Context

• Who is this guide for?
  – A new user to Collaborate sessions or anyone looking for a refresh
  – Installing on a Windows 7 operating system

• Will this guide change?
  – Software and information is constantly changing and thus will be reflected in updates to this guide
This guide assumes that the Collaborate participant has the session URL in the web browser (obtained via email or in the course).

Assumes that the participant is using a headset (headphones with microphone) or earbud-set (earbuds with microphone).

PC Microsoft Windows + latest web browser.

Support >
http://www.rdc.libguides.com/distancelearning
Java Web Start Launcher Issue

Mac OS X 10.8.4 Users: The Collaborate Launcher is now available! Please see Launcher Quick Reference Guide. If you are joining via Blackboard Learn, click here for assistance.

Opening join.jnlp
You have chosen to open:

[choose]
join.jnlp
which is: JNLP File (8.9 KB)
from: https://rcd-bb.blackboard.com

What should Firefox do with this file?

- [ ] Open with Internet Explorer
- [x] Open with Java(TM) Web Start Launcher (default)

Incorrect
Correct
Java Web Start Launcher Solution
Collaborate uses Java. Installing the latest version of Java may resolve some session launch issues ([http://java.com/en/download/index.jsp](http://java.com/en/download/index.jsp)).

**join.jnlp** file ‘Open with’ program association:

- Rarely, a computer will be set up so the launch file (**join.jnlp** file) opens with something other than Java. To further complicate matters, there are different components of Java, and the **join.jnlp** file can only be opened with a specific one of them. If this happens to you, there’s a one-time process that you have to go through to ensure that your online classroom **join.jnlp** sessions open properly every time you launch them.

1. Attempt to launch a session. Save the **join.jnlp** file someplace you can easily find it (such as your desktop). Right-click the link and choose "Save As" if you have to.
2. Find the **join.jnlp** file and right-click it. It could be called something like "get.session.launch.event"; more commonly it will be called "get.session.link.jnlp".
3. From the drop-down menu, choose "Open with". Then, on the secondary menu that appears, select "Choose default program..."
4. On the "Open with" dialog box, make sure that the "Always use the selected program to open this kind of file" check-box is checked.
5. Click on the Browse button.
6. At this point search or navigate to the Java program located in C:\Program Files\Java\jre6\bin (on Windows 7 > C:\Program Files (x86)\Java\jre6\bin), called "javaws.exe" ("ws" meaning "web start").
7. Select the javaws.exe icon, which will return you to the "Open with" dialog box. Click OK.

- Now all JNLP Files on your computer will be properly associated with the "Java(TM) Web start launcher", and will open as intended when you click on Collaborate session links.
Guide Map

- Part 1 – Login
- Part 2 – Audio Setup Wizard
Collaborate Login

Part 1
1 - Submit your name

1. **Session Login**

   **Display Name**
   
   Please enter a name for the session. The name may not exceed 64 characters.

   Dave

2. **OK**

   Click Submit to proceed.
2 - Start Java Web Start Launcher

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Student Orientation to Blackboard

Guest URL:


Collaborate Session not Launching? You may need Collaborate Launcher.
3 - Automated Java dialog

Session Details

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Student Orientation to Blackboard

Please do not close this window until you are in your Blackboard Collaborate online collaboration session.

Please note that your browser security settings may block this site from loading files. You may need to accept the download of these files.

Collaborate Session not Launching? You may need Collaborate Launcher.

Your session should launch shortly. If not, please click the launch screen.
Mac OS X 10.8.4 Users: The Collaborate Launcher is now available! Please see Launcher Quick Reference Guide. If you are joining via Blackboard Learn, click here for assistance.

Steve Swettenham’s Room

Please do not close this window until you are in your Blackboard Collaborate online collaborating session.

Please note that your browser security settings may require you to accept the download of these files.

Your session should launch shortly. If not, please check your Blackboard logs for more information.
5 - Automated Collaborate dialog

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Student Orientation to Blackboard Collaborate

Please do not close this window until you are prompted to do so.

Please note that your browser security settings may require you to accept the download of these files.

Collaborate Session not Launching? You may need to refresh the page or try opening the Blackboard Collaborate URL directly.

Your session should launch shortly. If not, please try refreshing the page.
6 - Automated connection dialog
Congratulations you are almost ready to communicate...

Now go to

Tools > Audio > Audio Setup Wizard...
Audio Setup Wizard

Part 2
1 - Select Menu Item
2 - Test Audio Output

Select Audio Output Device

Select the device (e.g., speakers) on which to play audio that you receive from others. If it is an unplugged USB device, plug it in, wait a few seconds for the system to recognize it, then click the Refresh button to add the device to the selection list.

- Refresh

Speakers (Realtek High Definition Audio)

- OK
- Cancel
A recorded audio message will begin to play when you press Play. While it is playing, adjust the speaker volume slider to a comfortable listening level. When done, press the Stop button to stop playing the message. You will be asked whether the volume was satisfactory. If not, you will be given the opportunity to try again.
4 - Output - Speaker

Audio Setup Wizard

Speaker Setup Confirmation

Were you able to set the speaker volume to a comfortable listening level?

Yes  No
Select Audio Input Device

Select the device (e.g., a microphone) that will supply the audio to be sent to others. If it is an unplugged USB device, plug it in, wait a few seconds for the system to recognize it, then click the Refresh button to add the device to the selection list.

Refresh

FrontMic (Realtek High Definition Audio)

OK Cancel
Your microphone will be enabled when you press Record. After pressing Record, speak into your microphone with a natural speaking volume and adjust the microphone volume slider so that the VU meter above the volume slider shows mostly green, with occasional yellow, but no red. When done, press Stop to stop recording. Note that you may record at most 10 seconds of audio, after which recording will stop automatically.
Were you able to set the microphone volume such that your recorded voice played back with the same loudness and clarity as the message that you listened to when setting the speaker volume?
Audio setup is now complete. You can adjust your audio settings as needed outside of this wizard through the microphone and speaker volume sliders which are located in the Audio & Video panel. Audio settings are preserved from one session to the next, so you should not need to run this wizard again unless you make changes to your audio equipment.
Congratulations!

Ready to Communicate with Collaborate
Read More…

- Blackboard @ RDC
  http://rdc.libguides.com/blackboard
- Blackboard collaborate > Services > On-Demand Learning: Web Conferencing
  >> Documentation and Recorded - For Participants
  http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx
- Distance Learning Resources
  http://www.rdc.libguides.com/distancelearning