Blackboard collaborate

Comparing What's New in Blackboard Collaborate 12 to Blackboard Collaborate 11

Audio

Echo Cancellation

Blackboard Collaborate web conferencing has built-in echo cancellation which allows you to participate in sessions using the computer's built-in microphone and speakers.

Tips:

- If you hear your own voice as an echo, the problem is on the other person's side
- If the other person can hear their voice echoing, the problem is on your side

Solutions:

- If you are using speakers and have your speaker volume too high, you may create an echo. Lower your speaker volume to correct this issue.
- If you are using speakers and a microphone confirm you have a good distance between the two pieces of hardware to reduce echo.
- Confirm you have run our Audio Setup Wizard.
- 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, using a headset or headphones instead of speakers is an easy way to get rid of echo.

   Important Notes:

- Echo cancellation will not work on Linux or Mac OS X 10.5 or older systems.
- As our echo cancellation software learns about your environment you may hear a few seconds of 'chirps', this is completely normal. Be aware if your environment changes our software has to adjust and you may hear the 'chirps' reappear as it reconfigures.
- Two users logged into the same physical room should keep their microphones off.

Audio/Video Preferences

Blackboard Collaborate 12 has a new preference for echo cancellation and by default it will be selected. The preference is "**Cancel echo between microphone and speakers.**"
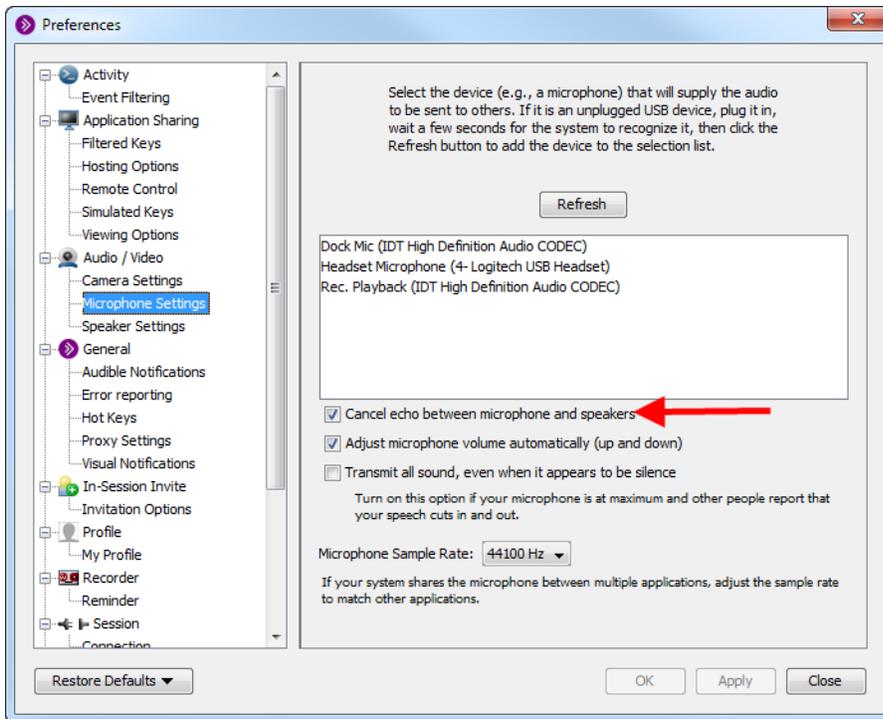
Audio Setup Wizard

There is a change on the Microphone Setup screen in the Audio Setup Wizard on the PC only. With the addition of echo cancellation in Blackboard Collaborate 12, there is no need for the Single and Multiple Talker setting therefore it has been removed.

Version 11	Version 12
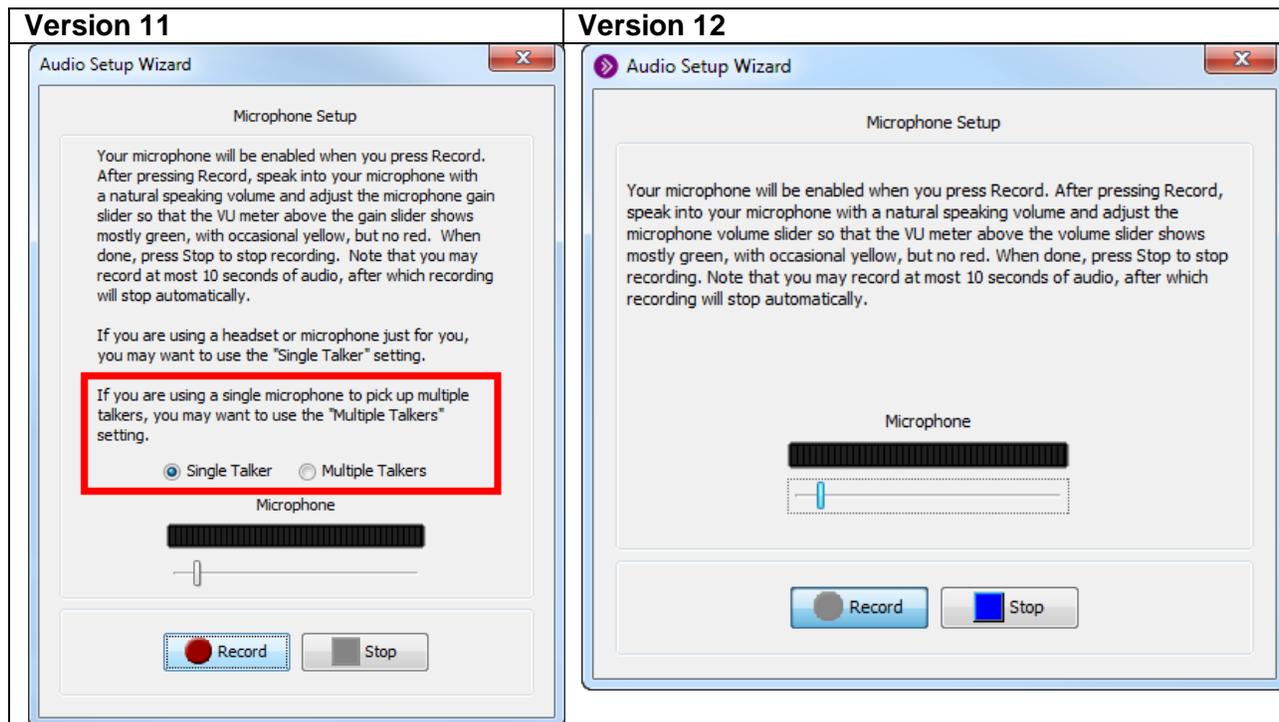
Teleconference Audio

There is no change in functionality in using telephone audio in a session however there has been a change in the session icons.

The Teleconference participant's icon has changed.
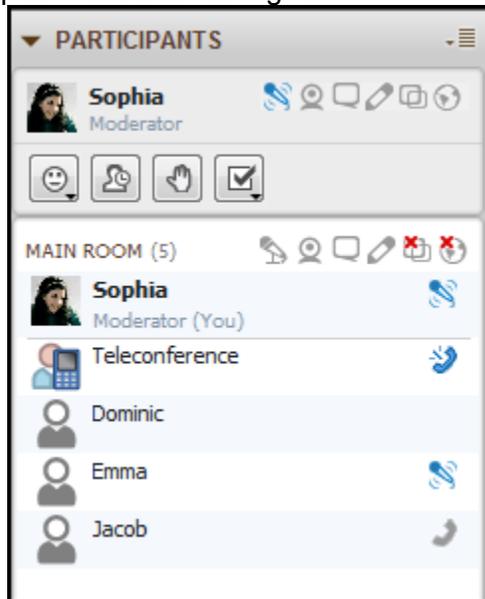
If you are connected to the teleconference the icon in the Audio & Video window will change from an telephone handset to a telephone

Video

Closing the Audio & Video panel will stop the incoming video being transmitted in the session. This will reduce the bandwidth used. Note: if you are transmitting video, collapsing the video display will not affect bandwidth – video will still be transmitted. In Blackboard Collaborate 11 collapsing the video panel didn't reduce bandwidth usage.

Chat

There are two new Chat options.

- For Moderators, *Show My Private Chats in Room tab* lets Moderators read private Chat messages in the main Room conversation tab, eliminating the need to switch conversation tabs when they receive private messages.
- For Moderators and Participants, *Show Event Messages*, lets users show or hide event information (about who has entered or left the Main room and breakout rooms) in the conversation area.

V11	V12
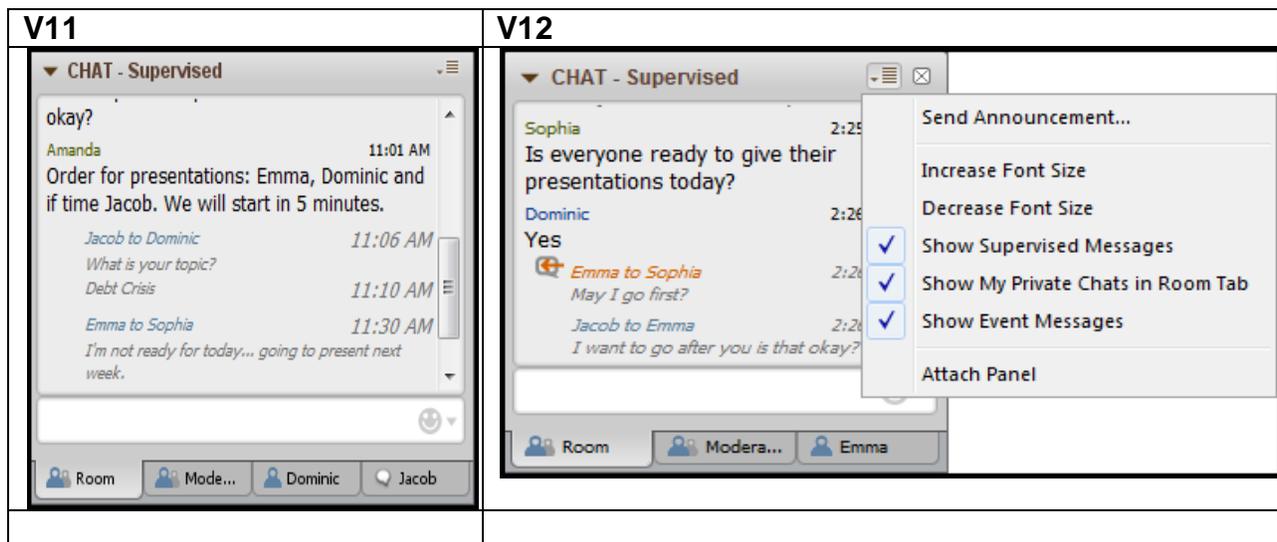
Permissions

The global permissions are now displayed to Moderators as icons at the top of the Participants list (next to the Main Room name). Moderators can click on the icons to turn the permissions on and off.
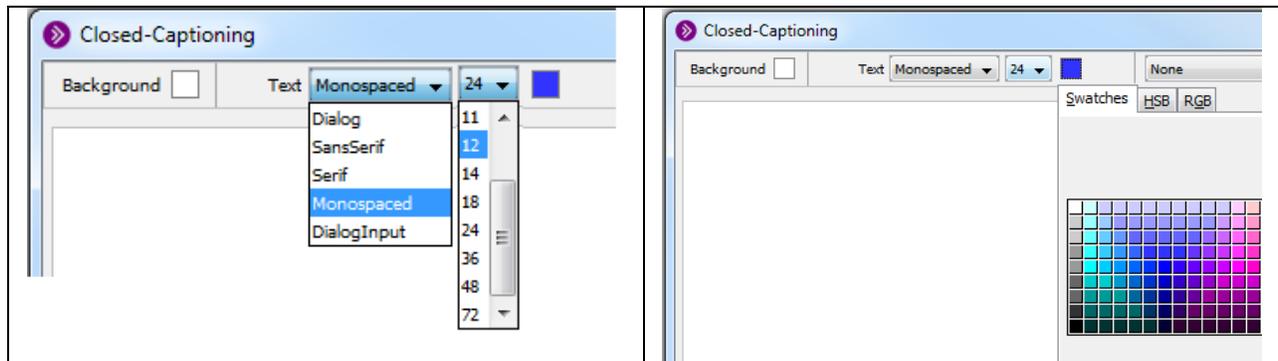
V11	V12
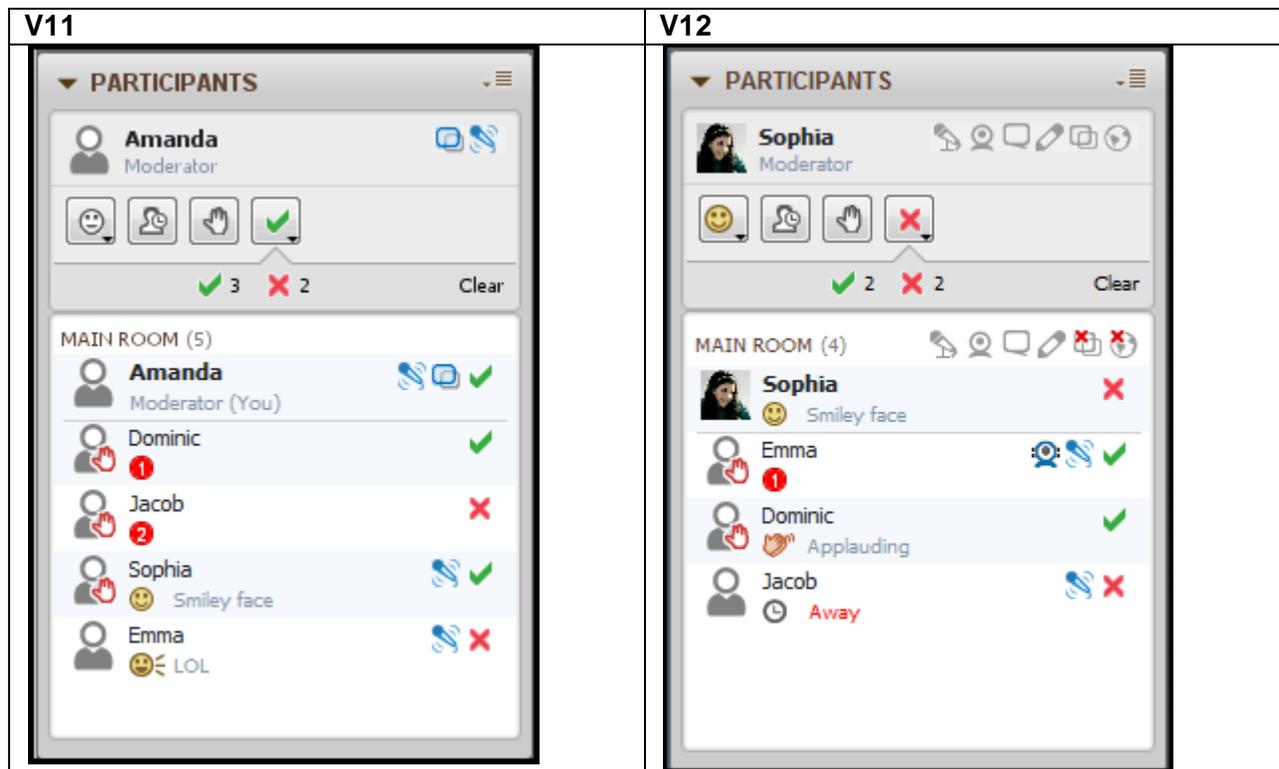
Accessibility

The Closed-Captioning window now displays options to improve readability. The window can be customized by changing the font type, size and colors of the text and the color of the background. Additionally, use "Invert" to reverse the text and background colors.
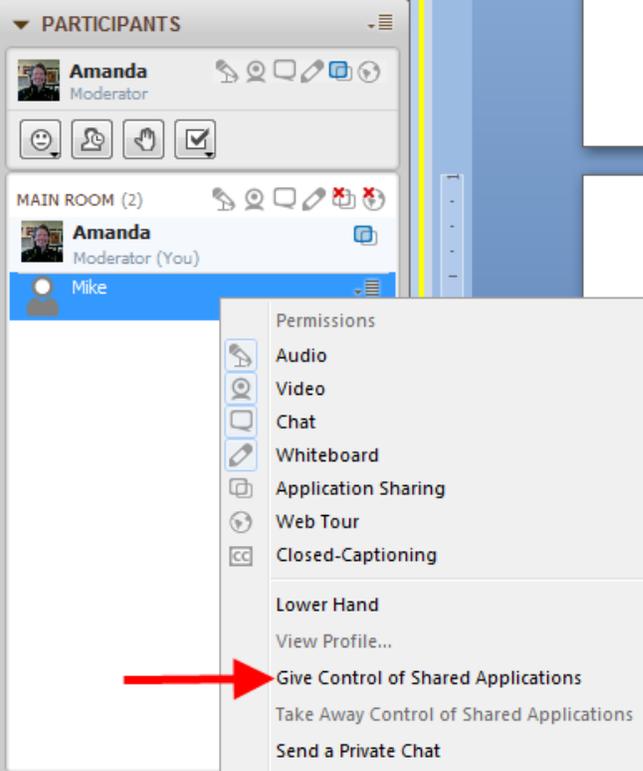
Background Colors
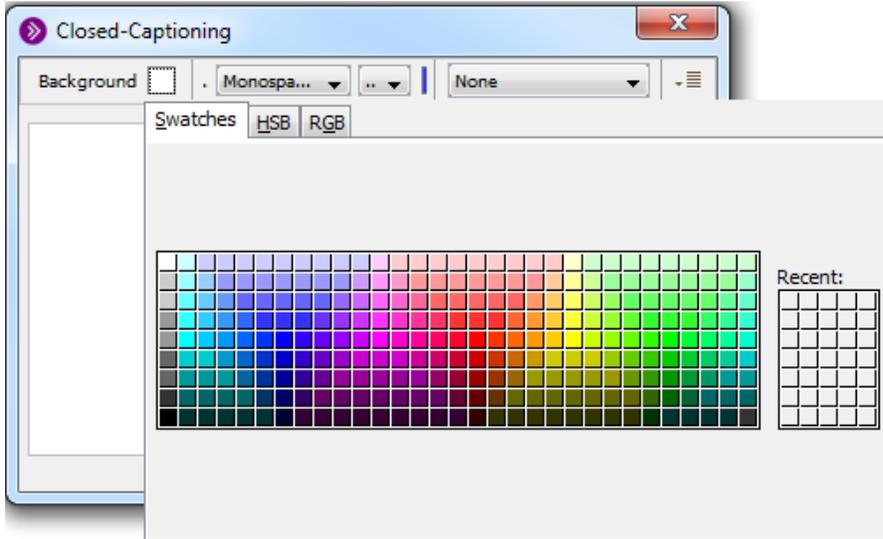
Font, Size, Color

Invert

Application Sharing

In Blackboard Collaborate 12, moderator's can give and take away application sharing control from participants from within the Participants panel. The moderator can right clicking on the participants name or from the participant options menu select **Give Control of Shared Applications**. In Blackboard Collaborate 11, this option was only available from the Tools menu.

V11	V12

Blackboard