

Blackboard Collaborate Ultra

Set Up Instructions

Equipment & Software Preparation

Bb Collaborate Ultra supports both video and audio.

Audio: You can use the built-in microphone and speakers from your laptop or computer. If your computer does not have a built-in microphone, we recommend a wired headset for two-way audio or a stand-alone microphone.



[Recommended headset with a built-in microphone.](#)

Video: You can use the built-in webcam from your laptop or computer. If your computer does not have a built-in webcam, we recommend a USB webcam with a resolution of at least 720 pixels.



[Recommended Webcam](#)

Browser: While Collaborate Ultra supports most web browsers, we recommend using Chrome™ for the best experience. *Please note that Internet Explorer and Safari are NOT recommended due to potential loss of functionality.*



[Download Chrome Browser](#)

Verify & Get Oriented

Prior to your first session you will want to verify that everything is working and orient yourself to the interface. You can do this by entering the "Join Room" session within the course. This is a public room, open at all times and available for testing purposes. You can access this by selecting Bb Collaborate Ultra and selecting "Join Room". *It is strongly recommended that you do this at least 24 hours prior to your orientation. This way, you can contact our help desk (813-974-1222) if you experience any issues.* Also note that your upcoming session will probably be held in another room.

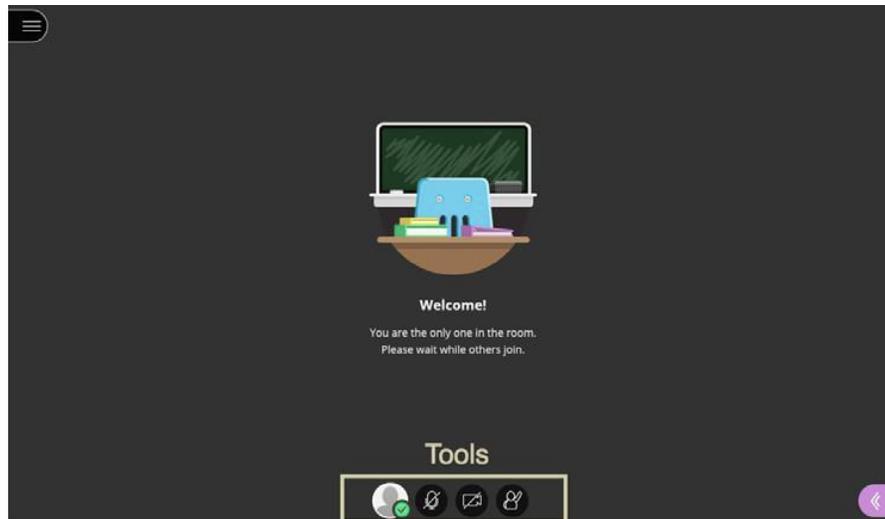


Get Familiar with the Interface

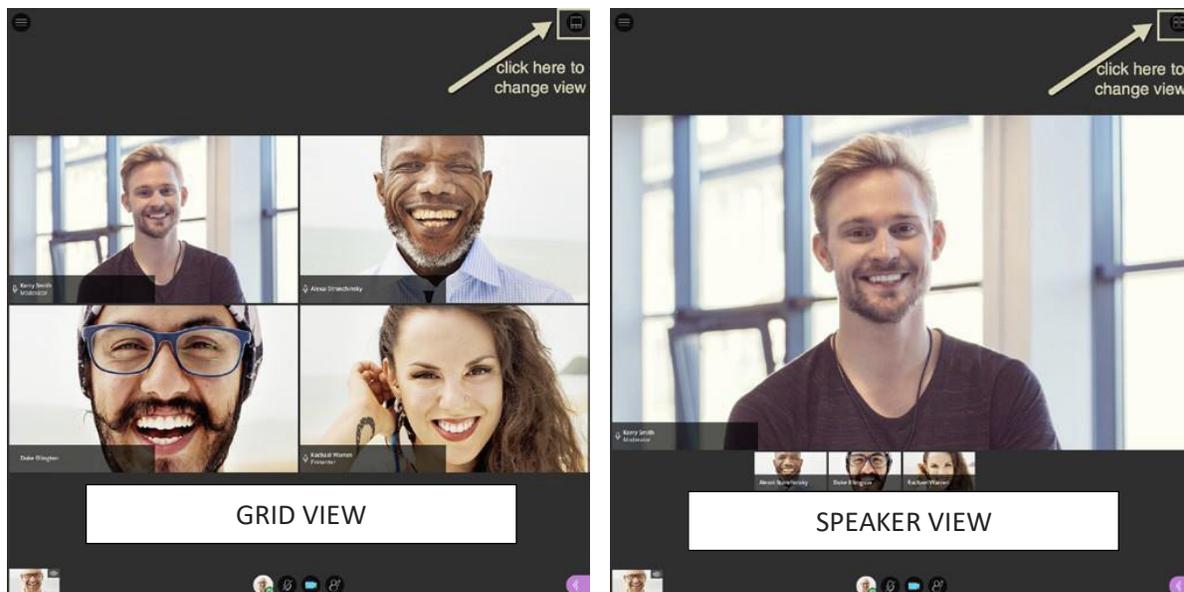
The Collaborate Ultra interface has three areas: Media Space, Collaborate Panel, and Session Menu.

Media Space

Media space is where the session content is displayed. Tools that appear in the media space directly relate to what is happening in the session at that moment.

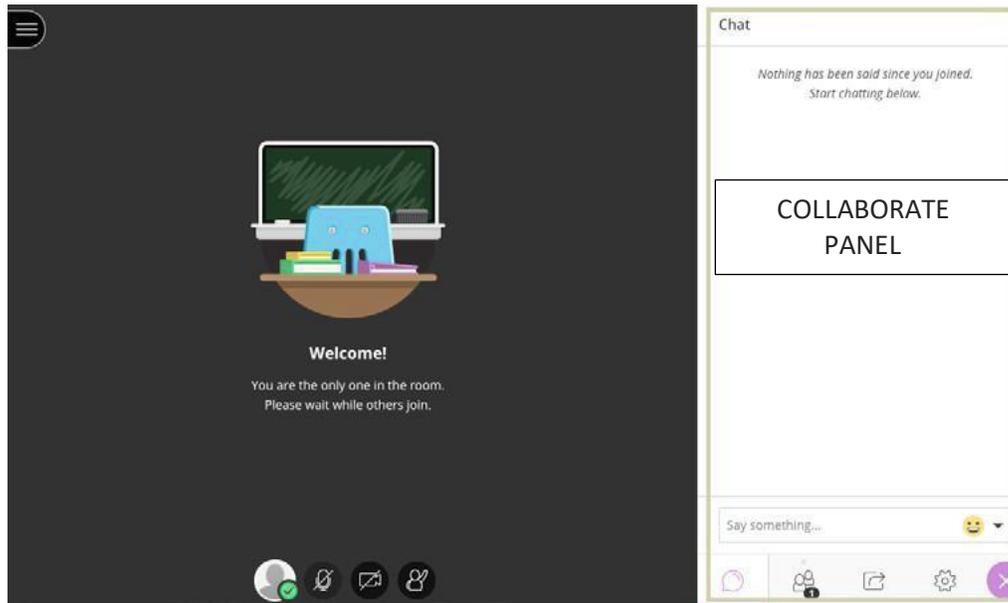


If there is no shared content, you will see the participant profiles and their videos. You can also switch between grid view and a view that follows the speaker. In speaker view, the focus moves to the current speaker as the discussion unfolds.



Collaborate Panel

Collaborate panel is where you collaborate with other participants in the session. You can open the collaborate panel using the button at the bottom right of the screen. Tools that appear in the collaborate panel directly relate to how you can collaborate with others.



Chat: you can chat with everyone or privately with the moderator.

Participants: you can view each participant's profile and their roles.

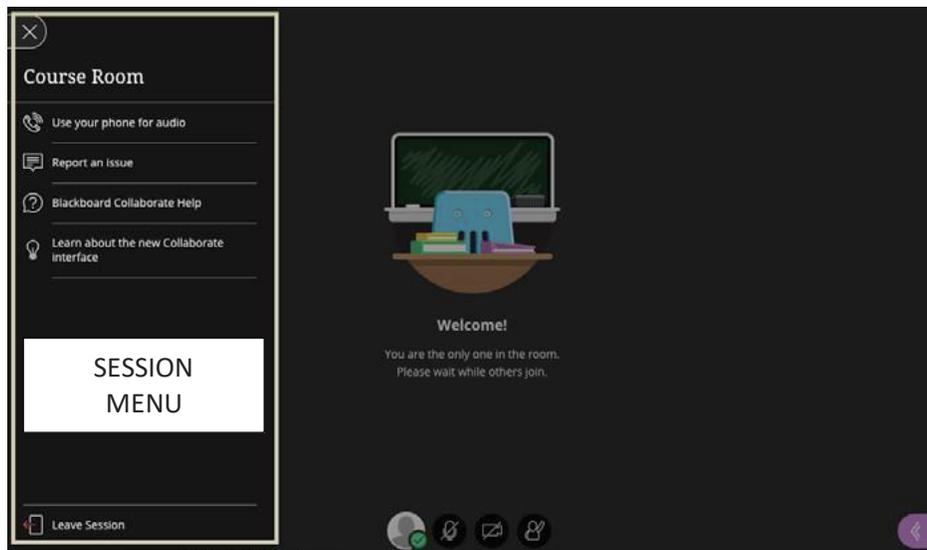
Share Content: if you are a moderator or a presenter, you can share a whiteboard, a specific application, your entire desktop, or a web page. You can also start a poll.

My Settings: you can set your personal settings.

Session Menu

Session menu opens a collection of high-level session actions and information. You can open the session menu using the button on the top left of the screen. Tools here you may only need to use once during the session.

- Report an issue
- Get technical help
- Learn about the Collaborate Ultra interface
- Use your phone for audio
- Leave the session



Set Up Audio and Video

You must give the browser permission to use the audio and video to participate in the session. You'll be asked to do this when you first join a session or when you share your audio or video for the first time. If it doesn't show up right away, you can set up audio and video in My Settings at any time.

IMPORTANT: WHEN YOU CLICK THE MICROPHONE, YOUR AUDIO IS ON  AND EVERYONE CAN HEAR YOU. Therefore, we recommend that you leave yourself muted during the session until you want to speak. Once you are done speaking turn your microphone off by clicking it again.

Problems with your microphone? Not a problem. By selecting " our phone for audio" you can call into the session as opposed to using your phone.

Please note that if you do experience issues setting up audio or video, you can contact the USF help desk at (813) 974-1222 or help@usf.edu.

By default, you are hidden and muted after you complete the setup. Select the camera icons in media space to start participating in the session. When you want to participate in the discussion, select the microphone icon to speak to the rest of the participants.

SETTING UP YOUR AUDIO & VIDEO IN MY SETTINGS

- Open the collaborate panel and select *My Settings*.
- Select *Set up your camera and microphone*.
- Choose the microphone you want to use.
- If you see the audio bar moving when you speak, click *Yes – It's working*.
- Choose the camera you want to use.
- If you see yourself, click *Yes – It's working*.

What to do if you have a technical issue

We cannot understate the importance of testing your machine within the available "Join room" practice room. Doing this in advance will give you the opportunity to detect and solve any potential technical issues. If you do experience technical problems, you can contact USF support at (813) 974-1222 or help@usf.edu.