so, you can perform operations on the pages by opening the context menu with a right-click (Control-click on a Mac), selecting *Selected Pages* and then selecting the desired function.

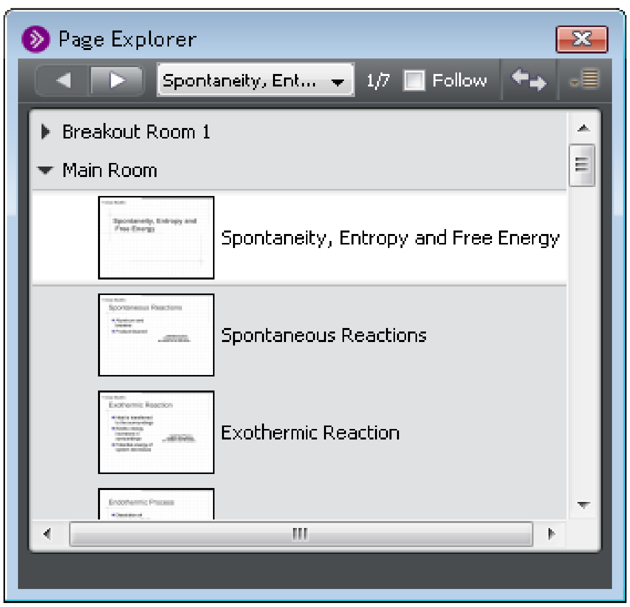
To select pages, do the following:

- **To select a single page**, click on the page.
- **To select multiple pages**, hold down Control (Command on Mac) as you click on pages, or hold the Shift key to select two pages and all pages between them.
- **To select all of the pages in a room or page group**, right-click (Control-click on a Mac) on a page in the desired room or page group, select *Selected Pages* from the context menu and then choose *Select All Page Peers*. (For further details, see *Selecting All Page Peers* on page 214.)

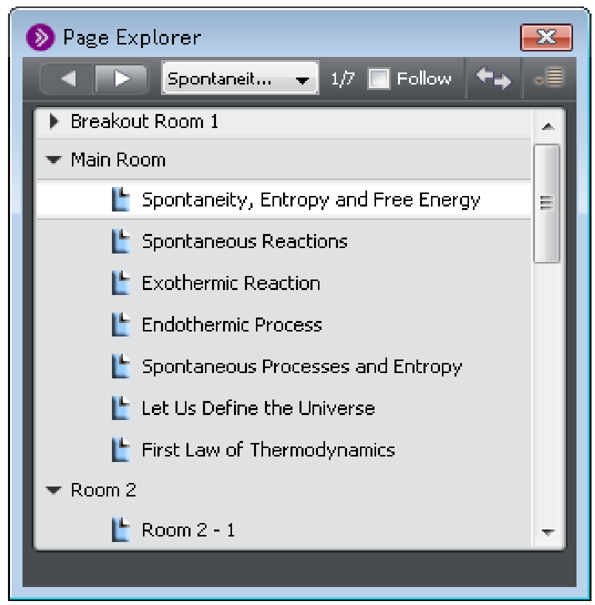
Viewing Thumbnails

Moderators can configure pages in the Explorer windows (Page Explorer, Object Explorer and the Select Page(s) dialog) to be displayed as either thumbnails or as icons. When the Moderator configures thumbnails, it changes the display for everyone in the session. Thumbnails are turned *on* by default.

Thumbnails On



Thumbnails Off



The functionality available in Explorer windows (such as copying, pasting, dragging/dropping, etc.) is identical in both views.

Note: Blackboard Collaborate web conferencing will remember the thumbnail setting if you leave and rejoin the same session.

To turn off thumbnails, open the *Tools* menu and select *Whiteboard*, then uncheck *Show Thumbnails in Explorer Windows*. To turn thumbnails back on, re-check *Show Thumbnails in Explorer Windows*.

Rearranging and Duplicating Pages

Pages can be rearranged and copied using the Page Explorer. Participants can rearrange pages only in their own private work areas. Moderators can rearrange any pages.

To move a page, simply select and drag the page(s) to the desired position.

To duplicate a page, hold down the Control key (Option on Mac), click on the page which you want to copy, and drag it to the position where you would like place the duplicate. Release the mouse before releasing the Control key. (If you release Control first, you will end up moving the original page rather than copying it.) A plus (+) symbol overlaying the mouse cursor indicates that the page will be copied instead of moved.

Dragging/Dropping Pages to Other Applications

You can copy an entire Whiteboard page into another application by dragging the page from the Page Explorer. The page will be inserted as a single image into the other application.

Navigating Between Pages

To navigate between pages, you can use the Whiteboard navigation bar, the Tools menu, the Page Explorer (see *Using the Page Explorer* on page 199) or the Page Up and Page Down keys on your keyboard.

By default, Participants can navigate between pages in the Main room or move to their own private work areas only if a Moderator gives them permission to do so (by turning off the *Follow* option). By default, Participants can move freely in a breakout room but a Moderator can take that navigation permission away (by turning on the *Follow* option). For details on setting Whiteboard navigation permissions, see *The Follow Option* on page 204.

Note: If a Moderator moves to their own private work area while the *Follow* option is on, Participants are left on the last public page that the Moderator viewed.

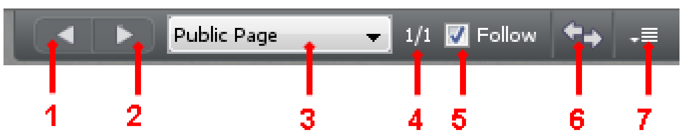
Note: If the Whiteboard is protected, Participants will not see the Navigation bar and will not be able to navigate between any pages anywhere. (See *Protecting the Whiteboard* on page 216.)

- To move to the next page:
  - In the Whiteboard Navigation bar or Page Explorer, click the **Next Page** button.
  - In the *Tools* menu, select *Whiteboard* followed by *Go to Next Page*.
  - Enter Alt + Page Down (Option-Page Down on Mac).
  - If focus is on the Go to Page menu of the Navigation bar, press the Down Arrow.

- To move to the previous page:
    - In the Whiteboard Navigation bar or Page Explorer, click the **Previous Page** button.
    - In the *Tools* menu, select *Whiteboard* followed by *Go to Previous Page*.
    - Enter Alt + Page Up (Option-Page Up on Mac).
    - If focus is on the Go to Page menu of the Navigation bar, press the Up Arrow.
- To move to any page that is not adjacent to another, in the Page Explorer, double-click on the desired page or right-click (Control-click on a Mac) on the page and select *Go to Page* from the context menu.

Using the Whiteboard Navigation Bar

The Whiteboard Navigation bar is a toolbar containing controls that enable you to move between rooms and pages within those rooms. It is located in the upper right corner of the Content area whenever the Page Explorer is not open.



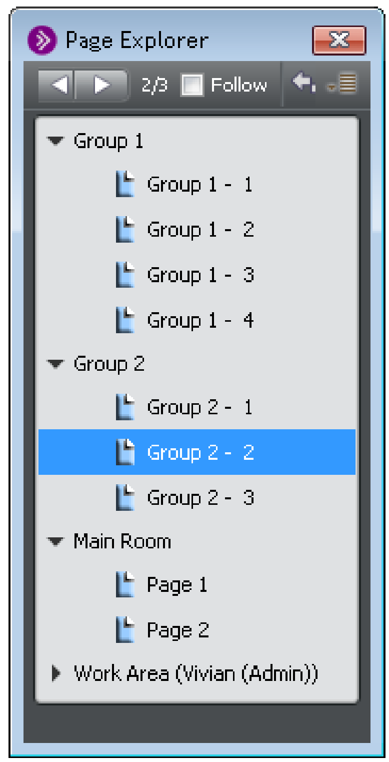
1 Previous Page button
2 Next Page button
3 Go to Page menu
4 Page Counter
5 Follow option
6 Explore Mode button
7 Navigation Options menu

When the Page Explorer is open, the Navigation bar is located at the top of the Page Explorer window.

- Use the **Next Page** button and **Previous Page** button to move within the current room or page group. To go to a different room or group, double-click on the page or navigate to it using the Go to Page menu.
- Use the Go to Page menu to select and move to a particular page. When you move to a private page or a page belonging to a different room, or have Explore Mode activated, other Participants will remain on their current page.

- The Page Counter reflects the position of the current page within its page group. As a Moderator, you can turn the Page Counter on and off. For details, see *Using the Page Counter* on page 204.
- The *Follow* option lets you control whether or not others in the session will "follow" you as you navigate through pages in the Whiteboard. By default, it is enabled in the Main room and disabled in breakout rooms. For more information, see *The Follow Option* below.
- Explore Mode enables a Moderator to navigate to other pages while leaving Participants on the current page when Explore Mode was activated. For more information, see *Explore Mode* on the facing page.
- The Navigation Options menu contains a menu item to hide the Page Explorer. For more information, see *Using the Page Explorer* on page 199.

Using the Page Counter



The Page Counter helps you keep track of which page you are at relative to the others within the page group you are viewing.

For example, if your Whiteboard consists of the pages listed in the Page Explorer to the right, the following page counts would be displayed:

- The count of Group 2 -2 is 2/3 since it is the second of three pages in Group 2.
- The count of Page 2 is 2/2 since it is the second of two pages within the Main room.

As a Moderator, you can specify who (if anyone) will see the Page Counter. From the *Tools* menu, select *Whiteboard* followed by *Show Page Count* and select one of the three options: *Show to All*, *Show to Moderators Only* (default) and *Disable Page Count*.

The Follow Option

Whiteboard navigation permissions are controlled by the *Follow* option, which lets you control whether others in the session will "follow" you as you navigate through pages in the Whiteboard or others are free to move between pages in their current room or their private work areas. By default, it is enabled in the Main room and disabled in breakout rooms.

Note: This default is set by the session creator in the session scheduling server.

Enable *Follow* when you want Participants in your current room (Main or breakout) to view the same page as you are viewing – presumably the page from which you are instructing.

Disable *Follow* when you want your Participants to work on (or just view) different Whiteboard pages in the current room or in their private work areas. When *Follow* is disabled, the Whiteboard Navigation bar and full Action bar will appear to Participants so they can freely move between pages in their current room or to their private work areas. When you disable *Follow*, the Participants (and other Moderators) will see a red border around their content area – a visual indication that they are free to roam. When you re-enable *Follow*, others will be brought to the page you are on currently. (If another Moderator re-enabled *Follow*, everyone will be returned to the page that Moderator is on.)

Note: If the Whiteboard is protected, Participants will not be able to navigate between pages anywhere, including to their private work areas. (See *Protecting the Whiteboard* on page 216.)

To enable or disable *Follow*, simply check or uncheck the option's box.

Explore Mode

Explore Mode permits you to navigate through Whiteboard pages without moving other session attendees to those pages. Use Explore Mode when you want to lock others' view on your current Whiteboard page while you view different pages.

To initiate Explore Mode, do one of the following:

- From the *Tools* menu, select *Whiteboard* and then *Use Explore Mode*.
- Click on the  **Explore** button in the Navigation bar.

To exit Explore Mode, just repeat the process.

When you exit Explore Mode, you will be returned to the same page the other session attendees are on – basically acting as a bookmark to bring you back to the page you left before you began exploring. However, if another Moderator moved to a different page, you will go to that page.

Tip: To show others in the same room a page to which you have roamed (in that room), disable and re-enable the *Follow* option. If you roamed to a page in a breakout room, *Follow* will automatically be disabled so you will just have to re-enable it.

Creating New Blank Pages

All new Blackboard Collaborate web conferencing sessions contain at least one Main room page and one private work area page for each session attendee. (Additional pages may also have been preloaded by the session creator.) You can add more pages using the **New Page** button in the Whiteboard Action Bar or in the Create New Pages dialog, where you can set further page options.

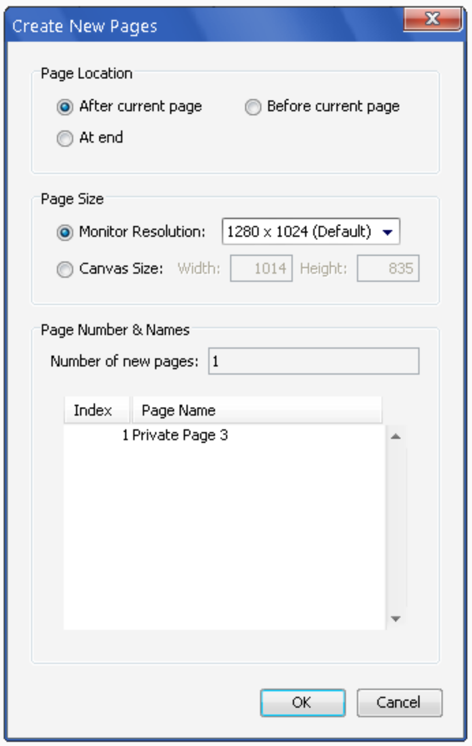
To create a single new blank page, click **New Page** on the Whiteboard Action bar. This creates a single new blank page after the page you are currently on and directly takes you to that page.

> **Note:** If you have the *Follow* option turned on and are not in Explore Mode, all others in the same room as you will also go to the new page.

To create multiple pages or pages with more options, follow the steps below:

1. Open the Create New Pages dialog in one of the following ways:
   - In the *File* menu, select *New*, followed by *Whiteboard Page*.
   - In the Page Explorer, right-click (Control-click on the Mac) on a page or page group. Select *New* from the context menu, followed by *Whiteboard Page*...
   - Enter Ctrl+N (Command-N on the Mac) and select Whiteboard Page in the New dialog.
2. Under Page Location, select a position for the new page(s) relative to the current page.

> **Note:** If the dialog was opened through the Page Explorer, current page refers to the selected page in the Page Explorer rather than the currently viewed page.



3. Under Page Size, select or specify a canvas size. You can size your pages for a specific monitor resolution or you can specify the width and height in pixels.

    - If you select Monitor Resolution, use the drop-down menu to choose the appropriate resolution from the list. The default screen resolution is 1280 x 1024 pixels.
    - If you select Canvas Size, enter the Width and Height in the text boxes provided.

    Each of the Monitor Resolution options has a corresponding Canvas Size – they are just two ways of expressing the same thing. These options can be used interchangeably.

4. Under Page Number and Names, enter a number (up to a maximum of 99) in the *Number of new pages* text box. Click in the list of pages (below the text box) to see the new ones added. Each page will have a number along with a default Page Name, for example Public Page 2.
5. Optionally, edit the name of each page by double-clicking on the default name in the Page Name column and typing a new name.
6. Click **OK**. The pages are added sequentially in the position selected in Step 2.

Note: If multiple pages from multiple rooms or page groups were selected in the Page Explorer, pages will be added in the selected position in relation to each of them. For example, if you had two page groups selected and entered 1 for *Number of new pages*, two pages are created, one in each group. If the *Number of new pages* was 2, four pages would be created, etc.

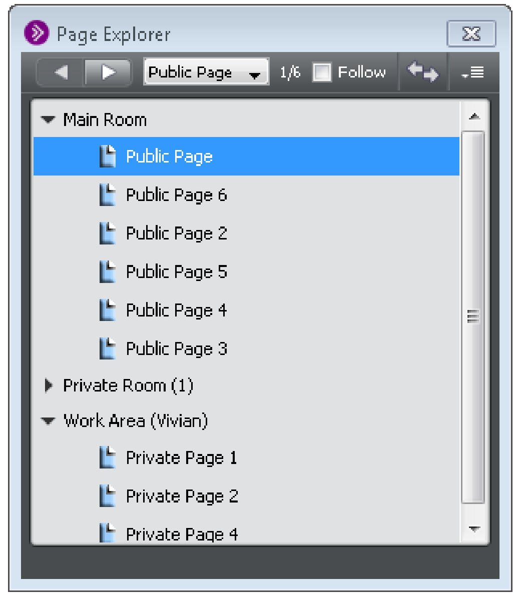
How New Pages are Named

The default names of new pages are as follows:

- If inserted in the Main room, the page will be called “Public Page X”.
- If inserted in your private work area, the page will be called “Private Page X”.
- If inserting a public page and a private page simultaneously (by selecting both a public page and a private page in the Explore Pages dialog before creating a new page), the new pages both will be called “Page X”.

As you add more pages, the page numbers in the page names are incremented by 1. The numbers document the **order** the page was added, not the position in which it was added.

If you delete a page (for example Private Page 3) and then added another new page, the number of the newest page will still be incremented by 1 including the deleted page (will be Private Page 4, not Private Page 3), as depicted in the example on the right.

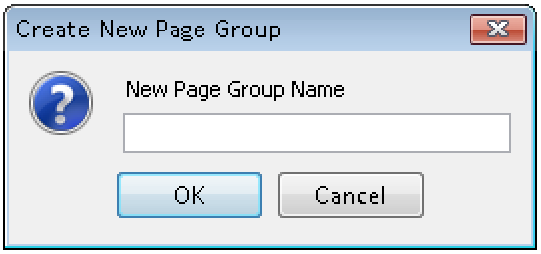


Creating Whiteboard Page Groups

You can organize your Whiteboard pages into groups that represent different topics or separate presentations.

1. Open the Create New Page Group dialog box by doing one of the following:
   - From the *File* menu, select *New* followed by *Whiteboard Page Group*.
   - From the *Tools* menu, select *Whiteboard* followed by *Explore Pages...*, or from the Whiteboard context menu select Explore Pages..., or press Ctrl+Shift+S (Shift-Command-S on Mac). The Page Explorer appears. Select a page from the list and then right-click (Control-Click on Mac) on the selected page. From the context menu, select *New* followed by *Whiteboard Page Group*.
   - Enter Ctrl+N (Command-N on Mac). The New dialog opens. Select Whiteboard Page Group and click on New.

2. Enter a name for the page group in the text box and click **OK**.



The new page group will be created with one blank page.

Cutting, Copying, Pasting and Deleting Pages

You can cut, copy, paste, and delete pages from the Whiteboard. In the Page Explorer, you also can duplicate pages (see *Rearranging and Duplicating Pages* on page 202).

Cutting Pages

Cutting a Whiteboard page removes the page from its room or group and places it in the clipboard. The clipboard is overwritten whenever you cut or copy another page.

To cut a Whiteboard page, do one of the following:

- With the Navigation toolbar, navigate to the page you wish to cut and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page* followed by *Cut*.
- In the Page Explorer, select the page(s) you wish to cut and right click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Cut*.
- In the Page Explorer, select a page or pages and enter Ctrl+X (Command-X on a Mac).

You can now paste the cut page(s).

Copying Pages

Copy Page places a duplicate of the selected page in the clipboard. The clipboard is overwritten whenever you copy or cut another page.

To copy a page, do one of the following:

- Using the Navigation toolbar, navigate to the page you wish to copy and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page* and then choose *Copy*.
- In the Page Explorer, select the page(s) you wish to copy and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Copy*.
- In the Page Explorer, select the page(s) you wish to copy and enter Ctrl+C (Command-C on a Mac).

You can now paste the copied page(s).

Pasting Pages

You must have previously cut or copied a page to have placed it in the clipboard. The last page(s) placed in the clipboard will be the page(s) that will be pasted. When pasting, you must identify one or more "target" pages in relation to which you want to paste the copied or cut page(s). If you identify more than one target page (e.g., three), the page(s) in the clipboard will be pasted once for each target page (e.g., in three places).

To paste a page, do one of the following:

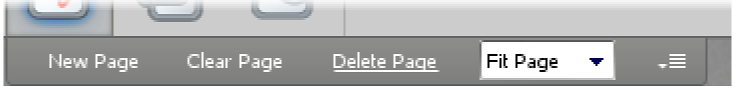
- Using the Navigation toolbar, navigate to the target page and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page*, followed by *Paste* and then select a position for the page. The options are *After*, *Before* and *At End*.
- In the Page Explorer, select one or more target pages or groups and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages*, select *Paste*, and then select a position for the pages. The options are *After*, *Before* and *At End*. If the pages in multiple page groups are selected, the page(s) in the clipboard will be pasted once to each room or group.
- In the Page Explorer, select one or more target pages or groups and enter Ctrl+V (Command-V on a Mac). The page(s) appear after the currently selected page(s) or at the end of the selected groups. If multiple pages or groups are selected, the page(s) in the clipboard will be pasted once to each room or group.

The page(s) appears in the selected position.

Deleting Pages

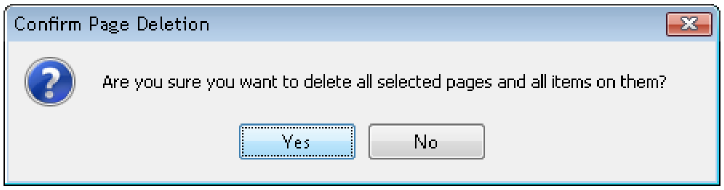
To delete a page permanently, do one of the following:

- Using the Whiteboard Action bar, navigate to the page you wish to delete and click *Delete Page* in the Whiteboard Action bar.



- Using the Navigation toolbar, navigate to the page you wish to delete and right-click (Control-Click on Mac) on the Whiteboard to open the context menu. Select *Current Page* and then *Delete*.
- In the Page Explorer, select the page(s) you wish to delete and press the Delete key.
- In the Page Explorer, select the page(s) you wish to delete and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then *Delete*.

You will be prompted to confirm whether or not you want to delete the page and its contents. Click **Yes** to complete the deletion.



Cutting, Copying, Pasting and Deleting Page Groups

You can cut, copy, paste, and delete page groups from the Page Explorer. These operations are basically the same as those performed on pages, with some differences in *Pasting Page Groups* on next page.

Cutting Page Groups

To cut a Whiteboard page group, do one of the following:

- From the Page Explorer, select the group you wish to cut and right click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Cut*.
- From the Page Explorer, select a page group or groups and enter Control-X (Command-X on a Mac).

You can now paste the cut group(s).

Copying Page Groups

To copy a page group, do one of the following:

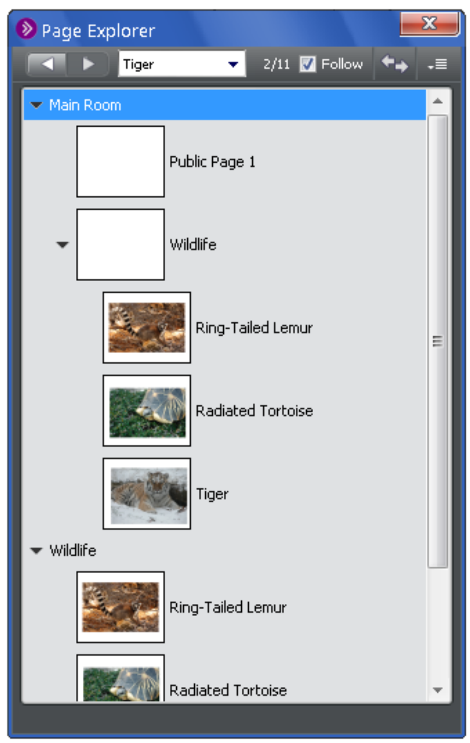
- From the Page Explorer, select the group you wish to cut and right click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Copy*.
- From the Page Explorer, select a page group or group and enter Control-X (Command-X on a Mac).

You can now paste the copied Group(s).

Pasting Page Groups

You must have previously cut or copied a page group to have placed it in the clipboard. The last group(s) placed in the clipboard will be the group(s) that will be pasted. When pasting, you must identify one or more "target" pages (or groups) in relation to which you want to paste the copied or cut group(s). If you identify more than one target page (e.g., three), the group(s) in the clipboard will be pasted once for each target page (e.g., in three places).

To paste a page group, do one of the following in the Page Explorer:



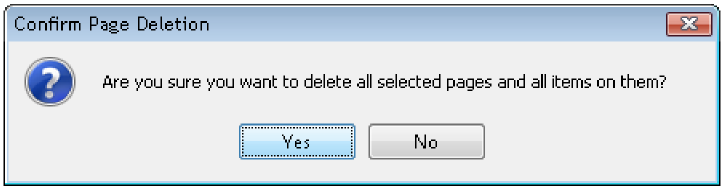
- Select one or more target pages or groups and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages*, select *Paste*, and then select a position for the pages. The options are *After*, *Before* and *At End*. The page(s) appears in the selected position.
- Select one or more target pages or groups and enter Ctrl+V (Command-V on a Mac). The group(s) appear after the currently selected page(s) or at the end of the selected groups.

Deleting a Page Group

To delete a page group permanently, do one of the following in the Page Explorer:

- Select the page group(s) you wish to delete and and press the Delete key.
- Select the page group(s) you wish to delete and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then *Delete*.

You will be prompted to confirm whether or not you want to delete the page group and its contents. Click **Yes** to complete the deletion.



Emptying Clipboard

The Empty Clipboard feature removes the last copied page from the clipboard.

Note: You do not need to use this command to clear your clipboard when copying or cutting another page since the clipboard is automatically overwritten.

To empty the page clipboard, do one of the following:

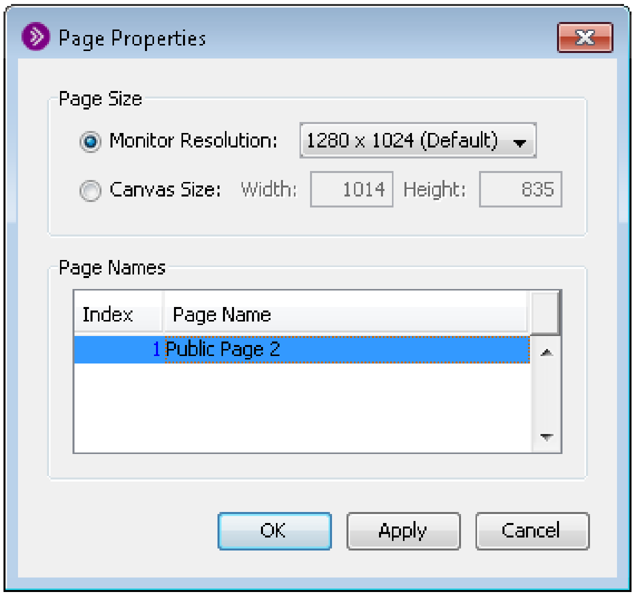
- Right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page* followed by *Empty Page Clipboard*.
- In the Page Explorer, select *Selected Pages* and then select *Empty Clipboard*.

Editing Page Properties

You can edit the properties of your current page in the Edit Page Properties dialog.

To open the Page Properties dialog, do one of the following:

- With the Navigation toolbar, navigate to the desired page and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page* followed by *Page Properties...*
- In the Whiteboard, navigate to the page you wish to edit. From the Tools menu, select Whiteboard and then choose *Page Properties...*
- In the Page Explorer, select the page you wish to edit and right click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Page Properties...*



From the Page Properties dialog you are able to change the following:

- *Page Size:* You can size your pages for a specific monitor resolution or you can specify the width and height in pixels.
  - If you select Monitor Resolution, use the drop-down menu to choose the appropriate resolution from the list. The default screen resolution is 1280 x 1024 pixels.
  - If you select Canvas Size, enter the Width and Height in the text boxes provided.

  Each of the Monitor Resolution options has a corresponding Canvas Size – they are just two ways of expressing the same thing. These options can be used interchangeably.
- *Page Names:* Double click on the page name in the Page Names list to enable editing, type your new name and click **OK**.

Selecting All Page Peers

The command *Select All Peers* will select all the pages in the current room or group.

This function is useful if you want to perform operations on all pages in a room or group at once. It is different from selecting the room or group because the operations performed on the pages will not affect the room or group (e.g., if you delete all the pages in a group, the group will remain).

1. Select one or more pages in the Page Explorer and then right-click (Control-Click on Mac) on a selected page. The context menu appears.

   > **Note:** If you select pages in two or more rooms or groups, *Select All Peers* will select all pages in those rooms and groups.

2. Select *Selected Pages* and then select the command *Select All Peers*.

In the Page Explorer, all page peers will be selected. You can now do operations like copy and paste all the pages or delete all the pages.

Copying Pages to Breakout Rooms

Moderators can copy Whiteboard pages in the Main room or their private work areas to all or selected breakout rooms. (Participants cannot perform this function.)

Note: Moderators also can copy pages from breakout rooms to the Main room. For details, see *Copying Pages to the Main Room* on page 275.

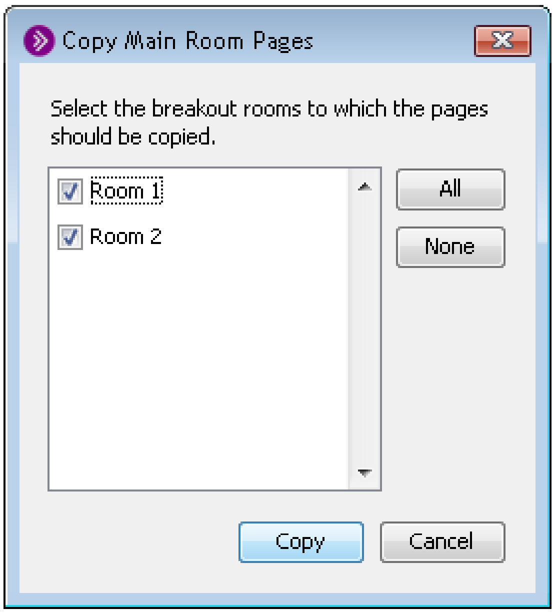
1. Move to the page which you would like to copy to a breakout room or select the page(s) to copy in the Page Explorer.
2. If the page to be copied is also the page currently in the Whiteboard, do one of the following:
    - In the *Tools* menu, select *Whiteboard* followed by *Copy Page to Breakout Rooms…*
    - Right-click (Control-Click on Mac) on the Whiteboard and, from the context menu, select *Current Page* followed by *Copy Page to Breakout Rooms…*

    If the page is not the current page, or if multiple pages are to be copied, do the following:

    - Right-click (Control-Click on Mac) on a selected page in the Page Explorer and, from the context menu, select *Selected Pages* followed by *Copy Page to Breakout Rooms….*

    The Copy Main Room Pages dialog opens.

3. Select the breakout rooms to which you would like to copy the page(s). By default, all existing breakout rooms are selected.



Tip: If you have a large number of breakout rooms but want to copy your pages to only a few, click on the **None** button to deselect all the breakout rooms and then select the few desired rooms.

4. Click on the **Copy** button. The page(s) are added to each breakout room before all other pages in those rooms, and participants in each room are automatically moved to the first copied page.

Protecting the Whiteboard

The Whiteboard can be protected so that all attendees in your session (including yourself) will not be able to save or print the pages (including when disconnected from the session). Also, when the Whiteboard is protected, Participants will not see the Navigation bar and will not be able to navigate between pages, even if you have turned the *Follow* option off (see *The Follow Option* on page 204).

To protect the Whiteboard, open the *Tools* menu and select *Whiteboard* followed by *Protect Whiteboard*. A red border appears around the Whiteboard to indicate that it is protected.

Note: When you load a protected Whiteboard file (*.wbp), all the Whiteboard pages in all the rooms will be marked as protected. This is also the case for breakout rooms.

To un-protect the Whiteboard pages, open the *Tools* menu, select *Whiteboard* and de-select *Protect Whiteboard*.

Saving Whiteboard Pages

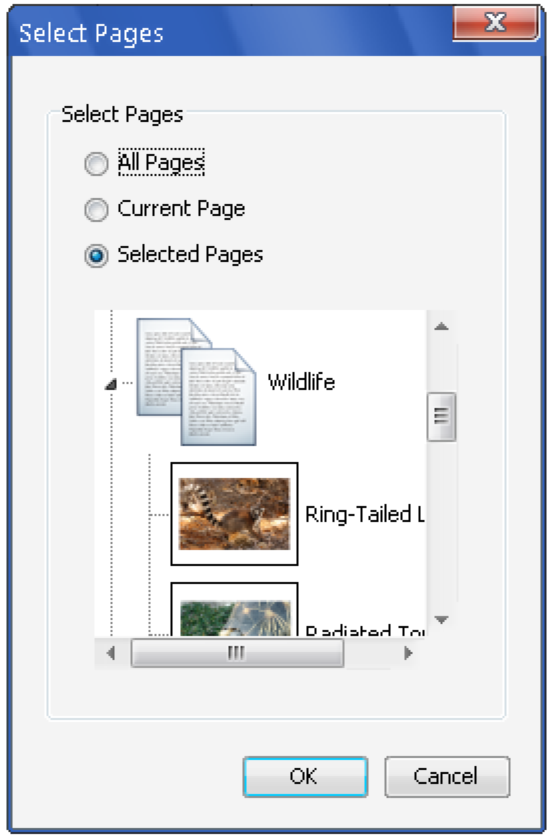
You can save the Whiteboard pages in Blackboard Collaborate web conferencing in the following formats:

- **WBD File** – When Whiteboard pages are saved as a Whiteboard file (.wbd), they are saved as one file that can only be imported and reviewed in a Blackboard Collaborate session.
- **WBP File** – When Whiteboard pages are saved as a Protected Whiteboard file (.wbp), they are saved as one file that can only be imported and reviewed in a Blackboard Collaborate session. These files are protected and cannot be printed, saved, or edited unless the Moderator removes the protection flag (by selecting *Tools*, then *Whiteboard*, and deselecting the command *Protect Whiteboard).*
- **PDF File** – When Whiteboard pages are saved as a PDF file (.pdf), they are saved as one file and can be reviewed outside of the Blackboard Collaborate environment.
- **PNG File** – When Whiteboard pages are saved as PNG files (.png), each page is saved as a separate image and can be loaded individually onto the Whiteboard as an image or used in an graphics editor application.

To save all or part of the Whiteboard, do the following:

1. If you want to save all pages in a room or group, navigate to that room or group. If you want to save a single page, navigate to that page. (See *Navigating Between Pages* on page 202.)
2. Open the Select Pages dialog by doing one of the following:
   - From the *File* menu, select *Save* followed by *Whiteboard...*
   - In the Page Explorer, select the page(s) and/or Group(s) you wish to save and then right-click (Control-Click on Mac) to open the context menu. Select *Save...*
   - Type Ctrl+S (Command-S on Mac). The Save dialog appears. Select *Whiteboard* and click on Save.

3. Choose whether you want to save **All Pages** in your current room or group, only the **Current Page** or **Selected Pages**. If you choose Selected Pages, a list of pages in the Whiteboard appears. Select the page(s) you wish to save. Use Shift or Control (same on Mac) to select multiple pages. Then click **OK**.



4. From the Save Whiteboard dialog, navigate to and open the file folder in which you want to save the Whiteboard.
5. Type a file name in the File name text box.
6. Scroll through the *Files of type* drop-down menu and choose the file format.
7. Click **Save** to save the file and close the Save Whiteboard dialog box.

Printing Whiteboard Pages

You can print individual pages, multiple selected pages and all the pages in a room orgroups.

1. If you want to print all pages in a room or group, navigate to that room or group. If you want to print a single page, navigate to that page. (See *Navigating Between Pages* on page 202.)
2. Open the Select Pages dialog by doing one of the following:
   - From the *File* menu, select *Print* and then choose *Whiteboard...*
   - Enter Ctrl+P (Command-P on Mac). The Print dialog appears. Select Whiteboard and click on Print.
3. Choose whether you want to print **All Pages** in your current room or group, only the **Current Page** or **Selected Pages**. If you choose Selected Pages, a list of pages in the Whiteboard appears. Select the page(s) you wish to print. Use Shift or Control (same on Mac) to select multiple pages. Then click **OK**.
4. The Page Set-up dialog box opens. Specify your preferences and click **OK**.

Note: If the Whiteboard is protected, no one, including the Moderator, can print any pages.

Setting Whiteboard Permissions for Participants

There are two types of Whiteboard permissions:

- The Whiteboard Tools Permission allows Participants to use the Whiteboard drawing tools. It is the primary Whiteboard permission (managed through the Participants list) and therefore simply referred to as the "Whiteboard permission".
- The Whiteboard Page Navigation Permission allows Participants to move between Whiteboard pages. It is a secondary permission that is managed by an option in the Whiteboard Navigation bar.

Whiteboard Tools Permission

By default, Participants may be granted the permission to use Whiteboard tools.

However, you may want to turn that permission off when you don't want Participants to be able to alter the content you are presenting. When you remove the Whiteboard tools permission, the Participant's Tools palette will disappear – preventing Participants from entering content in the workspace.

The Whiteboard permission is included in the default set of Global permissions so all Participants are granted the permission to use the Whiteboard tools upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 51.)

> The Whiteboard permission does not enable Participants to create and manage pages. It is primarily a permission to create and manage objects.

There may be times when you want to turn the Whiteboard permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Whiteboard permission from Participants, the Tools Palette is removed from their Whiteboard content areas.

> Participants will always be able to view Whiteboard pages. They will also be able to Save and Print Whiteboard pages as long as they are not proected. See *Protecting the Whiteboard* on page 216

- To remove the Whiteboard permission from **all Participants at once**, deselect Whiteboard in the Global Options menu or click on the Whiteboard global permission icon at the top of the Participants list.
- To remove the Whiteboard permission from **an individual Participant**, deselect Whiteboard in their Participant Options menu.

For further details, see *Granting and Revoking Permissions to and from Participants* on page 55.

Whiteboard Page Navigation Permission

By default, Participants cannot navigate to Whiteboard pages in the Main room – only in breakout rooms. The Whiteboard Page Navigation permission can be set so Participants can independently move to Whiteboard pages or to their private work areas. To give Participants this permission, disable the *Follow* option in the Whiteboard Navigation bar.

For details, see *The Follow Option* on page 204.

Customizing Clip Art Collections

Blackboard Collaborate web conferencing offers you the ability to customize and add images to those available in the Clip Art library from the **Clip Art** tool in the Whiteboard toolbar. A set of images can be saved as a collection and any number of clip art collections can be created and can be loaded each time you join Blackboard Collaborate web conferencing

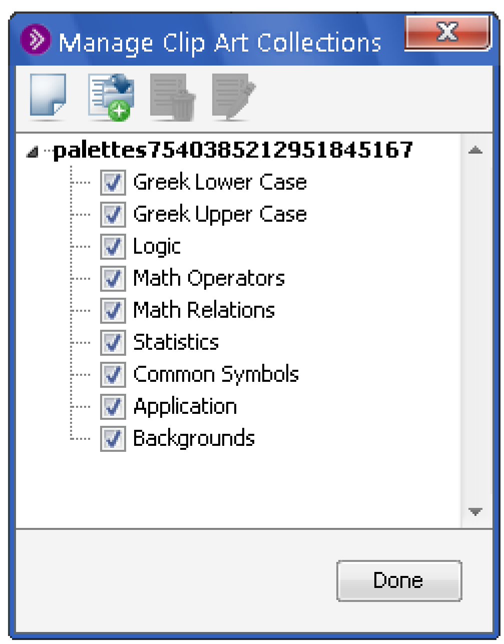
The Clip Art Collections dialog lists all the clip art collections that are available.

Organizing the Clip Art Library

The clip art collections that are available to use with the Whiteboard must be loaded into the Clip Art library and then selected to appear.

To view and/or modify the collections that have already been added to the library, do the following:

1. From the *Tools* menu, select *Whiteboard*, followed by *Manage Clip Art Collections...* The Clip Art Collections dialog box appears.
2. Place a check mark in the box to the left of the collections that you want to appear in the Clip Art library.
3. Click **Done** to close the dialog.



Clip Art collections selected in this window will be loaded each time you join a Blackboard Collaborate web conferencing session from this computer.

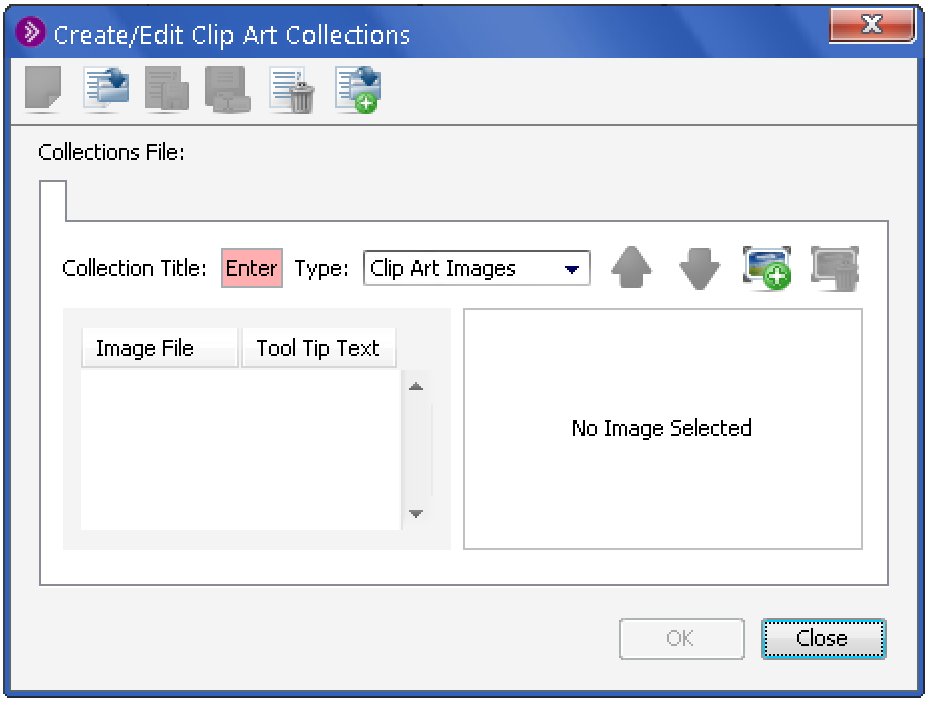
Collections without a checkmark are disabled.

Creating New Clip Art Collections

To create a new clip art collection, do the following:

1. Open the Create/Edit Clip Art Collections dialog by doing one of the following:
    - From the *Tools* menu, select *Whiteboard*, followed by *Create/Edit Clipboard Collections...*
    - From the Manage Clip Art collections dialog, click the **Create/Edit Collection** button.

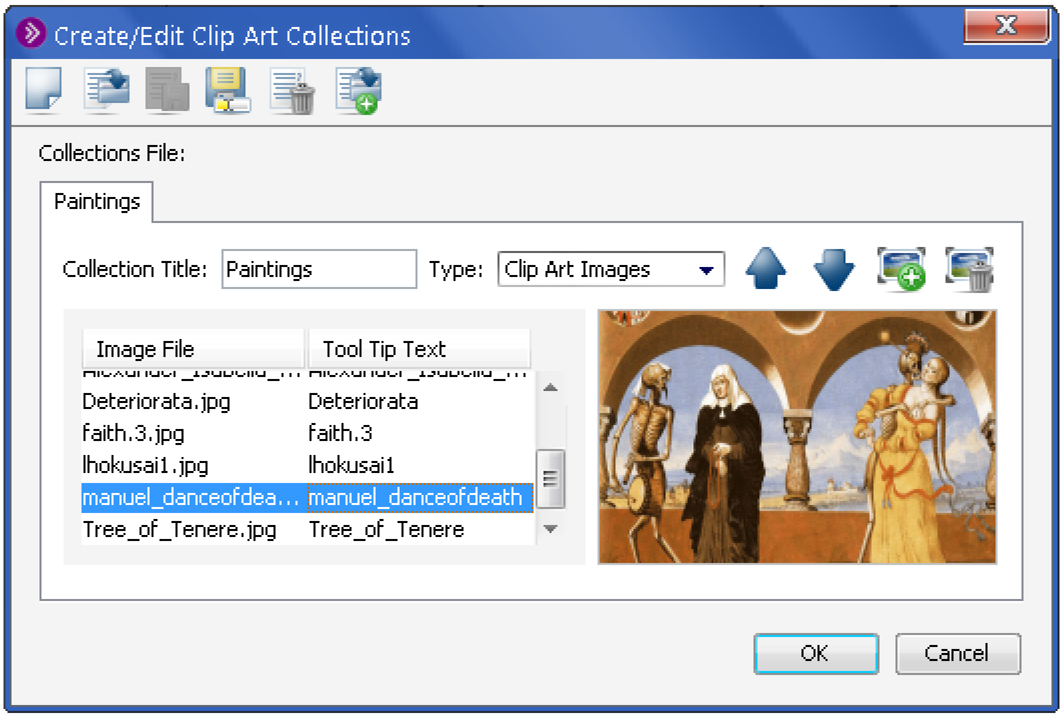
   The Create/Edit Clip Art Collections dialog opens.
2. Click on the **New Collection** button in the Create/Edit Clip Art Collections dialog to display a blank collection file template.
3. Enter the title of the collection in the Collection Title: text box (highlighted in pink).



4. Click on the **Add Image to Collection** button to load a new image into the collection. Use the operating system's dialog to select the files to load.

   When loading multiple images, they can be loaded in the order that they are selected, in alphabetical or in alphanumeric order. Alphanumeric sorts first by number (1, 2, 3, etc.) and then by text (a, b, c, etc.).

   The images appear in the list.



5. For every image, the Tool Tip Text to display for file column will show the name of the image. You may edit the names by double-clicking in the text box and entering the name.
6. Re-order the images by clicking on either the up button to move the image up or clicking on the down button to move the image down. You can also delete the image by clicking on the **Delete Image** button.
7. You can add an existing collection into the current collection by clicking on the **Add Collection** button. This will add the collection to the existing set and will appear as a new tab in the current collection.
8. Once you have entered the images, click on the **Save Collection** button to save the collection(s) to a new file.
9. Click Close to exit this window. The new collection will now appear on the Clip Art Collections dialog box.

Adding a Clip Art Collection to the Library

To add a specified Clip Art collection to the Clip Art Library, do the following:

1. From the Clip Art Collections dialog box, click on the **Add Collection** button in the tool bar. The “Browse for Collections Files to Use” dialog box appears.
2. Navigate to the folder containing the clip art collection file and select the file from the list.
3. Click Open to load the collection and dismiss the dialog box.

The Clip Art collection is loaded into the Clip Art library and appears in the Clip Art Collections dialog box.

Removing Clip Art Collections from the Library

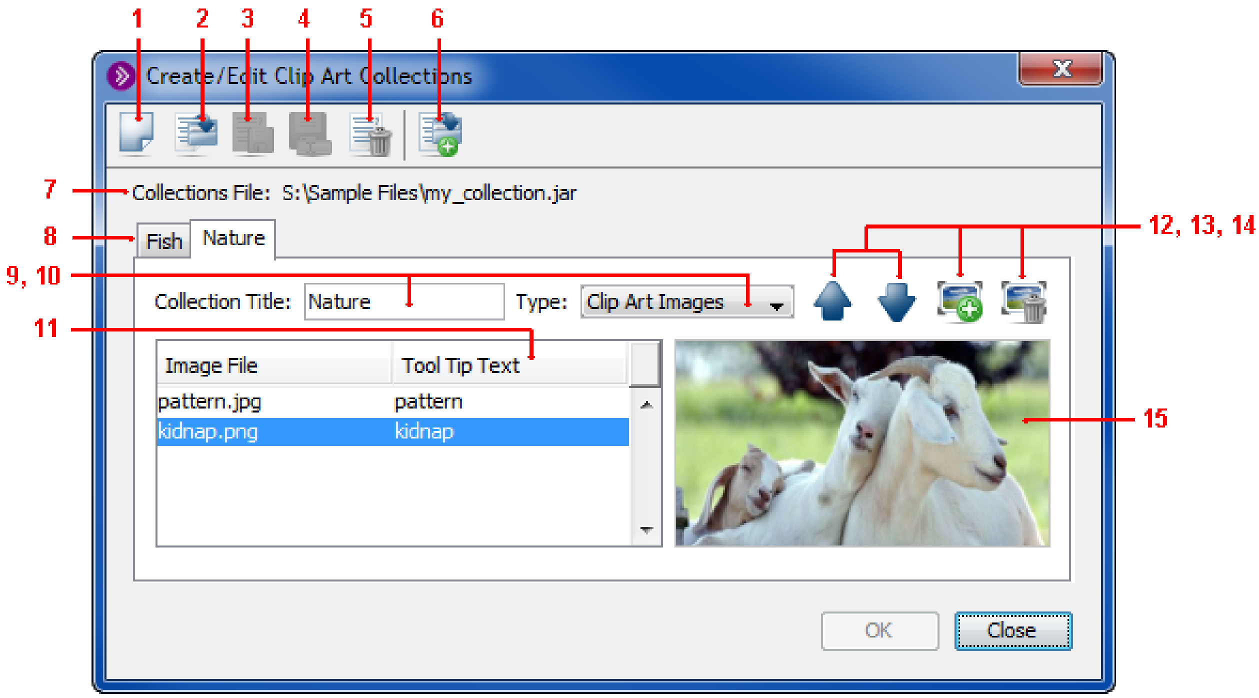
1. To remove a customized Clip Art collection from the Clip Art Library, do the following:
2. From the Clip Art Collections dialog box, select the collection to be deleted and then click on the **Delete Collection** button. This button is deactivated if there are no user-imported clip art collections available. The Remove User Collections Confirmation dialog box appears.
3. Click **OK** to remove the Clip Art collection from the library.

Note: You cannot remove the default Collections, only turn them off.

Editing, Deleting, and Merging Customized Clip Art Collections

To edit a customized Clip Art collection file (you can't edit the default collection), load the file in one of the following methods:

1. From the *Tools* menu, select *Whiteboard*, followed by *Manage Clip Art Collections*... The Clip Art Collections dialog box opens.
2. Select the Collection file to be edited.
3. Click the **Edit Collection** button. The Create/Edit Clip Art Collections dialog opens.



1 New collections button. Click to create a new collection in the current file.

2 Load collection file button. Click to load a collection from the computer.

3 Save collections button. Click to save a collection

4 Save to specified file button. Click to save the currently open collections as a new file.

5 Delete collection button. Click to delete the current collection from the file.

6 Add collections button. Click to add collections from another collections file to this collection file.

7 The name and location of the current collections file.

8 Currently open collections. Each is represented by a tab with its title. Click the tabs to move to a different collection.

9 The title of the current collection. Click to edit.

10 The type of the images in the current collection. Choose Clip Art Images or Background Images. Background images are placed as backgrounds on the Whiteboard. clip art images are placed as objects in the foreground.

11 Tool tip text that appears over each image when the clip art is hovered over with the mouse cursor. Double click to edit.

12 Arrows. Click to move the currently selected image up or down on the list.

13 Add new image button. Click to add another image to the current collection.

14 Delete image file. Click to remove the currently selected file from the collection.

15 Preview area.

Chapter 12

Session Plans

Preparing for and conducting a Blackboard Collaborate web conferencing session involves a number of tasks such as creating whiteboard pages and quizzes, gathering multimedia and other files to be presented or shared, loading whiteboards and multimedia files into the session, preparing an outline of topics, writing presenter notes and creating a list to remind you to perform specific actions (e.g., start recording, move to the next page, create breakout rooms, load and present a quiz, play a multimedia file, etc.).

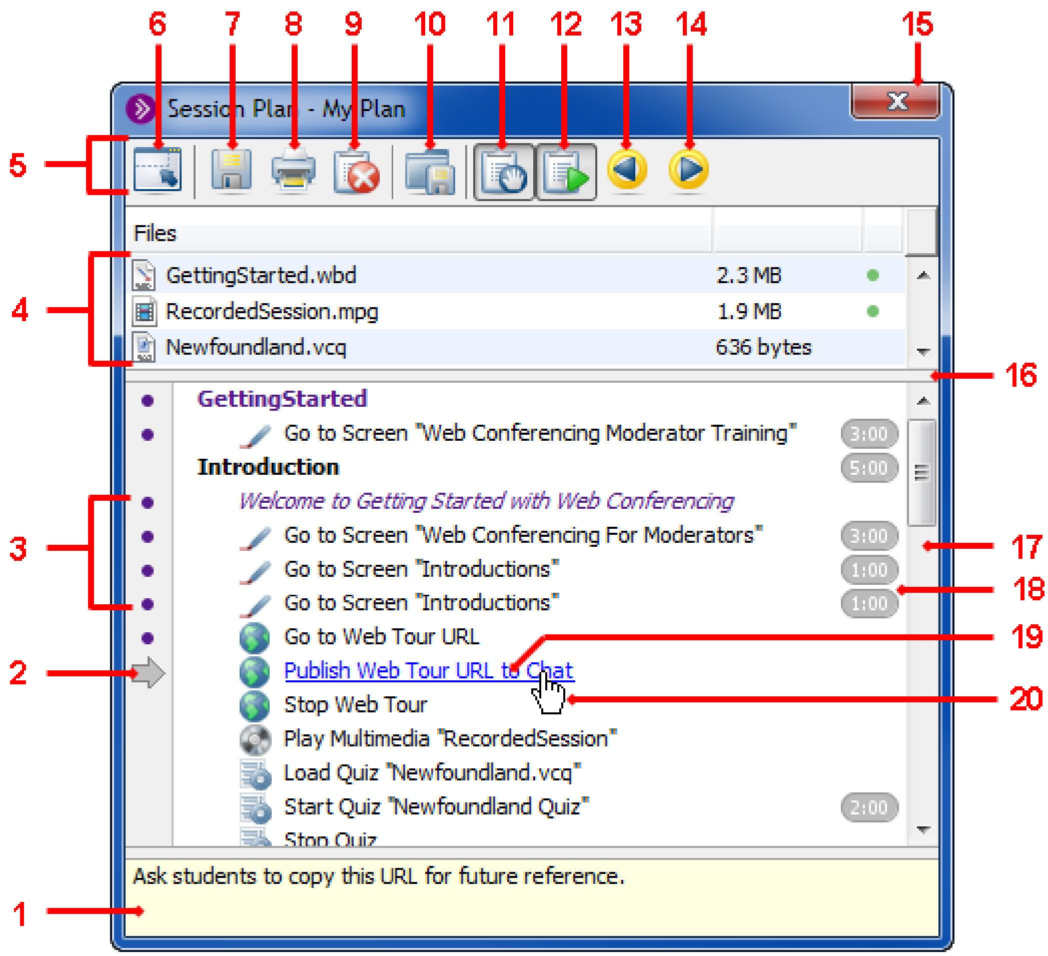
Blackboard Collaborate Plan is a standalone desktop application that enables you to prepare the content of a Blackboard Collaborate session ahead of time and then automate the actions within a session. During the session, all it takes is the selection of a session plan item to trigger an action in Blackboard Collaborate (e.g., start recording, move to the next page, create breakout rooms, load and present a quiz, play a multimedia file, etc.). Topic headings and notes are embedded in the session plan to provide cohesiveness and coherence to the material being presented.

Note: Plan is priced separately from Blackboard Collaborate web conferencing. To learn more about Blackboard Collaborate Plan, visit http://www.blackboard.com/Platforms/Collaborate/Products/Blackboard-Collaborate/Web-Conferencing/Plan.aspx.

Although it possesses most of the functionality of Blackboard Collaborate web conferencing, Blackboard Collaborate Plan operates independently of Blackboard Collaborate web conferencing, allowing you to create session plans on a computer without an Internet connection. Once you have created a session plan in Blackboard Collaborate Plan, you can load it into your Blackboard Collaborate session at class time.

Note: Session plans are not supported on mobile devices. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

The session plan opens in what is called the Plan Outline, which has the following components:



1	Presenter notes	11	Request Control button
2	Progress marker	12	Activate button
3	Covered indicators	13	Previous Item button
4	Embedded Files list	14	Next Item button
5	Toolbar	15	Close Window button
6	Collapse Window button	16	Embedded Files List divider
7	Save button	17	Scroll bar
8	Print button	18	Suggested durations
9	Close button	19	Action
10	Save Embedded File button	20	Cursor

Note: Refer to the Plan User's Guide for details on creating and and using session plans. You can open the guide by clicking the link *Get Plan User's Guide* under Plan Resources in the right column of the following web page: http://www.blackboard.com/Platforms/Collaborate/Products/Blackboard-Collaborate/Web-Conferencing/Plan.aspx

A Note on Presentation Mode Actions

Presentation Mode actions in Plan files are not supported in Blackboard Collaborate web conferencing version 11 or higher. Presentation Mode has been replaced by enhanced user interface customization controls, including the ability to hide the "side bar" to expand the size of the Content area. This flexibility provides individual attendees the option to view the content in the manner best suited to them.

For general information about customizing your interface, see *Managing Panels and Windows* on page 29. For instructions on enlarging your Application Sharing Content area, see *Viewing a Shared Application* on page 233.

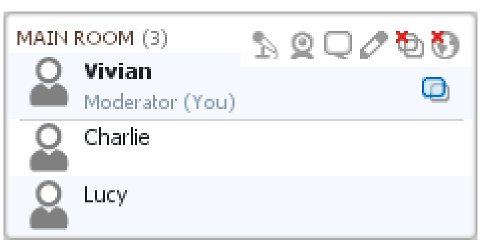
Chapter 13

Application Sharing

Application Sharing enables session participants to share their applications or entire desktops with others in the session. Application Sharing is a type of content that, like the Whiteboard and Web Tour, appears in the Content area. It is accessed through the Collaboration toolbar.

Note: Mobile device users cannot host or remotely control Application Sharing sessions, only view them. If you want to host an Application Sharing session, log in to the session from a desktop or laptop computer. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

You will know someone is hosting an Application Sharing session when the blue Application Sharing activity indicator () appears next to their name in the Participants list. (For details on activity indicators, see *Application Sharing Activity, Permission and Status Indicators* on next page.) In the example below, Vivian is sharing an application or her desktop.



Moderators can use all the available Application Sharing features and Participants (with the Application Sharing permission) a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with permissions). (For details on permissions, see *Setting the Application Sharing Permission for Participants* on page 232.)

Feature	Moderators	Participants
Host an Application Sharing session (application or desktop)	✓	✓
Submit a request to remotely control another's Application Sharing session	✓	✓
Give control of your Application Sharing session to another (and take back control)	✓	✓
Send a snapshot of the Application Sharing session to the White-board	✓	✓
Set Application Sharing preferences, including options for host-ing, viewing and remotely controlling	✓	✓
Preview the shared application or desktop in a window	✓	✓
Request elevated privileges from operating system (Win 7 and Vista only)	✓	✓
Switch to Application Sharing mode	✓	✓
Grant Participants the Application Sharing permission	✓	

Application Sharing Activity, Permission and Status Indicators

You can monitor the state of Application Sharing activity and permissions through indicators displayed in the Participants list of the Participants panel.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Application Sharing.

Activity Indicator	Meaning
	User is conducting an Application Sharing session.

Activity Indicator	Meaning
	Application Sharing permission is set globally to "on" but the Moderator has revoked Application Sharing permission from this user.
	Application Sharing permission is set globally to "off" but the Moderator has granted Application Sharing permission to this user.

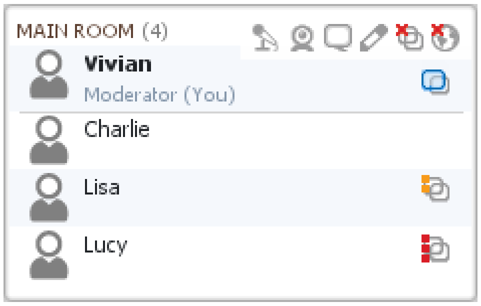
Status Indicators

Status indicators appear on the Application Sharing activity indicator icons of people in the Participants list if they are experiencing delays in the receipt of Application Sharing content.

- **Amber Indicator:** Appears when receipt of Application Sharing content is moderately delayed.
- **Red Indicator:** Appears when receipt of Application Sharing content is significantly delayed. This may indicate a problem with the network connection and often will be followed by the user getting disconnected from the session.

Note: Only the person currently hosting an Application Sharing session can see status indicators. Viewers do not see them.

In the example to the right,



- Vivian is sharing an application,
- Lisa is experiencing a moderate delay in receiving the Application Sharing content,
- Lucy is experiencing a significant delay in receiving the Application Sharing content, and
- Charlie is not having any problems receiving the Application Sharing content.

Setting the Application Sharing Permission for Participants

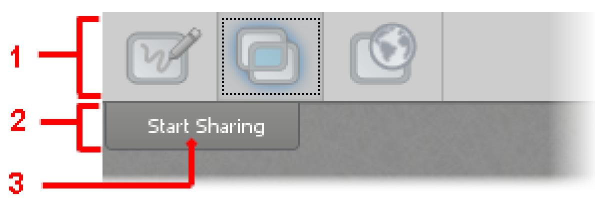
The Application Sharing permission is **not** included in the default set of Global permissions. Before Participants can host an Application Sharing session, you must explicitly grant them the Application Sharing permission.

> Participants do not need the Application Sharing permission to view another person's Application Sharing session.

- To grant the Application Sharing permission to **all Participants at once**, select Application Sharing in the Global Options menu or click on the Application Sharing global permission icon at the top of the Participants list.
- To grant the Application Sharing permission to **an individual Participant**, select Application Sharing in their Participant Options menu.

For further details, see *Granting and Revoking Permissions to and from Participants* on page 55.

When Participants have the Application Sharing permission (and no Application Sharing session is currently in progress), they will see a Start Sharing button in the Action bar below the Collaboration toolbar.



1 Collaboration toolbar
2 Action bar
3 Start Sharing button

The Application Sharing permission also enables Participants to request remote control of another's Application Sharing session or the desktop of Moderators or other Participants who also have the Application Sharing permission; in both cases, the request can be denied by the host.

Viewing a Shared Application

Application Sharing is displayed in the Content area, which contains an Application Sharing Action bar in the upper left corner. For Participants without the Application Sharing permission, the bar contains the *Scale to Fit* option only (see *Scaling the Shared Content* below).

Participants who have the Application Sharing permission have the additional option *Request Cursor Control*. For information on this feature refer to *Requesting Control of Another's Application or Desktop* on page 242

Scaling the Shared Content

The application or desktop area shared by the Host can be scaled to fit the Content area (the default) or viewed at its native size (same size as the Host).

To view the content at the same size as the Host, do one of the following:

- Uncheck *Scale To Fit* in the Action bar.
- From the *Tools* menu, select *Application Sharing* and then uncheck *Scale to Fit*.

To restore scaling, recheck *Scale To Fit*.

Maximizing the Content Area

Another option you have for viewing an Application Share is to resize the Content area.

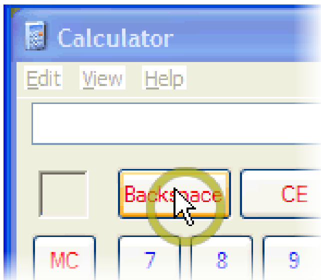
You can optimize the space available in the Content area in two ways; for maximum space, do both:

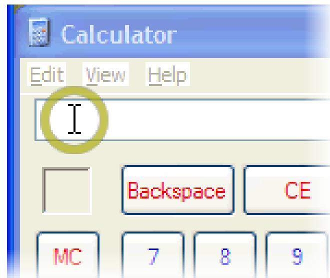
- Maximize your Blackboard Collaborate web conferencing window.
- Hide the side bar (Audio & Video, Participants and Chat panels) by unselecting *Show Side Bar* in the *View* menu or by grabbing the border of any one of the panels and dragging it all the way to the left.

To restore the side bar, reselect *Show Side Bar* or drag the panel border back to the right.

Emphasized Cursor

If the application host has turned on the option *Emphasize Cursor*, you will see their cursor surrounded with a circle (the default color is yellow), making it easier for you to follow.





Hosting an Application Sharing Session

Application Sharing Mode

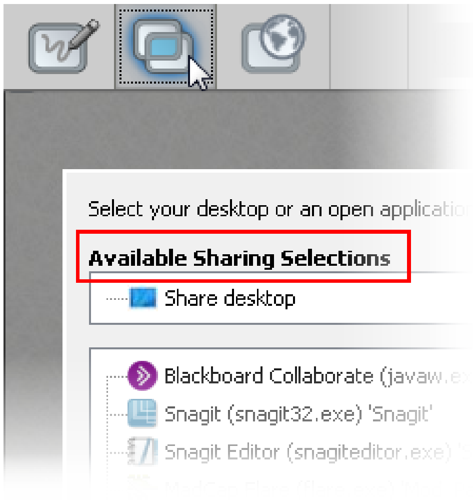
Before you can conduct an Application Sharing session, you must switch to Application Sharing mode in the Content area. (For details on modes, see *The Content Area Modes* on page 28.)

Caution: Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

Switch to Application Sharing Mode in one of the following ways:

- In the Collaboration toolbar, click the **Application Sharing Mode** button.
- In the *View* menu, select *Application Sharing*.
- Enter the keyboard shortcut Control+Alt+A (Command-Option-A on Mac).
- In the *Tools* menu, select *Application Sharing* followed by *Start Sharing...*.
- From the *Tools* menu, select *Application Sharing* followed by *Share Entire Desktop*. This will start Application Sharing immediately without opening the Available Sharing Selections dialog.

When in Application Sharing mode, the Available Sharing Selections dialog will open.



Starting an Application Share

Before you can start an Application Sharing session, you must be in Application Sharing mode. For details, see *Application Sharing Mode* on previous page.

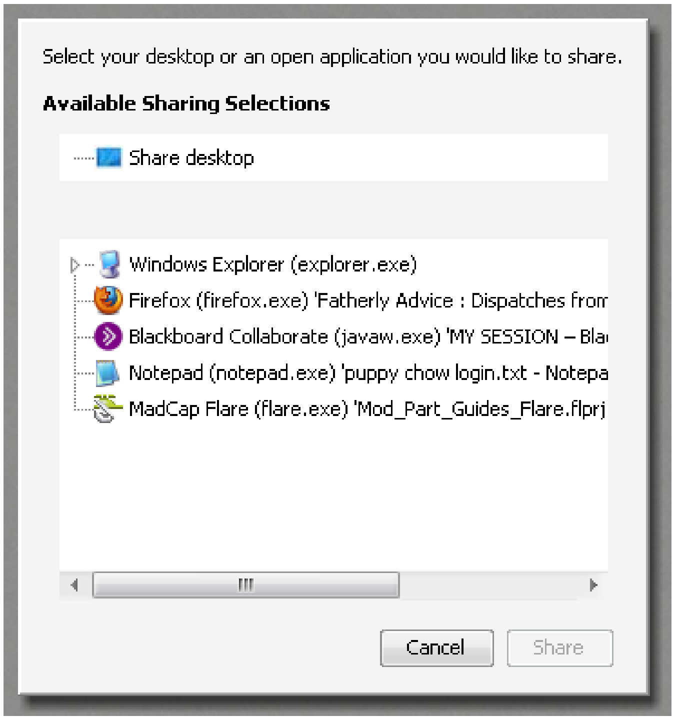
Note: If you are on Windows 7 or Vista, administrator privileges may be required to host an Application Sharing session. For details, see *Requesting Elevated Privileges on Windows 7 or Vista* on page 255.

To start Application Sharing, do the following:

1. In the Available Sharing Selections dialog, click on **Share Desktop** or an available program window to select it. For programs with multiple available windows, click the arrow icon to expand the list if you wish to share only one window from the program.

   You can share multiple applications or windows by selecting them using Shift or Control.

Note: Minimized (Windows) or docked (Mac) program windows will not be available to share.



2. Click **Share** to begin sharing, or **Cancel** to close the menu without starting a share.

   If you wish to begin a new share after canceling, click the **Start Sharing** button in the Action bar or use the menu paths described in *Application Sharing Mode* on page 234. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

3. Move the window you wish to share to the front of the desktop. Obscured windows or portions of windows will not be visible to remote Participants.

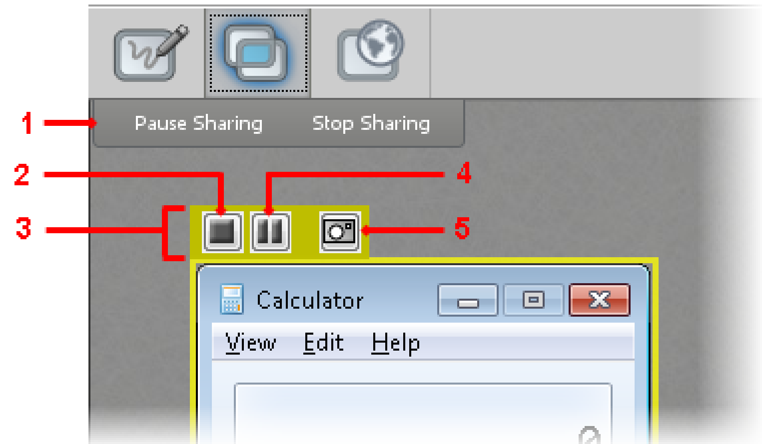
Tip: One helpful approach is to resize the window you intend to share so that it matches the dimensions and position of the Content area. That way you will be sure to have access to all of the Blackboard Collaborate web conferencing tools even while you are sharing.

The Application Share persists until it is closed or the host leaves the session. If a Moderator switches to Whiteboard or Web Tour mode, the share will still be active, but not visible until a Moderator switches back to Application Sharing mode. For more information refer to *Stopping an Application Share* on page 242.

The Host's View of Application Sharing

When you are the host of an Application Sharing session, by default your shared application or desktop will have a yellow border around it, making it easy to identify on your screen. (For this feature to work, some requirements must be met. For details, see the *Highlight Shared Region* option under *Hosting Options* on page 245.)

Attached to the border will be a controller (normally at the top but may move to the bottom, left side or right side if there is no room for it on the top) with buttons for stopping and pausing/resuming the application share and a button for sending a snapshot of the Application Sharing window to the Whiteboard. If the entire desktop is shared, the controller appears in the top right corner of the screen.



1	Host's Action bar	4	Pause/Resume button
2	Stop Sharing button	5	Send Snapshot to Whiteboard button
3	Host's controller		

Controlling an Application Share

While running an Application Sharing session, a host can, for the most part, continue to use the program or desktop as usual. However, the Application Share itself can be stopped, paused, previewed, or captured.

Caution: If you are sharing an application that has a keyboard shortcut identical to one in Blackboard Collaborate, and focus is on Application Sharing, the shortcut will activate its associated command in the shared application, not in Blackboard Collaborate.

Pausing and Resuming an Application Share

A paused Application Share can be easily restarted later. To pause Application Sharing, do one of the following:

- In the Action bar, click **Pause Sharing**. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

- From the *Tools* menu, select *Application Sharing* and then *Pause Application Sharing*.
- In the Host's controller, click the **Pause** button.
- Switch to either Whiteboard mode or Web Tour mode. (For details, see *The Content Area Modes* on page 28.)

To resume Application Sharing, do one of the following:

- In the Action bar, click **Resume Sharing**. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

- From the *Tools* menu, select *Application Sharing* and uncheck *Pause Application Sharing*.
- In the Host's controller, re-click the **Pause** button.

Previewing an Application Share

Hosts can activate a small preview window to see how the shared application or desktop appears to others. This helps hosts know if part of a shared window is obscured or if the application share becomes frozen or lost.

To open the preview window, from the *Tools* menu select *Application Sharing* and then *Show Preview*.

Taking a Snapshot

Hosts can send a Snapshot of what is being shared to the Whiteboard. To capture an image and send it to the Whiteboard, do one of the following:

- Enter the keyboard shortcut, Control+Print Screen (Control-F13 on Mac).

> **Tip:** The keyboard shortcut is a "hot key", meaning you can redefine it. For details, see *Configuring Hot Keys* on page 42.

- In the Host's controller, click the **Send Snapshot to Whiteboard** button.
- From the *Tools* menu, select *Application Sharing* and then
  - *Send Snapshot to Whiteboard*, to send an image of the current application share exactly as it is at that moment; or
  - *Send Snapshot to Whiteboard with Delay,* to take the Snapshot after a ten second delay.

Blackboard Collaborate web conferencing switches automatically to Whiteboard mode and pauses the Share until the host resumes it. The snapshot will be placed as the background image of a new Whiteboard slide, immediately after the current Whiteboard page. The title of the new page will be Application Sharing Image *x*, where *x* is an incremental number.

Giving Control of an Application Share to Another

Application Sharing hosts can let others in the session remotely control their (the host's) shared applications or desktops. When remotely controlling another's application or desktop, you can move the mouse cursor, click, and type. The host of the application share also retains control at all times, and can revoke control from the remote controller at any time. Only the host and one other person can share control at once.

There are two ways for a person to remotely control your shared application or desktop:

- You can delegate control to them.
- They can request control from you, which you can reject or approve.

> **Note:** Participants do not need the Application Sharing permission to take control if you delegate control to them. They do, however, require the Application Sharing permission to request control. (See *Requesting Control of Another's Application or Desktop* on page 242.)

When sharing an application window or a program, the remote participant's control is limited only to that application. The participant has no access to other areas of the host's desktop.

Caution: Be very careful when giving remote control access to your desktop as the remote controller has full user control over your computer. Do not leave your remotely controlled session unattended.

Delegating Remote Control

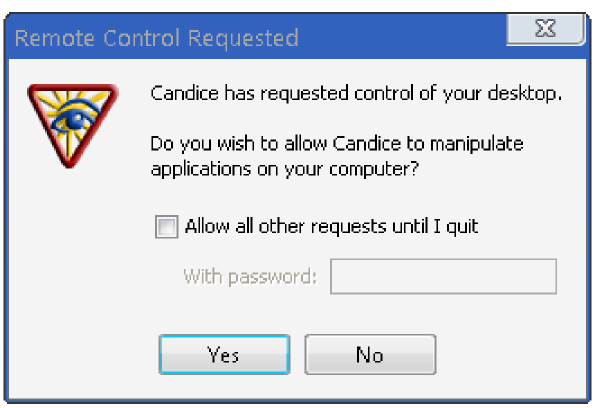
To pass control of an Application Share that you are hosting to another person, do one of the following:

- Right-click (Control-click on Mac) on the desired person in the Participants list and, from the context menu, select *Give Control of Shared Applications*.
- Open the Participant Options menu of the desired person in the Participants list and select *Give Control of Shared Applications*.
- Select the desired person in the Participants list. From the *Tools* menu select *Application Sharing* followed by *Give Control of Shared Applications*.

The person remotely controlling your Application Share will have joint control over your cursor until you revoke it (see *Revoking Control* on the facing page) or they voluntarily end their control (see *Giving Control of an Application Share to Another* on previous page).

Granting a Request for Control of an Application Share

Moderators and Participants with the Application Sharing permission can initiate a request for control of your shared application or desktop (see *Requesting Control of Another's Application or Desktop* on page 242). When someone requests control, the host's experience depends on the settings found in the Remote Control preferences (see *Permitting Remote Control of Your Desktop* on page 247). By default, you will see the Remote Control Requested dialog appear on your screen:



- To allow a participant access to the desktop one time, click **Yes**.
- To allow future requests for control from any participant with the appropriate permissions without requiring approval, check **Allow all other requests until I quit**. This setting lasts until the host exits the session.

  To require a password from Participants who request control, enter the password in the field below. Participants who request control will be prompted for this password without notifying the host.
- To deny the Participant access to the desktop one time, click **No**.

> **Caution**: Be very careful when giving remote control access to your desktop as the remote controller has full user control over your computer. Do not leave your remotely controlled session unattended.

Revoking Control

To revoke a person's ability to remotely control your Application Share (whether you delegated control or the person requested it), do one of the following:

- Type the keyboard shortcut for revoking control. The default is Control+Space (Command-Space on Mac).

  > **Tip:** The keyboard shortcut is a "hot key", meaning you can redefine it. For details, see *Configuring Hot Keys* on page 42.

- Right-click (Control-click on Mac) on the desired person in the Participants list and, from the context menu, select *Take Away Control of Shared Applications*.
- Open the Participant Options menu of the desired person in the Participants list and select *Take Away Control of Shared Applications*.
- From the *Tools* menu, select *Application Sharing* followed by *Take Away Control of Shared Applications*.

Stopping an Application Share

To stop an Application Sharing session, do one of the following:

- Enter the keyboard shortcut, Control+Shift+S (Control-Shift-S on Mac).

> **Tip:** The keyboard shortcut is a "hot key", meaning you can redefine it. For details, see *Configuring Hot Keys* on page 42.

- In the Action bar, click **Stop Sharing**. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

- From *Tools* menu, select *Application Sharing* followed by *Stop Sharing*.

Requesting Control of Another's Application or Desktop

Application Sharing privileges are required to request control of someone else's desktop or shared application.

> **Note:** If you are on Windows 7 or Vista, administrator privileges may be required to control another's shared application or desktop. For details, see *Requesting Elevated Privileges on Windows 7 or Vista* on page 255.

Requesting Control of Someone Else's Desktop

Moderators and Participants with the Application Sharing permission can request control of another person's desktop at any time – even when the session is not in Application Sharing mode.

When you receive permission to remotely control someone else's desktop, that person retains the ability to control their desktop as well – control is shared.

> **Note:** If a different user already has control of the desktop you want to control, or the desktop owner is already sharing their own desktop, you will not be able to request control (*Request Desktop Control* will be disabled).

To request control of another Participant’s desktop, do the following:

1. Select the person in the Participants list from whom you wish to request desktop control.
2. In the *Tools* menu, open the *Application Sharing* menu and select *Request Desktop Control*. The desktop owner will receive a notification that you are requesting control of their desktop. They may grant or refuse your request.
3. Depending on the Host's settings, you may be prompted for a password. For more information on these settings, refer to *Permitting Remote Control of Your Desktop* on page 247.

Requesting Control of an Application Share from the Host

Moderators and Participants with the Application Sharing permission can request cursor control from the Host of a current Application Share.

1. Send a request to the Host through one of the following methods:
   - In the Action Bar at the top left of the Content area, click **Request Cursor Control**.

     This option does not appear if the viewer does not have Application Sharing permission.
   - In the *Tools* menu, select *Application Sharing* and click *Request Control of Shared Applications*.

   The desktop owner will receive a notification that you are requesting control of their shared application. They may grant or refuse your request.
2. Depending on the Host's settings, you may be prompted for a password. For more information on these settings, refer to *Permitting Remote Control of Your Desktop* on page 247.

Simulated Keystrokes

Simulated keystrokes can be sent to an Application Sharing host's system when remote controlling it from a computer running a different operating system. For example, you may want to remotely control a Mac from your Windows system. Since Windows does not have a Command key, you can simulate Mac accelerator keys, such as Command-C, by defining them using the Simulated Keys list in the Preferences dialog.

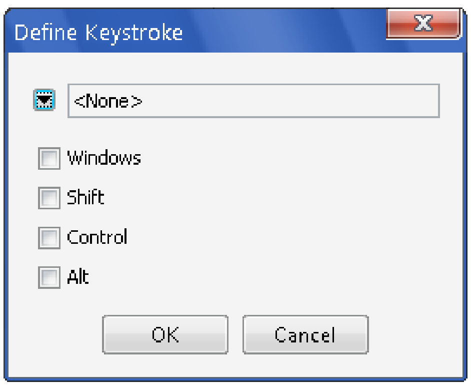
Also, some key combinations may be intercepted by the local operating system before they can be sent to the remote Share. One common example is Alt+Tab (Windows) or Command-Tab (Mac).

Note: You can create, modify and delete simulated keystrokes in the Preferences dialog. For details, see *Configuring Simulated Keystrokes* on page 252.

Sending Simulated Keystrokes

To send a keystroke that can't be sent from the keyboard, do the following:

1. In the *Tools* menu, select *Application Sharing* and then *Send Key*. If the key combination you need appears on the submenu, click it to send it. Otherwise, click *Other…*
2. If you clicked Other…, the Define Keystroke dialog appears.



   - Place your cursor in the text field and type a key to enter keystrokes directly.
   - Click the arrow  to open a menu containing several common keys that are not on all keyboards or are likely to be intercepted by the operating system.
   - Check one or more of the toggle boxes to add that modifier key to your keystroke. (These are the most common keystrokes that cannot be entered manually.)

3. Click **OK** to send the keystroke. Click **Cancel** to return to the Share without sending a keystroke.

Note: The list of available simulated keystrokes can be changed by defining simulated keys in the Preferences dialog. To add or modify a simulated key, refer to *Configuring Simulated Keystrokes* on page 252.

Releasing Remote Control

You can relinquish control of a remotely controlled desktop or Application Share at any time. To do so, open the *Tools* menu and select *Application Sharing* followed by *Release Control of Shared Applications*. This menu item does not appear unless you are remotely controlling another's desktop of Application Share.

Advanced Application Sharing Options

Prior to hosting an Application Sharing session, you can define the following options through the Preferences dialog box:

- Filtered Keys
- Hosting Options (to set the appearance of the Application Sharing window when you are hosting an Application Sharing session)
- Remote Control
- Simulated Keys

Mac Note: Mac users also can set the option to use Open GL. See *Using OpenGL Option (Mac only)* on page 255.

Hosting Options

The Hosting Options dialog box allows you to define how to display the Blackboard Collaborate web conferencing Application Sharing window while you are hosting an Application Sharing session.

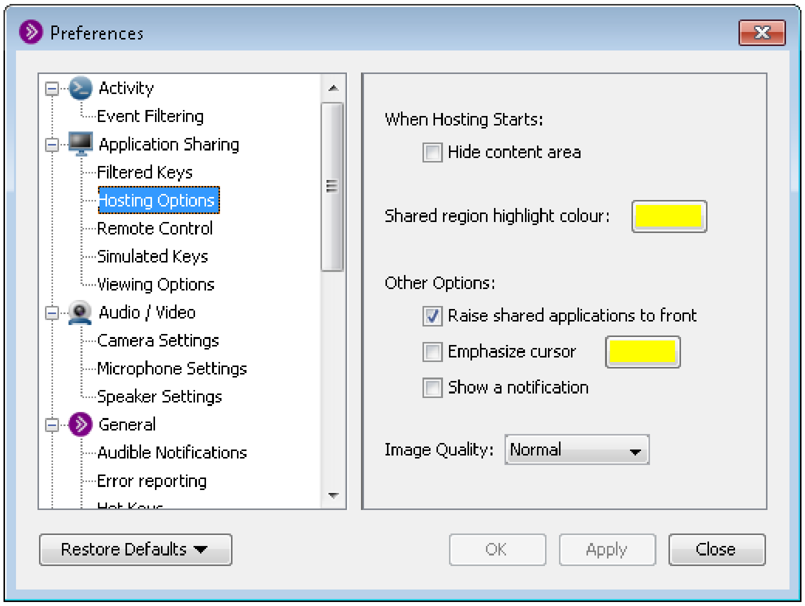
To change the Hosting Options in the Preferences dialog, do the following:

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select Hosting Options under Application Sharing. The Hosting Options preferences panel appears.



3. Change any options:
   - *Hide content area* – Select this option to collapse the Content area of the Blackboard Collaborate interface, leaving only the sidebar visible.
   - *Shared region highlight color* – Use this option to set the color of the border surrounding your shared application. The border identifies what is being shared so you will always know what the viewers of your application share are seeing
   - *Raise shared applications to front* – Select this option if you want the application that is being shared to be brought to the front of all other windows. If the option is not selected, the application may be hidden behind other windows on your monitor and the Application Sharing window will be black.

     Linux Note: This option does not work on Linux using KDE or Gnome.

   - *Emphasize cursor* – Select this option if you would like the cursor in your shared application to stand out so it is easier for viewers of the shared application to follow its movements. If set, the viewer's cursor will be surrounded by a colored circle. (As host, your view of the cursor is not emphasized.) Click the colored box to the right to change the highlighter color.
   - *Show a notification* – Select this option if you want a Notification window to appear on your monitor every time you start hosting an Application Sharing session. If you wish not to have this window appear, de-select this option.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

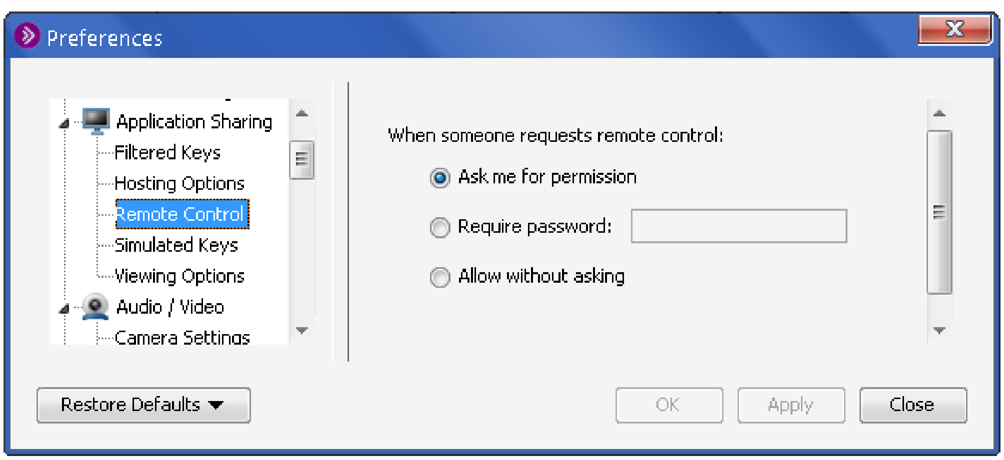
Permitting Remote Control of Your Desktop

You can grant permission to anyone with Application Sharing permissions to take control of your desktop at anytime during the session. There are three choices for granting permission to others to control your desktop: *Ask me for permission*, *Require password* and *Allow without asking*.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, expand the Application Sharing list and select Remote Control. The Remote Control preferences panel appears.



3. Select the desired Remote Control option:
   - *Ask me for permission* – See *Ask me for permission* below for details.
   - *Require password* – See *Require password* on the facing page.
   - *Allow without asking.* – See *Allow without asking* on the facing page.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Ask me for permission

If you want other users to request permission from you to remotely control your desktop, set the Remote Control option to *Ask me for permission*. Any time a user with Application Sharing permissions requests control of your desktop, the Remote Control Requested dialog box will appear on your monitor.

Select the option *Allow all other requests until I quit*, and leave the password field blank, if you want to allow other users to be able to control your desktop without asking permission for this session only. (This is equivalent to the *Allow without asking* option except that it resets at the end of the session instead of being saved with other preferences.)

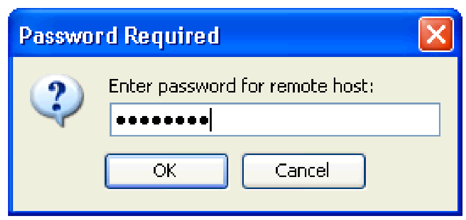
1. Select the option *Allow all other requests until I quit*, and enter a password, if you want to allow other users to be able to control your desktop only if they enter a password. (This is equivalent to the *Require password* option.)
2. Click on Yes to grant the user permission to remotely control your desktop.

3. If you click on No (or the window expires before you acknowledge the message), permission to remotely control your desktop will be denied. A message, indicating that the request was denied, will appear to the user requesting access.

Require password

If you want to require other users to enter a password prior to being able to remotely control your desktop, set the Remote Control option to *Require password*. Only those who enter the correct password will have access to your desktop.

1. Any time a user with Application Sharing permissions requests control of your desktop, the Password Required dialog box appears on their monitor.
2. They must enter the correct password and click on **OK** before your desktop will appear in their Application Sharing window. You do not have to acknowledge the request.



Allow without asking

If you want anyone with Application Sharing permissions to be able to control of your desktop without asking, set the Remote Control option to *Allow without asking*.

Warning: This option lets anyone in the session take control of your computer remotely. This preference will be saved with your computer and will be the selected option in any future sessions until it is changed.

At anytime during the session, when anyone with Application Sharing permissions requests control of your desktop, your desktop will automatically appear in their Application Sharing window. You do not have to acknowledge the request.

Filtered Keys

When you allow others to remotely control your Application Sharing session, there are some keystrokes that you may not want them to be able to enter on your computer. For example, Windows users probably don't want remote controllers to issue the Ctrl+Alt+Delete command, which can be used to lock or log out of your computer. To protect your computer, prevent a remote controller's keystrokes from reaching your computer by adding them to the Filtered Keys list in the Preferences dialog.

Note: The default set of filtered keystrokes is defined on a per-platform basis.

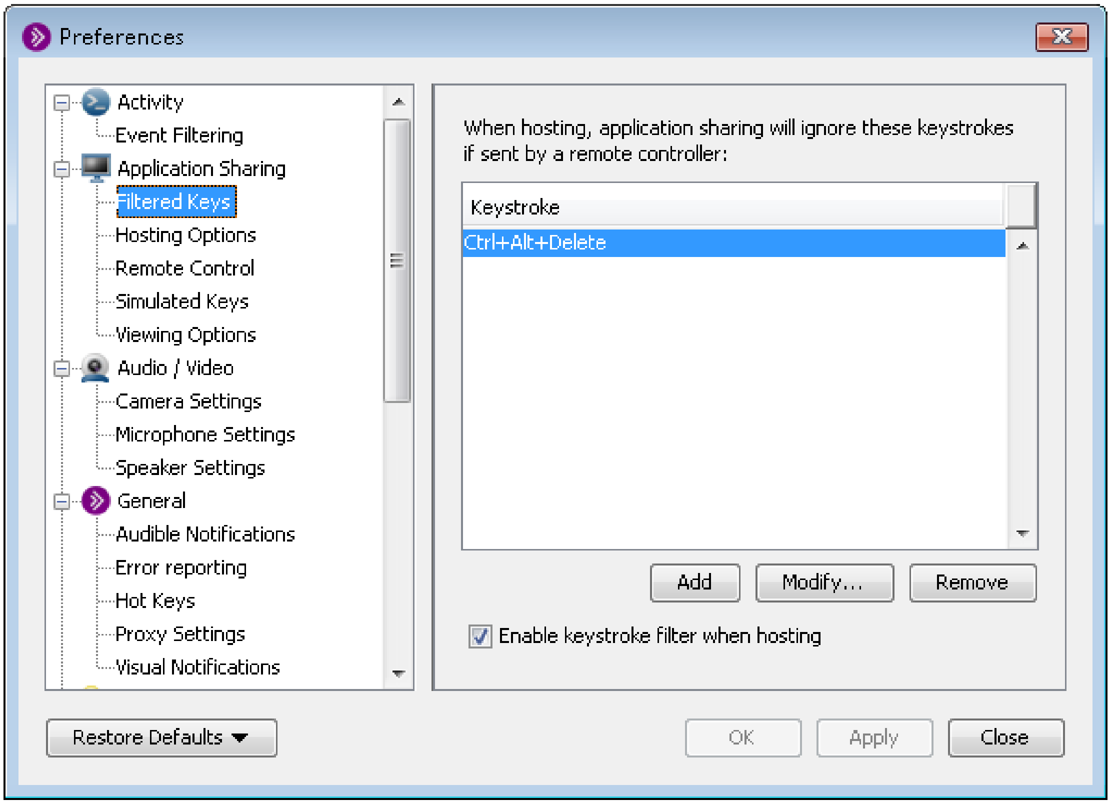
Within the Filtered Keys panel of the Preferences dialog, you can add new keystrokes, modify the existing keystrokes or remove the keystrokes from the list.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, under *Application Sharing* select *Filtered Keys*. The Filtered Keys preferences panel appears.



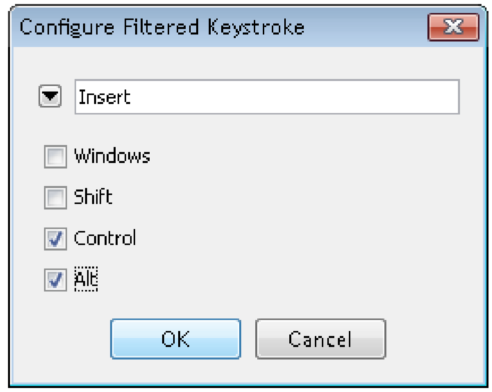
3. Add (See *Adding Filtered Keys* on next page), modify (*Modifying a Keystroke* on next page), or remove keystrokes (*Removing a Keystroke* on next page).

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Adding Filtered Keys



1. In the Filtered Keys preferences panel, click on the **Add** button. The Configure Filtered Keystroke dialog opens.
2. Enter new keystrokes in one of two ways:
   - Click the arrow to select a key from the list and then select the desired modifier keys by clicking their check boxes. For example, the keystroke to the right is Ctrl+Alt+Insert.
   - Place your cursor in the text field and enter the keystrokes directly. The boxes for the modifier keys you typed will automatically be checked.

> There are certain keys that cannot be entered as keystrokes (such as Tab, which will cause your focus to move to the next field) and must be selected from the menu.

Modifying a Keystroke

1. In the Filtered Keys preferences panel, select the keystroke you wish to modify.
2. Click on the **Modify** button. The Configure Filtered Keystroke dialog box opens.
3. Make your modifications. (For instructions, see *Adding Filtered Keys* on page 252.)

Removing a Keystroke

1. In the Filtered Keys preferences panel, select the keystroke you wish to remove.
2. Click on the **Remove** button. The keystroke will be removed from the list.

Configuring Simulated Keystrokes

Simulated keystrokes can be sent to an Application Sharing host's system when remote controlling it from a computer running a different operating system. For example, you may want to remotely control a Mac from your Windows system. Since Windows does not have a Command key, you can simulate Mac accelerator keys, such as Command-C, by defining them using the Simulated Keys list in the Preferences dialog.

Within the Simulated Keys panel of the Preferences dialog, you can add new keystrokes, modify the existing keystrokes or remove the keystrokes from the list.

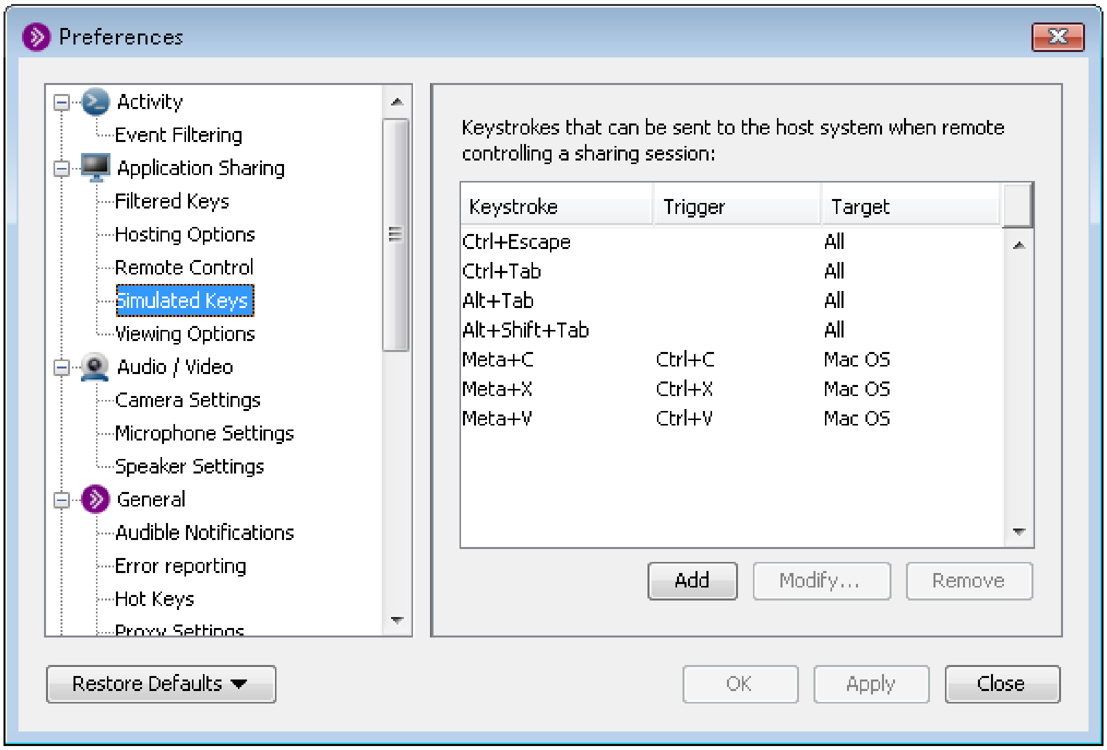
Note: The default set of simulated keystrokes that may be sent is defined on a per-platform basis.

Change the Simulated Keys in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, under Application Sharing select Simulated Keys. The Simulated Keys preferences panel appears.

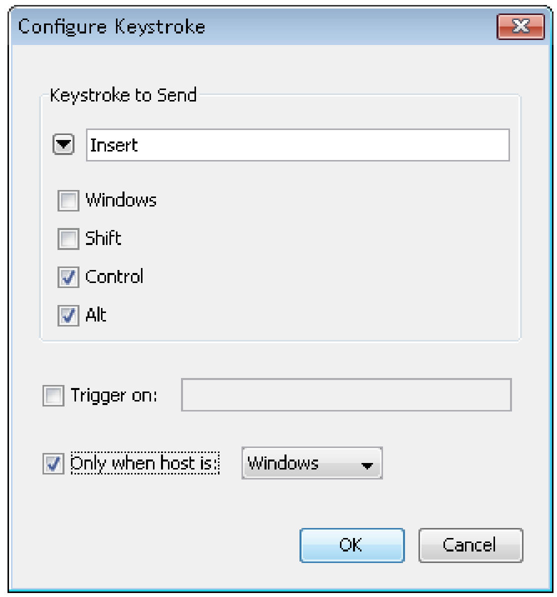


3. Add (see *Adding Simulated Keys* on next page), modify (see *Modifying Simulated Keys* on page 255), or remove (*Removing Simulated Keys* on page 255) keystrokes.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Adding Simulated Keys



1. In the Simulated Keys preferences panel, click on the **Add** button. The Configure Keystroke dialog opens.
2. Enter new keystrokes in one of two ways:
    - Click the arrow to select a key from the list and then select the desired modifier keys by clicking their check boxes. For example, the keystroke to the right is Ctrl+Alt+Insert.
    - Place your cursor in the text field and enter the keystrokes directly. The boxes for the modifier keys you typed will automatically be checked.
3. Enter a trigger keystroke (optional). Sending the triggered keystroke in the Application Sharing window will not send the typed triggered keystroke, but the associated simulated keystroke.
4. You may further define the keystroke to be applicable only on a specified host client. The choices here are *Windows*, *Mac OS* and *Linux*.
5. Click on **OK**.

Example Definition

Since you cannot type the ⌘ Command key from a Windows system, you could define a simulated keystroke as follows:

- *Keystroke to send:* Meta+X (On Windows, the Meta key is labeled “Windows”.)
- *Trigger on:* Ctrl+X
- *Only when host is:* Mac

This will then automatically translate the Windows Ctrl+X (Cut command) gesture to the appropriate Mac gesture and only do it when remote controlling an application on a Mac.

Modifying Simulated Keys

1. In the Simulated Keys preferences panel, select the keystroke you wish to modify.
2. Click on the **Modify** button. The Configure Keystroke dialog box opens.
3. Make your modifications. (For instructions, see *Configuring Simulated Keystrokes* on page 252.)

Removing Simulated Keys

1. In the Simulated Keys preferences panel, select the keystroke you wish to remove.
2. Click on the **Remove** button. The keystroke will be removed from the list.

Using OpenGL Option (Mac only)

OpenGL is a 3D imaging system used by many Mac programs (e.g., Keynote) for performing 3D graphics effects directly on the video card (i.e., not rendered by the system CPU). OpenGL is the preferred screen capture mechanism on a Mac as it will capture screen images from virtually all applications correctly.

To get the best screen captures in Application Sharing, select the Use OpenGL option: from the *Tools* menu, select *Application Sharing* followed by *Use OpenGLs*.

Caution: Turning on the *Use OpenGL* option will slow Application Sharing. If you are experiencing delays, turn the option off.

Requesting Elevated Privileges on Windows 7 or Vista

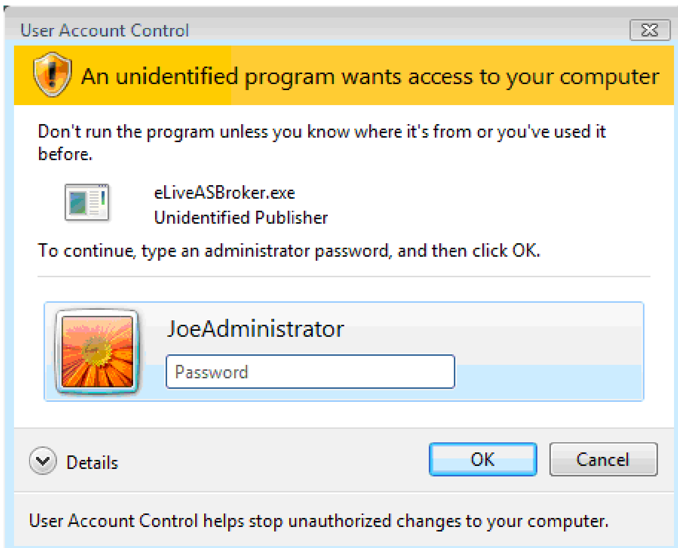
If you are using Windows 7, Vista or Windows 8, any actions taken in a shared application that bring up User Account Control (UAC) security dialogs will cause Application Sharing to terminate. By requesting Elevated Privileges in Blackboard Collaborate, you will be able to circumvent the UAC dialogs and host your Application Sharing session, or remotely control another's session or desktop, without incident.

For full details on User Account Control, refer to the Knowledge Base article *How to use User Account Control and Application Sharing on Vista and later*: http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1700

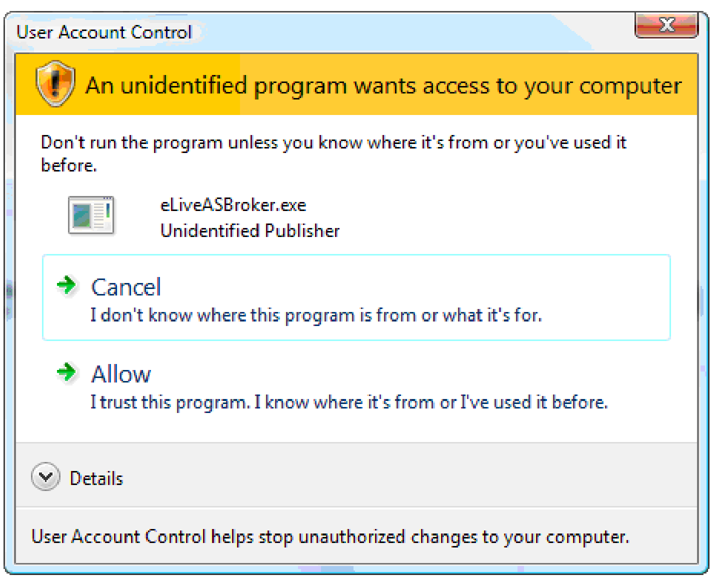
To request elevated privileges, follow the steps below.

Tip: If you are logged on to Vista/Windows 7/Windows 8 as a standard user, you will need an administrator password (and possibly user name) in order to request elevated privileges. Please obtain this information from your system administrator.

1. From the *Tools* menu, select *Application Sharing* and then *Request Elevated Privileges*.
2. Respond to the UAC dialog presented to you:
   - If you are logged on to Vista/Windows 7/Window 8 as a standard user, enter an administrator password (and possibly user name) for your computer.



   - If you are logged on to Vista/Windows 7/Windows 8 as an administrator, click on **Allow**.



Chapter 14

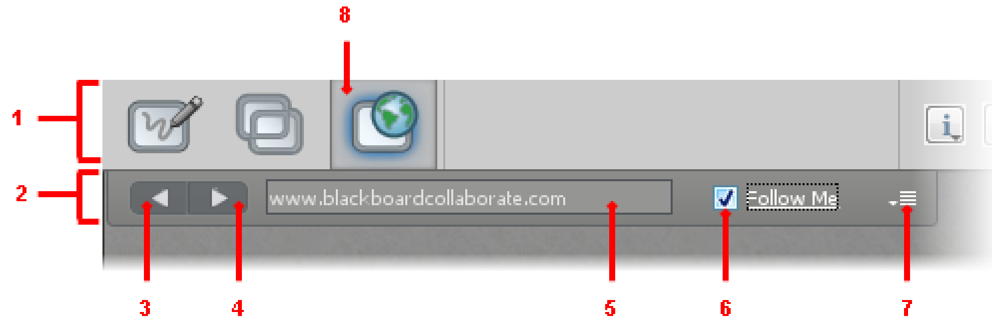
Web Tour

The Web Tour feature enables session participants to share web pages with others in the session. Web Tour is a type of content that, like the Whiteboard and Application Sharing, appears in the Content area. It is accessed through the Collaboration toolbar.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

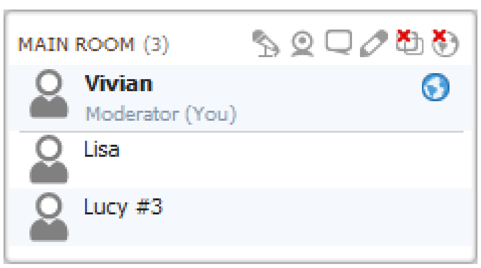
A Web Tour also can be opened up in an external browser; this is called a Web Push. For details on the differences between Web Tours and Web Pushes, see *Web Tour vs. Web Push* on page 264.

The Web Tour interface has the following components:



1	Collaboration toolbar	5	Address text box
2	Navigation bar	6	Follow Me option
3	Back button	7	Options menu
4	Forward button	8	Web Tour Mode button

You will know someone is hosting a Web Tour when the blue Web Tour activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Web Tour Activity and Permission Indicators* on the facing page.) In the example below, Vivian is hosting a Web Tour.



Moderators can use all the available Web Tour features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants with the Web Tour permission enabled. (For details on permissions, see *Setting the Web Tour Permission for Participants* on page 263.)

Feature	Moderators	Participants
Conduct a Web Tour	✓	✓
Open a URL in an external web browser (Web Push)	✓	✓
Publish a URL to the Chat conversation pane	✓	✓
Enable pop-ups in the embedded browser	✓	✓
Switch to Web Tour mode	✓	✓
Grant Participants the Web Tour permission	✓	

Web Tour Mode

Before you can conduct a Web Tour, you must switch to Web Tour mode in the Content area. (For details on modes, see *The Content Area Modes* on page 28.)

Caution: Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

Switch to Web Tour Mode in one of the following ways:

- In the Collaboration toolbar, click the **Web Tour Mode** button.
- In the *View* menu select *Web Tour*.
- Enter the keyboard shortcut Ctrl+Alt+U (Command-Option-U on Mac).

Web Tour Activity and Permission Indicators

You can monitor the state of Web Tour activity and permissions through indicators displayed in the Participants list of the Participants panel. These indicators are described in the following table.

For details about permissions, see *Understanding Permissions* on page 51.

Activity Indicator	Meaning
	User is conducting a Web Tour (or Web Push).
	Web Tour permission is set globally to "on" but the Moderator has revoked Web Tour permission from this user.
	Web Tour permission is set globally to "off" but the Moderator has granted Web Tour permission to this user.

Starting a Web Tour

Before you can start a Web Tour, you must be in Web Tour mode. For details, see *Web Tour Mode* on previous page.

To start a Web Tour, do the following:

1. Enter the URL of the desired web site in the Address text box of the Web Tour navigation bar.

2. Press **Enter**.
3. (Optional) Uncheck the *Follow Me* option if you want others to be able to freely browse the web site, independent of the pages to which you browse. (For details, see *The Follow Me Option* below.)

Conducting a Web Tour

Within the Web Tour, you can navigate through the current web site by clicking on links or can move to a different web site by entering a new URL in the Address text box. As you move between web pages, Web Tour maintains a history of where you have been. You can use the Back and Forward buttons to move between the pages kept in the history.

Note: Do not use Web Tour for password-protected web sites. Viewers of the web tour will not be able to follow you past the login screen. To share password-protected sites, use Application Sharing to share your desktop or web browser.

The Follow Me Option

By default, your *Follow Me* option is selected when you switch to Web Tour mode. With *Follow Me* selected, session attendees will be able to freely browse to other pages in the Web Tour, independent of the pages to which you, the tour guide, browses. However, when you move to a new page, they will be redirected to your new page.

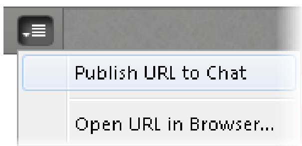
Note: There is one exception: users cannot follow you to web pages protected by login credentials. They will see an error such as "The web page cannot be found."

If you don't want to push them to your new pages, unselect the *Follow Me* option.

When you start a Web Tour, you are automatically the "tour guide". However, a Moderator, or Participant with the Web Tour permission, can take control of the Web Tour by selecting **their** *Follow Me* option. Your *Follow Me* option will be unselected. You can take back control by selecting it again.

Publishing URL to Chat Panel

Moderators, and Participants with the Web Tour permission, can publish the URL of the current web page to the Chat Conversation pane so it is accessible to (clickable by) everyone. To do so, select *Publish URL to Chat* from the Web Tour Options menu.



Stopping the Web Tour

To stop the Web Tour, do one of the following:

- Unselect the *Follow Me* option.
- Switch to Whiteboard or Application Sharing mode. (For details, see *The Content Area Modes* on page 28.)

Viewing a Web Tour

A Web Tour is a type of content, and appears in the Content area like the Whiteboard and Application Sharing.

Once someone starts a Web Tour, you can freely navigate to other pages within the website by clicking on links or using the Back and Forward buttons. However, if the Host of the Web Tour has selected the *Follow Me* option, you will be redirected to the Host's current page whenever the Host moves to a new page.

Note: There is one exception: you cannot follow the Host to web pages protected by login credentials. You will see an error such as "The web page cannot be found."

For more information on Follow Me, see *The Follow Me Option* on previous page.

Optimizing the Content Area

The Web Tour content often may not fit into your Content area so you will have to use the scroll bars to view web pages.

You can optimize the space available in the Content area in two ways; for maximum space, do both:

- Maximize your Blackboard Collaborate web conferencing window.
- Hide the side bar (Audio & Video, Participants and Chat panels) by unselecting *Show Side Bar* in the *View* menu or by grabbing the border of any one of the panels and dragging it all the way to the left.

To restore the side bar, reselect *Show Side Bar* or drag the panel border back to the right.

Enabling Pop-ups in a Web Tour (Windows only)

The web browser embedded in the Blackboard Collaborate web conferencing Content area is, by default, configured to block popup windows during web tours. When you are connected to Blackboard Collaborate through a proxy server that requires you to enter authentication information, the Popup Blocker will prevent the authentication dialog from "popping up" and you will not be able to provide authentication credentials to the proxy server. (You will get an error something like, "This program cannot display the web page.") In this case, you need to disable the Popup Blocker the Preferences dialog.

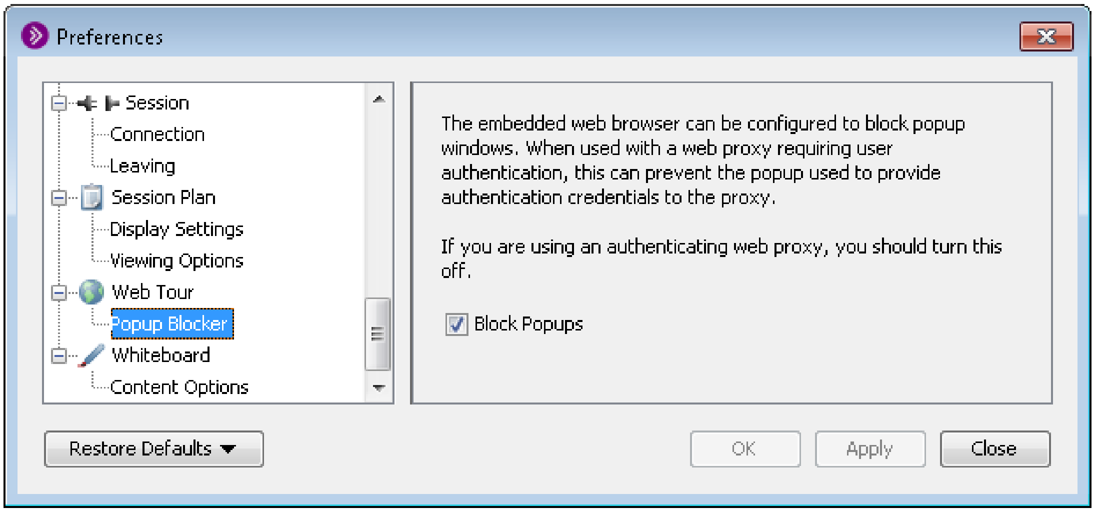
Note: This preference setting is available on Windows systems only.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Popup Blocker* under *Web Tour*. The Popup Blocker preferences panel appears.



3. Unselect *Block Popups*.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Setting the Web Tour Permission for Participants

The Web Tour permission is not included in the default set of Global permissions. Before Participants can conduct a Web Tour, you must explicitly grant them the Web Tour permission.

Participants do not need the Web Tour permission to view another person's Web Tour.

- To grant the Web Tour permission to **all Participants at once**, select Web Tour in the Global Options menu or click on the Web Tour global permission icon at the top of the Participants list.
- To grant the Web Tour permission to **an individual Participant**, select Web Tour in their Participant Options menu.

For further details, see *Granting and Revoking Permissions to and from Participants* on page 55.

When Participants have the Web Tour permission, their Web Tour Action bar in the Collaboration toolbar will be enabled.

1 Collaboration toolbar

2 Action bar

Web Tour vs. Web Push

There are two ways for you to show session attendees web sites: in a Web Tour or a Web Push.

Web Tours are displayed in the Content area of Blackboard Collaborate web conferencing. As the tour guide, you can control what others see by selecting the *Follow Me* option (see *The Follow Me Option* on page 260). Although session attendees will be able to browse within the web site you opened in the Web Tour, as soon as you move to a new page, they will be redirected to your new page.

To start or view a Web Tour, you must be one of the following systems:

- any supported Windows system
- any Mac OS X 10.5 or higher running a 32-bit or 64-bit JVM

A Web Push is a type of Web Tour in which the specified web page opens up in the default web browser of each session attendee (including the host's) – outside of the Blackboard Collaborate application. Session attendees will see the web page to which they are initially directed (pushed) and after that are free to browse to other pages, work with bookmarks, close the window, etc. When you move to another web page, it will have no affect on what others see in their web browsers.

Linux Note: If you are on a Linux (Ubuntu) system, you will be able to perform or view a Web Push only. Therefore, when a Moderator starts a Web Tour, you will see the specified web page open in your default web browsers (a Web Push).

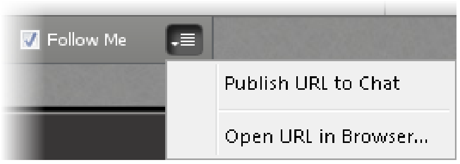
Mac Note: In Elluminate *Live!* 8.5 recordings, Mac OS X users will see Web Tours as Web Pushes, where each page of a Web Tour will open in a new external web browser window.

Starting a Web Push

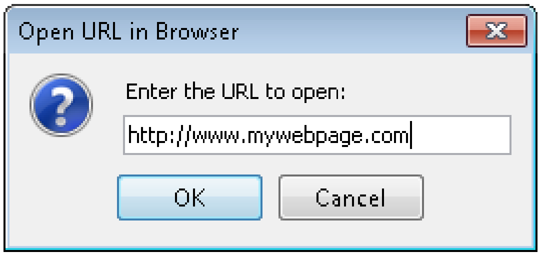
Before you can start a Web Push, you must be in Web Tour mode. For details, see *Web Tour Mode* on page 259.

To start a Web Push, do the following:

1. Select *Open URL in Browser…* from the Options menu of the Web Tour navigation bar.

   The Open URL in Browser dialog opens.

2. Enter the desired URL and click **OK**.

   The web page will open up in everyone's default web browser.

There is no way to stop a Web Push (since it exists outside of Blackboard Collaborate). However, when you are done presenting a web site in a Web Push, you may want to ask the session attendees to close their web browsers and redirect their attention back to Blackboard Collaborate.

Chapter 15

Breakout Rooms

To facilitate small group collaboration, a Moderator can create rooms separate from the Blackboard Collaborate Main room and place session attendees into these "breakout" rooms. Breakout rooms have their own private Audio, Video, Whiteboard, Application Sharing, etc., so the collaboration that takes place in a breakout room is independent of the Main room (and other breakout rooms).

What is said or viewed in a breakout room will not be captured in a recording.

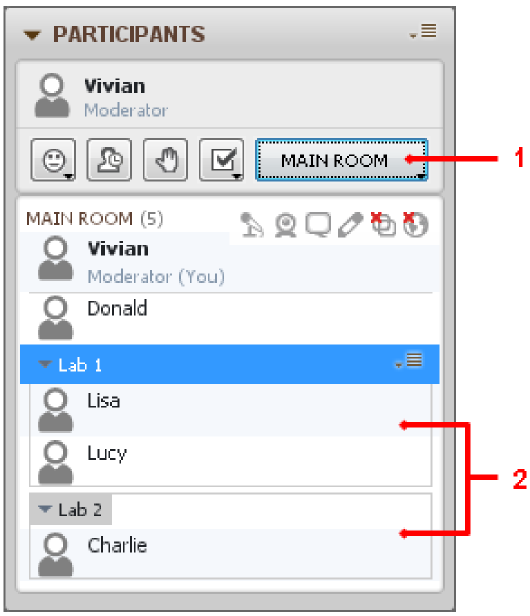
Even if there is no Moderator in a breakout room, when anyone in the breakout room raises their hand or sends a private message to Moderators, Moderators in other rooms will be notified.

Note: Moderators on mobile devices cannot create and manage breakout rooms. Log in to the session from a desktop or laptop computer to do so. Mobile device users will not see multiple rooms in the Participants list since they can see only the room they are currently in. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

There are two types of breakout rooms:

- **Public:** A public breakout room does not require anyone in the room. This means that you can create a breakout room, load content into the room and switch Content modes (if needed) before you move the Participants and Moderators into the room. The breakout room and its contents will remain intact even after you have moved everyone out of the room, allowing you to use the room and contents again.
- **Private:** A private breakout room is temporary and closes when no one is left in the room.

When the Moderator moves someone into a breakout room, the Participants list is updated, displaying the name of the room and the names of the people in the room. In the example below, Lisa and Lucy have been moved to the breakout room called Lab 1 and Charlie has been moved to the breakout room called Lab 2.



1 Room menu

2 Breakout rooms

Note: For instructions on sending Telephony users to breakout rooms, refer to *Sending the Telephony Users to Breakout Rooms*.

Creating Private Breakout Rooms

Private breakout rooms are temporary rooms: when the last Moderator or Participant is moved out of the private breakout room, the room will automatically close. When you create a private breakout room, you need to select the individuals you want in the room from the Participants list. Only one private breakout room can be created at a time.

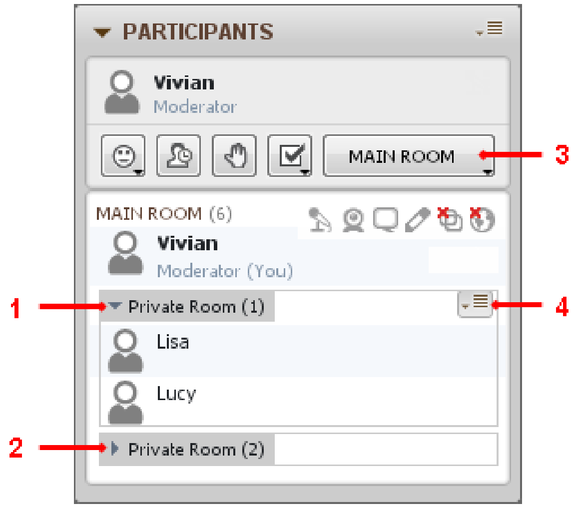
Note: When Participants are in breakout rooms with no Moderator, they will be limited to using the current Content mode. It you want them to be able to change modes in a breakout room, assign a Moderator to the room.

1. In the Participants list, select the Participant(s) you wish to move to the breakout room. Hold down Shift or Control (same on Mac) to select multiple Participants.
2. Do one of the following:
   - From the *Tools* menu, select *Breakout Rooms* then *Send to Breakout Room* and finally *New Private Breakout Room*.
   - Right-click (Control-click on Mac) on the Participants list to open its context menu and select *Send to Breakout Room* and then *New Private Breakout Room*.
   - If you selected only one individual in the Participants list, from that Participant's Options menu, select *Send to Breakout Room* and then *New Private Breakout Room*.

   If you selected more than one person in the Participants list, from the *Tools* menu, select *Breakout Rooms* then *Send to Breakout Room* and finally *New Private Breakout Room*.

Note: As you add more than one private breakout room, they will be named Private Room (1), Private Room (2), Private Room (3), etc.

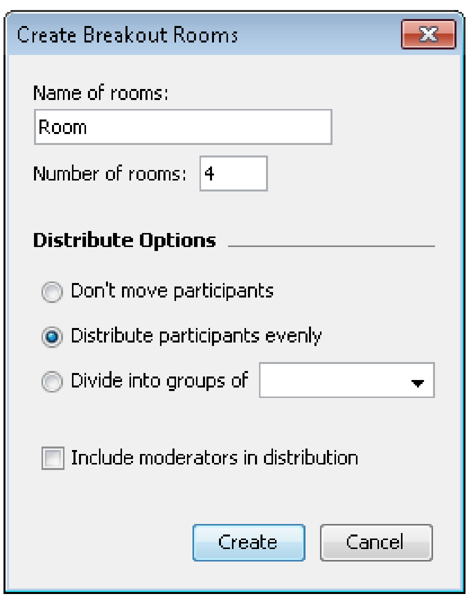
A new tab (with its own Options menu) is created in the Participants list for each breakout room created and, if this the first breakout room created in the session, the Room menu is added to the Participants panel toolbar. The list of people in each room can be hidden or shown by toggling the Expand/Collapse buttons in the tabs.



1 Click to collapse
2 Click to expand
3 Room menu
4 Room Options menu

Creating Public Breakout Rooms

Public breakout rooms are created through the Create Breakout Rooms dialog. You can create only one at a time or several at once and can move people into the breakout rooms during room creation or later.



1. Open the Create Breakout Rooms dialog in one of the following ways:
   - From the *Tools* menu, select *Breakout Rooms* and then *Create Breakout Rooms...*.
   - From the Participants panel Options menu, select *Create Breakout Rooms...*.
2. Enter a name for the breakout room(s). If you are creating more than one room, the rooms names will contain the name you specify here followed by a number (Room 1, Room 2, Room 3, etc.). (The default name is "Room".)
3. Enter the number of rooms you want to create. (The default is 4.)

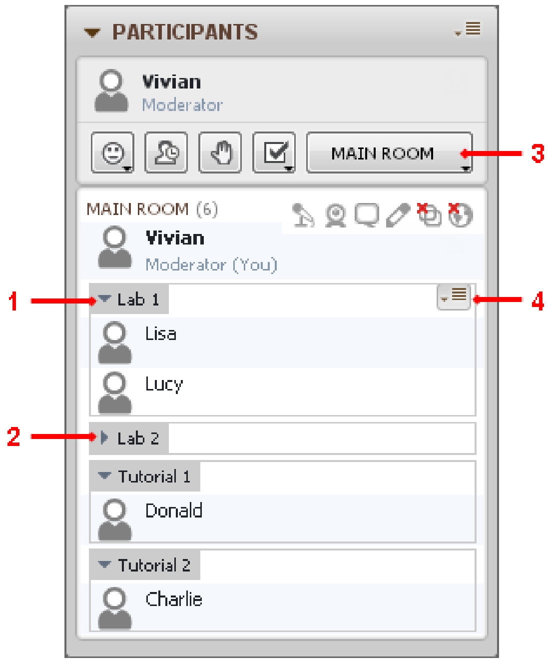
   > **Note:** If you select the Distribution Option *Divide into groups of* (below), this number will be cleared. The number of breakout rooms created will be determined by how many people are in the Main room and how many you want in each breakout room.

4. Select one of the Distribution Options:
   - *Don't move participants:* select this option if you want to manually move participants into the breakout room(s) later, such as if you want specific individuals moved into specific rooms.
   - *Distribute participants evenly:* select this option if you want the Participants in the Main room divided up as evenly as possible into the rooms you are creating. (This is the default option.) For example, if you are creating four breakout rooms and have ten people in the Main room, you will get groups of 3, 3, 2, and 2 rather than 3, 3, 3, 1.
   - *Divide into groups of:* select this option if you want the number of breakout rooms created to be based on the number of people you want in each room. (The *Number of rooms* field will be cleared if you select this option.) For example, if you have nineteen people in the Main room and wanted to have four people in each group, five breakout rooms will be created: four of the rooms will have 4 people and one will have 3 people. You may place no more than 1000 people in a group.
5. If you wish to include the Moderators in the distribution, select the option *Include moderators in the distribution*. (By default, this option is **not** selected.)

   > **Note:** When Participants are in breakout rooms with no Moderator, they will be limited to using the current Content mode. If you want them to be able to change modes in a breakout room, assign a Moderator to the room either through this option, by moving a Moderator into the room later or later by giving one of the Participants Moderator status.

6. Click **Create** to create the breakout room(s).

A new tab (with its own Options menu) is created in the Participants list for each breakout room created and, if this the first breakout room created in the session, the Room menu is added to the Participants panel toolbar. The list of people in each room can be hidden or shown by toggling the Expand/Collapse buttons in the tabs.

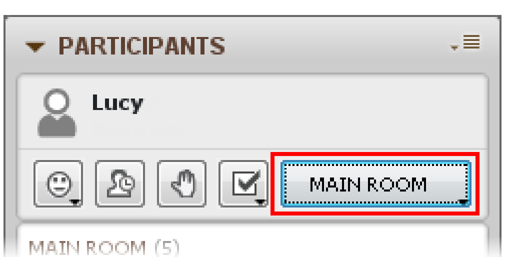


1	Click to collapse	3	Room menu
2	Click to expand	4	Room Options menu

Allowing Participants to Move Themselves to Breakout Rooms

If you want Participants to be able to move freely between rooms, explicitly grant them the permission. From the *Tools* menu, select *Breakout Rooms* and then *Allow Participants to Move Themselves to Breakout Rooms.*

Participants will be able to tell you have given them this permission by the appearance of the Room menu in their Participants panel toolbar.

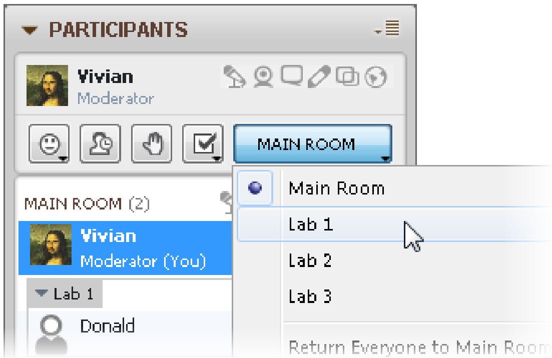


Moving Yourself or Others into Existing Rooms

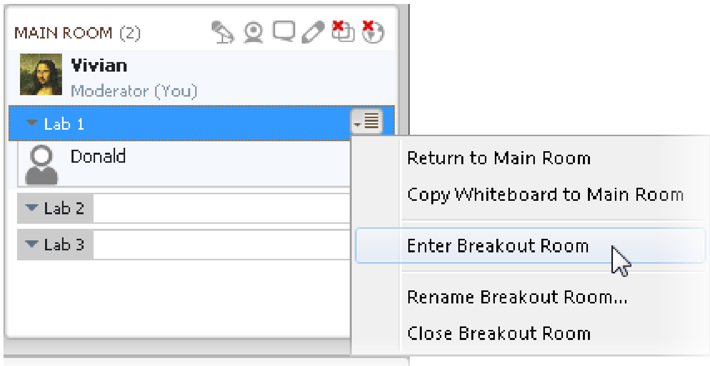
You can send yourself or Participants and Moderators from the Main room to an existing breakout room, a breakout room to the Main room or from one breakout room to another.

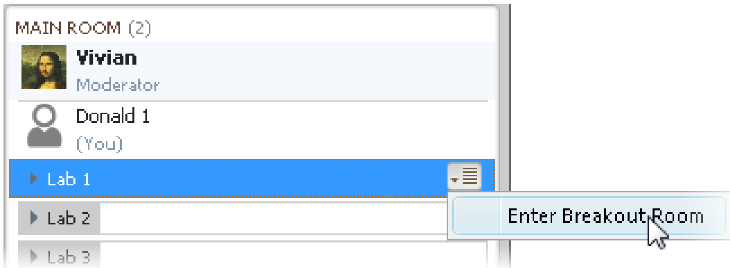
If moving yourself only, do one of the following:

- From the *Room* menu in the Participants panel toolbar, select the desired room from the list of available rooms.



- From the Options menu of the breakout room to which you want to move, select *Enter Breakout Room*.





- From the *Tools* menu, select *Breakout Rooms*, then *Send Self to Breakout Room* and finally select the desired room from the list of available rooms.

- Drag and drop yourself into the desired room in the Participants list. You can drop yourself on a breakout room's tab or on a person already in that room.

If moving Participants and other Moderators, do the following:

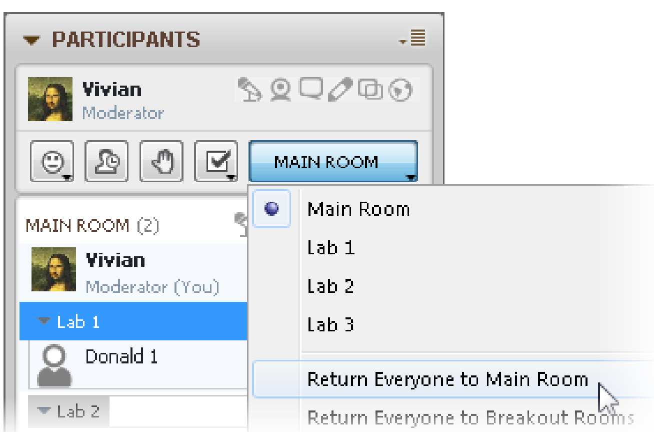
1. In the Participants list, select the names of the people you wish to move to a room (including your own). Hold down Shift or Control (same on Mac) to select multiple people.
2. Do one of the following:
   - From the *Tools* menu, select *Breakout Rooms*, then *Send to Breakout Room* and finally select the desired room from the list of available rooms.
   - If you have selected only one person, from that person's Participant options menu, select *Send to Breakout Room* and then the desired room from the list of available rooms.
   - If you have selected more than one person, right-click (Control-click on Mac) on the Participants list to open its context menu and select *Send to Breakout Room* and then the desired room from the list of available rooms.
   - Drag and drop the selected Moderators or Participants into the desired room. You can drop them on the breakout room's tab or on a person already in that room.

Moving Everyone at Once

In one step, you can return everyone (including yourself) to the Main room regardless of where they are. You can also reverse that process and move everyone back to the breakout rooms they were previously in one step.

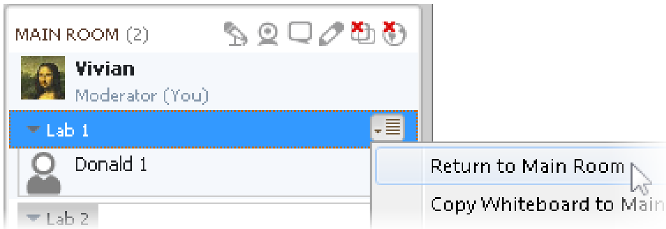
To move everyone back to the Main room at once, do one of the following:

- From the *Room* menu in the Participants panel toolbar, select *Return Everyone to Main Room*.



- From the *Tools* menu, select *Breakout Rooms*, then *Return Everyone to Main Room*.

- To move just those in a particular breakout room, from the breakout room's Options menu, select *Return to Main Room*.



All the Participants and Moderators will be moved back into the Main room. All private breakout rooms will automatically close; public breakout rooms will still be listed in the Participants list.

To move everyone back to the breakout rooms at once, do the following:

- From the *Room* menu in the Participants panel toolbar, select *Return Everyone to Breakout Rooms*.

All the Participants and Moderators will be moved back to the last breakout rooms they were in previously. If anyone was in a private breakout room (that was previously closed), it will be reopened.

Copying Pages to the Main Room

Moderators can copy all or selected Whiteboard pages from breakout rooms to the Main room. (Participants cannot perform this function.)

Note: Moderators also can copy pages from the Main room into breakout rooms. For details, see *Copying Pages to Breakout Rooms* on page 215

- If you are in a breakout room yourself, you can copy the **current** page (the one you are currently viewing) to the Main room. See *Copying the Current Breakout Room Page* on next page.
- You can copy **all** pages of the **single** breakout room to the Main room. See *Copying All Pages of a Single Breakout Room* on next page.
- You can copy **all** pages of **all** breakout rooms to the Main room. See *Copying All Pages of All Breakout Rooms* on next page
- You can copy **all** pages of **selected** breakout rooms to the Main room. See *Copying All Pages of Selected Breakout Rooms* on page 277
- You can copy one or more **selected** pages from any breakout room to the Main room through the Page Explorer. See *Copying Selected Breakout Room Pages* on page 277.

If you want to confirm that the pages were copied successfully to the Main room, open the Page Explorer or click on the Go to Page menu on the navigation bar to see a list of all pages in all rooms.

Copying the Current Breakout Room Page

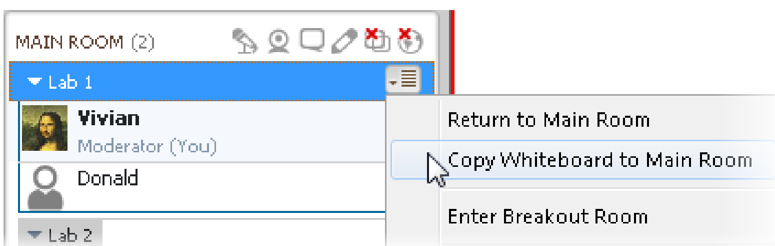
To copy the page you are currently viewing in a breakout room to the Main room, do the following:

1. If not already there, navigate to the desired page in the breakout room.
2. Right click (Control-Click on Mac) in the page to open the Whiteboard context menu.
3. Select *Current Page* then *Copy Page to Main Room*.

You could also use the methods described in *Copying Selected Breakout Room Pages* on the facing page (by selecting the current page), but the method above is the quickest.

Copying All Pages of a Single Breakout Room

To copy all pages of a single breakout room to the Main room, select *Copy Whiteboard to Main Room* from the room's Options menu in the Participants panel toolbar.



You could also use the methods described in *Copying Selected Breakout Room Pages* on the facing page (by selecting all pages in a single breakout room) or *Copying All Pages of Selected Breakout Rooms* on the facing page (by selecting a single breakout room), but the method above is the quickest.

Copying All Pages of All Breakout Rooms

To copy all pages in all breakout rooms to the Main room, do one of the following:

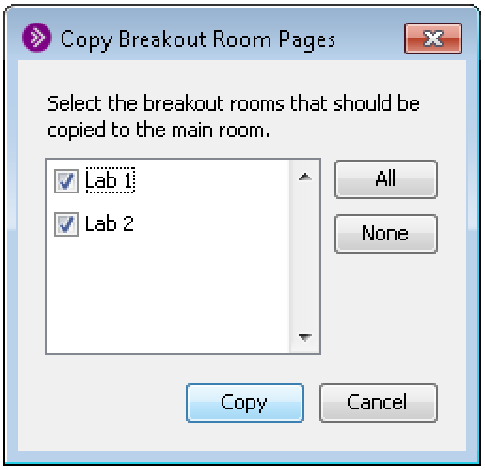
- From the *Room* menu in the Participants panel toolbar, select *Copy All Whiteboards to Main Room*.
- From the *Tools* menu, select *Whiteboard* and then *Copy All Whiteboards to Main Room*.

You could also use the methods described in *Copying Selected Breakout Room Pages* on the facing page (by selecting all pages in all breakout rooms) or *Copying All Pages of Selected Breakout Rooms* on the facing page (by selecting all the breakout rooms), but the methods above are the quickest.

Copying All Pages of Selected Breakout Rooms

To copy all pages of one or more breakout rooms to the Main room, do the following:

1. From the *Tools* menu, select *Whiteboard* and then *Copy Breakout Rooms to Main Room...*. The Copy Breakout Room Pages dialog opens.



2. Select the desired breakout rooms from which you want to copy the pages.

> **Tip:** If you have a large number of breakout rooms but want to copy the whiteboard pages of only a few, click on the **None** button to deselect all the breakout rooms and then select the few desired rooms.

3. Click **Copy**.

You could also use the methods described in *Copying Selected Breakout Room Pages* below (by selecting all pages in the selected breakout rooms), but the method above is the quickest.

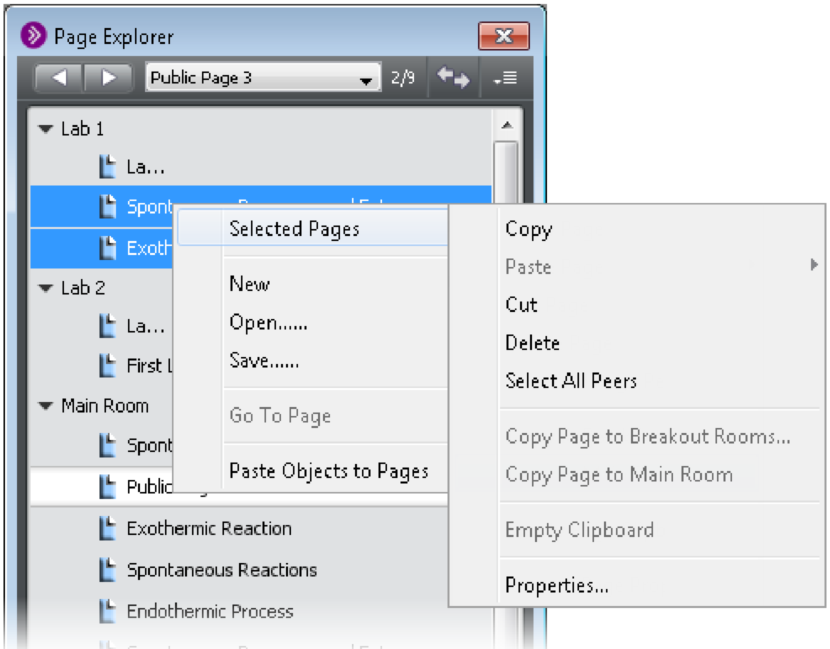
Copying Selected Breakout Room Pages

You can select one or more breakout room pages and copy them to the Main room using the Page Explorer.

> You can even move pages between breakout rooms. For instructions see *Using the Page Explorer* on page 199 and *Cutting, Copying, Pasting and Deleting Pages* on page 209

1. Open the Page Explorer. (For instructions, see *Using the Page Explorer* on page 199
2. Select the pages to be copied. You can select individual pages in different breakout rooms.

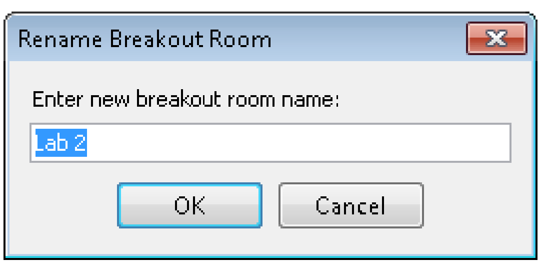
3. Right click (Control-Click on Mac) in the Page Explorer and, from the context menu, select *Selected Pages* and then *Copy Page to Main Room*.



Renaming a Breakout Room

A public breakout room may be renamed at any time during the session. Renaming a breakout room will not change the attributes of the room or who is in the room.

1. From the Room's Options menu, select *Rename Breakout Room*. The Rename Breakout Room dialog will open.



2. Enter the new breakout room name and then click **OK**.

Breakout rooms are listed in the Participants list in alphabetical order. Depending on the new name, the breakout room may move its position in the list.

Closing a Breakout Room

A private breakout room can be manually closed or will automatically close when all of the Participants and Moderators have left the room or have been removed from that room (see *Moving Everyone at Once* on page 274). A public breakout room must be manually closed.

When you close any breakout room, the Participants and Moderators are returned to the Main room.

To close all breakout rooms at once: From the *Room* menu in the Participants panel toolbar, select *Close All Breakout Rooms*.

To close a particular breakout room: Do one of the following:

- From that room's Options menu, select *Close Breakout Room*.
- Select the room and, from the *Tools* menu, select *Breakout Rooms* and then *Close Breakout Room*. (Note, if you are in that breakout room, there is no need to select it first.)

All the Participants and Moderators will be moved back into the Main room and the breakout room will disappear from the Participants list.

Tip: You can quickly recreate the rooms you closed by issuing the command *Return Everyone to Breakout Rooms*. For details, see *Moving Everyone at Once* on page 274.

Chapter 16

File Transfer

The File Transfer feature permits Moderators to upload files into the File Transfer Library in order to share them with everyone in the session.Files in the library can be pushed out to everyone in the session and explicitly saved by the receiving Participants and Moderators.

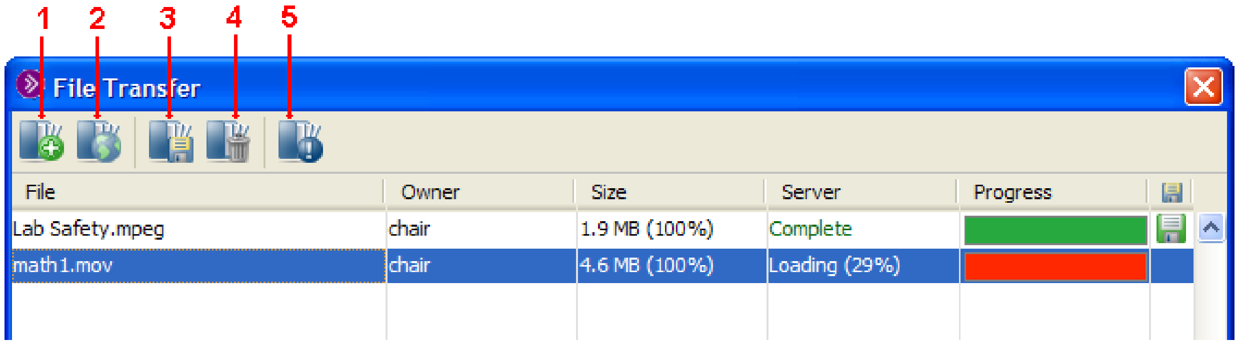
Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The File Transfer Library

You can open the File Transfer Library in one of two ways:

- From the *Window* menu, select *Show File Transfer Library*.
- Load a file for transfer through the Collaboration toolbar. The File Transfer Library will automatically open. (See *Loading Content through the Collaboration Toolbar* on page 44.)

The File Transfer Library displays a list of all the preloaded files and files currently being loaded into the library.



1 Load file for transfer

2 Load URL for transfer

3 Save file to disk

4 Remove file from library

5 Prompt recipients that file can be saved

Each file or URL displayed in the list contains the following information:

- Name of the File — the name of the file is derived from where the file was loaded. If the file was loaded from a user's file system, then this is the name of the original file. If it was loaded from a URL, this is the last component of the URL path.
- Owner of the File — this is the name of the person who loaded the file. If the file was pre-loaded by the server, then the owner will be listed as a dashed line (---).
- Size – the size of the file and what progress has been made downloading the file to your machine.
- Server — indicates the status of loading the file onto the server. If the file has been fully loaded onto the server the status will read Complete. If the file is uploading, it will indicate the status as Loading and the percentage of completion. If the file has not been completely uploaded to the server and the user who was uploading the file has left the session or been disconnected, the status will read Partial and the percentage of completion.
- Progress — the Progress bar is a status indicator showing the progress of loading the file into the library. It shows a graph with red, orange, yellow, cyan, and green bars. Red: the number of users who have less than 50% of the file. Orange: users with less than 75%. Yellow: users with less than 95%. Cyan: users with less than 99%. Green: is 100% complete.

Note: If you had saved the file locally, you can find out where by hovering your mouse over the filename in the library. A tool tip will display the full path name.

Loading Files for Transfer

The number of files you can load is dependent upon the size of the files. The default total file size is 10 Megabytes.

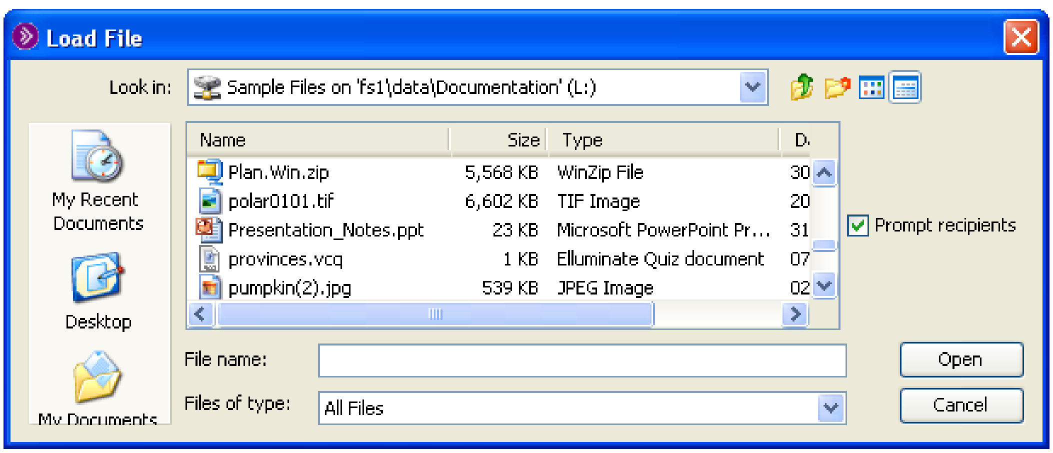
You can load a file for transfer in a few different ways:

- Through the Collaboration Toolbar. (For details, see *Loading Content through the Collaboration Toolbar* on page 44.)
- Through the Load File dialog. (See *Loading a File through the Load File Dialog* below.)
- Through a URL. (See *Loading a File by URL* on next page.)

Loading a File through the Load File Dialog

To load a file for transfer through the Open dialog, do the following:

1. Open the Load File dialog in one of the following ways:
   - From the *File* menu, select *Open* and then *File for Transfer*….
   - If the File Transfer Library is open, click on the **Load File** button. (To open the File Transfer Library, see *The File Transfer Library* on page 281.)



2. Navigate to the appropriate folder and select the file you wish to transfer.
3. Select the option *Prompt recipients* if you wish to have everyone in the session be notified to save the file as soon as it is added to the library. If you do not select this option, you can prompt recipients later (using the **Prompt Recipients** button in the toolbar) or, if you want to give the file to only a few people, notify them directly that the file is available for download. (Anyone in the session will see, and be able to download, the file if they open the File Transfer Library.)
4. Click **Open** to close the dialog and load the file into the File Transfer Library.

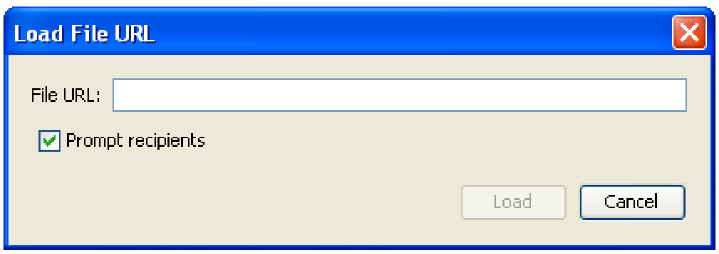
> **Note:** If you used the File menu option in step 1, the File Transfer Library will now open, giving you immediate access to the file.

Loading a File by URL

Loading a file by URL can be used to avoid having to upload a file to the Blackboard Collaborate web conferencing server over a slow connection. The URL is sent to the server, which then loads the data directly from the target of the URL. This can save time if connection between the Blackboard Collaborate server and the target of the URL is faster than that between the Blackboard Collaborate server and the uploading user.

To load a file from a URL, do the following:

1. Open the File Transfer Library. (For details, see *The File Transfer Library* on page 281.)
2. Click the **Load URL** button. The Load URL dialog box opens.



3. Enter the URL of the file in the File URL text box.

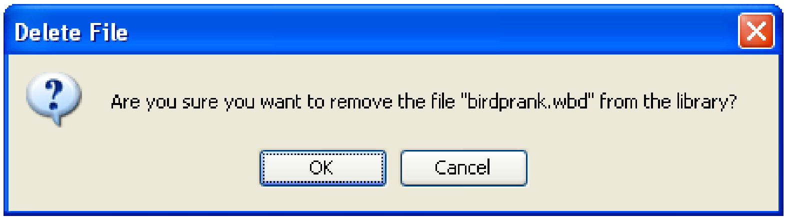
> **Tip:** Don't forget to include the "http://, "https://", "ftp://", etc. at the beginning of the File URL field.

4. Select the option *Prompt recipients* if you wish to have everyone in the session be notified to save the file as soon as it is added to the library. If you do not select this option, you can prompt recipients later (using the **Prompt Recipients** button in the toolbar) or, if you want to give the file to only a few people, notify them directly that the file is available for download. (Anyone in the session will see, and be able to download, the file if they open the File Transfer Library.)
5. Click **Load** to close the dialog and load the file into the File Transfer Library.

Removing a File

To remove a file from the File Transfer Library, do the following:

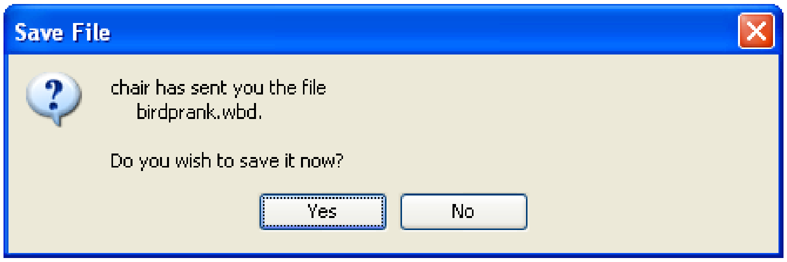
1. Select the files and/or URLs you would like to remove from the library.
2. Click on the  **Remove** button in the toolbar. The Delete File confirmation dialog will appear.



3. Click **OK**. The selected file(s) will be removed from the library.

Saving a File

A Moderator may prompt you to save a file. If so, the Save File dialog will appear.



1. Click on **Yes**. The Save dialog will open.
2. Navigate to the folder to which you wish to save the file and click **Save**.

You also can save the file without being prompted to do so.

1. In the File Transfer Library, select the file you would like to save.
2. Click on the  **Save** button in the toolbar. The Save dialog will open.
3. Navigate to the folder to which you wish to save the file and click **Save**.

Prompting Recipients to Save a File

If you want everyone in the session be notified to save the file as soon as you add it to the library, select the option *Prompt recipients* in the Load File (see *Loading a File through the Load File Dialog* on page 283) or Load File URL dialog (see *Loading a File by URL* on page 284).

Alternatively, you can prompt recipients later by clicking on the **Prompt Recipients** button in the File Transfer Library toolbar or, if you want to give the file to only a few people, notify them directly that the file is available for download.

Closing the File Transfer Library

Closing the File Transfer Library will not affect the files already loaded into the library – it just closes the window. To close the window, do one of the following:

- Click on the window's **Close** button in the title bar of the window.
- Enter Ctrl+W (Command-W on Mac)
- Enter Alt+F4 (Windows and Linux only)

Chapter 17

The Timer

The Timer is a clock that you can use to effectively manage your Blackboard Collaborate sessions. It can be useful in helping you pace your own presentations or coordinate multiple presenters by tracking the time allotted to each. The Timer appears in the Collaboration toolbar showing the time counting either up or down, depending on how the Timer was configured.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Participants' Timer looks the same as yours except that it doesn't have the **Pause** and **Stop** buttons.

You also can use the Timer when working with Participants. Let's say you have sent Participants to breakout rooms for thirty minutes to work on an assignment. To help the Participants stay on track with the assignment, you could make the Timer (set for thirty minutes) visible to them.

The Timer can be set to count down from a specified time to zero or count up from zero for an indefinite time. It can be paused and resumed at any time.

When the Timer has expired, you may be notified by an audible tone and/or visual notification (such as the one below), depending on how the Timer was configured. Anyone in the session can turn their own audible and visual notifications off. For details, see *Setting Notification Preferences* on page 17.

As a Moderator, you can use all the available Timer features. Participants can use a subset of the features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants.

Feature	Moderators	Participants
View the Timer	✓	✓
Set preferences for Audible and Visual notifications.	✓	✓
Configure and start the Timer	✓	
Pause and resume the Timer	✓	
Stop the Timer	✓	

Starting the Timer

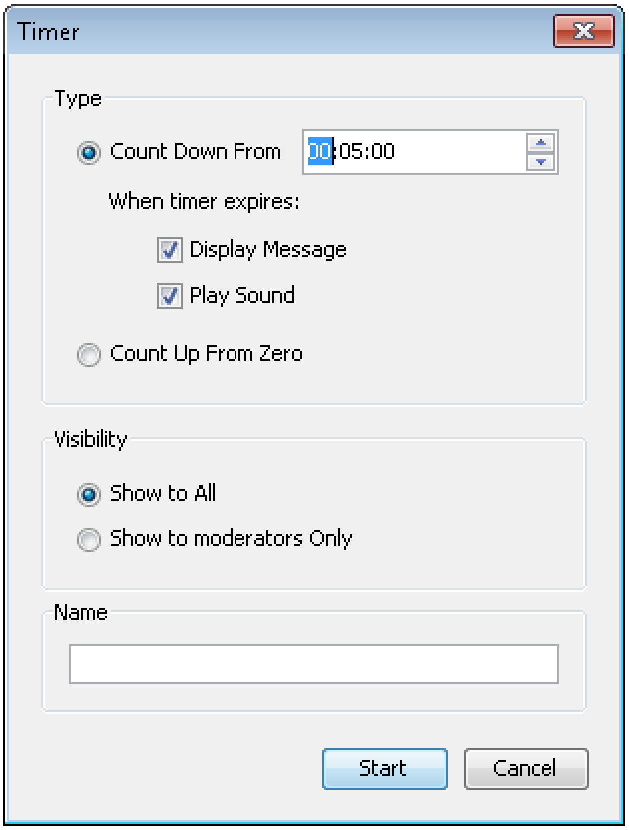
You can set the Timer to work in one of two modes:

- You can have the Timer **Count down** from the number you specify to zero. Use this option when you want to keep track of how much time you have left. (This is the default mode.) See *Counting Down* on page 288.
- You can have the Timer **Count up** from zero to an indefinite time. (The Timer can count up to a maximum of 99 hours, 59 minutes and 59 seconds.) Use this option when you want to keep track of how much time has expired. See *Counting Up* on page 291.

Counting Down

To configure a **Count Down** Timer, do the following:

1. Open the Timer Settings dialog in one of the following ways:
    - From the *Tools* menu, select *Timer* and then *Start Timer...*.
    - From the Information menu in the Collaboration toolbar, select *Start Timer...*.

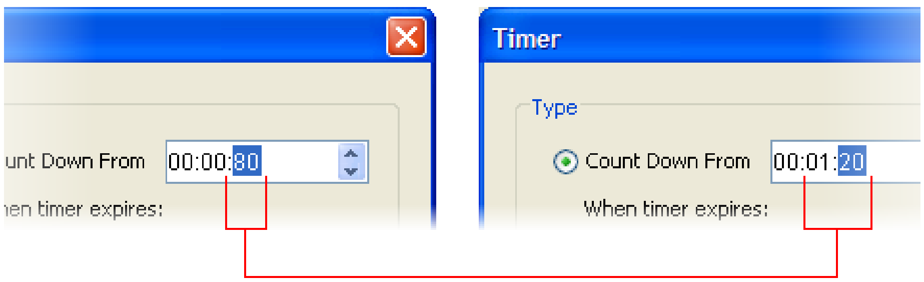


2. Click on the *Count Down From* radio button.
3. Move to the time field (Hour, Minute or Second) you want to change. Either click in the desired field with your mouse or use your Right and Left Arrow Keys.

4. Enter values in the Hours, Minutes and Seconds fields. There are three ways to do this:
   - Select the existing values in the time fields and type the new values over them.
   - Use the Time spinner to change the values in the time fields.
   - Use the Up and Down Arrow Keys to change the values in the time fields.

   > Note: You cannot leave the time fields at zero. If you do, the **Start** button will be disabled (grayed out).

   The maximum value you can enter in the Hours field is 99. If you enter a value greater than 59 in the Minutes or Seconds fields, the values will be converted. In the example below, 80 seconds is converetd to 1 minute and20 seconds.



5. Select your Timer expiration indicator options. These indicators can be used to notify users that the Timer has expired – that time's up. You can choose none, one or both options:
   - Choose *Play Sound* if you want a "beep" to sound when the Timer has expired.
   - Choose *Display Message* if you want to display a visual notification when the Timer has expired. (This is the default option.)

> **Note:** If a user has not acknowledged the "Timer expired" notification (by clicking on **Dismiss**) within 30 seconds, the notification will automatically close.

> **Note:** Anyone in the session can turn their own audible and visual notifications off. For details, see *Setting Notification Preferences* on page 17.

6. Select your visibility options to specify which users you want to be able to see the Timer. You must choose one:
   - Choose *Show to All* if you want everyone in the session, including Participants, to see the Timer. The Timer is shown to everyone in breakout rooms, as well as those in the Main room. (This is the default option.)
   - Choose Show *to Moderators Only* if you want only Moderators to see the Timer.
7. (Optional) Enter a name (of up to 25 characters) to session attendees explaining the purpose of the timer. You might want to enter the name of a timed assignment to make it clear to students how much time they have left to complete the assignment.
8. Click on the **Start** button. The Timer will end when zero is reached.

Counting Up

To configure a **Count Up** Timer, do the following:

1. Click on the *Count Up From* radio button.
2. Select your visibility options. You must choose one:
   - Choose *Show to All* if you want everyone in the session, including Participants, to see the Timer.
   - Choose *Show to Moderators Only* if you want only Moderators to see the Timer.
3. (Optional) Enter a name (of up to 25 characters) to session attendees explaining the purpose of the timer. You might want to enter the name of a timed assignment.
4. Click on the **Start** button. The Timer will not end on its own and must be stopped manually.

Pausing and Resuming the Timer

Moderators can pause and resume the Timer at any time, regardless of whether or not they personally started the Timer. One reason you might want to pause the Timer is to reset the time (see *Changing the Timer* on next page).

To pause the Timer, click on the **Pause** button.

To resume the Timer, click on the **Resume** button.

Note: After the Timer is paused and resumed, the Timers of all users will be re-synchronized with the new time.

Changing the Timer

To change the time you must first pause the timer.

Note: After the time is changed, the Timers of all users will be re-synchronized with the new time.

1. Pause the Timer. (See *Pausing and Resuming the Timer* on previous page.)
2. Move to the time field (Hour, Minute or Second) you want to change. Either click in the desired field with your mouse or use your Right and Left Arrow Keys.
3. Enter values in the Hours, Minutes and Seconds fields. There are three ways to do this:
    - Select the existing values in the time fields and type the new values over them.
    - Use the Time spinner to change the values in the time fields.
    - Use the Up and Down Arrow Keys to change the values in the time fields.

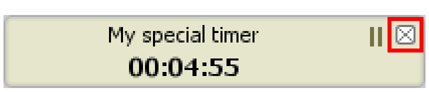
    Note: You cannot leave the time fields at zero. If you do, the **Start** button will be disabled (grayed out).

4. Resume the Timer. (See *Pausing and Resuming the Timer* on previous page.)

Stopping the Timer

There are three ways to stop the timer:

- From the *Tools* menu, select *Timer* and then *Stop Timer*.
- Click on the **Stop** button in the Timer.



- From the Information menu in the Collaboration toolbar, select *Stop Timer…*

Note: Keep in mind that, when you stop the Timer, others in your session will not be notified (as they can be when the Timer expires). The Timer will just disappear. If you want to notify users, use the Chat function (see *Chapter 8, Chat*).

Chapter 18

Multimedia

The Multimedia feature enables Moderators to load multimedia files or URLs into the Multimedia Library in order to play them for everyone in the Blackboard Collaborate session.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

Playing a multimedia file is a two-step process:

1. Load the multimedia file(s) or multimedia URLs into the Multimedia Library.

   Note: The Multimedia feature supports WMV, MPEG, MPEG4, MP3, QuickTime, and Flash files.

2. After the files or URLs have been loaded, select the file or URL to be played from the list in the Multimedia Library dialog box.

   Note: The appropriate players must be installed to view these files. The Multimedia feature will first attempt to play the file in the Multimedia player window and if this is not possible, it will then attempt to open the file up in your machine's default media player.

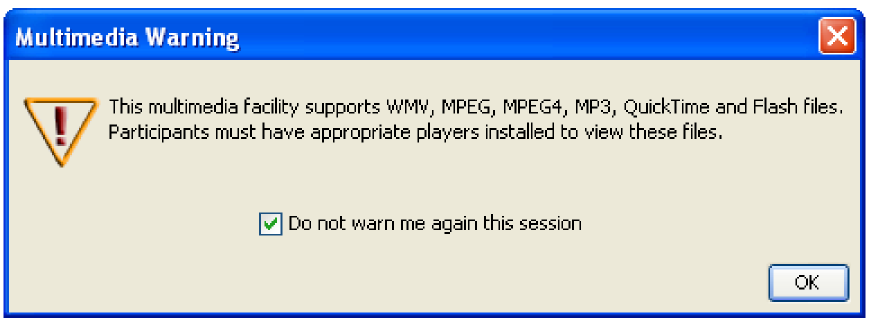
The Multimedia Library

The Multimedia Library is a repository for the multimedia files and multimedia URLs you upload and want to play in your Blackboard Collaborate session.

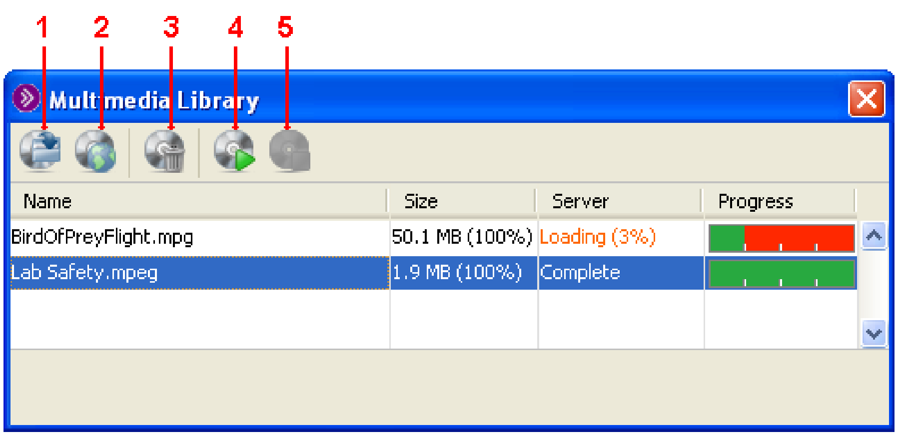
You can open the Multimedia Library in one of two ways:

- From the *Window* menu, select *Show Multimedia Library*.
- Load a multimedia file through the Collaboration toolbar. The Multimedia Library will automatically open. (See *Loading Content through the Collaboration Toolbar* on page 44.)

The first time you access this feature, a Multimedia Warning message appears, reminding you of which files are supported.



By default, the option *Do not warn me again this session* is selected. If you leave this option selected, the warning will not appear again. Click **OK** to continue. The Multimedia Library will open.



1 Load Multimedia file
2 Load Multimedia URL
3 Remove media from library
4 Play selected media
5 Stop playing selected media

Each file or URL displayed in the list contains the following information:

- Name — the name of the file or the URL.
- Size – the size of the file in Kilobytes.
- Server — indicates the status of loading the file onto the server. If the file is loading, it will indicate the status as Loading and the percentage of completion. If the media has been fully loaded onto the server the status will read Complete.
- Progress — the Progress bar is a status indicator for each user indicating how much of the file has been downloaded to that user's machine. Each section of the bar represents a session attendee, with the first section reserved for the Moderator. There are five download status reporting levels: Red: 0% – 50%, Orange: 51% – 75%, Yellow: 76% - 95%, Cyan: 96% – 99% and green is 100% complete.

Note: When a session is being recorded, the Progress bar shows the recording as another session attendee. For example, if you have three people in your session and you are recording the session, the Progress bar will be divided into five sections: the first section represents the Moderator and the remaining sections represent the three session attendees and the recording session attendees.

Loading Multimedia Files

The number of multimedia files or URLs you can load is dependent upon the memory on your computer.

Tip: Large multimedia files should be loaded early to allow time to transfer the files to the server.

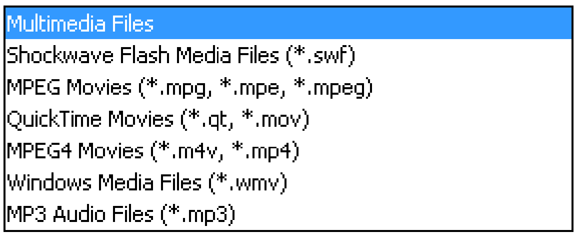
You can load a multimedia file in a few different ways:

- Through the Collaboration Toolbar. (For details, see *Loading Content through the Collaboration Toolbar* on page 44.)
- Through the Open dialog. (See *Loading a Multimedia File through the Open Dialog* on next page)
- Through a URL. (See *Loading a Multimedia URL* on next page.)

Loading a Multimedia File through the Open Dialog

To load a multimedia file through the Open dialog, do the following:

1. Open the Open dialog in one of the following ways:
    - From the *File* menu, select *Open* and then *Multimedia…*.
    - If the Multimedia Library is open, click on the **Load File** button. (To open the Multimedia Library, see *The Multimedia Library* on page 296.)
2. Navigate to the folder containing the multimedia file. You can filter files by selecting the desired file type from the Files of Type pull-down menu.



3. Select the desired file and click **OK**.

> **Note:** If you used the File menu option in step 1, the Multimedia Library will now open, giving you immediate access to the file.

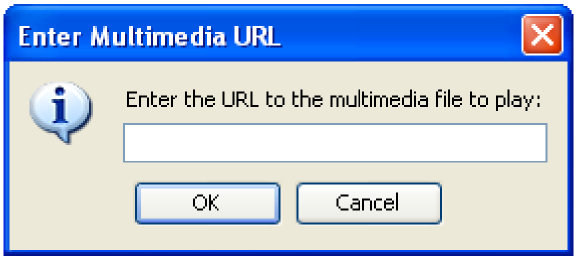
Loading a Multimedia URL

A multimedia URL is a multimedia file located on a web server. Typically, these are multimedia files stored in a central web repository (such as a Wiki) or files that you placed on a web server yourself, specifically for retrieval during a Blackboard Collaborate web conferencing session. (For assistance uploading your files to a web server, see your system administrator.)

> **Tip:** Use Multimedia URL loading when you have concerns about bandwidth. Downloading large multimedia files from a web server can be much more efficient than downloading from your own computer, where the bandwidth resources are likely more limited.

To load a multimedia file from a URL, do the following:

1. Open the Multimedia Library. (For details, see *The Multimedia Library* on page 296.)
2. Click the **Load URL** button. The Enter Multimedia URL dialog box opens.



3. Enter the URL of the file in the text box and click **OK** to close the dialog.

> **Tip:** Don't forget to include the "http://, "https://", "ftp://", etc. at the beginning of the text field.

Playing a Multimedia File or URL

After you have loaded multimedia files or multimedia URLs, you can play them for everyone in the session.

The Multimedia feature will first attempt to play the file in the Blackboard Collaborate web conferencing Multimedia player window and if this is not possible, it will then attempt to open the file up in the machine's default media player.

1. In the Multimedia Library window, select the file or URL you wish to play from the list. The selected item will be highlighted in the list.
2. Click the **Play** button.

Removing Multimedia Files or URLs

To remove the multimedia files or URLs from the Multimedia library, do the following:

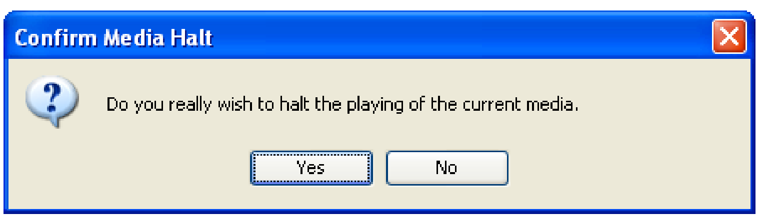
1. In the Multimedia Library, select the files and/or URLs you wish to remove.
2. Click the **Remove** button. A confirmation dialog will appear, asking you to confirm removal of the files.

3. Click on **Yes**. The selected media file(s) will be removed from the library.

Stopping the Currently Playing Media

To stop the playing of a multimedia file, do the following:

1. In the Multimedia Library window, click the **Stop** button. The Confirm Media Halt dialog will appear.



2. Click **Yes** to halt the playing of the current media.

Closing the Multimedia Library

Closing the Multimedia Library will not affect the files already loaded into the library – it just closes the window. To close the window, do one of the following:

- Click on the window's **Close** button in the title bar of the window.
- Enter Ctrl+W (Command-W on Mac)
- Enter Alt+F4 (Windows and Linux only)

Chapter 19

Interactive Recordings

While watching a recording of a Blackboard Collaborate web conferencing session, you may have opportunities to interact with the recording. You may receive a file from the session Moderator through the File Transfer facility, be prompted to take a Quiz, or be able to navigate to web pages in Web Tour.

As a Moderator, you can record a session and play it later by clicking on a link. You may want to provide the link to those who missed the session or to those who attended but would like to review the session. Or you may want to record sessions for archival purposes.

Note: Interactive recordings are not available in Blackboard Collaborate vRoom™.

Note: Interactive recordings cannot be watched on mobile devices, however, recordings can be converted to MP3 and MP4 formats, which **can** be viewed on mobile devices. However, not all institutions support conversion of recordings to MP3 and MP4 formats, so consult your system administrator for details.

All activity that occurs in the Main room of the session will be recorded, except for private Chat messages, the Timer and personal Notes. (Only the activity in the main Blackboard Collaborate web conferencing room will be recorded. Anything that occurs in a breakout room will not be recorded.)

As the recording progresses, Blackboard Collaborate inserts index entries to mark significant events within the session (see *Using the Recording Index* on page 311 for further details). Anyone viewing the recording can navigate through the recording to points marked with index entries.

You can start or stop recording at any time during the session. You also can erase the recording at any time during the session.

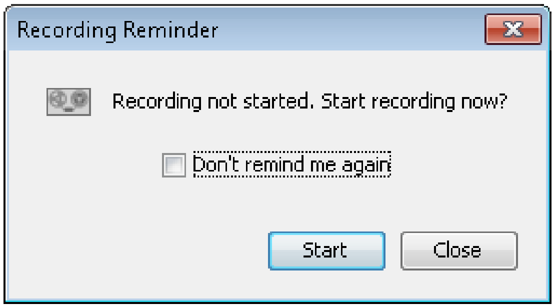
Note: Some sessions, when created, may have been set to record automatically. If this is the case, you cannot start, stop or erase the recording. See your System Administrator if you wish to control the recording of your session.

As a Moderator, you can use all the available Interactive Recording features. Participants cannot record sessions, but they can play them. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants.

Feature	Moderators	Participants
Live Recording Features		
Record a session (start, pause, resume and stop)	✓	
Erase a recording while in a session	✓	
Manually add an index entry to a recording	✓	
Playback Features You are neither a Moderator nor a Participant when you play a recording, so your role is not relevant during playback.		
Play, pause, resume and stop a recording	✓	✓
Navigate through a recording using the Playback control buttons, the Playback menu and the Recording Index window	✓	✓
Search for a recording Index Entry using the Recording Index window	✓	✓

Recording Your Sessions

When you launch into a new session, if the session is not configured to be recorded automatically, by default you will be prompted to record the session.



This dialog is presented to every Moderator. When you dismiss this dialog, you dismiss it for yourself only – other Moderators will continue to see it until they dismiss their own dialogs.

To turn this reminder off for future sessions, select the option *Don't remind me again* and close the Recording Reminder dialog. You can turn the reminder back on for future session, using the Preferences dialog. (For details, see *Configuring the Recording Reminder Dialog* on page 305.)

Starting a Recording

To start recording your session, or resume a stopped recording, do one of the following:

- Click the  **Record** button in the Collaboration toolbar.
- From the *Tools* menu, select *Recorder* and then *Record*.
- Enter the keyboard shortcut Ctrl+Shift+R (Command-Shift-R on Mac).

Session attendees will be able to tell that the session is being recorded in the following ways:

- For Moderators, the Record button on the Collaboration toolbar changes to the **Recording** button.

- For Participants, a red Recording icon appears in the Collaboration toolbar.

- For everyone, the audible notification "Recording started" is played. (If they are using the telephone for audio communications, they will not hear it.)

Note: Those who join the session after recording has already resumed, will hear the audible notification "Recording in progress."

Tip: You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Stopping a Recording

At any time during your session, you can stop or pause the recording by doing one of the following:

- Click the 

 Recording button in the Collaboration toolbar.
- From the *Tools* menu, select *Recorder* and unselect *Recording*.
- Enter the keyboard shortcut Ctrl+Shift+R (Command-Shift-R on Mac).

You can start and stop the recording as many times as you like during your session.

Tip: You do not need to stop and start recording your session to prevent periods of inactivity from being recorded. Blackboard Collaborate automatically condenses periods of inactivity to optimize the recording length.

Session attendees will be able to tell that the recording has been stopped or paused in the following ways:

- For Moderators, the Recording button on the Collaboration toolbar changes back to the Record button.

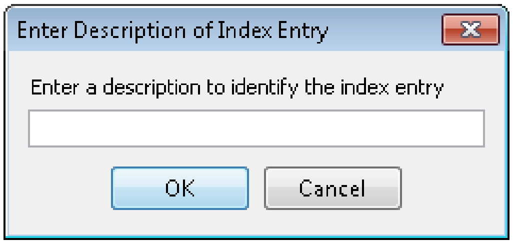
- For Participants, the red Recording icon disappears from the Collaboration toolbar.
- For everyone, the audible notification “Recording stopped” is played. (If they are using the telephone for audio communications, they will not hear it.)

Tip: You can turn audible notifications off. For details, see *Setting Notification Preferences*.

Manually Adding an Index Entry

As a recording progresses, Blackboard Collaborate web conferencing inserts index entries to mark significant events within the session (see *Using the Recording Index* on page 311 for further details). If the automatic indexing does not mark a spot in your session that you want to be able to reference later when you play the recording (such as when you begin a discussion or take a break), you can manually add an index entry.

1. Open the Enter Description of Index dialog box in one of two ways:
   - From the *Tools* menu select *Recorder* and then *Add Index Entry…*.
   - Enter Ctrl+Shift+I (Command-Shift-I on Mac)



2. Enter a description for your index entry.
3. Click on **OK** to add the index entry or **Cancel** to close the dialog without saving an index entry.

Note: The index entry is created for the place you are at in the recording when you click on **OK** – not when you open the Enter Description of Index dialog.

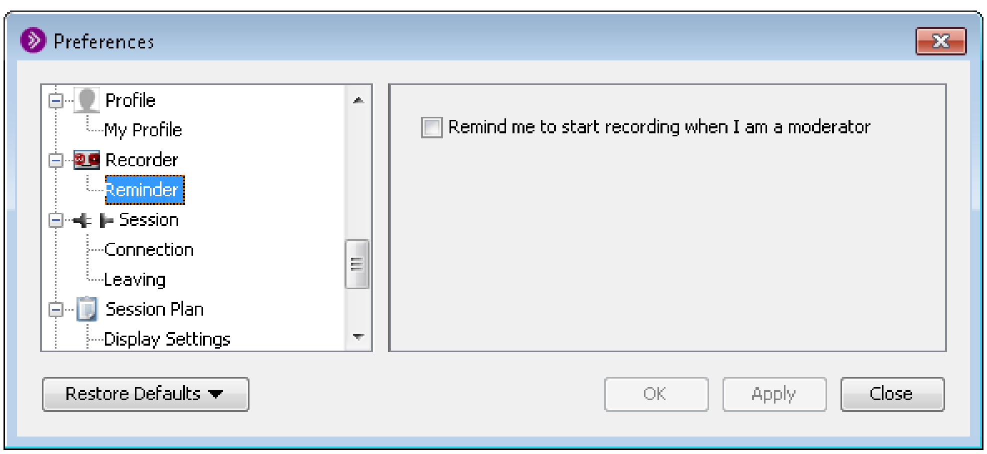
Configuring the Recording Reminder Dialog

If you selected the option *Don't remind me again* in the Recording Reminder dialog, you can turn the reminder back on for future sessions through the Preferences dialog:

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences…* (Windows & Linux)

     From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select Reminder under Recorder. The Recorder preference panel appears.



3. Select the option *Remind me to start recording when I am a moderator*.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 11.

Erasing a Recording

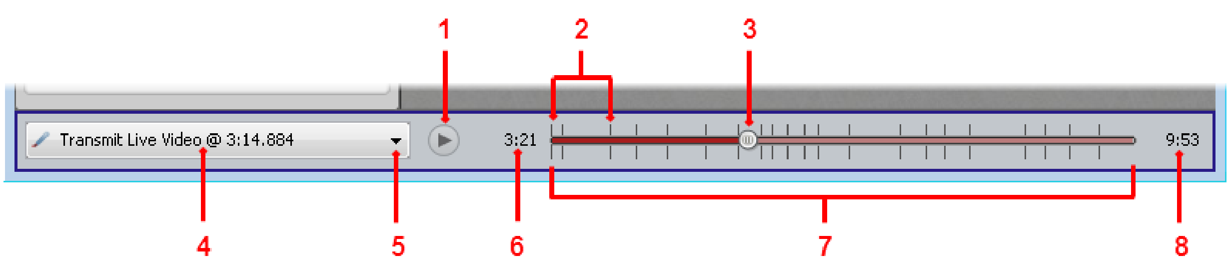
At any time in the session, you can erase the content of the recording up to that point.

1. From the *Tools* menu select *Recorder* and then *Erase Recording*. A dialog box appears, asking you to confirm that you want to erase the recording.
2. Click on **OK** to erase the recording or **Cancel** to keep the recording.

Playing a Recording

A recording is played by clicking on a recording link. Access to recordings will be dependent on your organization's administrative interface. Please contact your administrator for more information on accessing recording links.

To open the recording, click on the recording link. A Blackboard Collaborate web conferencing window will open. Use the Playback Controller panel at the bottom the window to start, stop, pause/resume and navigate through the recording.



1 Play/Pause button
2 Index Entry marks
3 Playback Slider indicator
4 Current Index Entry
5 Show Index Entry Menu button
6 Playback Time indicator
7 Playback slider
8 Total Recording Time

To play a recording or resume a paused a recording:

- Click the Play button (to play at normal speed).
- From the *Playback* menu, select *Player* and then *Play* (to play at normal speed).
- From the *Playback* menu, select *Player* and then *Fast Forward* (to play at an accelerated speed).

Note: Video, Multimedia, Web Tour and File Transfer are not displayed when you fast-forward through a recording. Also, Audio is muted when fast-forwarding.

As the recording advances, the Playback Time indicator, the Current Index Entry Mark and the Playback slider will show your progress through the recording.

To pause the recording:

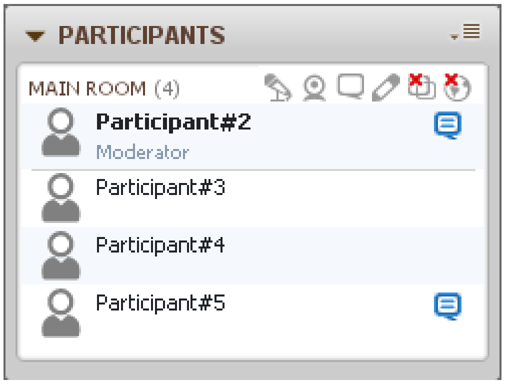
- Click the **Pause** button to stop playing the recording and maintain your current place in the recording.
- From the *Playback* menu, select *Player* and then *Pause*.

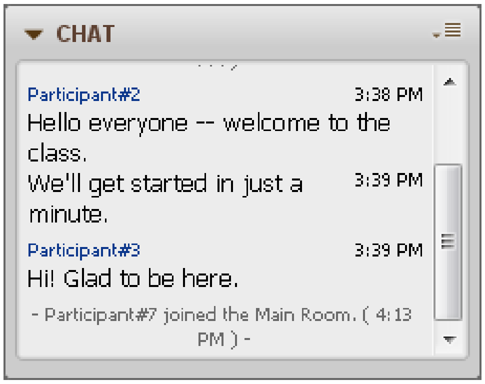
To stop the recording:

From the *Playback* menu, select *Player* and then *Stop*. When you stop a recording, you will not maintain your current place in the recording – the recording goes back to the beginning.

Names Hidden in Recordings

If, when viewing a recording, you see session attendee names replaced by the generic "Participant" (such as in the Chat panel and Participants list), this means that the session creator configured the session to hide attendee names. This is done to protect the identity of session attendees.





Multi-Camera Video in Recordings

If a session with multiple simultaneous cameras is recorded, you cannot choose who's video stream to display in the primary video display as you would in a live session. By default, the video stream of the current speaker is displayed in the primary video display unless, in the live session, a Moderator had turned on the option *Make Video Follow Moderator Focus*, in which case the video stream of the Moderator is displayed in the primary video display.

Navigating Within a Recording

When you play a recording, you are not required to play it from start to finish. You can skip ahead or move back to areas of particular interest by navigating through a list of index entries. When Blackboard Collaborate web conferencing is recording a session, it automatically creates index entries for the following events:

- Change page in the Whiteboard
- Change topic in the Whiteboard
- Start a Web Tour
- Start an Application Sharing session
- Stop an Application Sharing session
- Start playing a Multimedia file
- Load a file for transfer
- Start a Quiz
- Show the Graphing Calculator
- Hide the Graphing Calculator
- Connect session to teleconference
- Disconnect session from teleconference

You also can manually enter an index entry (see *Manually Adding an Index Entry* on page 304).

There are four ways to navigate within a recording:

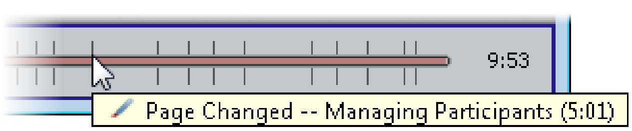
To...	Do...
Move to a general area within the recording, not associated with an index entry	▪ use the Playback slider (see *Using the Playback Slider* on next page)
Move to the previous or next index entry	▪ use the Playback slider (see *Using the Playback Slider* on next page) ▪ use the Index Entry menu (see *Using the Index Entry Menu* on next page) ▪ from the Playback menu (in main toolbar), select *Skip Back* and *Skip to Next* menu options
Move to any index entry	▪ use the Playback slider (see *Using the Playback Slider* on next page) ▪ use the Index Entry menu (see *Using the Index Entry Menu* on next page)
Move to any index entry by selecting it from, or searching for it in, the Recording Index	▪ use the Recording Index (see *Using the Recording Index* on page 311)

Note: Regardless of which method you use, it may take several seconds for the recording to reach the specified location – especially if moving backward in the recording.

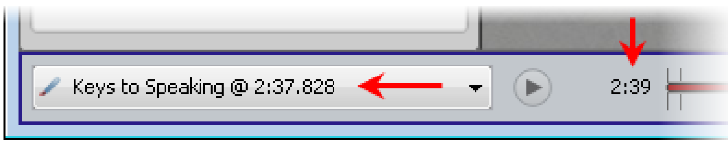
Knowing Where You Are

There are two ways you can determine your current position in a recording:

- **Playback Slider:** When you move your cursor over the slider you will see a tool tip containing the name of the index entry over which you are hovering and the associated time in the recording. If you are not hovering over an index entry, the tool tip will display the text “Drag indictor to move within the recording” followed by the time.

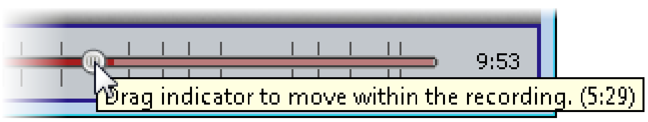


- **Current Index Entry and Time:** The Current Index Entry and Current Time are displayed in the Playback Controller panel. The Current Index Entry displays the icon and name of the closest index entry within a +/- 30 second range. (The index entry normally is the same as the text in the Details column of the Recording Index. If there is no "Details" text, the text will be the same as that in the Kind column of the Recording Index.) If there is no index entry within that range, there will be no Current Index Entry displayed. In the example below, the recording is currently at or near the point where the whiteboard page "Keys to Speaking" is being displayed and 2 minutes and 39 seconds into the recording.



Using the Playback Slider

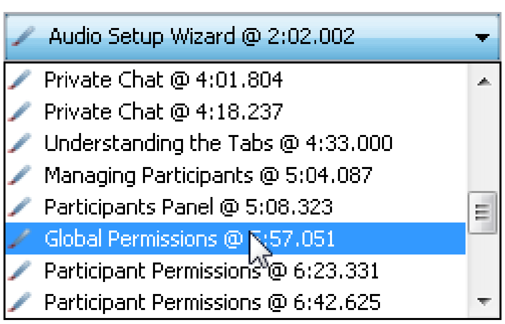
You can move to a specific index entry or just move randomly backward or forward in the recording using the Playback Slider. Grab the Playback Slider Indicator with your cursor and drag it to the left or right to the desired location in the recording.



Using the Index Entry Menu

If you want to move to a specific index entry, you can select it from the Index Entry menu.

1. Click on the **Show Index Entry Menu** button in the Playback Controller panel. The Index Entry menu will open.
2. From the Index Entry menu, scroll to and click on the desired index entry.

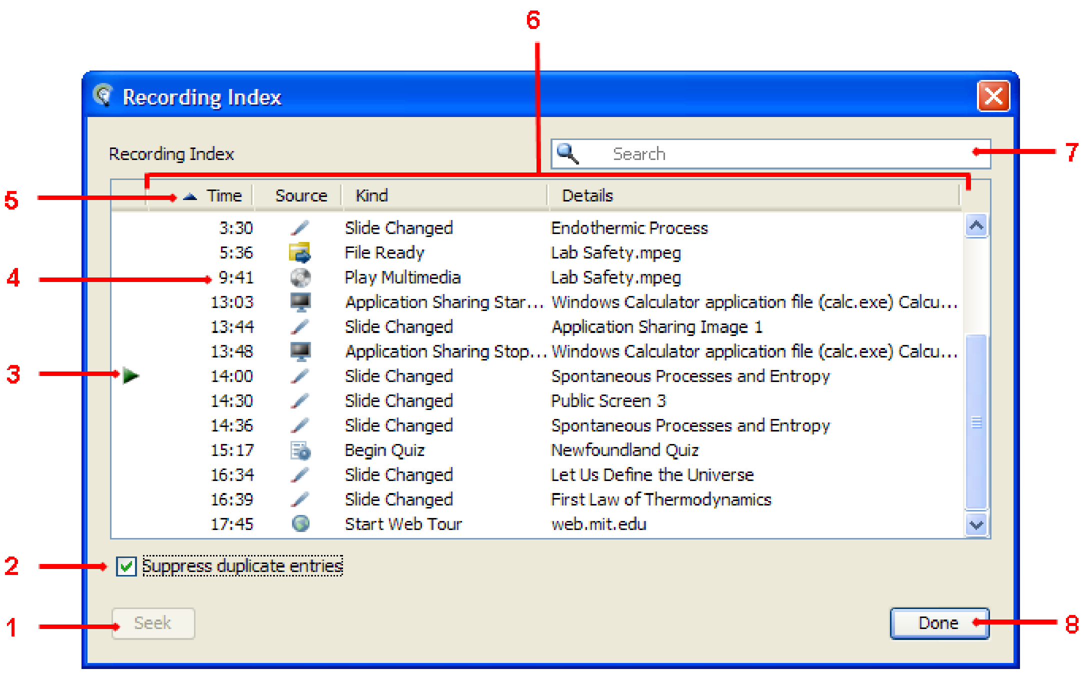


Using the Recording Index

The Recording Index window displays a complete list of all index entries in your recording. You can navigate to any index entry in the list.

Opening the Recording Index

To open the Recording Index window, select *Show Recording Index...* from the *Playback* menu (in the main toolbar).



1 Seek button

2 Suppress option

3 Play icon

4 Time mark

5 Sort icon

6 Column headers

7 Search box

8 Done button

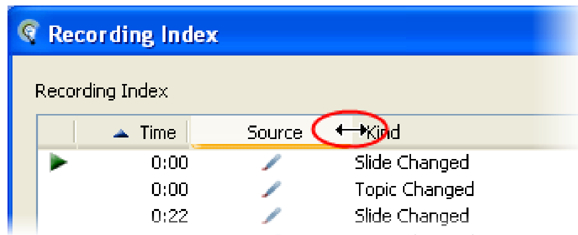
Tip: You can resize the Recording Index window by grabbing a side or corner and dragging it. The columns will automatically adjust themselves.

The Recording Index has five columns:

- **Play icon column**: is the left-most column (it has no text in the column header). It is used to hold the Play icon, which indicates the current playback position in the recording.
- **Time column**: lists the times in the recording that index entries were created, either automatically by Blackboard Collaborate web conferencing or manually by you.

- **Source column**: shows the icon of the Blackboard Collaborate module being used when the index entry was created. For manually created index entries, the column will show the Recording icon.
- **Kind column**: gives a description of the event that triggered the index entry.
- **Details column**: describes the specific screen, file, application or web address associated with the event that triggered the index entry.

The Source, Kind and Details columns can be resized. Move your cursor over a column divider between two column headers. The cursor will change to a double arrow. Drag the column divider to the desired position.



Moving to an Index Entry

From the Recording Index, you can move to any place in the recording that is marked by an index entry. You can do so in one of two ways:

- Double-click on the desired index entry.
- Select the desired index entry (by clicking on it or using the Up and Down Arrow keys) and click on the **Seek** button.

The recording will begin playing at the point you specified. (If the recording was in a paused state when you selected an index entry, you will have to click on Play to resume playback.)

Note: It may take a few seconds for the recording to reach the specified location.

Note: The Whiteboard, Video and Multimedia may not be displayed when you are navigating to an index entry. The Whiteboard will go black, the Video window will be blank and the Multimedia file window will not open – unless you are specifically moving to the index for the Multimedia file, in which case it will open and start playing.

Sorting the Recording Index

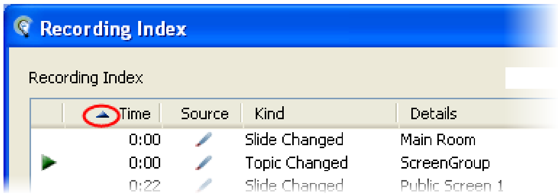
The Recording Index can be sorted by the Time, Source, Kind and Details columns.

- **Time:** sorts numerically by time mark
- **Source:** sorts by grouping all entries related to the same modules (with the same Source icon) together
- **Kind:** sorts alphabetically
- **Details:** sorts alphabetically

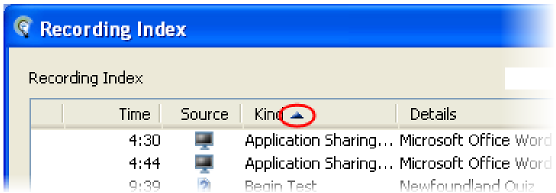
> **Note:** You can sort by one column only – there is no secondary sorting on a second column.

The sort direction is indicated in the column header by the ascending and descending Sort icons. To sort by a column, click on the column header. Each successive click on the same header advances the sorting status through a sequence of ascending, descending and unsorted.

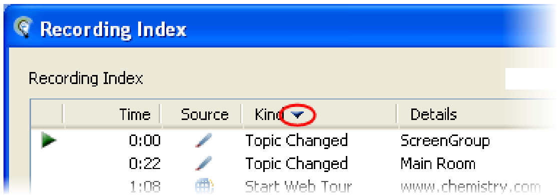
The default sort order is by Time, in ascending order – chronologically from the beginning of the recording to the end.



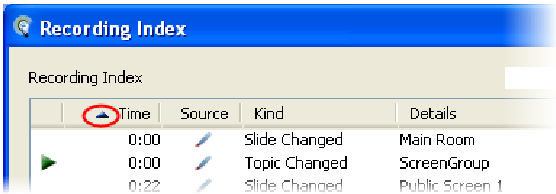
Click on the Kind column header to sort by Kind in ascending alphabetical order.



Click on the Kind column header again to sort by Kind in descending alphabetical order.



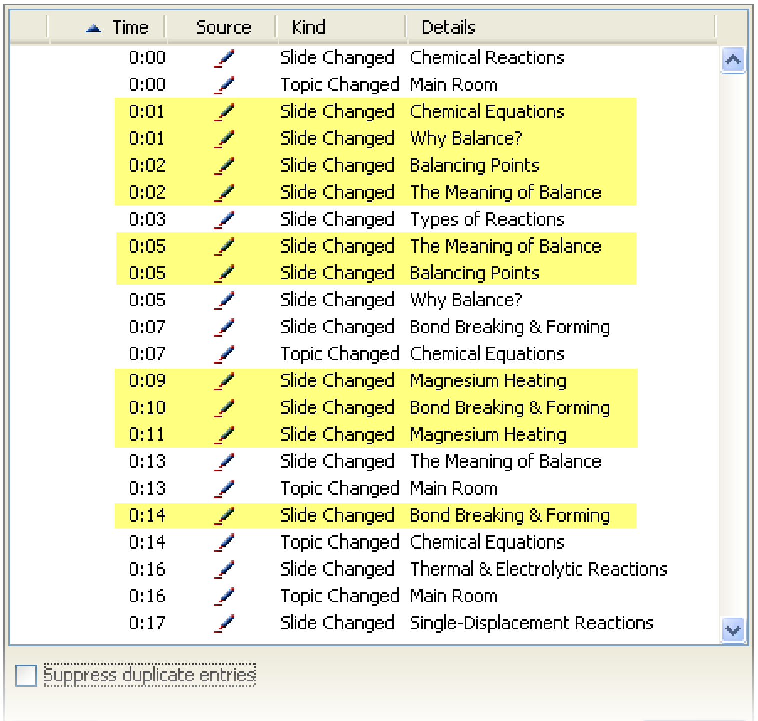
Click on the Kind column header again to stop sorting by Kind and return to the default sorting order (Time in ascending order).



Filtering the Recording Index

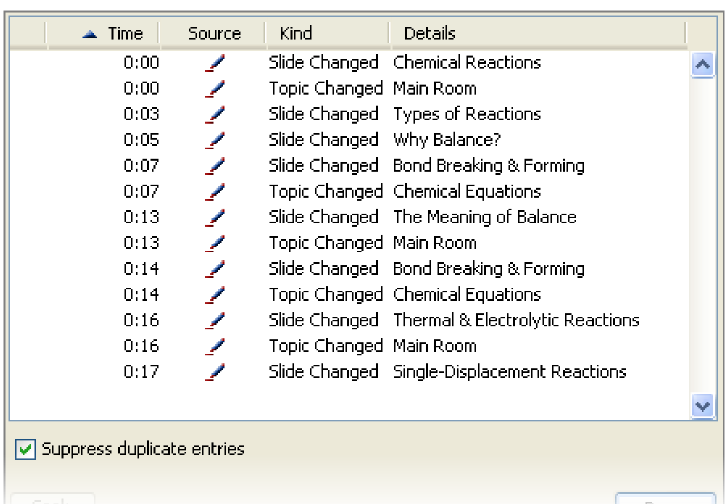
Sometimes in a session you might rapidly repeat events, such as quickly skipping through presentation screens in the Whiteboard. You have the option of filtering from view any consecutive duplicate index entries (entries of the same Kind and from the same Source) that occur within a couple of seconds of each other. Filtering can help you eliminate "noise" from your Recording Index.

In the example below, a number of index entries were triggered by slide changes in the Whiteboard. The duplicates are highlighted in yellow.



Time	Source	Kind	Details
0:00		Slide Changed	Chemical Reactions
0:00		Topic Changed	Main Room
0:01		Slide Changed	Chemical Equations
0:01		Slide Changed	Why Balance?
0:02		Slide Changed	Balancing Points
0:02		Slide Changed	The Meaning of Balance
0:03		Slide Changed	Types of Reactions
0:05		Slide Changed	The Meaning of Balance
0:05		Slide Changed	Balancing Points
0:05		Slide Changed	Why Balance?
0:07		Slide Changed	Bond Breaking & Forming
0:07		Topic Changed	Chemical Equations
0:09		Slide Changed	Magnesium Heating
0:10		Slide Changed	Bond Breaking & Forming
0:11		Slide Changed	Magnesium Heating
0:13		Slide Changed	The Meaning of Balance
0:13		Topic Changed	Main Room
0:14		Slide Changed	Bond Breaking & Forming
0:14		Topic Changed	Chemical Equations
0:16		Slide Changed	Thermal & Electrolytic Reactions
0:16		Topic Changed	Main Room
0:17		Slide Changed	Single-Displacement Reactions

To filter out the duplicate index entries in the Recording Index, select the option *Suppress duplicate entries*. In the example below, the index entries that were highlighted in yellow above are no longer shown.



Time	Source	Kind	Details
0:00		Slide Changed	Chemical Reactions
0:00		Topic Changed	Main Room
0:03		Slide Changed	Types of Reactions
0:05		Slide Changed	Why Balance?
0:07		Slide Changed	Bond Breaking & Forming
0:07		Topic Changed	Chemical Equations
0:13		Slide Changed	The Meaning of Balance
0:13		Topic Changed	Main Room
0:14		Slide Changed	Bond Breaking & Forming
0:14		Topic Changed	Chemical Equations
0:16		Slide Changed	Thermal & Electrolytic Reactions
0:16		Topic Changed	Main Room
0:17		Slide Changed	Single-Displacement Reactions

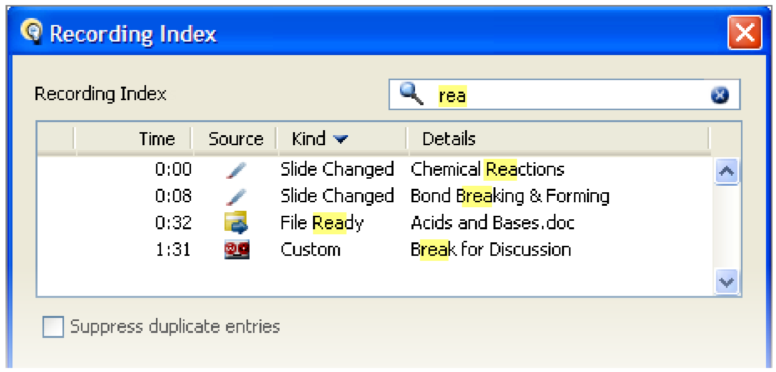
Note: Suppressing duplicate entries does not remove them, but just hides them. To see them again, simply de-select *Suppress duplicate entries*.

Searching for an Index Entry

If you have a large recording, it may not be easy to find a particular index entry by scrolling through the list in the Recording Index. You can quickly find index entries by searching for specified text in the Kind and Details fields of the index entry.

To search for an index entry, type your search term in the Search box. For example, if you want to search for index entries containing the term "reaction", start typing the word in the Search box.

Note that the search begins almost immediately as you type, so you will start getting matching index entries before you have finished typing the word. (Note the highlight areas in the example to the right.) Keep typing until you get the results you desire.



Tip: To search immediately, without the one or two second delay, enter your text and immediately press Enter.

Mac Note: Mac users will see a standard Mac search field rather than the Blackboard Collaborate search field.

To clear the Search box and end your search, do one of the following:

- Click the **Cancel** button.
- Press Escape.

Chapter 20

Notes

The Notes window lets you easily take personal notes during a live Blackboard Collaborate web conferencing session, edit them and later share them with others. (During the session, only you will see your own notes.) As you write notes about what is being presented in a session, Blackboard Collaborate synchronizes the notes to the session timeline. This is very useful when reviewing recorded sessions later. When playing a recording, the Notes window tracks the progress of the session and displays the notes that were taken at every point during the session. (For information on recording sessions, see *Chapter 19, Interactive Recordings*.)

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

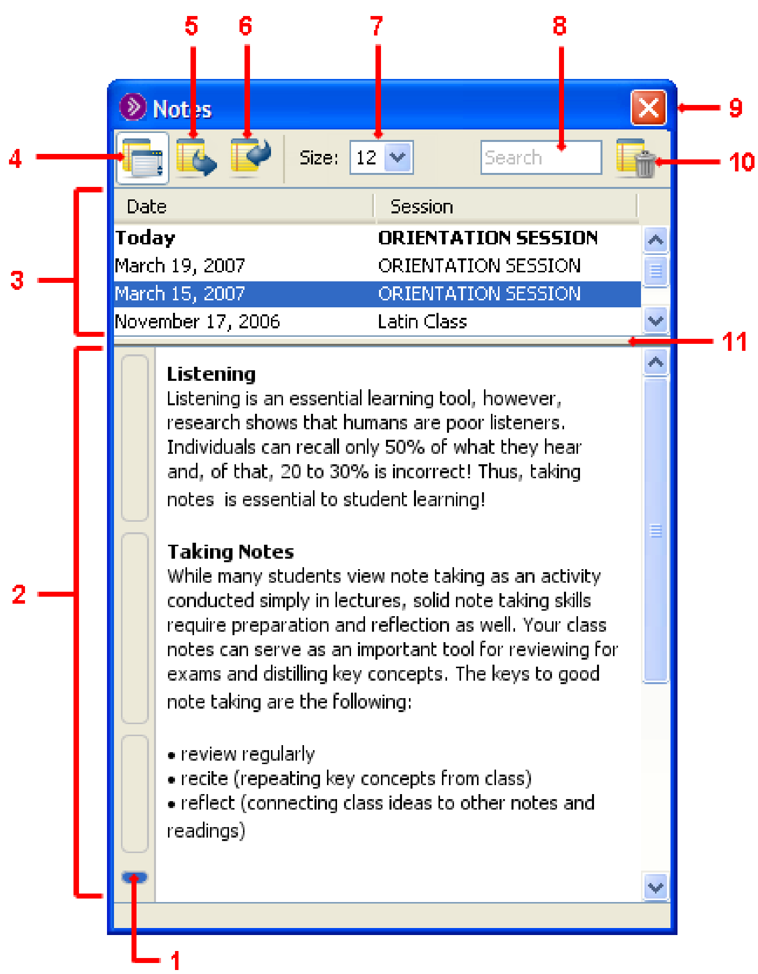
A new Notes document is created each time you enter a new session and take notes. (If you re-enter the same session multiple times, there will be only one Notes document created for that session for that particular day. If you attend a session that spans multiple days, you will get a new Notes document for each day.) These documents are saved locally on your computer.

Note: The Notes facility can be used by Moderators and Participants. Both can use the full set of Notes features.

Beyond simple note-taking, the Blackboard Collaborate Notes facility has a number of useful features:

- You can edit, format or reorganize notes at any time, either during a live session or when playing a recorded session.
- You can share your notes with others.
- You can manage your notes library by importing, exporting and deleting Notes documents.
- You can search within your list of Notes documents to easily locate notes taken during a specific session.
- You can view presentation notes imported with a loaded presentation.

The Notes window has the following components:



1 Thumb
2 Notes editor
3 Note Documents list
4 Manage Notes button
5 Export Notes button
6 Import Notes button
7 Text Size menu
8 Search field
9 Close button
10 Delete Notes button
11 Divider

Opening and Closing the Notes Window

Opening and closing the Notes window is quick and simple so, at any time, you can enter a note without your attention being diverted away from the session in progress.

You can move, resize or close the Notes window so it is not obtrusive. If you close it, you can reopen it later and continue where you left off. The window remembers where you were when you closed the window so you can continue entering notes without worrying if your cursor is in the right position. It also remembers its size and position, so it will appear exactly the same as the last time you opened it.

Note: The Notes window always remains in front of the Blackboard Collaborate web conferencing main window.

The following table describes how to open and close the Notes window:

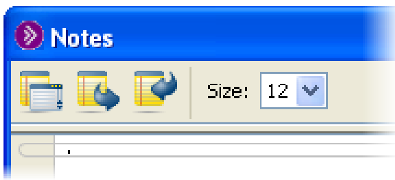
You want to	Precondition	Use Keyboard Shortcuts	Use menus or other
Open the Notes window	Notes window is closed	Ctrl+E (Windows & Linux) Command-E (Mac)	From *Windows* menu, select *Show Notes*
Activate the Notes window (bring it to the front)	Notes window is open but inactive (or hidden in the back)	Ctrl+E (Windows & Linux) Command-E (Mac)	From *Windows* menu, select *Show Notes*
Close the Notes window	Notes window is open and active	Ctrl+W or ALT+F4 (Windows & Linux) Command-W (Mac)	Click **Close** button in Notes window From *Windows* menu, unselect *Show Notes*

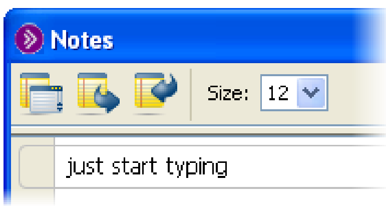
Note: You can also open the Notes window by importing a Notes file through the Collaboration toolbar. For details, see *Loading Content through the Collaboration Toolbar* on page 44.

Taking Notes

To start taking Notes, do the following:

1. Open the Notes window (as described *Opening and Closing the Notes Window* on previous page).





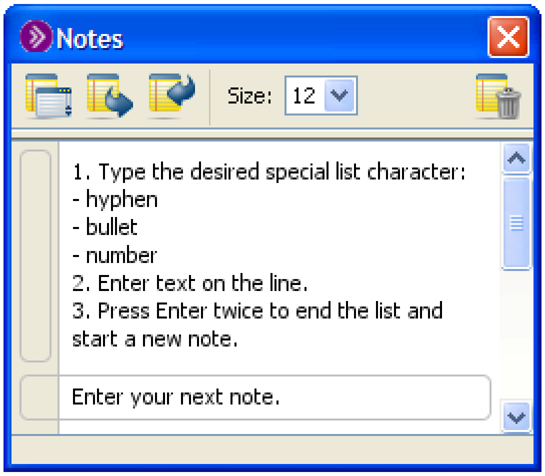
2. Start typing. The cursor is positioned at the top of the Notes editor – presumably that is where you want to enter your first note. As you enter a note, the text will wrap to fit the Notes window.
3. Press Enter to end the note and start a new one. A note is similar to a paragraph (in a word processor) in that pressing Enter ends a note and creates a new one immediately below it. (To enter a new note somewhere other than directly below the existing note, see *Inserting Notes* on page 325.)

Tip: If you want to enter a line break without creating a new note, press Alt-Enter (Option-Enter on Mac).

Creating Lists

The Notes window provides basic support for creating lists. You simply enter designated list characters at the beginning of a line. When you press Enter, those characters are examined to determine if this line is part of a list. All list items will remain grouped together in the same note.

1. Type the desired special list character (refer to the following table) followed by the text for the first list item.
2. Press Enter to create the next line in the list.
3. Manually preface each list item with the special list character – it is not done automatically like in a word processor.
4. Press Enter twice to end the list. A new note will be created below.

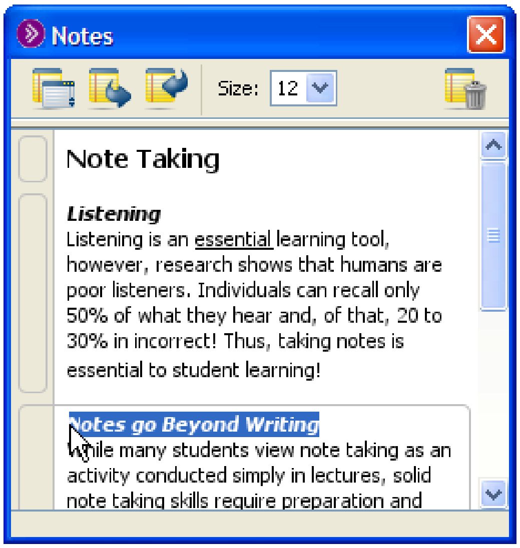


Use the following special list characters to create your list:

Character(s)	Description
-	Create a hyphenated list
•	Create a bulleted list Alt-0149 using numeric keypad on Windows Option- 8 on Mac OS X
1.	Create a numbered list where numbers are followed by periods
2-	Create a numbered list where numbers are followed by hyphens
3)	Create a numbered list where numbers are followed by parentheses
a. or A.	Create a lettered list where letters are followed by periods
a- or A-	Create a lettered list where letters are followed by hyphens
a) or A)	Create a lettered list where letters are followed by parentheses

Formatting Notes Text

To enhance the readability of your notes, Notes lets you change font size and apply basic text styles to your notes.



1. Select the text you want to format.
2. Enter the desired keyboard shortcut to format the text (see the following table).

> **Note:** You can use most standard text editing mouse actions within the text of notes, such as double-clicking to select a word and dragging to select text.

The following standard text editing keyboard shortcuts can be used to perform functions within the text of individual notes.

Function	Windows & Linux Shortcuts	Mac OS X Shortcuts
Make selected text **Bold**	Ctrl+B	Command-B
Make selected text *Italics*	Ctrl+I	Command-I
Underline selected text	Ctrl+U	Command-U
Decrease font size of selected text	Ctrl+[Ctrl+-	Command-[Command-Minus Sign
Increase font size of selected text	Ctrl+] Ctrl+=	Command-] Command-=
Select all text in current note	Ctrl+A	Command-A
Copy selected text	Ctrl+C	Command-C
Cut selected text	Ctrl+X	Command-X
Paste copied text	Ctrl+V	Command-V
Delete selected text	Delete Backspace	Delete
Insert a line break within a note	Alt+Enter	Option-Enter

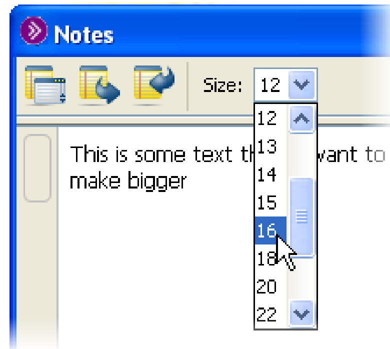
Note: Text formatting will not be retained if you copy and paste formatted text from one note to another, or to an external text editing application.

Changing the Text Size in the Notes Editor

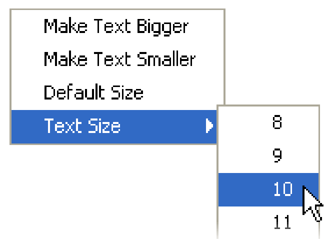
You can change the size of the text displayed in the Notes editor to make it more readable for you. The font size of the entire document will change and any changes that were made using the *Decrease* and *Increase* keyboard shortcuts will be overridden.

The available text sizes are 8, 9, 10, 11, 12, 13, 14, 15, 16, 18, 20, 22, 24, 28, 32 and 36 points. To change the font size of the text, do one of the following:

- Select the font size from the Text Size menu in the tool bar of the Notes window.



- Right click (Control-Click on Mac) anywhere in the Notes editor and select one of the options from the context menu.
  - *Make Text Bigger* – increase the text size to the next larger size. For example, if the text was set to 12, selecting Make Text Bigger will increase the size to 13.
  - *Make Text Smaller* –decrease the text size to the next smaller size. For example, if the text was set to 36, selecting Make Text Smaller will decrease the size to 32.
  - *Default Size* –set the text size back to the default setting of 12. (This value may be different for non-English implementations of Blackboard Collaborate web conferencing.)
  - *Text Size* – change the text size to that selected from the submenu.



Working with Notes

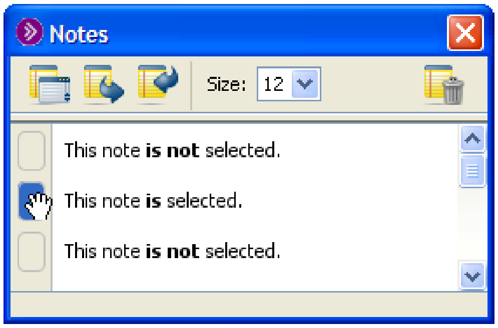
Once you have entered your notes, you can work with them in a number of ways:

- Select them (see *Selecting Notes* on the facing page)
- Insert them (see *Inserting Notes* on the facing page)
- Move them (see *Moving Notes* on page 327)
- Delete them (see *Deleting Notes* on page 327)
- Print them (see *Printing Notes* on page 327)
- Save them (see *Saving Notes* on page 328)

Selecting Notes

You need to select notes to perform operations on them, such as moving and deleting them.

To select a note, you need to select the thumb associated with the note. When a note is selected, its thumb is highlighted. You can do so in one of two ways:



- Click directly on the thumb. Note that the mouse pointer changes from an arrow to a hand. This means you can drag the note to another location.
- Press Escape. The thumb of the note that was currently being edited will be highlighted, indicating the note is selected.

There are also keyboard shortcuts you can use to select notes:

Function	Precondition	Windows & Linux Shortcuts	Mac OS X Shortcuts
Select the previous note	Initial note is selected	press **Up Arrow** twice	press **Up Arrow** twice
Select the next note	Cursor is within text of note	press **Enter** twice	press **Enter***or***Return** twice
	Initial note is selected	press **Down Arrow** twice	press **Down Arrow** twice
Select the note you are currently entering or editing	Cursor is within text of note	press **Escape**	press **Escape**

Inserting Notes

Typically, when you are first entering your notes, you will simply press Enter to create a new note beneath the existing note. However, you can insert new notes anywhere in the Notes editor – when initially entering them or editing them later. The existing notes will re-flow automatically to make room for the new note.

Other than inserting a note **below** the existing note, you can insert new notes

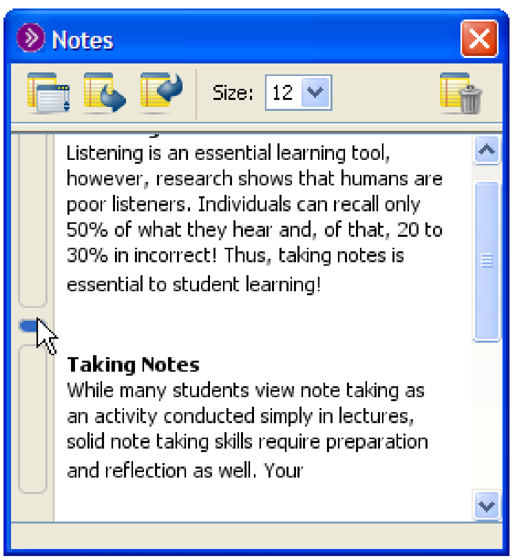
- **before** the existing note,
- **between** existing notes, or
- **anywhere** in the Notes editor.

Use keyboard shortcuts to insert notes:

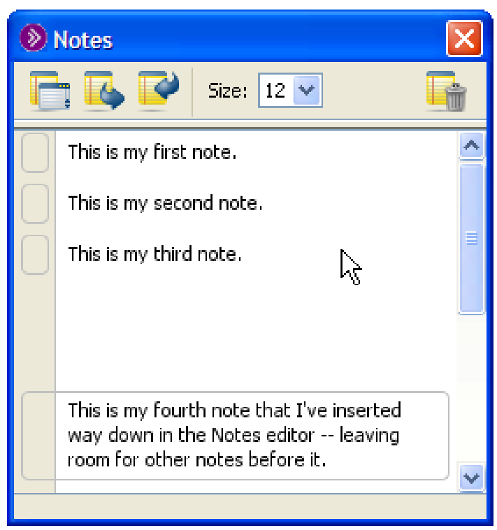
Function	Precondition	Windows & Linux Shortcuts	Mac OS X Shortcuts
Insert a new note immediately below the existing note	Cursor is within text of note	Enter	Enter *or* Return
	Initial note is selected	Enter *or* Down Arrow	Enter *or* Return *or* Down Arrow
Insert a new note immediately above the existing note	Initial note is selected	Up Arrow	Up Arrow

Use a click of the mouse to insert new notes:

To insert a new note **between** two existing notes, click between the two notes (either between text or thumbs).



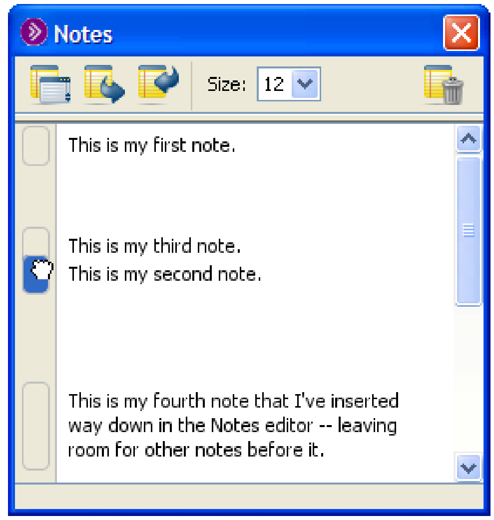
To insert a new note **anywhere** in the Notes editor, click any blank area in the Notes editor. (For example, you may want to leave blank areas to remind you to go back and fill in further details later on.)



Note: Each note has an internal timestamp (not visible to you) that keeps it synchronized with its associated activity within the session. When you enter a new note between two existing notes, the timestamp of the new note will be a relative time between the time stamps of the two existing notes.

Moving Notes

Notes can be moved up and down and reorganized freely using the mouse. Other notes will automatically re-flow if needed to make room for moved notes.



1. Click on the thumb of the note you want to move. When the mouse is hovering over the thumb, the cursor changes to a hand to indicate it can be grabbed.
2. Hold down the mouse and drag the note vertically to the desired location.
3. Release the mouse to drop the note.

You can also use keyboard shortcuts to move notes:

Function	Precondition	Windows & Linux Shortcuts	Mac OS X Shortcuts
Move the selected note above the previous note	Note is selected	Alt + Up Arrow	Option-Up Arrow
Move the selected note below the next note	Note is selected	Alt + Down Arrow	Option-Down Arrow

Note: Each note has an internal timestamp (not visible to you) that keeps it synchronized with its associated activity within the session. When you move a note between two other notes, the timestamp of the moved note will be a relative time between the time stamps of the two other notes.

Deleting Notes

To delete a note, select it (click on its thumb) and press Delete or Backspace.

Printing Notes

To print notes, you must export the Notes document as a .txt file (see *Exporting Notes Documents* on page 331), open it in a text editor and use the text editor's print facility.

Note: Exported .txt files do not retain time stamp and formatting information.

Saving Notes

You never have to save individual notes because Notes documents are saved automatically to your local hard drive.

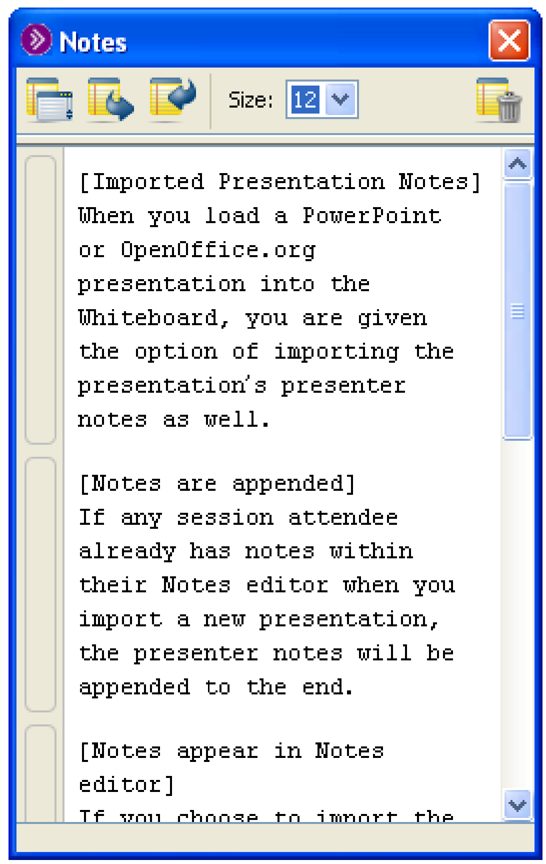
For information on saving a Notes file, see *Exporting Notes Documents* on page 331.

Viewing Presenter Notes Imported with a Presentation

When you load a PowerPoint or OpenOffice.org presentation into the Whiteboard, you are given the option of importing the presentation's presenter notes as well. (For details, see *Loading External Content into the Whiteboard* on page 168.)

If you choose to import the presenter notes, they will appear in the Notes editor of all session attendees. Each presenter note becomes a separate entry in the Notes editor and is prefaced with the name of the associated slide (as shown in the screen capture to the right).

If any session attendee already has notes within their Notes editor when you import a new presentation, the presenter notes will be appended to the end.



Note: Users must explicitly open the Notes window to see the imported notes – the window does not open automatically. And if users don't open the Notes window, the presenter notes will not be saved to a Notes document.

Managing Notes Documents

In addition to working with individual notes in the Notes Editor, you can manage Note Documents in the following ways:

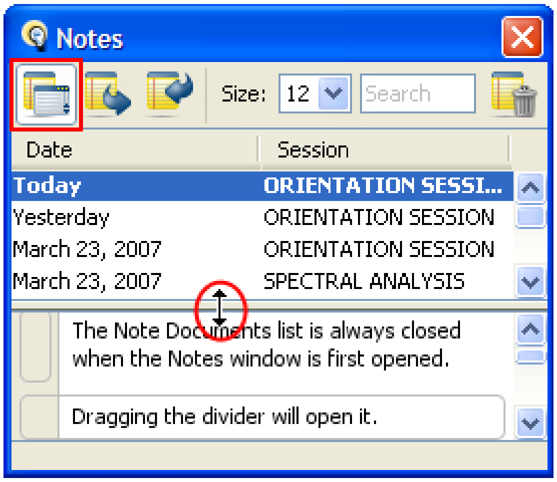
- Open them (see *Opening the Notes Documents List* below)
- Search for them (see *Searching for Notes Documents* on next page)
- Export and import them (see *Exporting and Importing Notes Documents* on next page)
- Delete them (see *Deleting Notes Documents* on page 335)

Opening the Notes Documents List

The Notes Documents list displays a list of the sessions for which you took notes. It is always closed when the Notes window is first opened in a Blackboard Collaborate web conferencing session, as the primary purpose of the Notes window is to take notes for the present session.

There are two ways to open the Notes Documents list:

- Click on the **Manage Notes** button.
- Drag the divider down using the mouse.



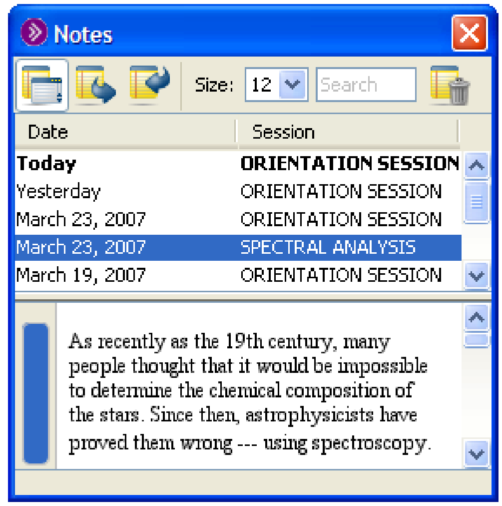
The Notes Documents list displays the date and name of each session that has notes associated with it. Sessions are always listed in reverse chronological order; this order cannot be changed.

Selecting any Notes document in the list displays its notes in the Notes editor below.

The Notes document for the current session is highlighted in bold.

You can select multiple Notes documents. (Select the first Notes document and hold down Control (Command on the Mac) as you select the remaining notes.) When they are for different sessions then nothing is displayed in the Notes editor. When they are for the same session, the multiple Notes documents will be compounded (merged) and displayed as one. See *Using Compound Notes* on page 336 for details.

When no Notes documents are selected, the Notes editor is blank.



Searching for Notes Documents

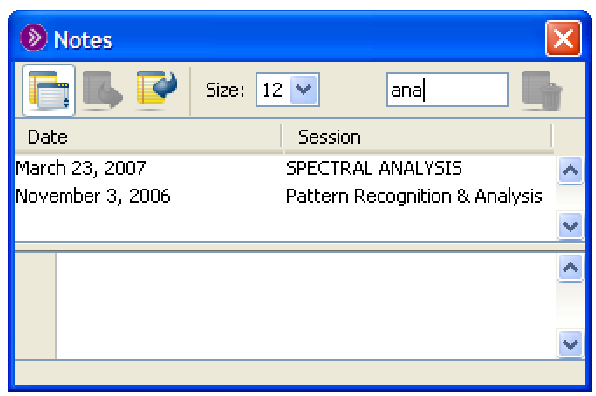
Over time, your list of Notes documents will grow and locating a specific session document by scrolling the list may become increasingly challenging. The Search Notes Documents feature can be used to filter the Notes Documents list by allowing you to display only those Notes Documents whose session name contains your specified search string.

Tip: To display the Search field, you must first open the Notes Documents list by clicking on the **Manage Notes** button.

Session dates are not searchable. Sessions are listed in reverse chronological order and it is easy for you to scroll to the desired date.

The list of Notes documents is updated dynamically as you type.

Note: The Search field cannot be used to search the text within notes in the Notes editor. Therefore, it is hidden when the Notes Documents list is closed.



Exporting and Importing Notes Documents

You can share your notes with someone else by exporting and importing Notes documents. Perhaps someone could not attend a session and would like to review your notes while playing a recording of the session. Or maybe two of you (who both attended a session) would like to compare notes.

You may also want to export notes to open them in another application to edit or print them.

- For details on exporting Notes documents, see *Exporting Notes Documents* below.
- For details on importing Notes documents, see *Importing Notes Documents* on page 333.

Exporting Notes Documents

Notes can be exported in one of two formats.

- For sharing notes with others to use within a Blackboard Collaborate web conferencing session, export them as Notes documents (.eln files).
- For importing notes into other applications, export them as text files (.txt files).

Notes Document (.eln file): An .eln document is the format used within Blackboard Collaborate It is not suitable for importing into other applications as other applications cannot interpret them (making them unreadable). However, as .eln files retain all timestamp and formatting information, they are the format required to share notes with others. When imported back into Blackboard Collaborate, they are perfectly readable.

Text File (.txt file): A .txt file can be opened by any application that reads text files. Because .txt files do not retain time stamp and formatting information, they cannot be used to share notes with others in Blackboard Collaborate However, if you want to edit or print a Notes document in another application, export them as .txt files as the notes will be in a readable format (as in the sample to the right).

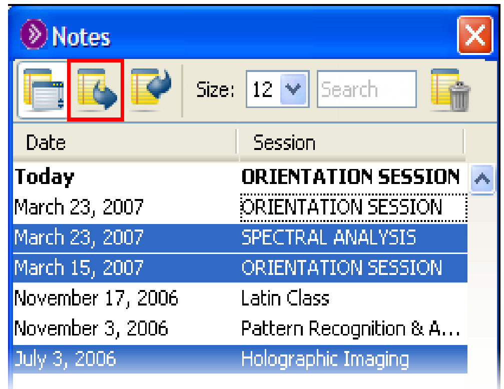
```
[ORIENTATION SESSION]
[March 28, 2009]
[Vivian]
A .txt file can be opened by any
application that reads text files.

[Vivian]
Because .txt files do not retain
time stamp and formatting
information, they are not a good
choice if you want to share notes
with other.
```

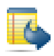
Tip: Another way to export notes is simply to copy and paste them into another application. As with exporting via a .txt file, the text formatting (bold, italics, etc.) will not be retained.

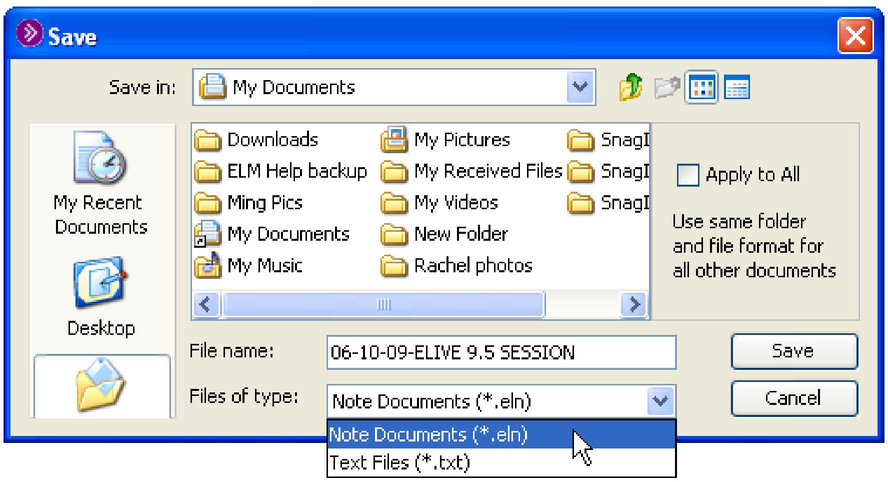
It is possible to export either one or multiple Notes documents at once.

Note: If the multiple documents pertain to the **same** session (same name and date), they are automatically compounded into a single file during export. See *Using Compound Notes* on page 336 for more information.

To export Notes documents, follow the steps below:



1. From the Notes Documents list, select the Notes document(s) you want to export.
2. Click on the  **Export Notes** button at the top of the Notes window. The Save file dialog will open.
3. Browse to the directory in which you want to save your Notes documents. (Blackboard Collaborate will remember this location the next time you export Notes documents.)



4. Select the file format in which you want to save your Notes documents.
5. Enter a name for your Notes document. (See *Notes Document Filenames* on page 332for further information.)
6. If you are exporting multiple documents, and you want them all to be saved in the same format and in the same location, check the *Apply to All* checkbox.
7. Click on **Save**. If you are saving multiple notes files at once, you will be required to click on **Save** for each one.

Notes Document Filenames

By default, the file name of an exported Notes document is named as follows:

<Date>-<Session Name>.eln

where

`<Date>` is the date the notes were taken and `<Session Name>` is the name of the session for which the notes were taken. The format of the date is determined by your system preferences.

However, you can name an exported document whatever you like.

Note: If you change the name of a Notes document during export, and import the renamed document back into Blackboard Collaborate, **the name within the Notes Documents list will be the <u>same</u> as it was before export** – it will be listed using the name and date of the session for which the notes were taken.

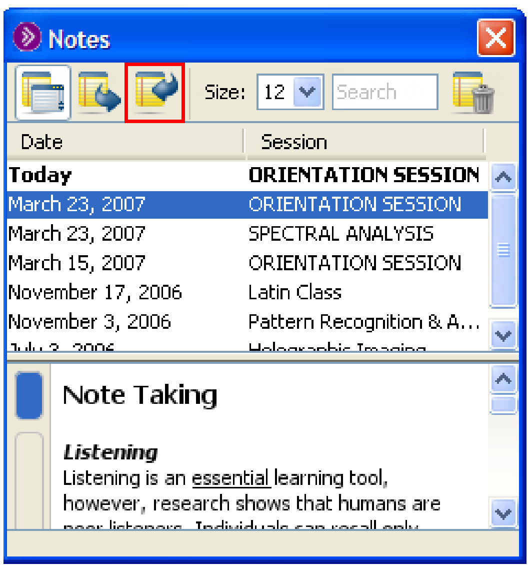
Importing Notes Documents

Imported Notes document behave the same way as notes that were created locally. They can be viewed, edited, deleted and reorganized just like local Notes documents.

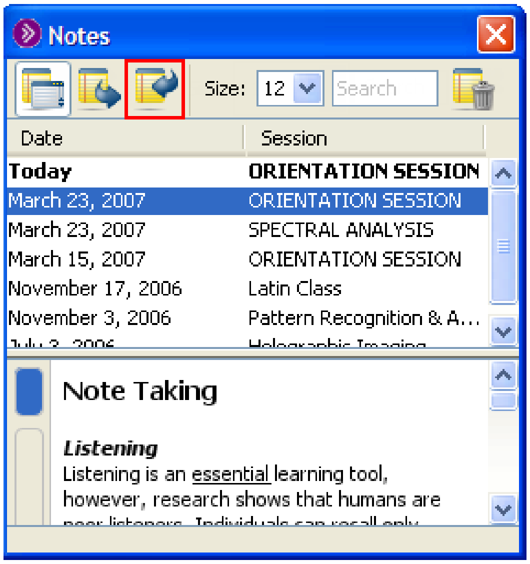
You can import Notes documents in two ways:

- Through the Collaboration Toolbar. (For details, see *Loading Content through the Collaboration Toolbar* on page 44.)
- Through the Notes window.

To import Notes documents through the Notes window, follow the steps below:

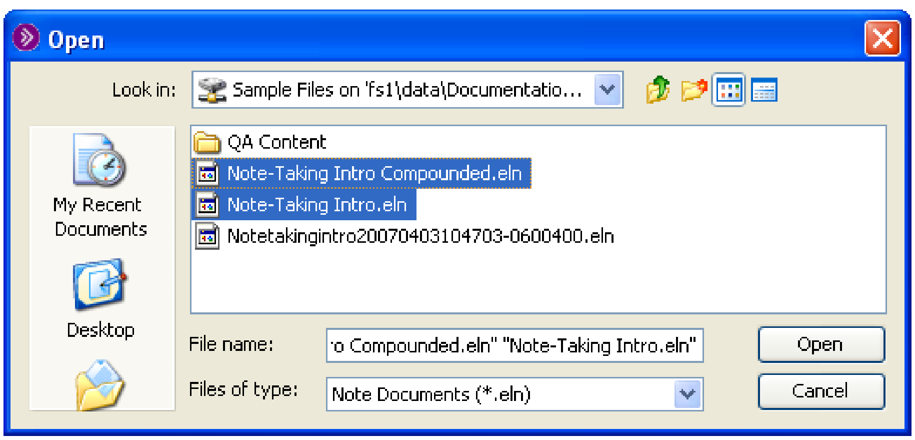


1. Click on the **Import Notes** button at the top of the Notes window. The Open file dialog will open.



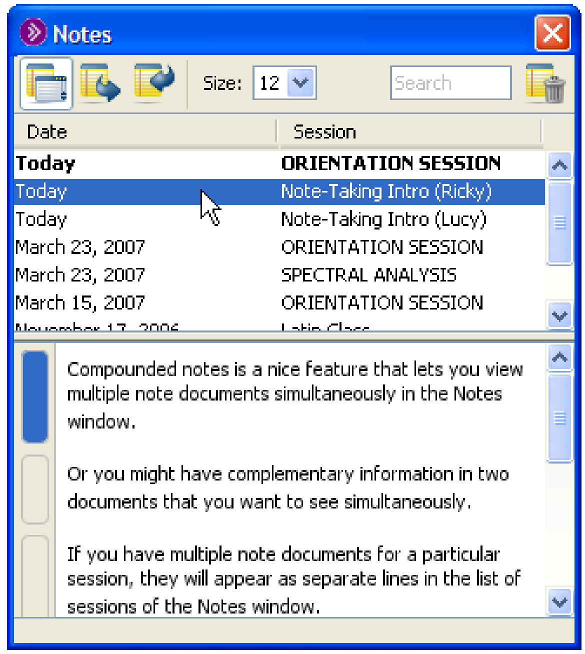
> **Note:** Only .eln files can be imported as only they contain the information required by Blackboard Collaborate – such as time stamps and formatting information.

2. Select the document(s) you wish to import.



3. Click on **Open**. The imported Notes document(s) will appear in the Notes Documents list. (If the Notes Documents list was previously closed, it will be opened to display your imported Notes document.)

If you import notes from someone else for a session for which you already have your own notes, or if you import more than one set of notes for the same session, Blackboard Collaborate will distinguish the Notes documents by appending the authors' names to the session name (as in the example to the right).

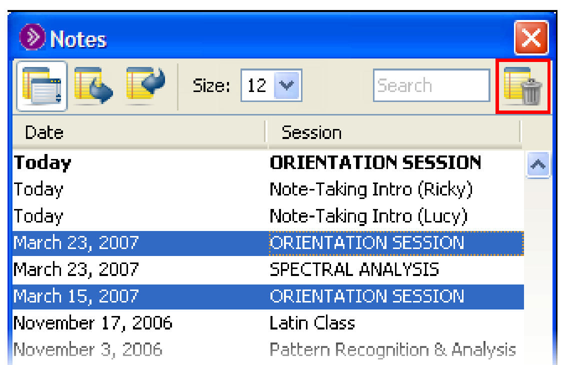


Note: Imported Notes documents are copied to the Notes storage directory. Therefore, the original notes files you imported are no longer required and, if you like, you can delete them.

Deleting Notes Documents

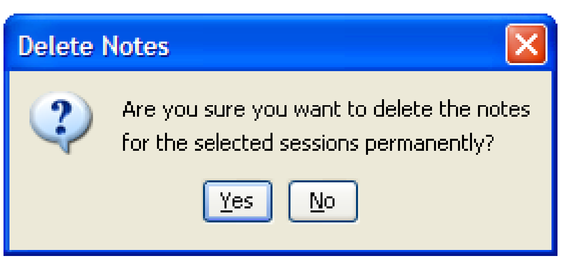
When you delete a Notes document, it is removed from the Notes Documents list and deleted from the Notes storage directory.

Warning: Be careful when deleting Notes documents – deletion is permanent.



To delete Notes documents, follow the steps below:

1. From the Notes Documents list, select the Notes document(s) you want to delete. (To select more than one Notes document, select the first document and hold down Control (Command on the Mac) as you select the remaining documents.) Click on the **Delete Notes** button. A message dialog will appear, asking you to confirm the delete operation.



2. Click on **Yes** to complete the deletion.

Deleting the Notes Document for the Current Session

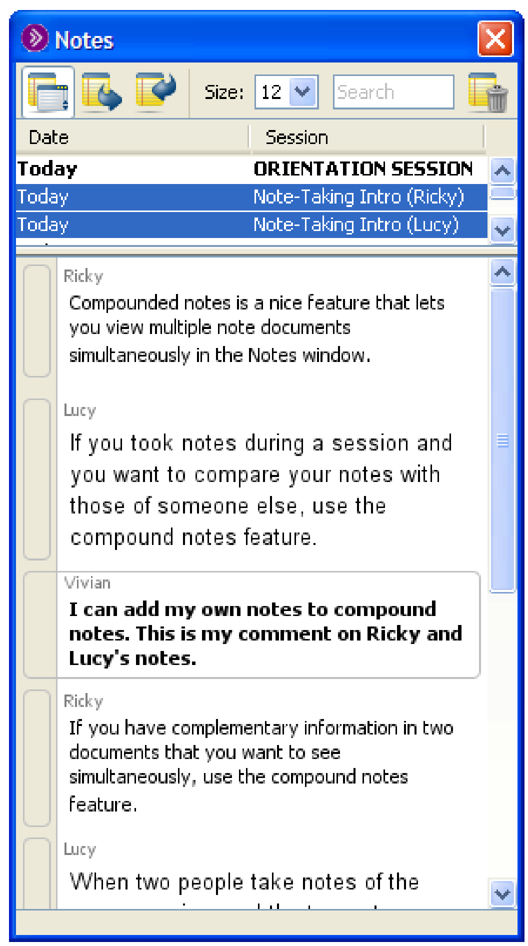
If you try to delete the Notes document for the current session, it will remain listed in the Notes Documents list since the current session must always have a Notes document open into which you can enter notes. However, the contents of the Notes document (the actual notes) will be deleted. If you do not enter new notes before the session ends, no notes will be saved for the current session.

Using Compound Notes

Blackboard Collaborate web conferencing lets you view multiple Notes documents simultaneously by compounding (merging) the documents together as one in the Notes editor. If you have imported notes written by someone else for the same session, this is a great way to compare your notes with theirs.

When you have multiple Notes documents for a particular session, they appear as separate items in the Notes Documents list. The name of each author is appended to the session name.

In the Notes editor, each note is prefaced by the name of its author. The notes are sorted by time stamps (not visible to you), just as they are in a single Notes document.



A compound Notes document behaves like a “normal” document. You can add, move, edit or delete notes. The changes you make are saved to their respective underlying Notes documents. In the example to the right, if you edited the first note, it would be saved to Ricky’s Notes document.

When you add new notes, if you are the author of one of the underlying Notes documents, the new notes will be added to your Notes document. However, if you didn’t author any of the underlying documents, the new notes will be added to the first underlying document (the first one listed in the Notes Documents list). In the example to the right, Vivian’s note will be added to Ricky’s Notes document.

If you want to save the compound notes, you can merge them into a single document by exporting them. (See *Exporting Notes Documents* on page 331.) Once exported, it can be managed like any other Notes document (e.g., searched, deleted, compounded with yet another Notes document, etc.).

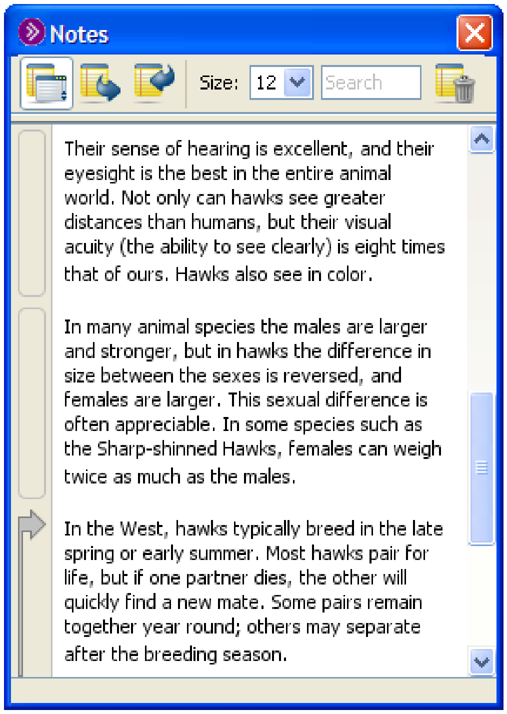
Viewing Notes in Recordings

Notes are tied to events in a session via an internal clock. When viewing a recorded session, the Notes window automatically moves a marker (arrow) through the notes to point to the notes that were entered at specific times during the session.

The Notes window does not automatically open when you begin playing a recording. You must open it manually (see *Opening and Closing the Notes Window*).

If you pause, rewind or forward the recording, the marker will move in the Notes document in accordance with the current time of the recorded session.

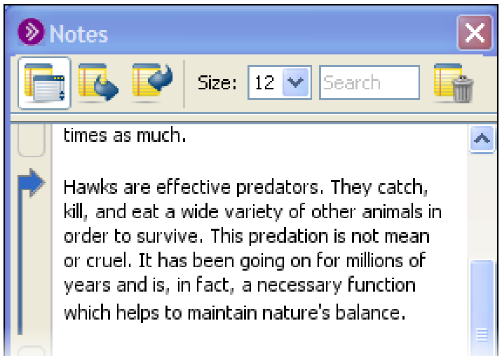
If the current note is out of view, the editor will scroll to it automatically. The arrow marker is always aligned with the top of the note. However if the note is significantly taller than the arrow, a vertical tail will cover the entire height of the note to make sure the indicator is always visible.



Note: If no notes were taken for the recorded session, a new blank Notes document will be created, allowing you to enter notes about the recording.

Editing Notes in a Recording

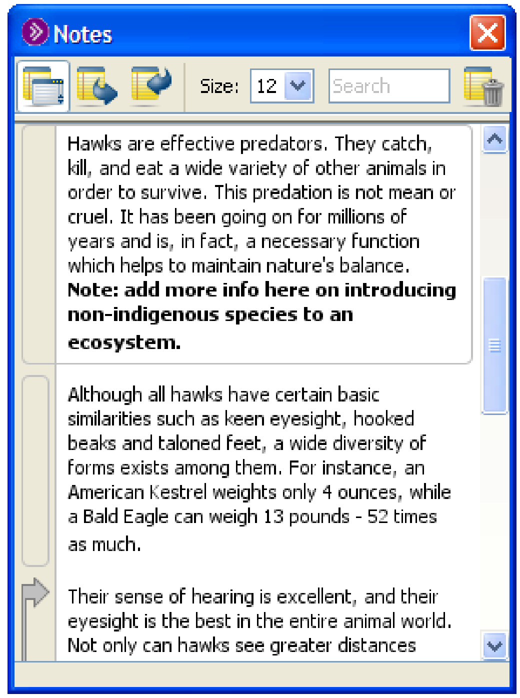
Other than the arrow marker, there is basically no difference between notes in a recording and notes in a live session. Notes can be edited, inserted and deleted while you play a recording in the same way as can be done during a live session. (Refer to *Taking Notes* and *Working with Notes*.) Just like notes in a live session, they are automatically saved and any changes will over-write the original notes file.



When you select a note, and it is the current note at this point of the recording, the arrow marker changes from gray to the highlight color for your operating system.

While you edit the text of a note, the recorded session continues and the arrow marker moves to the next notes in the order they were taken. Subsequently, as the Notes editor scrolls down, you may lose sight of the note you are editing.

Tip: Pause the recording to keep the note you are editing in focus – displayed within the visible portion of the Notes editor.



Chapter 21

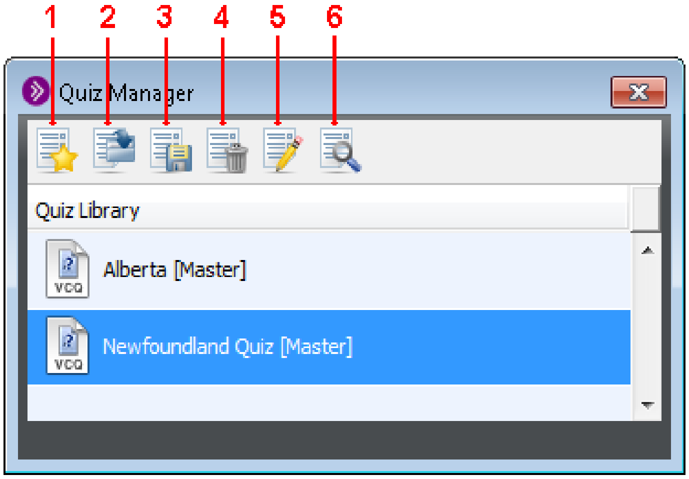
The Quiz Manager

The Quiz Manager helps you create online quizzes consisting of multiple choice and short answer quiz questions. A quiz can consist of any number of questions and can be presented to Participants during the session. The results are tabulated for your review and can be published for the session attendees to review.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

You can open the Quiz Manager in one of two ways:

- From the *Window* menu, select *Show Quiz Manager*.
- Load a quiz file through the Collaboration toolbar. The Quiz Manager will automatically open. (See *Loading Content through the Collaboration Toolbar* on page 44.)



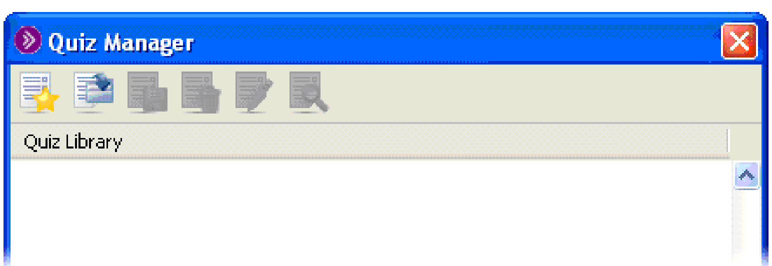
1	Create New Quiz button	4	Remove Quiz from Library button
2	Load Quiz button	5	Edit Quiz button
3	Save Quiz to File button	6	View Quiz button

Creating a Quiz

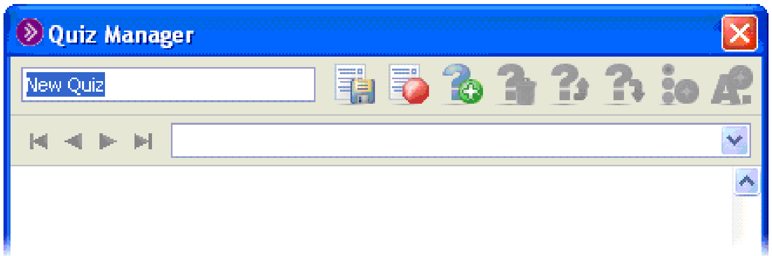
To create a new quiz, do the following:

1. Open the Quiz Manager window by selecting *Show Quiz Manager* from the *Window* menu.

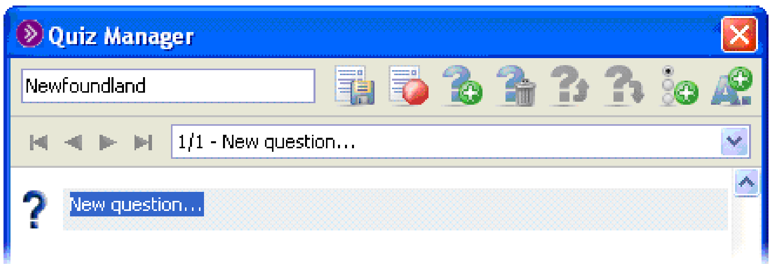
   The Quiz Manager consists of a toolbar and the Quiz Library panel.

2. Click on the **Create New Quiz** button to create a new quiz. The New Quiz panel appears.



3. Enter the name of the quiz, replacing the default text ‘New Quiz’.
4. Click on the **New Question** button to create a new question. The New question... text box appears.

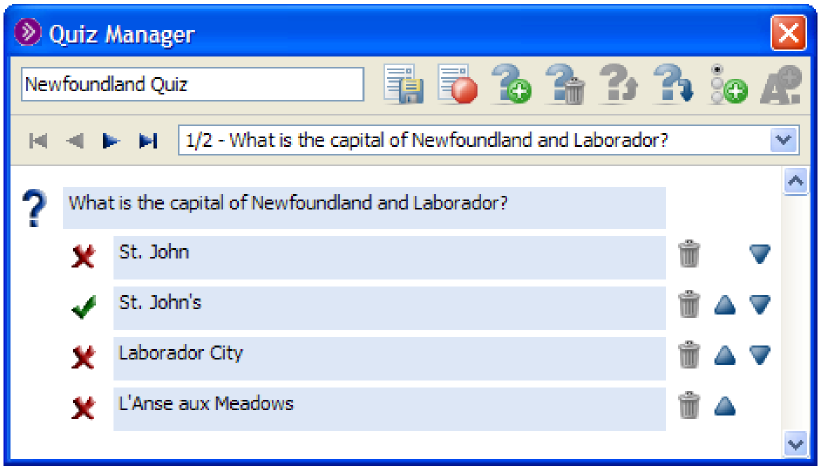


5. Enter your question by replacing the default text ‘New question...’.

   There are two types of questions you may ask — multiple choice or short answer.

   - If you are asking a multiple-choice question continue with the next step.
   - If you are asking a short answer question, go to step 7.

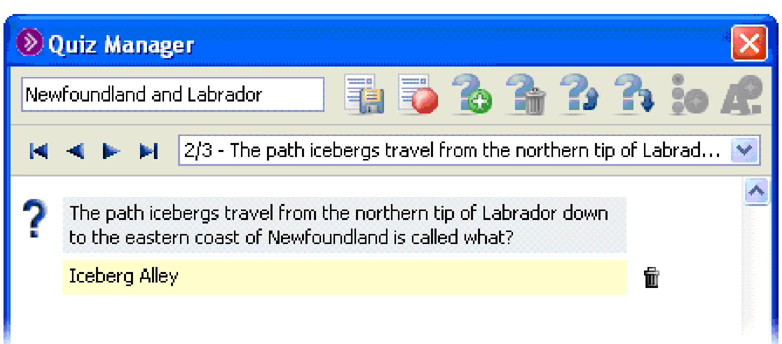
6. To enter multiple-choice responses, click on the **Multiple Choice** button. One 'New choice…' text box will be created every time you click on the button. The following example has 4 multiple-choice responses.
   a. Enter your responses by overwriting the 'New choice' text in each of the text boxes.
   b. Click on the **Wrong** icon to mark which of the multiple-choice responses is the correct answer. The icon will change to a **Right** icon.



7. To enter a short answer response for your question, click on the **Short Answer** button and enter your answer in the yellow text field.

Tip: Use the short answer type of question if you want to give people freedom when answering a question.

Note: Although you must enter something into the yellow text field, the Quiz Manager will not be able to grade the short answer responses unless the answer given matches the correct answer **exactly**. Marking of inexact answers must be done manually by the Moderator.



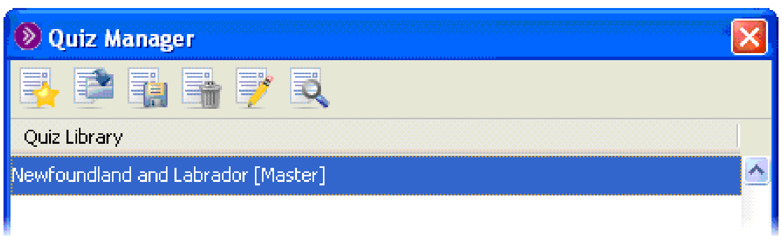
8. Click on the **New Question** button to create another new question and repeat the earlier steps until you have entered all your questions and responses.
9. Click the **Save Quiz** button to save the quiz and return to the Quiz Library. Your quiz will appear in the Quiz Library list. The quiz is saved for this session only. You can now administer the quiz to the Participants or you can save it to disk. (See *Saving Quizzes to Disk* on page 346 for instructions.)

Administering Quizzes to Participants

Once you have created a quiz, you can administer the quiz to the Participants. The quiz can be defined to be completed in a specific time or have no time limit defined (that is, open ended). If the quiz is timed, a clock will be displayed in the Quiz Manager window indicating to session attendees and yourself how much time is remaining to complete the quiz. Once all the Participants have submitted their answers or the time limit has elapsed, the quiz will stop.

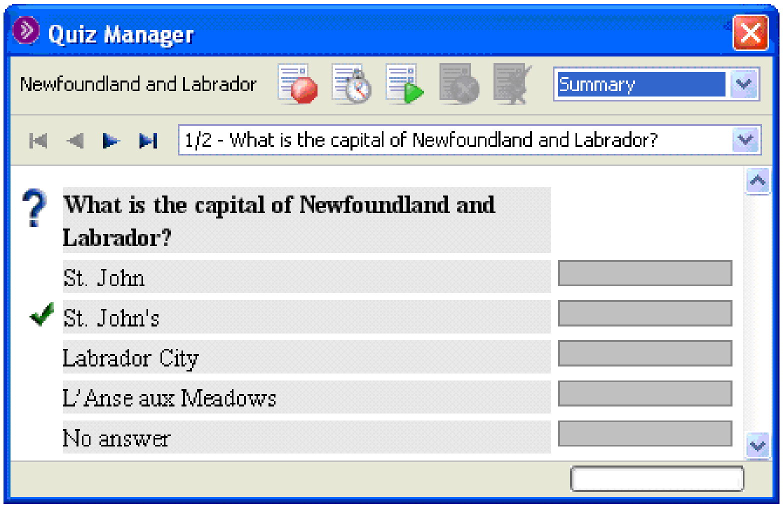
To administer the quiz do the following:

1. Open the Quiz Manager window by selecting *Show Quiz Manager* from the *Window* menu.



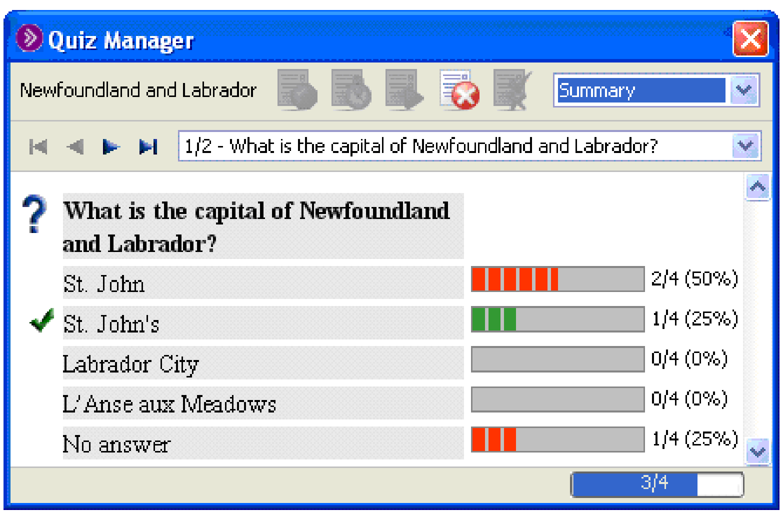
Any quizzes you just created and any quizzes you loaded will be listed. (For details on loading existing quizzes, see *Loading Previously Saved Files into the Quiz Manager* on page 348.)

2. Select the quiz from the list of available quizzes and then click the **View Quiz** button. Following is an example of a quiz.

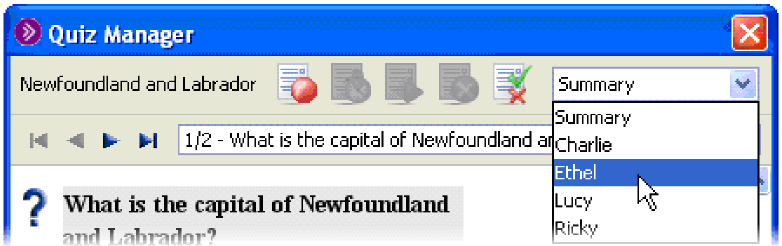


3. If desired, set a time limit for the quiz. Click the **Time** button and enter the time limit for the quiz in the Set Time Limit dialog box. The value is in minutes and must be a whole number.
4. To administer the quiz to the Participants, click the **Play** button.

   As each person hands in their quiz, you will be able to navigate through the questions (using the arrow buttons) and review their responses. The indicator at the bottom of the page (in the example below, 3/4) informs you of the number of persons who have handed in their quiz.



To view answers given by an individual, use the drop-down menu to select the individual's name.

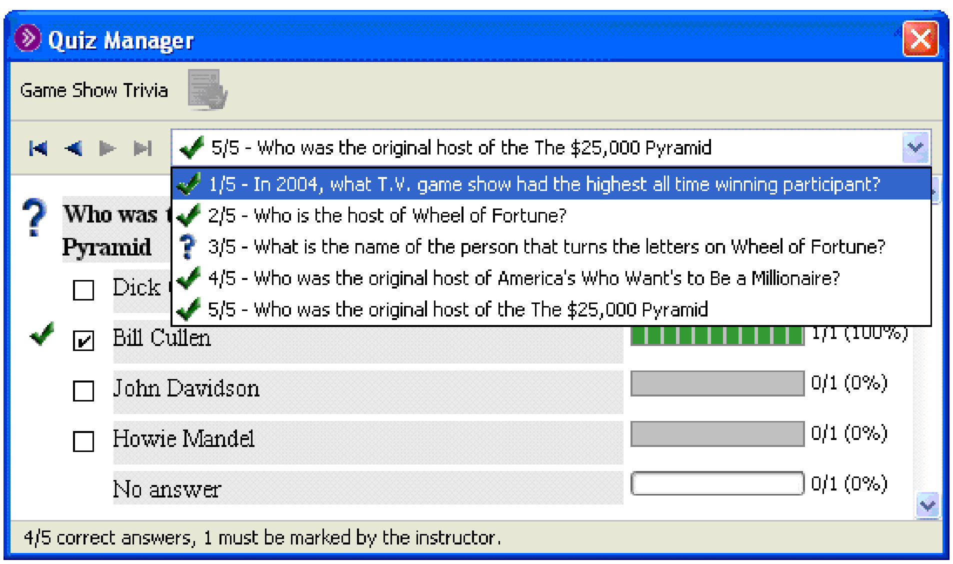


Viewing and Saving Quiz Results

1. Once all Participants have handed in their quiz or the time limit has elapsed, the quiz will stop. Alternatively, you can stop and score the quiz by clicking on the **Stop** button.

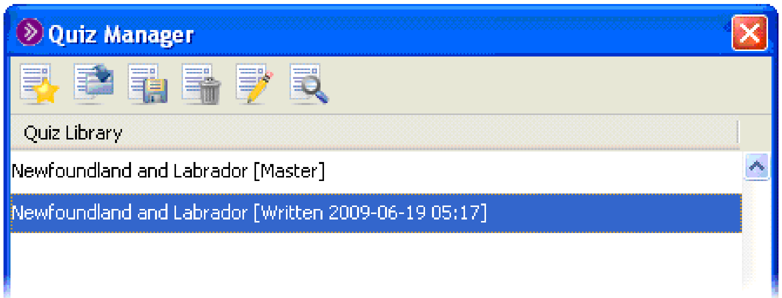
   You can view a summary or individual people's results by selecting their name from the pull-down Summary menu.

2. You may publish the results by clicking on the **View Results** button. The Participants can view the questions, and the correct answers along with their own responses. They also can view a graphical display of the summary of all the responses. They will not see the individual person's responses. They can use the arrow buttons or drop-down menu (shown below) to navigate between questions.



3. Click the **Stop** button to return to the Quiz Library.

4. The quiz results file will appear in the Quiz Library list. The file will display the date and time the quiz was written.



5. To save the quiz results as a .vcq file (so you can view the results later), click on the **Save Quiz to File** button and select the quiz results file from the Save Quizzes dialog. (For details, see *Saving Quizzes to Disk* on page 346.) The quiz results file will have the date and time appended to the file name.

Tip: To view a .vcq file, open it in Microsoft Excel.

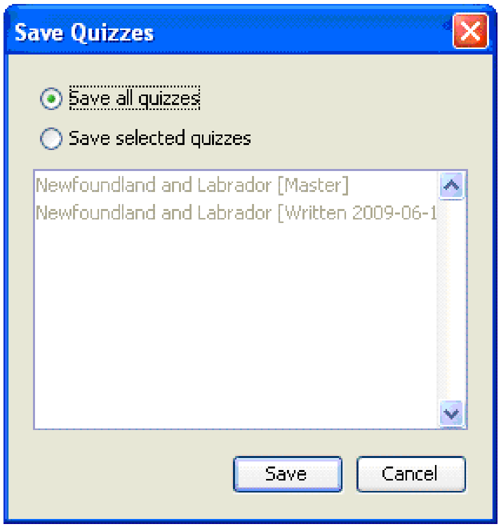
Saving Quizzes to Disk

You may save a single or multiple quizzes to a disk so that they can be used in other sessions. You may also save the quiz results, which can be viewed at a later date.

1. Open the Save Quizzes dialog in one of the following ways:
   - If you are in the Quiz Manager window, click on the **Save Quiz to File** button.
   - From the *File* menu, select *Save* and then *Quiz…*.

   All the quizzes and quiz results currently loaded in the Quiz Library will be displayed in the Save Quizzes dialog.

Quizzes file names are appended with the text [Master] and quiz results file names are appended with the text [Written], along with the date and time the results file



2. Select one of the following options:
   - *Save all quizzes* - all the quizzes in the list will be saved.
   - *Save selected quizzes* – just the highlighted quizzes in the list will be saved.

   All the quizzes will be saved to one *.vcq file. When you go to load this file back into the Quiz Manager Library, the individual quizzes will be extracted from the file and be displayed as separate quizzes.
3. Click **OK** to save the quizzes. The Save dialog box opens.
4. Navigate to the folder in which you want to save your file.
5. Type a file name for the quiz in the File Name box.
6. Click **Save**. The Save dialog box closes, and Blackboard Collaborate web conferencing saves the quiz as a “.vcq” file (a proprietary file format) and you are returned to the Quiz Manager window.

Note: If you forget to save any quizzes or quiz results, you will be reminded to do so when you exit the session.

Loading Previously Saved Files into the Quiz Manager

You can load previously saved quizzes into the Quiz Library in a few different ways:

- Through the Collaboration Toolbar. (For details, see *Loading Content through the Collaboration Toolbar* on page 44.)
- Through the Open dialog. (For details, see *Loading a Quiz File through the Open Dialog* below.)

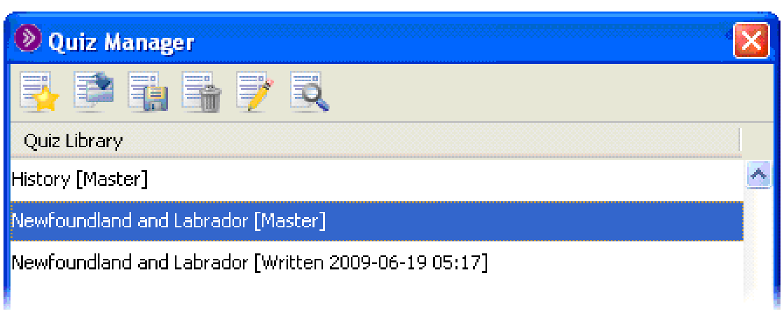
Loading a Quiz File through the Open Dialog

1. Open the Open dialog in one of the following ways:
   - From the *File* menu, select *Open* and then *Quiz*....
   - If the Quiz Manager is open, click on the **Load Quiz** button. (To open the Quiz Manager, see *The Quiz Manager* on page 339.)
2. Navigate to and select the file you want to open. The saved quizzes are in .vcq format.
3. Click **Open**. The Open dialog box will close and you will be returned to the Quiz Manager window.

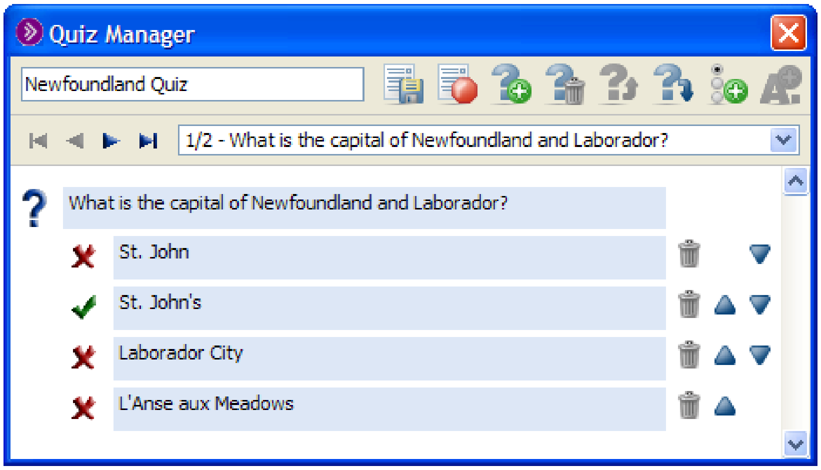
Editing a Quiz

To edit an existing quiz, do the following:

1. Highlight the quiz from the list and then click on the **Edit Quiz** button.



2. The quiz is displayed in the Quiz Manager.



For questions, use the arrow buttons to navigate between questions, the **Move Question Down** and **Move Question Up** buttons to reorder the questions, the **Delete Question** button to delete a question and the **New Question** button to create a new question.

For responses to the current question, use the **Move Response Down** and **Move Response Up** buttons to reorder the list of responses and the **Delete Response** button to delete a response.

3. After editing the quiz, click the **Save Quiz** button to save the quiz, close the Design panel and return to the Library.

Note: This will save the quiz to the Quiz Library for this session only. To permanently save the quiz to its original file, use the **Save Quiz** button in the Quiz Library toolbar. (For details, see *Saving Quizzes to Disk* on page 346.)

Removing a Quiz from the Quiz Library

You can remove quizzes from the Quiz Manager window by doing the following:

1. Select one or more quizzes from the library.
2. Click on **Remove Quiz** button to remove the quizzes from the Quiz Library. (If you have saved the quizzes to disk, this does not delete the files; the quizzes are just removed from the Quiz library.)
3. In response to the confirmation dialog, click **Yes**.

Closing the Quiz Manager Window

Closing the Quiz Manager window will not affect the quizzes already loaded into the library – it just closes the window. To close the window, do one of the following:

- Click on the window's **Close** button in the title bar of the window.
- Enter Ctrl+W (Command-W on Mac)
- Enter Alt+F4 (Windows and Linux only)

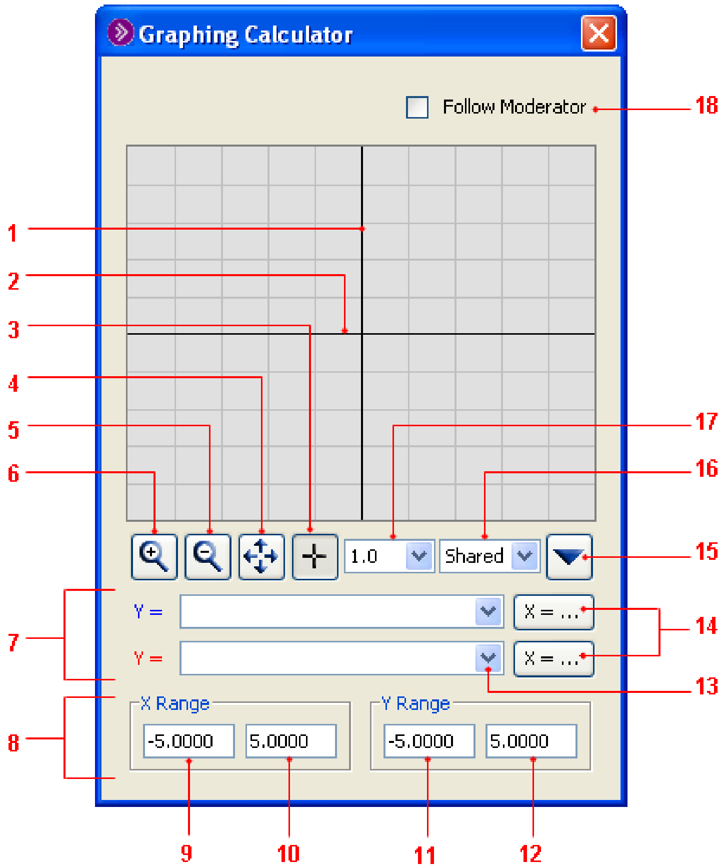
Chapter 22

The Graphing Calculator

The Graphing Calculator is a mathematical calculator used to solve mathematical formulae and represent them as graphs. To display the calculator, select Graphing Calculator from the Window menu. The calculator is displayed in front of the other windows. Resize or re-position the Graphing Calculator window as desired.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

To display the calculator, select Graphing Calculator from the Window menu. The calculator is displayed in front of the other windows. Resize or re-position the Graphing Calculator window as desired.



1 Y-axis
2 X-axis
3 Select point button
4 Shift view area button
5 Zoom out button
6 Zoom in button
7 Function boxes
8 Set display region boxes
9 Minimum X value
10 Maximum X value
11 Minimum Y value
12 Maximum Y value
13 History menu
14 Evaluate buttons
15 Restore defaults button
16 Privacy menu
17 Grid spacing menu
18 Follow Moderator button

Opening and Closing Graphing Calculator Window

To open the window, in the *Window* menu, select *Graphing Calculator*.

Closing the Graphing Calculator window will not affect any of the work you have already done – it just closes the window. To close the window, do one of the following:

- Click on the window's **Close** button in the title bar of the window.
- Enter Ctrl+W (Command-W on Mac)
- Enter Alt+F4 (Windows and Linux only)

Private and Shared Calculators

The Graphing Calculator feature supplies everyone with two calculators: a *private* and a *shared* calculator.

Anyone can open and use their *private* calculator, which is visible only to them. Participants do not need any permissions to use the private calculator, however, they can access it only if the *Follow Moderator* option is turned off (which it is by default).

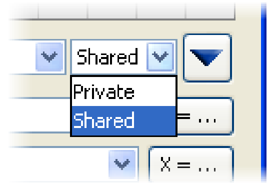
The *shared* calculator resides on the Moderator's application. Only Moderators can use the shared calculator. No permission is required to view the shared calculator.

Both Graphing Calculators function identically.

Switching between the Private and Shared Graphing Calculator

To switch between the two calculators, select Shared or Private from the drop down menu in the Graphing Calculator window.

The information on your private calculator does not change or get deleted when you switch between private and shared calculators.



Using the Shared Graphing Calculator

The shared calculator can be used in one of two ways: with or without the *Follow Moderator* option selected.

The shared calculator without the *Follow Moderator* option selected (default)

- Participants can switch to their private calculator or close their Graphing Calculator window at any time.
- You can change the display region at any time.

The shared calculator with the *Follow Moderator* option selected

Turn on the *Follow Moderator* option in one of the following ways:

- From the *Tools* menu, select *Graphing Calculator* and then *Follow Moderator*.
- Select (check) the *Follow Moderator* option in the Graphing Calculator window.

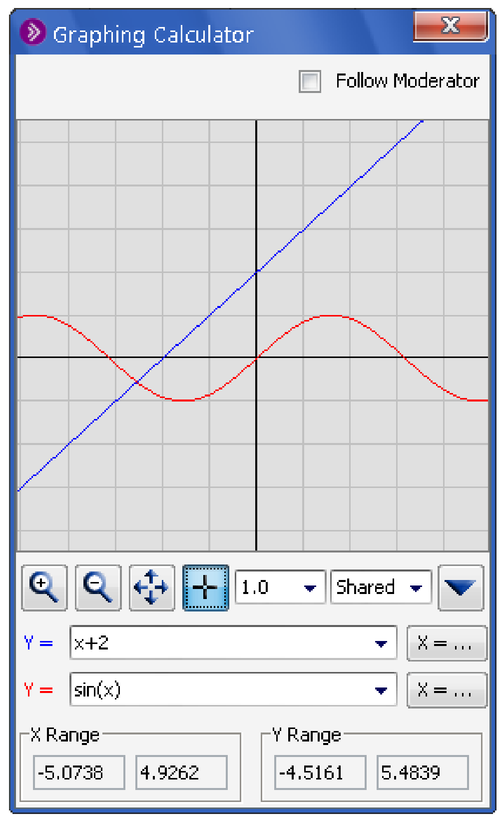
When the Graphing Calculator window is open, the shared Graphing Calculator is displayed to everyone:

- The Participants are forced to view the shared Graphing Calculator window and see all the changes that are made on your calculator.
- Participants cannot dismiss the Graphing Calculator or use their private calculator. You, however, can always use your private calculator.
- If you dismiss the Graphing Calculator window, then the Participants' (private and shared) calculators are dismissed as well.

Graphing Functions Using the Calculator

You can enter only explicit functions in the Graphing Calculator. The calculator allows you to plot two functions on the same grid. If your function contains a variable, it must be represented by an x.

1. Type your function in the Function box and press Enter to graph it.
2. Optionally, you can enter a second function in the second function box. Your first function is graphed in blue, the second in red.



Entering Mathematical Operators and Functions

The following table lists the allowable mathematical operators.

Type	To perform this operation…
+	Add
-	Subtract
*	Multiply
/	Divide
^	Exponent
( )	Parenthesis (to indicate order of operation)

Use the following abbreviations for these functions and numbers.

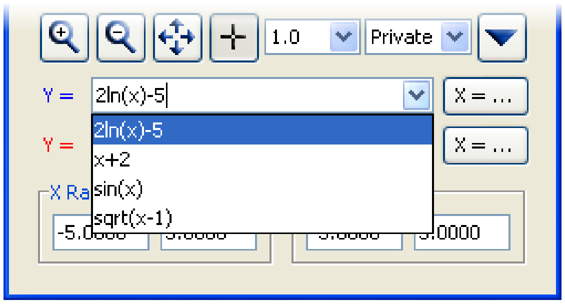
Type	To represent this function or number…
sqrt	Square Root
abs	Absolute Value
log	Logarithm (base 10)
ln	Natural Logarithm
sin	Sine
cos	Cosine
tan	Tangent
csc	Cosecant
sec	Secant
cot	Cotangent
asin	Arcsine
acos	Arccosine
atan	Arctangent
pi	pi
e	e

Note: Trigonometric functions are graphed in radians.

Displaying the Function History

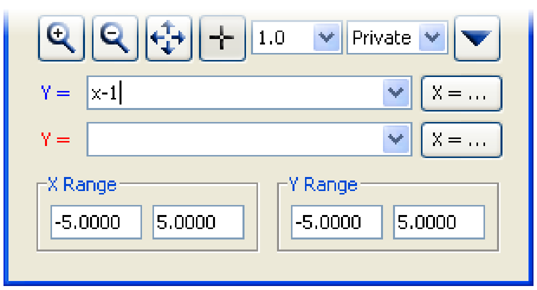
Both function entry fields maintain a history of the ten most recent functions that you graphed. When you exit the session, all the functions are erased.

Click the drop down arrow button next to the function field to display the history of graphed functions for that field.

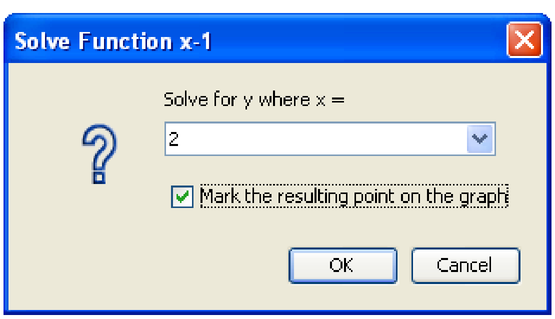


Evaluating Functions

1. Enter a value or expression for X in the Y= text box.

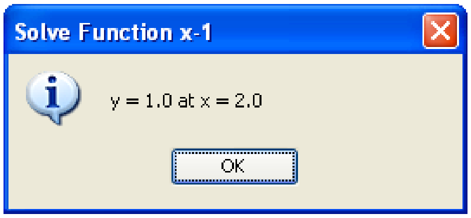


2. Click the X = ... button to evaluate Y for the given value of X. The Solve Function dialog box appears.



3. Select the option *Mark the resulting point on the graph* if you want the coordinates of the result plotted on your graph.

4. Click **OK** to accept your changes and dismiss the dialog box. Your result is displayed in the Solve Function information box.



5. Click **OK** to dismiss the information box and view the coordinates on your graph. The coordinates are displayed and plotted on the graph. You can zoom out or move the display region to view the plotted coordinates on your graph.

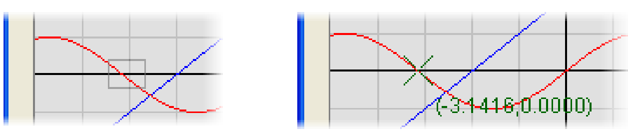
Selecting and Displaying Points on the Graph

Select the button on the calculator and then click a point on the grid. The point is identified with a green X and the x- and y-coordinates for the point are displayed to four decimal places.

To display an x- or y-intercept or a point of intersection

1. Select the button on the calculator.

2. Drag a selection box over a region that contains an x- or y-intercept or a point of intersection of two functions to display the coordinates for a point.



If you select a region that has more than one point of interest, the point will be identified in the following order of preference:

1. Point of intersection
2. x-intercept
3. y-intercept

If you select a region that has more than one point of equal priority, only the point with the lowest x-value will be plotted. Alternatively, you can re-select a region with only one point of interest.

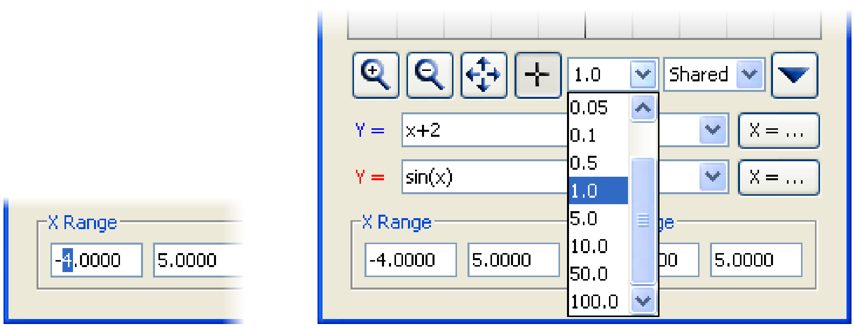
Note: The calculator displays the coordinates of only one point at a time.

Changing the Calculator Display Region

Setting the Display Region and Grid Spacing

The display region of the graph is defined by the X range and Y range values. The Grid Spacing draws visible lines that correspond to tick points on the x- and y-axis. By default, the display region is set at –5 to 5 for the X range, –5 to 5 for the Y range and the Grid Spacing is set to 1.

To display a different region of the graph, enter values for the X range and Y range and set the Grid Spacing.



Zooming In and Out

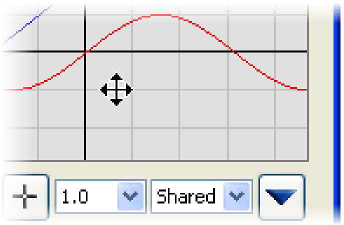
To zoom in, click the button and then click the region of the graph you want to zoom in on.

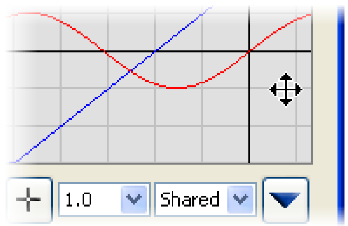
You can zoom in as many times as you need until you see the level of detail that you require.

To zoom out, click the button and then click the display region. Click the display region again to zoom out to see more of the display.

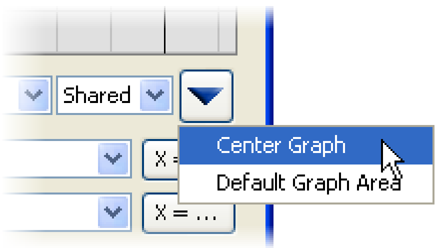
Moving the Graph in the Display Region

Click the button and then click and drag the display region to move the graph with your mouse.





You can also re-position the display region by selecting the options on the Restore Defaults menu:



- *Center Graph:* This option is dependent on your current X and Y range and centers the graph in the display region based on those values. If you had changed the grid size, this option will **not** restore the grid defaults.
- *Default Graph Area:* Centers the graph and resets the maximum and minimum Display Region values back to the defaults (-5, 5 for both X and Y axes). If you had changed the grid size, this option will **not** restore the grid defaults.

Chapter 23

Glossary

The important terms used in this guide are defined in the table below.

Note: The terms Moderator, Participant, Session and Breakout Room are the default terms used in the user interface. However, your system administrator may redefine these terms, so various elements in the user interface may be different in your user interface than what is documented in this guide. For example, if the administrator changes "Moderator" to "Instructor", the command "Give Moderator Privileges" will be "Give Instructor Privileges" in your user interface.

Term	Meaning
Action bar	A secondary toolbar containing user actions and navigation controls specific to the feature currently being used. The Whiteboard, Application Sharing and Web Tour each have their own unique action bars.
Activity indicators	The Participants list presents information about user activity through activity indicators. These indicators display information about what feature a user is currently using, show if a user is using the Audio Setup Wizard or indicate if a user has stepped away from the session.
Activity Window	The Activity Window is an accessibility feature of Blackboard Collaborate web conferencing that can be useful to both hard of hearing/deaf and low vision/blind users. It is a stand-alone window that reports various events that take place in Blackboard Collaborate throughout the duration of a session. The window has a simple design so you can use a screen reader to navigate through the user interface and read the events as they occur. The Activity Window also enables you to perform simple functions through a command line interface.
Application Sharing	Application Sharing enables session participants to share their applications or entire desktops with others in the session. Application Sharing is a type of content that, like the Whiteboard and Web Tour, appears in the Content area.
Audible notifications	Audible notifications are system messages sent by Blackboard Collaborate web conferencing to notify users when certain important events occur within the session. These notifications are presented as sounds.
Audio & Video panel	The Audio & Video panel enables you to participate in conversations using either a microphone and speakers (or headset) or via a teleconference. You also can transmit and receive Video during the session and preview your video before transmitting it.
Audio Setup Wizard	The Audio Setup Wizard is a tool you can use to verify that your Audio is set up correctly. It is comprised of a series of panels that guide you through selecting Audio input (microphone) and output (speaker) devices and setting your speaker and microphone volumes.

Term	Meaning
Breakout rooms	To facilitate small group collaboration, a Moderator can create rooms separate from the Blackboard Collaborate Main room and place session attendees into these "breakout" rooms. Breakout rooms have their own private Audio, Video, Whiteboard, Application Sharing, etc., so the collaboration that takes place in a breakout room is independent of the Main room (and other breakout rooms).
Chat panel	The Chat panel enables you to send Chat messages to everyone in the room or to Moderators only. By selecting names in the Participants list, you can send private Chat messages to individuals. Messages can be printed and saved to track session communication.
Clip Art library	The Clip Art library is a set of collections of images and symbols (such as background images, mathematical operators and Greek letters) that can be added to your Whiteboard pages. You can create your own collections and add them to the library and remove existing collections.
Closed Captioning	Closed-Captioning is an accessibility feature of Blackboard Collaborate that enables session attendees to transcribe audio information for deaf and hard of hearing attendees while a session is in progress. The transcribed text can be viewed by other session attendees in the live session and in a recording of the session. It can also be saved to a text file.
Collaboration toolbar	The Collaboration toolbar (at the top of the Content area) contains three buttons for switching between the three content modes (Whiteboard, Application Sharing and Web Tour) in the Content area; an Information menu for obtaining session information (e.g., connection type) and starting the Timer; a Load Content button for loading content into the session; and the Record button.
Compound Notes	Blackboard Collaborate web conferencing lets you view multiple Notes documents simultaneously by compounding (merging) the documents together as one in the Notes editor. If you have imported notes written by someone else for the same session, this is a great way to compare your notes with theirs.
Content area	The Content area is the large area on the right side of your Blackboard Collaborate window. It enables you to exchange information and ideas with others through three different content modes: 1) the Whiteboard, for sharing presentations and drawings; 2) Application Sharing, for sharing individual applications or your entire desktop; and 3) Web Tour, for sharing web pages.
Content modes	See Content area.

Term	Meaning
Conversation pane	The area in the Chat panel that displays the chat messages.
Conversation tabs	When chatting in Blackboard Collaborate, you can participate in more than one Chat conversation at a time. These conversations take place in conversation tabs at the bottom of the Chat panel.
Echo	Echoes occur in Audio transmissions when the sound from your speakers is being picked up by your microphone and retransmitted back into the session. People then hear again what has just come out your speaker, giving an echoing effect.
Elevated Privileges	If you are using Windows 7, Vista or Windows 8, any actions taken in a shared application that bring up User Account Control (UAC) security dialogs will cause Application Sharing to terminate. By requesting Elevated Privileges in Blackboard Collaborate, you will be able to circumvent the UAC dialogs and host your Application Sharing session, or remotely control another's session or desktop, without incident.
Emoticon menu	A menu in the Chat panel from which you can select emoticons to include in your chat messages.
Event messages	Information displayed in the Chat conversation pane about who has entered or left the Main room and breakout rooms.
Explore Mode	Explore Mode permits you to navigate through Whiteboard pages without moving other session attendees to those pages. Use Explore Mode when you want to lock others' view on your current Whiteboard page while you view different pages.
Feedback Menu	A menu in the Participants panel from which session attendees can select emoticons and other feedback icons to be displayed in the Participants list.
File Transfer Library	The File Transfer feature permits Moderators to upload files into the File Transfer Library in order to share them with everyone in the session.Files in the library can be pushed out to everyone in the session and explicitly saved by the receiving Participants and Moderators.

Term	Meaning
Filtered Keys	When you allow others to remotely control your Application Sharing session, there are some keystrokes that you may not want them to be able to enter on your computer. For example, Windows users probably don't want remote controllers to issue the Ctrl+Alt+Delete command, which can be used to lock or log out of your computer. To protect your computer, prevent a remote controller's keystrokes from reaching your computer by adding them to the Filtered Keys list in the Preferences dialog.
Follow Me option	*Follow Me* is an option in Web Tour. With *Follow Me* selected, session attendees will be able to freely browse to other pages in the Web Tour, independent of the pages to which you, the tour guide, browses. However, when you move to a new page, they will be redirected to your new page.
Follow option	Whiteboard navigation permissions are controlled by the *Follow* option, which lets you control whether others in the session will "follow" you as you navigate through pages in the Whiteboard or others are free to move between pages in their current room or their private work areas.
Frame rate	The frame rate is the number of video frames per second being transmitted or received. The default rate is 10 frames per second. The higher the frame rate, the higher the bandwidth being used.
Graphing Calculator	The Graphing Calculator is a mathematical calculator used to solve mathematical formulae and represent them as graphs.
Host (Application Sharing)	The host is the person who initiated the Application Sharing session (i.e., the person whose application or desktop is being shared).
Host (Web Tour)	The host is the person who initiated the Web Tour.
Hot keys	Hot keys are a type of keyboard shortcut but differ from standard keyboard shortcuts in two ways: 1) you can modify the definition of these keys and 2) you do not need to have input focus on the Blackboard Collaborate web conferencing window to use them (they are available system-wide).
Information menu	A menu in the Collaboration toolbar that provides information on connection speed, signal strength, encryption and session time. It also gives you access to the Timer dialog.

Term	Meaning
In-Session Invitation	The In-Session Invitation feature enables Moderators, from within a live session, to invite people into the session by sending them an email invitation containing a link they can use to join the session. This feature is enabled or disabled by the session creator, so may not be available in all sessions.
Integrated Telephony	With Integrated Telephony, customers don't need their own teleconference provider as the teleconference service is provided by Blackboard Collaborate. Teleconference phone numbers and PINs are automatically generated during session creation and anyone in the session can initiate the connection between the session and the teleconference (establish the Teleconference bridge) by simply dialing in to the teleconference.
Interactive Recordings	While watching a recording of a Blackboard Collaborate web conferencing session, you may have opportunities to interact with the recording. You may receive a file from the session Moderator through the File Transfer facility, be prompted to take a Quiz, or be able to navigate to web pages in Web Tour.
Invitee	Anyone invited to the session (both Moderators and Participants).
Keyboard shortcuts	Keyboard shortcuts are one or more keys you press in combination to perform a function within Blackboard Collaborate web conferencing.
Load Content button	The Load Content button in the Collaboration toolbar enables you to load any type of file into Blackboard Collaborate web conferencing. If the file is of a type used by one of the modules (e.g., Whiteboard, Quiz, Notes, Multimedia, etc), it will be loaded into that module. If the file type is not associated with a module, it will be loaded into the File Transfer Library, which supports all file types.
Maximum Simultaneous Cameras	A Video option that sets the number of video streams that can be displayed simultaneously in a room (Main or breakout). This option is set by the session creator but can be changed by the Moderator from within the session.
Maximum Simultaneous Talkers	An Audio option that sets the number of people who can have their Talk buttons pressed simultaneously in a room (Main or breakout). This option is set by the session creator but can be changed by the Moderator from within the session.
Message text box	The area in the Chat panel in which you enter your chat messages.

Term	Meaning
Microphone level indicator	The microphone level indicator, above the Talk button in the Audio & Video panel, shows the volume levels when you are speaking. You can move the slider on the indicator to adjust the volume.
Mnemonic	A mnemonic is an underlined letter or number that appears in a menu title or menu option that, when pressed in conjunction with the ALT key, activates a command or navigates to an element in the user interface.
Mobile device indicators	Mobile device indicators are icons next to a session attendees' names in the Participants list that indicate the attendees have joined the session from mobile devices. The phone icon indicates someone is using a mobile phone and the tablet icon indicates someone is using a tablet.
Moderator	Moderators have access to all Blackboard Collaborate features, including the ability to grant Moderator status to Participants. The person conducting a session, such as a teacher, is a Moderator. (See note above this table.)
Moderator of record	When a session is created, a Moderator is assigned to run the session; this person is the "Moderator of record". This Moderator can grant Participants the Moderator privilege (so they can use all the Blackboard Collaborate features) and can revoke that privilege at any time. No one can remove the Moderator privilege from the Moderator of record.
Multimedia Library	The Multimedia Library is a repository for the multimedia files and multimedia URLs you upload and want to play in your Blackboard Collaborate session.
Navigation bar	The Whiteboard Navigation bar is a toolbar containing controls that enable you to move between rooms and pages within those rooms. It is located in the upper right corner of the Content area whenever the Page Explorer is not open.
New message indicator	A bubble displayed in the conversation tab of the Chat panel, indicating that a new message has arrived in that conversation.
Notes	The Notes window lets you easily take personal notes during a live Blackboard Collaborate web conferencing session, edit them and later share them with others. (During the session, only you will see your own notes.) As you write notes about what is being presented in a session, Blackboard Collaborate synchronizes the notes to the session timeline. This is very useful when reviewing recorded sessions later

Term	Meaning
Object Explorer	The Object Explorer is a window that lists all the objects on your current Whiteboard page, enabling you to easily take an inventory of the objects and perform operations on them.
Object Properties dialog	The Object Properties dialog lets you edit all Whiteboard object properties, including some not commonly used, and not available in the Properties Editor palette.
Options menu	Most of the main modules in the interface have their own Options menus to give you quick access to commands specific to those modules. (These commands also can be found in the main menus.)
Page Explorer	The Page Explorer is a window that lists all your Whiteboard pages and enables you to easily navigate through and manage the pages.
Panel	A panel is a distinct area in the user interface. Panels can be collapsed, expanded, detached and reattached, resized and, in their detached state, can be moved. The side panels (Audio & Video, Participants and Chat) also can be hidden.
Participant	Participants have restricted access to Blackboard Collaborate features. Students are typically Participants, although Moderators can grant Participants Moderator status. (See note above this table.)
Participant interaction drop-down menus	There are two drop-down menus in the Participants panel that enable you to enter your feedback and responses in the Participants list: the Feedback menu containing emoticons (see *Entering Feedback* on page 64) and the Polling Response menu (see*Polling* on page 67).
Participants list	The area in the Participants panel that displays a list of all session attendees and information about their profile, permissions and current activity.
Participants panel	The Participants panel provides a list of all Participants and Moderators in the session and information about their current activities, such as talking (Audio), transmitting Video, sending a Chat message, using the Whiteboard drawing tools and conducting an Application Sharing session. Above the Participants list is a small toolbar containing buttons for raising your hand and stepping away from the session and menus for selecting polling responses and feedback options.

Term	Meaning
Permissions	A permission gives a person the ability to use a feature in Blackboard Collaborate. Global permissions can be used to quickly change the permissions of all Participants in the session, including those in breakout rooms. By default, all Participants have permission to use all features except Application Sharing, Web Tour and Closed Captioning. (Moderators have permission to use all features.) A Moderator can change the Individual permissions of Participants so their permissions vary from the global permissions.
PIN	Personal Identification Number that may need to be entered by people joining a teleconference.
Polling	A way for Moderators to elicit responses from session attendees who select their responses to questions from the Polling Response menu in the Participants panel. When the Moderator selects a different type of poll (e.g., Yes/No or multiple choice), the available response buttons will change accordingly.
Primary Video display	The display area in the Audio & Video panel that typically (by default) displays the video transmission or profile picture (or avatar) of the person currently speaking or, if no one is speaking, the last person who spoke.
Private Chat messages	You can send private Chat messages to a specific person or group of people by selecting their names in the Participants list. These messages will appear to only yourself and those you selected from the Participants list. There is one notable exception: when a session is supervised, Moderators will be able to see the private messages of everyone.
Properties Editor palette	When you click on any of the text or drawing tools in the Whiteboard's Tools palette, the Properties Editor palette will appear at the bottom of the Whiteboard. From here you can format your text or graphic by specifying various properties. The contents of the Properties Editor palette changes depending on which tool is being used or which objects are selected.
Quiz Manager	The Quiz Manager helps you create online quizzes consisting of multiple choice and short answer quiz questions. A quiz can consist of any number of questions and can be presented to Participants during the session. The results are tabulated for your review and can be published for the session attendees to review.

Term	Meaning
Record button	The Record button in the Collaborate toolbar is used to start and stop the recording of a session. Only one recording can be made during your session: stopping and then restarting recording will not produce multiple recordings, only exclude the activity that took place when the Record button was not pressed. You can, however, erase what you have recorded and start over.
Remote Control	Application Sharing hosts can let others in the session remotely control their (the host's) shared applications or desktops. When remotely controlling another's application or desktop, you can move the mouse cursor, click, and type. The host of the application share also retains control at all times, and can revoke control from the remote controller at any time.
Session	An online meeting conducted in Blackboard Collaborate web conferencing. (See note above this table.)
Session attendee	Anyone attending the session (both Moderators and Participants).
Session plan	Blackboard Collaborate Plan is a standalone desktop application that enables you to prepare the content of a Blackboard Collaborate session ahead of time and then automate the actions within a session. During the session, all it takes is the selection of a session plan item to trigger an action in Blackboard Collaborate (e.g., start recording, move to the next page, create breakout rooms, load and present a quiz, play a multimedia file, etc.).
Simulated Keystrokes	Simulated keystrokes can be sent to an Application Sharing host's system when remote controlling it from a computer running a different operating system. For example, you may want to remotely control a Mac from your Windows system. Since Windows does not have a Command key, you can simulate Mac accelerator keys, such as Command-C, by defining them using the Simulated Keys list in the Preferences dialog.
Simultaneous cameras	The Moderator can enable multiple people (up to six) to transmit video simultaneously in each room (Main and breakout): one transmission is displayed in the primary Video display and up to five are displayed in thumbnails below it.
Simultaneous talkers	The Moderator can enable multiple people (up to six) in each room (Main and breakout) to have their Talk buttons on at once. This feature lets people converse more naturally, without having to turn their Talk buttons on and off.

Term	Meaning
SIP	Session Initiation Protocol URL that may be used for connecting the session to a teleconference over the Internet rather than via a telephone network.
Speaker level indicator	The speaker level indicator, above the Video button in the Audio & Video panel, shows the volume levels when someone else is speaking. You can move the slider on the indicator to adjust the volume.
Status indicators	Status indicators appear in the Participants list when data is being sent and received. For Audio, Video and Application Sharing, the indicators signify a delay in the sending and/or receipt of data. An amber status indicator denotes a moderate delay whereas a red status indicator denotes a significant delay. For the Whiteboard, the indicators tell Moderators who is receiving content (amber status indicator) and who hasn't received all the content on the current page (red status indicator).
Teleconference bridge	To incorporate a teleconference into your Blackboard Collaborate web conferencing session, a bridge between the teleconference and the Blackboard Collaborate session must be established. Although this bridge is not a person (it is software), it shows up as a Participant, called Teleconference, in the Participants list.
Telephony	The Telephony feature of Blackboard Collaborate web conferencing enables you to conduct your audio communications with other session attendees via teleconferencing, while continuing to use your computer for all other Blackboard Collaborate features.
Third Party Provider Telephony	With Third Party Provider Telephony, customers must use their own teleconference provider. It requires a Moderator or session creator to manually configure the teleconference connection information and a Moderator to manually initiate the connection between the session and the teleconference (establish the Teleconference bridge).
Timer	The Timer is a clock that you can use to effectively manage your Blackboard Collaborate sessions. It can be useful in helping you pace your own presentations or coordinate multiple presenters by tracking the time allotted to each. The Timer appears in the Collaboration toolbar showing the time counting either up or down, depending on how the Timer was configured.
Tools palette	The Tools palette contains drawing and text tools you can use to create and manipulate objects in the Whiteboard workspace. It also has a pointer tool, a tool to place screen captures on the Whiteboard and a clip art tool to add images from available clip art libraries.

Term	Meaning
User profile	A user profile is a means by which session attendees can share information about themselves with others in the session: their profile picture or avatar, name, title, contact information, etc. To view someone's profile, hover your mouse over their name in the Participants list.
Video broadcast	A video broadcast is video you send live via a video camera (e.g., web cam) – not to be confused with a pre-recorded video (movie) that Moderators can play using the Multimedia feature.
Video thumbnails	When there is more than one simultaneous camera enabled, the video stream of one person will appear in the primary video display. Everyone else's transmission will appear below the primary display in thumbnails, up to a maximum of five thumbnails.
Visual notifications	Visual notifications are system messages sent by Blackboard Collaborate web conferencing to alert users when certain important events occur within a session. These notifications are presented in a floating window.
Web Push	A Web Push is a type of Web Tour in which the specified web page opens up in the default web browser of each session attendee (including the host's) – outside of the Blackboard Collaborate application. Session attendees will see the web page to which they are initially directed (pushed) and after that are free to browse to other pages, work with bookmarks, close the window, etc.
Web Tour	The Web Tour feature enables session participants to share web pages with others in the session. Web Tour is a type of content that, like the Whiteboard and Application Sharing, appears in the Content area.
Whiteboard	The Whiteboard is the most commonly used (and default) mode of the Blackboard Collaborate web conferencing Content area. It is used for giving presentations (e.g., PowerPoint slides) and for collaboration between session attendees, who can interact by displaying images, writing, or drawing. Like the other two content modes, Application Sharing and Web Tour, the Whiteboard can be accessed through the Collaboration toolbar.
Window	A window is a self-contained box in the user interface. The main application window can be minimized, maximized, moved, resized and closed. Other windows can be opened, moved, resized and closed.

Appendix A:

Chat Emoticon Text Strings

The following table shows the text strings that can be used to enter emoticons. The emoticon text strings are not case sensitive, so you can use either upper case or lower case letters to enter your emoticons.

Emotions	Icons	Text strings
Smiley		:) *or* :-)
Wink		;) *or* ;-)
Sad		:(*or* :-(
Eye roll		(re)
Cool (shades)		B) *or* B-)
Tongue (sticking out)		:P *or* :-P
Surprised		:O *or* :-O
Crying		:'(
Confused		:/ *or* :-/

Emotions	Icons	Text strings
Grin		:D *or* :-D
Angry		:@ *or* :-@
Evil grin		(6)
Kiss (lips)		:* *or* :-*
Heart		<3
Broken heart		</3
Lightening		(shazam)
Report		(p)
Email (envelope)		(e)
Open book		(s)
Book		(ns)
Chart		(#)
Clock		(+)
Coffee		(c)
Birthday cake		(hb)
Telephone		(t)
Television		(tv)
Music (notes)		(m)
Computer		(01)
iPod		(i)
Game (controller)		(g)
Webcam		(w)
Bat		:[
Man		(z)
Woman		(x)
Group (of people)		(f)

Emotions	Icons	Text strings
Credit card		(cc)
Money (dollar bill)		($)
Alert (caution sign)		(!)
Eye		(eye)
Car		(a)
Male (symbol)		(xy)
Female (symbol)		(xx)
Soccer ball		(1)
Football		(2)
Basketball		(3)
8 Ball		(8)
House		(h)
Sleep (ZZZs)		(zz)
Thumbs down		(n)
Thumbs up		(y)
Sun		(su)
Cloud		(ts)
Rain		(rn)
Snow		(sn)
Rainbow		(r)
Star		(*)

Appendix B:

1252 Windows Latin 1 (ANSI)

	20	30	40	50	60	70	80	90	A0	B0	C0	D0	E0	F0
0	032	0 048	@ 064	P 080	` 096	p 0112	€ 0128	0144	0160	° 0176	À 0192	Ð 0208	à 0224	ð 0240
1	! 033	1 049	A 065	Q 081	a 097	q 0113	0129	‘ 0145	¡ 0161	± 0177	Á 0193	Ñ 0209	á 0225	ñ 0241
2	“ 034	2 050	B 066	R 082	b 098	r 0114	‘ 0130	‘ 0146	¢ 0162	² 0178	Â 0194	Ò 0210	â 0226	ò 0242
3	# 035	3 051	C 067	S 083	c 099	s 0115	ƒ 0131	“ 0147	£ 0163	³ 0179	Ã 0195	Ó 0211	ã 0227	ó 0243
4	$ 036	4 052	D 068	T 084	d 0100	t 0116	„ 0132	” 0148	¤ 0164	´ 0180	Ä 0196	Ô 0212	ä 0228	ô 0244
5	% 037	5 053	E 069	U 085	e 0101	u 0117	… 0133	• 0149	¥ 0165	µ 0181	Å 0197	Õ 0213	å 0229	õ 0245
6	& 038	6 054	F 070	V 086	f 0102	v 0118	† 0134	– 0150	¦ 0166	¶ 0182	Æ 0198	Ö 0214	æ 0230	ö 0246

	20	30	40	50	60	70	80	90	A0	B0	C0	D0	E0	F0
7	‘ 039	7 055	G 071	W 087	g 0103	w 0119	‡ 0135	— 0151	§ 0167	· 0183	Ç 0199	× 0215	ç 0231	÷ 0247
8	(040	8 056	H 072	X 088	h 0104	x 0120	ˆ 0136	˜ 0152	¨ 0168	¸ 0184	È 0200	Ø 0216	è 0232	ø 0248
9	) 041	9 057	I 073	Y 089	i 0105	y 0121	‰ 0137	™ 0153	© 0169	¹ 0185	É 0201	Ù 0217	é 0233	ù 0249
A	* 042	: 058	J 074	Z 090	j 0106	z 0122	Š 0138	š 0154	ª 0170	º 0186	Ê 0202	Ú 0218	ê 0234	ú 0250
B	+ 043	; 059	K 075	[091	k 0107	{ 0123	‹ 0139	› 0155	« 0171	» 0187	Ë 0203	Û 0219	ë 0235	û 0251
C	, 044	< 060	L 076	\ 092	l 0108	| 0124	Œ 0140	œ 0156	¬ 0172	¼ 0188	Ì 0204	Ü 0220	ì 0236	ü 0252
D	- 045	= 061	M 077	] 093	m 0109	} 0125	0141	0157	- 0173	½ 0189	Í 0205	Ý 0221	í 0237	ý 0253
E	. 046	> 062	N 078	^ 094	n 0110	~ 0126	Ž 0142	ž 0158	® 0174	¾ 0190	Î 0206	Þ 0222	î 0238	þ 0254
F	/ 047	? 063	O 079	_ 095	o 0111	0127	0143	Ÿ 0159	¯ 0175	¿ 0191	Ï 0207	ß 0223	ï 0239	ÿ 0255

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