GUIDE TO WEB CONFERENCES

TO START THE SESSION

Look in the Course Menu for the link to the conferences. Your instructor may call them Web Conferences, Virtual Meetings, or something similar. If you are not sure where that link is, ask your instructor. You may first see a page of instructions with a link to the sessions at the top. You need to look for the link to the sessions.

Here is the screen you are looking for; to enter a test or live session, click the link with the appropriate date.

Next, you will be prompted to run a Java program.

If you don’t see this prompt, the dialog box may have disappeared behind another window. Try to find it by minimizing other browser windows. If you are sure you don’t see it, you may have to start over.

If after this prompt, the program fails, contact:
Web Conferencing Support
505.277.0857
1.877.688.8817
learn@unm.edu
or try Blackboard’s First Time Collaborate Users page

WHEN THE CONFERENCE OPENS
It will appear in a separate window from the course. You can look at elements of your course during any session.

The first thing to do – check your ability to hear and speak. You will need to either:

1. Have a headset with a microphone attached
2. Use earbuds with a microphone built into your computer

What will not work – using external speakers with a built-in microphone.

Test your headset or earbuds & microphone with this tool inside the session window, follow the steps in the Audio Wizard.

If the steps fail,

1. Make sure your headset or earbuds are plugged in properly
2. If your headset or earbuds have their own volume control – check that
3. If you know how, check the Sound settings in your Control Panel (PC) or System Preferences (Mac)
4. Contact Web Conferencing Support or you might try Blackboard’s page for First Time Users
Guide to Web Conferences
DURING THE SESSION

![Image of conference software interface]

**PARTICIPANT PANEL**

- **TEXT CHAT**: type and hit enter
- **AUDI/O VIDEO PANEL**: click to talk
- **PARTICIPANT’S WINDOW**
- **WHITEBOARD**: for drawing or viewing slides

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**Guide to Web Conferences**

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**Rev. Date**
Polling response, or responding “Yes” or “No”

Turn your microphone on/off

Adjust the volume on your microphone or headset

The Text Chat

1. Expand/Collapse button
2. Message text box
3. Conversation tabs
4. Options menu
5. Conversation pane
6. Emoticon menu
Preventing Echoing in Audio

Blackboard Collaborate web conferencing has built-in echo cancellation that enables you to participate in sessions using your computer's built-in microphone and speakers rather than a headset. Typically, echoing will not be an issue, however, in rare instances, it may still occur:

- If you hear your own voice echoing, the problem is on another person’s side.
- If another person can hear their own voice echoing, the problem may be on your side.

Strategies

If the problem is on your side (others are reporting an echo from your computer), there are few things you can do to mitigate the echoing:

- Ensure your Microphone option Cancel echo between microphone and speakers (under Preferences) is turned on. (It is on by default.)

- If you are using speakers and have your speaker volume too high, you may create an echo. Either lower your speaker volume manually or run the Audio Setup Wizard to find an ideal balance between your microphone and speaker volumes. For instructions, refer to the topic Using the Audio Setup Wizard in the Participant's Guide.

- If you are using (non built in) speakers and a microphone, confirm you have a good distance between the two pieces of hardware to reduce echoing.

- Echo cancellation is affected by the level of background noise around you. It works best when you’re in a quiet spot.

- If nothing else works, use a headset or headphones instead of speakers to eliminate echo.

- If you are sitting in the same physical room as others in the session, all of you should keep your microphones (Talk buttons) off when you are not speaking, even if you are using headsets.