



Blackboard Collaborate Ultra (Student Tutorial)

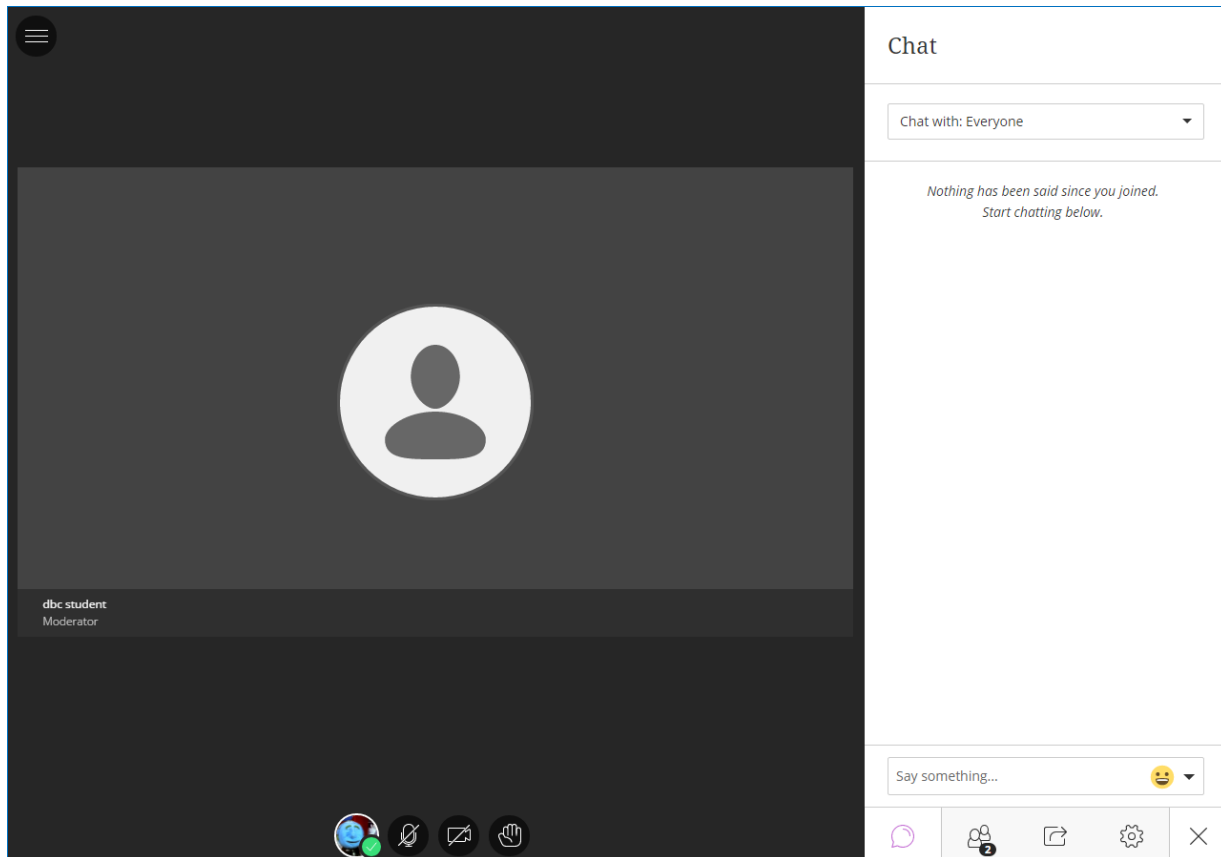
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What Is Blackboard Collaborate Ultra?

Blackboard Collaborate with the Ultra Experience (or Collaborate Ultra for short) is a tool for conducting video conferences over a Web connection via computer, tablet, or smartphone. These conferences are accessible via links to virtual rooms within courses and organizations in Blackboard Learn. They can be recorded for later use, with links to the recordings placed within one or more courses or organizations.



In each course or organization, the virtual conference room is available at all times; however, instructors may limit their availability to predetermined time frames by creating sessions. Users who cannot attend a conference in real time may watch a recording of it afterward, assuming an instructor or similarly empowered user has recorded it.

Collaborate Ultra makes use of WebRTC (Real-Time Communication) to optimize bandwidth for audiovisual sharing audio and video signals. A conference can accommodate up to 250 simultaneous users. Generally, depending on connection strength, the fewer users share their video image, the better the conference will work.

Collaborate Ultra conferences take place in virtual rooms on a web server at the domain **bbcollab.com**. Because the service is externally hosted, UST Blackboard Support can do nothing administratively to fix problems with the application. Only Blackboard's own Collaborate development staff can fix such problems. Blackboard adds bug fixes and feature improvements, on a monthly schedule; new features are added about once per quarter.

Requirements for Using Collaborate

To participate in a session of Blackboard Collaborate with both audio and video, users should have equipment and software that meet or exceed certain minimum standards. As the application evolves, the requirements for hardware, operating system, browser and auxiliary programs may change along with it.

Operating System

As of September 2016, Collaborate Ultra is compatible with the following operating systems for both personal computers and mobile devices:

Personal Computers	Mobile Devices
MS Windows 7, 8, and 10	MS Windows 8.1 or later
Apple Macintosh 10.8 or later	Apple iOS 8 or later
Ubuntu Linux (recent versions)	Android 4.0 or later

For Android and Apple smartphones and tablets, Blackboard recommends installing the BbStudent app, version 2.0 or later. BbStudent supports Collaborate Ultra, but not the Original or “Classic” Collaborate experience.

According to Blackboard’s documentation, “Microsoft Surface devices running Windows RT are not supported.”

Browser

Collaborate Ultra works with nearly all modern web browsers for computers and mobile devices. However, for anyone serving as a Moderator or Presenter in a Collaborate conference, Blackboard recommends using either *Google Chrome* or *Mozilla Firefox*. As of now, these are the only browsers that support WebRTC technology and Collaborate’s Share Application feature.

- **NOTE:** *Apple Safari for Windows and Mozilla Firefox for Ubuntu Linux are not recommended.*

When using the Share Application feature for the first time, both Chrome and Firefox require a Desktop Sharing extension that users must download. With a good connection, installation of the extension is almost instantaneous. Firefox may have some initial difficulties with the extension: If application sharing does not work, you may need to uninstall and reinstall the extension:

1. In Firefox, click the **Open Menu** icon on the toolbar.
2. Click **Add-ons**.
3. Click **Extensions**.
4. Find Desktop Sharing, and click **Remove**.
5. Return to the Collaborate session and start to share an application again.
6. Go through the wizard to reinstall the Desktop Sharing extension.

Joining a Collaborate conference via browsers other than Chrome or Firefox will produce a temporary banner at the top of the browser window, reminding users that Chrome or Firefox is preferred. Blackboard also recommends that users maintain their browsers in the most current available version.

Regardless of which browser you use, clearing the browser cache (Temporary Internet Files) is a good troubleshooting step. Certain performance issues—e.g., images not displaying correctly or menus not working correctly—can be the result of cache build-up. Clearing the cache will allow Collaborate Ultra to work as intended. Below are some links to instructions for clearing the cache for the browsers that can be used for Ultra.

- Chrome: <https://support.google.com/accounts/answer/32050?hl=en>
- Firefox: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
- Edge: <https://support.microsoft.com/en-us/help/10607/windows-10-view-delete-browser-history-microsoft-edge>
- Internet Explorer: <https://support.microsoft.com/en-us/help/10607/windows-10-view-delete-browser-history-microsoft-edge>
- Safari: https://support.apple.com/kb/PH21412?viewlocale=en_US&locale=en_US

Flash Player

To view shared content in browsers other than Chrome and Firefox, Adobe Flash Player is required. Regardless of which browser you use, we recommend keeping Flash Player updated. As of this writing (October 2017), the current version of Flash Player is 27; version 17 is the minimum required.

With browsers other than Chrome, Collaborate checks on launch whether the Flash plug-in is present. If it does not find the plug-in, it asks the user to download and install it, which is usually a quick and easy process.

Hardware Peripherals

Smartphones and tablets generally have webcams and microphones built-in, so there is no need for additional peripheral hardware. For best results, students can use the free Blackboard App to navigate through a course or organization to Blackboard Collaborate Ultra. The Blackboard App is available for Android and iOS mobile devices.

Laptop computers may also come equipped with a camera, microphone, and speakers; users may experience better audio fidelity with a pair of earbuds.

For use with desktop computers:

- **Audio:** For moderating or participating in Collaborate sessions, we recommend using a USB headset with a built-in microphone for two-way audio. The microphone mounted on a headset makes it easy to keep the microphone a suitable distance from the user's mouth.
- **Video:** To provide video, users can make use of a USB webcam. A camera with a resolution width of at least 720 pixels is recommended.

Telephone (optional)

Attendees in a Collaborate conference, even while using a computer or mobile device for video, may also use a telephone in lieu of a microphone for audio. This is useful when a microphone or headset is not available or not working, or if the computer's audio hardware has stopped working. The Interaction Bar at the bottom of the Collaborate screen displays a telephone icon to indicate that the attendee is using phone audio. Other users will see a telephone icon in the Attendees pane for each user connecting via phone.

To share audio via telephone, a user can click the appropriate icons to receive a ten-digit phone number and eight-digit PIN. As of now, there is no way to share audio without first joining the conference on a computer or mobile device.

Roles

Every user in a Collaborate Ultra conference is assigned one of three roles: Moderator, Presenter, and Participant. A Moderator has the power to change any user's role, except those of other Moderators, and to designate any user as a Captioner for providing closed-caption transcriptions. (The duties of a Captioner are discussed in detail in the Accessibility section of this document.)

By default, any instructor in a Blackboard course, or any leader in a Blackboard organization, receives the role of Moderator in Collaborate Ultra. Students in courses and participants in organizations assume the Participant role.

Each role has a defined set of capabilities:

- **Participants** may share audio or video and type text on the Chat pane if a Moderator permits these actions.
- **Presenters** may also share audio or video and participate in Chat. In addition, they may share files, application windows, or the interactive Whiteboard.
- **Moderators** may share content of various types, take user polls, and divide the users into Breakout Groups, change users' roles, remove users from the conference, mute Participants' audio, and modify the Session Settings to limit Participants' capabilities.

Moderators may send external users links to Collaborate conference sessions. Embedded in those links are the default roles that recipients will assume. This is useful for inviting a guest lecturer to serve as a Presenter or Moderator, giving the guest the ability to share content or conduct polls of the users.

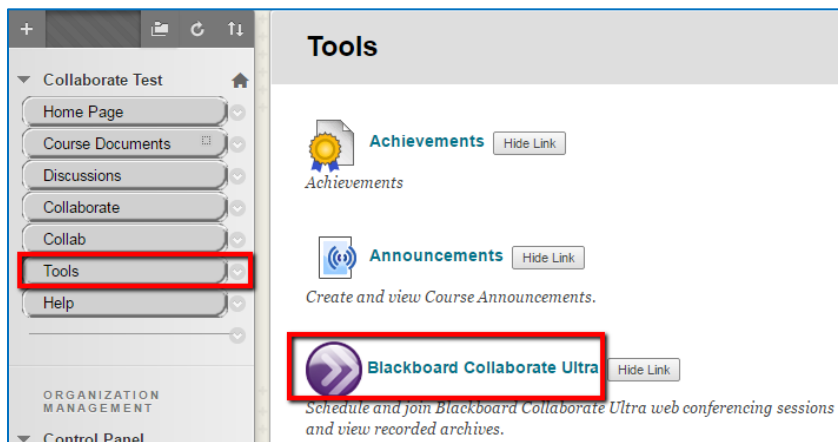
The Blackboard Collaborate Ultra Page

An instructor can provide links for students to navigate to a Collaborate conference via Blackboard Learn. It is also possible to send students and guest users a hyperlink via email or a shared document. Within Learn, a student or other user with access to the course may navigate to the Blackboard Collaborate Ultra page and find links to the course room or the session.

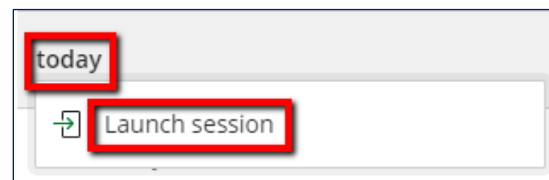
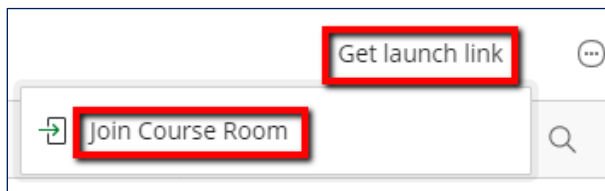
Navigation in Learn

Below are some ways instructors can provide for students' navigation to the Blackboard Collaborate Ultra page in Learn.

- a link to the Tools Area, which should contain a **Blackboard Collaborate Ultra** link;
- a Tool Link on the Course Menu directly to the Blackboard Collaborate Ultra page;
- a link within a Content Area.

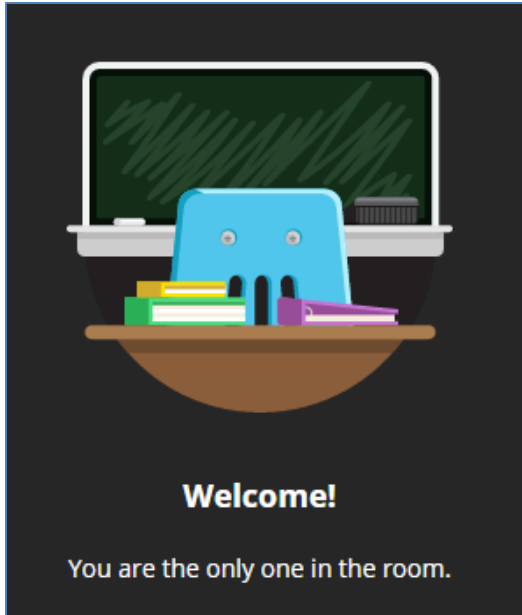


When you arrive at the Blackboard Collaborate Ultra page, you may click the **Get launch link** link or any active link to a session. These links produce single-option menus captioned either **Join Course Room** or **Launch session**.



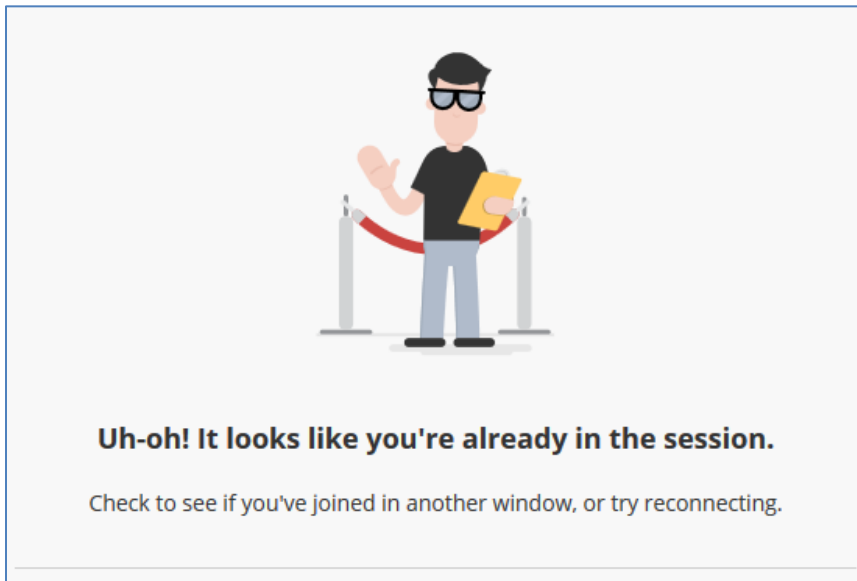
These options open the conference in a new browser tab. When you navigate to a conference through a course or organization, Collaborate receives information concerning your identity from Learn. Navigating via a hyperlink requires you to identify yourself when Collaborate loads in the browser.

The first user to enter the room will encounter this notification:

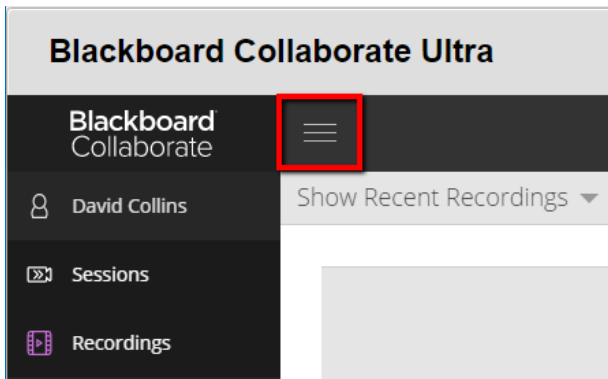


By default, students receive the role of Participant, whereas instructors take the role of Moderator.

Each user account can be in the room in only one place: When users try to enter the room via a second browser or device, Collaborate informs them that they are already logged in. However, guest users can log in on multiple devices or browsers simultaneously.

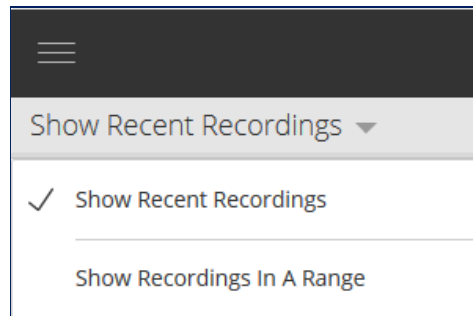
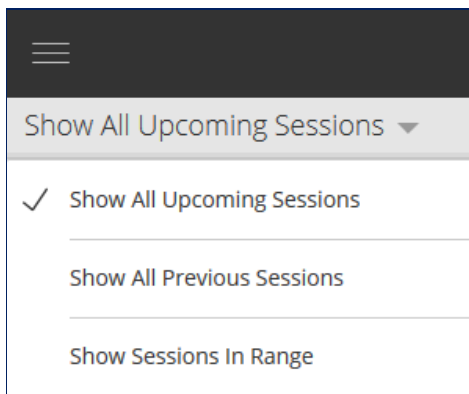


The Collaborate Ultra Menu



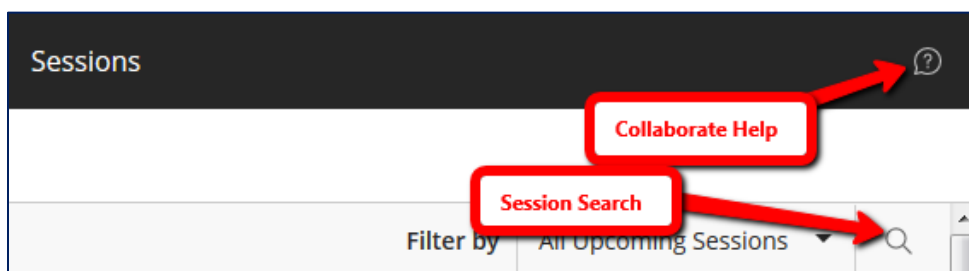
The menu icon at the top-left of the Blackboard Collaborate Ultra page produces a menu with just two commands: **Sessions** and **Recordings**. This allows users to switch the list portion of the page between a list of available sessions and recordings. Switching to **Recordings** hides the **Get launch link** link.

Whether viewing Sessions or Recordings, a drop-down appears below the Collaborate Ultra menu:



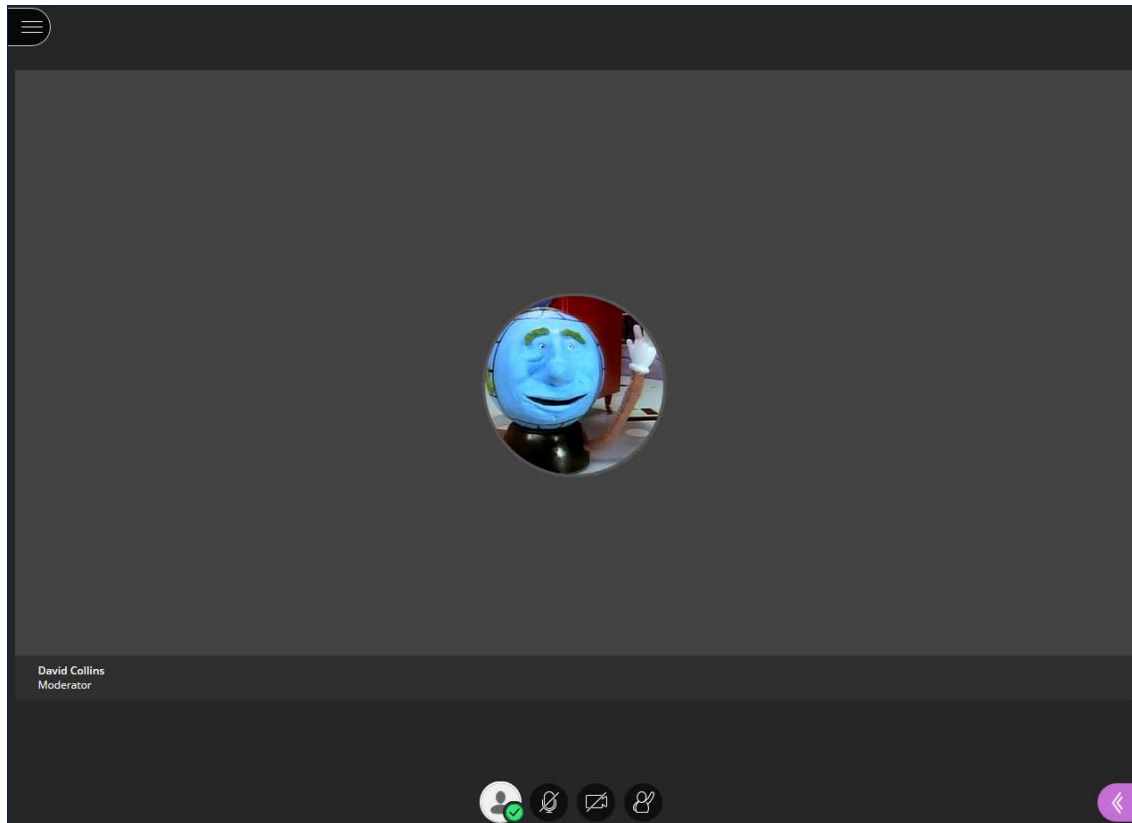
Search and Help Icons

In the top-right area of the Blackboard Collaborate Ultra page are two icons:



- The magnifying glass lets you search sessions and recordings by title, filtering the list with every character entered.
- The question mark icon opens the Student Help page for Collaborate Ultra in a new browser tab.

The Session Interface



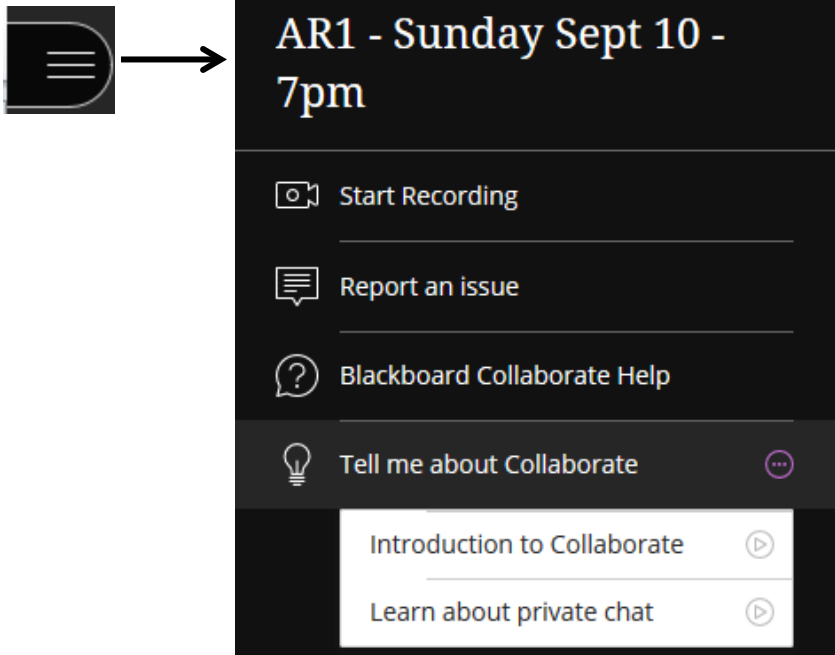
The visual interface of the conference room consists of two main areas: The Participants area, which takes up most of the screen space; and the Interaction Bar at the bottom. There are also icons at the top-left and bottom-right to open the Session Menu and the Collaborate Panel, respectively. If there are three or more users in the conference, an additional Follow the Speaker icon may appear in the top-right.

Depending on the browser used, you may be able to change the size of these user interface elements on your screen—and only yours, not those of other Participants.

- Double-clicking in the shared space can toggle it between the 4x3 and 16x9 aspects ratios.
- Holding down a Ctrl key (Windows) or Option key (Macintosh) while manipulating the scroll wheel of a standard mouse zooms the interface in and out, but as they are enlarged, the shared space is diminished.

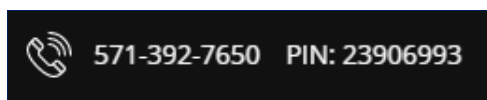
Session Menu

In the top-left corner of the Collaborate screen, you will find the Session Menu icon, which resembles the Collaborate Menu icon in learn. Click it to expand the Session Menu pane. The pane displays the name of the room or session at the top, above a list of four command icons. There is also a **Leave Session** icon at the very bottom of the pane, which we will discuss later in this document.



Use your phone for audio

Click this icon to display the 10-digit number to call into the session, as well as the eight-digit PIN to enter when prompted. The number is not toll-free. Use this option when using a USB microphone is inconvenient or impossible.



Bear in mind that each user receives his or her own PIN; entering a PIN received from another user currently in the conference will eject that user from the conference.

Report an Issue

➤ *Keyboard Shortcut: Alt+Shift+P (Windows) or Option+Shift+P (Macintosh)*

This icon opens the Report an Issue pane on the right side of the screen. Check the appropriate checkboxes, or type any useful information about a technical problem with Collaborate, and click the **Submit** button at the bottom. Collaborate sends the report to the development team, with information about the session, as well as to UST's Blackboard Administrator (bbadmin@stthom.edu).

< Report an Issue

Audio Problems:

I can't hear others

Others can't hear me

Video Problems:

I can't see others

Others can't see me

Describe your issue: (max 1000 characters)

Auto-generated report that will be sent with your description:

****Session Info****

Apollo version: 16.8.0 build 94

Session UID:

74791d090a1a4603a0d2edbc4c8677b4-

Cancel

Submit

Blackboard Collaborate Help

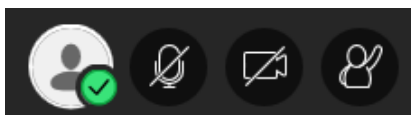
Click this icon to navigate to Blackboard’s Collaborate Help website in a new tab. Depending on your role for the session, you may see the main page for a Moderator, Participant, Presenter, or Captioner.

Tell me about Collaborate

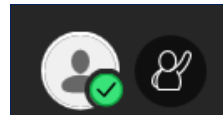
This option provides a Details icon, which produces a two-item menu. Choose **Introduction to Collaborate** to step through the various interface elements. Choose **Learn about private chat** to learn about a new feature introduced in Fall 2017, which allows Participants to type messages to other individual Participants. The Private Chat feature will be discussed in greater detail later in this document.

Interaction Bar Buttons

The **Interaction Bar** consists of icons for **My Settings**, **Share Audio**, **Share Video**, and **Raise Hand**.



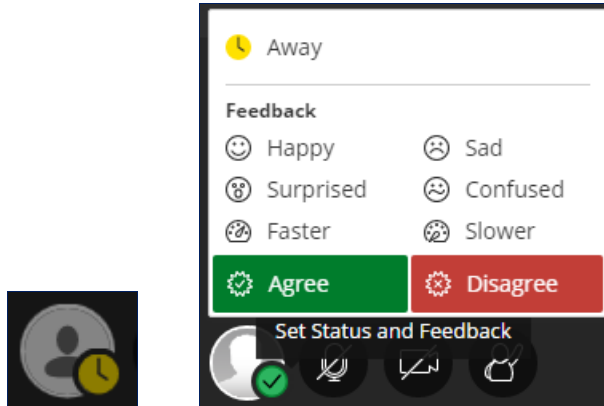
OR



A moderator can change the session settings in order not to permit Participant users to share audio and video. In this case, the microphone and camera icons do not appear.

My Settings

The **My Settings** icon opens the Collaborate Ultra panel to display the Settings pane. (The details of this pane will appear in a later section.) The smaller sub-icon attached to it allows you to switch your attendance status between Present and Away, or to register your reaction to something. Reaction icons appear for other users to see on the Attendees pane of the Collaborate Ultra panel.



Share Audio



➤ *Keyboard Shortcut: Alt+M (Windows) or Option+M (Macintosh)*

Users can control whether their microphones are live for conversations. This button toggles between **Share Audio** and **Mute Audio**. When audio is enabled, the icon also shows the relative volume level of the audio. If speaking into the microphone fills the icon consistently, a user may wish to turn his or her microphone volume down via Audio and Video Settings.

To minimize audio traffic in a presentation, Collaborate allows only a limited number Participants to have their audio active simultaneously.

If users have trouble communicating via microphone, they may be able to troubleshoot the problem:

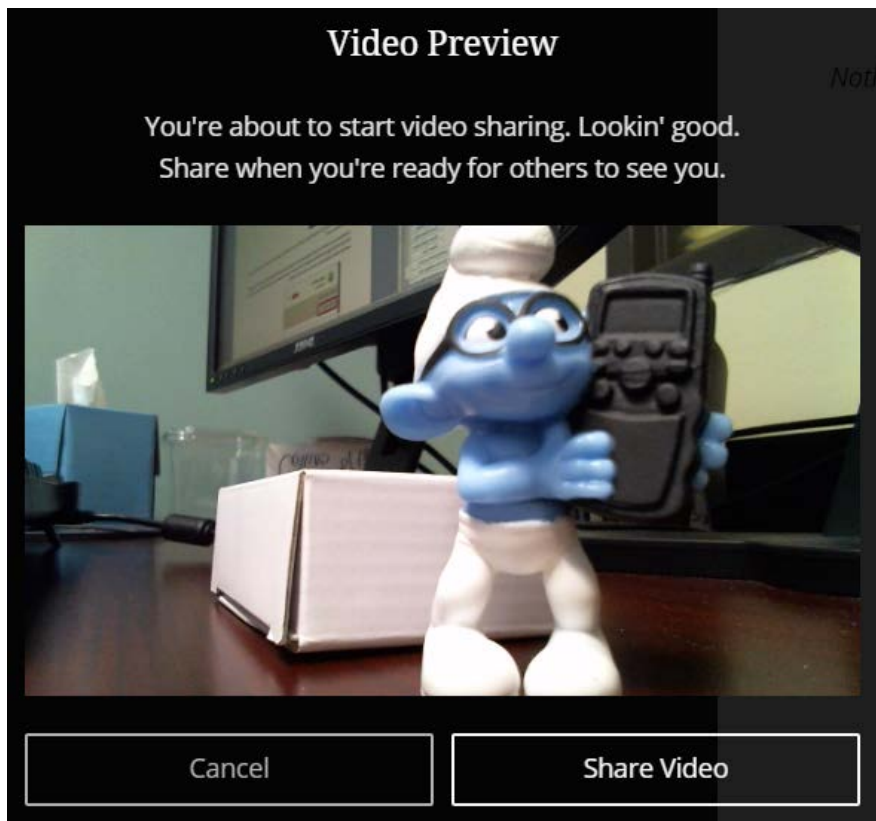
- Is the headset plugged in?
- Is there a mute switch engaged on the headset?
- Is the computer's audio muted or turned low?
- Is the user using the audio input device that Collaborate is configured to recognize?
- Is there an echo in the headphones? This may result from two or more users in close proximity in the same physical room; the user's voice may be coming through two or more microphones.

Share Video



- *Keyboard Shortcut: Alt+C (Windows) or Option+C (Macintosh)*

This button toggles between **Share Video** and **Mute Video**. By default, video sharing is turned off. When a user clicks **Share Video**, Collaborate provides a preview screen to verify that the camera is working.



Multiple users may have video and audio turned on. Collaborate is set up to display the video image of the current active speaker; there is usually a short delay before the image switches. The Moderator may also set the session to view all speakers at once in thumbnail subwindows.

Raise Hand

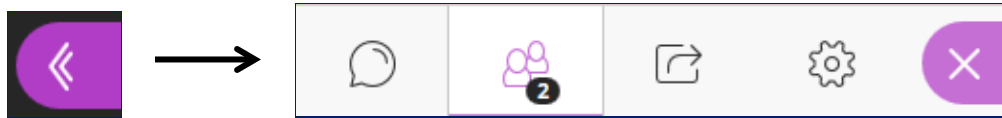


- *Keyboard Shortcut: Alt+H (Windows) or Option+H (Macintosh)*

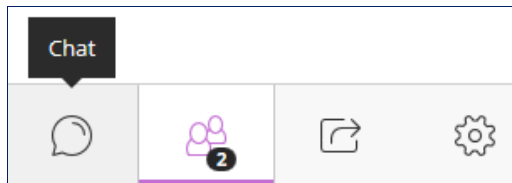
Users may raise a virtual hand via this icon to indicate a question or concern, and then lower it with the same icon. A Moderator may also lower the hand via a notification that appears on his or her screen.

Collaborate Panel

In the bottom-right corner of the screen, you will find an icon to open the Collaborate Panel. This panel offers access to the Chat, Attendees, Share Content, and Settings panes.

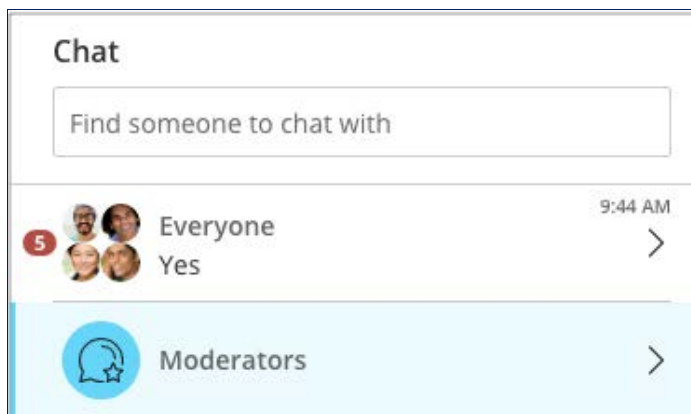


Chat



When a user first clicks the **Collaborate Panel** icon, the Chat pane opens by default, allowing a user to chat with all other users, Moderators only, or an individual attendee. After switching to a different pane and then closing the panel, the last pane used will appear when the panel is reopened.

As users add text or images to the Chat pane, the contributions accumulate there. However, when a user leaves the session (voluntarily or not) and returns, the Chat pane will appear empty when he or she returns.

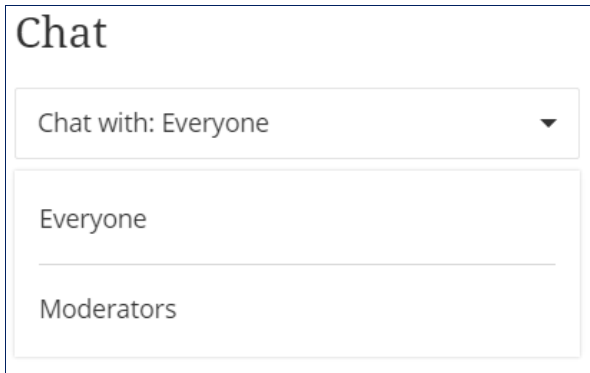


Users can type text into the box at the bottom of the pane, and click the menu button display a limited library of emoticons. As with a typical chat application, pressing Enter or Return submits the text. For a wider array of images and emoji, users can keep the Twitter Symbols page open on a separate browser tab and copy the relevant keystrokes from there: <http://www.piliapp.com/twitter-symbols>.

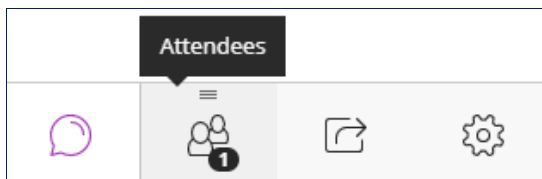
To start a conversation with another attendee, type that attendee’s name in the **Find someone to chat with** textbox. A filtered list of names containing the text you type appears immediately. Select the appropriate name from that list, and begin typing.

When users add text in the Chat pane, the other users receive visual or auditory notification if they do not have their Chat panes open. The small notification window disappears after a few seconds.

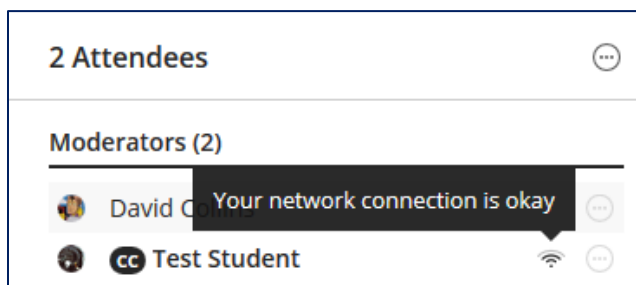
A drop-down list on the Chat pane allows users to choose whether their Chat involves all Participants or just the other Moderators.



Attendees



This icon displays the Attendees pane on the right side. Here you can see an alphabetized list of users, separated by role into Moderators, Presenters, and Participants. There is no separate section for the fourth role, Captioners; users whom a Moderator has designated as a Captioner receive a small “CC” icon next to their names.

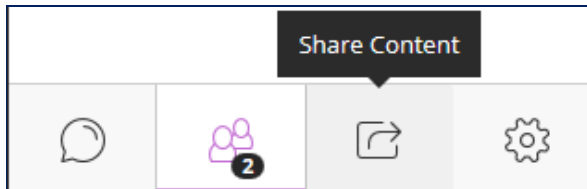


The Attendees pane tracks which Participants have their audio input devices turned on via microphone or telephone icons. A darkened microphone icon indicates the current primary speaker, as selected by Collaborate’s audio algorithm (since multiple Participants may be speaking at once); an outlined microphone icon indicates others with audio turned on.

The Connection Indicator reveals a user's network status when you point the mouse at it. Moderators can use this to check the network quality of all users.

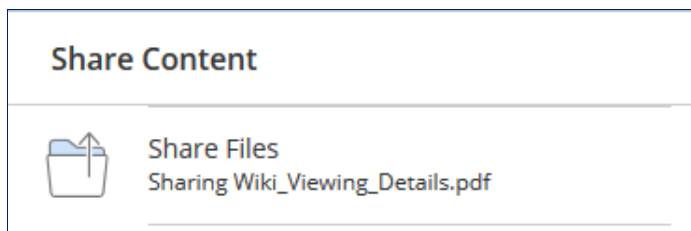
Other icons and notifications in the Participants pane show the status of Participants, including whether they have stepped away from the session, are just joining, or are having trouble joining due to network problems.

Share Content

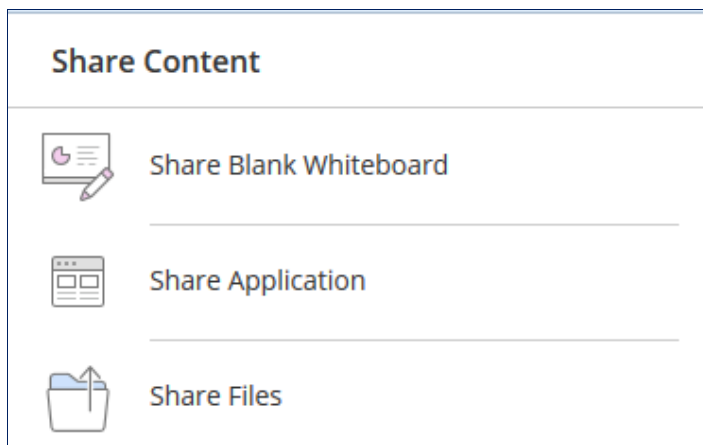


For Participant users, this pane primarily reveals the name of the file that a Moderator or Presenter is currently sharing with the conference. As of now, the types of sharable files are limited to the following:

- Portable Document Format (.pdf)
- PowerPoint presentations (.ppt or .pptx)
- compressed graphics files (.gif, .jpg, .png)

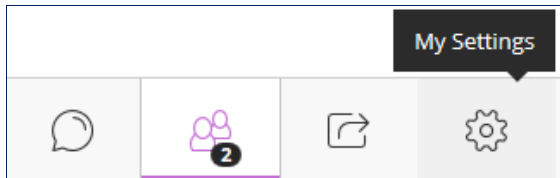


If a Moderator switches a user's role from Participant to Presenter, the user's Shared Content pane provides links for sharing three different types of content: Blank Whiteboard, Application, and Files.



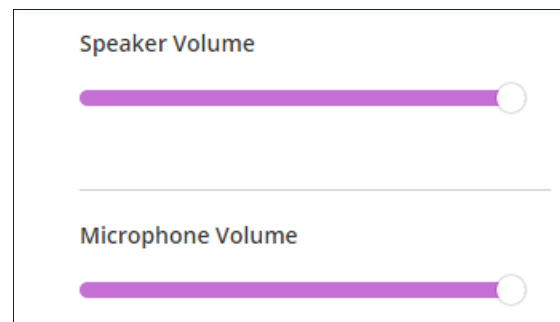
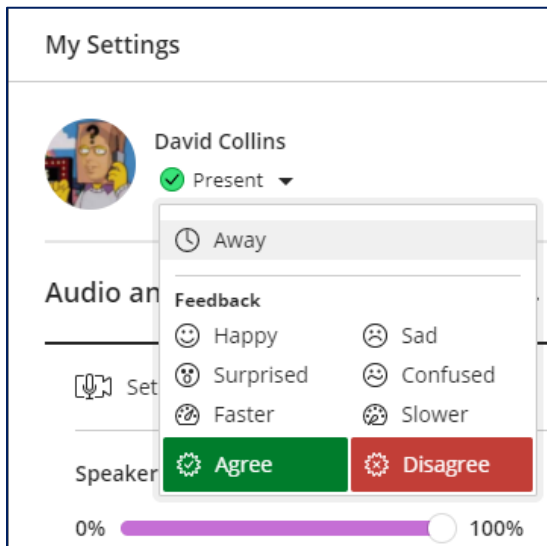
On this same pane, Moderators also have the ability to launch yes-no or multiple-choice polls and divide the conference into Breakout Groups. For further details on the Share Content pane, the Faculty Tutorials page in the Information Technology section of the UST website contains links to additional tutorial documents.

My Settings



This button opens the My Settings pane on the right side. In this pane, a user may

- add or modify an avatar image in PNG or JPEG/JPG format *only* (start by clicking the current image or the placeholder);
- switch status between **Present** and **Away**;
- register reactions;
- configure audio and video devices;
- modify various Notification Settings to receive visual notifications (and in some cases audio) when a user enters the room, leaves the room, posts a chat message, enables closed captioning, or clicks the **Raise Hand** button; or
- modify various Session Settings and report technical issues.

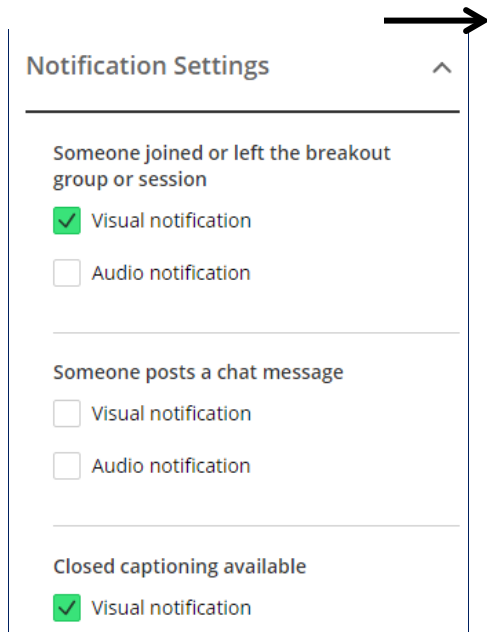


NOTE: In order to upload an avatar graphic, a user must have already created a MyEDU Social Learning account.

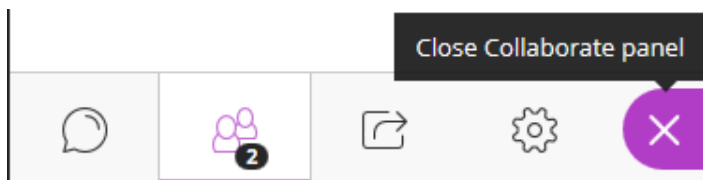
The Audio and Video Settings section contains links to set up the camera and microphone, control speaker (or headset) and microphone volume, and display the phone number and PIN for users to join the conference by telephone.

When invitees need to share audio via a telephone, Collaborate provides a telephone alternative. Click the **Use phone for audio** link to display the phone number for the teleconference, and generate an eight-digit PIN. A Participant may view the phone number and PIN through the same link. The PIN is different for each user of the room or session.

The Notification Settings section provides control over visual and auditory notifications, an excess of which can be distracting for users.

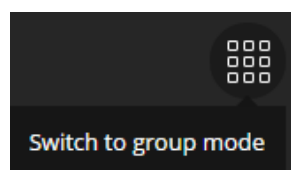
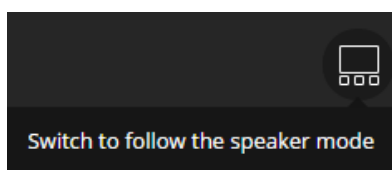


Close Collaborate Panel



The rightmost icon at the bottom of the Collaborate Panel closes the panel entirely. Collaborate will remember the last pane visible on the panel for the next time it is opened.

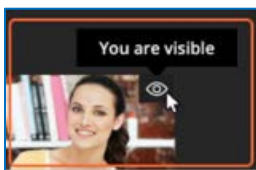
Follow the Speaker Mode and Group Mode



As Participants join a session, images of all Participants and Moderators appear tiled in the Collaborate window, either as live video or an avatar. The tiled display is referred to as **Group Mode**, and it is the default way of viewing the session.

When a session has at least three users (including the Moderator), an icon appears in the top-right area that allows users to switch to **Follow the Speaker Mode**. This places the current speaker's image at the top in a larger display, and the others below in smaller displays. If more than one person is speaking, Collaborate decides which image to place at the top. In Follow the Speaker Mode, the icon toggles to **Group Mode**. When a session has more than five participants, Collaborate Ultra switches automatically to Follow the Speaker Mode.

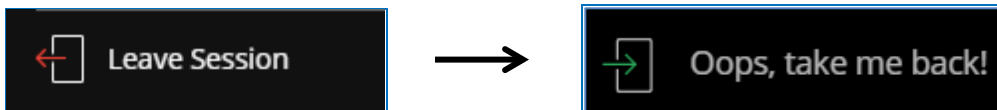
In either mode, Participants using video may see their own image on screen, with an eye icon indicating that others can see them as well.



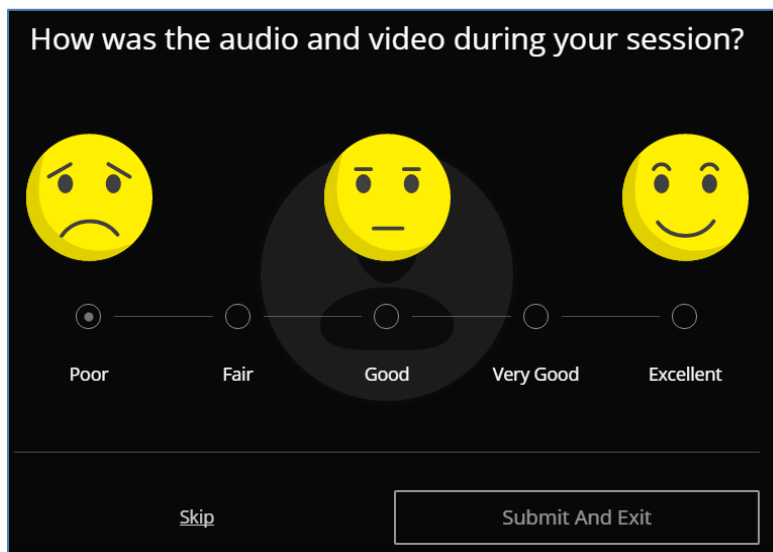
Leaving the Room

A user may leave a Collaborate conference completely or set status to Away. Use the **Leave Session** command if you do not intend to return (although you may still rejoin the room). Use the **Set as Away** command to indicate that you are attending to other business and temporarily not participating.

The recommended way to leave completely is to click the **Leave Session** icon at the bottom of the session menu. Moderators and other Participants will receive a notification that you have left the room. When you click this icon, a different icon appears in the top-left corner that allows you to return to the session.



The screen will also display a way for Participants to evaluate the quality of the audio and video from the session. Participants may either select a rating and click **Submit And Exit**, or simply click **Skip**.



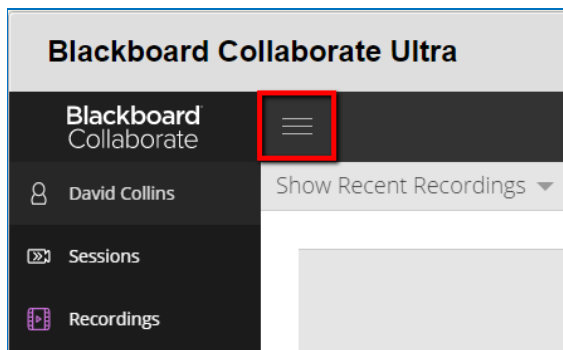
You may bypass the evaluation screen entirely by closing the browser window or tab to leave a session. However, this method does not provide a chance to return to the session. Other attendees will receive a notification of your departure.



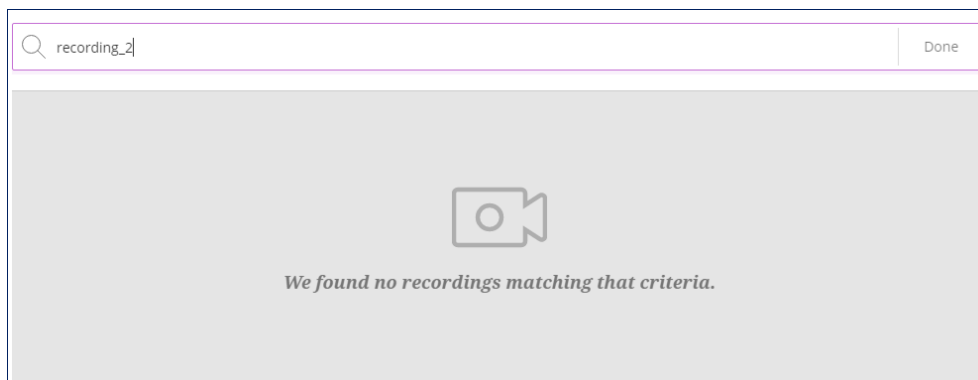
The Recordings List

If at least one conference (or portion thereof) has been recorded and processed, the Blackboard Collaborate Ultra page in a course or organization should display a list of available recordings. Processing may require several minutes to an hour, depending on the length of the recording, before appearing on the page.

To view the list, click the **Collaborate Menu** icon at the top-left of the Blackboard Collaborate Ultra page, and select **Recordings**.



Because server capacity is limited to 50 gigabytes of recordings for the entire university, most instructors will likely never have enough recordings to require searching or filtering the Recordings list. However, users can click the magnifying glass icon to open a dynamic Search Recordings text box. As you type text into the box, with every keystroke the list filters out recordings whose names do not contain the text. When you have finished searching, click the **Done** button to hide the box.



Users can also switch the display from **Show Recent Recordings** (reverse chronological order) to **Show Recordings In A Range**, where they can specify the dates between which a recording might have been created.

Recordings			
Show Recordings In A Range ▼			
7/12/16		to	7/19/16
Session Name	Recording Name	Duration	Date
Course Room	Course Room - recording_1	00:00:17	7/12/16, 9:54 AM
Course Room	Course Room - recording_1	00:00:16	7/12/16, 9:36 AM

Previous versions of Collaborate Ultra had commands for edit a recording's properties, sending links to guests, and adding links to the recording in content areas; those commands may return in subsequent releases.

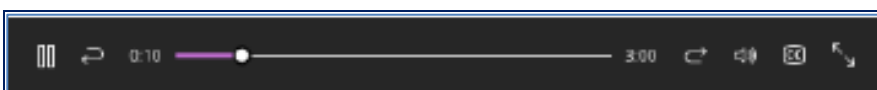
Viewing Recordings

Show Recent Recordings ▼			
Session Name	Recording Name	Duration	Date
Course Room	Course Room - recording_1	00:00:14	▶ Watch now ⬇ Download

To play a recording in a separate browser tab, click the link in the Recording Name column of the Recordings list, and select **Watch now**. You may also click the Options icon and select **Watch Now** from the menu.

The MP4 Player application was updated with the January 2017 release of Collaborate Ultra. The current version features some new functionality to control the playback, including:

- Pause playback
- Repeat 10 seconds
- Skip 10 seconds
- Mute or unmute audio
- Turn Closed Captioning on or off
- Switch to Full Screen Mode



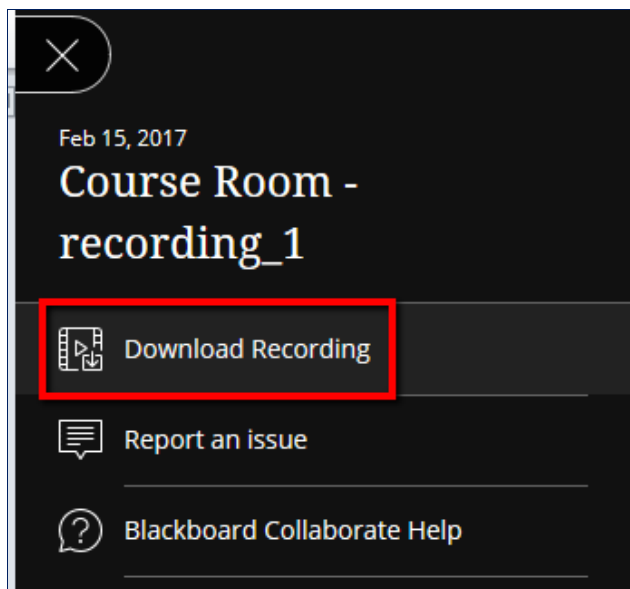
Users can also slide the marker along the progress bar to skip to a specific portion of the recording. Closed Captioning is available only if a Captioner created them during the live conference.

There is also a new Recording Menu, similar to the Session Menu, in the top-left-corner of the screen. Use this menu for frequent commands such as **Download Recording**. Downloading is available only if the moderator has enabled it in the Session Settings.

Downloading Recordings

There are currently two methods of downloading a copy of the MP4 file for any recording:

- On the Blackboard Collaborate Ultra page, click the Options icon, and select **Download**; or
- On the MP4 Viewer, click the menu icon at the top-left, and select **Download Recording**.



Accessibility

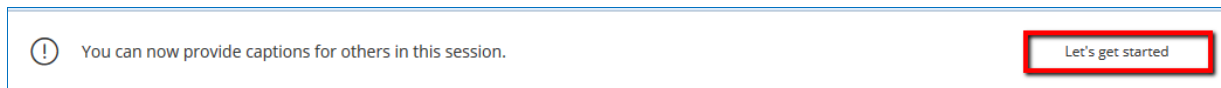
Blackboard Collaborate is fully compliant with national and global standards for accessibility for users with disabilities. Features to enhance accessibility include sophisticated Closed Captioning, support for screen readers, and keyboard shortcuts to substitute for mouse-clicks.

This section also contains tips on making Collaborate more accessible for those who do not have disabilities.

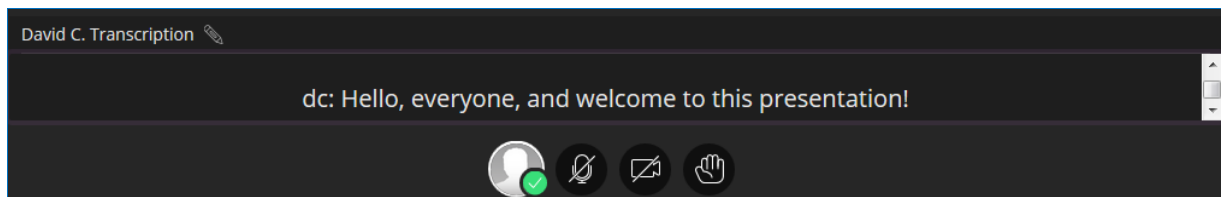
Closed Captioning

Users with hearing impairments, as well as those more comfortable in a different language, can take advantage of live closed captioning. In order to provide captioning, a Moderator must appoint one or more Captioners from among the other users.

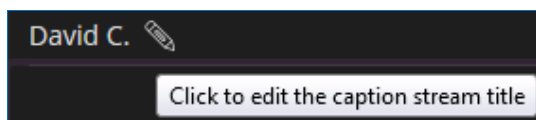
When any user is appointed as a Captioner, a message box appears asking if the user will accept the responsibility. After clicking **Yes**, the user sees a second message box:



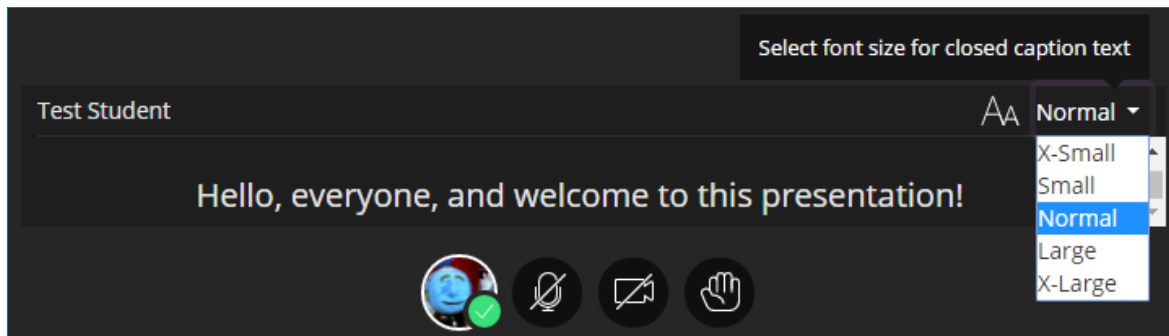
The Captioner then receives a text field just above the Interaction Bar for transcribing the conversation. This field allows backspacing over text to fix errors, but does not allow moving the cursor anywhere before the end of the text. Press Enter or Return at the end of a paragraph or to indicate a change of speakers.



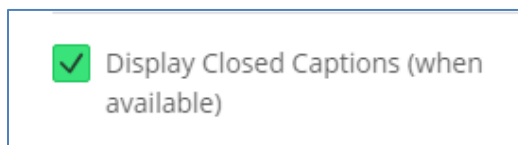
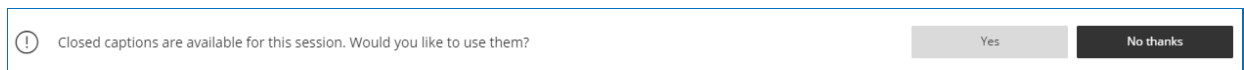
A Captioner may also click the pencil icon in the top-left to change the caption title to something other than the default (i.e., the Captioner's screen name).



Other users who are not designated as Captioners will see the caption in a box just above the Interaction Bar. This box provides a drop-down menu for changing the font size to accommodate users' visual preferences and capabilities. Small and extra-small text allows a user to see more lines of text in the box; large and extra-large makes the text easier to see for users with limited vision.



When a Captioner is designated, other users receive a button asking whether they would like to see Closed Captioning. Clicking **Yes** changes one of the settings to allow the user to turn off Closed Captioning at any time and turn it back on. Users can see the text as it is typed, with only a slight delay.



Additional best practices include the following:

- At each change in speaker, type the new speaker's name and a colon at the beginning of the transcription.
- When appointing more than one Captioner, determine in advance which Moderators' or Participants' speech each Captioner will transcribe.
- Change the title of the Closed Captioning field to indicate its purpose. For example, change it to some variation of "Closed Captioning" for hearing-impaired users, or "Spanish Subtitles" if translating for Spanish-speakers. The default title is the name that the Captioner specified when signing into the session.

NOTE: *As of this writing, Closed Captioning does not support character sets for Japanese, Korean, Simplified Chinese, or Traditional Chinese. The captions may look correct on the Captioner's screen, but may be converted to gibberish for other users. Blackboard recommends that Captioners set their browser's language setting to English.*

Screen Readers

For visually impaired users requiring a screen reader, Blackboard recommends these combinations:

Operating System	Use This Browser	Use This Reader
Windows	Internet Explorer	JAWS
Macintosh	Safari	VoiceOver

Screen readers work for shared files and the whiteboard, but not for application sharing.

Keyboard Shortcuts

For computer users who have trouble operating a mouse or track-pad, Blackboard Collaborate provides keyboard shortcuts for common actions. We have seen some of these shortcuts referenced in previous sections of this document.

Action	Windows/Ubuntu	Macintosh
Share or Stop Sharing Audio (Microphone)	Alt+M	Option+M
Share or Stop Sharing Video (Camera)	Alt+C	Option+C
Raise or Lower Hand	Alt+H	Option+H
Advance to Next Slide	Alt+Page Up	Option+Function+Up Arrow
Move to Previous Slide	Alt+Page Down	Option+Function+Down Arrow
Report an Issue	Alt+Shift+P	Option+Shift+P

There are currently no keyboard shortcuts to open or close the various panes of the Collaborate Panel (Chat, Participants, My Settings). However, the standard navigational shortcuts for browsers apply: You can use Tab and Shift+Tab to switch the focus to the next or previous element in the tab order, and press Enter/Return in lieu of clicking them.

