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Introduction
Collaborate Ultra is an interactive communication tool that integrates into D2L Brightspace, providing users a greatly enhanced online learning experience. With Collaborate Ultra, you can have live, online interaction with students and instructors, display and share your desktop applications, as well as deliver learning content with session participants. While most internet browsers will work with Collaborate Ultra, Google Chrome is most optimized to make the most of the Ultra experience.

Learning Objectives
After completing the instructions in this booklet, you will be able to:
- Access the Collaborate Ultra session from D2L Brightspace
- Configure audio and video for the Collaborate Ultra session
- Understand the Collaborate Ultra interface
- Access Collaborate Ultra sessions that have been archived by your professor

System Requirements
- Windows 7, Windows 8, or Windows 10
- Mac OS 10.9 or higher
- Speakers, microphone, and/or headset
- An internet connection
- Adobe Flash Player 17 or above

Supported Browsers

<table>
<thead>
<tr>
<th>Browser</th>
<th>Audio/Video</th>
<th>Application Sharing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome*</td>
<td>Supported with High Quality video</td>
<td>Share and View Applications</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
<tr>
<td>Safari</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
</tbody>
</table>

*The optimal Collaborate experience for all users is with Google’s Chrome browser. Chrome supports all the functionality necessary to run a full-featured Collaborate Ultra session. Note that hosting an “App Share” requires a Chrome extension provided by Blackboard. Upon starting an App Share, you will be prompted to install this extension.
Accessing Collaborate Ultra

Collaborate Ultra sessions are created by your instructor. The following explains how to access a session via your D2L Brightspace Course.

1. Log into D2L Brightspace at d2l.kennesaw.edu
2. Navigate to the course containing the Collaborate Ultra session.
3. Click **Content**.

![Course Home](image1.png)

**Figure 1 - Click Content**

4. Navigate to the *topic* that contains the Collaborate Ultra session.

![Navigating to the topic](image2.png)

**Figure 2 - Navigate to the topic**

5. Click the **Collaborate Ultra** topic within the course module.

![Click Collaborate Ultra](image3.png)

**Figure 3 - Click the Collaborate Ultra link**

6. You will be taken to the **Collaborate Ultra** session launch page. Click the **session** that you wish to enter.

![Click the session](image4.png)

**Figure 4 - Click the session**

7. You will be taken into the Collaborate Ultra session.
The Collaborate Ultra Session Interface

Upon accessing Collaborate Ultra, you will be taken to your session’s main landing page. The session interface is as follows:

![Collaborate Ultra Classroom Interface](image)

**Figure 5 - Collaborate Ultra Classroom Interface**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A.</strong></td>
<td><strong>Session Menu</strong> Access Collaborate Ultra settings. Generate phone number for telephony.</td>
</tr>
<tr>
<td><strong>B.</strong></td>
<td><strong>Video Display</strong> Displays video from you or the other users who are participating in the session.</td>
</tr>
<tr>
<td><strong>C.</strong></td>
<td><strong>Status Settings</strong> Set an away status in the event that you are away from the computer.</td>
</tr>
<tr>
<td><strong>D.</strong></td>
<td><strong>Share Audio</strong> Share an audio based on your selected microphone.</td>
</tr>
<tr>
<td><strong>E.</strong></td>
<td><strong>Share Video</strong> Share a video stream based on your selected webcam.</td>
</tr>
<tr>
<td><strong>F.</strong></td>
<td><strong>Raise Hand</strong> Raises your hand in the session, allowing you to get the attention of other moderators or presenters. You may also view the raised hands of the participants.</td>
</tr>
<tr>
<td><strong>G.</strong></td>
<td><strong>Collaborate Panel</strong> Opens the list of participants currently logged into the session.</td>
</tr>
</tbody>
</table>
The Session Menu

When clicking Session Menu, you will be taken to the Collaborate Ultra Session Menu panel. Here, you can use your phone for audio, report issues, as well as leave the session. The layout of the Session Menu is as follows (See Figure 6):

![Session Menu Diagram]

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>Leave Session Menu</td>
</tr>
<tr>
<td>b.</td>
<td>Use your phone for audio</td>
</tr>
<tr>
<td>c.</td>
<td>Report an issue</td>
</tr>
<tr>
<td>d.</td>
<td>Collaborate Ultra Help</td>
</tr>
<tr>
<td>e.</td>
<td>Learn about the new Collaborate interface</td>
</tr>
<tr>
<td>f.</td>
<td>Leave Session</td>
</tr>
</tbody>
</table>
The Collaborate Panel

When clicking the **Collaborate Panel** on the **Collaborate Ultra** main page, you will be taken to the **Collaborate Panel**. The **Collaborate Panel** provides tools to help you collaborate with all users in the session. It contains tabs that allow access to a variety of features that facilitate session interaction. The layout for the **Collaborate Panel** is as follows (See Figure 7):

![Figure 7 - The Collaborate Panel](image)

| a. Chat | Chat with everyone in the session or just other moderators. |
| b. Participants List | See who is in the meeting and manage each user role. |
| c. Share Content | This link is where moderators and presenters can share a whiteboard, application screens, files, or polls. |
| d. My Settings | Update your profile picture, online status, audio and video settings, and notification settings. |
| e. Close | Close the **Collaborate Panel**. |
| f. Panel Content | Displays the various panels, depending on the selected tabs. |

Setting up Audio & Video

When accessing Collaborate Ultra for the first time, it is recommended that you setup your preferred camera and/or microphone. The following explains how to do so.

When accessing Collaborate Ultra for the first time, it is recommended that you setup your preferred camera and/or microphone. The following explains how to setup a camera and microphone in Collaborate Ultra.

1. From the Collaborate Ultra session, click the **Open Collaborate Panel**.

![Figure 8 Open Sessions Menu](image)
2. The **Collaborate Panel** will appear. Click **My Settings**.

![My Settings](image)

**Figure 9 - My Settings**

3. The **My Settings** window appears. Click **Set Up Your Camera and Microphone**.

![Set Up your Camera and Microphone](image)

**Figure 10 - Set Up your Camera and Microphone**

4. The **Audio Test** window appears. The layout of the **Audio Test** window is as follows:
   a. **Audio Indicator** – Indicates the quality of your audio (See Figure 11).
   b. **Microphone Selection Dropdown** – Select your preferred microphone for the session (See Figure 11).
   c. **No I Need Help** – Select this if you have trouble with your audio and require assistance (See Figure 11).
   d. **Yes – It’s Working** – Click when you have selected your preferred microphone and your audio is working properly (See Figure 11).

![Audio Test](image)

**Figure 11 - Audio Test**
5. When you have set your preferred microphone and verified that it was working, click **Yes – It’s working**.

![Click Yes - It's working](image1)

**Figure 12 - Click Yes - It's working**

6. You will be taken to the **Video Test** window. The layout of the **Video Test** window is as follows:
   a. **Video Preview** – Displays a preview of your video (See Figure 13).
   b. **Camera Selection Dropdown** – Select your preferred camera for the session (See Figure 13).
   c. **No I Need Help** – Select this if you have trouble with your camera and require assistance (See Figure 13).
   d. **Yes – It’s Working** – Click when you have selected your preferred camera and your video is working properly (See Figure 13).

![Video Test](image2)

**Figure 13 - Video Test**

7. If you have selected your preferred webcam and verified that it is working, click **Yes – It’s Working**.

![Click Yes - It's Working](image3)

**Figure 14 - Click Yes - It's Working**
Changing Notification Settings

You have the ability to adjust your notification settings within Collaborate Ultra. For example, you can be notified when someone posts a chat message, when someone raises their hand in the session, or when someone has joined or left the breakout session. The following explains how to adjust your notification settings.

1. From the My Settings window, located in the Collaborate Panel, click Notification Settings.

![Notification Settings](image)

2. The Notification Settings list appears. The layout of the Notification Settings list is as follows:
   - **Session Notifications** – Indicate whether you wish to have a visual or audio notification for when someone joins or leaves the session or breakout group (See Figure 16).
   - **Chat Message Notifications** – Indicate whether you wish to have a visual or audio notification when someone posts in the chat (See Figure 16).
   - **Closed Captioning Notification** – Indicate whether you wish to have a visual notification when closed captioning is available (See Figure 16).
   - **Raised Hand Notifications** – Indicate whether you receive a visual or audio notification when someone raises their hand (See Figure 16).
3. When you have finished editing your notification settings, Close Collaborate Panel.

Setting Up Phone for Audio

The following explains how to setup your phone for audio in Collaborate Ultra:

1. Click the Open Session Menu.

2. The Session Window will appear. Click Use your phone for audio.
3. A Phone Number and Pin will appear. Use these numbers to access the session from your phone.

![Figure 20 - Phone Number & Pin](image)

4. Click the Close Session menu to exit the session.

![Figure 21 - My Settings](image)

**Sharing Audio**

After selecting your preferred microphone, you are ready to share your audio. The following explains how to do so.

1. In the Collaborate Ultra session, click the Share Audio button.

![Figure 22 - Share Audio](image)

2. Your audio will be shared and the audio indicator icon will become active. From here, you can speak into your microphone, thus sharing your audio with the session participants.

![Figure 23 - Audio Indicator](image)

3. To end the audio share, click Mute Audio.

![Figure 24 - Mute Audio](image)
Sharing Video

The following explains how to share video in Collaborate Ultra.

1. Click the **Share Video** button.

![Figure 25 - Share Video](image)

2. The *Video Preview* screen will appear. Click **Share Video** when you are ready to share your video.

![Figure 26 - Video Preview window](image)

3. Your video will be shared. To end the video share, click **Mute Video**.

![Figure 27 - Mute Video](image)

The Participants List

The **Participants List** displays all of the users participating (moderators, presenters, participants) who are currently in the room. By default, Moderators are displayed at the top of the list. To access the participants list:

1. Click **Open Collaborate Panel**.

![Figure 28 - Open Collaborate Panel](image)
2. The *Collaborate Panel* will open. Click the **Participants Panel**.

![Figure 29 - Open Participants List](image)

3. Upon clicking **Open Participants List**, the Participants List will open.

![Figure 30 - The Participants List](image)

**Keeping the Participant List Open at all Times**

You have the ability to keep the Participant list at all times during the session. This will allow you to chat with others in the room and see everyone in the session at the same time. The following explains how to keep the *Participants* list open during the session.

1. In *Collaborate Ultra*, open the Collaborate panel.
2. Drag-and-drop the **Participants icon** to the *Collaborate Media Space*.

![Figure 31 - Drag-and-drop](image)
3. The Participant List will be open at all times.

Searching for Participants
The following explains how to search for participants in a session.

1. On the Participants List, click More Options.

2. Click Find participant.

3. Type the name of the participant that you wish to find.
Merging the Participant Panel

The following explains how to merge the Participant Panel with the Collaborate Panel.

1. On the Participants list, click More Options.
2. Click Merge Panel. The panel will be placed within the Collaborate Panel.

![Figure 36 - Merge Panel](image)

Raising Hands

You have the ability to raise and lower your hand during the session. Depending on notification settings, when you use this feature, moderators may receive a notification that a hand has been raised.

![Figure 37 - Raise Hands](image)

To lower your hand, simply click Lower Hand.

![Figure 38 - Lower Hands](image)

The Chat List

Collaborate Ultra allows you to exchange messages with others during the session via the Chat List. The following explains how to use the Chat List.

1. From the Collaborate Panel, click Open Chat to open the chat list.

![Figure 39 - Open Chat](image)
2. The Chat list will open. Type your message in the Chat Text field and press enter on the keyboard.

![Chat Text Box](image)

**Figure 40 - Chat Text Box**

3. If users currently in the room do not have the chat list open, they will receive a popup notification.

**The Whiteboard**

The Whiteboard is where presentation material will be displayed (e.g. PowerPoint slides, images, pdfs) and where users can interact with the presentation. When the moderator for the session shares the Whiteboard, you will be taken to the Whiteboard page.

![Whiteboard Layout](image)

**Figure 41 - Whiteboard Layout**

<table>
<thead>
<tr>
<th>A. Open Session Menu</th>
<th>Opens the Collaborate Ultra Session menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Select Tool</td>
<td>Select objects on the Whiteboard</td>
</tr>
<tr>
<td>C. Pointer</td>
<td>Draws attention to something on the Whiteboard</td>
</tr>
<tr>
<td>D. Pencil</td>
<td>Draw or highlight objects on the Whiteboard</td>
</tr>
<tr>
<td>E. Shapes</td>
<td>Insert various shapes</td>
</tr>
<tr>
<td>F. Text Tool</td>
<td>Insert and edit text on the Whiteboard</td>
</tr>
<tr>
<td>G. The Whiteboard</td>
<td>Displays the Whiteboard and shared content</td>
</tr>
</tbody>
</table>
Using the Whiteboard Tools

If the session moderator has provided you proper permissions, you may utilize the whiteboard tools to interact with the session. The following explains how to use the various Whiteboard tools.

**Using the Pointer Tool**
1. Click the **Pointer Tool**, located on the Whiteboard toolbar

![Figure 42 - Pointer Tool](image)

2. Your cursor will become a pointer, enabling you to point out key details on the Whiteboard.

**Using the Pencil Tool**
1. Click the **Pencil Tool**, located on the Whiteboard toolbar.

![Figure 43 - The Pencil Tool](image)

2. To change the pencil color, click the **pencil color** tool.

![Figure 44 - Pencil Color](image)

3. Select your preferred **pencil color**.

![Figure 45 - Pencil Color](image)

4. Begin drawing-writing on the Whiteboard as desired.
Using the Shapes Tool
1. Click the **Shapes Tool**, located on the Whiteboard toolbar.

![Figure 46 - Shape Tools](image)

2. Select your desired **shape**.

![Figure 47 - Select a Shape](image)

3. To change your shape color, click the **Shape Color** tool.

![Figure 48 - Shape Color](image)

4. Select your preferred shape color.

![Figure 49 - Select your preferred shape color](image)

5. Draw your shape as desired.

Adding Text to the Whiteboard
1. Click the **Text Tool**, located on the **Whiteboard** toolbar.

![Figure 50 - Text Tool](image)
2. To change the font color, click the **Font Color** button.

![](Figure_51.png)

**Figure 51 - Font Color**

3. Select your preferred font color.

![](Figure_52.png)

**Figure 52 - Select your font color**

4. Click somewhere on the Whiteboard screen.
5. Begin typing on the Whiteboard Screen.

**Deleting Objects from the Whiteboard**

1. Click the **Select** tool.

![](Figure_53.png)

**Figure 53 - Click the Select Tool**

2. Click the object that you wish to delete.

![](Figure_54.png)

**Figure 54 - Click the object**

3. Press the delete key on your keyboard. Your object will be deleted from the whiteboard.
Exiting the Collaborate Ultra Session

The following explains how to exit the Collaborate Ultra Session.

1. Click the **Open Session Menu**.

![Figure 55 - Open Session Menu](image1)

2. Click **Leave Session**.

![Figure 56 - Click Leave Session](image2)

3. You will be taken to a screen in which you may indicate your audio & video qualities for the session. Indicate the **audio and video quality** from your session.

![Figure 57 - Audio & Video Quality](image3)
4. Click **Submit and Exit**.

![Submit and Exit](image)

**Figure 58 - Submit and Exit**

5. You will be taken out of the Collaborate Ultra Session.

**Accessing Recordings**

Recordings of your Collaborate Ultra session are processed after the session has been closed. It may take up to 24 hours for the session to appear in the *Recordings Launcher*. The following explains how to access Collaborate Ultra recordings in D2L Brightspace.

1. From the *D2L Brightspace Content* page, click the **Collaborate Ultra** topic.

![Collaborate Ultra Topic](image)

**Figure 59 - Collaborate Ultra Topic**

2. Click the **Collaborate Ultra Menu** button.

![Collaborate Ultra Menu](image)

**Figure 60 - Collaborate Ultra Menu**

3. The **Collaborate Ultra Menu** appears. Click the **Recordings** button.

![Recordings](image)

**Figure 61 - Recordings**
4. You will be taken to a list of your recordings. Click **View Recordings** located next to the recording you wish to view.

<table>
<thead>
<tr>
<th>Session Name</th>
<th>Recording Name</th>
<th>Duration</th>
<th>Date</th>
<th>Recording (MP4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2L Brightspace Introduction</td>
<td>D2L Brightspace Introduction - recording _1</td>
<td>00:00:24</td>
<td>8/29/16, 12:12 PM</td>
<td><img src="image" alt="View Recording" /></td>
</tr>
</tbody>
</table>

**Figure 62 - View Recording**

5. You will be taken to the session recording. If you wish to download the recording, you may click the **Download** button, located at the top right hand side of the recording window.

**Figure 63 - Download button**

**Note**: Recording downloads will only be available if the moderator enabled **Allow Recording Downloads** when creating the session.

6. Your recording will be downloaded to your computer.

**Additional Help**

For additional support, please contact the KSU Service Desk:

**KSU Student Helpdesk**

- Phone: 470-578-3555
- Email: studenthelpdesk@kennesaw.edu
- Website: [http://uits.kennesaw.edu](http://uits.kennesaw.edu)