

Blackboard collaborate TM
web conferencing
Version 11

**Accessibility Guide for
Participants**

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Preface

This guide is written for Blackboard Collaborate Web Conferencing users with visual, auditory or motor disabilities. It describes the accessibility features in Blackboard Collaborate intended for these users.



Note: For a complete instructions on using Blackboard Collaborate, refer to the Participant's Guide available on the On-Demand Learning Center at <http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx>.

See *Getting Started* on page 5 for a list of which sections in this guide are relevant to your particular needs.

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.

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>

Chapter 1



Getting Started

Before you begin using the accessibility features of Blackboard Collaborate Web Conferencing, we recommend you do the following:

- ensure your system meets the necessary requirements (see *System Requirements* below);
- get Blackboard Collaborate ready to use accessibility features (see *Getting Ready for a Blackboard Collaborate Session* on page 7);
- see which parts of this guide are most relevant to you (see *Using this Guide* on page 7); and
- familiarize yourself with the Blackboard Collaborate user interface.

System Requirements

In order to use the accessibility features in Blackboard Collaborate Web Conferencing, you must meet the following system requirements.

Blackboard Collaborate Web Conferencing

The full set of accessibility features are available only in the **English** version of Blackboard Collaborate version 11.

Operating System

Only Windows operating systems support **all** of the Blackboard Collaborate accessibility features:

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

Linux (Ubuntu 9.10) and Mac (Mac OS X 10.5 or higher) support only some of the Blackboard Collaborate accessibility features.

Java Web Start

Java version 1.5 or higher (32-bit only) is required to run Blackboard Collaborate and the Java Accessibility Bridge (see below). (A 64-bit version of Java is not compatible with the Java Accessibility Bridge, which only comes in a 32-bit version.)

To check to see if you have the correct version of Java, open the following web page:

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1473>

The “Step 1- Checking System Requirements” will tell you whether or not you have the required version of Java Web Start and, if not, provide a link to the Java download page.

Screen Readers

JAWS (version 9, 10 or 11) is the only supported screen reader for Blackboard Collaborate version 11.

For further details on JAWS and the Java Access Bridge, see the Knowledge Base Article *What are the System Requirements for the Java Access Bridge and JAWS?* at the following web page:

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=692>

Java Access Bridge

The Java™ Access Bridge is a technology that allows assistive technologies (such as screen readers, magnifiers, etc.) to access Java applications and applets, including Blackboard Collaborate. In order to use Blackboard Collaborate with the JAWS screen reader, you must install Java Access Bridge version 2.0.1.

To download this tool, go to the following web page and then click on the **Download the Java Access Bridge 2.0.1** link:

<http://www.oracle.com/technetwork/java/javase/tech/jab-previous-releases-354403.html>



Note: Whenever you install a new version of Java, you must re-install the Java Access Bridge. There is no need to download the installer again; after the first installation you can find it in the following location:

C:\Program Files\Java Access Bridge\installer.exe

Getting Ready for a Blackboard Collaborate Session

If you will be using JAWS to navigate through the Blackboard Collaborate Web Conferencing interface, be sure to do the following:

1. Start JAWS before you log in to the session.
2. Verify that the Java Access Bridge is working.
3. Configure JAWS to read all access keys so the mnemonic keys are spoken aloud; otherwise, you won't be able to identify them. This setting is found under the basic settings of JAWS.

It is advisable to enter the room early (before the session starts) so you can configure your Blackboard Collaborate interface to suit your particular needs. How early you can enter the room is set by the session creator. The default is 30 minutes but the session creator may change that.

1. For those using audio in your Blackboard Collaborate session, run the Audio Setup Wizard to ensure your microphone and speakers are set to suitable levels. For details, see *Using the Audio Setup Wizard* on page 18.
2. For all users, set which Audible and Visual Notifications you wish to receive in the session. For details, see *Setting Notification Preferences* on page 59.

Using this Guide

Blackboard Collaborate Web Conferencing has been designed to meet the needs of users of various abilities. Some of the accessibility features are helpful to those whose mobility make it difficult for them to use a mouse, others are for users who are deaf or hard of hearing and others are for users with limited vision (including color blindness) or no vision.

The following table lists the various target audiences and the accessibility features from which each would benefit, including a reference to the relevant section in this document.

User Issue	Accessibility Features
Low Vision	<p>Maximizing window and panel sizes: refer to <i>Managing Panels and Windows</i> on page 14</p> <p>Activity Window: refer to <i>The Activity Window</i> on page 41</p> <p>Audible Notifications: refer to <i>Audible Notifications</i> on page 59</p> <p>Keyboard Shortcuts: refer to <i>Keyboard Shortcuts</i> on page 31</p> <p>Hot Keys: refer to <i>Hot Keys</i> on page 36</p> <p>Keyboard Navigation: refer to <i>Keyboard Navigation</i> on page 24</p> <p>Chat text size options: refer to <i>Chat Options</i> on page 1</p> <p>Notes text size options: refer to <i>Notes Options</i> on page 1</p> <p>Session Plan Display Setting preferences: refer to <i>Display Settings</i> on page 1</p> <p>Application Sharing hosting option <i>Emphasize cursor</i>: refer to <i>Hosting Options</i> on page 64</p> <p>Application Sharing viewing features to scale the shared content and maximize the content area: refer to <i>Viewing a Shared Application</i> on page 63</p>
Blind	<p>Activity Window: refer to <i>The Activity Window</i> on page 41</p> <p>Audible Notifications: refer to <i>Setting Notification Preferences</i> on page 59</p> <p>Keyboard Shortcuts: refer to <i>Keyboard Shortcuts</i> on page 31</p> <p>Hot Keys: refer to <i>Hot Keys</i> on page 36</p> <p>Keyboard Navigation: refer to <i>Keyboard Navigation</i> on page 24</p>
Deaf or Hard of Hearing	<p>Activity Window: refer to <i>The Activity Window</i> on page 41</p> <p>Visual Notifications: refer to <i>Setting Notification Preferences</i> on page 59</p> <p>Closed-Captioning: refer to <i>Closed-Captioning</i> on page 53</p> <p>Audio volume controls: refer to <i>Adjusting Microphone and Speaker Levels</i> on page 20</p> <p>Audio Setup Wizard: refer to <i>Using the Audio Setup Wizard</i> on page 18</p>

User Issue	Accessibility Features
Mobility	Keyboard Shortcuts: refer to <i>Keyboard Shortcuts</i> on page 31 Hot Keys: refer to <i>Hot Keys</i> on page 36 Mnemonic Keys: refer to <i>Mnemonics</i> on page 30 Keyboard Navigation: refer to <i>Keyboard Navigation</i> on page 24
Color Blind	Session Plan Viewing options <i>Color of covered items</i> and <i>Color of action hyperlinks</i> : refer to <i>Viewing Options</i> on page 1 Application Sharing hosting options <i>Shared Region Highlight Color</i> and <i>Emphasize cursor</i> : refer to <i>Hosting Options</i> on page 64

Chapter 2



The Blackboard Collaborate Web Conferencing Room

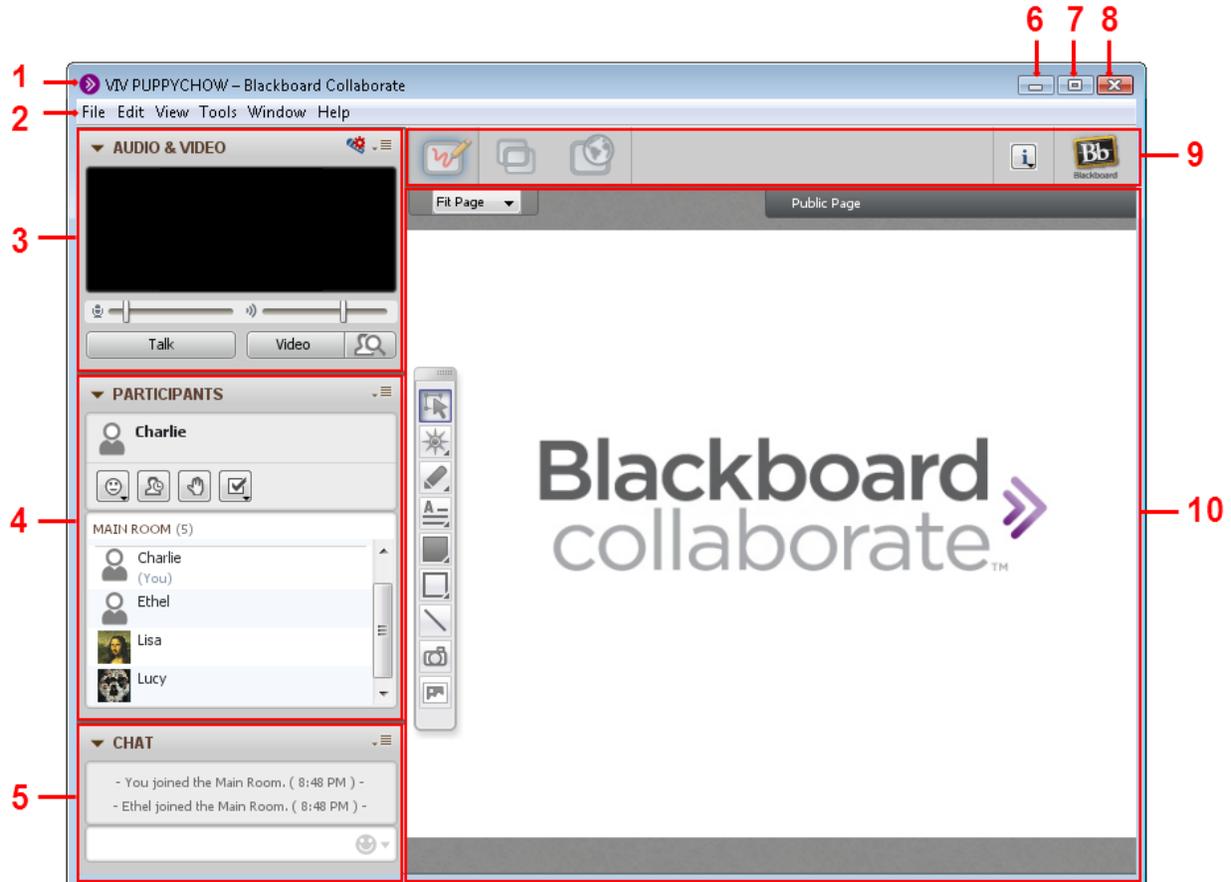
The Blackboard Collaborate Web Conferencing room consists of six main components: the menu bar at the top, three panels on the left (Audio & Video panel on top, the Participants panel in the middle and Chat panel on the bottom), the Collaboration toolbar at the top of the right side and the main content area on the right (for displaying Whiteboard, Application Sharing and Web Tour content).

- 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.

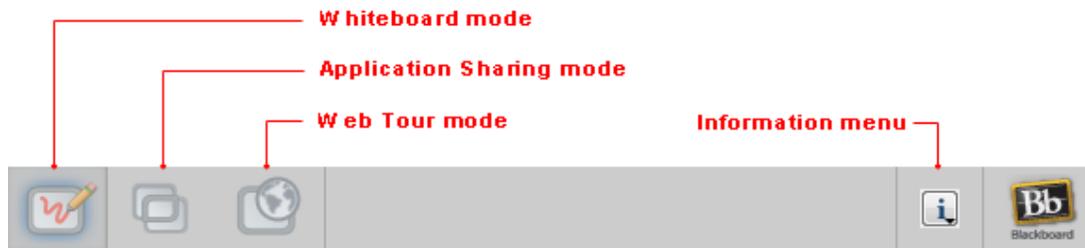


Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

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* on page 16.

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* below.

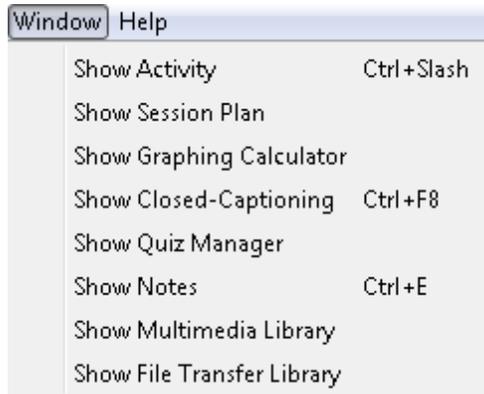
Working with Windows

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.

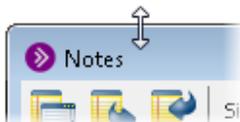
- **Open a main module window:** To open the window of one of the main modules, select it from the Window menu or, if available, open it using its associated keyboard shortcut (see *Keyboard Shortcuts* on page 31.)



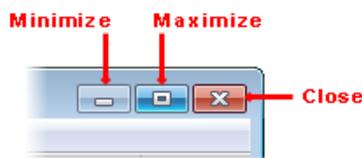
- **Move a window:** Grab the window by its title bar and, while holding down your mouse, drag it to the desired location and then drop it by releasing the mouse.



- **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 1.

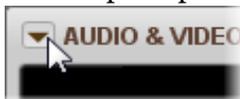
Working with Panels

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.

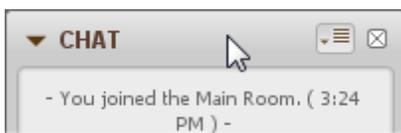
To collapse a panel, click on the Collapse button in the panel's title bar:



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.

Managing Audio

The following sections describe the Audio accessibility features:

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.

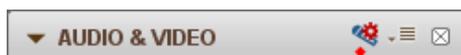
You can run the Audio Setup Wizard again at any time within your session.



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.



Audio Setup Wizard button

- 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.
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.
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. 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.

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 3.
9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

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 18.

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.

Chapter 3



Navigation

Before using Blackboard Collaborate Web Conferencing, it may be useful to familiarize yourself with the user interface. See *The Blackboard Collaborate Web Conferencing Room* on page 11 for a description of the main user interface components.

There are three ways to navigate through the Blackboard Collaborate user interface without having to use a mouse:

- Keyboard navigation (see *Keyboard Navigation* on next page)
- Mnemonics (see *Mnemonics* on page 30)
- Shortcut keys (see *Keyboard Shortcuts* on page 31)

For information about navigating within some specific areas, refer to the following:

- *Navigating Between and Within Content Modes* on page 26
- *Navigating Between and Reading Whiteboard Pages* on page 28
- *Navigating Between Chat Conversation Tabs* on page 29

Keyboard Navigation

There are four general levels of keyboard navigation in Blackboard Collaborate Web Conferencing:

- between modules in the main application window
- between elements (both within and across modules)
- within toolbars of a secondary window
- within menus

Using the navigation methods described in the following sections, navigate to the desired function to bring it into focus. When you wish to activate that function (execute the command), press **Space**.

Navigating Between Modules

When you join an Blackboard Collaborate session, the Participants panel is in focus. Press **F6** (the same on the Mac) to cycle keyboard focus between the main Blackboard Collaborate modules, in the order listed below:

- **Participants panel:** focus goes to the top name in the Participants list.
- **Chat panel:** focus goes to the Message text box.
- **Collaboration toolbar:** focus goes to the Whiteboard mode button.
- **Action bar:** focus goes to the New Page button.
- **Audio & Video panel:** focus goes to the Talk button.



If you change the order of the panels, the F6 navigation order will be different. For information on reordering the panels, see *Working with Panels* on page 16.

Navigating Between Elements

You can navigate through the Blackboard Collaborate user interface one element (e.g., button, field, option, etc.) at a time by tabbing. The **Tab** key moves you forward through the Blackboard Collaborate elements in the sequence described below. To move backwards in the sequence, enter **Shift+Tab**.



Within each panel or window, tabbing moves through its elements from left to right and top to bottom.

Your tabbing sequence may differ from that described below since the elements you see in the user interface depends on your permissions, including whether or not you are a Moderator or Participant.

- **Participants List** – When you join a Blackboard Collaborate session, focus will be on the top name in the Participants list. Within the list you can move through the names using the up and down arrow keys. Press **Space** to open the Participant Options menu for the person currently in focus.
- **Chat Panel** –Next you will tab through the elements in the Chat panel: Expand/Collapse button, Options menu, Conversation pane, Message text box and Conversation tabs. (For instructions on moving between Conversation tabs, see *Navigating Between Chat Conversation Tabs* on page 29.)
- **Collaboration Toolbar** – Next you will tab through the elements in the Collaboration toolbar: Whiteboard Mode button, Application Sharing Mode button, Web Tour Mode button, Timer elements (if the Timer is running), Information menu, Load Content button and Record button. (For instructions on changing modes, see *Navigating Between and Within Content Modes* on next page.)
- **Action Bar** – Next you will tab through the elements in the Action bar for the currently selected mode or, the Available Share Selection dialog for Application Sharing Mode.
- **Audio & Video Panel** – Next you will tab through the elements in the Audio and Video panel: Expand/Collapse button, Audio Setup Wizard button, Options menu, Microphone Level slider, Speaker Level slider, Talk button, Transmit Video button and Preview Video button.
- **Participants Panel** – Next you will tab through the elements in the Participants panel: Expand/Collapse button, Global Options menu, Feedback menu, Step Away button, Raise Hand button, Polling Response menu and then, finally, back to the Participants list.

Navigating Within a Toolbar of a Module Window

When you open a module's window, you can use tabbing to navigate through the various elements of its interface, with one exception: toolbar buttons. The Closed Captioning, File Transfer Library and Notes windows have graphic tool bars with buttons represented by icons. You must explicitly enable tabbing to access these buttons.

To do so, enter **Alt+F8** (**Option-F8** on the Mac). To turn toolbar tabbing off, enter **Alt+F8** (**Option-F8** on the Mac) again.

Navigating Within Drop-Down Menus

To open an Options menu, Participant interaction menu (Feedback and Polling Response menus) or other drop-down menu, tab to it and press **Space**. Using up and down arrow keys, move to the desired menu option and press **Space** to activate it. If the menu option is a sub-menu, press **Space** or the right arrow key to open it.

To close the menu without selecting a menu option, press **Escape**.



To access the main menus (e.g., File, Edit, etc.) use mnemonic keys. (See *Mnemonics* on page 30.) You cannot use tabbing to open these menus; however, once a menu is open, you can use your arrow keys to navigate within it and **Space** to execute the menu item command.

Navigating Between and Within Content Modes

When you open a new session, the Whiteboard is your default content mode. You can use keyboard navigation or keyboard shortcuts to move between content modes and keyboard navigation to move within content modes.



Note: To switch to a content mode, you must be a Moderator or a Participant with permission to use that mode.

Navigation within each content mode is unique, as described below.

Navigating within Whiteboard Content Mode

Follow the steps below to switch to Whiteboard mode and access the functions in the Action bar:



If you are a Participant or a Moderator without the Whiteboard permission, **F6** navigation will place focus on the *Scaling menu* of the Whiteboard Action bar.

1. To switch to Whiteboard mode, do one of the following:
 - **Keyboard Shortcut**
Enter Ctrl+Alt+W (Command-Option-W on Mac)
 - **Keyboard Navigation**
Press **F6** (the same on the Mac) to cycle keyboard focus to the Collaboration toolbar. By default, you will be in Whiteboard Mode.
2. Press **F6** again to move to the Whiteboard Action bar.
3. Use **Tab**, **Shift+Tab** and the arrow keys to move between the elements in the Action bar and the adjacent Navigation bar.
4. Press **Space** to activate the selected function.

Navigating within Application Sharing Mode

Follow the steps below to switch to Application Sharing mode and start hosting an Application Sharing session:



If someone else is already hosting an Application Sharing session (you are already in Application Sharing mode), **F6** navigation will place focus on the *Scale to Fit* option of the Application Sharing Action bar.

1. To switch to Application Sharing mode, do one of the following:
 - **Keyboard Shortcut**
Enter Ctrl+Alt+A (Command-Option-A on Mac)
 - **Keyboard Navigation**
 - i. Press **F6** (the same on the Mac) to cycle keyboard focus to the Collaboration toolbar. By default, you will be in Whiteboard Mode.
 - ii. Press **Tab** or **Right Arrow** once to move to the Application Sharing Mode button.
 - iii. Press **Space** to activate Application Sharing Mode. The Application Sharing Selections dialog will open.
2. Press **Tab** five times to move through the elements in the Collaboration toolbar to the Share Desktop (the first) field of the Application Sharing Selections dialog.
3. You have two options:
 - **Share your entire desktop:** Press any of the arrow keys to select Share Desktop, press **Tab** three times to move to the **Share** button and press **Space** to start sharing your desktop.
 - **Share a specific application only:** Press **Tab** to move to the list of available applications and then, using the arrow keys, select the desired application from the list. Press **Tab** twice to move to the **Share** button and press **Space** to start sharing the selected application.

Navigating within Web Tour Mode

Follow the steps below to switch to Web Tour mode and start hosting a Web Tour:



If someone else is already hosting a Web Tour session (you are already in Web Tour mode) and you don't have Web Tour permission, **F6** navigation will place focus on the *Back* button of the Web Tour Action bar.

1. To switch to Web Tour mode, do one of the following:
 - **Keyboard Shortcut**
Enter Ctrl+Alt+U (Command-Option-U on Mac)
 - **Keyboard Navigation**
 - i. Press **F6** (the same on the Mac) to cycle keyboard focus to the Collaboration toolbar. By default, you will be in Whiteboard Mode.
 - ii. Press **Tab** or **Right Arrow** twice to move to the Web Tour Mode button.
 - iii. Press **Space** to activate Web Tour Mode. The Web Tour Action bar will open and focus will be in the Address text box.
2. Use **Tab**, **Shift+Tab** and the arrow keys to move between the elements in the Action bar.
3. Press **Space** to activate the selected function or, if in the Address text box, open the specified web page.

Navigating Between and Reading Whiteboard Pages

If you are using a JAWS screen reader, you can read the text of presentations imported into the Whiteboard via the Activity Window. Navigate to the desired page (as instructed below) and open the Activity Window using Ctrl + / (Command- / on Mac) to read the textual content of that page. You will need to move focus to the bottom of the window. (For details on using the Activity Window, see *The Activity Window* on page 41.)



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 directly to a specific Whiteboard page, select it from the Go to Page menu in the Whiteboard navigation bar. For instructions on keyboard navigation to that menu, see *Navigating within Whiteboard Content Mode* on page 26.



If using a screen reader, you'll know you are in the Go to Page menu when you hear, "Go to the selected Whiteboard page."

To move to the next page, use any of the following options:

- **Keyboard Shortcut**
Enter Alt+Page Down (Option-Page Down on Mac).
- **Mnemonic Keys**
Using mnemonic keys, from the *Tools* menu select *Whiteboard* followed by *Go to Next Page*. (For instructions on using mnemonic keys, see *Mnemonics* on page 30.)

- **Keyboard Navigation**

Navigate to and activate the Next Page button in the Whiteboard Navigation bar. If focus is on the Go to Page menu of the Navigation bar, press the Down Arrow. (For instructions on keyboard navigation in Whiteboard Mode, *Navigating within Whiteboard Content Mode* on page 26.)

To move to the previous page, use any of the following options:

- **Keyboard Shortcut**

Enter Alt+Page Up (Option-Page Up on Mac).

- **Mnemonic Keys**

Using mnemonic keys, from the *Tools* menu select *Whiteboard* followed by *Go to Previous Page*. (For instructions on using mnemonic keys, see *Mnemonics* on next page.)

- **Keyboard Navigation**

Navigate to and activate the Previous Page button in the Whiteboard Navigation bar. If focus is on the Go to Page menu of the Navigation bar, press the Up Arrow. (For instructions on keyboard navigation in Whiteboard Mode, *Navigating within Whiteboard Content Mode* on page 26.)

Navigating Between Chat Conversation Tabs

You can use keyboard navigation to move between the private Chat conversation tabs in the Chat panel.



If you want to know when a new private Chat message has been received, enable the Audible Notification "Private Chat Message Received". For details, see *Audible Notifications* on page 59.

1. Press **F6** (the same on the Mac) to cycle keyboard focus to the Chat panel.
2. Press **Tab** twice to move to the currently open conversation tab. (By default, this is the Room conversation.)
3. Use the arrow keys to move to the desired conversation tab.
4. Press **Space** to open the conversation.

If there are too many conversation tabs to fit in the Chat panel, they will be added to a drop-down menu to the right of the displayed conversation tabs. To open a conversation tab in the menu, do the following:

1. From your currently open conversation tab, press **Tab**. This will move focus to the conversation drop-down menu.



Note: if there is no conversation drop-down menu, focus will move to the Collaboration toolbar.

2. Press **Space** to open the menu.
3. Use the arrow keys to move to the desired conversation.
4. Press **Space** to open the conversation.

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 36.



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
Audio Functions		
Press the Talk button (Note: this is a Hot Key – see <i>Hot Keys</i> on page 36.)	Ctrl+F2	Control+F2
Release the Talk button (Note: this is a Hot Key – see <i>Hot Keys</i> on page 36.)	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 36.)	Ctrl+F3	Control-F3
Stop Video transmission (Note: this is a Hot Key – see <i>Hot Keys</i> on page 36.)	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 36.)	Ctrl+Space	Control-Space
Stop Application Sharing (Note: this is a Hot Key – see <i>Hot Keys</i> on page 36.)	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 the facing 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.



Tip for Screen Reader users: With toggle commands, it is not always easy to remember which state you are currently in. You can always be sure that you are sending the desired command by redefining one of the hot keys in each toggle pair. For example, if you keep the default for pressing the Talk button Ctrl+F2 (Control-F2 on the Mac) and redefine the hot key for releasing the Talk button to something else, Ctrl+F2 (Control-F2 on the Mac) will always turn on the Talk button and your redefined hot key will always turn off the Talk button -- you will never have to know whether or the Talk button it is currently turned on or off.

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.



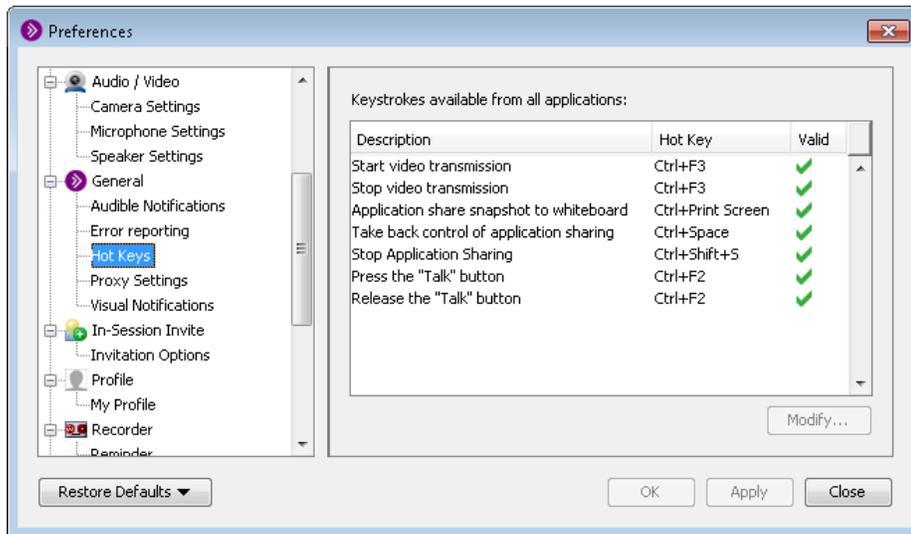
Note: On Windows and Linux, the hot key is restricted to one character. You may include one or more modifier keys (Shift, Control or ALT on Windows).



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.

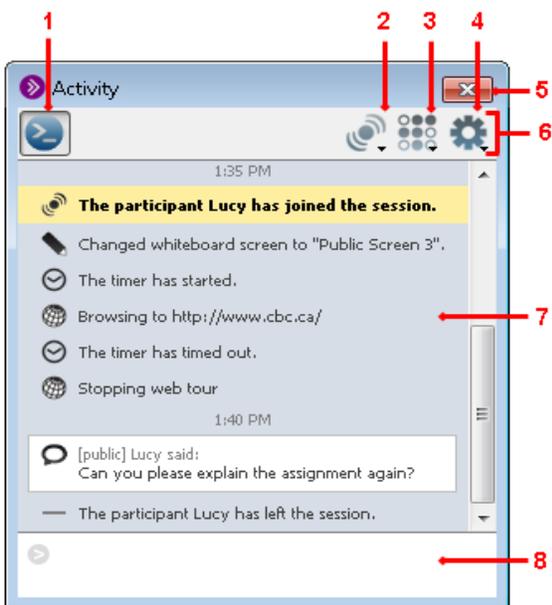
When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

Chapter 4



The Activity Window

The Activity Window is a stand-alone window in Blackboard Collaborate Web Conferencing that reports various events that take place in Blackboard Collaborate through the duration of a session. The window has a simple design so you can use a screen reader to navigate through the user interface and read the events as they occur. The Activity Window also enables you to perform simple functions through a command line interface. The window consists of the following main components:



- | | |
|---------------------------------|-----------------------|
| 1 Show/Hide Command Input field | 5 Close button |
| 2 Audible Notification Filter | 6 Tool bar |
| 3 Module Event Filter | 7 Event panel |
| 4 Importance Event Filter | 8 Command Input field |

- The **Tool Bar**, at the top of the window, contains the **Show/Hide Command Input Field** button, the Audible Notifications Filter, the Module Event Filter and the Importance Event Filter. (These are described a little later.)
- The **Event Panel**, in the middle of the window, reports the events that have occurred in the session.
- The **Command Input Field**, at the bottom of the window, enables you to type commands to perform some basic tasks in Blackboard Collaborate.

Opening and Closing the Activity Window

Opening and closing the Activity Window is simple so you can access it without your attention being diverted from the session in progress. If you move to a different window in Blackboard Collaborate Web Conferencing, you easily can bring the Activity Window back into focus (activate it).

You also can move, resize or close the Activity Window so it is not obtrusive.



Note: On Windows, Linux and Mac OS X platforms, the Activity Window always remains in front of the Blackboard Collaborate main window. On Solaris, if you click on the main Blackboard Collaborate window, the Activity Window will move behind the main window.

To open or activate (bring into focus) the Activity Window, do one of the following:

- Enter the keyboard shortcut Ctrl+/ (Command- / on Mac)
- From the *Window* menu, select *Show Activity* (on Windows or Linux, you can use the mnemonic Alt+W+A to select it)

To close the Activity Window, do one of the following:

- Enter the keyboard shortcut Ctrl+W or Alt+F4 (Command-W on Mac)
- From the *Window* menu, select *Show Activity* (on Windows or Linux, you can use the mnemonic Alt+W+A to select it)
- Click on the **Close** button in the top-right corner of the window

Displaying Events

Notable events that occur in an Blackboard Collaborate Web Conferencing session are displayed in the Event panel of the Activity Window. By default, events of all Blackboard Collaborate modules are displayed and the approximate time each event occurred is noted. Moderators can see all events and Participants can see only a subset of events.

When a new event is reported, keyboard focus stays at the last place you had it (the last cursor position is maintained and the window will not scroll to the new message at the bottom). You need to manually move focus to the new event using your arrow keys or scroll bar so you can read the new text.



Note: The complete list of events is shown in the Event Filtering Preferences panel. (For details, refer to *Event Filtering Preferences Panel* on page 47.)

You can manage your display in three ways:

- filter which events are to be displayed in the event panel (see *Filtering Events for Display* below);
- change the text size in the event panel (see *Resizing Activity Window Text* on page 48); and
- show or hide the time stamps associated with events (see *Showing/Hiding Time Stamps* on page 48)

Filtering Events for Display

You can select which events you want displayed in your own Event panel through the Module Event Filter and the Importance Event Filter menus in the Activity Window or through the Event Filtering preferences panel.



Note: The events you hide or display will affect what is displayed in your own Event panel only – it will not affect what others see in their own Event panels.

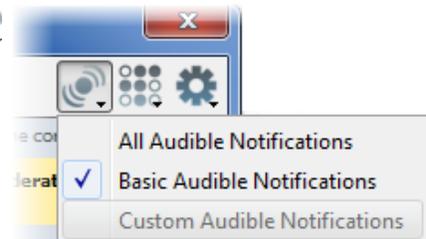
You can select which events for which you want to be audibly notified through the Audible Notifications Filter in the Activity Window or through the Audible Notifications Preferences panel.

Audible Notifications Filter

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.

To open the Audible Notifications Filter menu, click on the  button in the tool bar.

You can specify which set of audible notifications you would like to hear (all, basic or custom) from the Audible Notifications Filter. These are the same set of notifications you can configure in the Audible Notifications Preferences panel. See [Audible Notifications](#) on page 59 for details.



Custom Audible Notifications are the set of individual notifications that you selected in the Audible Notifications Preferences panel, rather than selecting *All* or *Basic*.



Note: The filtering options set in the Audible Notifications Filter are *reflected in* the Audible Notifications Preferences panel. Likewise, if you make a change to the options in the Audible Notifications Preferences panel, you will see these changes in the Audible Notifications Filter as well.

Module Event Filter

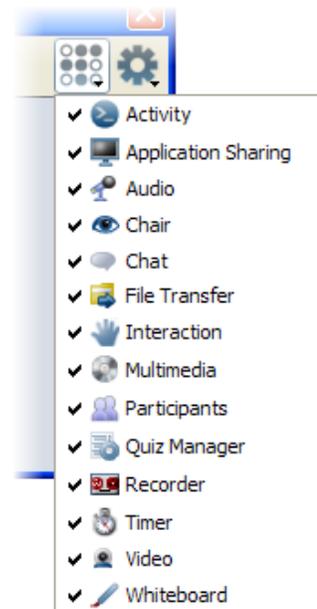
The Module Event Filter is used to include or exclude all events associated with a particular Blackboard Collaborate module. By default, all modules are included.



Note: The filtering options set in the Event Filtering Preferences panel *always* override the filtering set in Module Event Filter.

To open the Module Event Filter menu, click on the  **Module Event Filter** button in the tool bar. To exclude events of a module, de-select the module name from the menu: Activity (messages related to the commands you enter in Command input field, such as usage tips and error messages), Application Sharing, Audio, Chair, Chat, File Transfer, Interaction, Multimedia, Participants, Quiz Manager, Recorder, Timer, Video and Whiteboard.

To turn display of a module's events back on, select the module name again.





Note: To display some but not all events associated with a module, use the Event Filtering Preferences panel. For details, refer to *Event Filtering Preferences Panel* on page 47.

Importance Event Filter

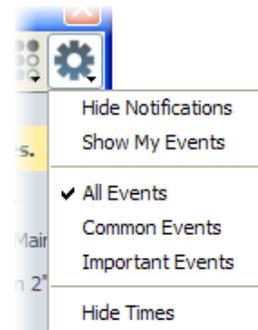
The Importance Event Filter is a menu that enables you to filter events based on what is important or relevant. It also has an option to turn off/on the time stamps that appear in the Event panel.



Note: *Hide Notifications* and *Hide My Events* operate independently from *All Events*, *Common Events* and *Important Events*. For example, if you hide your own events, they will not be displayed even if you have selected *All Events*.



Note: You can pick only one of *All Events*, *Common Events* or *Important Events*.



To open the Importance Event Filter menu, click on the  **Importance Event Filter** button in the tool bar. The menu has the following options:

- *Show Notifications* – Notifications are system messages sent by Blackboard Collaborate to alert users when certain events occur: user joined or left the session, Moderator privileges granted, Timer expired and Chat announcement sent or received. By default, notifications **will** be displayed in your Event panel. If you don't want Notifications displayed in your Event panel, select *Hide Notifications*. The menu item will change to *Show Notifications*; select this to turn display of Notifications back on.



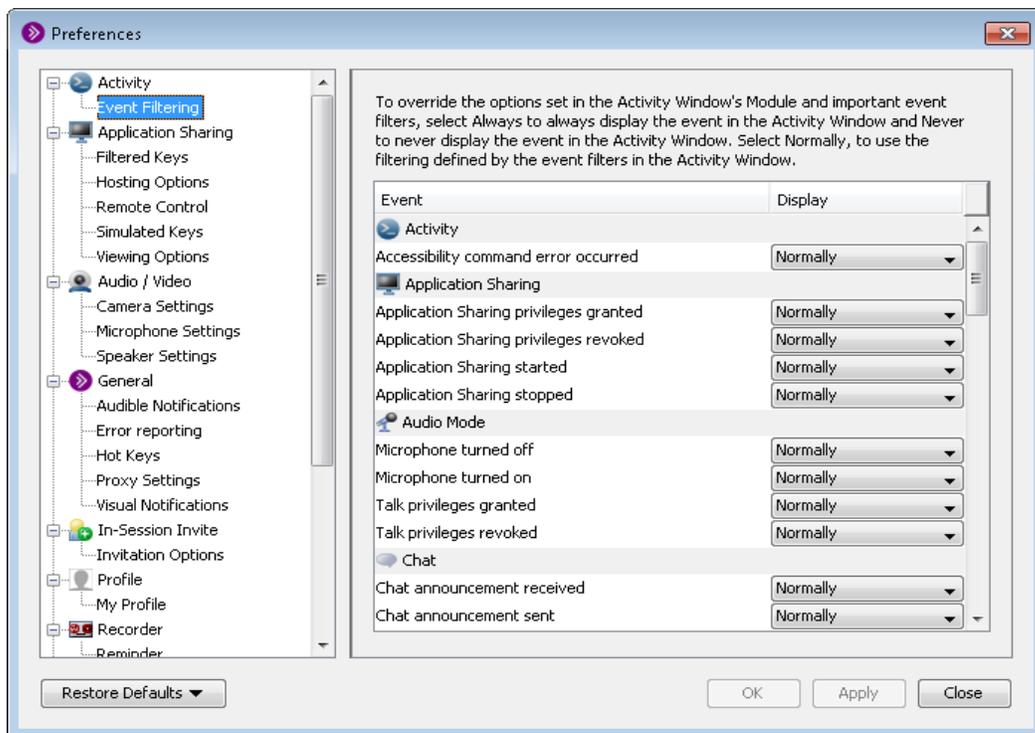
Note: The *Hide/Show Notifications* option affects what is displayed in your Event panel only. It will not affect whether or not a Visual Notification is shown in its own floating window; that is set in the Visual Notifications Preferences panel (see *Visual Notifications* on page 61). Conversely, what is set in the Visual Notifications Preferences panel will not affect what is displayed in the Event panel.

- *Show My Events* – By default, the events that you triggered (e.g., raise your hand or turn on your microphone) will **not** be displayed in your Event panel. (They may, however, be displayed in the event panel of others, depending on the event.) If you want to display these events in your own Event panel, select *Show My Events*. The menu item will change to *Hide My Events*; select this to turn display of your events back off.
- *All Events* – By default, events of all importance are displayed in the Event panel. If you don't want to see all events, select either *Common Events* or *Important Events*.
- *Common Events* – Select this option to display all events except the interaction events: Raise Hand/Lower Hand, Stepped Away/Came Back buttons and the emoticons Laughter, Applause, Confusion and Disapproval.
- *Important Events* – Select this option to display only a small subset of events, such as when a user has joined a session, when you have been granted the Moderator privilege or when you have received a Chat message.
- *Hide Times* – Select this option to turn off/on the time stamps that appear in the Event panel. For further details, see *Showing/Hiding Time Stamps on page 48*

Event Filtering Preferences Panel

If you want to filter events at a greater level of granularity than is offered by the Module Event Filter, you can do so in the Event Filtering Preferences panel. Here you can pick and choose which individual events in a particular module you want to be displayed in the Event panel.

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 *Activity* select *Event Filtering*. The Event Filtering preferences panel appears. The events are listed according to the module to which they belong. Each event has a drop-down menu from which you can select the option to display the event *Normally*, *Always* or *Never*.



3. Select the desired option for each of the events listed under the module names. *Normally* is the default option.



Note: The filtering set in the Event Filtering Preferences panel *always* overrides the filtering set in the Activity Window menus. For example, if you turn off the Audio module events in the Activity Window but have *Microphone turned on* set to display *Always* in the Preferences panel, whenever you turn on your microphone in the session, the event **will** be reported in the Events panel.

- *Normally* – Select this option if you would like to use the filtering defined by the Activity Window’s Module and Importance Event Filters.
 - *Always* – Select this option if you would like to always display this event, even if it has been excluded from display by the Activity Window’s Module and Importance Event Filters.
 - *Never* – Select this option if you would like to never display this event, even if it has been included for display by the Activity Window’s Module and Importance Event Filters.
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.

Resizing Activity Window Text

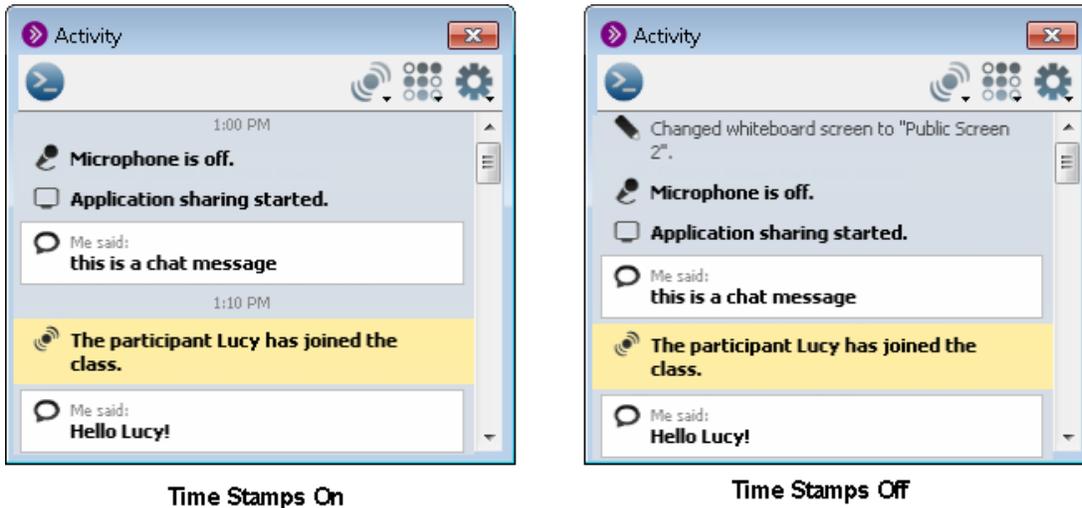
By default, the text in the Activity Window is determined by your operating system (typically 10 or 11 points).

- **To make the text larger**, right-click (Control-Click on Mac) anywhere in the Activity Window to open the context menu and select *Make Text Bigger*.
- **To make the text smaller**, right-click (Control-Click on Mac) anywhere in the Activity Window to open the context menu and select *Make Text Smaller*.
- **To return the text to the default size**, right-click (Control-Click on Mac) anywhere in the Activity Window to open the context menu and select *Default Size*.

Showing/Hiding Time Stamps

By default, the Event panel displays a time stamp every 5 minutes. Any events that occur in the next five minute period will appear beneath that time stamp in the Event panel. For example, a time stamp will be reported at 1:00 PM and any events that occur between 1:00 PM and 1:05 PM will be listed beneath the 1:00 PM time stamp. If there is no activity in a 5 minute period, (for example, between 1:05 PM and 1:10 PM), no time stamp will be reported for that period (for

example, 1:05 PM will not be reported). The next time stamp displayed will be for the next five minute period in which events occurred.



If you want to hide the time stamps in the Event panel, select *Hide Time* from the Importance Event Filter. The menu item will change to *Show Times*; select this to turn the display of times back on.

Reading Events with a Screen Reader

A screen reader will not automatically read an event as it appears in the Activity Window. To be notified that an event has just been added to the Activity Window, turn on the Audible Notification *Activity Event Occurred*. (For instructions, see *Audible Notifications* on page 59.)

When a new event is reported, keyboard focus stays at the place you last had it (the last cursor position is maintained and the window will not scroll to the new message at the bottom). You need to manually move focus to the new event using your arrow keys so your screen reader can read the new text.

Entering Commands

The Activity Window enables you to perform simple functions through the Command Input field. This field is normally hidden.

To enter a command, do the following:

1. Open the Command Input field in one of the following ways:
 - Click on the  **Show/Hide Command Input field** button in the tool bar.



Note: The field will remain open until you click on the **Show/Hide Command Input field** button again.

- Type / (forward slash). The /, which is the first character required to enter a command, will be entered into the Command Input field.



Note: The field will close after you have entered your command and pressed Enter or Return.

2. Enter a / (if not already there) followed by your command. For a list of the commands and their syntax, refer to *Live Session Commands* on the facing page and *Recording Playback Command* on page 52.
3. Press Enter or Return to process the command.

If the command is unknown, has an unknown or invalid parameter or an error occurs while processing the command, a message to that effect will be displayed in the Event panel. If the command is successful, nothing is displayed.



Note: After the command has been processed, focus returns to the Event panel.



Tip: The Command Input field can be resized, if desired, by dragging the divider between it and the Event panel with your mouse.

Live Session Commands

These commands can be used only in a live session, not while listening to a recording.

Each command starts with a / (forward slash) and is followed by parameters. Where there is more than one available parameter, they are listed together and separated by a | (pipe). Enter only one parameter.

Raise or Lower Hand

Syntax: /hand up|down

Set Audio Mode

Syntax: /audio computer|phone

Talk or Stop Talking

Syntax: /talk on|off

Send Chat Message

Syntax:

/chat <message>

where

- <message> is the text of your message

Note: use this syntax to send a public message to only the room you are currently in.

or

/chat [@<recipient> | @all_rooms | @announcement | @moderators] <message>

where

- <recipient> sends a private message to the specified Moderator or Participant
- all_rooms sends a public chat to all rooms (Main room and breakout rooms)
- announcement sends a public message as an Announcement
- moderators sends a message to Moderators only (under the Moderators conversation tab)

These options are **not** case-sensitive.



Tip: Enclose <recipient> in quotation marks if it contains an ambiguous term. For example, let's say there are two Participants, one named Mary and one named Mary Hansen. If you want to send Mary Hansen the message "Hello Mary", enclose her name in quotation marks:

/chat @"Mary Hansen" Hello Mary

If you enter

/chat @Mary Hansen Hello Mary

you will send the other Mary the message "Hansen Hello Mary".

<message> is the text of your message.

Display Video

Syntax: /video preview|on|off

React (show emotion)

Syntax: /react laughter|applause|confusion|disapproval|approval|faster|slower

Enter Polling Response

Syntax: /answer none|yes|no|a|b|c|d|e

Step Away or Come Back

Syntax: /status away|back

Recording Playback Command

This command can be used only while listening to a recording. It starts with a / and is followed by one of three parameters, listed together and separated by a | (pipe). Enter only one parameter.

Syntax: /playback start|pause|stop

Chapter 5



Closed-Captioning

The Closed-Captioning feature enables a session attendee to transcribe audio information while a session is in progress. The transcribed text can be viewed by other session attendees in the live session and in a recording of the session. It can also be saved to a text file.

There are two types of Closed-Captioning windows: one for entering closed-captioning text and one for reading the text.



Note: Closed-Captioning windows always stay on top of other windows so they are easily accessed.

Anyone in the session can view the closed-captioning text, but a Moderator must give session attendees the permission to enter closed-captioning text. More than one person may be given the permission of entering closed-captioning text.

Closed-Captioning Activity and Permission Indicators

You can monitor the state of Closed-Captioning 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 Closed-Captioning.

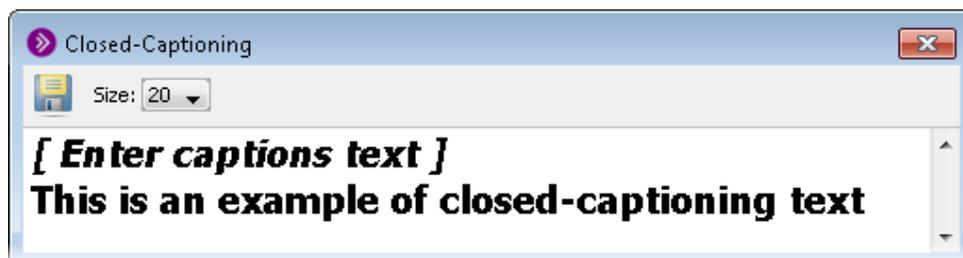
Activity Indicator	Meaning
	User is currently entering Closed-Captioning text.
	Moderator has granted Closed-Captioning permission to this user.

Entering Closed-Captioning Text

Once you have been given permission to enter the closed-captioning text, open the Closed-Captioning input window by clicking on the  **Closed-Captioning** button at the top of the Audio & Video panel.



The Closed-Captioning window allows you to enter text and use the backspace key.



You may change the font size of the text (for your viewing) by clicking on the pull-down arrow and selecting the appropriate size from the list.

You can save the closed-captioning text by clicking on the  **Save** button. Each time you close the Closed-Captioning window a new transcript is started so only the captions that were entered since the last time you opened the window will be saved.

Viewing Closed-Captioning Text

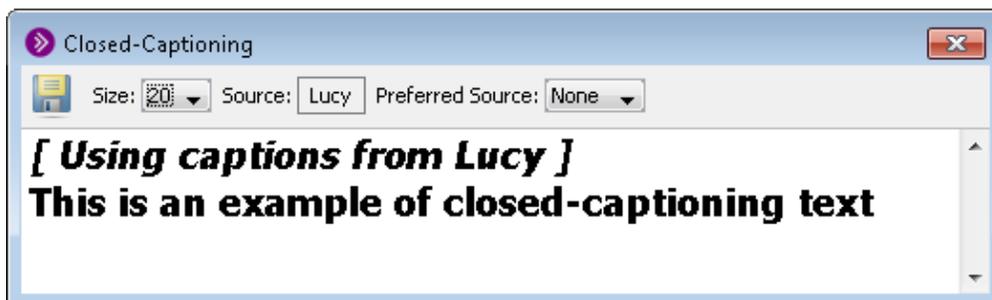
All Moderators and Participants, upon joining a session have the permission to view the text in the Closed-Captioning window. To open the *view-only* Closed-Captioning window, do one of the following:

- Enter Ctrl+F8 (Command-F8 on Mac).
- From the *Window* menu, select *Closed-Captioning*.

If no one is currently entering closed-captioning text, the Closed-Captioning window will state [No caption source available].



If someone is entering closed-captioning text, the Closed-Captioning window will display who is entering the Closed-Captioning text in the Source field. In the example below, Lucy entered the text.



Note: Text that is entered in the Closed-Captioning window is real-time data. There is no historical data. When you open the view-only Closed-Captioning window, you will see the text that is being entered starting from the time you opened the window.

In the Closed-Captioning window, you may change the font size of the text and select whose closed-captioning text you want to read.

- *Save* — To save the closed-captioning text, click on the  **Save** button. Each time you close the Closed-Captioning window a new transcript is started so only the captions that were entered since the last time you opened the window will be saved.
- *Size* — To change the font size, click on the pull-down arrow and select the appropriate font size. The default font size is set to 24.
- *Source* — This read-only field displays the name of the person who is entering the closed-captioning text that you are currently viewing. If the source is set to None, and you have the *view-only* Closed-Captioning window open, the first person that starts entering closed-captioning text will be the source.
- *Preferred Source* — If more than one person in the session is entering closed-captioning text at the same time during the session, all their names will appear in the Preferred Source pull-down menu. To change whose closed-captioning text you want to read, click on the pull-down arrow button and then select the appropriate person.



You also can tell who is currently entering Closed-Captioning text by the presence of the  **Closed-Captioning** icon next to the captioners' names in the Participants list.



Note: If the person who was your preferred source is disconnected from your session, you will see the input from the next available source. When your preferred source returns to the session, you will again receive that person's input. (Your preferred source remains in the list even though disconnected.)

Saving Closed-Captioning Text

You can save the closed-captioning text by clicking on the  **Save** button in either of the Closed-Captioning windows (input or view-only).

Each time you close the Closed-Captioning window a new transcript is started so only the captions that were entered since the last time you opened the window will be saved.

Closing and Reopening the Closed Captioning Window

If you close either the input or view-only Closed Captioning window, it will be blank when you open it again. Only the captions that are entered after you reopen the window are displayed.

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)

To reopen the window, do one of the following:

- Enter Ctrl+F8 (Command-F8 on Mac).
- From the *Window* menu, select *Closed-Captioning*.

Chapter 6



Accessibility Options

Several options and preferences exist in Blackboard Collaborate Web Conferencing to improve accessibility. See the following sections for details:

- *Setting Notification Preferences* below
- *Application Sharing Options* on page 63
- *Chat Options* on page 1
- *Notes Options* on page 1
- *Session Plan Options* on page 1

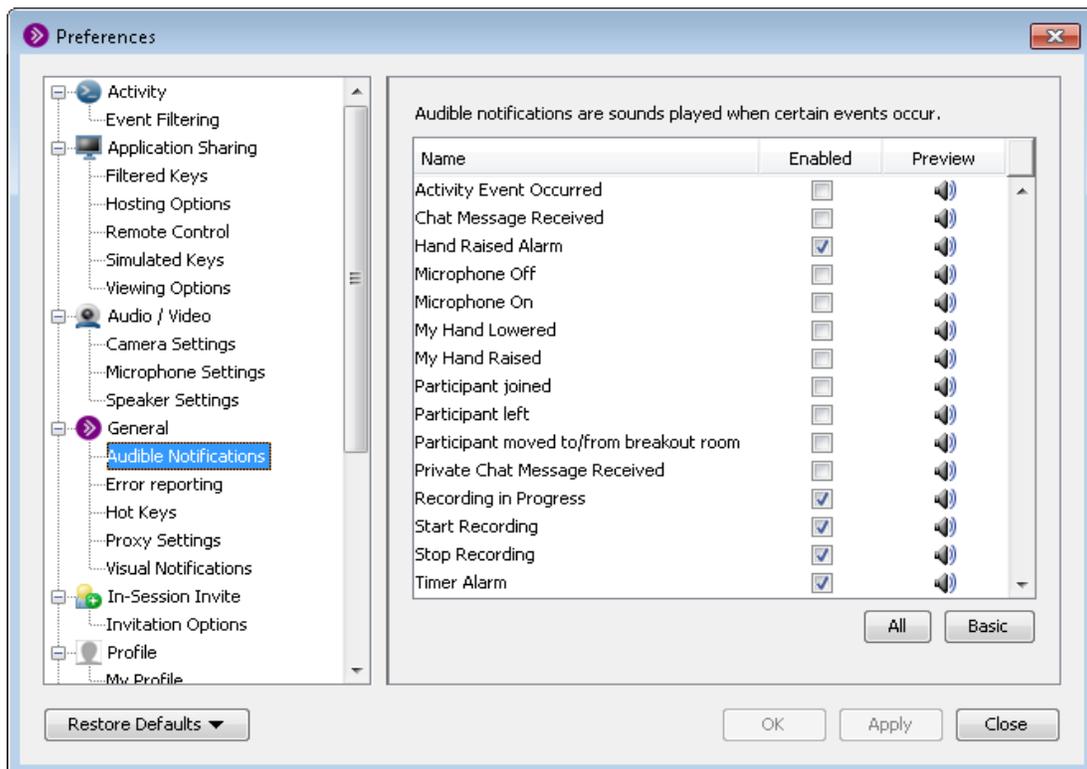
Setting Notification Preferences

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.

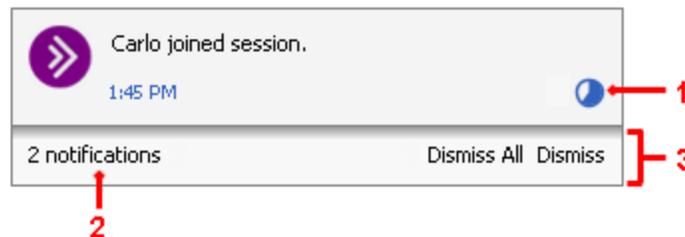
5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

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

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).

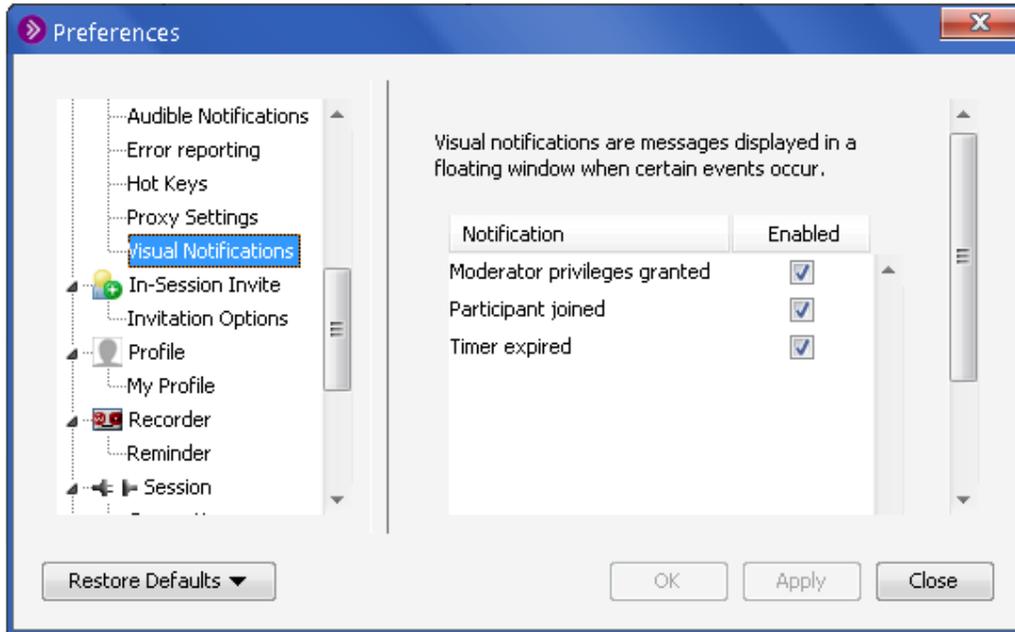


- 1 Timeout Indicator
- 2 Number of notifications in the queue
- 3 Dismissal buttons

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

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 *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.

Application Sharing Options

The following sections describe Application Sharing features that improve accessibility for low vision and color blind users.

Viewing a Shared Application

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



Note: To request control of a share on Windows 7 or Vista, administrator privileges may be required. For further instructions, search for the article entitled *Hosting Application Sharing Sessions on Windows Vista and Windows 7* in the Knowledge Base:

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336>

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 an Application Share from the Host*.



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.

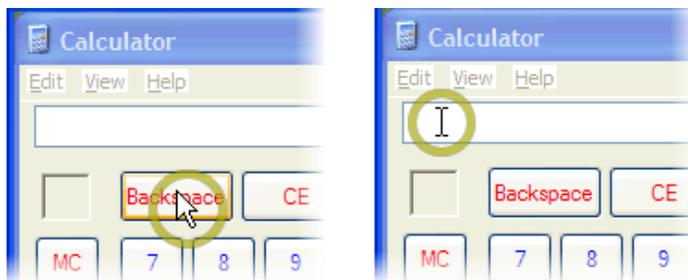
You can optimize the space available in the Content area in two ways; for maximum space, do both:

- 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.



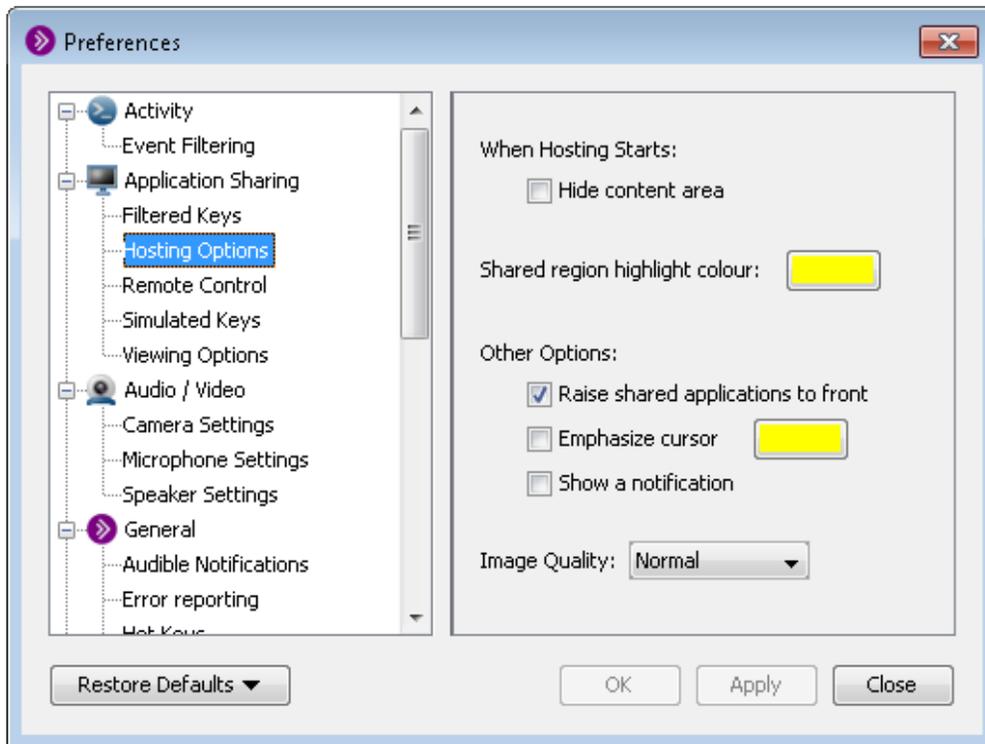
Hosting Options

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.

Chat Options

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

- o From the *Tools* menu, select *Chat* and then *Increase Font Size*.
- o From the Chat Options menu, select *Increase Font Size*.

To decrease the font size, do one of the following

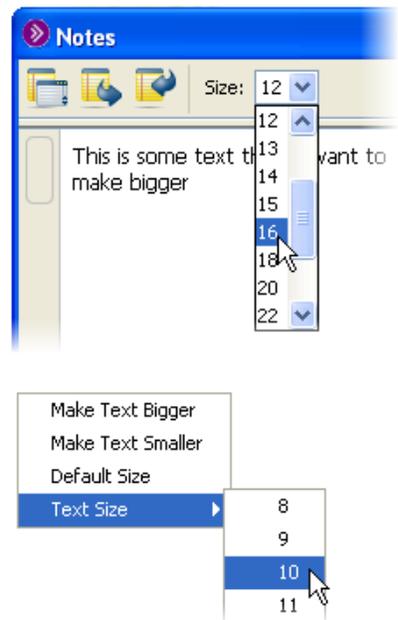
- o From the *Tools* menu, select *Chat* and then *Decrease Font Size*.
- o From the Chat Options menu, select *Decrease Font Size*.

Notes Options

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.



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