

Blackboard collaborate TM
web conferencing
Version 12

Mobile User's Guide

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Overview



Blackboard Collaborate mobile web conferencing allows users of Blackboard Collaborate web conferencing to connect to their sessions on the Apple iPad, iPod Touch, or iPhone devices. A complete list of supported devices is available on the [Blackboard Collaborate Support Portal](#).

This guide describes the use of the mobile conferencing app on a mobile device. The screenshots in this guide were taken on an iPod Touch, and therefore may appear slightly different than the same screens on the iPad or iPhone. Substantial differences in function are noted in the text.

Mobile users have access to a subset of the functions in Blackboard Collaborate, including:

- Viewing the Whiteboard.
- Viewing an Application on another user's desktop.
- Access to breakout rooms.
- Sending and receiving chat messages with the entire room.
- Listening to other speakers and speaking to the room.
- Responding to polls.

For information about functions of Blackboard Collaborate web conferencing that are not included in mobile conferencing, refer to the [Blackboard Collaborate Web Conferencing Participant's Guide](#) found on the [Blackboard Collaborate On-Demand Learning Center](#).



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

Other Resources

Documentation and Learning Resources

The following guides describe the features of Blackboard Collaborate web conferencing for the desktop or laptop computer, including all of the features not available for mobile conferencing:

- [*Blackboard Collaborate Web Conferencing Essentials for Participants Guide*](#)
- [*Blackboard Collaborate Web Conferencing Essentials for Moderators Guide*](#)

Additional documentation and learning resources for web conferencing and other Blackboard Collaborate products are available on the [On-Demand Learning Center](#).

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 to join our Collaborati User's Group (https://www.coursesites.com/s/_Collaborati), a community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs.

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.

Chapter 1



Joining a Mobile Session

Before attempting to join a session via a mobile device, it is imperative that you verify with the session organizer or facilitator that the session will be available for mobile devices.

Download the Blackboard Collaborate mobile web conferencing app as you would any other app from the App Store. The app is free to download.

Once installed on your device, the application icon will appear as usual.



Tap the app to open the login screen:

Blackboard Collaborate Mobile

Blackboard Collaborate Session URL:

Enter your name:

Join Session

The session organizer or moderator should have made a link or web address to the session available to you, possibly by email invitation or through a course administration system. Clicking a link to a mobile-enabled session in your device's browser or email program will automatically enter the appropriate information into the Blackboard Collaborate Session URL text box, but an unlinked web address will need to be copied and pasted into the box. If you are not currently logged in to your CMS, you will also need to type your name.

When you have entered the information, click **Join Session** to enter the room.

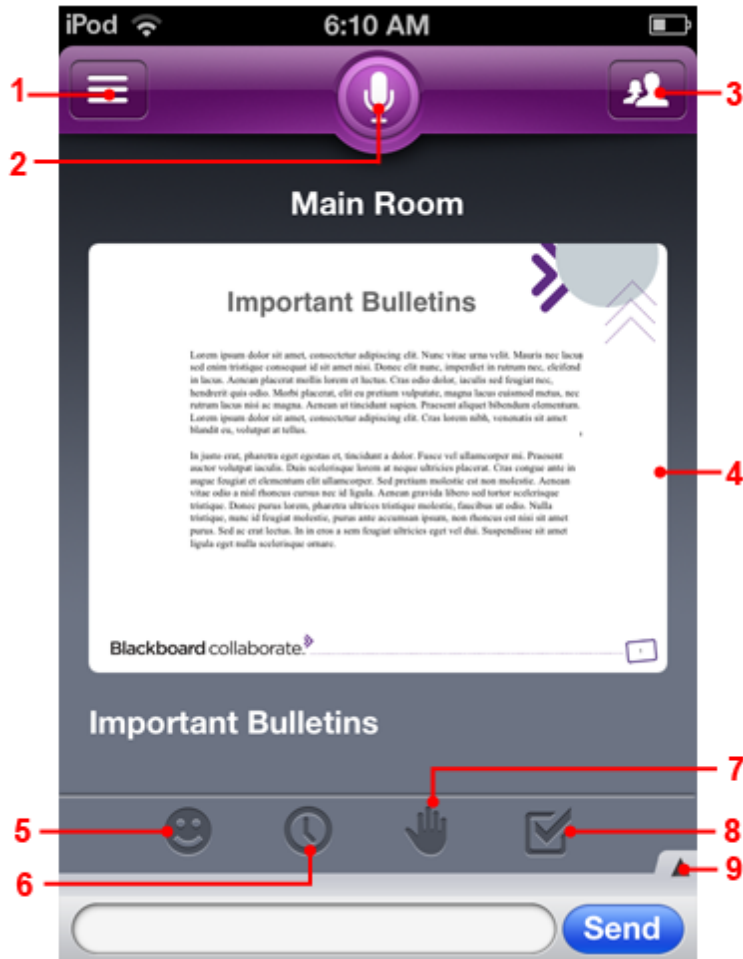
Chapter 2



The Main Content Screen

When you enter a mobile conferencing session, the first screen that appears is the main content window of the main room.

The Main Content Screen Features



1. Room Options

Open the Room Options screen. For more information, refer to *The Rooms List Features* on page 16.

2. Talk Button

Tap the talk button to activate your microphone. The button will depress and show a timer for a short time. When the microphone icon reappears in a down state, you can speak.




If your microphone has been disabled, the Talk button will appear with a line through it.



3. Participants List

Open the Participants List. Refer to *Participant List Features* on page 12 for more information.

On the iPad, the Participants list is open by default. Tap the  recliner mode button to hide it.

4. Main Content Area

The Main Content Area displays the visual content in the session. In this case, there is a Whiteboard page. The Content Area can also display an Application Share.

5. Emoticons

Tap the emoticon button to select a graphic to express yourself. The graphic will display on the Participant list.



6. Away Button

Tap the clock to place an (*away*) label beside your name in the Participant list. Tap the clock again to clear your away status.

Your status will also be set to Away if you put your phone to sleep, access another app, or return to your phone's home screen while your talk button is set to OFF.

7. Raise Hand

Tap the hand to raise your hand and be placed into a queue. The number beside your hand indicates your place in the order based on when you raised your hand.



8. Answer Poll

Tap the check mark to respond to a polling question with one of the allowed responses as determined by the moderator, or to clear your current answer. In the menu that opens, tap the desired response.



9. Show Text Chat History

Expands the text chat history of the session. For more information refer to *Text Chat* below.

On the iPad, the Text Chat history is always open.

Text Chat



1. Show Text Chat History (Mobile phones and iPods only)

To view chat messages that have been previously sent to the room, tap the up arrow in the lower right of the Main Content screen. The up arrow becomes a down arrow.

When another user sends a message for the first time in the session, the history will open automatically to show the message.

To hide the history, tap the down arrow that replaces the up arrow.

On the iPad, the chat history is available by default.

2. Text Field

To send a chat message, tap the text box at the bottom of the Main Content screen. Your device's software keyboard will open. Type your message.

3. Send

Tap to publish your text chat message to the room and keep the keyboard open.

Alternatively, tap **Done** on the device keyboard to send the message to the room and close the keyboard.



Recliner Mode

Turn a mobile phone or iPod sideways to enter Recliner Mode. The content area will enlarge to fill the entire screen, and all options will be hidden. Tap the screen to show the toolbars.


On the iPad, tap the recliner mode button  to enter this mode.




Chapter 3



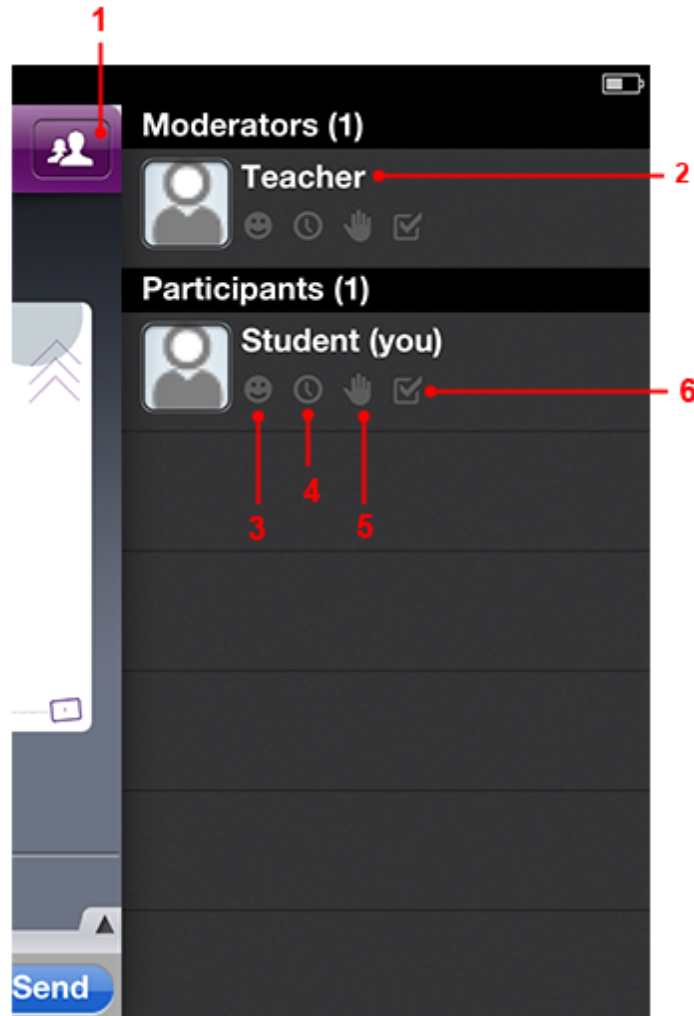
The Participants List

To open the Participants List on a mobile phone or an iPod Touch, tap the  button in the upper right corner of the Main Content screen.

To close it, tap the button again.

On the iPad, the Participants list is open by default. Tap the recliner mode button  to hide it.

Participant List Features



1. Close the Participant's List

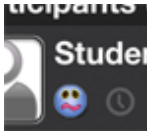
Tap to return to the Main Content screen.

2. Moderators

Moderators are usually instructors or presenters. They have additional capabilities within the web conferencing session, including the ability to control other Participant's permissions. Moderator capabilities are not supported on the mobile client. For more information about Moderators and their role, refer to the [*Blackboard Collaborate Web Conferencing Essentials for Moderator's Guide*](#).

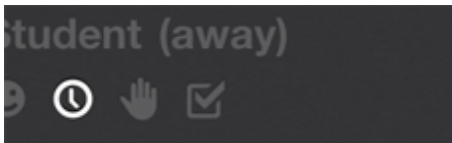
3. Emoticons

The emoticon you select on the Main Content screen will display here. Other Participants' emoticons will also appear here for you to see.



4. Away Indicator

Away indicators, will appear here for you and other Participants.



5. Hand Raised

If Participants have their hands raised, it will be indicated here.

6. Poll Response

Indicates Participants' responses to the current poll.

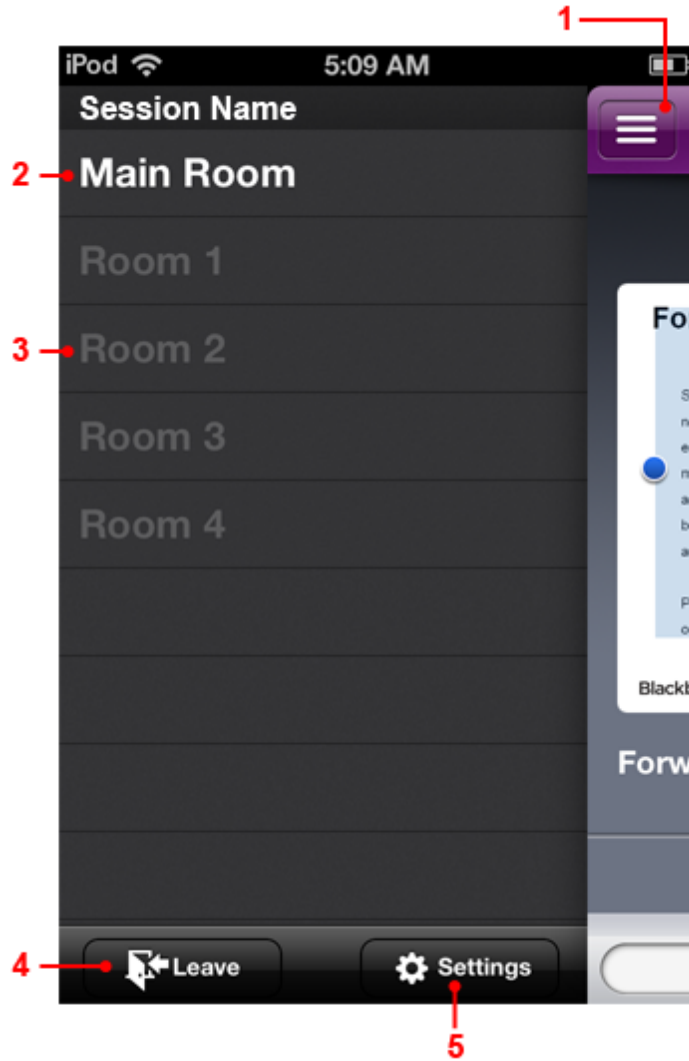
Chapter 4



The Rooms List

To open the Rooms screen, tap the  button in the upper left corner of the screen.

The Rooms List Features



1. Return to the Main Content Screen

Tap to return to the Main Content Screen.

2. The Main Room

All Participants enter the Main Room by default, and every session has a Main Room.

3. Breakout Rooms

Moderators may create Breakout Rooms so that Participants can be split into smaller groups within the same session. Other than the ability to see and be placed into Breakout Rooms by a Moderator, most features of Breakout Rooms are not supported by mobile conferencing.

The room that you are currently in will be highlighted on this list.

4. Leave the Session

Tap this button to exit the session and close the app.

It is highly recommended that you use this button to exit the session when you are ready to leave, as neither switching to a different app nor putting your device to sleep will actually remove you from the session.

If the web conferencing app remains in the background or the device is put to sleep for more than two minutes with the talk button OFF, you will be automatically ejected from the session.



Note: If the talk button is ON when the device is put to sleep or sent to the background, a red banner will appear on the screen to indicate that the session is still active and the microphone is transmitting.

5. Settings



Tap to open the app settings screen. Refer to *Settings Screen Features* on page 20 for more information.

Chapter 5



Settings

To access general settings for the Blackboard Collaborate mobile conferencing app:

1. Access a Blackboard Collaborate session.
2. Tap the  **Rooms List** button in the upper left corner of the Main Content screen.
3. Tap the  **Settings** button in the lower right of the Rooms List screen.

Settings Screen Features



1. Done Button

Tap to return to the Rooms List screen.

2. Wi-Fi Only

Slide the switch to **ON** in order to restrict data downloading to Wi-Fi networks only.



Note: Devices that do not have a cellular connection will still see the option to turn off Wi-Fi Only, but changing the setting will have no effect.

3. Wi-Fi Speed

Tap this button to specify your Wi-Fi data speed. In most cases, **Fast** is appropriate, but you can try slower speeds if you have frequent delays with audio or graphical content.

4. Cell Speed

Tap this button to set your data speed over cellular lines. Slower speeds compress data to a greater degree, which can also help prevent you from going over your cellular plan's data restrictions.



Note: Devices that do not have a cellular connection will still see the option to select a cellular speed. However, changing the option will have no effect.

Audio Alert Settings

Slide the switch in the right column from Off to On to enable a sound to play when each of the following events occurs. Slide it from On to Off to disable the alert.



Note: *Participant Hand Raised* is the only audio alert that is enabled by default. However, although the option appears in the settings menu for all users, this alert will play only for Moderators.





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