

Blackboard collaborate™
web conferencing
Version 11

Participant's Guide

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Chapter 1



Using this Guide

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 5 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 21 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 Participants.

Terminology

The following terms are used in this guide when referring to Blackboard Collaborate Web Conferencing users:

- 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.
- Participant – Participants have restricted access to Blackboard Collaborate features. Students are typically Participants, although Moderators can grant Participants Moderator status.
- Session Attendee – Anyone attending the session (both Moderators and Participants).
- Invitee – Anyone invited to the session (both Moderators and Participants).

Getting Help

Documentation and Training Materials

Documentation and training materials (for all Blackboard Collaborate products) are available on the On-Demand Learning Center, which can be reached in two ways:

- From within Blackboard Collaborate Web Conferencing, select *Additional Documentation* from the Help menu.
- In your browser, enter the following address:
<http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center.aspx>

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

- Keyboard Shortcuts
- Accessibility Guide (Moderator's version)
- Blackboard Collaborate Essentials for Moderators
- Blackboard Collaborate Essentials for Participants

Technical Support

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

<http://support.blackboardcollaborate.com>

Conventions Used in this Guide

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.

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 are 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 Blackboard Collaborate Web Conferencing.



Caution: Cautions alert you to potentially confusing terminology or difficulties that may occur when using Blackboard Collaborate Web Conferencing.



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.

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.
<i>Italics</i>	Represents menu items, options and parameters. Also used for cross references.
Monospace	Indicates pathnames, filenames, folders and command lines.
<brackets>	Indicates variables.

Chapter 2



Getting Started

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

- 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 6.
- 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 20.)
- 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 7.
- 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 82) and set your proxy settings (see *Setting Your Proxy Configuration* on page 13). You may also want to set other preferences, such as your connection speed (see *Setting Your Preferences* on page 7).

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 all 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.

Your computer should meet or exceed the following minimum requirements:

Windows

- Windows XP (32 bit), Windows Vista (32 or 64 bit) or Windows 7 (32 or 64 bit)
- Pentium III 1 GHz processor

Mac OS X

- Mac OS X 10.5 (32 or 64 bit) or Mac OS X 10.6 (32 or 64 bit)
- G4, G5 or Intel processor

Linux

- Ubuntu 9.10 (64 bit)
- Pentium III 1 GHz processor

In addition to the above requirements, all clients require the following:

- Java version 1.5 or higher



Note: For a 32 bit OS use a 32 bit JVM and for a 64 bit OS use a 64 bit JVM. If the correct version of Java is not detected, Blackboard Collaborate will prompt you to install a new version.

- 256 MB RAM
- 20 MB free disk space
- 28.8 KBps Internet connection
- Windows or Linux: sound card with speakers and microphone or headset (or telephone for Telephony users)
- Macs: internal, USB, or external iSight microphone (or telephone for Telephony users)



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 or Moderator 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.

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:

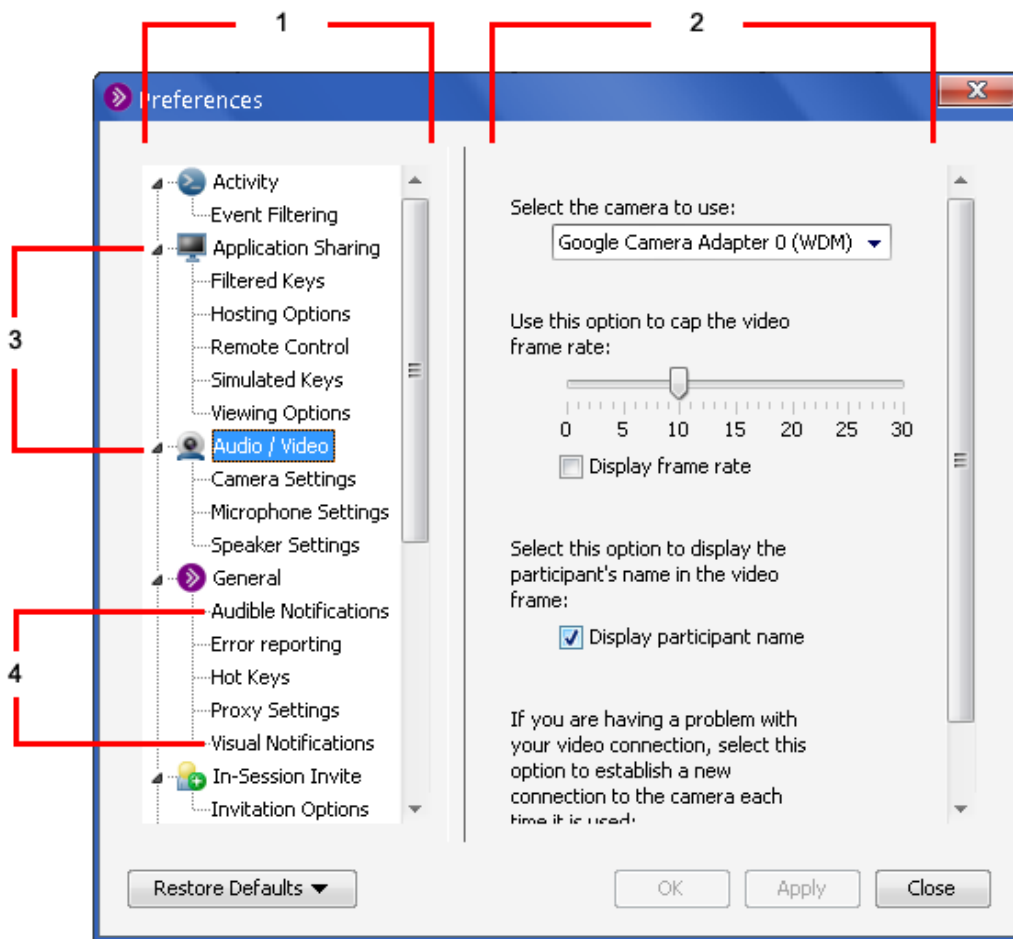
- From the *Edit* menu, select *Preferences...* (Windows & Linux)
From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
- Enter Ctrl+Comma (Windows & Linux)
Enter Command-Comma (Mac OS X)

Instructions for setting preferences are dispersed throughout this guide:

Preference(s)	Location in Guide
Connection Speed	<i>Setting Your Connection Speed</i> on page 11
Proxy Configuration	<i>Setting Your Proxy Configuration</i> on page 13
Notifications	<i>Setting Notification Preferences</i> on page 16
Hot Keys	<i>Configuring Hot Keys</i> on page 36
User Profile	<i>User Profiles</i> on page 52
Application Sharing	<i>Advanced Application Sharing Options</i> on page 151
Audio	<i>Advanced Audio Configuration</i> on page 87
Video	<i>Selecting your Video Camera</i> on page 63
Whiteboard	<i>Locating an OpenOffice.org Installation</i> on page 1
In-Session Invitations	<i>Setting the Email Text Encoding Format Preference</i> on page 1
Interactive Recordings	<i>Recording Your Sessions</i> on page 1
Session Plans	Not in this guide. See the <i>Illuminate Plan! Users Guide</i> .

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

2 Preference panels

3 Modules

4 Panels

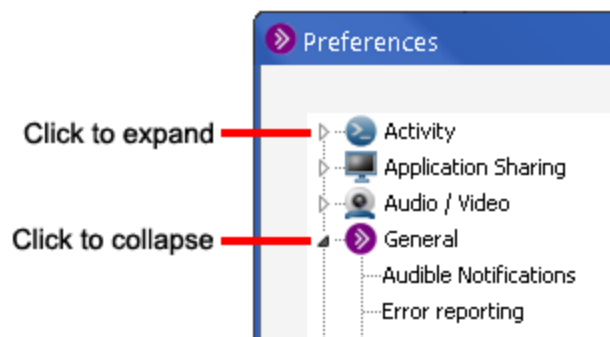


Note: If you select a module (rather than one of the panels beneath it), the topmost panel associated with that module will be displayed in the Preferences panels area.

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.

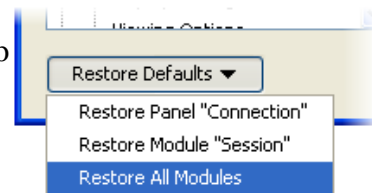
You also can collapse and expand the list of panels beneath a module by clicking on the disclosure buttons.



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

The first time you join a session, the Select Connection Speed dialog box 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.

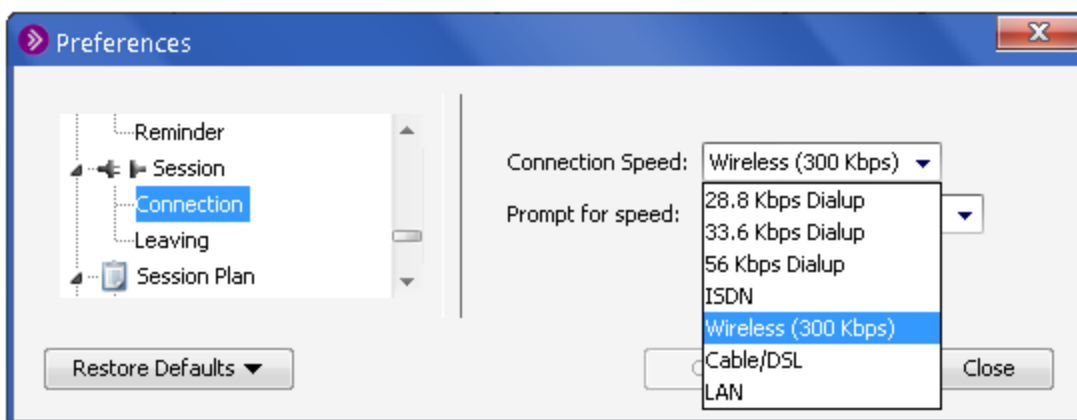


Note: You can quickly see what your current connection speed is by viewing it under the Information menu. See *Getting Session Connection Information* on page 38.

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 20) 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.



- 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

- 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 10.

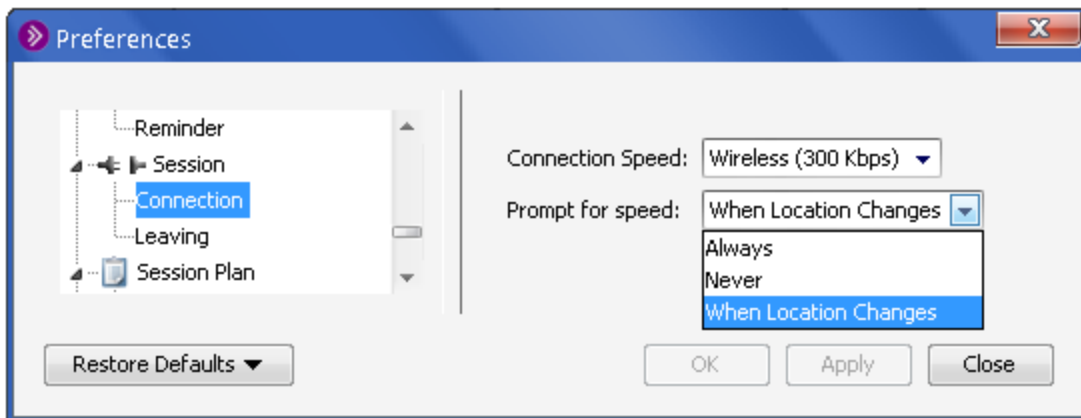
Prompting for the Connection Speed

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.

- 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.



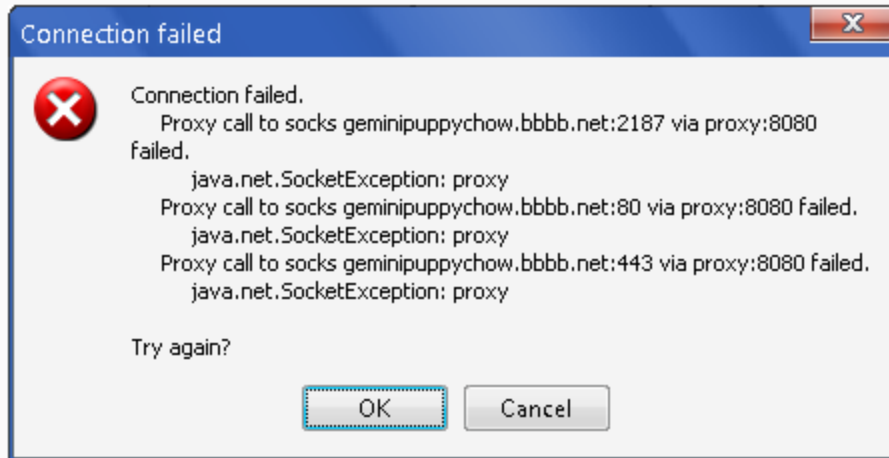
Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

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.

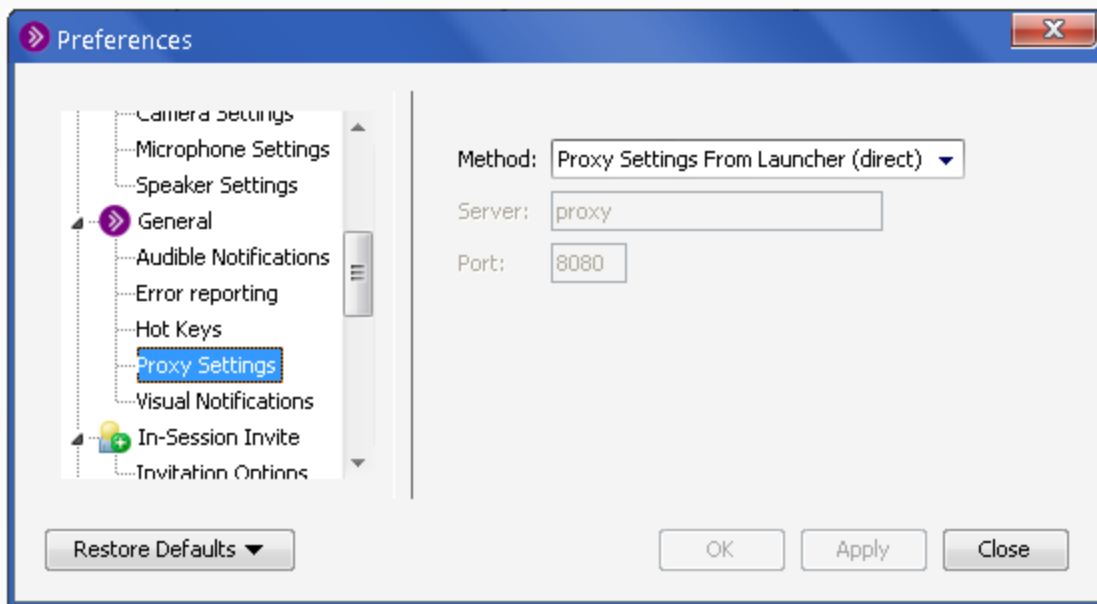


Note: Ask your System Administrator to provide you with the necessary proxy server information.

To Configure your Proxy Settings in the Preferences:

1. Open the Preferences dialog in one of the following ways:
 - o From the *Edit* menu, select *Preferences...* (Windows & Linux)
From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
 - o Enter Ctrl+Comma (Windows & Linux)
Enter Command-Comma (Mac OS X)

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



- 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>

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 10.

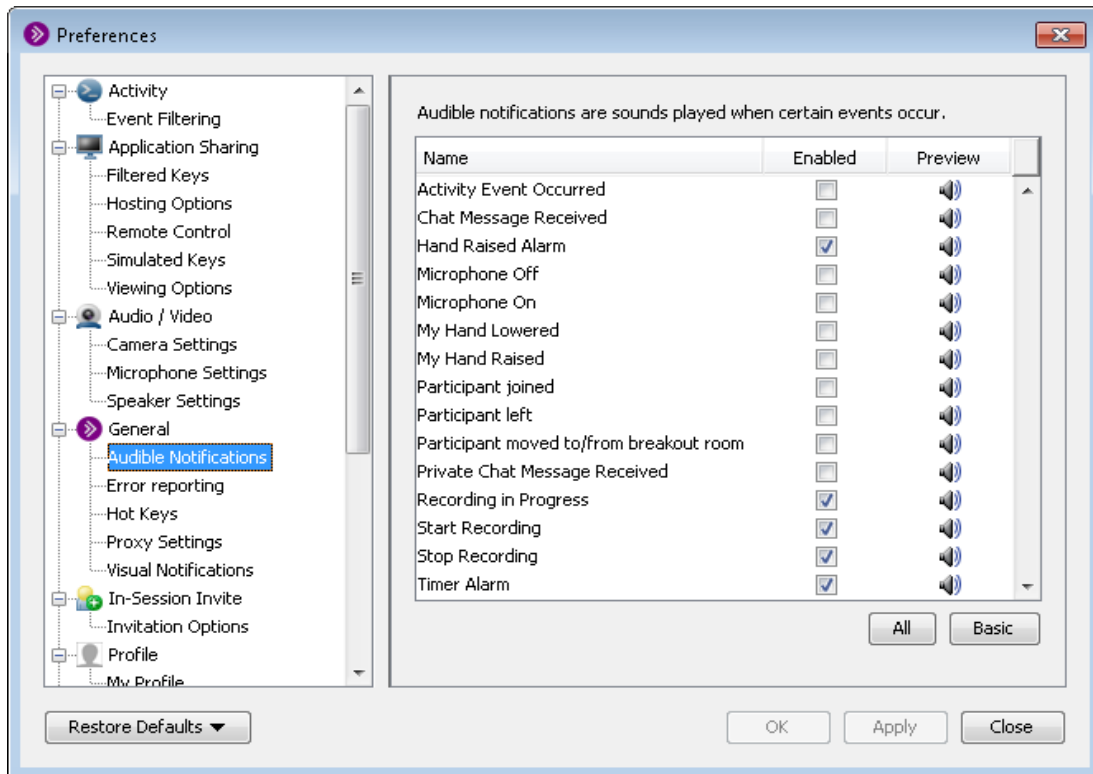
Setting Notification Preferences

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.

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.

- 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.

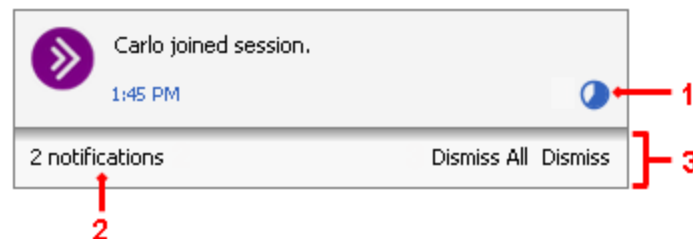


Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

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.

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).

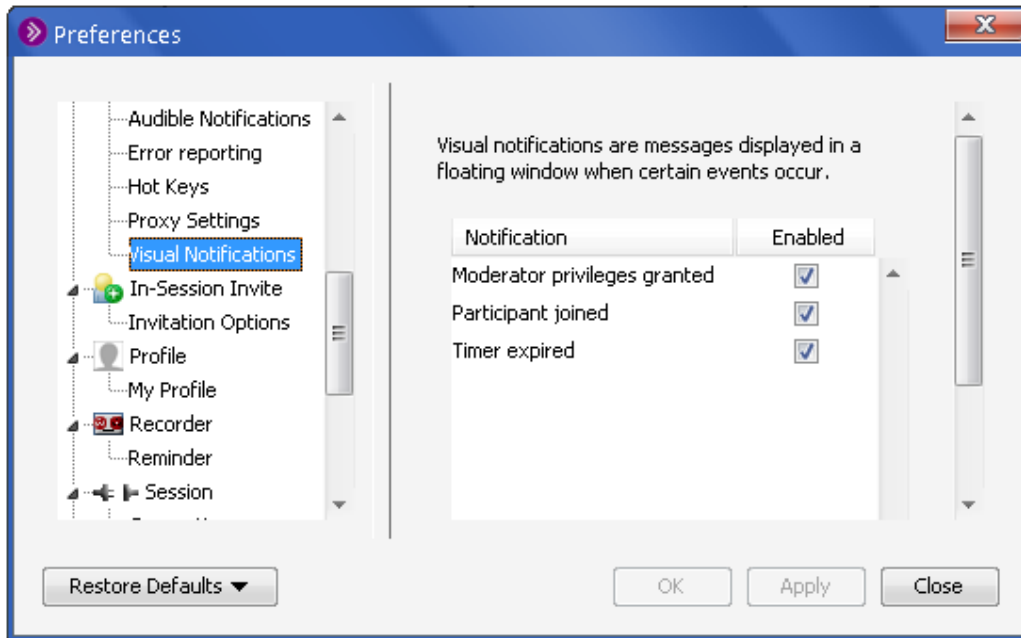


- 1 Timeout Indicator
- 2 Number of notifications in the queue
- 3 Dismissal buttons

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

- 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 10.

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*.

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



The Blackboard Collaborate Web Conferencing Room

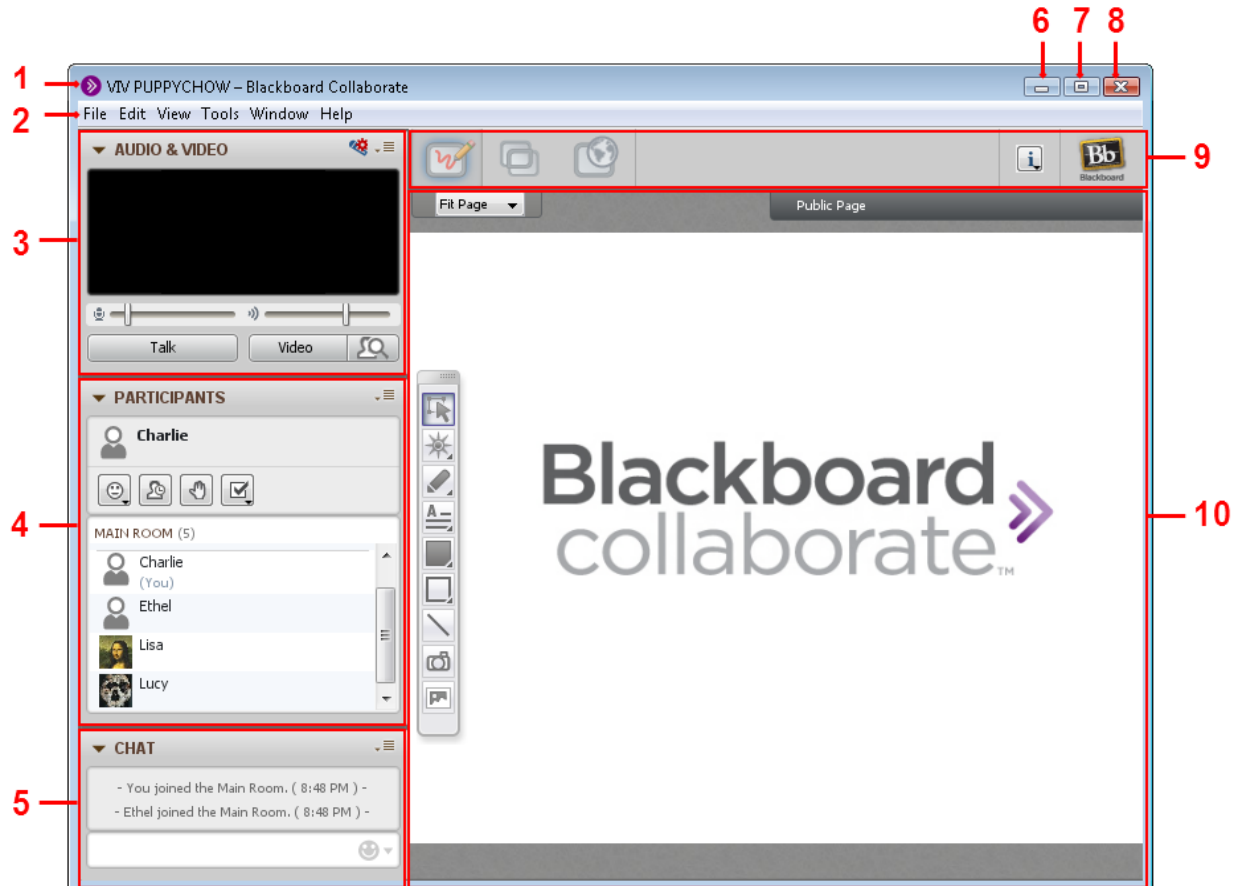
The Blackboard Collaborate Web Conferencing room consists of six main components:

- The **Menu bar** contains the File, Edit, View, Tools, Windows and Help menus.
- The **Audio & Video panel** enables you to participate in conversations either using 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.
- 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.

- 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.
- The **Collaboration toolbar** contains three buttons for switching between the three content modes (Whiteboard, Application Sharing and Web Tour), 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.

- 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.



- | | |
|-----------------------|-------------------------|
| 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 |

The Content Area Modes

The Whiteboard, Application Sharing and Web Tour share space in the Blackboard Collaborate Web Conferencing interface – each represents a "mode" in the content area. Although Whiteboard content, Application Sharing content and Web Tour content may all be loaded at the same time, you will be able to see the content of only one mode at a time.

Only certain users can switch between modes:

- Moderators with 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.



Participants with Whiteboard permission but not Application Sharing or Web Tour permission cannot 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.

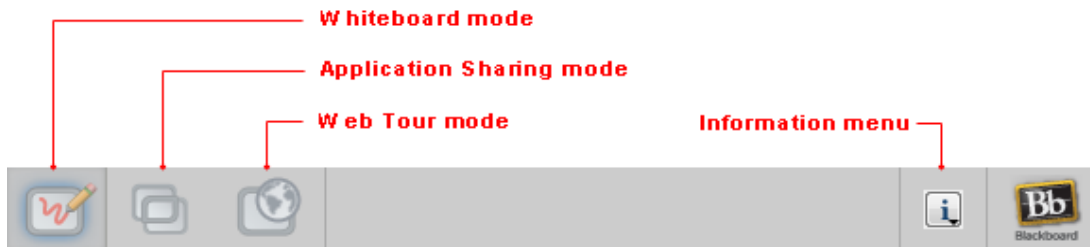


Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

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.



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. These 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 the facing page.

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.

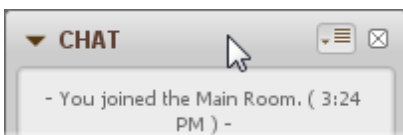
To collapse a panel, click on the Collapse button in the panel's title bar:



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 restore 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.



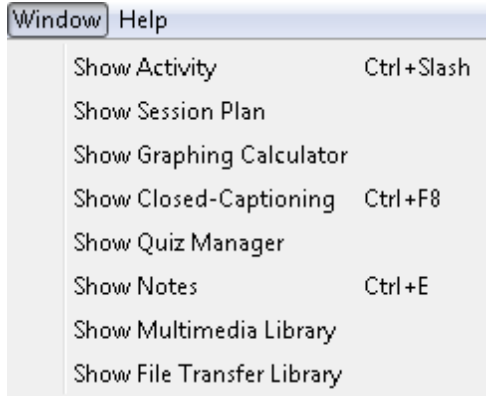
- **Un-obscure detached panels:** If part of the panel is obscured by another panel or window, click anywhere on the panel to bring it to the front of the other panel or window.

Working with Windows

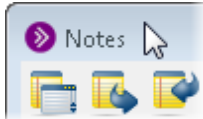
There are a number of different kinds of windows in Blackboard Collaborate Web Conferencing: the main application window, module windows (such as the Notes window and the Multimedia Library), dialog boxes (such as the Preferences dialog and Create Breakout Rooms dialog) and utility windows (such as the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

Below are the ways you can manage your windows:

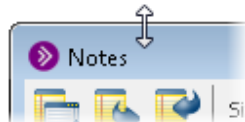
- **Open the main application window:** To open the window you need to join the session by clicking on a link.
- **Open a main module window:** To open the window of one of the main modules, select it from the Window menu or, if available, open it using its associated keyboard shortcut (see *Keyboard Shortcuts* on page 29.)



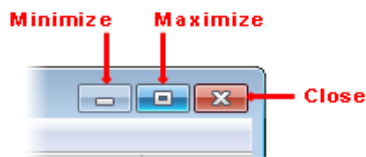
- **Move a window:** Grab the window by its title bar and, while holding down your mouse, drag it to the desired location and then drop it by releasing the mouse.



- **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 38.

The Menu

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 28).

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, 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, Chat, Interaction, Profile, Video and Whiteboard.
- **Window menu:** Enables you to open the following windows: Activity, Graphing Calculator, Notes and File Transfer Library.

- **Help menu:** Gives you access to documentation (a table of Keyboard Shortcuts 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 menus in the Participants panel that enable you to enter your feedback and responses in the Participants list: the Feedback menu (see *Entering Feedback on page 47*) and Polling Response menu (see *Polling on page 50*). 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.



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), which are one or more keys you press in combination within Blackboard Collaborate Web Conferencing to perform a function. 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 35.



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, Activity, Closed-Captioning, 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
Save Participants list, Chat conversation or Whiteboard	Ctrl+S	Command-S
Print Participants list 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
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

Function	Windows, etc. keys	Mac keys
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)	Alt+F8	Option-F8
Move keyboard focus between open windows (Notes, File Transfer, Activity, Closed-Captioning, 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+/ Alt+F4 Ctrl+W	Command-/ Command-W
Close Activity Window	Ctrl+/ Alt+F4 Ctrl+W	Command-W
Audio Functions		
Press the Talk button (Note: this is a Hot Key – see <i>Hot Keys</i> on page 35.)	Ctrl+F2	Control+F2
Release the Talk button (Note: this is a Hot Key – see <i>Hot Keys</i> on page 35.)	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

Function	Windows, etc. keys	Mac keys
Video Functions		
Start Video transmission (Note: this is a Hot Key – see <i>Hot Keys</i> on page 35.)	Ctrl+F3	Control-F3
Stop Video transmission (Note: this is a Hot Key – see <i>Hot Keys</i> on page 35.)	Ctrl+F3	Control-F3
Whiteboard Functions		
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
Ungroup selected objects	Ctrl+U	Command-U
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		
Take back control of Application Sharing (Note: this is a Hot Key – see <i>Hot Keys</i> on page 35.)	Ctrl+Space	Control-Space
Stop Application Sharing (Note: this is a Hot Key – see <i>Hot Keys</i> on page 35.)	Ctrl+Shift+S	Control-Shift-S
Chat Functions		

Function	Windows, etc. keys	Mac keys
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
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
Closed-Captioning Functions		
Open Closed-Captioning window	Ctrl+F8	Command-F8
Close Closed-Captioning window	Alt+F4 Ctrl+W	Command-W

Function	Windows, etc. keys	Mac keys
Polling Functions		
Yes - polling response	Ctrl+1	Command-1
No - polling response	Ctrl+2	Command-2
A - polling response	Ctrl+1	Command-1
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 differ from standard keyboard shortcuts keys in 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 table below) or define your own in the Preferences dialog. For instructions, see *Configuring Hot Keys* on next page.



Num Lock and Caps Lock must be turned off for Hot Keys to work in a *Blackboard Collaborate Web Conferencing* 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 table below 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
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).

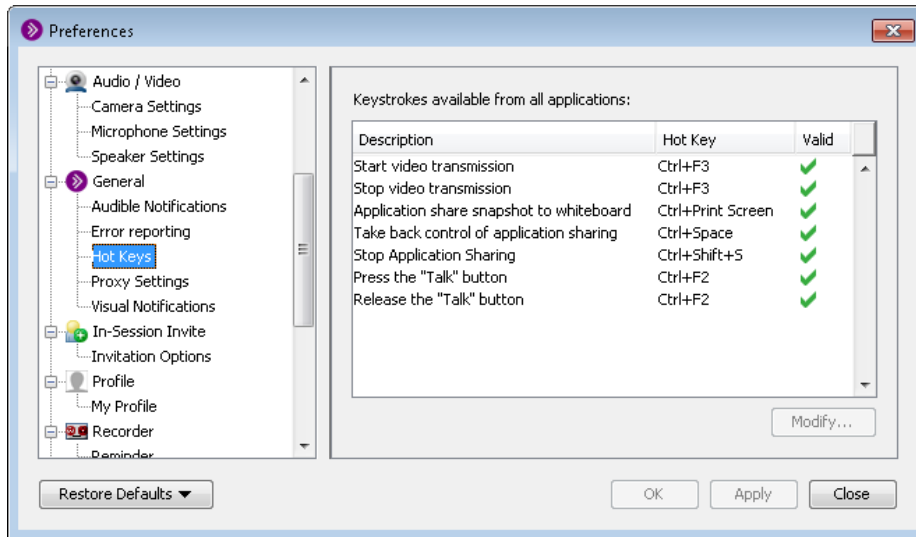


Mac OS X users must include at least one modifier key in the keystroke: ↑Shift, ^ Control, ⌥ Option or ⌘ Command).

Configure your hot keys in the Preferences dialog.

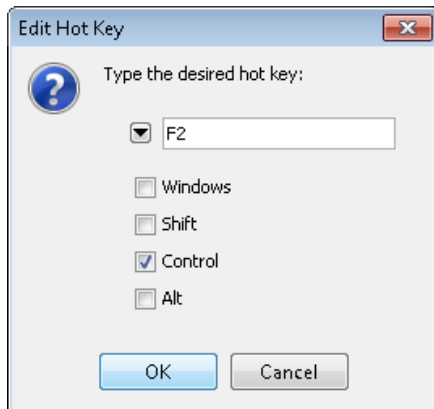
1. Open the Preferences dialog in one of the following ways:
 - From the *Edit* menu, select *Preferences...* (Windows & Linux)
From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
 - Enter Ctrl+Comma (Windows & Linux)
Enter Command-Comma (Mac OS X)

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.

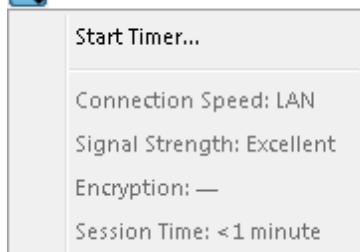
When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.



Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

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 207.)



- **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 11).
- **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)

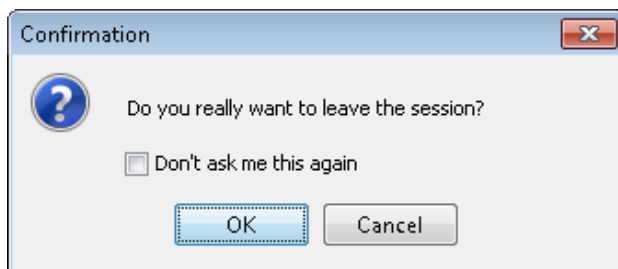
By default, a confirmation dialog will prompt you to confirm whether or not you want to leave the session. For instructions on how to hide this dialog in the future, see *The Confirmation Dialog*.



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

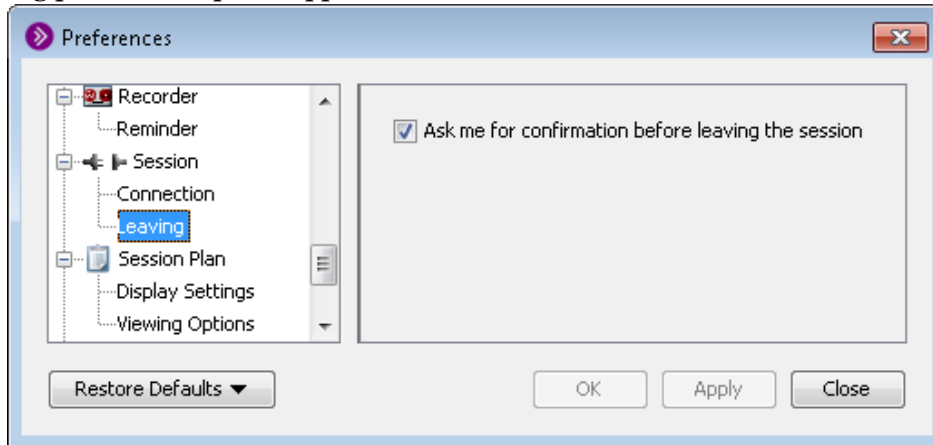
By default, you will be prompted to confirm whether or not you want to leave the session. Click on **OK** to leave the session or **Cancel** to stay in the session.



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 10.

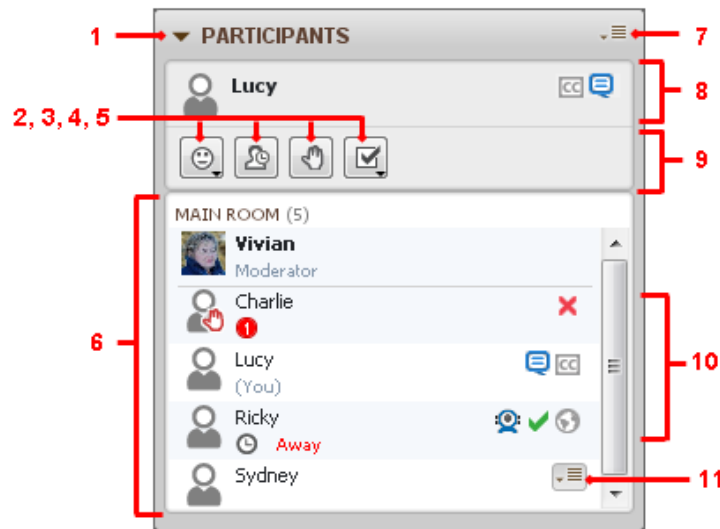
Chapter 4



The Participants Panel

The Participants panel provides you with information about yourself and others in the session. You can view the user profiles of others and edit your own, see what features others are currently using and see what permissions you and others have. The Participants panel also gives you tools for interacting with others in the session: you can enter emoticons, raise your hand, indicate that you have stepped away from the session, send a private Chat message and respond to polls conducted by a Moderator.

The Participants panel has the following components:



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

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* below), your current activity (see *Status Indicators* on page 50) and your profile (see *Editing Your User Profile* on page 53). 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.



For information on working with panels, see *Working with Panels* on page 24








Understanding Permissions

Your access to Blackboard Collaborate Web Conferencing features is managed by permissions. Moderators can change your permissions, either by changing the global permissions (those that apply to all Participants) or by changing your permissions only.



For information on how permission information is presented in the Participants panel, see *Permission Indicators in the Participants List* on next page.

The table below 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, nor to switch to Whiteboard mode from another mode (see <i>The Content Area Modes</i> on page 22). Neither does it allow them to navigate between pages in the Main room, which requires the Moderator to turn off the Follow option (see <i>The Follow Option</i>).
	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 <i>The Content Area Modes</i> on page 22) 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 <i>The Content Area Modes</i> on page 22) 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.)

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.



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 a Moderator removes your permission to use a globally permitted feature, the icon representing that feature is stamped with a red X and appears next to your name in the Participants list.

In the example below, the global permissions are set to the default (permission to use Audio, Video, Chat and Whiteboard but not Application Sharing, Web Tour and Closed-Captioning) and the exceptions to these are indicated by the icons in the Participants list.

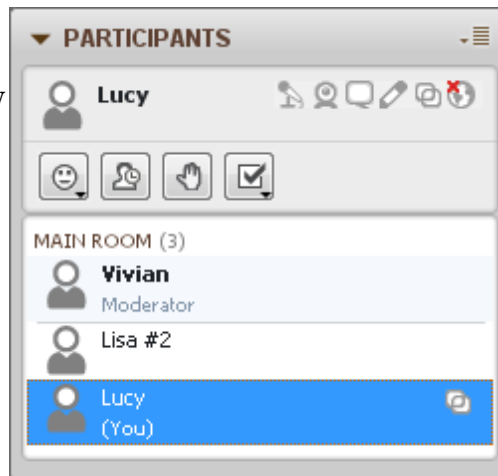


- The Moderator has granted Charlie the Closed-Captioning permission and revoked his permission to transmit video.
- Lucy has been granted the Application Sharing permission.
- Ricky has been granted the Web Tour permission and his Audio permission has been revoked.



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.



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

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).

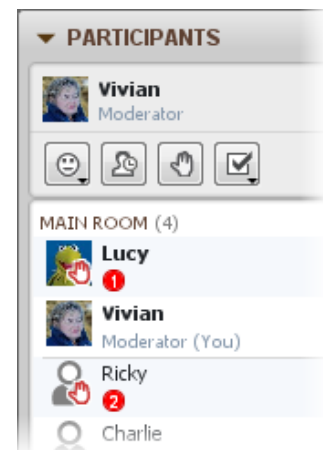
Raised Hand Notification

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 16.



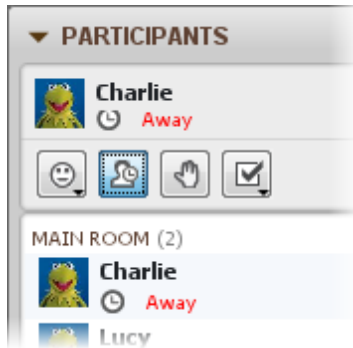
Stepping Away

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.

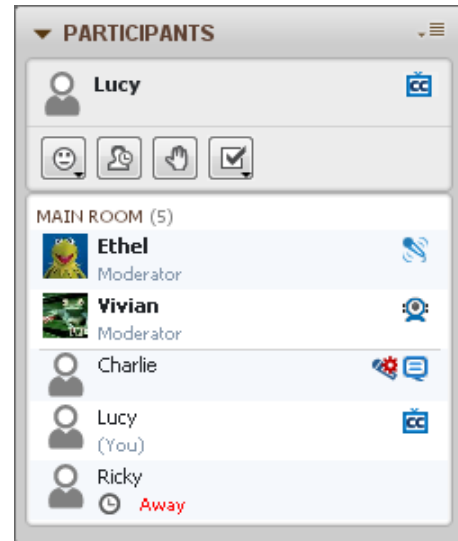


Alongside the activity indicators, you may see other icons in the Participants list. There may be permission icons (see *Understanding Permissions* on page 42) or status indicators showing that users are experiencing delays (see *Status Indicators* on next page)

Activity Indicator	Meaning
	User has turned on his/her microphone. (Using VoIP for Audio.)
	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 there is a delay in the sending and/or receipt of Audio, Video and Application Sharing data. An amber status indicator denotes a moderate delay whereas a red status indicator denotes a significant delay.

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 Audio 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 and Video.

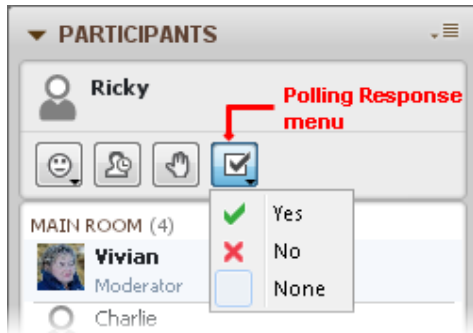
Polling

A Moderator may ask you to participate in an poll. There are four 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 table below).

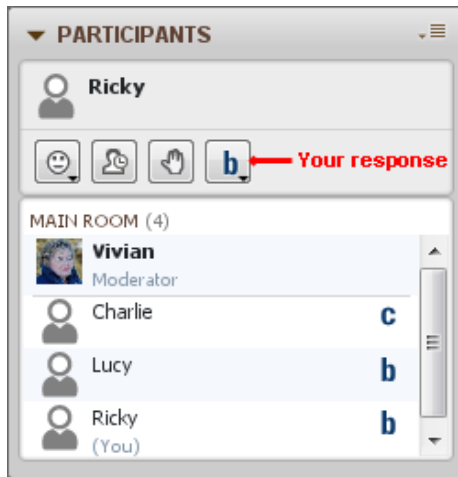


When the Moderator selects a different type of poll, the available response buttons will change accordingly.

Type of Poll	Response Buttons	Windows and Linux Shortcuts	Mac Shortcuts
Yes/No	<p>✓</p> <p>✗</p>	<p>Yes: Ctrl+1</p> <p>No: Ctrl+2</p>	<p>Yes: Command-1</p> <p>No: Command-2</p>
Multiple Choice with three answer choices	<p>a</p> <p>b</p> <p>c</p>	<p>A: Ctrl+1</p> <p>B: Ctrl+2</p> <p>C: Ctrl+3</p>	<p>A: Command-1</p> <p>B: Command-2</p> <p>C: Command-3</p>
Multiple Choice with four answer choices	<p>a</p> <p>b</p> <p>c</p> <p>d</p>	<p>A: Ctrl+1</p> <p>B: Ctrl+2</p> <p>C: Ctrl+3</p> <p>D: Ctrl+4</p>	<p>A: Command-1</p> <p>B: Command-2</p> <p>C: Command-3</p> <p>D: Command-4</p>
Multiple Choice with five answer choices	<p>a</p> <p>b</p> <p>c</p> <p>d</p> <p>e</p>	<p>A: Ctrl+1</p> <p>B: Ctrl+2</p> <p>C: Ctrl+3</p> <p>D: Ctrl+4</p> <p>E: Ctrl+5</p>	<p>A: Command-1</p> <p>B: Command-2</p> <p>C: Command-3</p> <p>D: Command-4</p> <p>E: Command-5</p>
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 *If a Moderator has enabled it, Participants can see the responses of others displayed next to their names in the Participants list. Your own response is also shown in the button of the Polling Response menu.* below.

If a Moderator has enabled it, Participants can see the responses of others displayed next to their names in the Participants list. Your own response is also shown in the button of the Polling Response menu.



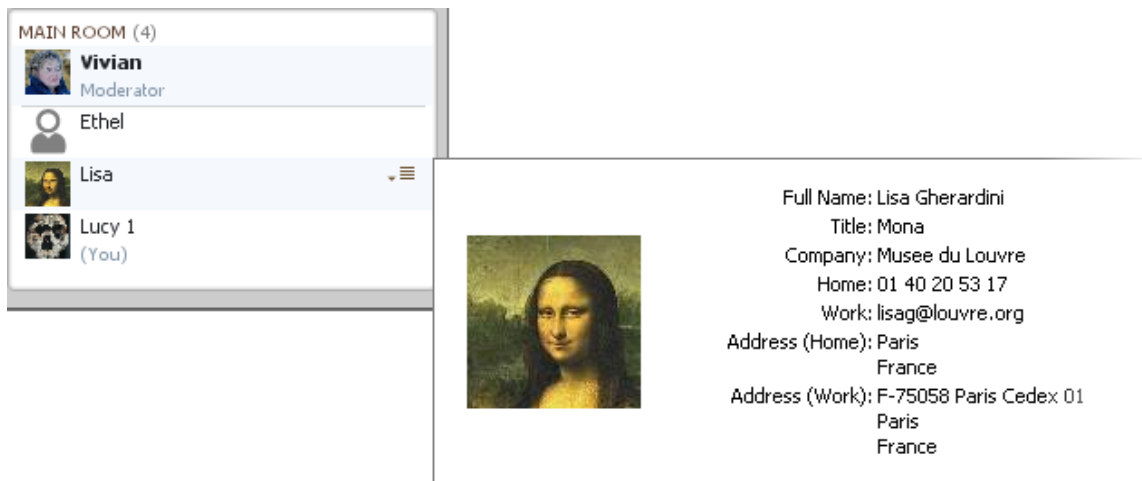
User Profiles

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

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

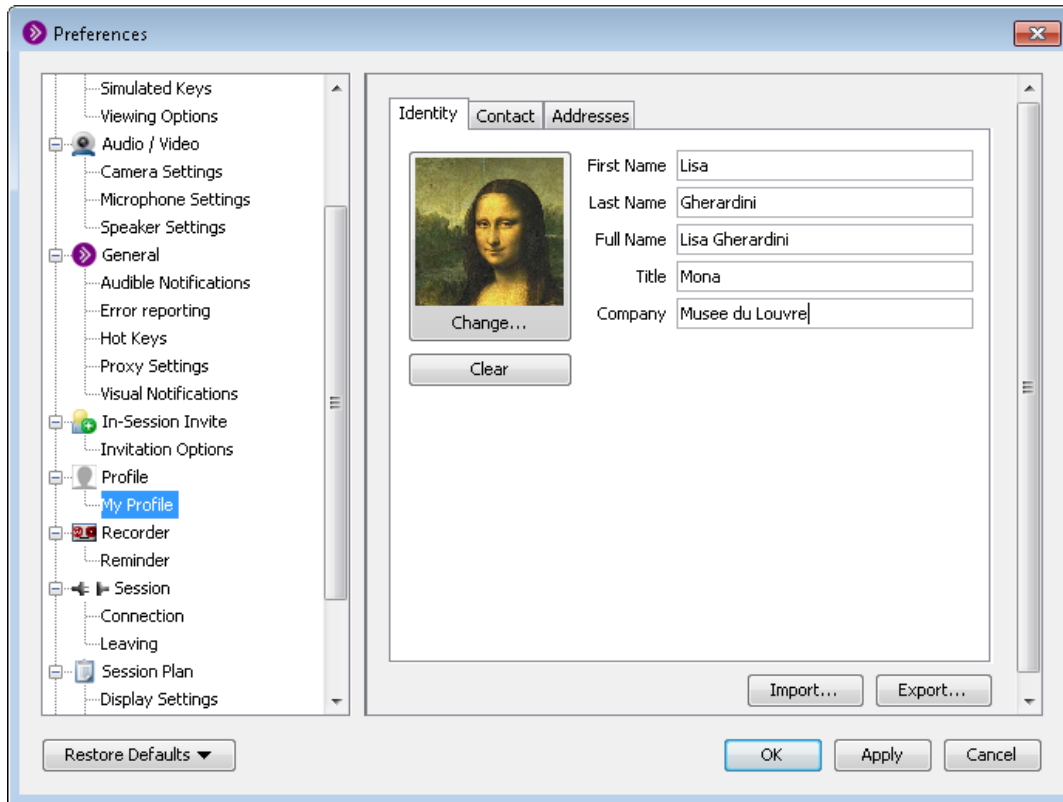
Create or edit your Profile in the Preferences dialog.



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.

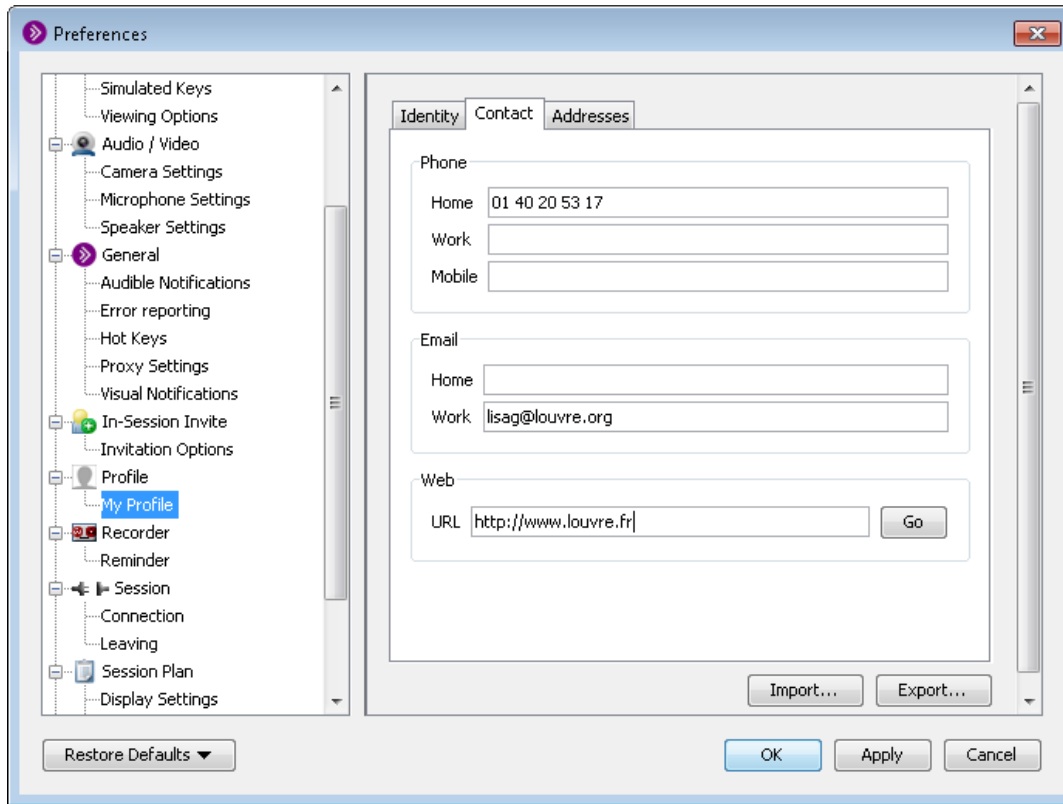


- 3. Enter your information in the desired fields under the Identity tab.
To insert a photo, click the **Change** button and browse to select your photo. To remove the photo, click on the **Clear** button.



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.



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

- 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).

- Open the My Profile preferences dialog box. (See steps 1 and 2 under *Editing Your User Profile*.)
- 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.

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.

VIV'S SESSION
 Vivian (Moderator)
 Lucy (Participant)
 Ethel (Participant)
 Charlie (Moderator)

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 5

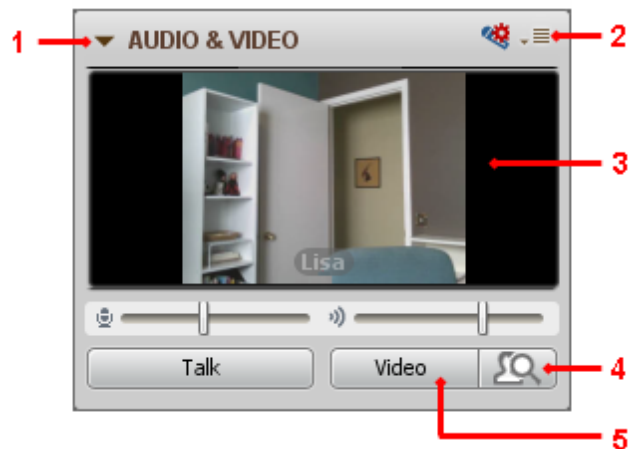


Video Broadcast


The Video feature of Blackboard Collaborate Web Conferencing enables you to transmit and receive video broadcasts with others in a session. This 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.

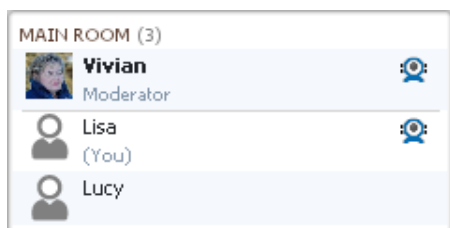
The Video feature can display up to six simultaneous camera transmissions. For details, see *Multiple Simultaneous Cameras* on page 67

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* below). In the example below, Vivian and Lisa are transmitting video.



If the Video button is disabled (grayed out) in your Audio & Video panel, it means you do not have permission to use Video. You can always view another's video transmission, change your video display, preview your own Video and set your camera preferences but you need the Video permission in order to transmit. (For information on permissions, see *Understanding Permissions* on page 42.)




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 42.

Activity and Permission Indicators

The table below 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.



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*).



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.



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.



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 the facing 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 35.



Note: If you get an error when you click on the Video 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 the facing page).

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



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 35.

Selecting your Video Camera

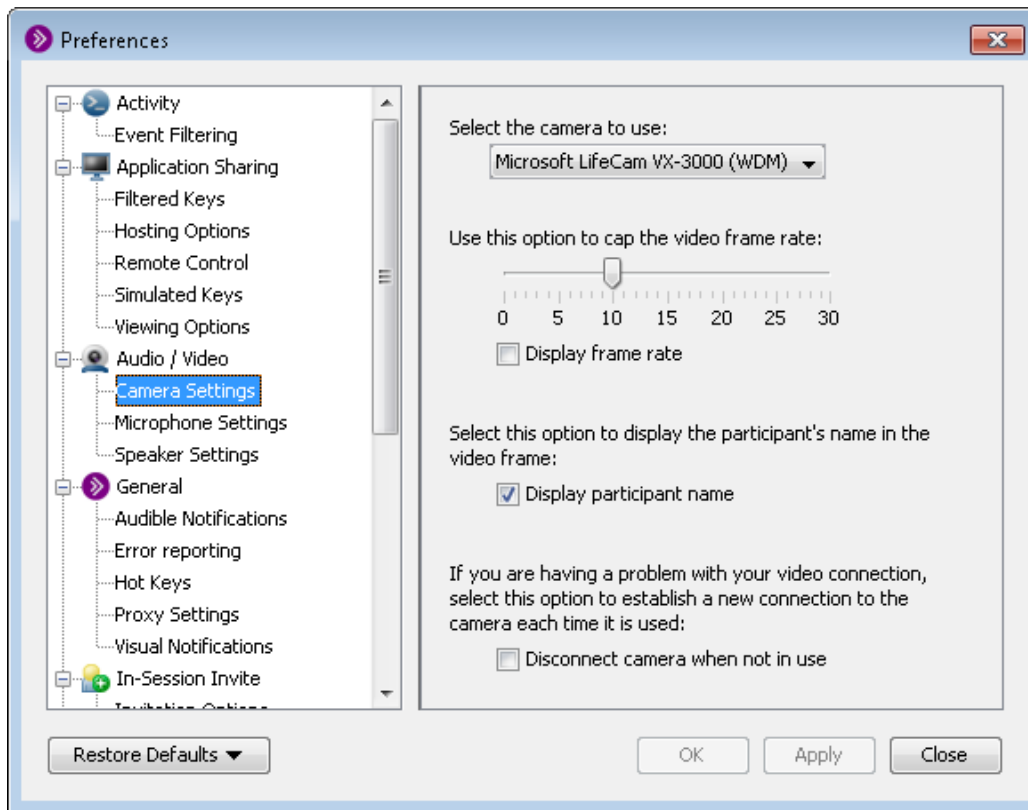
If you have only one video camera installed on your computer, that device is automatically used by Blackboard Collaborate Web Conferencing to preview and transmit video. However, if you have more than one video input device on your computer, you can select which device you want to use through the Preferences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

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



- Select the desired camera from the *Select the camera to use* drop-down list.
- 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.

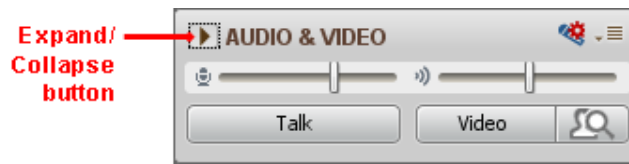
When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.



Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

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 to open it.



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.



For information on working with panels, see *Working with Panels* on page 24

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.

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 67.)

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).



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.

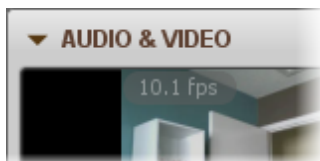


Hover your mouse over a thumbnail to display a "tool tip" containing the transmitter's name.



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 1.

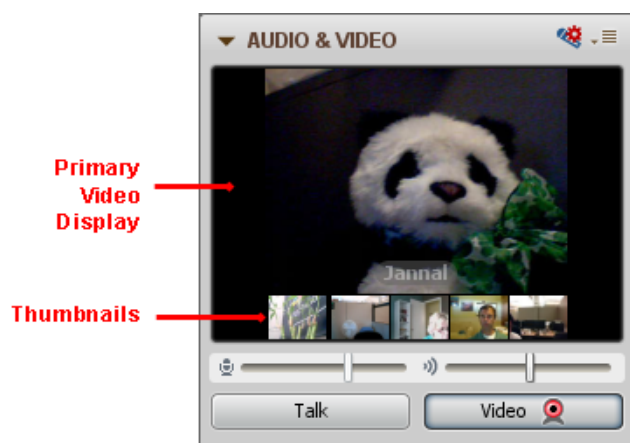
If desired, you can display a box showing the frame rate of the transmission in the upper-left corner of the primary video display. (To do so, see *Setting the Video Frame Rate* on page 1.) This is useful for troubleshooting video (see *Troubleshooting Video Delays*).



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.

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 in thumbnails, up to a maximum of five 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 65. For a discussion of how you can change that display, see *Controlling the Primary Video Display* below.

Multi-Camera Video in Recordings

If a session with multiple simultaneous cameras is recorded, the video from all cameras is saved and, when playing the recording, you can choose who to show in your primary video display just as you would if you attended the live session.

For instructions on changing your display, see *Controlling the Primary Video Display* below.

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.

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

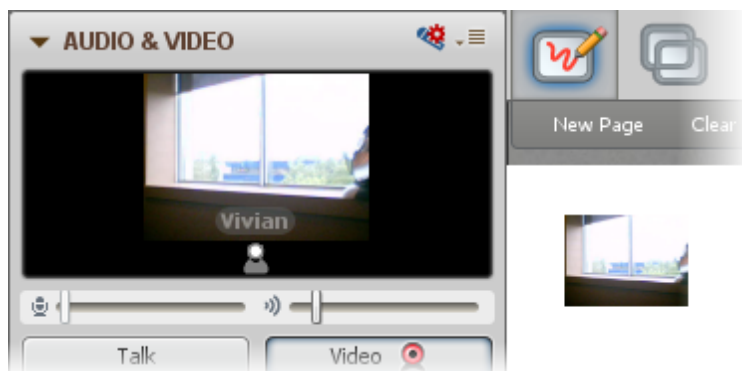
If *Make Video Follow Moderator Focus* and *Make Video Follow Speaker* are turned off, you can manually control what is displayed in your primary video display. To move a thumbnail image into the primary video display, simply click on the thumbnail.

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.

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 1), 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 67.)

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 35.

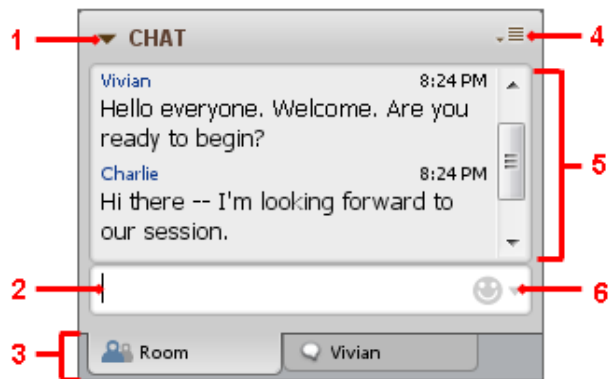
- Click on the **Preview** button. You will continue to see video images, but others in the session will not.

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

Chapter 6

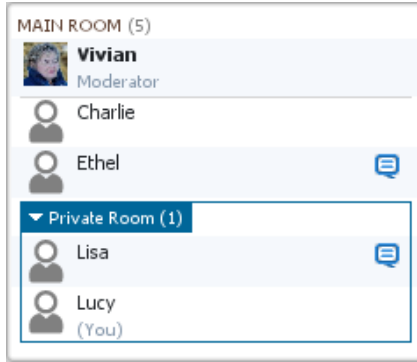
The Chat Panel

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 next page.)



If the message text box is not visible in your Chat panel, it means you do not have permission to use Chat. You will, however, always be able to read Chat messages and send a message to a Moderator. For instructions, follow the steps under *Sending Messages to Selected Individuals* on page 75.



For information on working with panels, see *Working with Panels* on page 24

Chat Activity and Permission Indicators

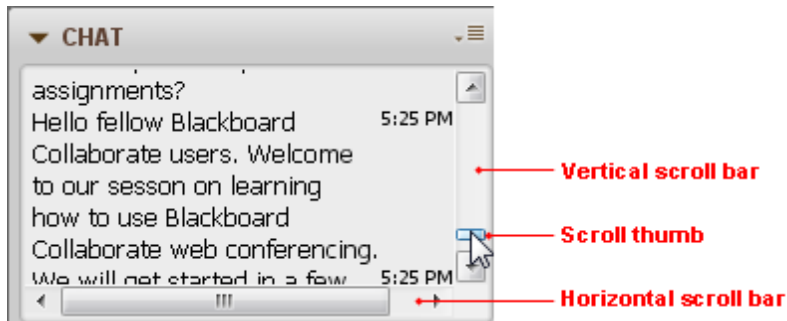
You can monitor the state of Chat activity and permissions through indicators displayed in the Participants list of the Participants panel. These indicators are described in the table below.

For details about permissions, see *Understanding Permissions* on page 42.

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.



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.

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* below.)



Also, if you have the *Chat Message Received* audible notification turned on, you will hear a ding.



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

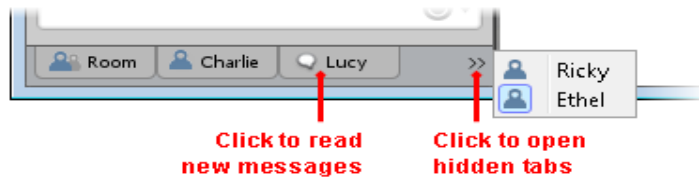
Conversation Tabs

When chatting in Blackboard Collaborate Web Conferencing, you can participate in more than one conversation at a time. These conversations take place under conversation tabs. When a session begins, there are no conversation tabs.



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 and a Room conversation tab added for the room you are in (main room or breakout room).

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.



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 Lucy.

Moving Between Conversations

You can move freely between conversations simply by clicking on the conversation tabs. You will be able to catch up on all the messages others entered while you were away.

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.



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* below

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 previous page.) Go directly to step 3 since your cursor will already be in the message text field.



To start a new group conversation, see *Sending Messages to Selected Individuals* below.

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 Messages to Selected Individuals

You can send private 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, with one notable exception: when a session is supervised.

A note on Supervised sessions: Some sessions are supervised, meaning that Moderators will be able to see the activity of everyone in the session. You will know a session is supervised by the presence of the word "Supervised" in the title of the Chat panel.



▼ CHAT - Supervised

When you are entering a "private" message, keep in mind that all Moderators can read it in supervised sessions.

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*.



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 the recipient's Chat panel, with a New Message Indicator (Chat bubble) in the tab. The recipient will need to click on the new tab to read your message.



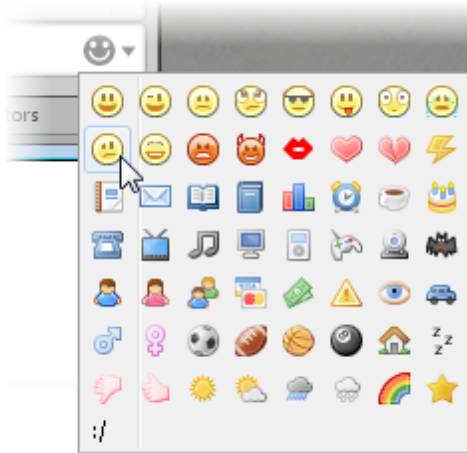
Also, if the intended recipient has the *Chat Message Received* audible notification turned on, they will hear a ding.












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

Adding Emoticons to your Chat Message

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.



The following table lists a few of the most popular emoticons and their respective text strings.

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

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 74.)
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.



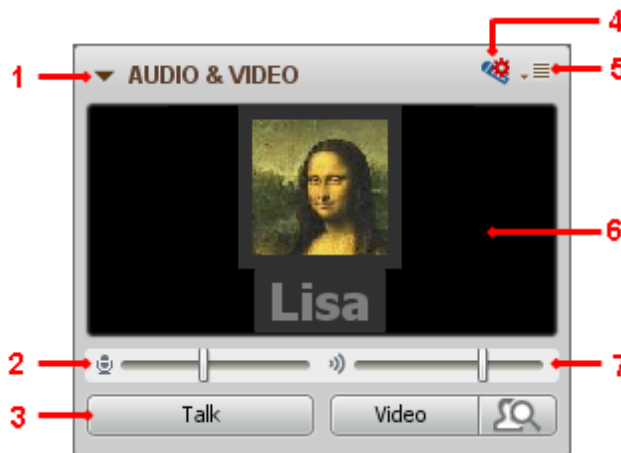
Note: You cannot load the file back into the *Blackboard Collaborate Web Conferencing* Chat panel.

Chapter 7


The Audio Feature

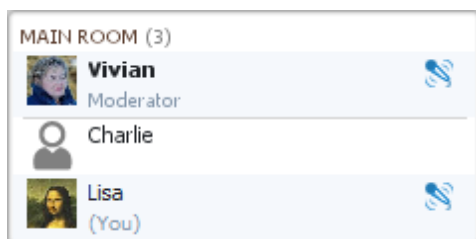
The Audio feature enables you to participate in conversations during a Blackboard Collaborate Web Conferencing session using a microphone and speakers (or headset) via Voice over Internet Protocol (VoIP). If your organization offers teleconferencing services with Blackboard Collaborate, you can use the Telephony (telephone conferencing integration) feature for your in-session communications. For details, see *Chapter 8, “Telephone Conferencing”*.

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



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

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 80.) 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 64.



For information on working with panels, see *Working with Panels* on page 24

If the Talk button is disabled (grayed out) in your Audio & Video panel, it means you do not have permission to use Audio. You can always receive audio and adjust your microphone and speaker levels, but you need the Audio permission in order to send audio. (For information on permissions, see *Understanding Permissions* on page 42.)









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 table below 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 8, "Telephone Conferencing"*.)

For details about permissions, see *Understanding Permissions* on page 42.

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.

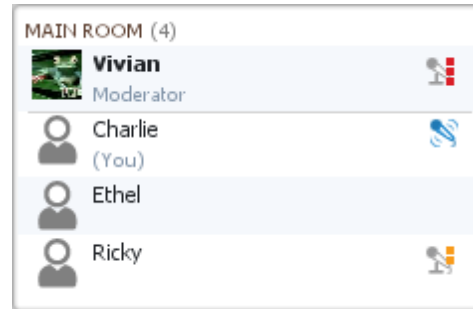


Note: All Talkers see status indicators for all listeners, Moderator listeners see status indicators for all listeners (including themselves) and Participant listeners see status indicators for themselves only. There are no status indicators shown next to Talkers. (There is one exception: if there are 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 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 82).

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 87.)

Using the Audio Setup Wizard

To verify that your Audio is set up correctly, we recommend that you use the Audio Setup Wizard before the session begins. This wizard 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.

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 92.)
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 87.)



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

5. 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 92*) 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 step 3.
 - 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 87*.)
5. 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 step 8.
 - 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.

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).



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 35

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



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 82.

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 92
- *Setting Level Controls* on page 91
- *Suppressing Transmission of Silence* on page 92
- *Muting Speakers When Talking* on page 96
- *Setting the Sample Rate* on page 92



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 82)
- Microphone Settings Preferences dialog (see *Microphone Configuration* on next page)

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 82)
- 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

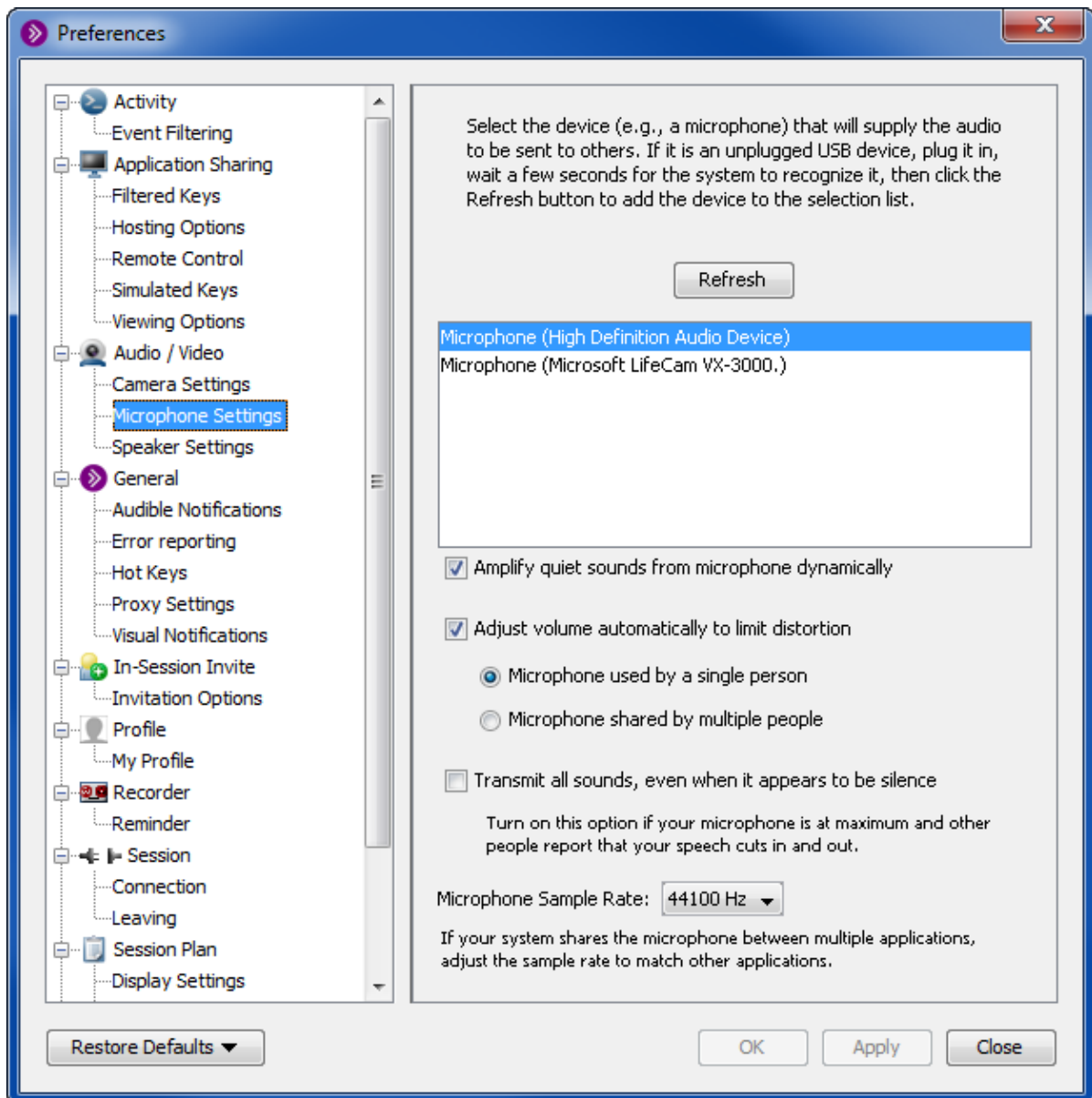
Set the microphone configuration preferences as follows.

1. Open the Preferences dialog in one of the following ways:
 - From the *Edit* menu, select *Preferences...* (Windows & 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 *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 87.

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 88.

- *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 88.

- 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 88.

- *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 88.

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 10.

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. 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 91.

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 sounds, even when it appears to be silence*. For details, see *Suppressing Transmission of Silence* on page 92.



Note: When enabled, *Transmit all sounds, 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 92. 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 82)
- 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 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.

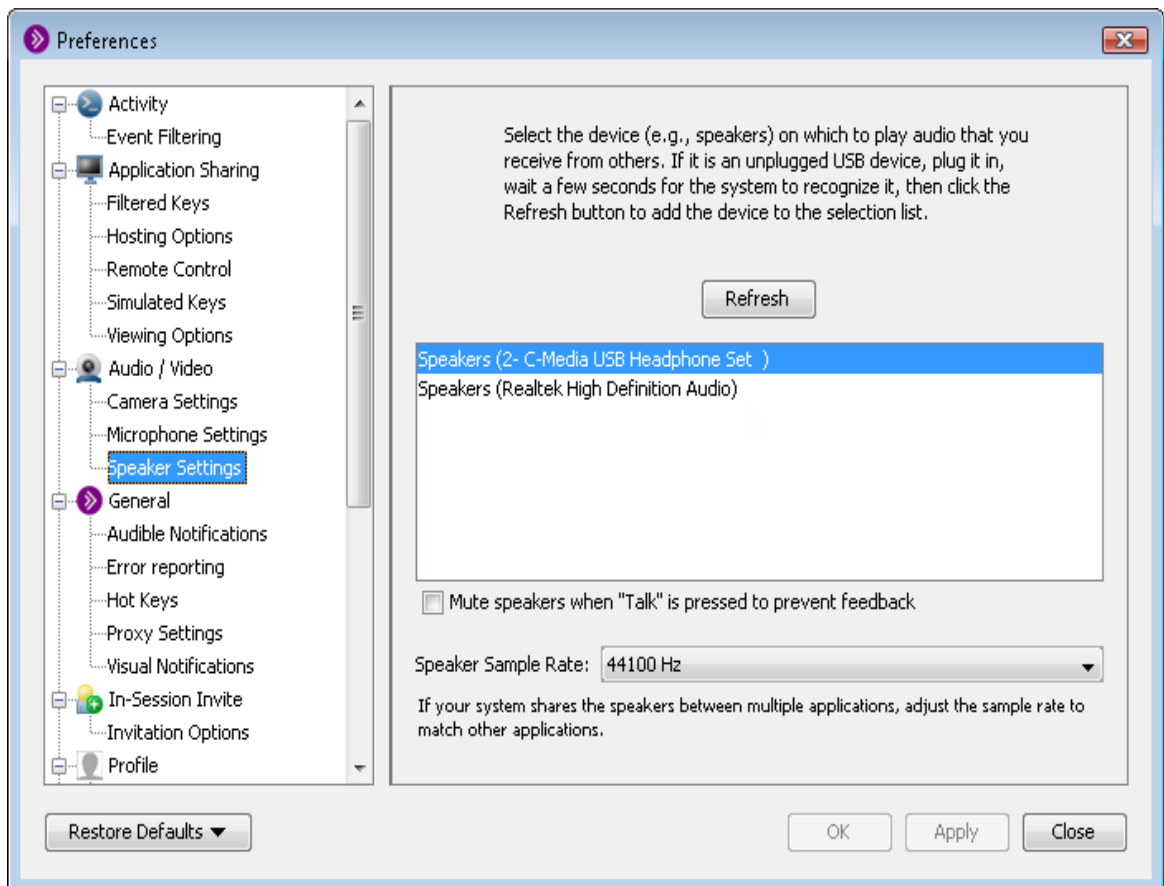
Speaker Configuration

Set the speaker configuration preferences as follows.

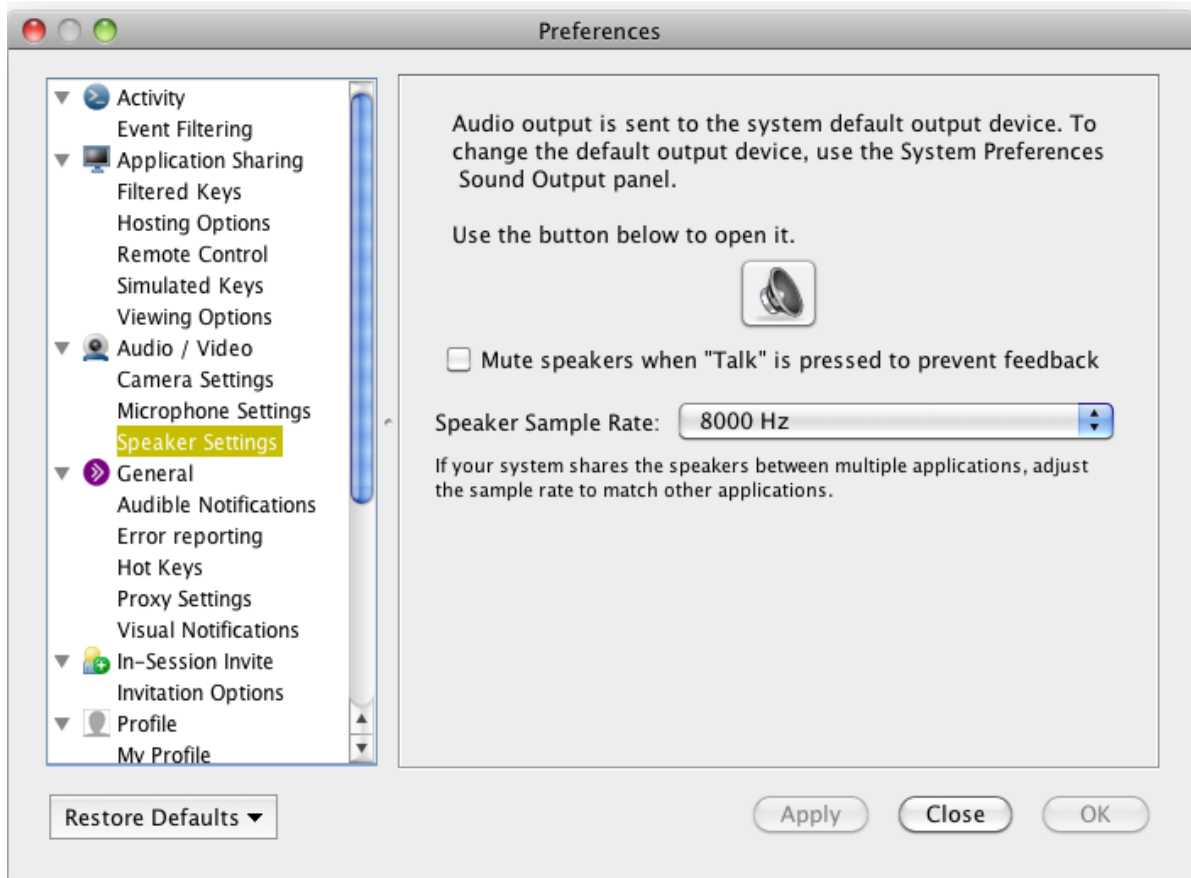
1. Open the Preferences dialog in one of the following ways:
 - From the *Edit* menu, select *Preferences...* (Windows & Linux)
From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
 - Enter Ctrl+Comma (Windows & Linux)
Enter Command-Comma (Mac OS X)
2. In the left pane 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 92.



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



- (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 92.



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 next 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 88.



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 10.

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 94.

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.



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

Chapter 8



Telephone Conferencing

The Telephony feature of Blackboard Collaborate Web Conferencing enables you to conduct your audio communications with other session attendees via telephone conferencing, while continuing to use your computer for all other Blackboard Collaborate features. As a telephone conference 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 will not be visible in the recording.)

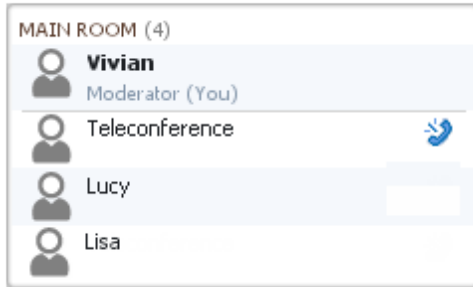



Note: Telephone conferencing is not available in Blackboard Collaborate Web Conferencing vRoom™.

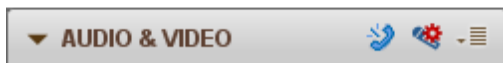


Note: You can use the Telephony (telephone conferencing integration) feature for your in-session communications only if your organization offers teleconferencing services with Blackboard Collaborate.

To incorporate a telephone conference into your Blackboard Collaborate session, a Blackboard Collaborate Moderator needs to establish a bridge between the teleconference and the Blackboard Collaborate session by configuring teleconference connection information and connecting the session to the teleconference. Although this bridge is not a person (it is software), it shows up as a session attendee in the Participants List (as depicted below).



Any session attendee (Moderator or Participant) can join a teleconference, provided a Moderator has set one up for the session. You will know you can join a teleconference by the presence of the Telephone icon  in the title bar of the Audio & Video panel:








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 table below 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*.)

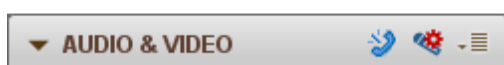
For details about permissions, see *Understanding Permissions* on page 42.



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

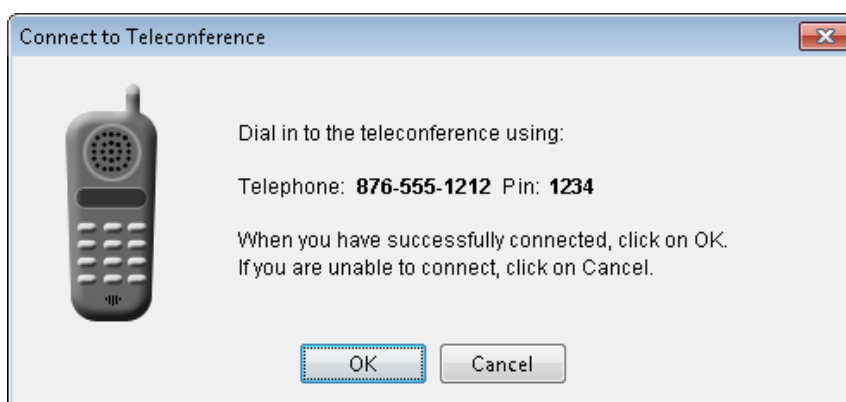
Joining a Teleconference

Any session attendee (Moderators and Participants) can join a teleconference, provided a Moderator has set one up for the session.

1. Open the Connect to Teleconference dialog in one of the following ways:
 - From the *Tools* menu, select *Audio* and then *Use Telephone for Audio*.
 - In the Audio & Video panel Options menu, select *Use Telephone for Audio*.
 - Click on the Telephone icon  in the title bar of the Audio & Video panel.



Note: You cannot start the connection process if you have the Audio **Talk** button pressed. The Telephone icon  in the title bar will be disabled: .

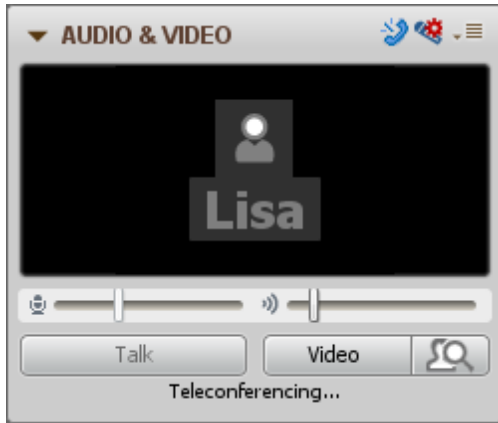



2. Using your telephone, dial the teleconference telephone number displayed in the Connect to Teleconference dialog.
3. Enter the teleconference PIN when prompted to do so by the teleconference (if required).
4. When you've successfully connected to the teleconference, click on **OK** in the Connect to Teleconference dialog.



Note: To let people know they have successfully connected, the teleconference chairperson may choose to enable the teleconference service announcement, which may be in the form of a recorded message or an audio signature of some sort.

When you are connected to the teleconference, the word Teleconferencing... appears at the bottom of your Audio & Video panel.




You will also 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.

Leaving a Teleconference


To leave a teleconference and once again use your microphone and speakers for Audio, do the following:

1. Open the Switch to Microphone and Speakers dialog in one of the following ways:
 - From the *Tools* menu, select *Audio* and then *Use Microphone & Speakers for Audio*.
 - In the Audio & Video panel Options menu, select *Use Microphone & Speakers for Audio*.
 - Click on the Telephone icon  in the title bar of the Audio & Video panel.





2. Click **OK** to disconnect from the teleconference.
3. Hang up your phone.

When you are disconnected from 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.

Chapter 9

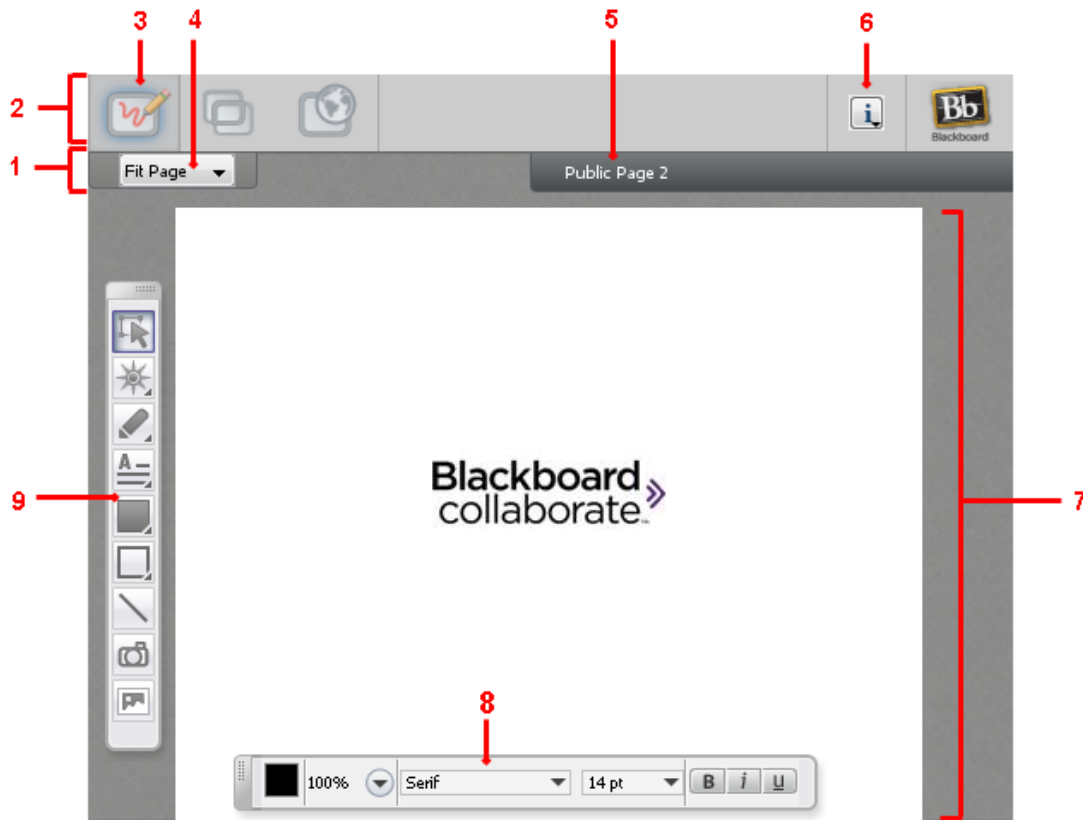


The Whiteboard

The Whiteboard is a type of content that, like Application Sharing and Web Tour, appears in the Content area.

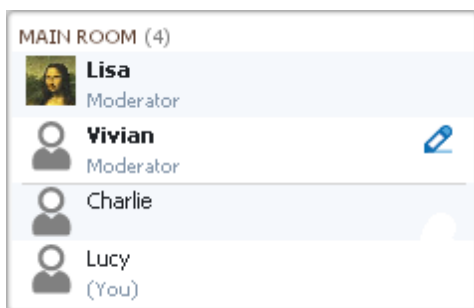
The Whiteboard is the main presentation area in the Blackboard Collaborate Web Conferencing interface. If you have permission to use the Whiteboard drawing tools, the Tools palette appears in the Whiteboard Content area.

The Whiteboard has the following components:



- | | |
|-------------------------|-----------------------------|
| 1 Whiteboard Action bar | 6 Information menu |
| 2 Collaboration toolbar | 7 Whiteboard Page |
| 3 Web Tour Mode button | 8 Properties Editor palette |
| 4 Scaling menu | 9 Tools palette |
| 5 Page name | |

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. (For details on activity indicators, see *Whiteboard Activity, Permission and Status Indicators* on the facing page.)






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 table below 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.

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 107) and Moderators can load image, PowerPoint, OpenOffice and Whiteboard files.

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 124 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*). 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 workspace. It also has options to place a screenshot or clip art from the included 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 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 | 7 Line tool |
| 2 Pointer tools | 8 Screenshot tool |
| 3 Pencil tool | 9 Clip art tool |
| 4 Text box tool | 10 Highlighter tool |
| 5 Filled shape tools | 11 Simple text tool |
| 6 Empty shape tools | |

The Properties Editor

When you click on any of the text or drawing tools in the 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 different kinds of objects, the Properties Editor Palette will display the attributes common to those objects.



Note: When changing the color on the Properties Editor, clicking outside the color palette for the first time closes the palette. 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 Box tool creates a bounding box for text, and the text inside can be edited as in a word processor or publishing program.

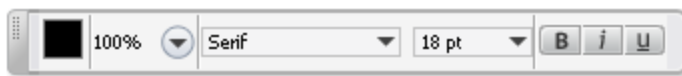
Using the Simple Text Tool

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 Box tool  until it expands to reveal the Simple Text tool icon, then 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 Box tool.

If the Text Box tool is not in the Tools Palette, click and hold the Simple Text tool  until it expands to reveal the Text Box tool icon, then click on the Text Box 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 ANSI numeric code for the special symbols or character that you want to type (for a list of all available codes, see *1252 Windows Latin 1 (ANSI)*) and follow these steps:


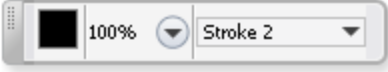

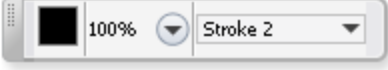



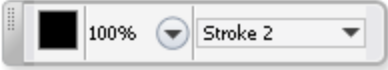
1. Select the Simple Text tool or Text Editor and click on the Whiteboard where you want to insert the symbol or character.
2. Make sure NUM LOCK is on.
3. Hold down the Alt key and then, using the numeric keypad, type the numeric character code for the character that you want to type. For example, to 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. 



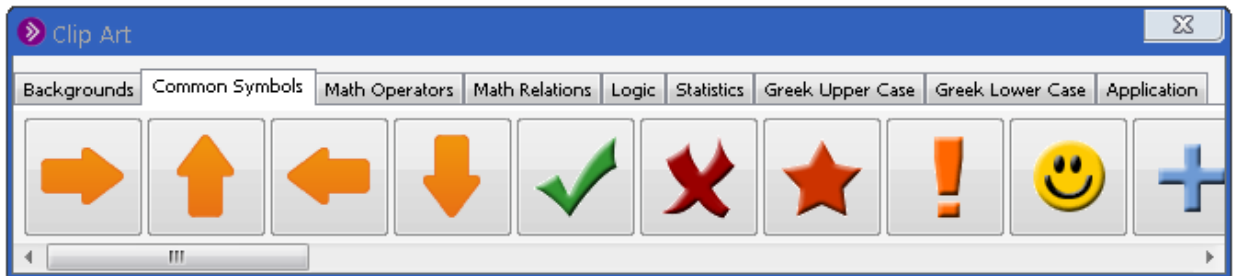
Tip: Holding down the Shift key while drawing the line will result in a horizontal, vertical or a line at a 45 degree angle depending on the direction that you draw it. Holding down the Shift key while drawing an ellipse will result in a circle. Holding down the Shift key while drawing a rectangle will result in a square.

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 133 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 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 many 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.

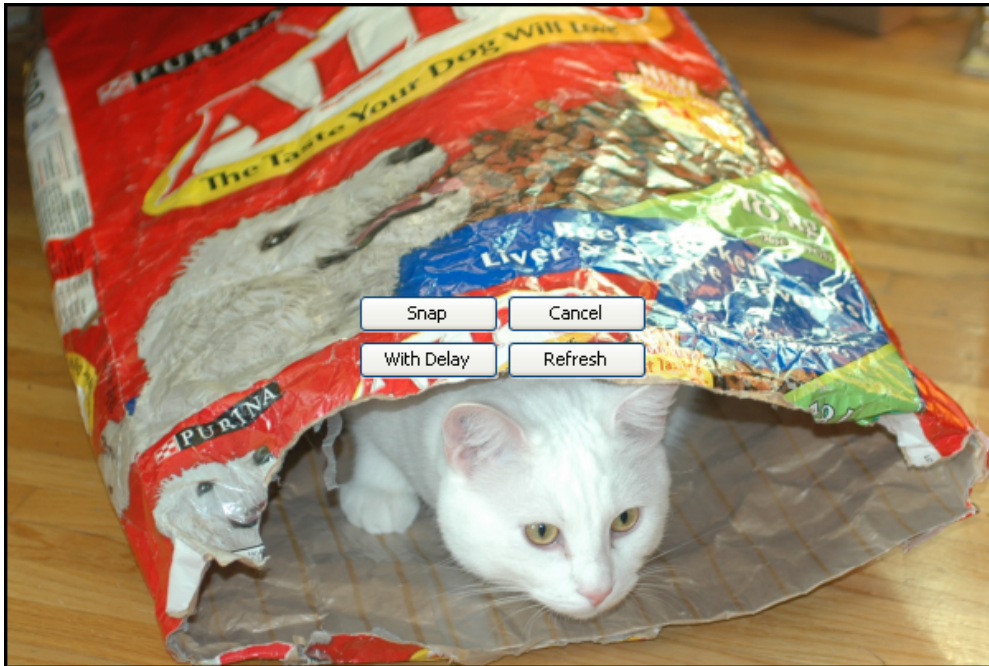


Inserting Screen Captures

The Screen Capture tool creates an image of a portion of your desktop, any application, or web site and loads it into the Whiteboard.

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.

Setting Whiteboard Preferences

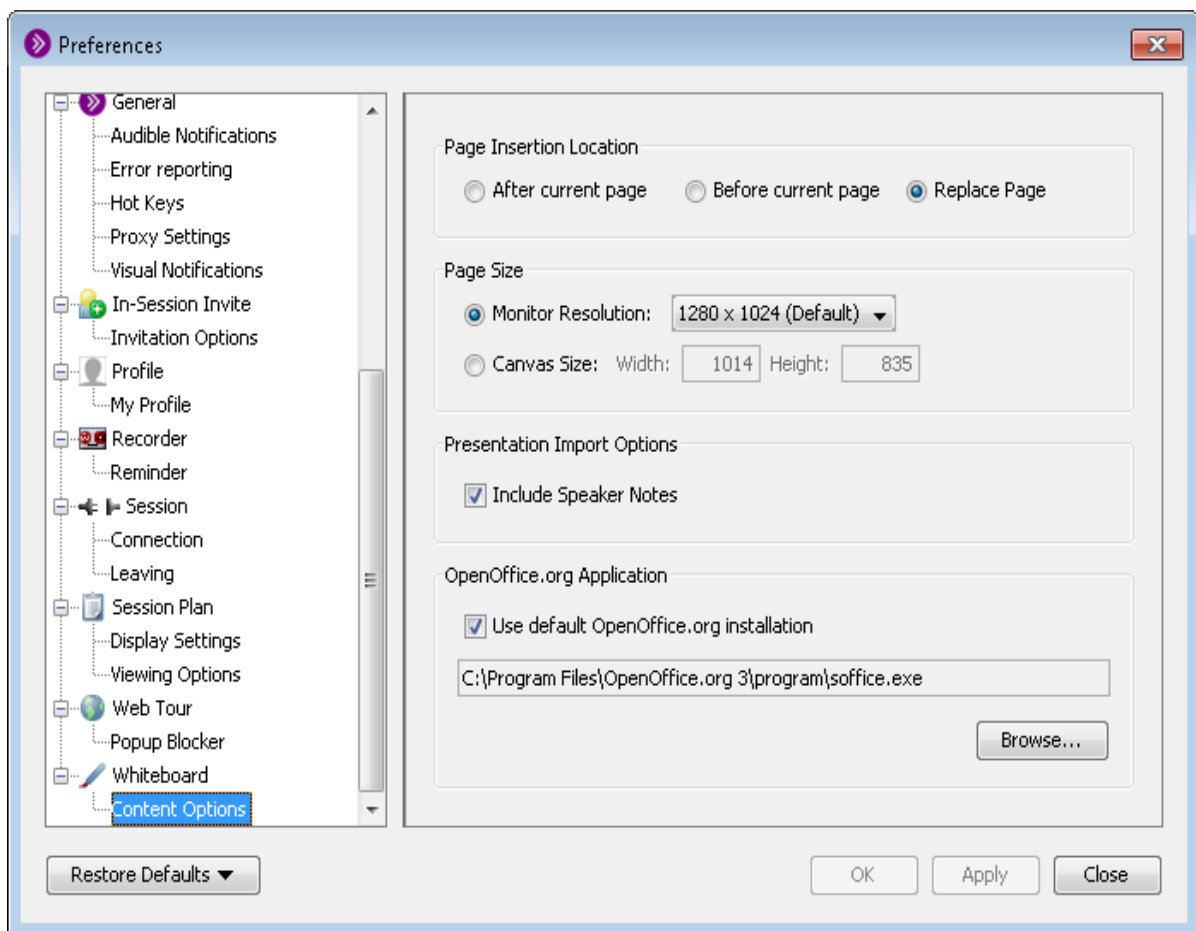
The Whiteboard Content Options preferences panel is used to set content loading options and Whiteboard page size. To set the options, do the following:

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.



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 1024 by 768 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 195*.
 - *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 10.

Manipulating Objects and Text

All objects on the Whiteboard are dynamic. The objects can be edited, moved, layered, re-sized, and grouped.

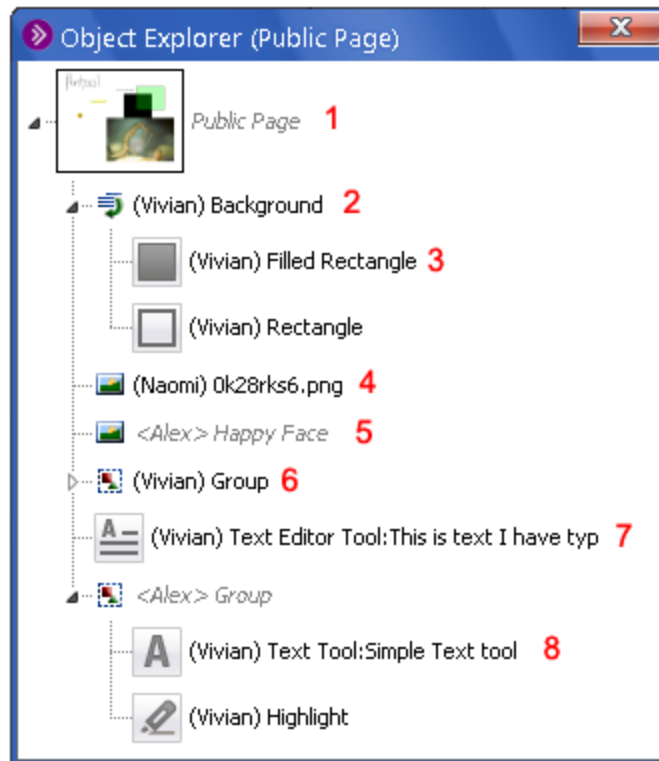
Using the Object Explorer

The Object Explorer allows you to easily take an inventory of 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 | 5 An object on the Whiteboard created by a Participant who has left the session |
| 2 The page background | 6 A group of objects |
| 3 An object component of the background | 7 A text object, labeled by its contents |
| 4 An image imported to the Whiteboard | 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 the Background or Foreground*.



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.

Selecting Objects

Select objects directly in the Whiteboard or in the Object Explorer.


Selecting Objects in the Object Explorer

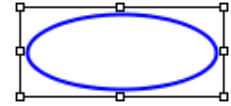
Open the Object Explorer in one of the following ways.

- 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 Ctrl+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.




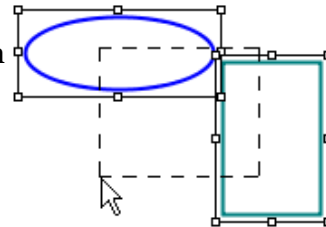
Selecting More Than One Object in the Whiteboard

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 109](#)), 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 116](#) 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. This feature can be accessed from the *Tools* menu by selecting *Whiteboard* and then *Object Alignment*.

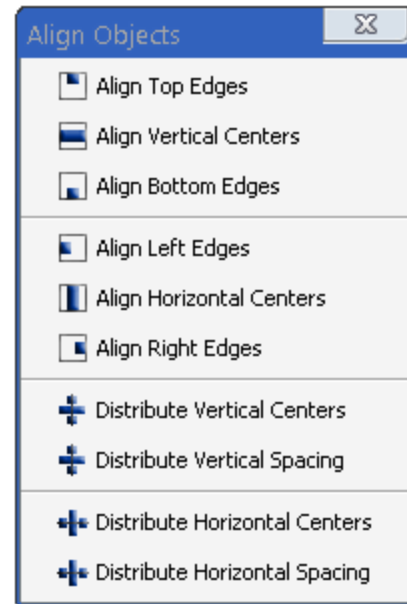


Note: The order in which the objects are selected is important as the first one is considered the anchor and all other objects will be aligned according to the first.

To align and distribute objects open the *Align Objects* window or use the context menu.

To use the Align Objects window,

1. 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...*
2. Select the objects to be aligned or distributed.
3. Click an alignment option in the window. Refer to the [descriptions of each option](#) below.



To use the 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 options on the menu. Refer to the [descriptions of each option](#) below.

Depending on your selection, only some of the options may be available.

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.

Distribution requires three or more objects to be selected. If less 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

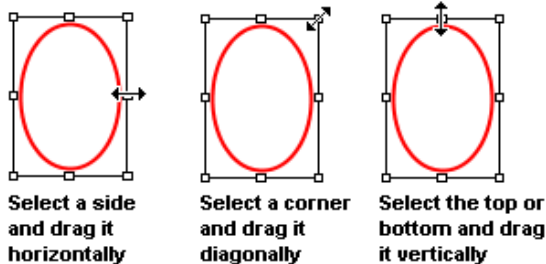
- *Distribute Vertical Centers* – distributes the objects between the anchors so that the centers of the objects are all evenly spaced.
- *Distribute Vertical Spacing* – distributes the objects between the anchors so that the edge-to-edge spacing between the objects is the same.
- *Distribute Horizontal 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.




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 127.)

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, perform the following Steps:

1. Select the objects on either the Whiteboard or in the Object Explorer (see *Selecting Objects* on page 117).
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 116). 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 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.

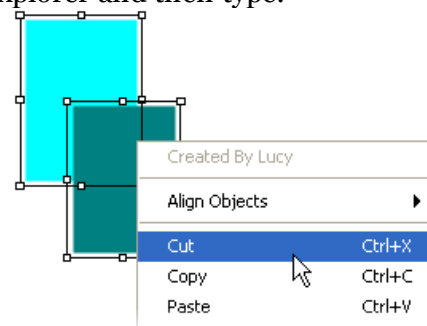


Note: An object can be pasted multiple times. Each paste will be layered on top of the last.

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 type:
 - *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*.

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.

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 127.

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.

Use the Selection tool  to select the object(s). The Properties Editor appears, containing a set of options for that object. If multiple objects are selected, the properties editor contains only those options that apply to all of the objects. See *The Properties Editor* on page 107

A few object properties can only be edited in the Object Properties window. The properties for each object type that can only be edited by opening the Edit Object window are listed in the following table:

Object Type	Properties
 Freehand tools	<ul style="list-style-type: none"> ▪ Select rounded or flat line caps. ▪ Select broken or solid line.
 Text tools	<ul style="list-style-type: none"> ▪ None
 Filled shapes	<ul style="list-style-type: none"> ▪ None
 Empty shapes	<ul style="list-style-type: none"> ▪ Select rounded or flat caps (for broken strokes). ▪ Select broken or solid strokes. ▪ Select a fill color. ▪ Select fill transparency.
 Line tool	<ul style="list-style-type: none"> ▪ Select rounded or flat caps. ▪ Select broken or solid line.
 Images and Clipart	<ul style="list-style-type: none"> ▪ 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 window, 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 window, simply deselect the object(s).

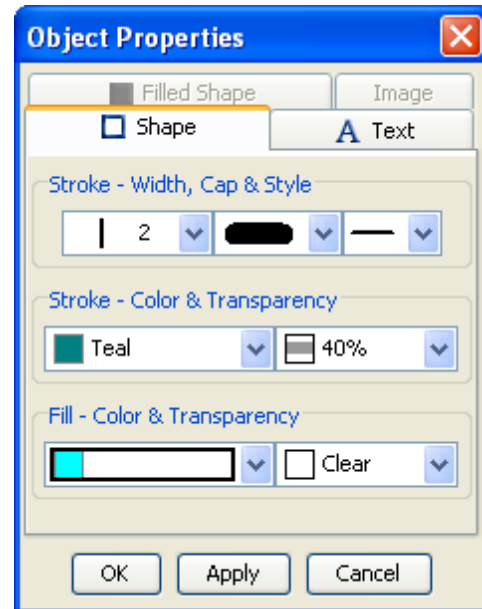
Within the Object Properties dialog box, you can change an object's properties.

The Object Properties window 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 Clipart

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*.

Deletion is permanent and cannot be undone or restored.





Note: Participants cannot delete objects created by others – only their own. Moderators can delete all objects.

Working with Whiteboard Pages

As a Participant, you can navigate between pages in a Breakout Room and save and print pages in Breakout Rooms or the Main Room.

Navigating Between Pages


- To move to the next page, do one of the following:
 - Click the Next Page button .
 - Enter Alt + Page Down (Option-Page Down on Mac).
- To move to the previous page, do one of the following:
 - Click the Previous Page button .
 - Enter Alt + Page Up (Option-Page Up on Mac) .


Navigating Between Pages

To navigate between pages, you can use the Whiteboard navigation bar, the Page Explorer (see *Using the Explore Pages Window*), or the Page Up and Page Down keys on your keyboard.



Note: You can freely navigate between pages in breakout rooms but must be given permission by the Moderator to navigate between pages of the Main room. You will know you are free to move between Main room pages when you see a red border around your Whiteboard content area.

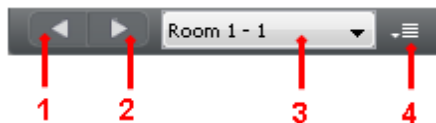
- To move to the next page:
 - In the Whiteboard Navigation bar or Page Explorer, click the Next Page button .
 - In the *Tools* menu, select *Whiteboard* followed by *Go to Next Page*.
 - Type Alt + Page Down (Option-Page Down on Mac) .

- If focus is on the Go to Page menu of the Navigation bar, press the Down Arrow.
- Double-click on the desired page in the Page Explorer.
- 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*.
 - Type 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.
 - Double-click on the desired page in the Page Explorer.

Using the Whiteboard Navigation Bar

The Whiteboard navigation bar allows you to move within a page Group, to a new page Group or to your private work area.

The Whiteboard Navigation bar is located in the upper right corner of the Content area whenever the Page Explorer is not open.



- | | |
|------------------------|---------------------------|
| 1 Previous Page button | 3 Go to Page menu |
| 2 Next Page button | 6 Navigation Options menu |

When the Page Explorer is open, the Navigation bar is located at the top of the Page Explorer window.



- Use the Previous Page and Next Page buttons to move within the current page Group. The navigation buttons allow you to navigate only through the current page Group. Use the Go to Page Menu or the Page Explorer to go to a different page Group.
- 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 Navigation Options menu contains a menu item to open the page Explorer. For more information, see *Using the Explore Pages Window*.

Editing Page Properties

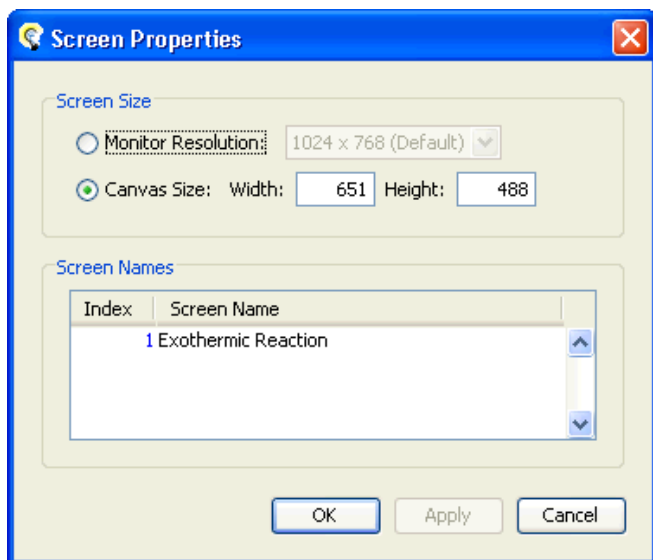
You can edit the properties of your current page in the Edit Page Properties dialog box.



Note: You cannot edit properties of pages within the Main Room (public work area) – only those in your own private work area. However, you can **view** page properties of pages in the public work area.

To open the Edit Page Properties dialog box, do one of the following:

- In the Whiteboard, navigate to the page you wish to edit and right-click (Control-Click on Mac) anywhere on the Whiteboard. From the context menu, select Selected Page(s) and then choose Current Page Properties.
- In the Whiteboard, navigate to the page you wish to edit. From the Tools menu, select Whiteboard and then choose Current Page Properties...
- From the Tools menu, select Whiteboard > Explore Pages... or press Ctrl+Shift+S (Shift-Command-S on Mac). The Page Explorer appears. Select the page(s) you wish to edit and then right-click (Control-Click on Mac) on the selected page. The context menu appears. Select Selected Page(s) > Current Page Properties...



From the Page Properties dialog box you are able to change the following:

- The preferred Page Size for a specific monitor resolution or you can specify the width and height in pixels.
- Edit the name of each page by double-clicking on the text box in the Page Name column and editing it.

Selecting All Page Peers

The command *Select All Page Peers* will select all the pages in that Group or Room. Once selected, operations can be performed on all of the pages at once. This is different from merely selecting the Group, because the pages will not be moved, cut, or pasted as part of a Group, and operations performed on the pages will not affect the Group.

1. Select a page or pages in the Page Explorer and then right-click (Control-Click on Mac) on a selected page. The context menu appears.
2. Select Selected Pages and then select the command *Select All Page Peers*.

In the Page Explorer, all page peers are highlighted.

Saving Whiteboard Pages

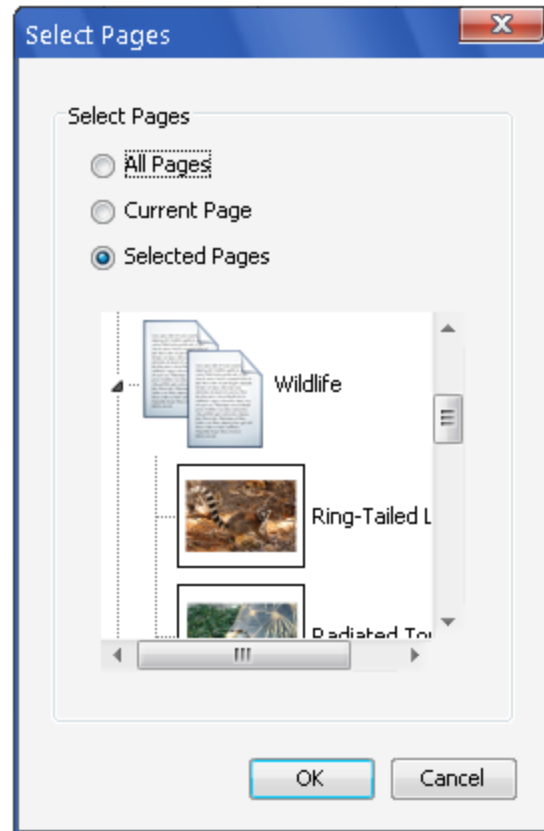
You can save the Whiteboard pages in Blackboard Collaborate Web Conferencing in the following formats:

- **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 de-selecting 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 Image files (.png), they are saved as separate images and can be loaded individually onto the Whiteboard as images or used in any other image processing application.

To save Whiteboard pages, do the following:

1. Open the Save Whiteboard 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) on the selected page. The context menu appears. Select *Save...*
 - Type Ctrl+S (Command-S on Mac). The Save dialog appears. Select Whiteboard and click on Save.

2. The Select Pages dialog box appears. Choose whether you want to save **All Pages** in the Current 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**.
3. From the Save Whiteboard dialog box, navigate to and open the file folder in which you want to save the Whiteboard.
4. Type a file name in the File name text box.
5. Scroll through the *Files of type* drop-down menu and choose the file format.
6. 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 page Groups.

1. 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.
2. The Select Pages dialog box opens. Choose whether you want to print **All Pages** in the current page Group, only the **Current Page** or **Selected Pages**. If you choose Selected Pages, you will then see a list of all the pages available to you in the current session. Select the desired page(s) from the list. Use Shift or Control (same on Mac) to select multiple pages. Then click **OK**.
3. 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.

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  button 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

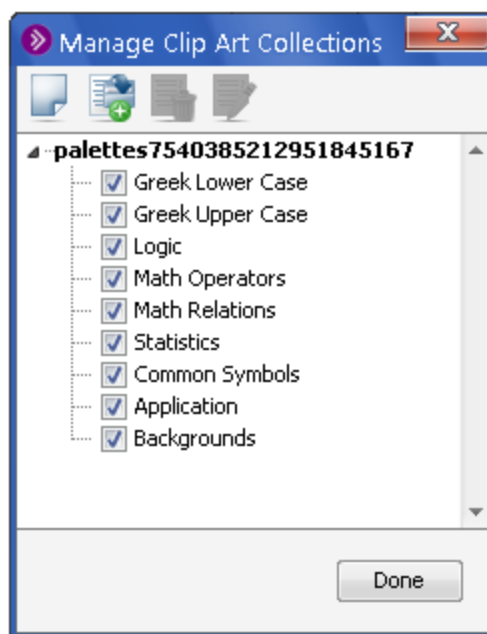
The clip art collections that are available to use with the Whiteboard must be loaded into the Clip Art library and then selected to appear.

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.

Collections without a checkmark are disabled.




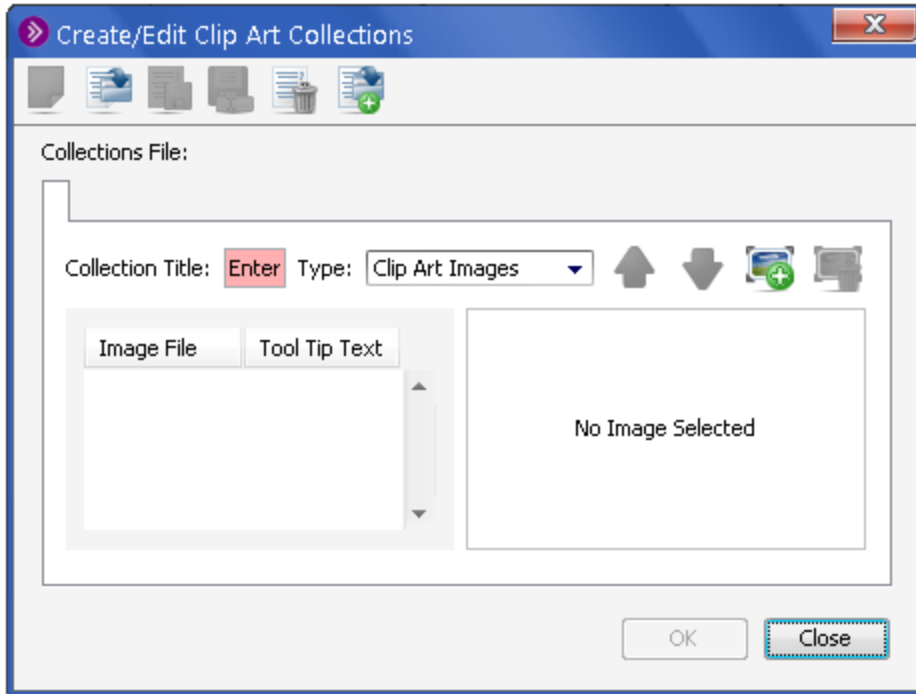
Creating New Clip Art Collections

New Clip Art collections can be created at any time. To create a new 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 New Clip Art Collections icon .

The Create/Edit Clip Art Collections dialog opens.

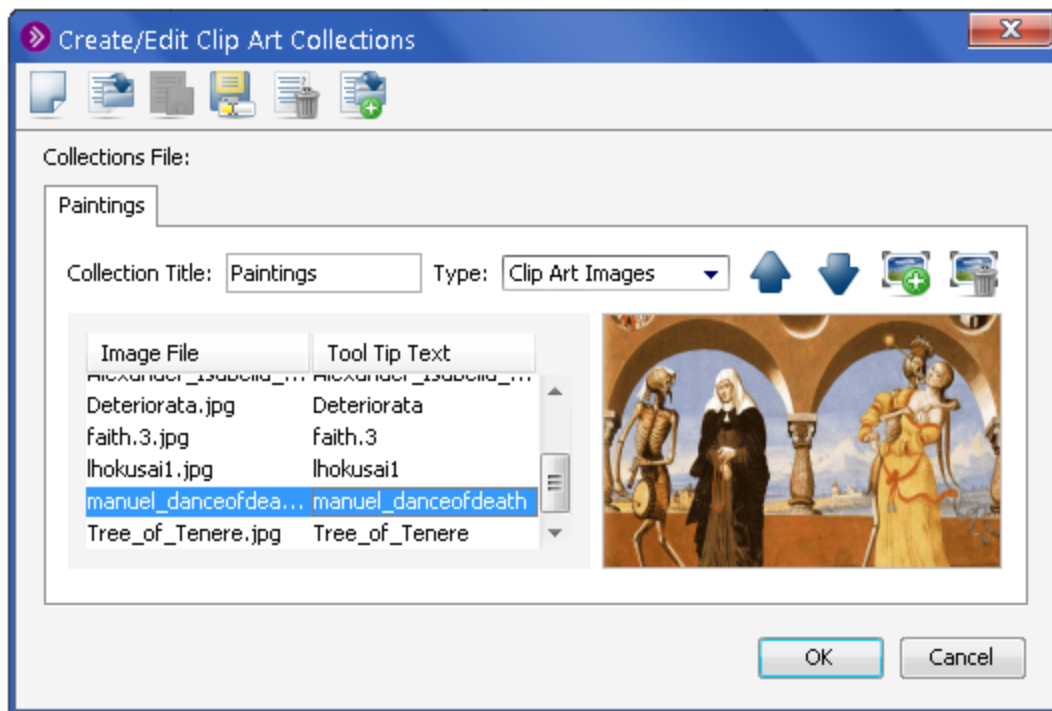
2. Click on the New Collection  button in the Create/Edit Clip Art Collections dialog to display a blank collection file template.
3. Enter the title of the collection in the Collection Title: text box (highlighted in pink).








4. Click on the Add Image File 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 on 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  button.
7. You can add an existing collection into the current collection by clicking on the  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  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  button in the tool bar.
2. The “Browse for Collections Files to Use” dialog box appears.
3. Navigate to the folder containing the clip art collection file and select the file from the list.
4. 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  button. This button is deactivated if there are no user-imported clip art collections available.
3. The Remove User Collections Confirmation dialog box appears.
4. Click **OK** to remove the Clip Art collection from the library.



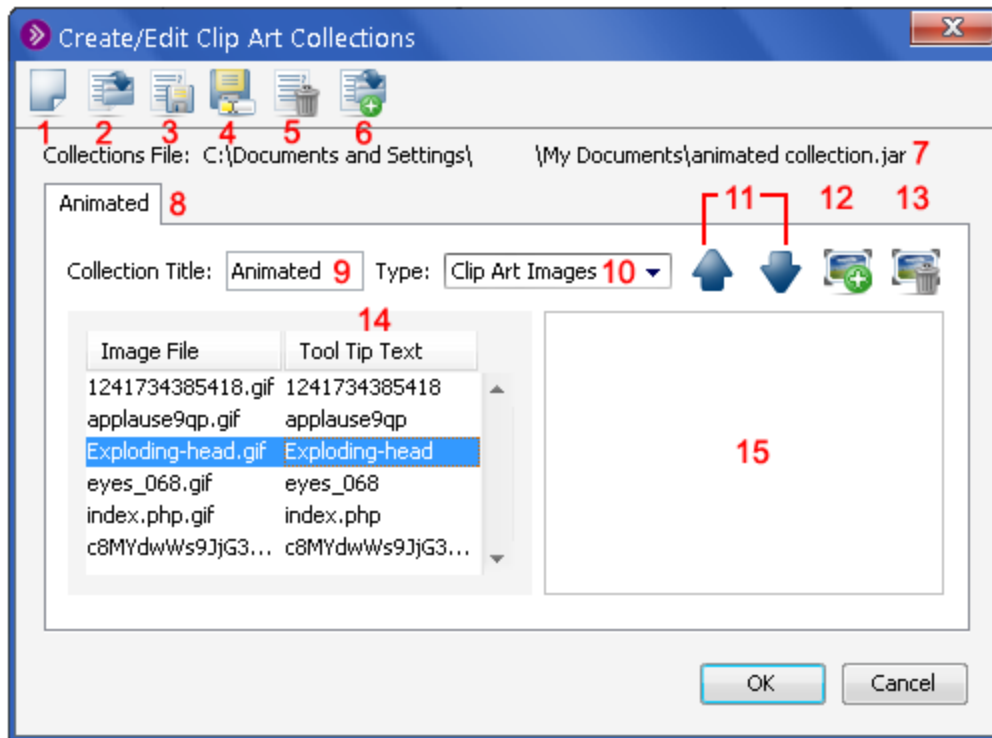
Note: You cannot remove the default Collections, only turn them off.

Editing, Deleting, and Merging Clip Art Collections

To edit a customized Clip Art collection file, 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 appears.
2. Select the Collection file to be edited.
3. Click the Edit the Clip Art 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 Arrows. Click to move the currently selected image up or down on the list.
- 12 Add new image button. Click to add another image to the current collection.
- 13 Delete image file. Click to remove the currently selected file from the collection.
- 14 Tool tip text that appears over each image when the clip art is hovered over with the mouse cursor. Double click to edit.
- 15 Preview area.

Chapter 10



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.

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.






There are two conditions that need to be met before you can host an Application Sharing session: you must have been granted the Application Sharing permission and a Moderator must have switched to Application Sharing mode in the Content Area.

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 table below 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.
	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 Application Sharing users 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.



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,

- Lucy is sharing an application,
- Vivian is experiencing a moderate delay in receiving the Application Sharing content,
- Lisa is experiencing a significant delay in receiving the Application Sharing content, and
- Charlie is not having any problems receiving the Application Sharing content.



An Application Share is a type of content, and appears in the Content area like the Whiteboard and Web Tour.

All participants have an Action bar in the upper left corner of the Content area while in Application Share mode. For Participants without the Application Sharing permission, the bar contains only the option to scale the shared area of the host's desktop to fit in the Participant's content area.



Participants who have Application Sharing permission have the additional option to request control of the host's desktop. For information on this feature refer to *Requesting Control of Another's Application or Desktop* on page 148



Scaling the Shared Content

The screen area shared by the Host can be scaled to fit the Content area or viewed at its native size.

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

Your other option is to resize the Application Sharing Content area.

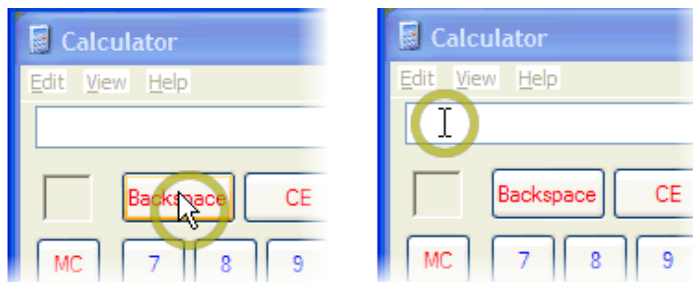
You can optimize the space available in the Content area in two ways; for maximum space, do both:

- 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 have been granted the Application Sharing permission and must switch to Application Sharing mode in the Content area. (For details on modes, see *The Content Area Modes* on page 22.)



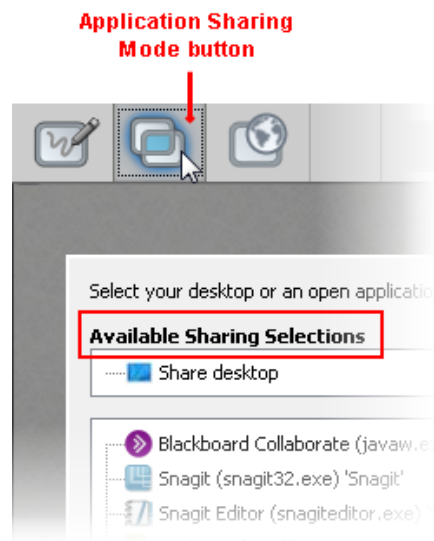
Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

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 Ctrl+Alt+A (Command-Option-A on Mac).
- In the *Tools* menu, select *Application Sharing* followed by *Start Sharing....*
- Open the *Tools* menu, select *Application Sharing*, and choose *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 Application Sharing

Before you can start an Application Sharing session, you must be in Application Sharing mode. For details, see *Application Sharing Mode* on previous page.

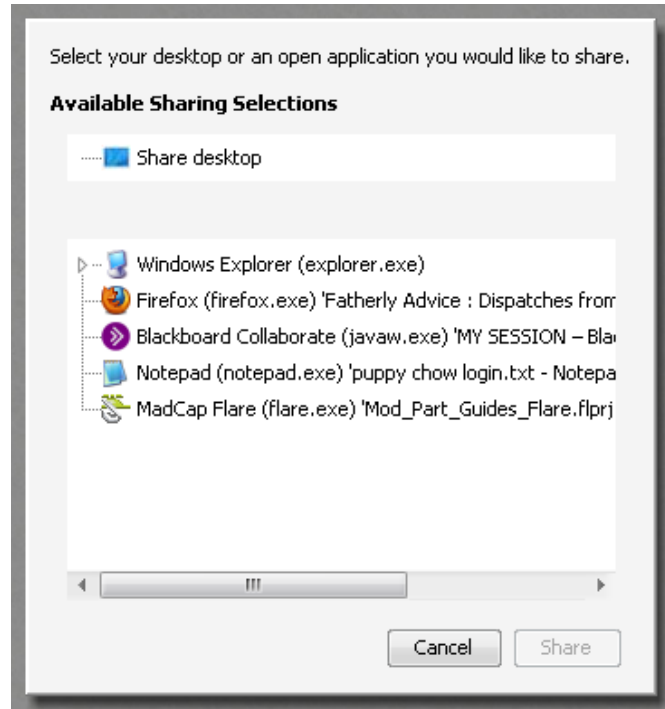
To start Application Sharing, do the following:

1. Open the Available Sharing Selections dialog by clicking on the **Start Sharing** button in the Action bar.

2. Click on **Share Desktop** or an available program window to highlight 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.



Note: Minimized (Windows) program windows will not be available to share.



3. 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.
4. 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.



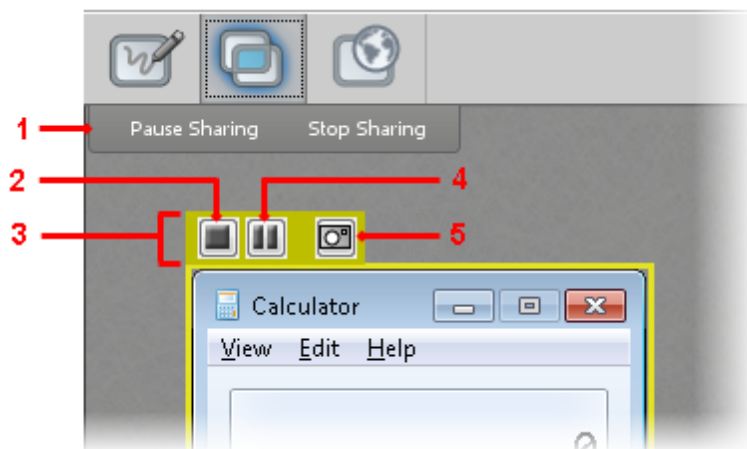
Tip: One helpful approach is to resize the window you intend to share so that it matches the dimensions and position of the Content area. That way you will be sure to have access to all of the Blackboard Collaborate Web Conferencing tools even while you are sharing.

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 *Pausing or Ending an Application Share* on page 148.

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 the *Hosting Options* section on [page 151](#).)

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 Share, a host can, for the most part, continue to use the program or desktop as usual. However, the Share itself can be stopped, paused, previewed, or captured.



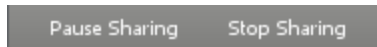
Caution: If you are sharing an application that has a keyboard shortcut identical to one in Blackboard Collaborate, and focus is on Application Sharing, the shortcut will activate its associated command in the shared application, not in Blackboard Collaborate.


Pausing a Share

A paused Share stops refreshing for remote Participants, but can be easily restarted later. A Share is effectively paused if a Moderator switches to Whiteboard or Web Tour mode.

To pause a share, do one of the following:

- In the Action bar, click **Pause Sharing**.



- Open the *Tools* menu, followed by *Application Sharing*, and click *Pause Application Sharing*. This menu item is not available unless there is an active share.
- In the Host's controller, click the Pause button .
- Switch to either the Whiteboard or Web Tour mode. (For details, see *The Content Area Modes* on page 22.)

To resume a Share, click the Pause button again, uncheck the *Pause Application Sharing* menu item, or click **Resume Sharing** in the Application Sharing Action bar.

Previewing a Share

Hosts can activate a small preview window to see how the Share appears to other Participants. This helps them know if part of a shared window is obscured or if the Share becomes frozen or lost.

To open the preview window, from the *Tools* menu select *Application Sharing* and then *Show Preview*. A small preview window opens. This window reflects what is visible to remote participants.


Taking a Screenshot

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, Ctrl+Print Screen (Control-F13 on Mac).



Tip: The keyboard shortcut is a "hot key", meaning you can redefine it. For details, see *Keyboard Shortcuts* on page 29.

- 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 Share exactly as it is at that moment. Select *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

You can give viewers of an Application Sharing session the ability to remotely control the shared application or desktop. Participants do not need the Application Sharing permission to take control. (They do, however, require the Application Sharing permission to request control.)

Those with control over a remote application or desktop can move the mouse cursor, click, and type. The Host 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.

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.



When the Host is sharing their entire desktop, the remote controller has access to the Host's entire computer. Be very careful when giving remote control access to your desktop.

To give another the ability to control an Application Share that you are hosting, do the following:

1. Select the desired person in the Participants list.
2. Open the *Tools* menu and 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 they voluntarily end their control or you revoke it.

To end control of the Application Share, the remotely controlling Participant can select *Application Sharing* from the *Tools* menu and then *Release Control of Shared Applications*.



Moderators and Participants with the Application Sharing permission can initiate a request for control. You have the option to deny or grant this request. For details, see *Requesting Control of Another's Application or Desktop* on next page and *Granting a Request for Control of an Application Share*.

Revoking Control

To revoke a person's ability to remotely control your Application Share, do one of the following:

- Type the keyboard shortcut for revoking control. The default is Control+Space.



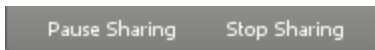
Tip: The keyboard shortcut is a "hot key", meaning you can redefine it. For details, see *Keyboard Shortcuts* on page 29.

- From the *Tools* menu and select *Application Sharing* followed by *Take Away Control of Shared Applications*.

Pausing or Ending an Application Share

To **pause** an Application Sharing session, do one of the following:

- In the Action bar, click **Pause Sharing**.



- Switch to Whiteboard mode. (For details, see *The Content Area Modes* on page 22.)

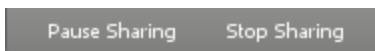
To **end** an Application Sharing session, do one of the following:

- Enter the keyboard shortcut, Ctrl+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 36.

- In the Action bar, click **Stop Sharing**.



- Open the *Tools* menu, followed by *Application Sharing*, and click *Stop Sharing*. This menu item is not available unless there is an active share.

Requesting Control of Another's Application or Desktop

Application Sharing privileges are required to request control of someone else's desktop or shared application.

Request 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 *Permit Remote Control of Your Desktop* on page 153.

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 *Permit Remote Control of Your Desktop* on page 153.

Simulated Keystrokes

A Participant with remote control of a desktop can move the mouse cursor, click, and type within the Share area. However, some key combinations may be filtered in order to protect the Host's computer. When a Participant controls the desktop of a host with another operating system, some key combinations may not exist on the keyboard. (For example, the Command key used by the Mac OS does not exist on the Windows system.)



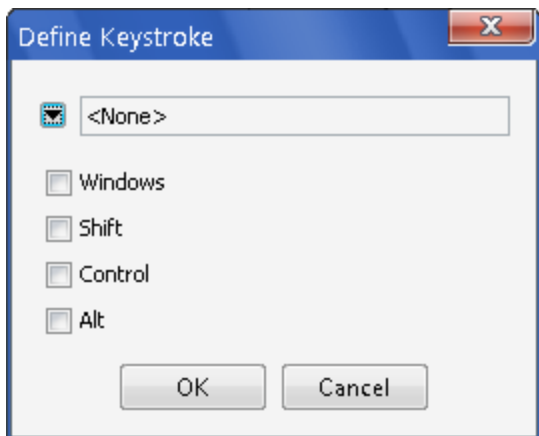
Note: You can create, modify and delete simulated keystrokes in the Preferences dialog. For details, see *Configuring Simulated Keystrokes* on page 158.


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).


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 menu 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 158.

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 users also can set the option to use Open GL. See *Use OpenGL Option (Mac only)* on page 161.

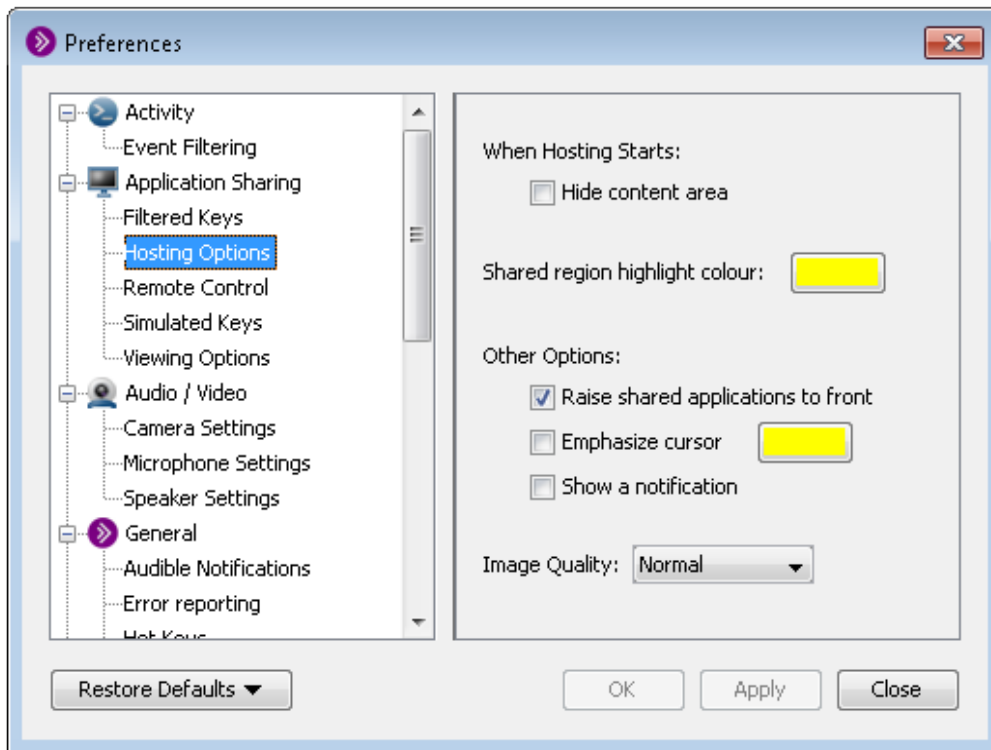
Hosting Options

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.



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 10.

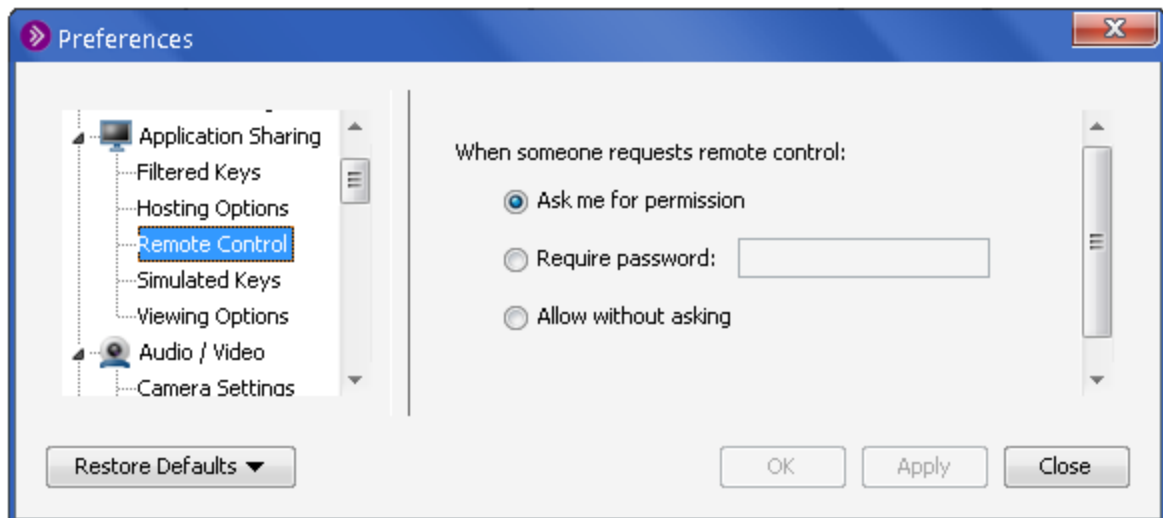
Permit Remote Control of Your Desktop

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:
 - o 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.



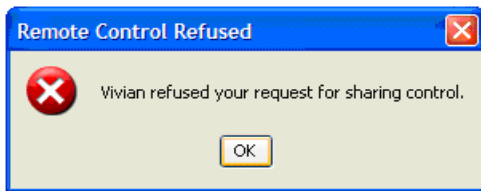
Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

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.)

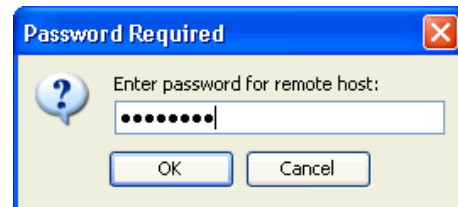
1. Select the option *Allow all other requests until I quit*, and enter a password, if you want to allow other users to be able to control your desktop only if they enter a password. (This is equivalent to the *Require password* option.)
2. Click on Yes to grant the user permission to remotely control 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 hosting an Application Sharing session, the keystrokes defined in the Filtered Keys list will be ignored if sent by someone remotely controlling your application.



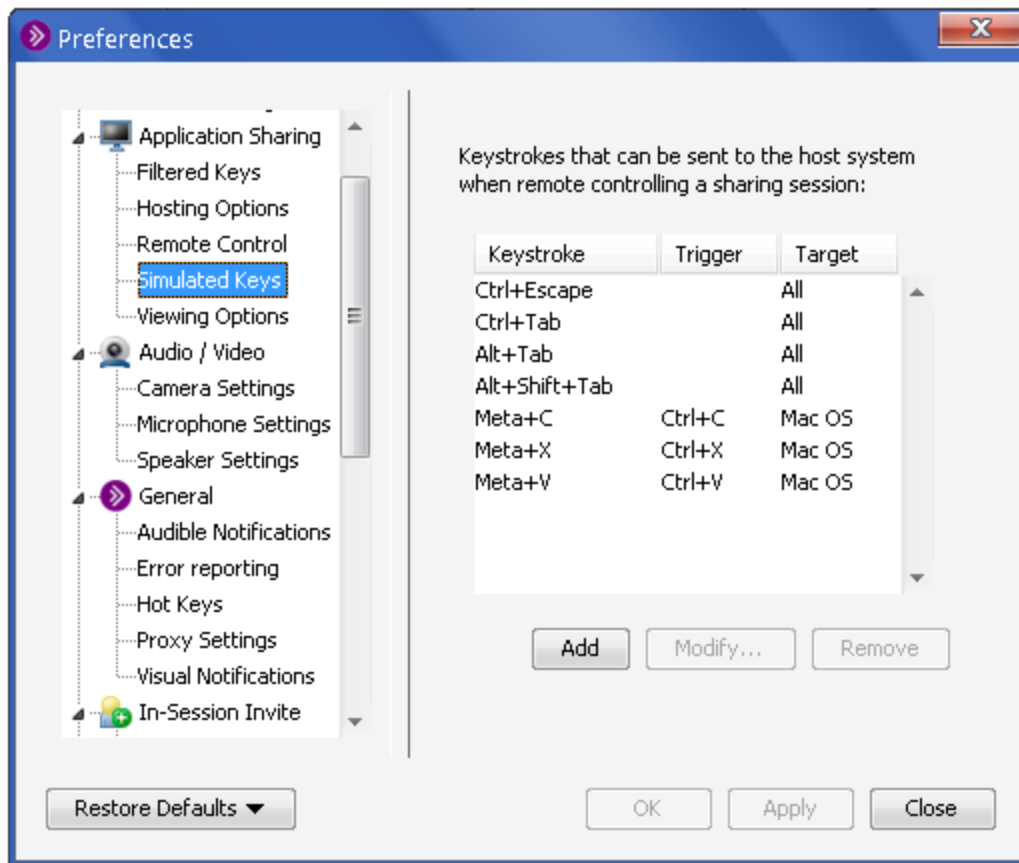
Note: The default set of filtered keystrokes is defined on a per-platform basis.

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.

Change the Filtered 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 Application Sharing > 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.

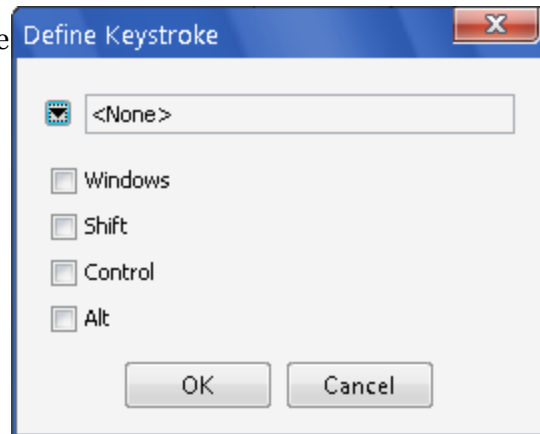
When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.



Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

Adding Filtered Keys

1. In the In the Filtered Keys dialog, click on the **Add** button. The Configure Filtered Keystroke dialog box opens.
2. Enter new keystrokes in one of two ways:
 - 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.)



Modifying a Keystroke

1. In the Filtered Keys dialog, 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 158.)

Removing a Keystroke

1. In the Filtered Keys dialog, 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 a host system when remote controlling an Application Sharing session from a computer running a different operating system than the host 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 feature of Blackboard Collaborate Web Conferencing

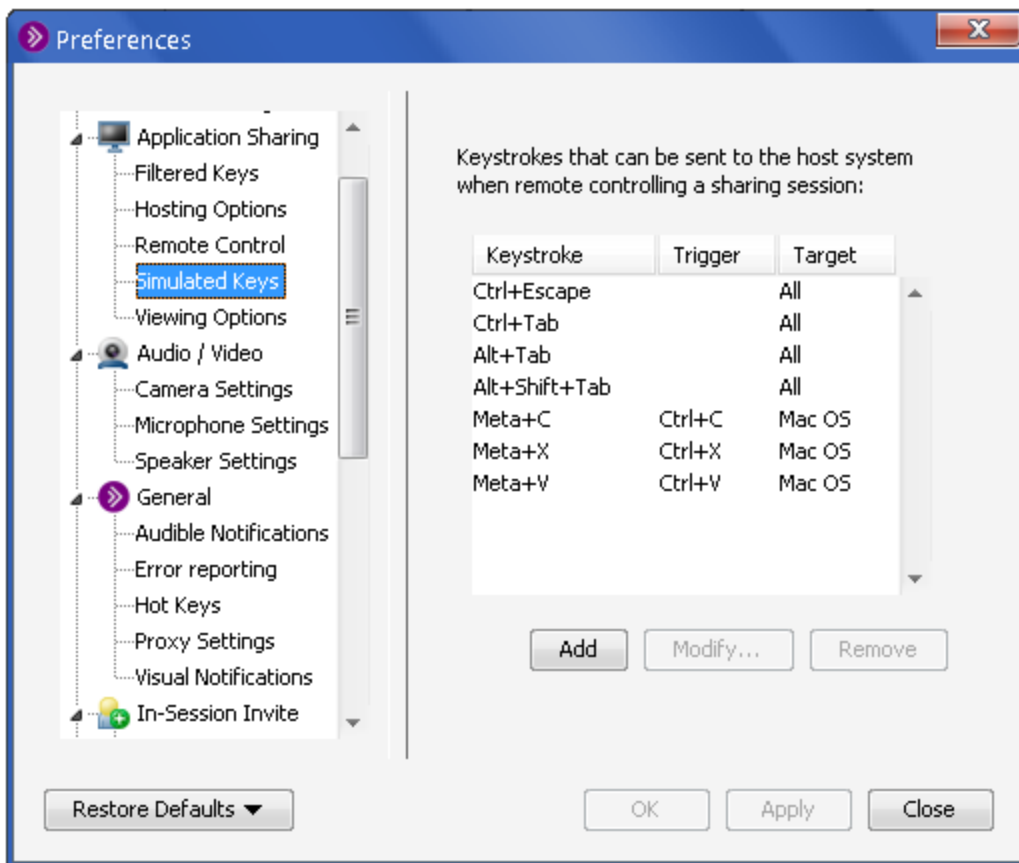
Within the Simulated Keys panel of the Preferences dialog, you can add new keystrokes, modify the existing keystrokes or remove the keystrokes from the list.



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, expand the Application Sharing list and 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 161), or remove (*Removing Simulated Keys* on page 161) 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.

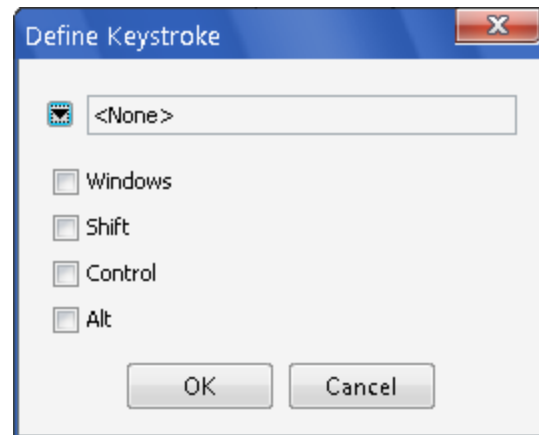


Note: You can restore your preference settings to the default. For details on restoring default preferences, see *Restoring Default Preference Settings* on page 10.

Adding Simulated Keys

1. In the Simulated Keys dialog, click on the **Add** button. The Configure Keystroke dialog box opens.
2. Enter new keystrokes in the dialog:

- 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. 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 dialog, 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 158.)

Removing Simulated Keys

1. In the Simulated Keys dialog, select the keystroke you wish to remove.
2. Click on the **Remove** button. The keystroke will be removed from the list.

Use 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 results in Application Sharing, select the Use OpenGL option (Tools > Application Sharing > Use OpenGL).

Chapter 11

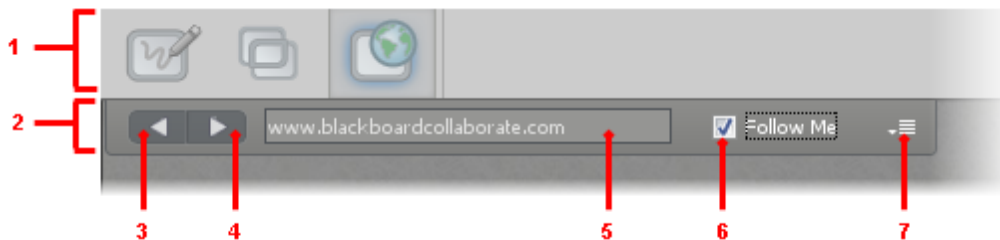


Web Tour

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.

A Web Tour also can be opened up in an external browser; this is called a Web Push. For details about the differences between Web Tours and Web Pushes, see *Web Tour vs. Web Push* on page 168.

The Web Tour interface has the following components:



- 1 Collaboration toolbar
- 2 Navigation bar
- 3 Back button
- 4 Forward button

- 5 Address text box
- 6 Follow Me option
- 7 Options menu

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* below.) In the example below, Vivian is hosting a Web Tour.



There are two conditions that need to be met before you can host a Web Tour: you must have been granted the Web Tour permission and a Moderator must have switched to Web Tour mode in the Content Area.

Web Tour Mode

Before you can conduct a Web Tour, you must have been granted the Web Tour permission and must switch to Web Tour mode in the Content area. (For details on modes, see *The Content Area Modes* on page 22.)



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 table below.

For details about permissions, see *Understanding Permissions* on page 42.

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. Select the *Follow Me* option if you want others to see the web pages to which you will be browsing. (For details, see *The Follow Me Option* below.)
2. Enter the URL of the desired web site in the Address text box of the Web Tour navigation bar.



3. Press **Enter**.

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.

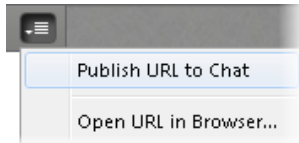
The Follow Me Option

By default, your *Follow Me* option is not selected and you will need to select it if you want others to view the web pages to which you will be browsing. 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 browse. However, when you move to a new page, they will be redirected to your new page. 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 mode. (For details, see *The Content Area Modes* on page 22.)

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. 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.

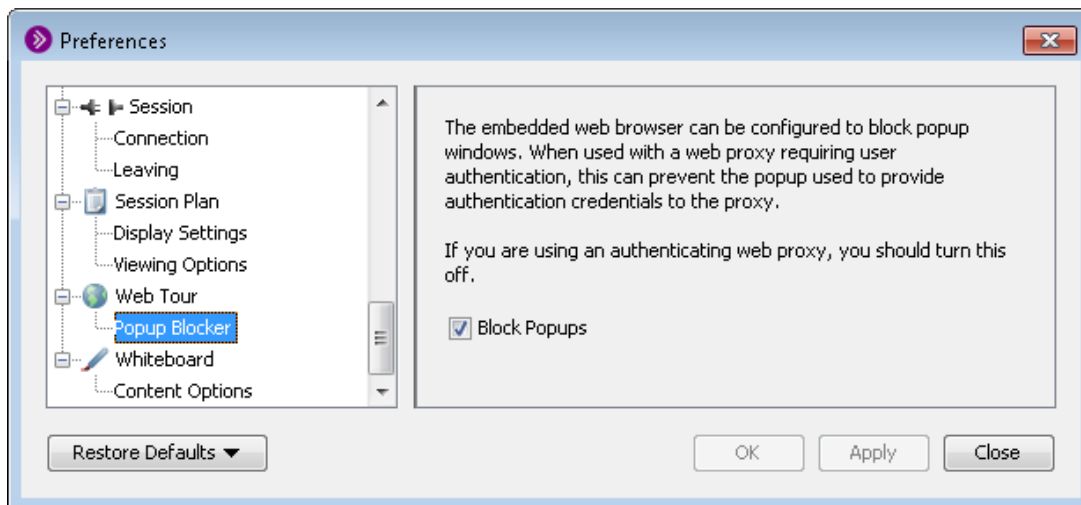
Enabling Pop-ups in a Web Tour (Windows only)

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 10.

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 165). 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

With a Web Push, the specified web page opens up in the default web browser of each session attendee (including you) – outside of the Blackboard Collaborate application. Session attendees will see the web page to which you initially directed (pushed) them and after that then 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.



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).



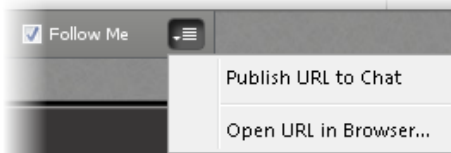
In *Elluminate Live!* 8.5 recordings, Mac OS X users will see Web Tours as Web Pushes, where each page of a Web Tour will open in a new external web browser window.

Starting a Web Push

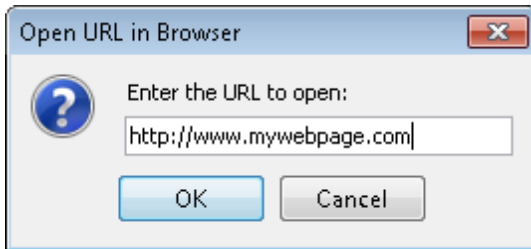
Before you can start a Web Push, you must be in Web Tour mode. For details, see *Web Tour Mode* on page 164.

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 12

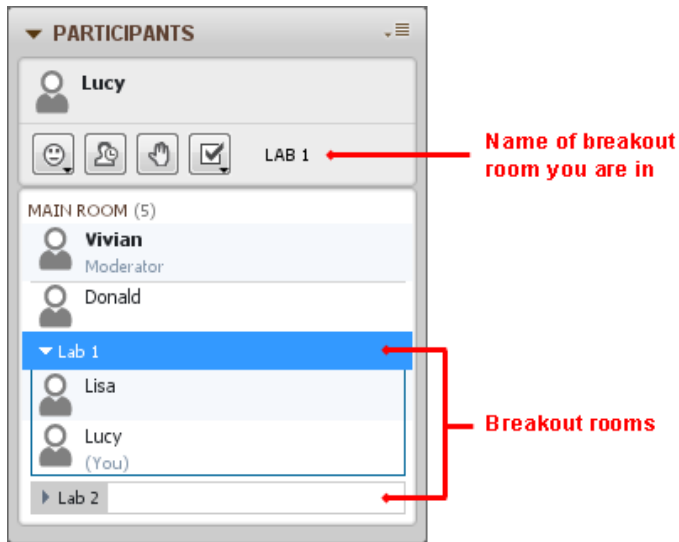


Breakout Rooms

To facilitate small group collaboration, a Moderator can create breakout rooms (separate from the main Blackboard Collaborate room) and place session attendees into these rooms. Breakout rooms have their own private Audio, Video, Whiteboard, Application Sharing, Polling, etc., so the collaboration that takes place in a breakout room is independent of the main room (and other breakout rooms).

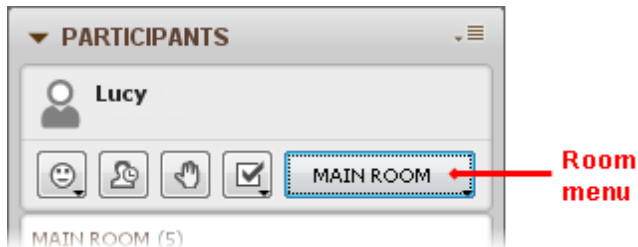
Even if there is no Moderator in a breakout room, when anyone in the breakout room raises their hand or sends a private message to Moderators, Moderators in other rooms will be notified.

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.



Moving Yourself into Existing Rooms

If the Moderator allows it, you can move yourself between rooms. You will know you have the ability to do when if the Room menu appears in your Participants panel toolbar.



You can send yourself from the Main room to an existing breakout room, a breakout room to the Main room or from one breakout room to another.

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. You can drop yourself on a breakout room's tab or on a person already in that room.

Chapter 13



Interactive Recordings



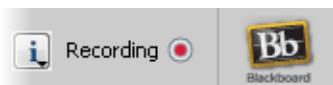
Note: Interactive recordings are not available in Blackboard Collaborate vRoom™.

Moderators can record sessions and provide you with a link to the recording so you can play the recording. This is useful for those who have missed a session or to those who attended but would like to review the session.

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 178 for further details). Anyone viewing the recording can navigate through the recording to points marked with index entries.

You can tell that a session is being recorded in two ways:

- A red Recording icon appears in the Collaboration toolbar.



- The audible notification “Recording started” is played. (If you are using the telephone for audio communications, you will not hear it.)



Note: If you join the session after recording has already resumed, you will hear the audible notification “Recording in progress.”

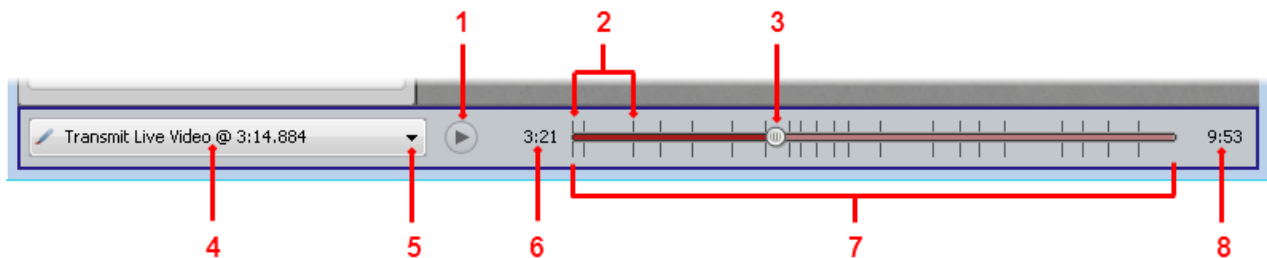


Tip: You can turn audible notifications off. For details, see *Setting Notification Preferences*.

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 | 5 Show Index Entry Menu button |
| 2 Index Entry marks | 6 Playback Time indicator |
| 3 Playback Slider indicator | 7 Playback slider |
| 4 Current Index Entry | 8 Total Recording Time |

To play a recording or resume a paused a recording:

- Click on 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.



In Elluminate *Live!* 8.5 and older recordings, Mac users will see Web Tours as Web Pushes, where each page of a Web Tour will open in a new external web browser window.

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:

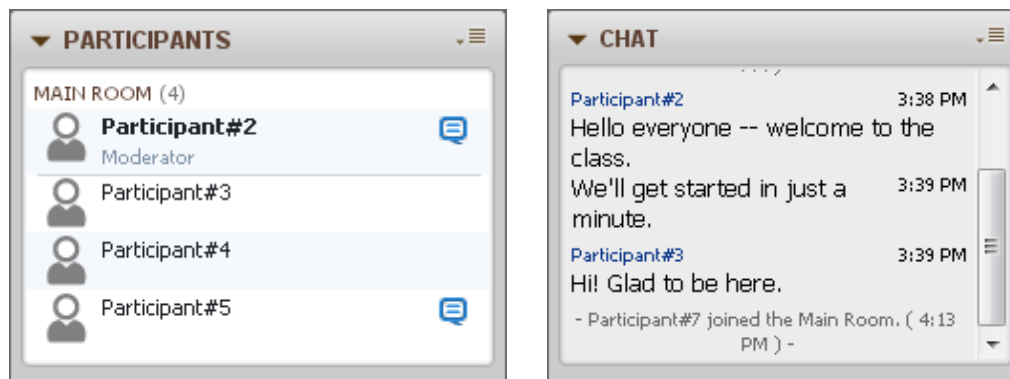
- Click on the **Pause** button  to stop playing the recording and maintain your current place in the recording.
- From the *Playback* menu, select *Player* and then *Pause*.

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” or “Moderator” (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, the video from all cameras is saved and, when playing the recording, you can choose who to show in your primary video display just as you would if you attended the live session.

For instructions on changing your display, see *Controlling the Primary Video Display* on page 67.

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 slide 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

Moderators also can manually enter custom index entries.

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	<ul style="list-style-type: none"> use the Playback slider (see <i>Using the Playback Slider</i> on next page)
Move to the previous or next index entry	<ul style="list-style-type: none"> use the Playback slider (see <i>Using the Playback Slider</i> on next page) use the Index Entry menu (see <i>Using the Index Entry Menu</i> on next page) from the Playback menu (in main toolbar), select <i>Skip Back</i> and <i>Skip to Next</i> menu options
Move to any index entry	<ul style="list-style-type: none"> use the Playback slider (see <i>Using the Playback Slider</i> on next page) use the Index Entry menu (see <i>Using the Index Entry Menu</i> on next page)
Move to any index entry by selecting it from, or searching for it in, the Recording Index	<ul style="list-style-type: none"> use the Recording Index (see <i>Using the Recording Index</i> on next page)

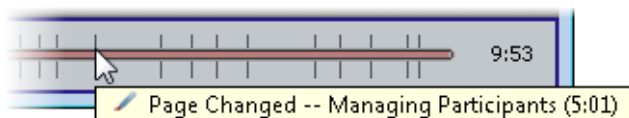


Note: Regardless of which method you use, it may take several seconds for the recording to reach the specified location – especially if moving backward in the recording.

Knowing Where You Are

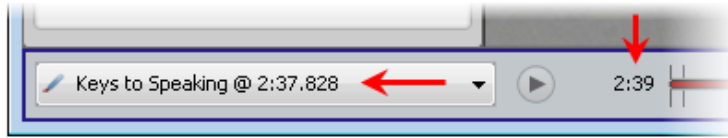
There are two ways you can determine your current position in a recording:

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 indicator to move within the recording” followed by the time.



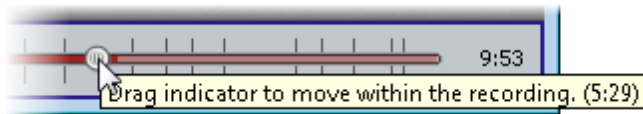
Current Index Entry and Time: The Current Index Entry and Current Time are displayed in the Playback Controller panel. The Current Index Entry displays the icon and name of the closest index entry within a +/- 30 second range. (The index entry normally is the same as the

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

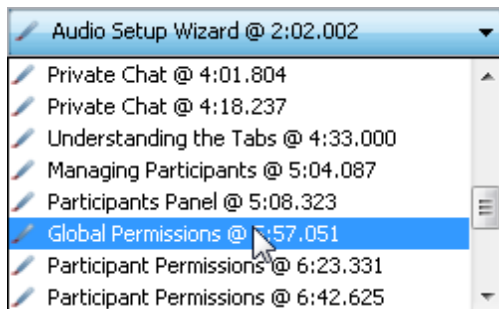
You can move to a specific index entry or just move randomly backward or forward in the recording using the Playback Slider. Grab the Playback Slider Indicator with your cursor and drag it to the left or right to the desired location in the recording.



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.

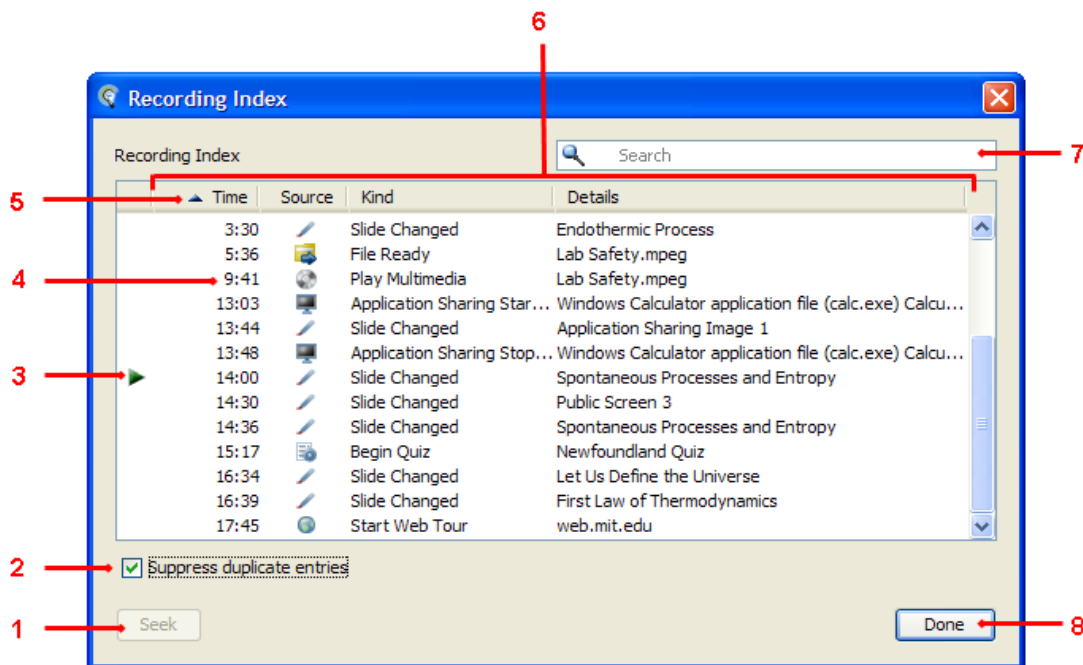


Using the Recording Index

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 | 5 Sort icon |
| 2 Suppress option | 6 Column headers |
| 3 Play icon | 7 Search box |
| 4 Time mark | 8 Done button |



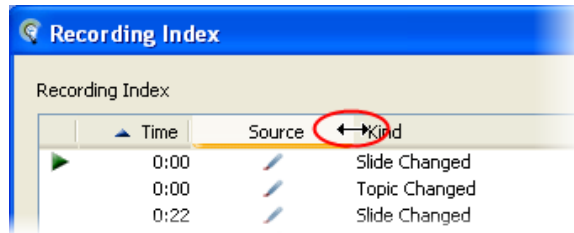
Tip: You can resize the Recording Index window by grabbing a side or corner and dragging it. The columns will automatically adjust themselves.

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.

Recording Index

▲ Time	Source	Kind	Details
0:00		Slide Changed	Main Room
0:00		Topic Changed	ScreenGroup
0:22		Slide Changed	Public Screen 1

Recording Index

Time	Source	Kind ▼	Details
4:30		Application Sharing...	Microsoft Office Word
4:44		Application Sharing...	Microsoft Office Word
9:39		Recin Test	Newfoundland Quiz

Recording Index

Time	Source	Kind	Details
0:00		Topic Changed	ScreenGroup
0:22		Topic Changed	Main Room
1:08		Start Web Tour	www.chemistry.com

Recording Index

▲ Time	Source	Kind	Details
0:00		Slide Changed	Main Room
0:00		Topic Changed	ScreenGroup
0:22		Slide Changed	Public Screen 1

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

Suppress duplicate entries

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

Suppress duplicate entries



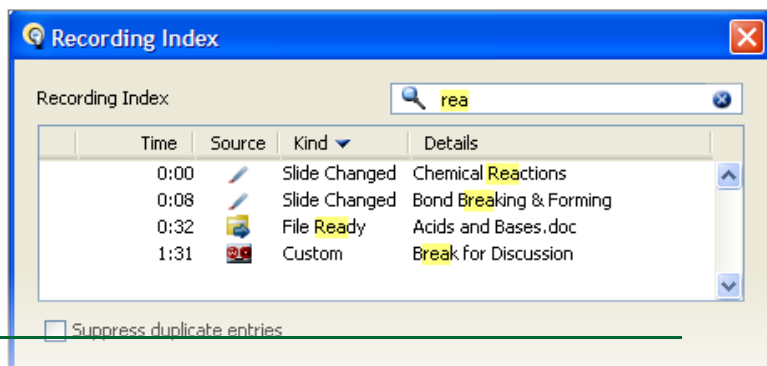
Note: Suppressing duplicate entries does not remove them, but just hides them. To see them again, simply de-select *Suppress duplicate entries*.

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 on the **Cancel** button
- Press Escape

Chapter 14



The Notes Window

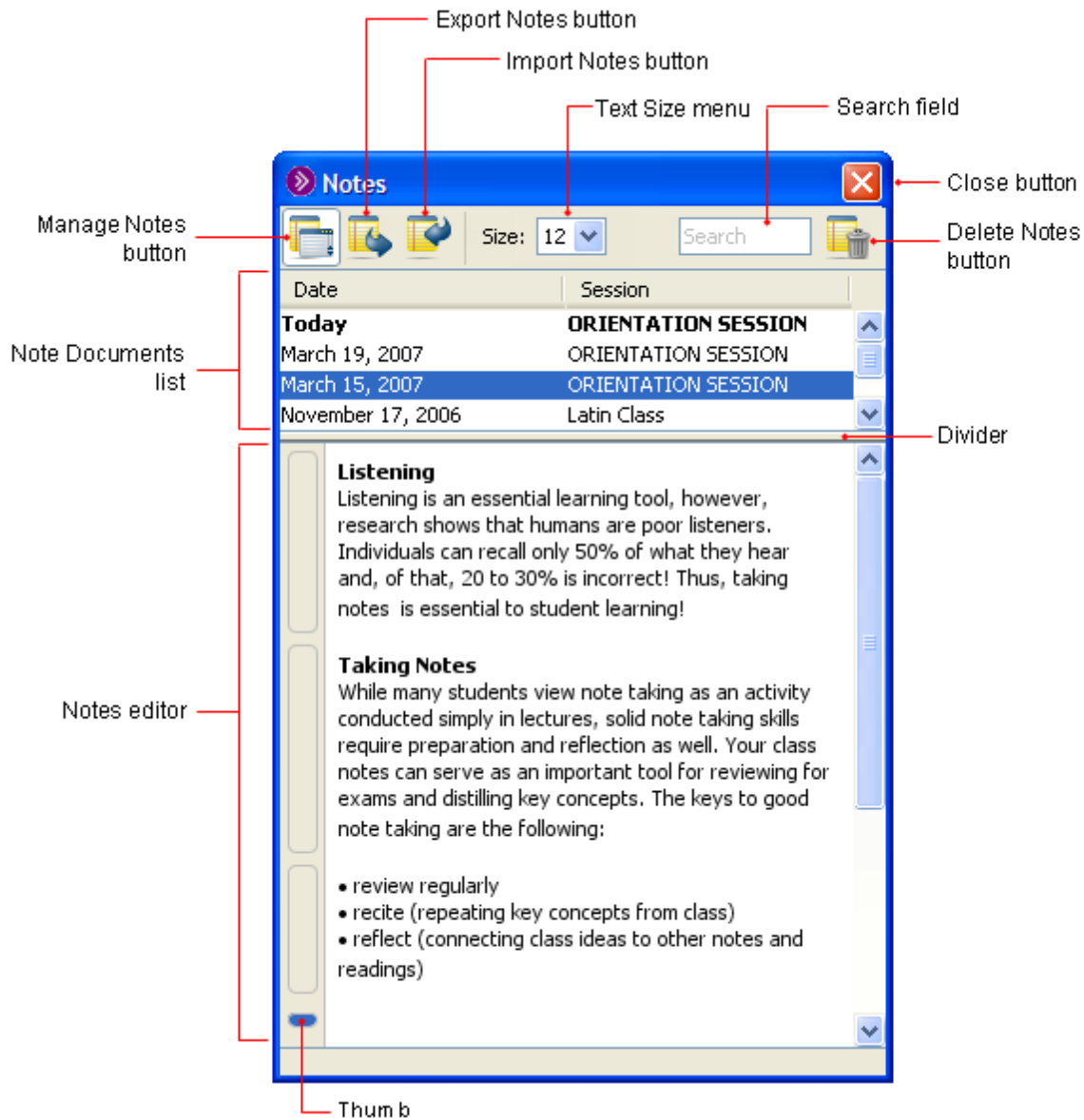
The Notes window lets you easily take personal notes during a live Blackboard Collaborate Web Conferencing session, edit them and later share them with others. (During the session, only you will see your own notes.) As you write notes about what is being presented in a session, Blackboard Collaborate 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 13, “Interactive Recordings”*.)

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.

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 for a specific session.
- You can view presentation notes imported with a loaded presentation.

The Notes window has the following components:



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 <i>Windows</i> menu, select <i>Show Notes</i>
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 <i>Windows</i> menu, select <i>Show Notes</i>
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 <i>Windows</i> menu, unselect <i>Show Notes</i>

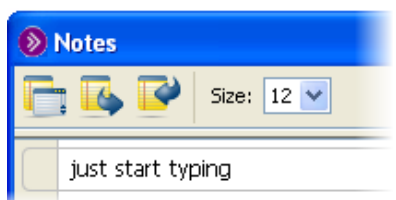
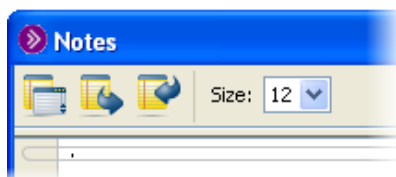


Note: You can also open the Notes window by importing a Notes file through the Collaboration toolbar. For details, see *Loading Content through the Collaboration Toolbar*.

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 192.*)

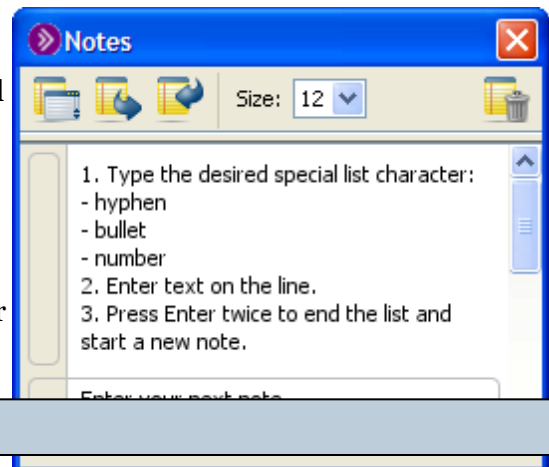


Tip: If you want to enter a line break without creating a new note, press Alt-Enter (Option-Enter on Mac).

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 table below) 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.

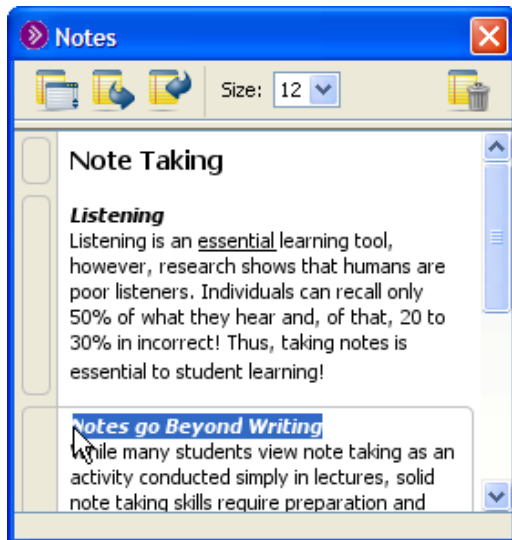


Use the following special list characters to create your list:

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 table below).



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 <i>Italics</i>	Ctrl+I	Command-I
<u>Underline</u> 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



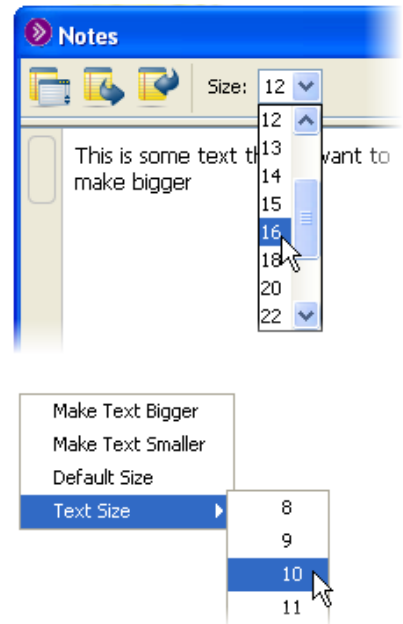
Note: Text formatting will not be retained if you copy and paste formatted text from one note to another, or to an external text editing application.

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:

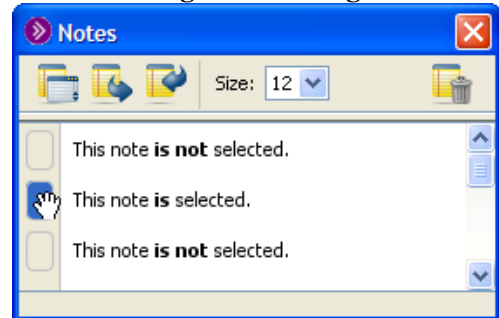
- Select them (see *Selecting Notes* on next page)
- Insert them (see *Inserting Notes* on next page)
- Move them (see *Moving Notes* on page 194)
- Delete them (see *Deleting Notes* on page 194)
- Print them (see *Printing Notes* on page 195)
- Save them (see *Saving Notes* on page 195)

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

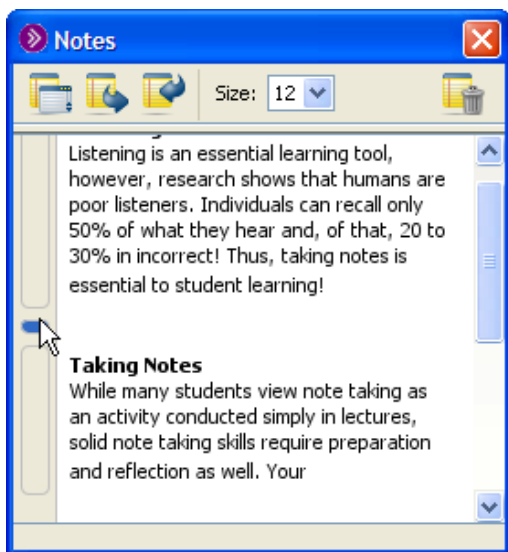
- **before** the existing note,
- **between** existing notes, or
- **anywhere** in the Notes editor.

Use keyboard shortcuts to insert notes:

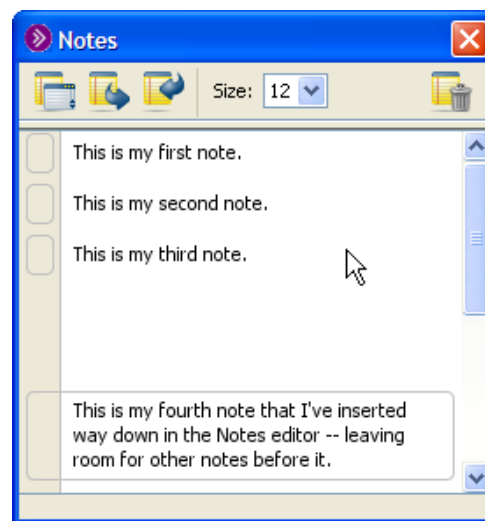
Function	Precondition	Windows & Linux Shortcuts	Mac OS X Shortcuts
Insert a new note immediately below the existing note	Cursor is within text of note	Enter	Enter <i>or</i> Return
	Initial note is selected	Enter <i>or</i> Down Arrow	Enter <i>or</i> Return <i>or</i> Down Arrow
Insert a new note immediately 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.)

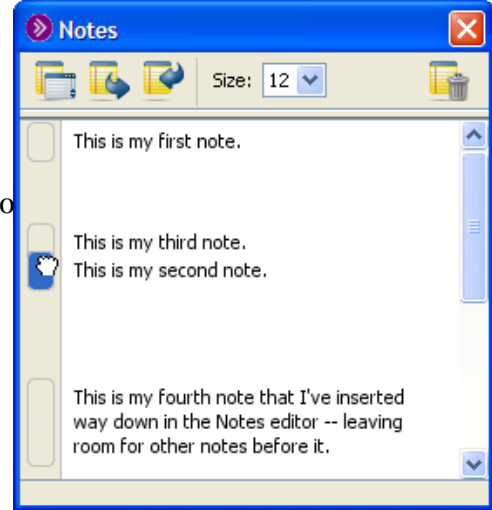


 **Note:** Each note has an internal timestamp (not visible to you) that keeps it synchronized with its associated activity within the session. When you enter a new note between two existing notes, the timestamp of the new note will be a relative time between the time stamps of the two existing notes.

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 198), open it in a text editor and use the text editor's print facility.



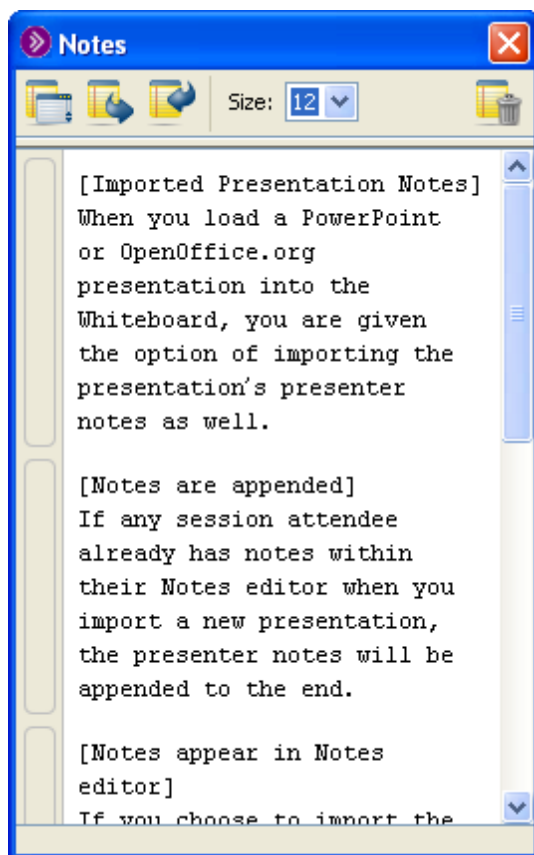
Note: Exported .txt files do not retain time stamp and formatting information.

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 198.

Viewing Presenter Notes Imported with a Presentation



Sometimes Moderators include a presentation's presenter notes when they load a presentation into the Whiteboard. These notes will appear in your Notes editor, where each presenter note becomes a separate entry and is prefaced with the name of the associated slide (as shown in the screen capture to the right).

If you already have notes within your Notes editor, the presenter notes will be appended to the end.

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 the facing page)
- Export and import them (see *Exporting and Importing Notes Documents* on page 198)
- Delete them (see *Deleting Notes Documents* on page 202)

Opening the Notes Documents List

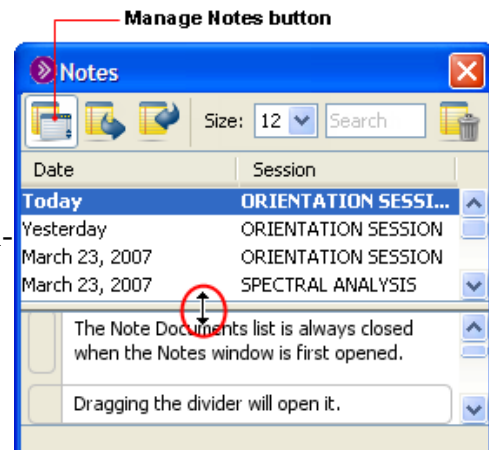
The Notes Documents list displays a list of the sessions for which you took notes. It is always closed when the Notes window is first opened in a Blackboard Collaborate Web Conferencing session, as the primary purpose of the Notes window is to take notes for the present session.

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.

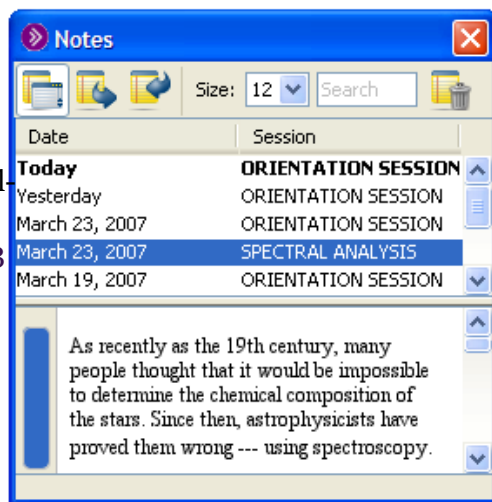
Selecting any Notes document in the list displays its notes in the Notes editor below.



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 203 for details.


When no Notes documents are selected, the Notes editor is blank.



Searching for Notes Documents

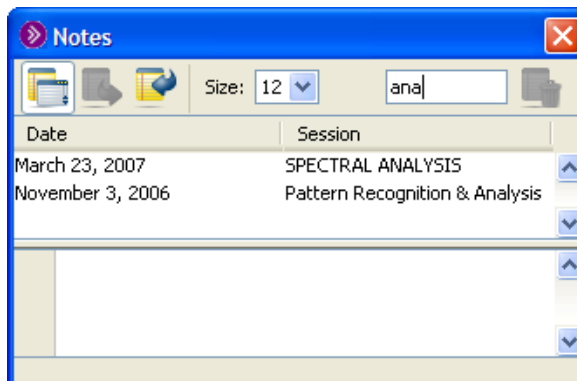
Over time, your list of Notes documents will grow and locating a specific session document by scrolling the list may become increasingly challenging. The Search Notes Documents feature can be used to filter the Notes Documents list by allowing you to display only those Notes Documents whose session name 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 200.

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.

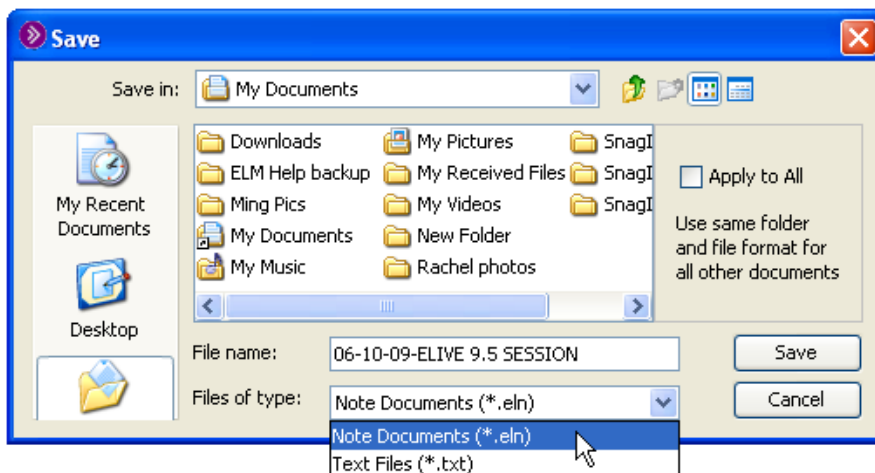
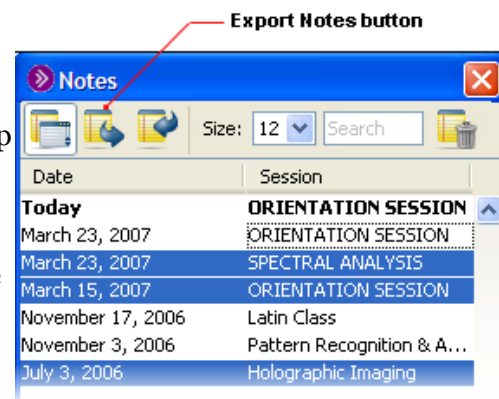
It is possible to export either one or multiple Notes documents at once.



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 203 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 200 for 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 same as it was before export** – it will be listed using the name and date of the session for which the notes were taken.

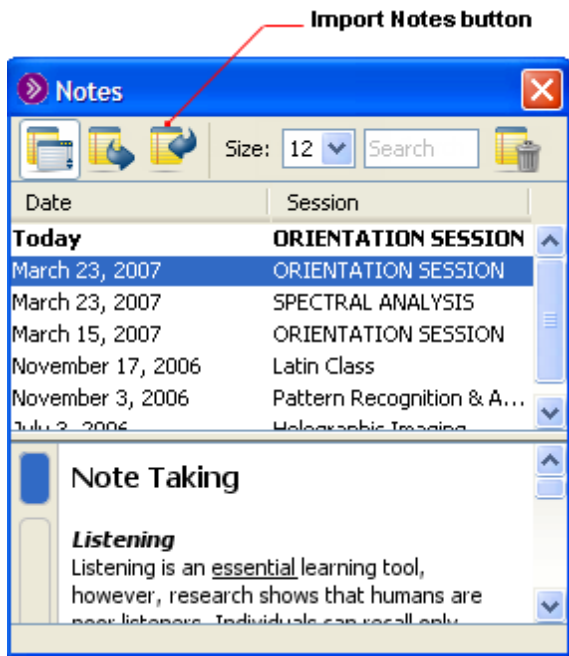
Importing Notes Documents


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* .)
- Through the Notes window.

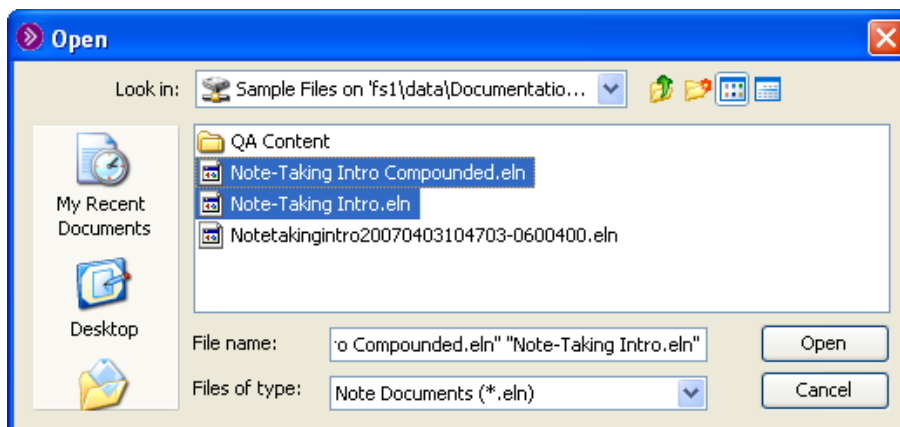
To import Notes documents through the Notes window, follow the steps below:



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.

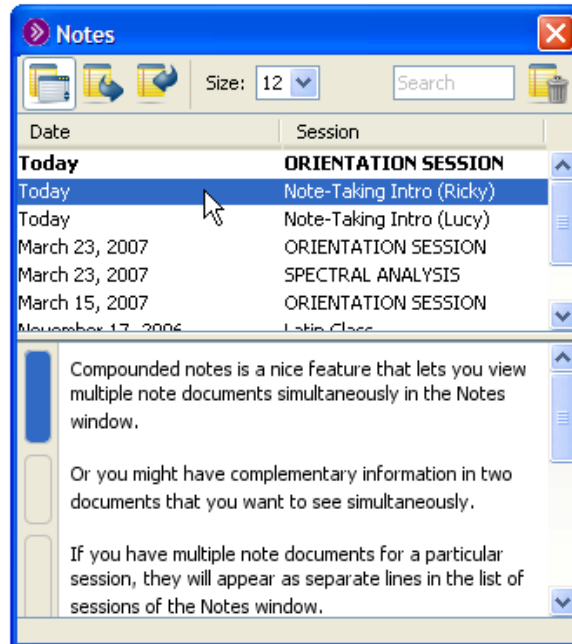


3. Click on **Open**. The imported Notes document(s) will appear in the Notes Documents list. (If the Notes Documents list was previously closed, it will be opened to display your imported Notes document.)

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

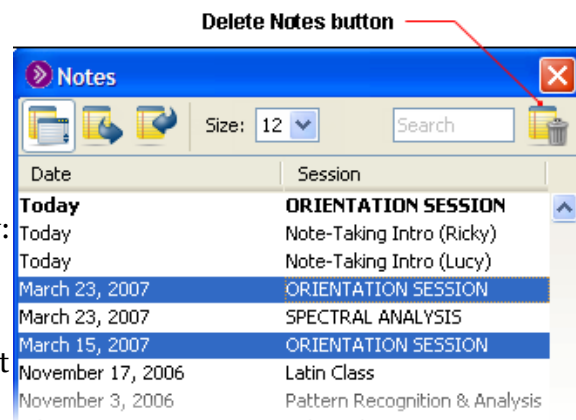
When you delete a Notes document, it is removed from the Notes Documents list and deleted from the Notes storage directory.



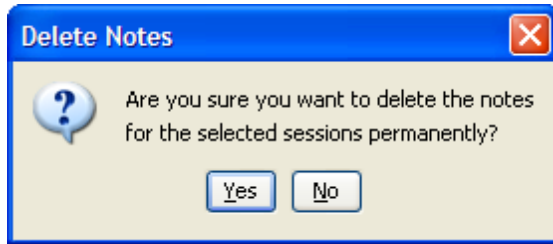
Warning: Be careful when deleting Notes documents – deletion is permanent.

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. This is a great way to compare your notes with those written by someone else for the same session.

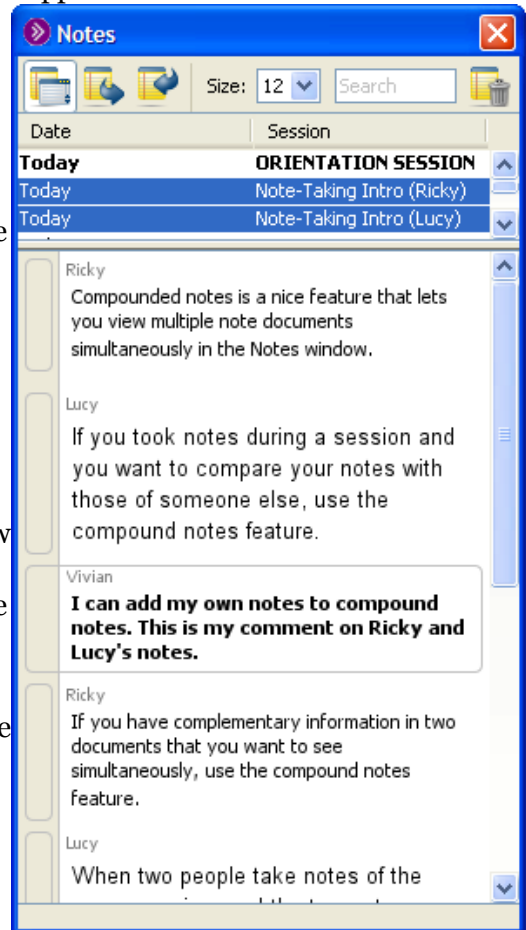
When you have multiple Notes documents for a particular session, they appear as separate items in the Notes Documents list. The name of each author is appended to the session name.

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 198.) 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.

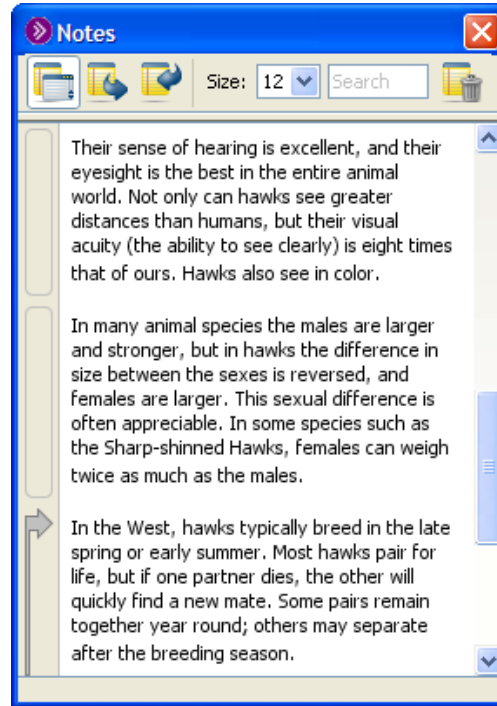
The Notes window does not automatically open when you begin playing a recording. You must open it manually (see *Opening and Closing the Notes Window*).

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.

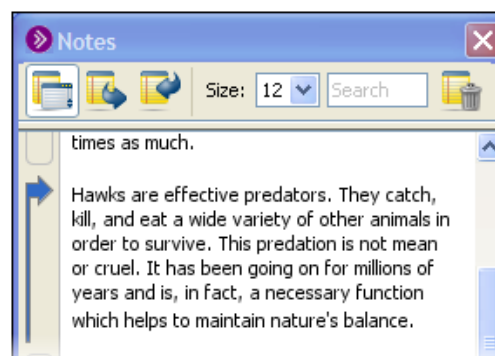


Editing Notes in a Recording

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 overwrite the original notes file.

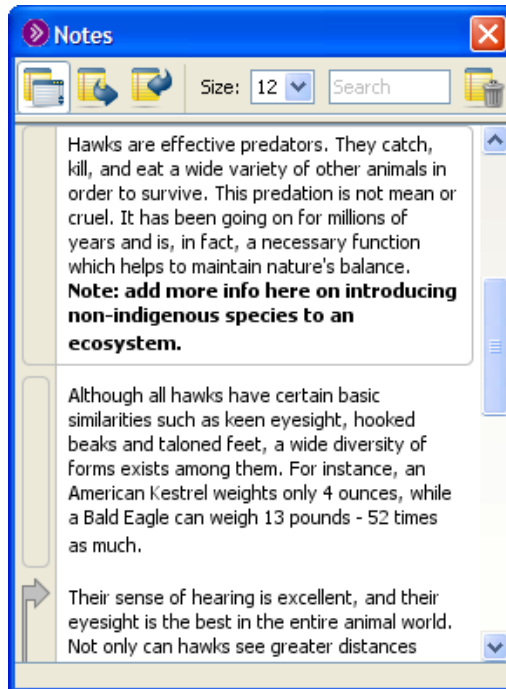
When you select a note, and it is the current note at this point of the recording, the arrow marker changes from gray to the highlight color for your operating system.

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.



Miscellaneous Windows



Besides the basic panels that appear in the Main window (Participants, Chat, Audio & Video and the main Content area) you may have access to additional windows.

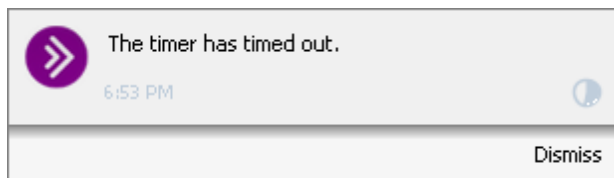
Some of the windows described in this chapter are launched by the Moderator and will appear in front of the Main window.

The Timer

The Timer in Blackboard Collaborate Web Conferencing is a clock that Moderators can use to effectively manage sessions. It can be useful in helping you pace yourself and stay on track with your assignments. The Timer appears in the Collaboration toolbar, showing the time counting either up or down, depending on how the Moderator has set the Timer.

A rectangular box with a light beige background and a thin border, containing the text "00:04:56" in a dark font.

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 16.

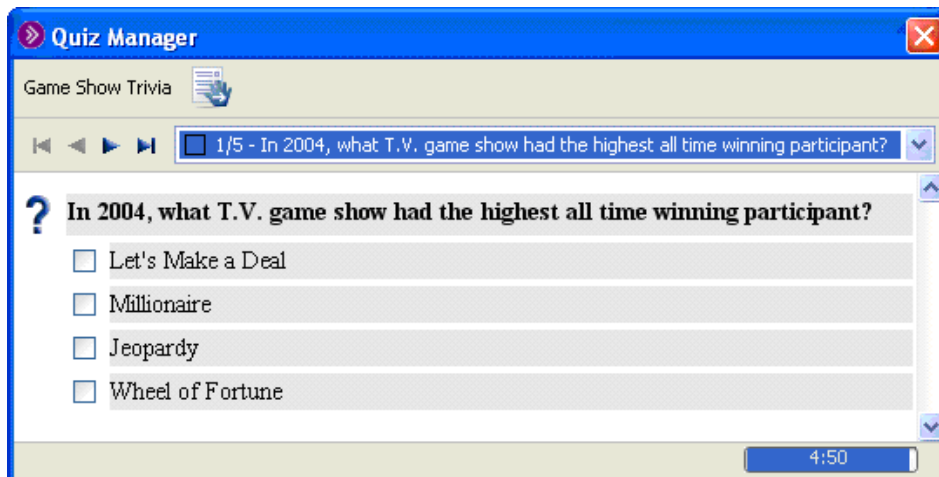


The Quiz Manager

The Moderator is able to administer multiple choice and short answer quizzes during the session using the Quiz Manager feature. A quiz consists of questions and the results can be published for the Participants to review.

Responding to Quiz Questions

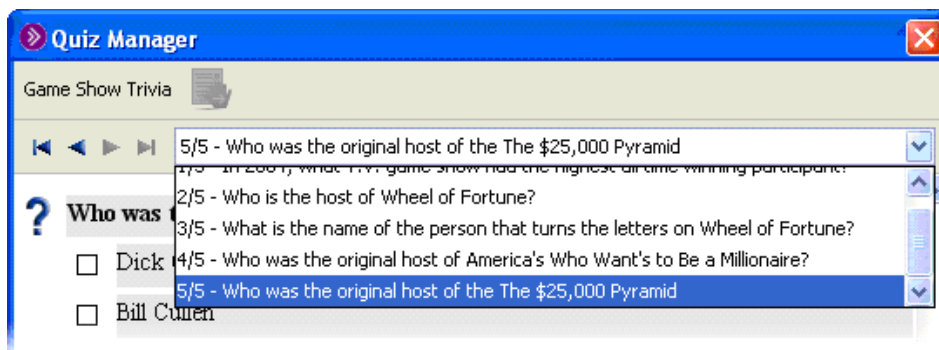
When a Moderator administers a quiz, the Quiz Manager window will appear in front of your main Blackboard Collaborate Web Conferencing window, displaying the first question. If the Moderator set a time limit for the quiz, the time remaining will be displayed in the lower right corner of the Quiz Manager window.




To answer the quiz questions, in the Quiz Manager window,

Select a response for multiple choice questions or enter your answer into the text box provided for short-answer questions.


Use the «▶▶▶» arrow buttons or drop-down menu (shown below) to navigate between questions.

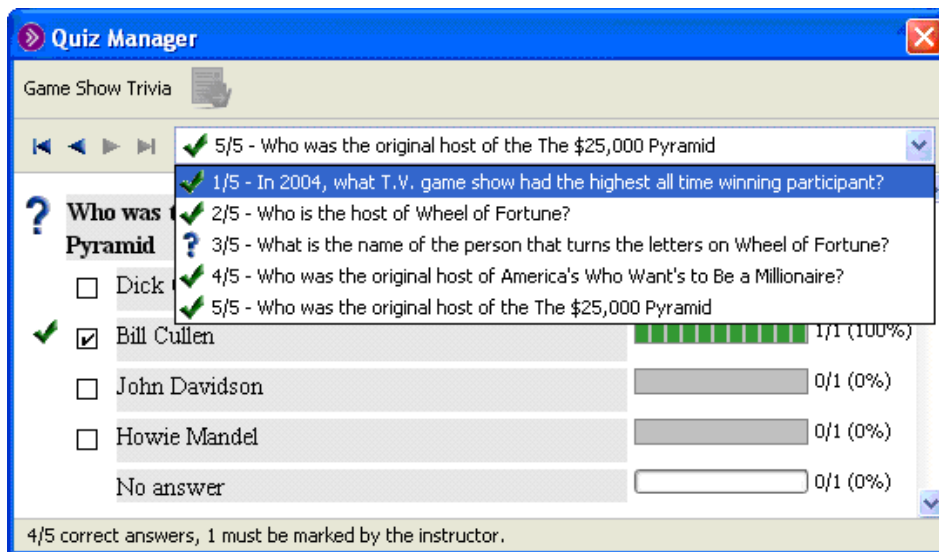


Once you have completed the quiz, click the  **Hand In** button.

You will receive a message querying whether you wish to hand your quiz in. The message will also inform you if you have not answered all of the questions. Click **Yes** to submit the quiz. Click **No** to return to the quiz.


Viewing Quiz Results

Once the quiz has been completed the Moderator may show the results. You will be able to view each question along with your response and the correct response (identified with a green checkmark). A summary of the responses from all of the Participants will be displayed graphically. Use the  arrow buttons or drop-down menu (shown below) to navigate between questions.



Multimedia Window

The Multimedia feature allows a Moderator to play a multimedia file or a multimedia URL in your session.

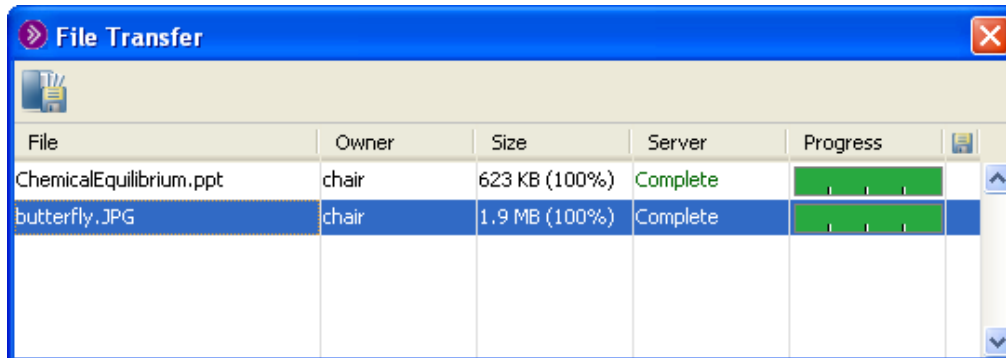
 **Note:** The appropriate players must be installed to view these files. The Multimedia feature will first attempt to play the file in the Multimedia window and if this is not possible, it will then attempt to open the file up in your machine's supported media player.

If the Multimedia window is open on your screen, when the Moderator closes their Multimedia window, the Multimedia window will close on your screen.

The File Transfer Library

The File Transfer Library permits Moderators to upload files into the session in order to share them with everyone. To open the File Transfer Library, select *Show File Transfer Library* under the *Window* menu.

The File Transfer Library displays a list of all the preloaded files and files currently being loaded into the library.



File	Owner	Size	Server	Progress	
ChemicalEquilibrium.ppt	chair	623 KB (100%)	Complete	<div style="width: 100%; height: 10px; background-color: green;"></div>	⬆
butterfly.JPG	chair	1.9 MB (100%)	Complete	<div style="width: 100%; height: 10px; background-color: green;"></div>	⬆
					⬇

Each file or URL displayed in the list contains the following information:

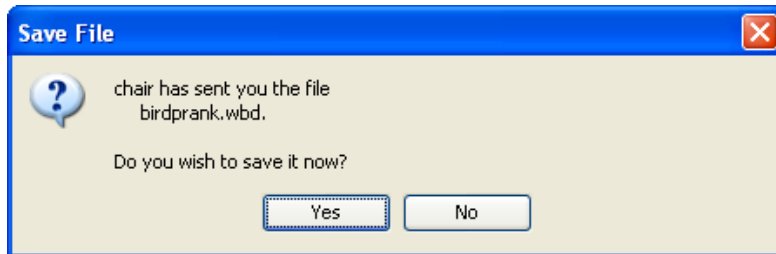
- Name of the File — the name of the file is derived from where the file was loaded. If the file was loaded from a user's file system, then this is the name of the original file. If it was loaded from a URL, this is the last component of the URL path.
- Owner of the File — this is the name of the person who loaded the file. If the file was preloaded 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, where red indicates less than half the file is loaded and green indicates it is completely loaded.



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.


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. Open the File Transfer Library by selecting *Show File Transfer Library* from the *Window* menu.
2. In the File Transfer Library, select the file you would like to save.
3. Click on the  **Save** button in the toolbar. The Save dialog will open.
4. Navigate to the folder to which you wish to save the file and click **Save**.

Closing the File Transfer Library

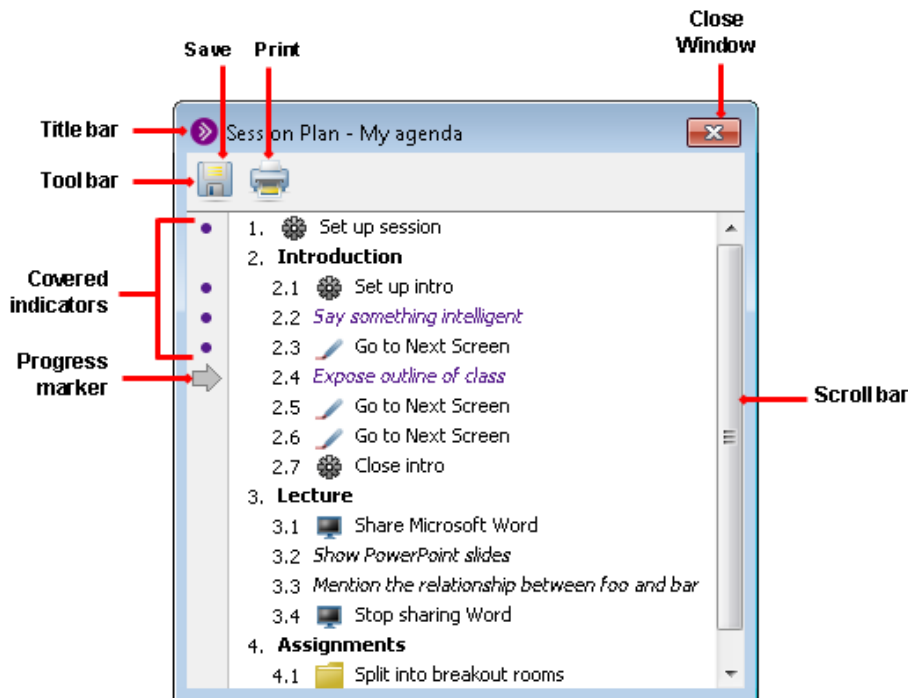
Closing the File Transfer Library will not affect the files already loaded into the library – it just closes the window. To close the window, do one of the following:

- 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)

Session Plans

A Moderator may use an *Elluminate Plan!* session plan to conduct the session and may (or may not) show that plan to all session attendees. Session plans are created in a standalone desktop application called *Elluminate Plan!* They are essentially a session outline that automates various session activities, helping the Moderator run the session. As a Participant, you cannot interact with the session plan, only view it, save it or print it – and only if permitted by the Moderator.

If a Moderator selects the option to show session plans to Participants, your Session Plan window will open automatically, displaying the Plan Outline. The window has the following components:



Closing and Reopening the Session Plan Window

To close the window, do one of the following:

- In the *Window* menu, unselect *Show Session Plan*.
- Enter the keyboard shortcut Ctrl+W (Command-W on Mac).
- Enter the keyboard shortcut ALT+F4 (no Mac equivalent).
- Click on the **Close Window** button in the title bar of the window.

To reopen the window, in the *Window* menu, select *Show Session Plan*.

Printing Session Plans

When you print a session plan, the printout will include only the text that is displayed by the session plan for Topics, Actions and Text Items, indented appropriately to reflect the Plan Outline.

1. Open the Print dialog by doing one of the following:
 - From the *File* menu, select *Print* and then *Session Plan*.
 - Enter the keyboard shortcut Ctrl+P (Command-S on Macintosh).



Note: If you have the main Blackboard Collaborate window in focus (rather than the Session Plan window), when you enter the keyboard shortcut, you will be presented with a dialog from which you need to select Session Plan from a list of printable files (others are Participants list and Whiteboard)

- Click on the **Print** button in the Session Plan toolbar.
2. Select your print options and click **OK**.

Saving Session Plans

Participants can save session plans only as plain text – not as fully functioning session plan files. The plain text version contains only the text that is displayed by the session plan for Topics, Actions and Text Items, indented appropriately to reflect the Plan Outline.



Tip: A plain text outline can be useful as a basis for taking class notes.

1. Open the Save Session Plan dialog by doing one of the following:
 - From the *File* menu, select *Save* and then *Session Plan*.
 - Enter the keyboard shortcut Ctrl+S (Command-S on Macintosh).



Note: If you have the main Blackboard Collaborate window in focus (rather than the Session Plan window), when you enter the keyboard shortcut, you will be presented with a dialog from which you need to select Session Plan from a list of files that can be saved (others are Chat, Participants list and Whiteboard).

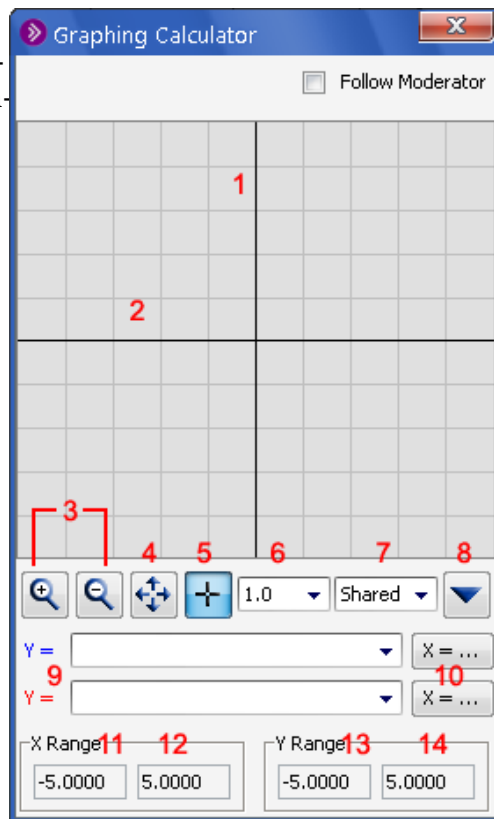
- Click on the **Save** button in the Session Plan toolbar.
2. Enter a name for your saved file and click **Save**.

Chapter 15



The Graphing Calculator

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 | 8 Restore default button |
| 2 X-axis | 9 Function boxes |
| 3 Zoom buttons | 10 Evaluate buttons |
| 4 Manually shift view area button | 11 Minimum X range box |
| 5 Point select button | 12 Maximum X range box |
| 6 Grid spacing selection | 13 Minimum Y range box |
| 7 Privacy settings | 14 Maximum Y range box |

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).

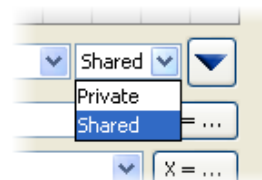
The *shared* calculator resides on the Moderator's application. Only Moderators can use the shared calculator. No permission is required to view the shared calculator.

Both Graphing Calculators function identically.

Switching between the Private and Shared Graphing Calculator

You can switch back and forth between calculators when 1) the *Follow Moderator* option is turned off and 2) you have been granted the calculator permission by the Moderator (so you can access the shared 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

Graphing Functions Using the Calculator

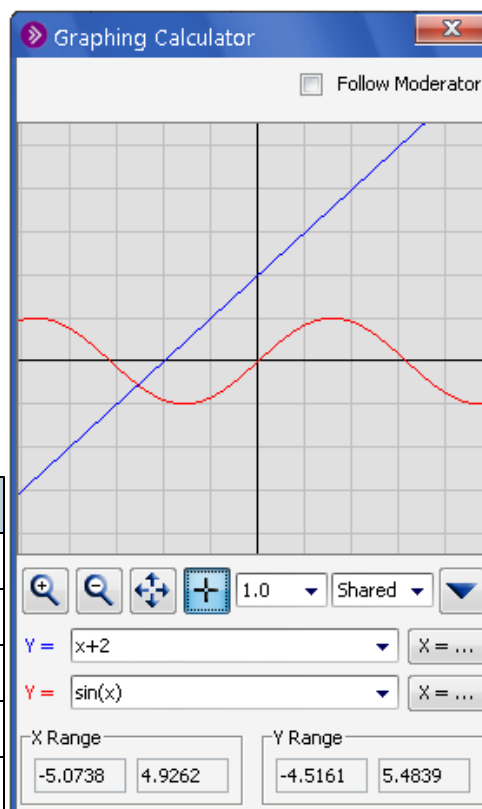
You can enter only explicit functions in the Graphing Calculator. The calculator allows you to plot two functions on the same grid. If your function contains a variable, it must be represented by an x .

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

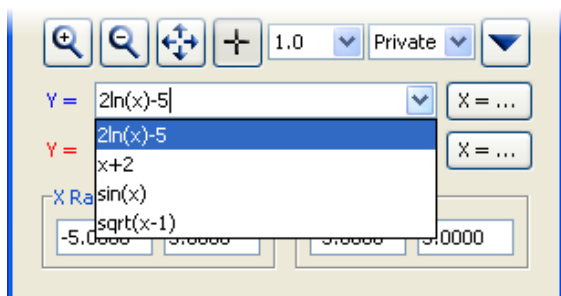


Note: Trigonometric functions are graphed in radians.

Displaying the Function History

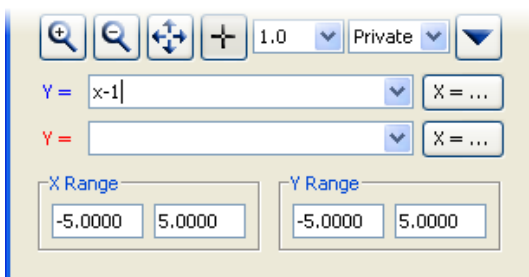
Both function entry fields maintain a history of the ten most recent functions that you graphed. When you exit the session, all the functions are erased.

Click the drop down arrow button next to the function field to display the history of graphed functions for that field.

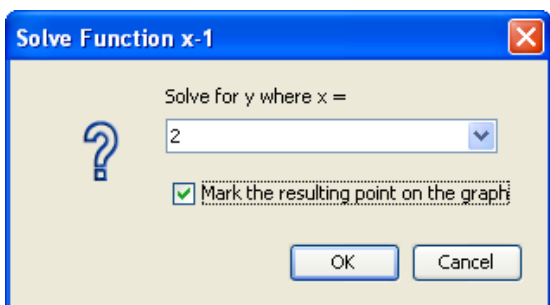


Evaluating Functions

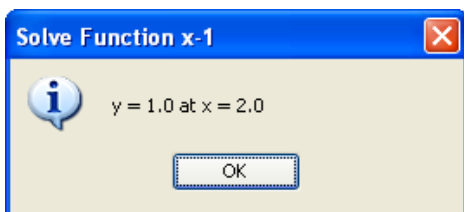
1. Enter a value or expression for X in the Y= text box.



2. Click the button to evaluate Y for the given value of X. The Solve Function dialog box appears.



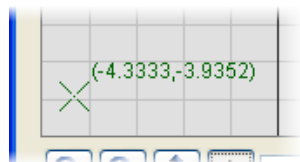
3. Select the option *Mark the resulting point on the graph* if you want the coordinates of the result plotted on your graph.
4. Click **OK** to accept your changes and dismiss the dialog box. Your result is displayed in the Solve Function information box.



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.

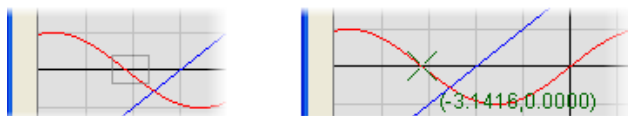
Selecting and Displaying Points on the Graph

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.



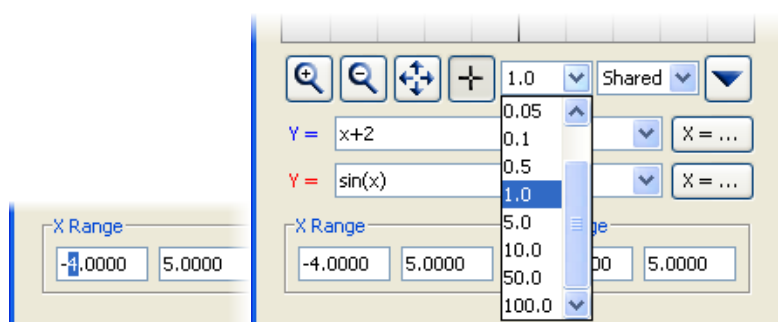
Note: The calculator displays the coordinates of only one point at a time.

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

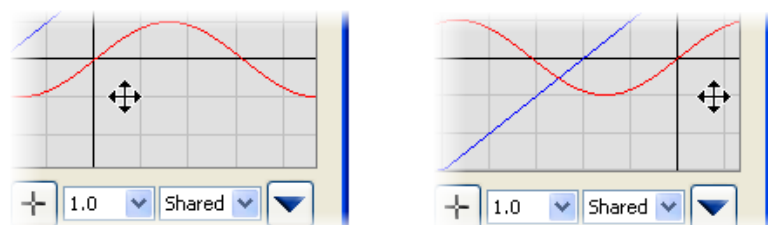
To zoom in, click the  button and then click the region of the graph you want to zoom in on.

You can zoom in as many times as you need until you see the level of detail that you require.

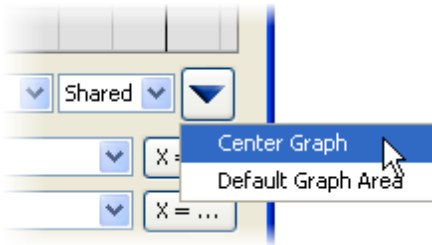
To zoom out, click the  button and then click the display region. Click the display region again to zoom out to see more of the display.

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.

Appendix A:



1252 Windows Latin 1 (ANSI)

	20	30	40	50	60	70	80	90	A0	B0	C0	D0	E0	F0
0	o 032	@ 048	P 064	` 080	p 096	€ 0112	° 0128	À 0144	Đ 0160	à 0176	đ 0192	à 0208	đ 0224	đ 0240
1	!	1	A	Q	a	q	‘	i	±	Á	Ñ	á	ñ	
2	“	2	B	R	b	r	‘	‘	¢	²	Â	Ò	â	ò
3	#	3	C	S	c	s	f	“	£	³	Ã	Ó	ã	ó
4	\$	4	D	T	d	t	„	”	¤	´	Ä	Ô	ä	ô
5	%	5	E	U	e	u	...	•	¥	µ	Å	Õ	å	õ
6	&	6	F	V	f	v	†	–	¦	¶	Æ	Ö	æ	ö
7	‘	7	G	W	g	w	‡	—	§	·	Ç	×	ç	÷
8	(8	H	X	h	x	^	~	¨	¸	È	Ø	è	ø
9)	9	I	Y	i	y	‰	™	©	¹	É	Ù	é	ù
A	*	:	J	Z	j	z	Š	š	ª	º	Ê	Ú	ê	ú
	042	058	074	090	0106	0122	0138	0154	0170	0186	0202	0218	0234	0250

	20	30	40	50	60	70	80	90	A0	B0	C0	D0	E0	F0
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	Î 0204	Û 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	Ɔ 0222	î 0238	Ɔ 0254
F	/ 047	? 063	O 079	_ 095	o 0111	 0127	 0143	Ÿ 0159	— 0175	¿ 0191	Ï 0207	Ɔ 0223	ï 0239	ÿ 0255

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