# Quick guide for using Blackboard Collaborate

1. First test your internet speed. You can test your internet speed at this website. Be sure to change the testing server to one in Brussels as shown in the video: http://beta.speedtest.net.

2. Your internet speed should be sufficient if the the download speed is close to 10 MB per second. This should be the minimum speed to participate in an online course that uses the Blackboard Collaborate web-application.

3. Install Chrome as Collborate is best supported on this browser. Chrome is free to install and be found here: www.chrome.com. The webpage will suggest an appropriate version of the browser to install. Press the blue button to begin the download and install the browser following the given instructions.
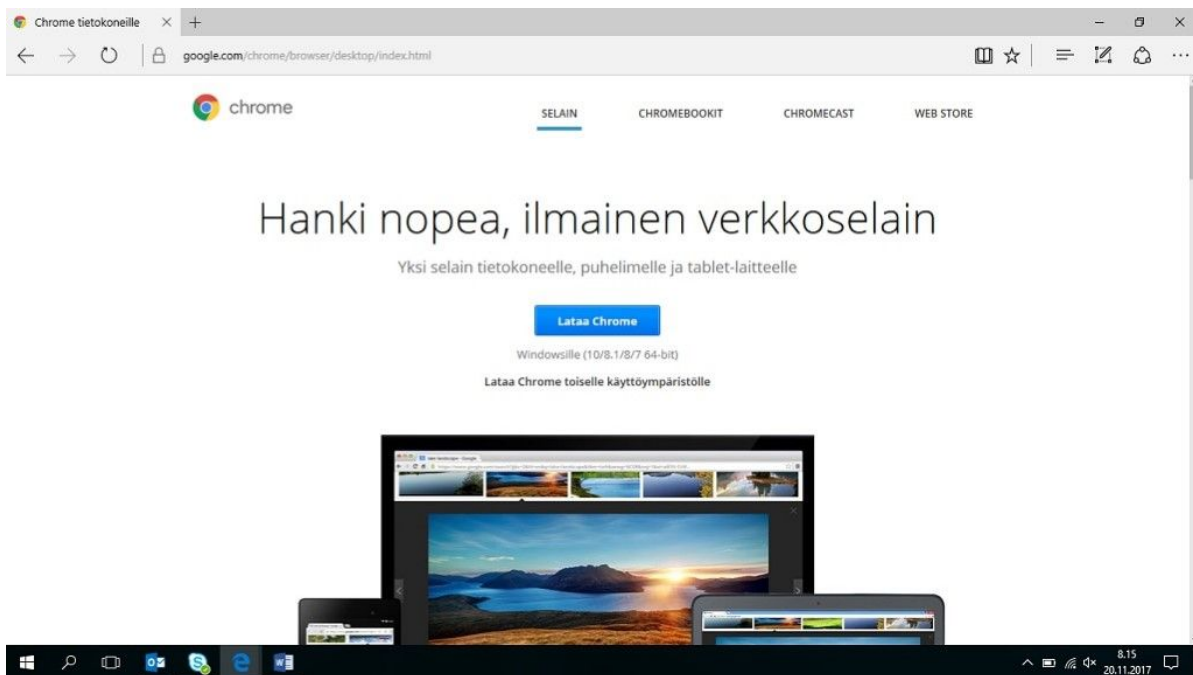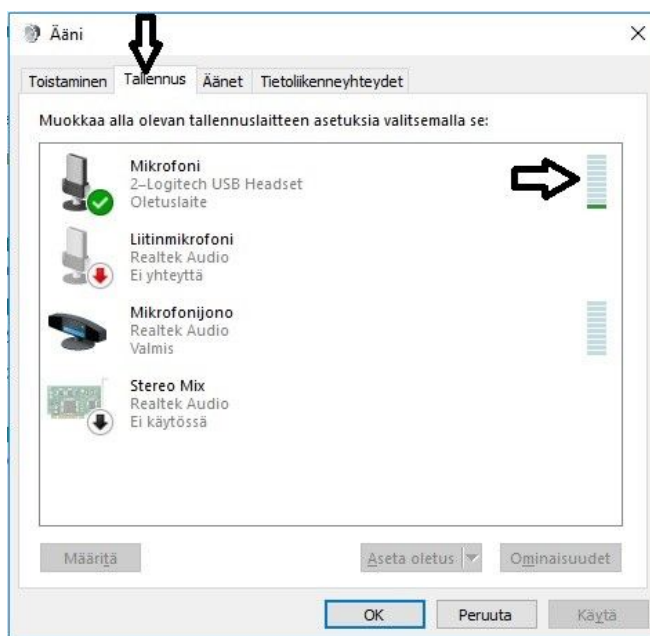

4. Next, check that your headset it physically connected to your computer properly. Sometimes new device require and slightly stronger push to ensure they are connected properly.

5. WINDOWS - Now test that the headset is working with your computer. Open the Control panel on your PC:
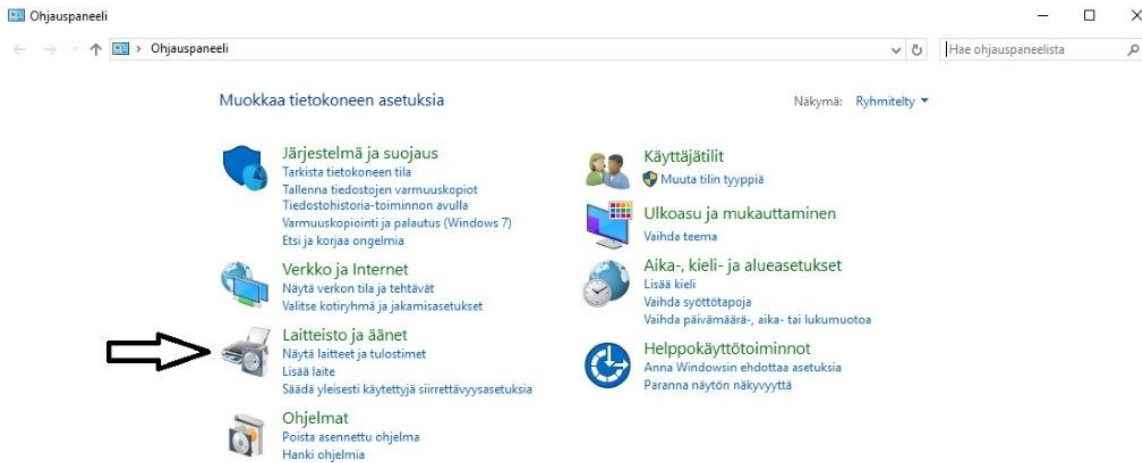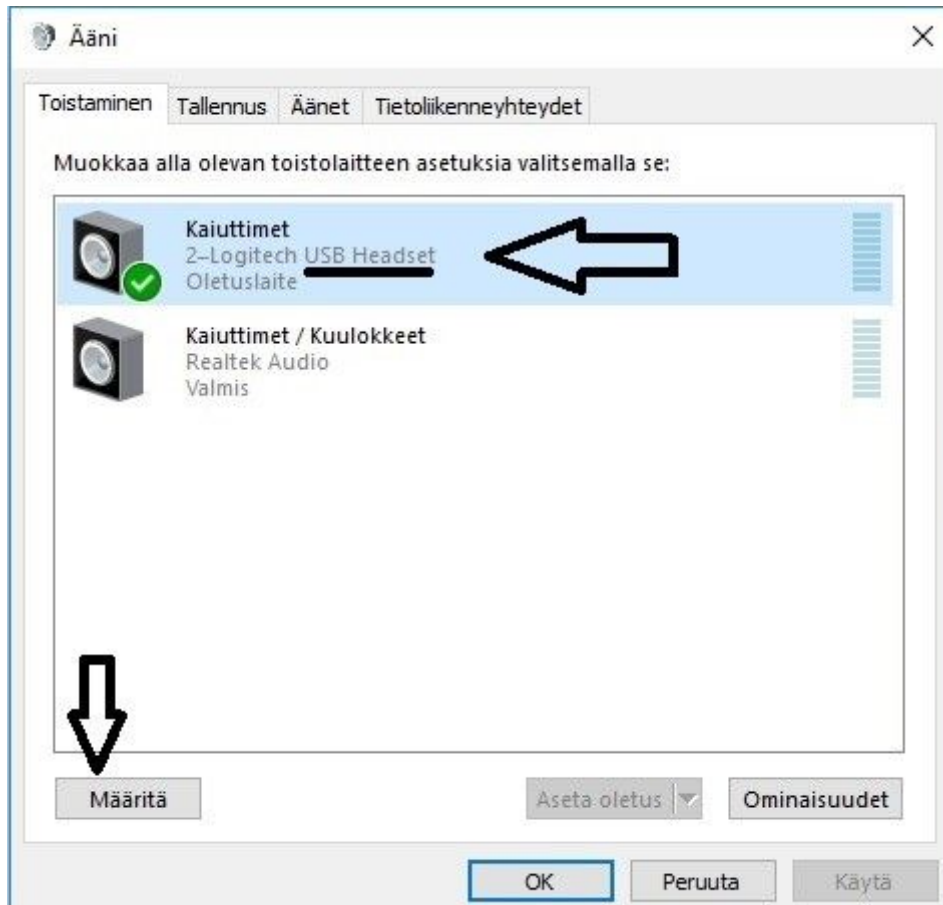
a. Now click ???
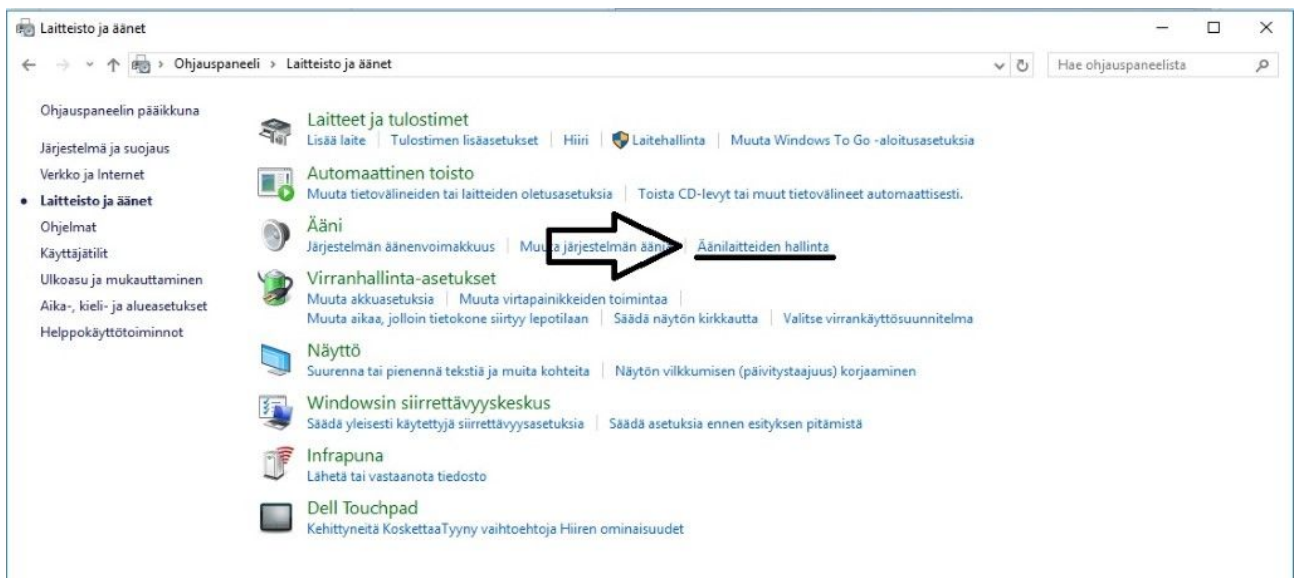
b. Then select ???.

c. After this, press Recording devices and check the green bars near to your headset's name move when you talk. If the green bars move, all is ok with your headset's

microphone. If the green bars do not move, check that your headset it properly connected to your PC.

d. You can now test the outcoming audio by clicking on the ??? tab.

e. Click the ??? tab. Check that your selected device has a blue background (if not, click it once) in this case, the device named USB Headset. Now press ???.
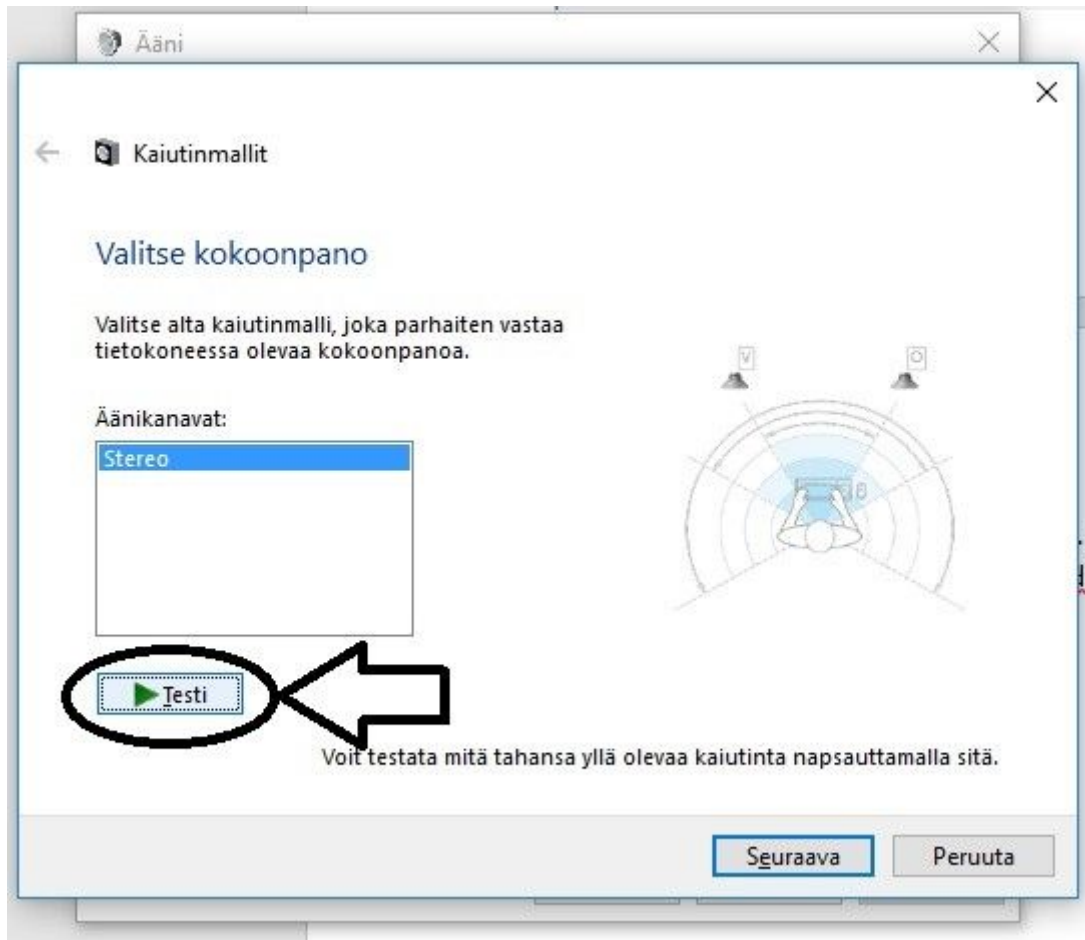
f. Press the Test button. If you head the audio coming through your headset, your headset's headphones are working fine. If you do not hear the audio coming through, check your headset is properly connected. Also check that you have selected the correct headset from the list in the previous step. You return to the list by clicking the Cancel button.

g. Once you have confirmed the incoming and outgoing audio is working, you can close the setting windows by clicking the upper-right X button.
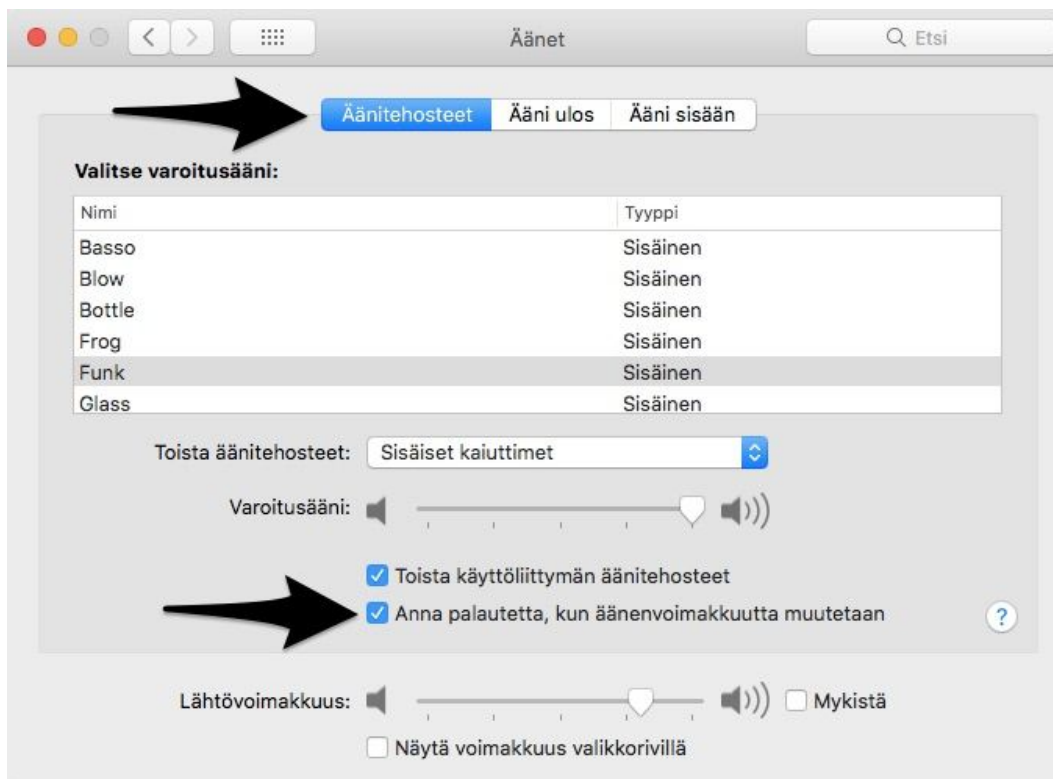
6. MAC - Click on the apple logo and select System Preferences.
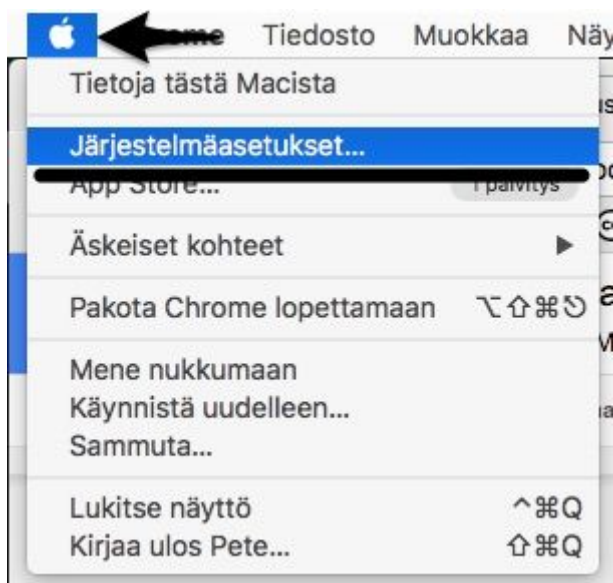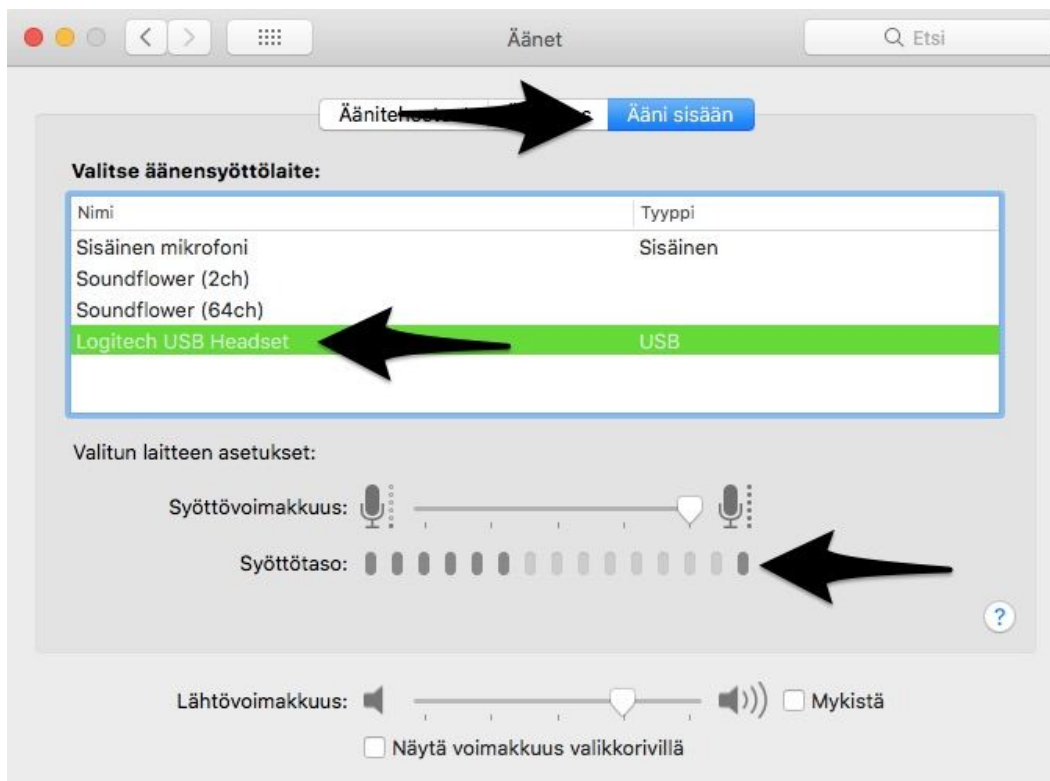
a. Klikkaa Sounds
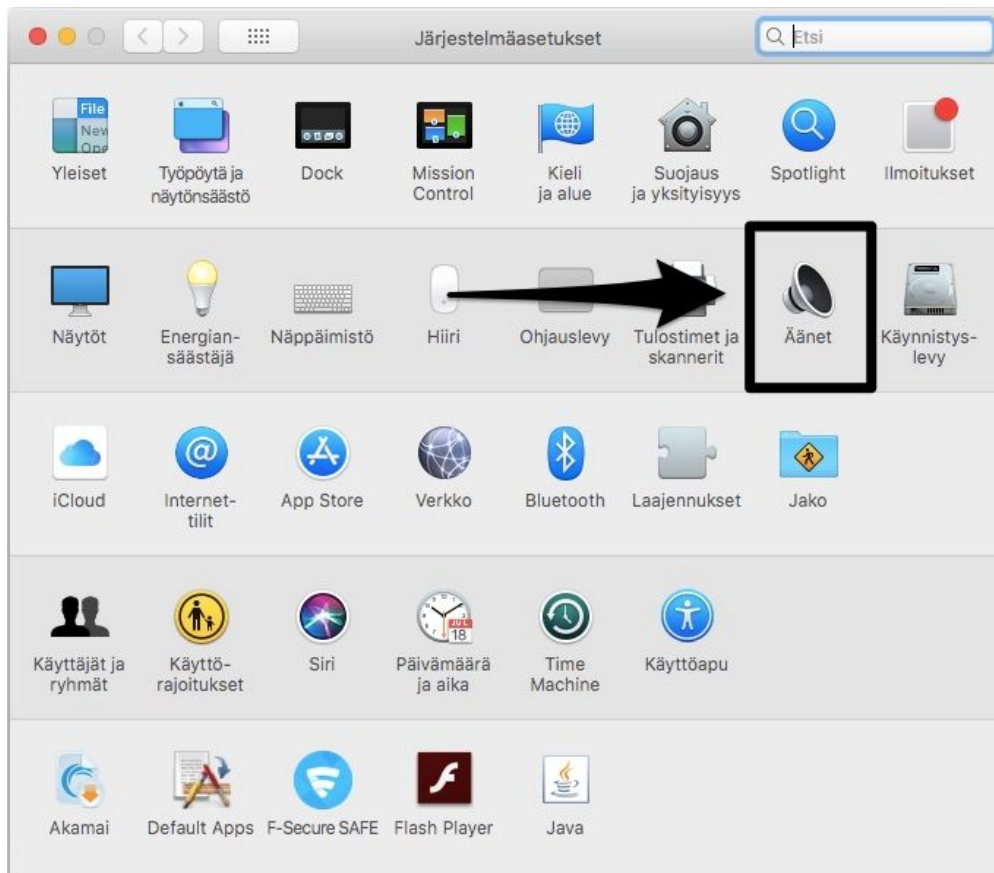
b. On the Sound Effects tab, ensure that the "Play feedback when volume is changed" setting is on.

c. Click the Input tab and click your headset name to ensure it is selected (green background), When you speak into the headset microphone, ensure that Input level

moves. If the Input level do not move, check that your headset it properly connected to your Mac.


d. Click the output tab and click your headset name to ensure that it is selected (green background). Adjust the Output volume level and ensure that you hear the clicking noise through your headset headphones.
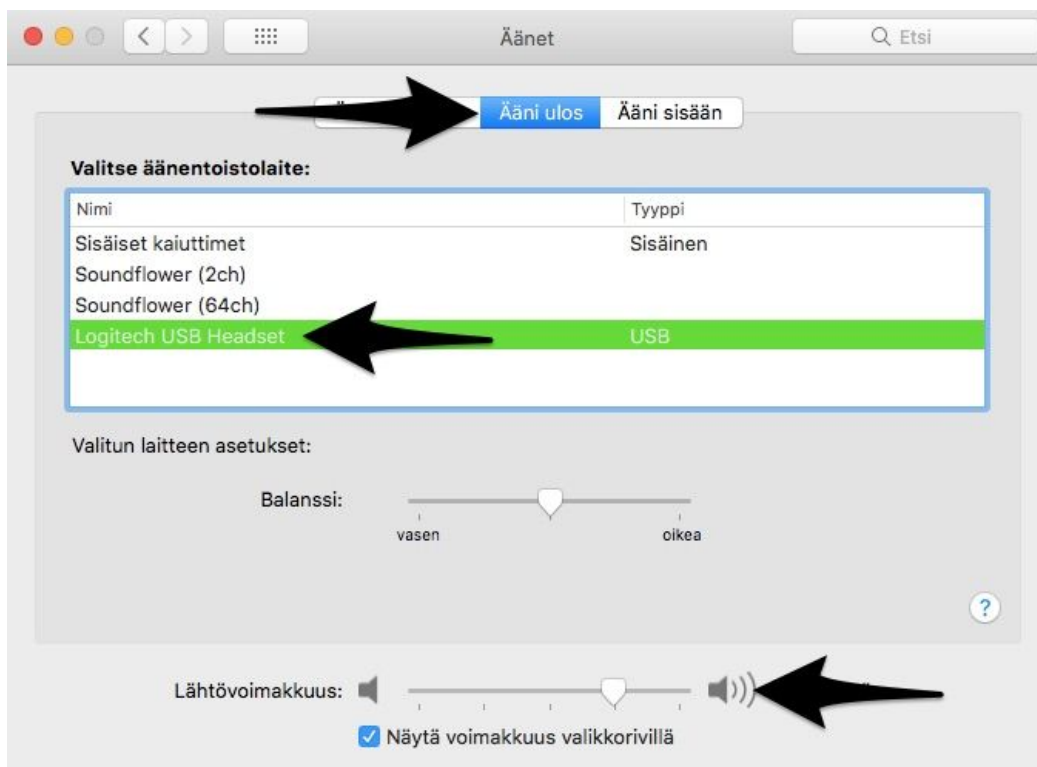

e. If you do not hear the clicking noises, test that your headset is properly connected. Also check that you have the correct headset device selected from the list. If you

hear the clicking noise through your headset, you can click the upper left X icon the exit the audio settings.

7. Now we can open the chrome browser and go to the online meeting room.You should have received a link from your teacher via email. By clicking this link, you will arrive at a web page asking your name. Add your own name and click the Join session button.
   a. Note! If prompted to allow access to your microphone and camera, ensure that you click Allow.
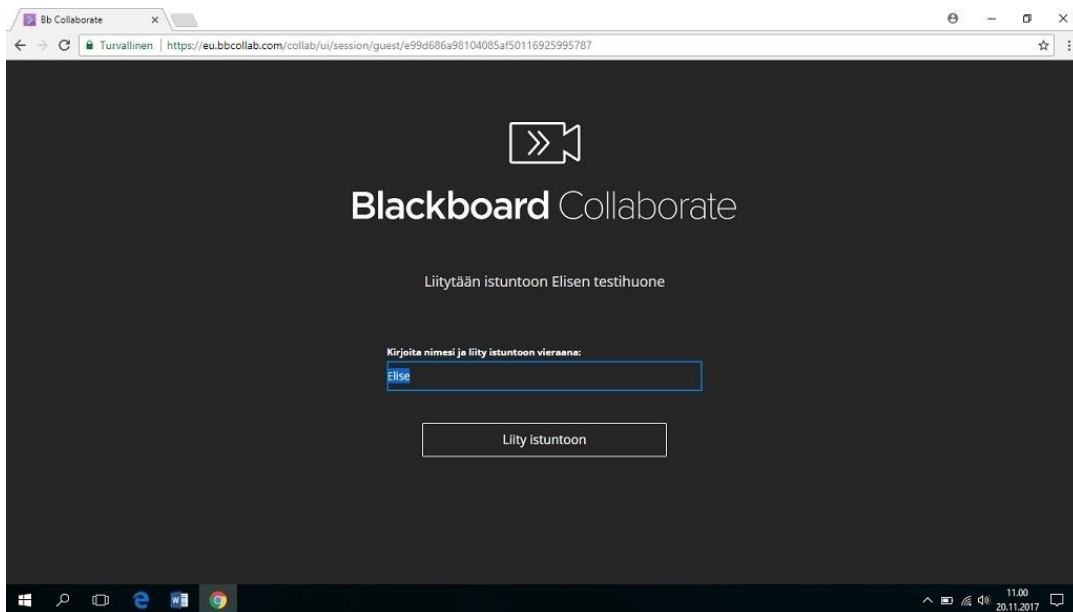

8. Once you are in the room, click the purple button in the bottom left to open the Collaborate panel. Press the cog-wheel button to open the settings.
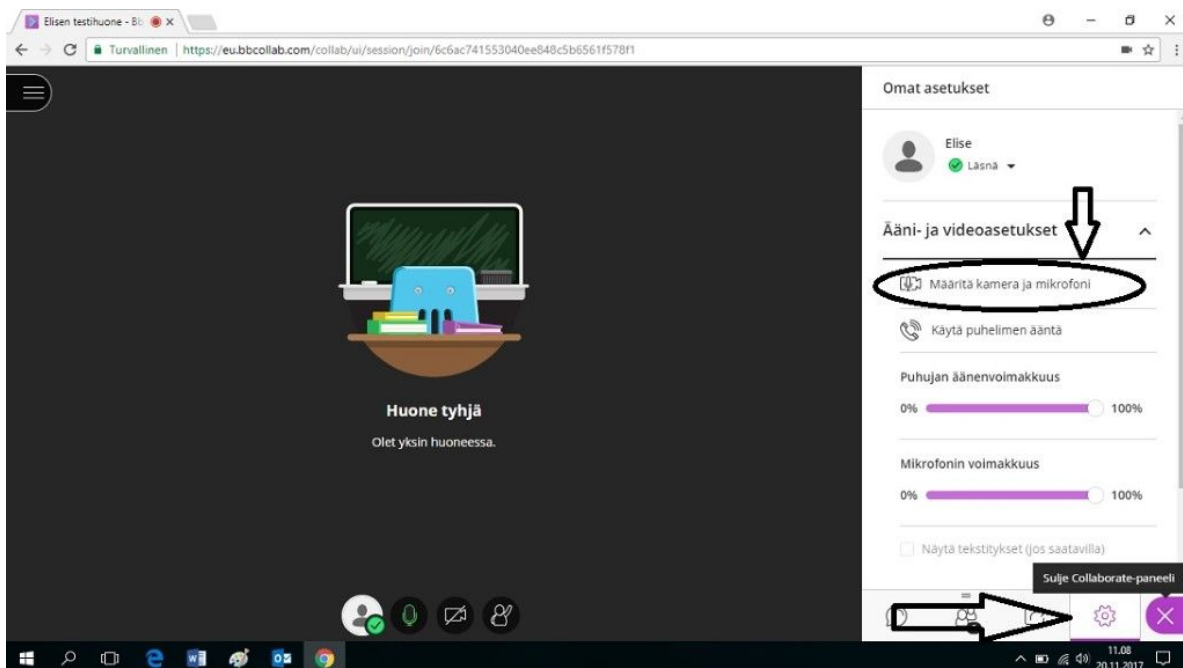
   a. Under Audio and Video settings, click the setup camera and microphone text.
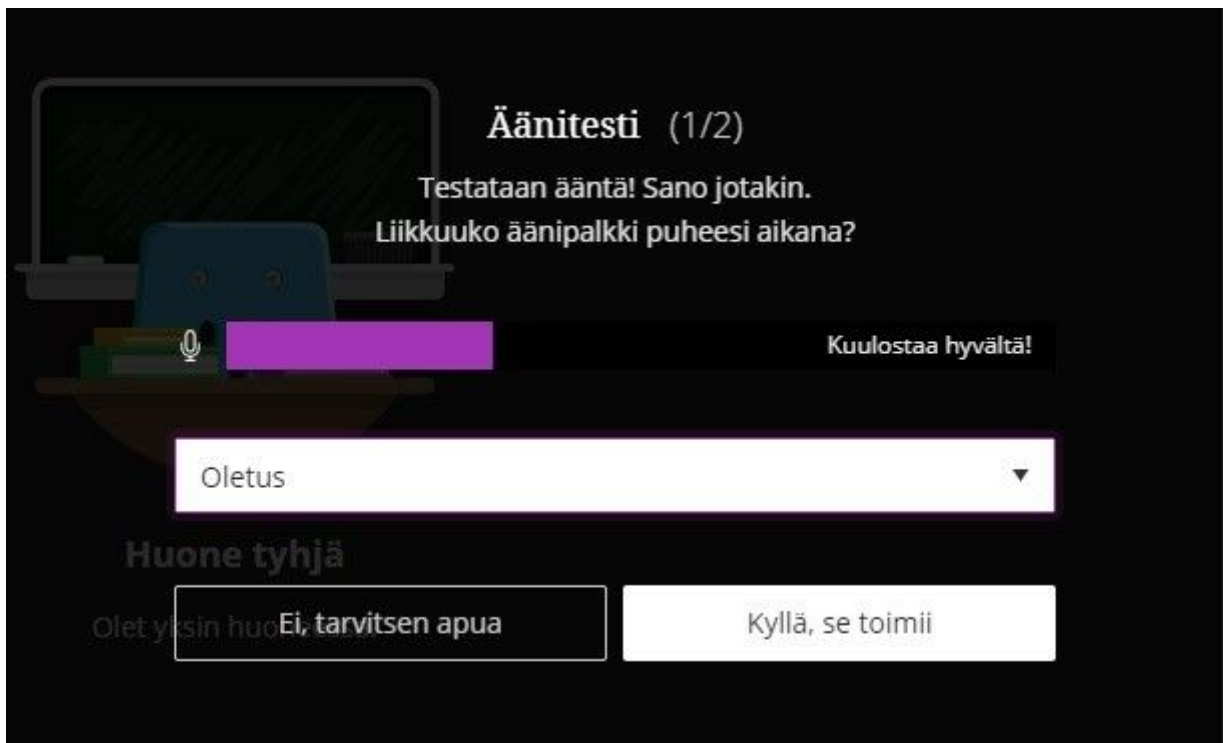
b. Follow the instructions given, ensure you change the microphone selection to be the same headset device you tested to be working in the previous steps of this guide. The purple bar should move when you talk into the microphone. A common problem is that the browser was not permitted to access your microphone and camera. You can change this setting by clicking on camera icon in the browser's web address field:
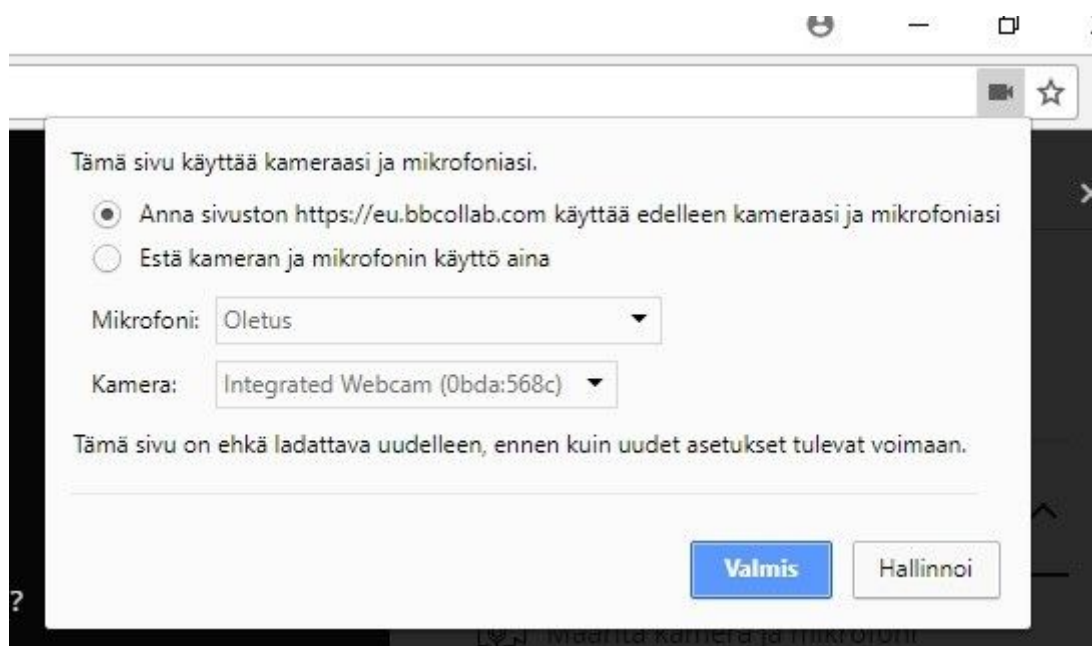
c. Click the Allow site xxxx to use access your camera and microphone checkbutton and then click the blue button underneath.
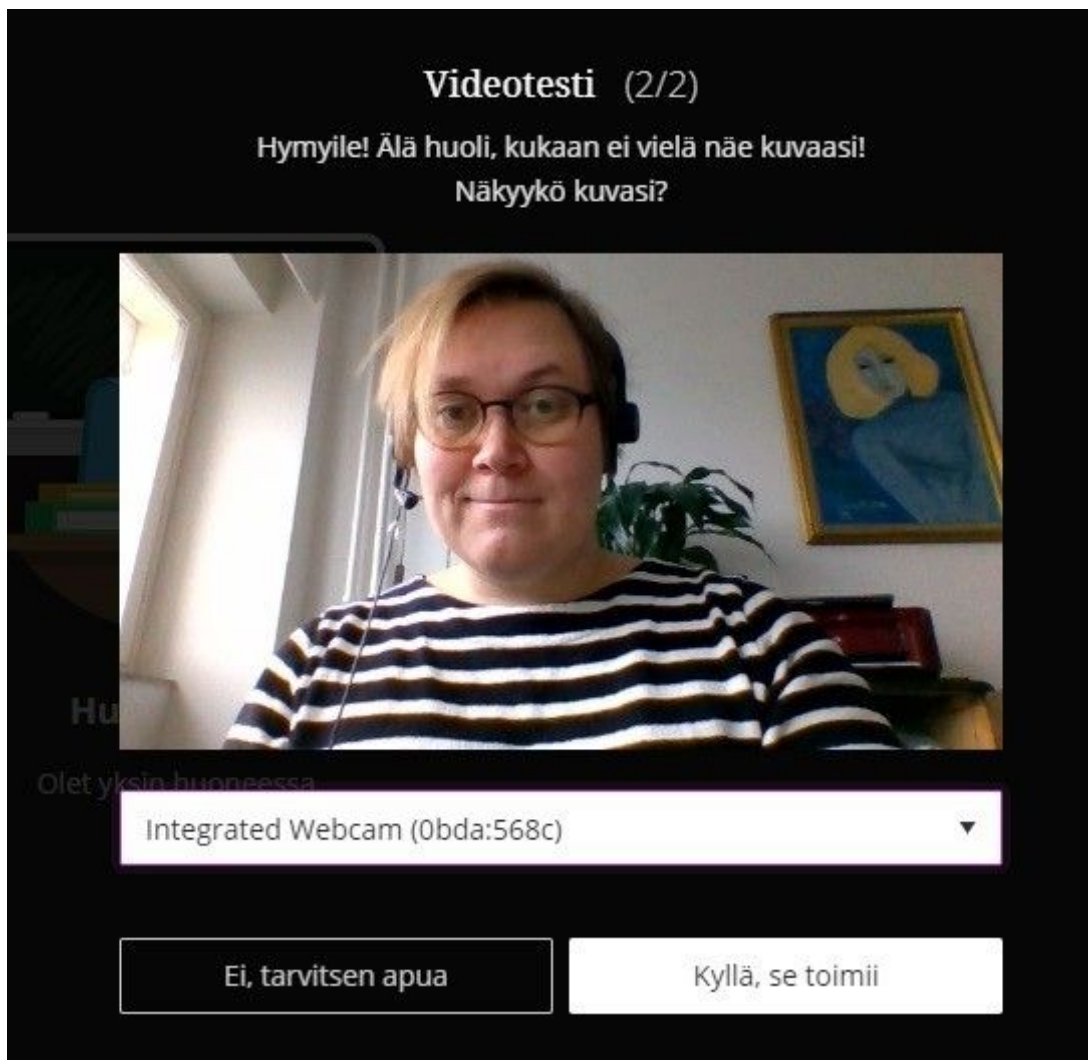
d. If you see your image in the second setup step, click Yes, it works. If you do not see yourself, check if you have another camera option from the dropdown list. If no cameras work or you do not have a camera on your device, click Yes, it works anyway. You cannot use your camera in the online meeting room but do not worry, the camera is not absolutely necessary during language classes. If you click No, I need help, you will be guided to Collaborate's own support page.

9. If you have problems accessing your Collaborate meeting room or other connection issues, make contact with your teacher. You can also leave feedback via this form: http://bit.ly/collaboratepalaute. Collaborate orientations are also given before courses start. Check your own course information or ask your teacher for more information.

Checklist for using Blackboard Collaborate:

[ ] - Test that your internet speed is fast enough. You can test it at http://beta.speedtest.net. You will need close to 10 MB / second.

[ ] - Install the free browser, Google Chrome. You can get it from here: www.chrome.com.

[ ] - Use a USB-headset, a set with headphones and a microphone that connects using a USB cable. Check that the headset is connected properly to your computer. Just a camera and outgoing audio are not enough to participate in the class.

[ ] - Check your audio settings on the your computer. Do the microphone works and you can hear audio coming from the headphones.

[ ] - Using the Chrome browser, go to the online meeting room using the web address given by the teacher This should have arrived in an email.

[ ] - Do the microphone and camera test when you get inside the Collaborate room. Open the Collaborate panel and click the cog to find this.

[ ] - If you encounter problems, contact your teach and leave feedback here: http://bit.ly/collaboratepalaute.