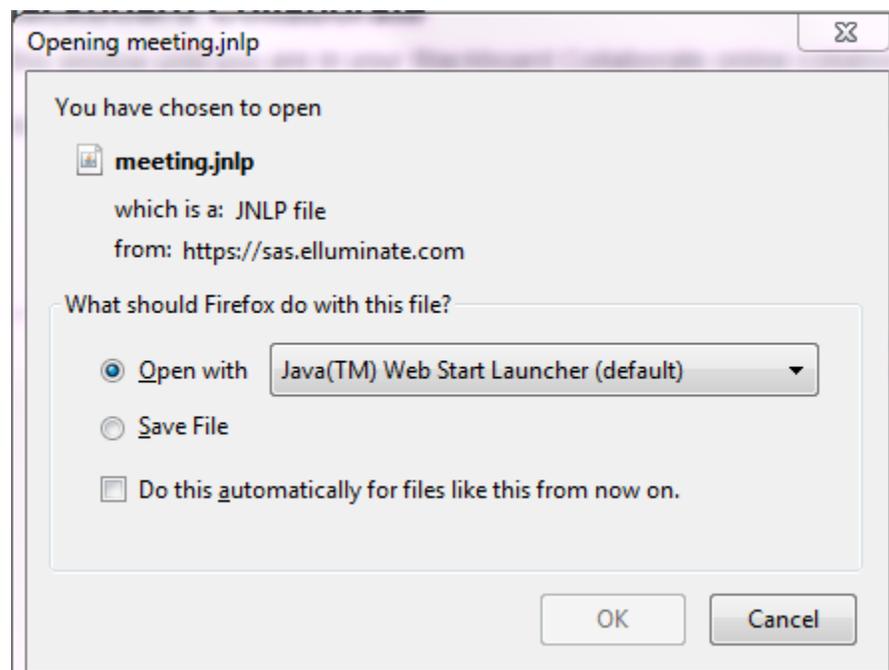


## First Time Connecting to Blackboard Collaborate

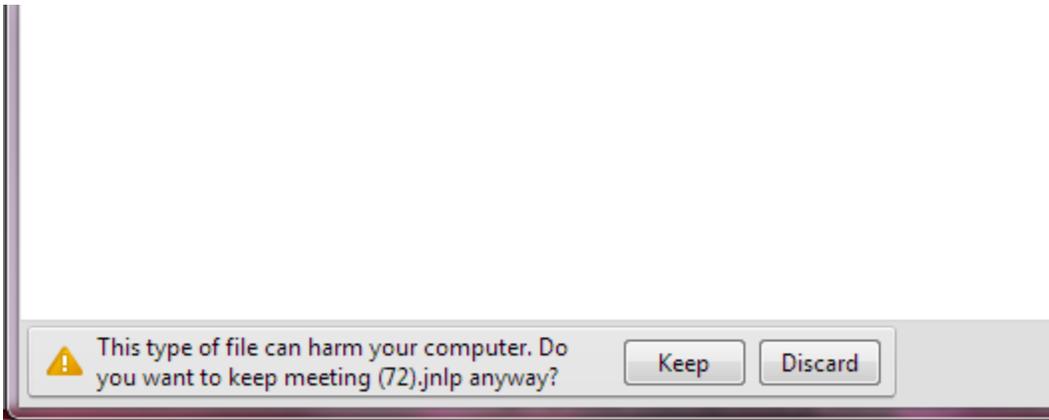
Blackboard Collaborate™ gives you the functionality you need to support a 21st century teaching and learning environment, such as two-way audio, multi-point video, interactive whiteboard, application and desktop sharing, rich media, breakout rooms, and session recording. Educators and students can engage as if they were in a traditional classroom, with as good as, or even better, outcomes.

- Make sure your headset/microphone and speakers are connected to your computer prior to attempting to connect to Blackboard Collaborate
- Visit the link to your session : *Insert link here*
- Enter your name and click “Log In”
- If prompted, allow the file to download (can save or run the file)
- Open the file (Internet Explorer may automatically open the program).

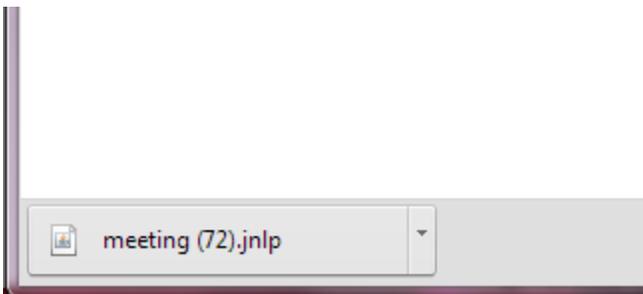
*For Chrome and Internet Explorer 9 users, your downloads will appear at the bottom of the window. For Firefox and Internet Explorer 8 and previous, your downloads will show in a pop up window. For Safari users, your downloads will appear in the upper left corner. When asked to choose a program, use “Java Web Start” whether you are running an early version of IE, Firefox or Safari.*



**Chrome**

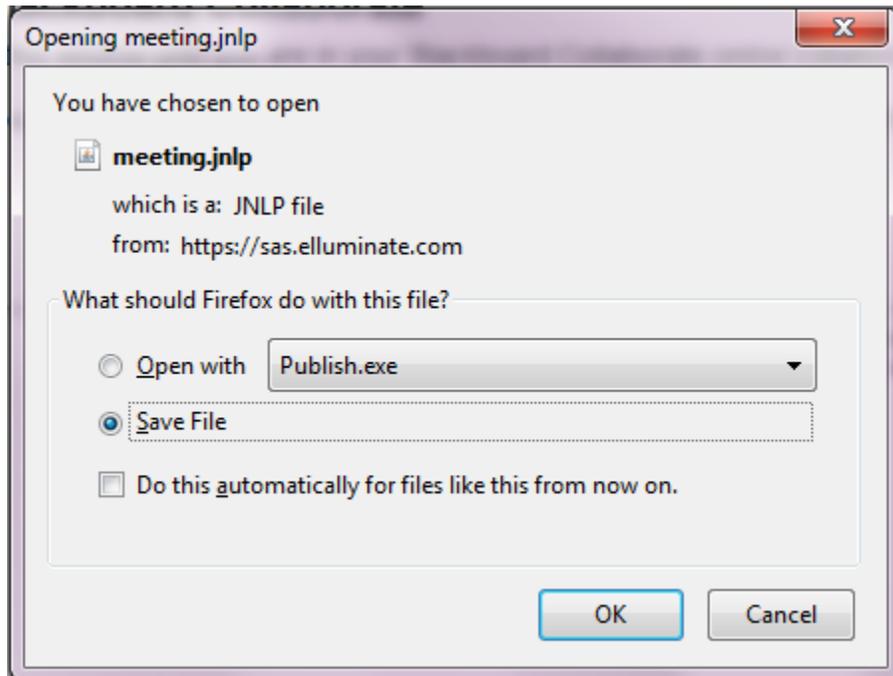


*Select Keep*

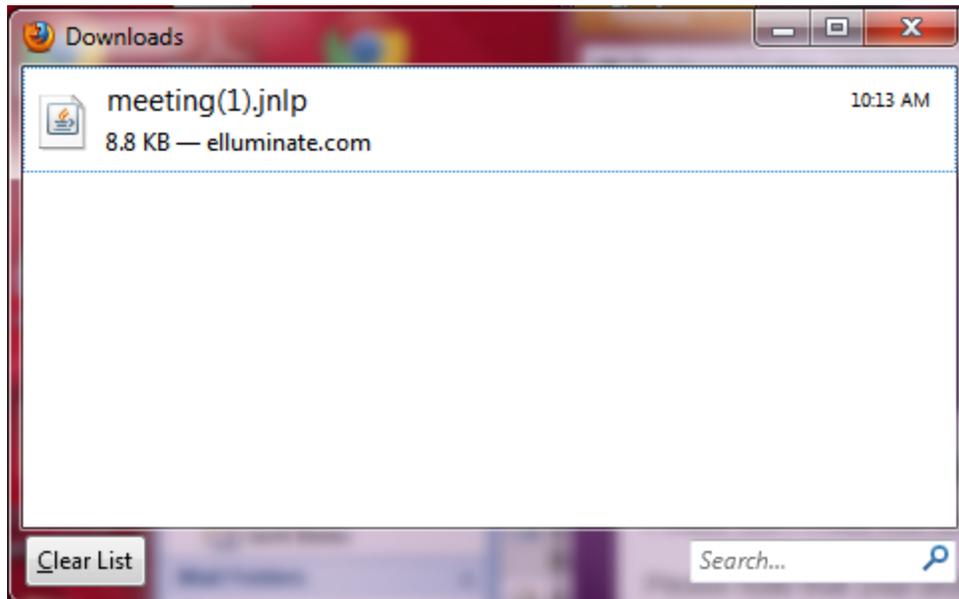


*Click on "meeting.jnlp" to launch Blackboard*

## Firefox



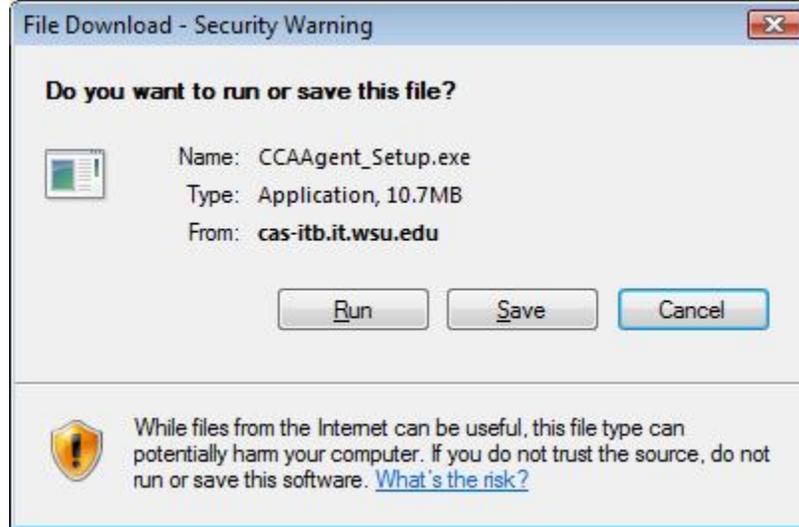
## Save the file



Click on "meeting.jnlp" to launch Blackboard Collaborate

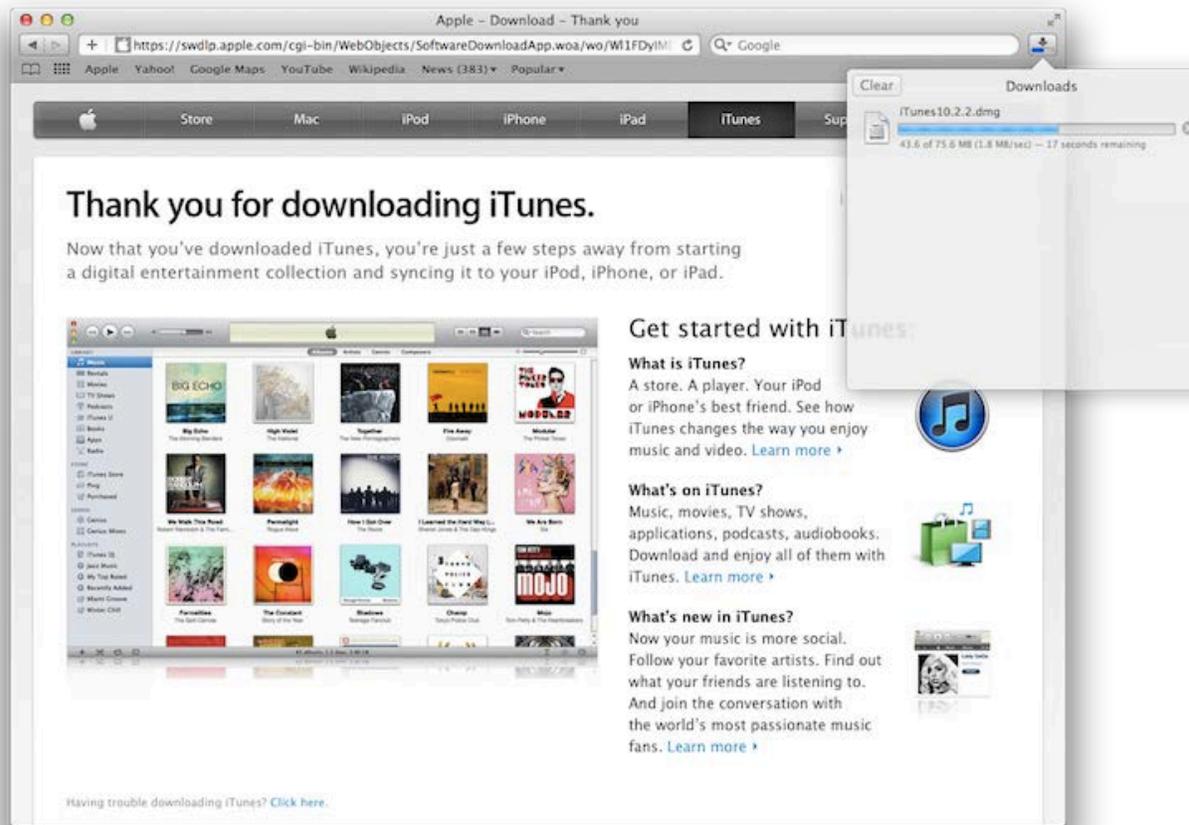
## **Internet Explorer**

**\*\* Note \*\*** Blackboard Collaborate may run automatically

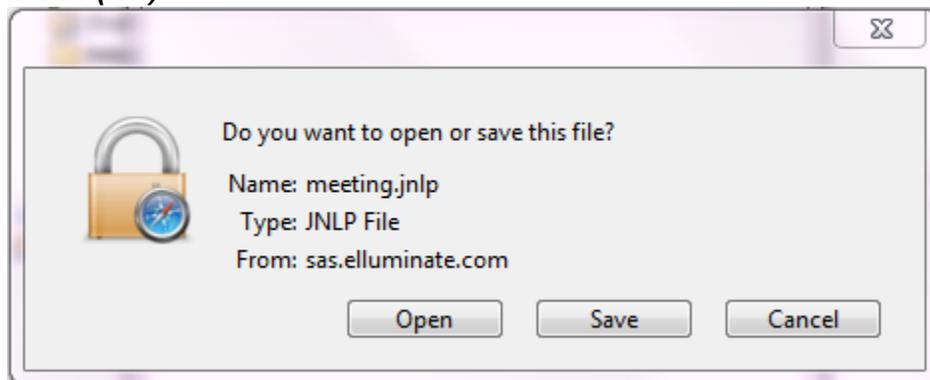


Click "Run" (You can also click "Save" then "Open" once the download is complete). Blackboard Collaborate will launch once the download is complete.

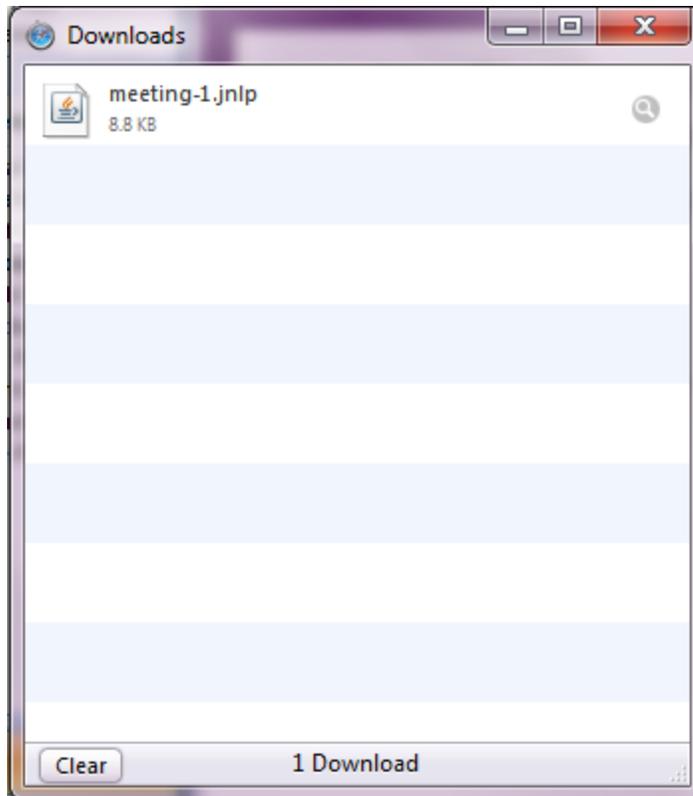
## Safari (Mac)



Click the “Download” button (arrow over blue bar in the upper right corner), then click “meeting.jnlp” and Blackboard Collaborate will launch  
**Safari (PC)**



Click “Open” or “Save”



*Click “meeting.jnlp” to launch Blackboard Collaborate*

- Once Blackboard Collaborate launches, run the audio wizard (**Tools > Audio > Audio Setup Wizard**)
  - a. Select the device you want the sound to play through (headset or speakers)
  - b. Test to ensure the sound is coming from the right place by hitting the play button
  - c. If you were able to hear at a comfortable volume, hit yes. If not, hit no.
  - d. Once your sound out is set, it's time to configure your microphone. Select the microphone you wish to use from the list.
  - e. Hit the “record” button and speak into the microphone as if you were speaking to others. Hit the “stop” button.
  - f. Play the recording to ensure everything is working.
  - g. If your microphone is working properly, hit yes.
  - h. Click ok and enjoy your meeting!
- See the Blackboard quick start guide [here](#)

### **Troubleshooting Quick Guide**

- Make sure everything is properly connected
- Ensure any mute switches or buttons on your headset aren't set to “off” or “mute”

- Check that your system sound is turned on
  - Windows user: go to the task bar in the bottom right corner and left-click on the speaker icon. Uncheck the mute button and adjust the slider so that it isn't at the bottom and high enough that you can hear well.
  - Mac user: Left click on the speaker icon in the upper right corner and adjust the slider so volume can be heard comfortably
- If you have multiple devices installed, disable the devices that you aren't using as they can cause conflicts. See instructions for Windows 7 [here](#), Windows XP [here](#) and for Mac OSX [here](#)
- If you are experiencing lag, try these steps:
  - Check your connection speed - low speed connection will lead to slower browsing, especially when streaming audio and video. The more audio and video that is being streamed, the more bandwidth you'll need
  - Close other programs running in the background or on your desktop
- If your session launches but contains errors, check to make sure that Java has not been disabled in Firefox. There will be a small red icon that looks like a piece of Lego. Clicking on this icon, will bring up the dialogue box shown below. Click on the menu in the bottom right corner and select "Always activate plugins for this site."

