Blackboard Collaborate Ultra

Due to increased use of Bb Collaborate Ultra in response to COVID-19 virus, the following features are disabled by Blackboard: Timer, indicator when one is typing in Chat, indicator of a participants network connection quality a.k.a. netstats.

Introduction

Bb Collaborate Ultra is a virtual conferencing and lecturing tool (similar in functionality to Skype or Zoom) built into all Bb Learn course shells. It a vast improvement over its predecessor.

By default, all students enrolled in a Bb Learn course shell can access and use a Bb Collaborate Ultra session or "room" (if a link is available to them in the shell).

Chrome or Firefox recommended. If audio/video does not work in one, try with the other.

Pre-Record Lectures in Bb Collaborate Ultra

Instructor Use of Bb Collaborate Ultra

1. Enter a Bb Learn course shell.
   a. Google Chrome or Mozilla Firefox recommended.
2. If not already present, create a "Bb Collaborate Ultra" link in the left navigation panel.

   Click link above to collapse this area.
   a. Click the + sign at the top of the left-hand course menu but beneath the "Home" link and house icon.

   Click link above to collapse this area. Click on image to zoom in.
   b. Click "Tool Link."
   c. Enter "Bb Collaborate Ultra" for the "Name."
   d. For "Type," choose "Blackboard Collaborate Ultra."
   e. Check the "Available to Users" box to make the link available to students.
   f. Click "Submit."
3. Click the "Bb Collaborate Ultra" link in the left navigation panel.
4. Click "Get launch link."
5. Click "Join Course Room."
6. Click "Join from a browser" (if you are on a laptop or desktop computer).
7. Click "Allow" or "Okay" or "Share" if prompted (once or multiple times).
   a. Do this now, and for any future steps.
8. If unsure how to use, click a link below for further instructions.
   a. Video Overview of Other Items Below

   Click link above to collapse this area.

   Click link below for a video overview of Bb Collaborate Ultra with instructions.

   b. Text Chat
Click link above to collapse this area.

i. Click purple arrow in the lower right.

Click link above to collapse this area. Click on image to zoom in.

ii. Click speech bubble in lower right.

Click link above to collapse this area. Click on image to zoom in.

iii. Chat with everyone.
   1. Or choose specific people from top drop-down menu in right panel.
   4. Type in your messages in box at bottom of right panel.

*Note:* You currently cannot see when someone is composing a message.

*Note:* Text chat is *now* captured during recordings.

c. To let others hear you (audio):
   1. Click the crossed out microphone icon.

Click link above to collapse this area. Click on image to zoom in.

d. Audio issues?
### Click link above to collapse this area. Click on image to zoom in.

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<td>i.</td>
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| ii. | Click gear icon in lower right. |
| ![Gear Icon](image2.png) |

| iii. | Click to expand "Audio and Video Settings." |
| iv. | Click "Set up your camera and microphone." |
| v. | Follow the on-screen instructions. |
| vi. | If you still can't resolve your audio issues: |
| 1. | Click "Use your phone for audio." |
| 2. | Call by phone with provided phone & PIN numbers. |
| 3. | See [Blackboard Collaborate Ultra -- Join by Phone](#) |

**e.** To let others see you: 

| i. | Click the crossed out camera icon. |
| ![Crossed Out Camera](image3.png) |

**f.** To share your computer display, or a PowerPoint presentation:

| i. | [Blackboard Collaborate Ultra -- Sharing your Computer Display or PowerPoint](#) |

**g.** To use the whiteboard, do the following:
Click link above to collapse this area.

**Note:** You cannot tell who is writing on the whiteboard if more than 2 people are allowed to write on the whiteboard in a Bb Collaborate Ultra room or session.

**Note:** Webcam video will not appear in recordings by default when you use the whiteboard. A work-around is provided at the link below.

i. Click the purple arrow in the lower right (if right panel not already expanded).

![Click link above to collapse this area. Click on image to zoom in.](image)

Click link above to collapse this area. Click on image to zoom in.

ii. Click square with arrow icon, click “Share Application,” and click “Entire Screen.”

![Click link above to collapse this area. Click on image to zoom in.](image)

Click link above to collapse this area. Click on image to zoom in.

iii. Click "Share Blank Whiteboard."

iv. Use the provided tool icons to write on the whiteboard.

1. The following Blackboard webpage provides more information on what these tool icons do.
   a. [https://en-us.help.blackboard.com/Collaborate/Ultra/Moderator/030_Share_Content#Share_whiteboard](https://en-us.help.blackboard.com/Collaborate/Ultra/Moderator/030_Share_Content#Share_whiteboard)

If you need students to see webcam video, either stop using Ultra's whiteboard, or use the work-around solution below.

If you need to screen or application share and have webcam video, open the Windows "Camera" app or Mac's QuickTime, and bring up the movie or video recording window. Don't start recording. Just bring up the window showing the webcam video to the foreground on your computer display when you want students to see what you are writing while screen sharing in Ultra. Expand the window if necessary.

For help with doing this on a Mac, see the following webpage.

QuickTime -- INCLUDE -- Basics

h. To share a file, do the following:
Click link above to collapse this area.

Note: The only file types that can be loaded into a Bb Collaborate Ultra session are: GIF, JPG, PNG, PDF, and PowerPoint. All files must be less than 60 MB in size.

i. Click the purple arrow in the lower right (if right panel not already expanded).

ii. Click square with arrow icon, click "Share Application," and click "Entire Screen."

iii. Click "Share Files."

iv. Follow the onscreen instructions to share files.

i. To record, do the following:
Recordings can be easily viewed by anyone at all with the recording’s web address, with or without access to Bb Learn or DrexelOne.

i. Click the menu icon in the upper left.

ii. Click “Start Recording.”

iii. Recording will continue until you repeat step 1 above, and click “Stop Recording,” or until everyone leaves the room or session.

iv. Recordings do not immediately appear. You must end the recording, and everyone must leave the room and session. And then wait 1-3 hours, and then refresh the webpage. Rare or longer ones can take 12 hours.

v. Here is how to access your recordings.

j. Make someone a presenter.
i. Click purple arrow in the lower right.

ii. Click peg-people icon or Attendees icon

iii. Hover your mouse pointer over a Participant you want to make a Presenter.

iv. Click the ... icon next to that person’s name.

v. Click "Make presenter."

You may want to send presenters a link to this very webpage so that they know how to use Bb Collaborate Ultra as a presenter.

k. To Mute All
Session Best Practices

- DU IT, Drexel ITG, and Blackboard all recommend the following best practices.
  - [https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Session_Best_Practices](https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Session_Best_Practices)

How Students Can Access
**Blackboard Collaborate Ultra -- How Students Access Ultra**

### Accessing or Downloading Recordings

- **Blackboard Collaborate Ultra -- Accessing Recordings**

### Group Work or Breakout Rooms

- **Blackboard Collaborate Ultra -- Group Work or Breakout Rooms**

### Advanced Notes

**Optional - Lock Course Room**

- Click link above to collapse this area.

Some instructors do not use the 24/7 course room, and instead use scheduled sessions.

If you are one of these instructors, we recommend locking the course room to avoid confusion.

Here's how to lock the course room in your Bb Learn course shell:

1. On the Bb Collaborate Ultra page, click the circled ellipsis or three periods icon in the upper right.
2. Click "Lock course room."
3. That's it!
   a. It's the same procedure for unlocking, but click "Unlock course room" instead for step 2.

Here's an example image.

![Blackboard Collaborate Ultra](image)

**Set-Up in a CCI Classroom or using a USB microphone or camera**

- **Blackboard Collaborate Ultra -- Connecting to Microphone and Video Camera by USB or in the CCI Classroom**

**More Optional Advanced Notes**

For advanced use of, and additional notes on, BB Collaborate Ultra, see the following webpage.

- **Blackboard Collaborate Ultra -- Advanced Use and Additional Notes**
**Additional Assistance for Recording or Streaming**

Contact Mike Galloway (mjg88@drexel.edu), CCI Technology Services Manager, for additional assistance.

*Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students.*

Anyone else should contact technical support for their own college, department, university, organization, or business.

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    - "Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students."