



FAQ for Zoom and Collaborate Ultra

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Videos - Creating and Launching Zoom Sessions:

How do I download and install zoom?

[Watch this tutorial for details on how to install zoom](#)

How do I create a zoom session?

[Watch this video for the steps on creating a zoom session.](#)

How do I Launch a Zoom session in Blackboard?

[Here's a tutorial for how to launch zoom](#)

How do I link to Zoom on the left hand course tool?

[zoom on the left hand course tools menu.](#)

How do I pre-assign breakout rooms in Zoom?

[breakout rooms pre-assign.](#)

How can I record a zoom session?

[record a zoom session.](#)

How can I find my zoom recording?

[zoom session recordings.](#)

Where are my zoom recordings?

[link to zoom session recordings.](#)

How can I share a PowerPoint in Zoom?

[share a PPT in Zoom.](#)

How can I add a profile picture in Zoom?

[Adding a profile picture in Zoom](#)

Does Zoom have a polling feature?

Zoom has a polling feature that is easy to use. [Link to see how polling works.](#)

How can I adjust video settings in Zoom?

[Link to help you set up your video settings in Zoom](#)

How can I adjust audio settings in Zoom?

[Link to help set up your audio settings in Zoom](#)

Where can I go for Zoom technical support?

[Link to Zoom Technical Support](#)

How can I join and start a Zoom meeting not in my course?

Go to <https://montgomerycollege.zoom.us/>

Link to the [Zoom Video Conference Guide](#)

Where can I find more information about Zoom accessibility?

Link to [Zoom Accessibility at MC](#)

Is it true that MC employees have multiple Zoom accounts?

There are three types of Zoom accounts, basic, licensed, and as an LTI within a Blackboard course. The basic account is generally used for personal accounts and only allows you to have a 40-minute Zoom session. The licensed account is generally used for business and does not have a time limit on Zoom sessions. The Blackboard add-on is for instructors and students. [Link to multiple Zoom accounts at MC](#)

Videos – Creating Collaborate Sessions

How do I create a collaborate session?

[how to create a collaborate ultra session](#)

With collaborate, there is nothing to install, everything simply runs in the browser.

How can I record a Collaborate session?

[record a collaborate session.](#)

Where can I find my Collaborate recordings?

Find and [link to collaborate session recordings.](#)

How do I link to Collaborate Ultra on the left hand tools?

[link to collaborate ultra on the left hand tools menu.](#)

Where are my Collaborate recordings?

[link to collaborate session recordings.](#)

How can I share a file (PowerPoint, PDF, image) on Collaborate?

PPT, your screen, or other files in Collaborate Ultra

How can I add a profile picture in Collaborate?

Adding a profile picture in collaborate

FAQs About Collaborate Ultra

General Questions

What is Collaborate and what are the main features?

Blackboard Collaborate is a real-time video conferencing tool that includes these features and more.

- Add files
- Share applications
- Virtual whiteboard
- Chat
- Polling

How do I get a Collaborate Ultra Session if I don't have a Blackboard course?

Contact michael.mills@montgomerycollege.edu, VP of ELITE to request a special session if you don't have blackboard course

Where can I find more resources about Collaborate ULTRA?

Get Started with Blackboard Collaborate Ultra (PDF)

Blackboard Collaborate Ultra User Interface Tour (VIDEO)

Blackboard Collaborate Ultra Resources Page

For additional resources and information, visit the ELITE website. Search under Resources to locate the Collaborate website. <https://www.montgomerycollege.edu/offices/elite/blackboard-collaborate.html>

Audio and Video

My volume is too low. I cannot hear anything.

After ensuring that your equipment is well connected, adjust your microphone and speaker volume in My Settings. Point to your image to open My Settings. Select Audio and Video Settings.

My audio is low on the video

Check your settings. You can control speaker volume, which is different than your computer's volume.

How can I increase the size of my screen. Can I make it bigger?

Using View Controls from the top left of your screen, you can zoom in on a whiteboard or file that is being shared. Double-click on the item to make it bigger. You can also enlarge captions if you are viewing them.

Additionally, you can enlarge the screen by pressing Ctrl + (windows) or command + (Mac)

How do I mute someone's microphone?

Moderators can mute individual attendees or everyone in a session.

- Mute individual attendees: From the Attendees panel, point to an attendee with their audio on. Select Moderator controls icon (three dotted menu) and select Mute.
- Mute all attendees: From the top of the attendees page, select the three dotted menu; More options menu. Select Mute All.
- Muted attendees see a notification telling them that the moderator has muted their microphone.

Sharing Content

I am unable to share my screen. What can I do?

Application sharing is only available through the Chrome and Firefox browsers at this time.

When I share content, I get a kaleidoscope/mirror effect. What can I do?

Make sure you are using Chrome or Firefox. Open the content from a new application. Reduce the window size by dragging the window toward the right with your cursor until only the one desired window is displayed or click on the open application from the bottom of your screen.

Can you download shared files in Ultra?

No. You can upload into blackboard and/or email to the students.

Recordings

How do I record a session?

After joining the session, open the Session menu on the top left and select Start Recording.

What is included in the recordings?

Recordings include audio, any content shared or active speaker video, and the captions or chat entered during the live session. Neither Moderator nor Private chats are recorded, only chats by Everyone is recorded.

Can I start and stop recording during a session?

Moderators can start and stop a recording anytime during a session. You can have multiple recordings during one session.

How long does it take for the recordings to become available?

The recording should be available for viewing within minutes of completing the recording for both you and the students.

Where do I find recorded sessions?

- Click Course Tools and choose Blackboard Collaborate Ultra.
- Open the Session menu from the top left corner of the screen
- Select Recordings.

Can the session recording be downloaded to view offline?

Yes, you can enable recording downloads from your session's settings.

Breakout Rooms

What can attendees do in breakout groups?

Breakout groups are designed for group collaboration. Every attendee in the group is a presenter. This means that all attendees can share the whiteboard, files, and applications with the rest of their group.

Content shared in a breakout group is not available when breakout groups end. Consider suggesting attendees record their collaboration in some way. Example: A screen capture of anything they have shared and collaborated on.

I want to let my students use my room for their study group. How can I do this?

The best way to do this is to allow your students to join a session as moderators or presenters. As moderators they have the same privileges you do. As presenters they are limited to sharing content privileges.

You can do this two ways.

- Join the session with your students and promote them to the desired role.
- Let them use the room without you. Schedule a session that allows all guests to join as moderators or presenters.

Can I allow students to use my room for their study group?

We recommend that if you want to have a room for a study group that you create a session for that purpose alone. This way, it is always available when the students need it. The best way to do this is to allow your students to join the session as moderators or presenters. As moderators they have full privileges. As presenters they are limited to sharing content privileges.

Moderator

What do I need to moderate a Collaborate Ultra session?

To moderate a Blackboard Collaborate Ultra session, you will need:

- A computer with an updated version of Google Chrome or Firefox browsers installed.
- An Internet connection. Preferably not wireless.
- A microphone to capture audio.
- A webcam if you plan to share video.

What is the Course Room?

The course room is an open Collaborate session dedicated to your course that is always available for faculty and students. It can provide a convenient launch point for classes or impromptu meetings. Students can join the course room without the instructor if left unlocked.

What is the difference between my Open Course Room and a Scheduled Session in Ultra?

There are two ways you can use Collaborate Ultra in a Blackboard course.

- You can use the Course Room, which is an open Collaborate session dedicated to your course.
- You can schedule sessions for a specific date at a specific time and for a specific purpose.

As a moderator, can I use a mobile device to join a session?

Yes, you can use the Blackboard Instructor app to join a Collaborate Ultra session. The app is available for iOS and Android devices. Students can also use the [Blackboard Student app](#) to join a Collaborate Ultra session.

The following Collaborate Ultra features are **not** available when using the Blackboard Instructor app:

- Session creation
- Breakout group creation
- Make a participant a moderator or presenter
- Closed captioning
- Polls

Should I restrict access to my Collaborate sessions?

If you do decide to use guest links, make sure guests are assigned the participant role and that you restrict participant access. Guest links are often compromised because anyone with the link can enter your session and an uninvited guest can cause problems for you while you are trying to lecture.

How do I end a session?

You can simply close your browser tab or window to end the session.

Before leaving, though, you may want to confirm that all participants have exited the session. If any participants remain, you can remove them.

Can I invite someone from outside MC to join the session?

Every Collaborate Ultra session provides a guest link. You can choose to allow guests to join as a participant or presenter. It is not recommended to provide moderator privileges. From there, you can copy and send the link to your guest(s).

Can I remove someone from a session?

Yes. You can choose to move them back to the main room or to another group. Or you can choose to remove them completely from a session. Open the attendee's options menu from the Attendees panel. Select Remove from session.

I can't hear anything. Can I change the volume?

Adjust your microphone and speaker volume in My Settings. Point to your avatar image to open My Settings. Select Audio and Video Settings.

I'm having trouble seeing what is on the screen. Can I make it bigger?

Yes. You can zoom in on a whiteboard or file that is being shared. You can also enlarge captions if you are viewing them. Double-click on the item to make it bigger.

Why won't the Collaborate Ultra page load?

Switch to the Chrome or Firefox browser if you are not already using it.

Most likely because 3rd party cookies are being blocked by your browser, preventing Collaborate Ultra from loading properly. Check your security settings or call the IT ServiceDesk for assistance 240-567-7222.

Why can't I share my screen?

Check your browser. Are you using Chrome™ or Firefox®? Application sharing is only available through the Chrome and Firefox browsers at this time.

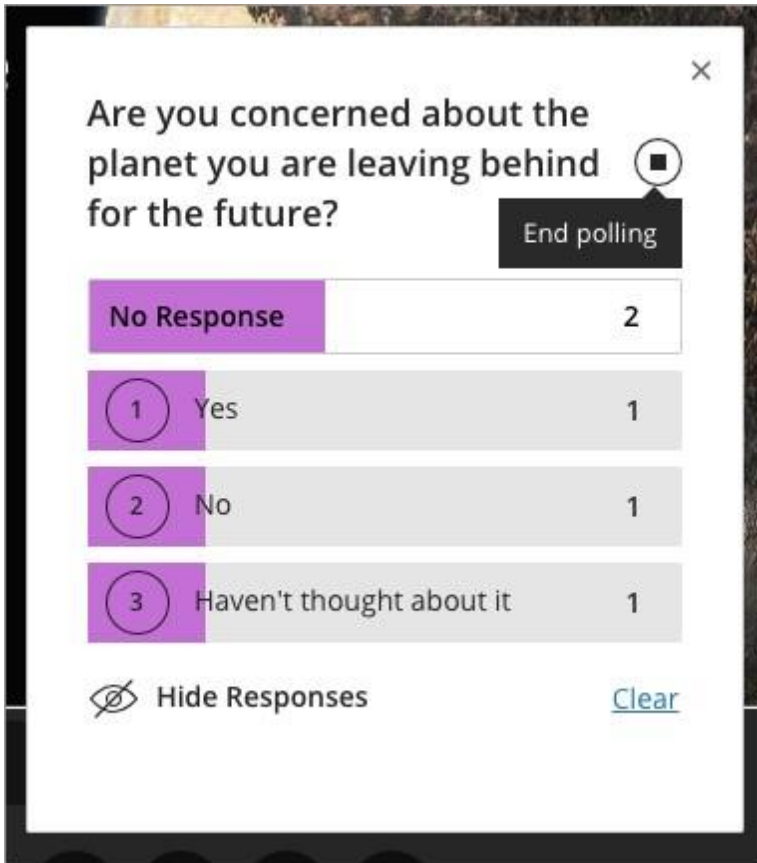
What happens if another moderator makes changes to the groups?

If another moderator makes changes to the group before you select **Update**, your changes are lost. Moderators are notified that another moderator made changes.

Polling

How do I stop a poll?

Select Polling to open the poll overview. Select End polling to stop the poll.

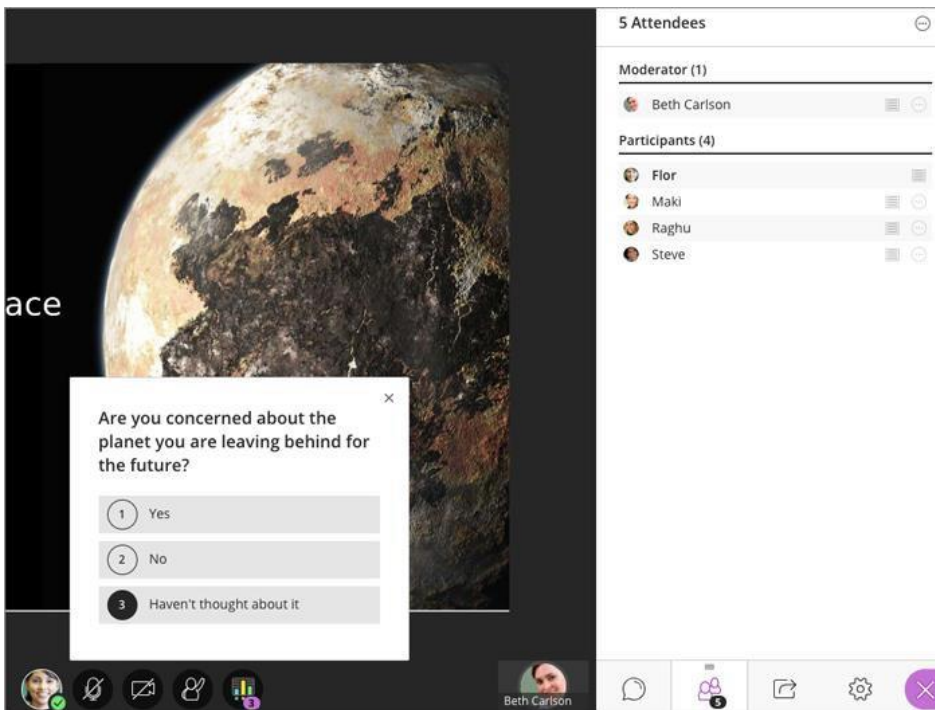


The screenshot shows a poll overview window with a close button (X) in the top right corner. The poll question is "Are you concerned about the planet you are leaving behind for the future?". A small square icon next to the question is circled, and a tooltip labeled "End polling" points to it. Below the question, there is a table of responses:

No Response	2
1 Yes	1
2 No	1
3 Haven't thought about it	1

At the bottom left, there is a "Hide Responses" button with an eye icon. At the bottom right, there is a "Clear" link.

What do attendees see?



After you start the poll attendees are asked to make a choice. All they see are their response choices. The choices disappear so they don't block anything on the main stage. Attendees can select Polling to open the choices again.

Attendees see their own choice after they make a choice. They don't see the poll results unless you share the responses. Attendees never see how anyone else has responded.

Network Connection Status

What are the primary factors in bandwidth consumption when using Collaborate with the Ultra experience?

Collaborate uses dynamic bandwidth adjusting for Chrome and Firefox users. This allows us to actively monitor a user's network connection and adjust the download speeds before a user should experience issues.

The primary factors in bandwidth consumption for Collaborate Ultra are sharing webcam videos and sharing applications.

- Webcam video bandwidth uses ranges from 360kbps down to 20kbps per camera, up to 4 cameras
- Audio always uses 48kbps
- Ability to receive application sharing and audio as low as 88kbps
- Application sharing bandwidth uses ranges from 500kbps down to 70kbps
- Can show 4 cameras with audio as low as 128kbps and with a max of 1488kbps.

A small amount of overhead is also required for chat, and so on.

If network conditions falter and can't sustain the minimum bandwidth needed, we'll turn off cameras and application sharing. For 1 camera and audio the trigger will be 68 kbps and for application sharing and audio 118 kbps.

When network conditions improve, the cameras and application sharing will turn back **on automatically for Chrome and Firefox users.**

What should I do if bandwidth is a concern?

For sessions where bandwidth is a concern, we recommend that no attendees share their webcam video unless required for the instruction. We also recommend that the moderator or presenter use file sharing and whiteboard for content instead of application sharing. Use application sharing when it is required for the instruction.

With no video and application sharing, a user with 128kbps connection will be able to participate fully in the session.

We recommend that you inform your instructors to disable video sharing for participants and rely more on file sharing than application sharing. Please also keep in mind that bandwidth is not only a concern regarding the network. Other factors, such as latency, jitter, and packet loss can all affect the quality of the session.

Recordings

How do I find the recordings?

You can view recordings in courses you are enrolled in. You may be able to download recordings. Moderators must allow session recording downloads for each session.

Go to Collaborate, open the Menu, and select Recordings.

How do I create more than one recording in my session?

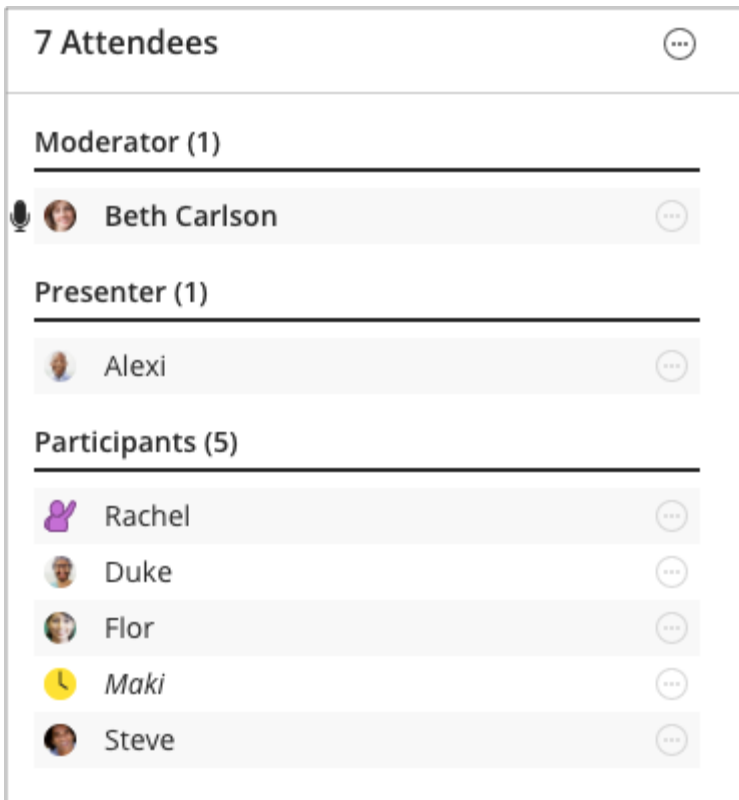
Use the start and stop recording option in the Session menu. When you select stop the recording ends. When you select start a new recording begins.

How long does it take before I or someone else can view the recordings?

It should only take minutes for the recording to be available for viewing.

Manage Attendees

Where can I find attendees?



Open the Attendees list to view all attendees. Open the Collaborate panel and select Attendees.

At-a-glance you see:

- The roles of each attendee. We've grouped attendees by roles to make it easier to see who can do what in the session.
- Attendees with their hand raised. Those with their hand raised appear at the top of their role list.
- Attendee status or feedback.
- Attendees with their microphone turned on.

Browse through the list of attendees or open More options at the top of the panel and select Search.

Point to an attendee to view more information, such as their network connection. Moderators can select Attendee controls next to an attendee's name to promote them, mute them, or remove them.

What can the different roles do?

Users can be moderators, presenters, participants, and captioners in the Ultra experience.

- **Moderator:** Moderators have full control over all content being shared. They can make any attendee a presenter or a moderator. Moderators see hand raise notifications and can lower hands. They can remove attendees from a session, but they cannot remove other moderators. Moderators can set the session settings, including deciding what participants can and can't do. Moderators get email with links to their session recordings.

- **Presenter:** The presenter role is designed to allow students to present without giving them full moderator privileges. Presenters can upload, share, edit, and stop sharing content. They can also see hand raise notifications and can lower hands.
- **Participant:** Participants can enable and disable notifications, such as when participants enter and leave a session or when someone has posted something to the chat. Moderators decide if participants share audio and video, chat, and draw on the whiteboard or shared files.
- **Captioner:** The captioner role is designed to provide an accessible learning experience for students who are deaf or hard of hearing, as well as for students whose native language is different from the moderator's. An attendee is assigned this role by a moderator. The captioner is given an area to type what is being said. Other attendees can view what the captioner is typing in real time. You can have multiple captioners for multiple languages.

Can an attendee rejoin?

If the attendee joined from a guest link, they can use the guest link to join again right away. If the attendee joined from a course, they are notified about the disconnection and aren't allowed to reconnect. If the session is open ended like the course room, the attendee can rejoin after the moderator has left and rejoined the session. The attendee can join the session again the next time the moderator joins.

Can an attendee change their name when they join?

No, only if they are using a guest link.

Can I remove other moderators?

No. Moderators can't be removed. You can only remove participants, presenters, and captioners.

What can students do in the session?

By default, students will enter a session with Participant privileges. Anyone with a participant role is allowed to show their profile picture, share their audio and video, post chat messages, and draw on the whiteboard and shared files.

These privileges can be altered from the session settings.

Can I Save the Chat Room?

Yes, you can by Right-clicking in the Chat room and selecting a folder to save it in. It will be saved in html format, by default.

Can I turn off the audible beep that occurs every time someone posts a chat?

Yes, by going into Settings, and then Notifications there is an option to turn off the sounds from incoming chat posts.

Are my breakout rooms saved from session to session?

No. You have to recreate the designated breakout sessions each time. You can assign groups at the beginning of the semester and even give group names or numbers. Those names and groups can be customized in the Blackboard Collaborate Ultra session, using the Share Content>Interact>Breakout Groups: Click the group and type over

Assistance

Where can I get help?

For assistance with Blackboard Collaborate Ultra you can send an email to MC ServiceDesk or call 240-567-7222 for support.