UNSW SYDNEY

Hybrid Learning

Connection Guide for Blackboard Collaborate
In UNSW CATS (Centrally Allocated Teaching Spaces)

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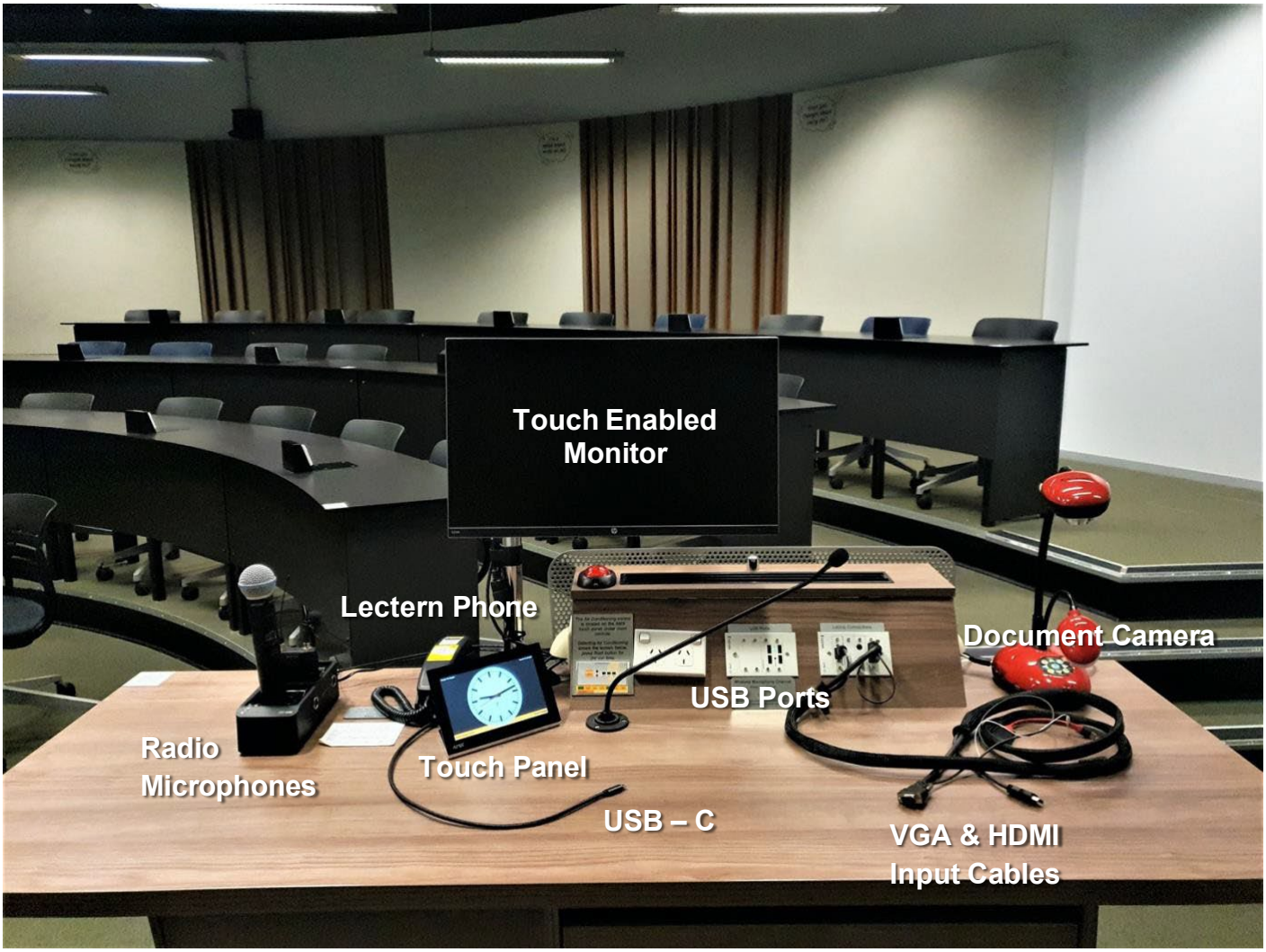
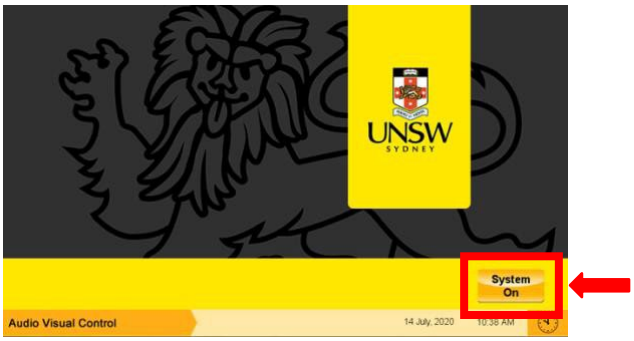
Lectern Map


Touch Enabled Monitor
Lectern Phone
Document Camera
USB Ports
Radio Microphones
Touch Panel
USB – C
VGA & HDMI Input Cables

System Start Up

1. Touch the touch panel screen to begin.

2. The touch panel screen will wake to show ” **system on**”.



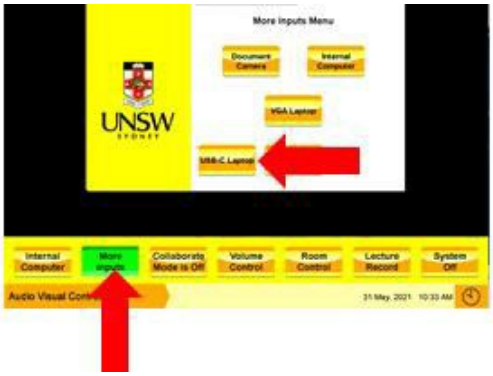
3. Press the “**System on**” button.

4. Please wait approximately 45 seconds for e the system to power up.

Connecting to Blackboard Collaborate via USB-C Laptop

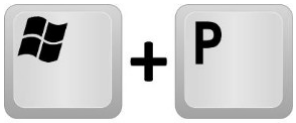
System Setup and Sign In

1. Press “**More Inputs**” button, select “**USB-C Laptop**”, and then press “**Display on Projector 1**” button.

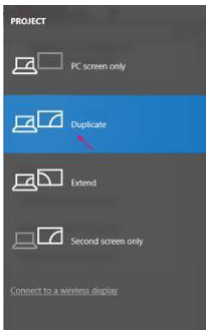


2. Your laptop image should now be displayed on the projector screen for in-room participants.
It is advised to duplicate the desktop image with projector for easier navigation when in hybrid mode.

Press



Select



3. Open Moodle:

Sign into Moodle using **zid@ad.unsw.edu.au** and **password.**

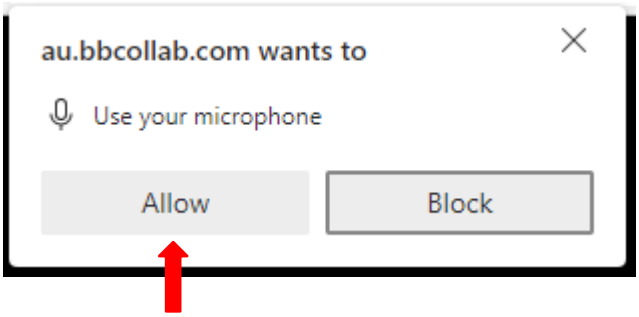
Open your Blackboard collaborate session.

Tip: [How to use Blackboard Collaborate]

Providing Permissions

The first time you join a Collaborate session, you are asked to provide permission to access your microphone and camera. You need to allow both Blackboard Collaborate Ultra and if prompted, your browser, to access your microphone and/or camera to use the voice chat and video sharing features.

Select Allow when Chrome/Firefox prompts you to give permission for access to use your microphone and camera.



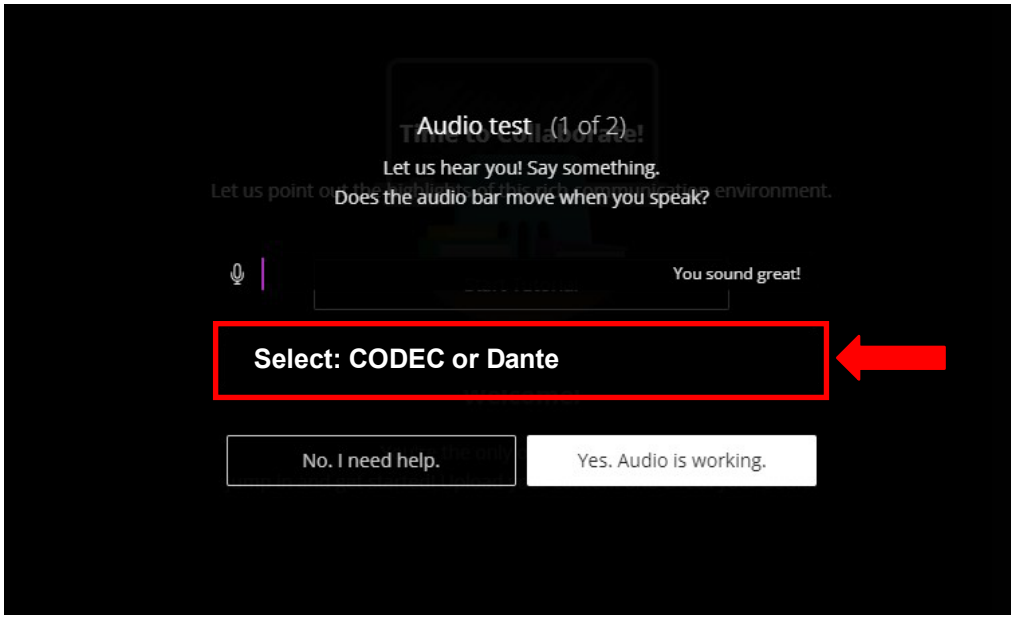
Audio and Video Setup

The computer should select these devices automatically. If it doesn't then use the below settings to achieve best results.

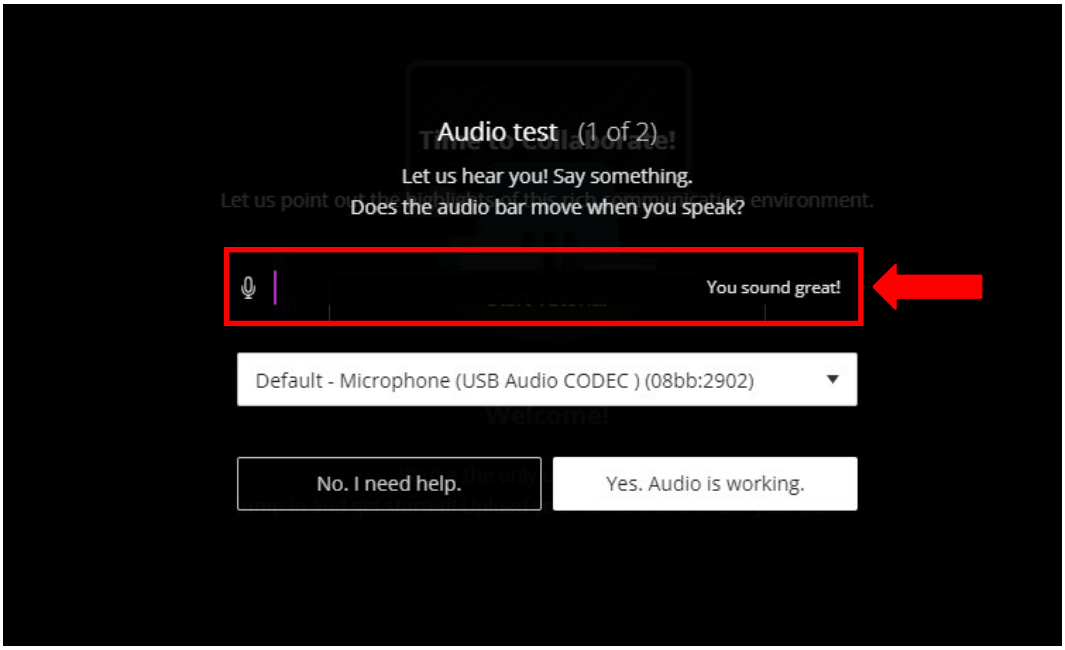
Setting up Audio

The first time you enter a Collaborate session, you will be prompted to test your audio and video sources. If you do not wish to use a microphone or camera, you can skip this step by clicking on the "X" towards the top right of the audio overlay.

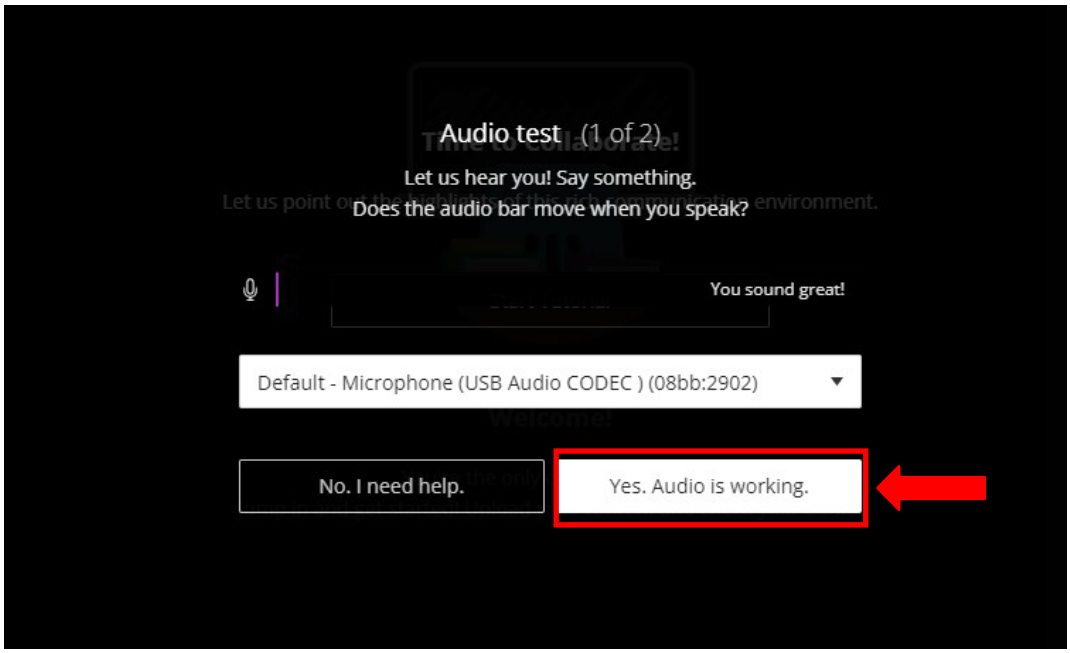
Click on the drop-down box and select your preferred microphone.



You can test whether the selected microphone is working by speaking into it. If the purple audio bar does not move when you speak, no audio is being picked up by the microphone.



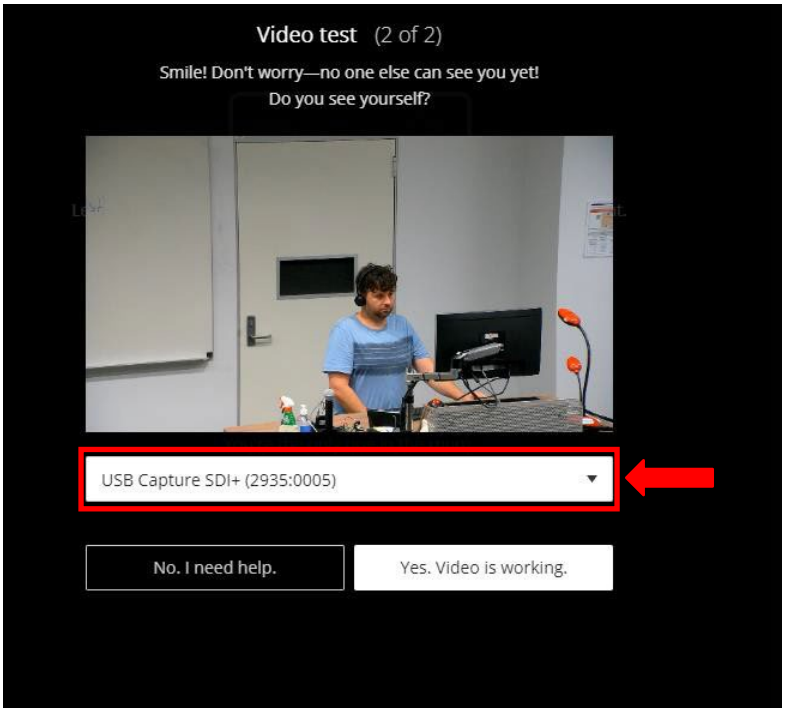
Click “Yes - its working.”



Setting up Video

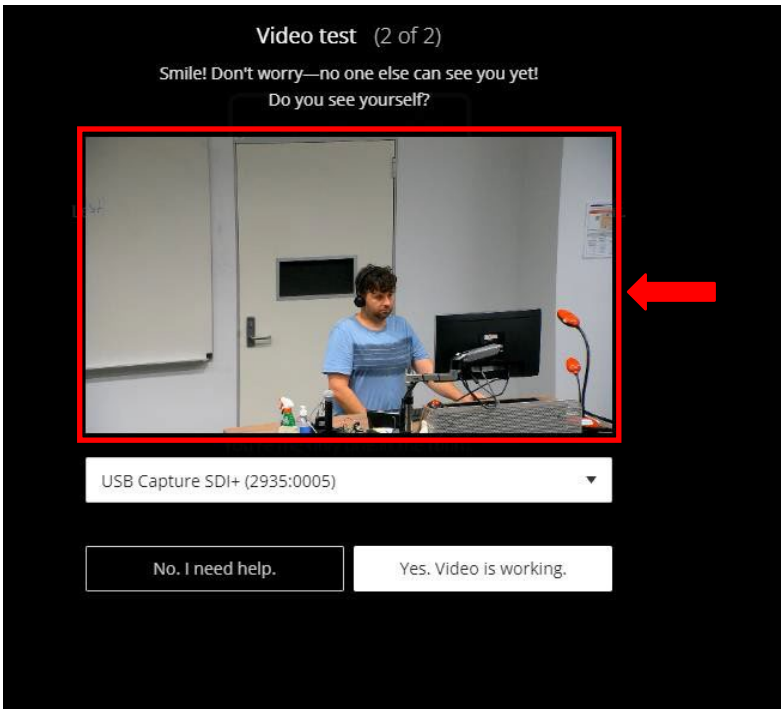
After you confirm your audio source, you will be prompted to set up your video source. If you do not wish to use your camera, you can skip this step by clicking on the “X” icon towards the top right of the video overlay.

Click on the drop-down box and select USB CAPTURE SDI+

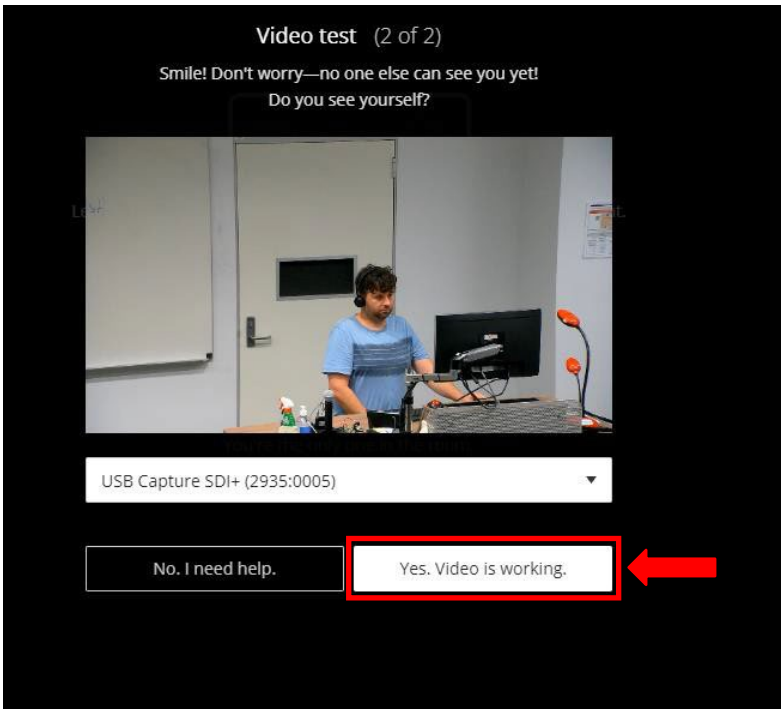


Note: if you blocked permission for the browser to gain access to your camera, no cameras can be used, and no video playback will be shown.

Test whether the camera is working by checking if the camera recording is visible on the screen.

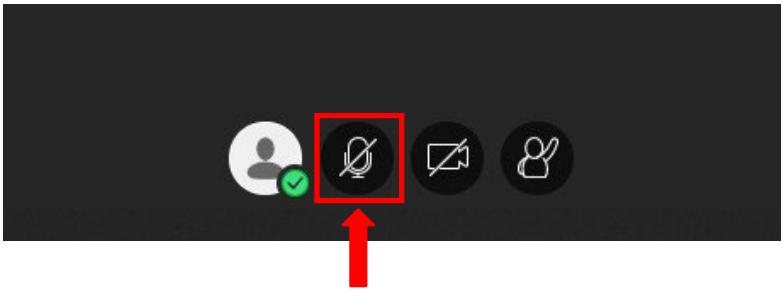


Click “Yes - its working.”



Sharing Audio

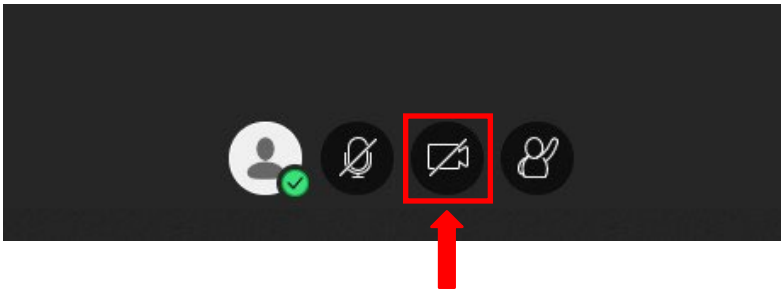
Select the microphone icon/share audio.



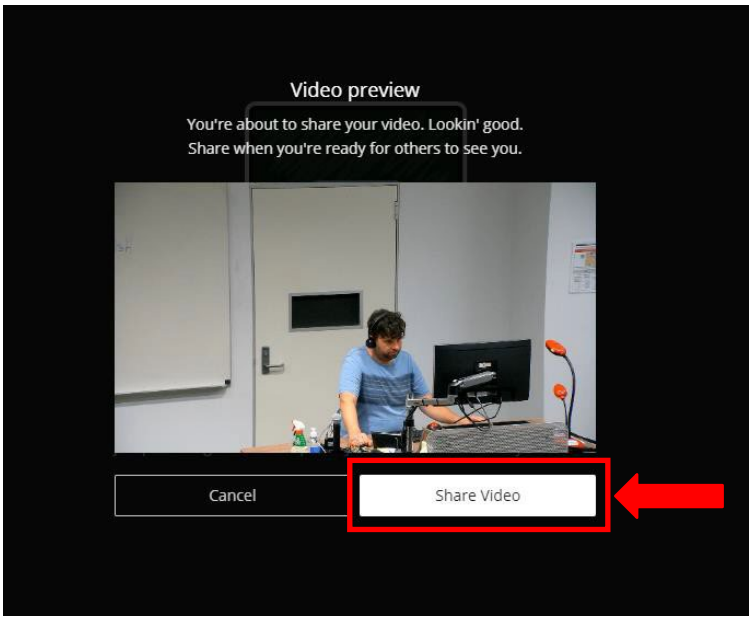
The microphone icon is highlighted green to show that you are sharing audio to others.

Sharing Video

Click the camera icon to share video.



A video preview pop-up will appear; you can test if your camera is working as intended.



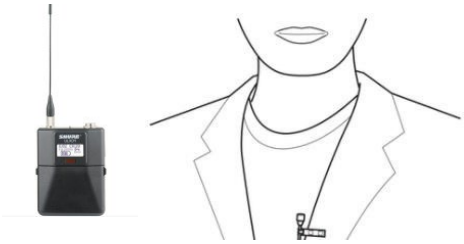
Click ‘Share video’ if the camera is working. The camera is highlighted blue when video sharing is on. You can see your shared video on the bottom left of the screen.

Click the camera icon again to stop sharing video

Audio Control

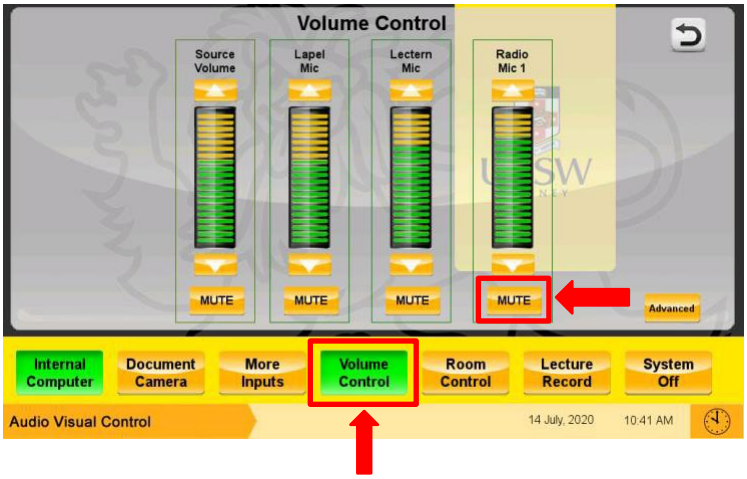
All microphones on lectern will feed directly to Zooms via an audio interface. It is recommended to use the Shure lapel microphone supplied in docking cradle.

Placement of this microphone is extremely important and is shown in image:



Approx. 15-20cm from chin to microphone. Ensure there is no loose clothing or jewellery to obstruct microphone.

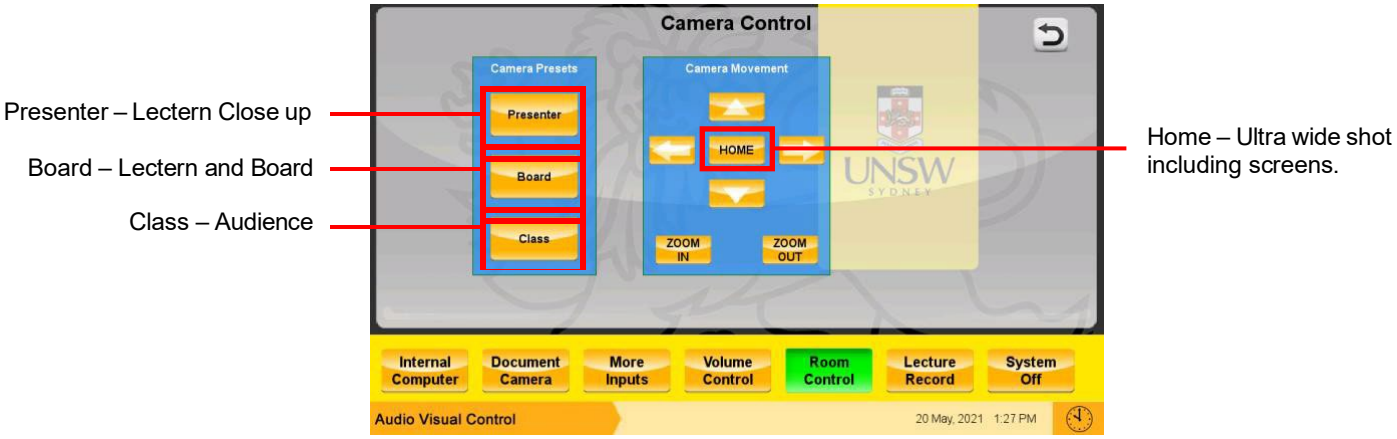
Mute microphones via touch panel. This will mute in-room and online.



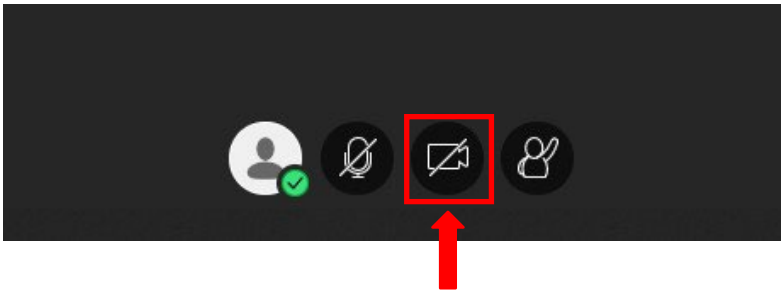
Camera Control

If you are in a fixed camera room, you can Pan/Tilt and Zoom in/out using the AMX touch panel controls. Access this via the camera tab shown in below image:

Note. Tracking camera rooms are auto tracking and have no user control.



You can mute the camera via Blackboard collaborate:

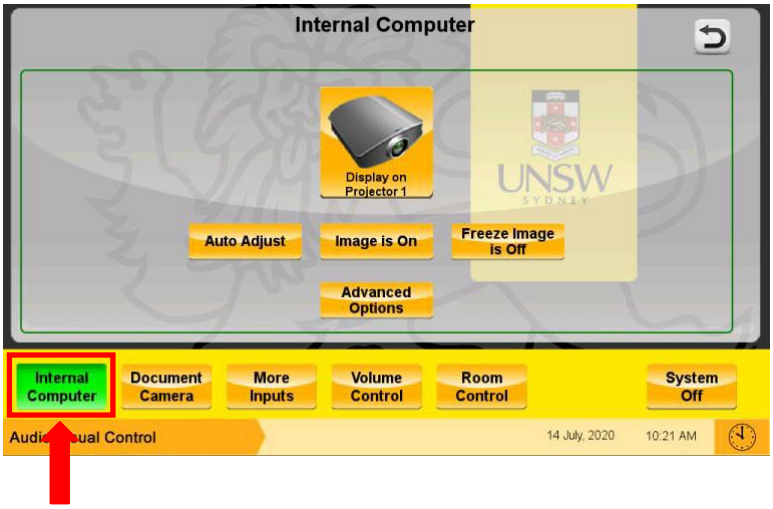


If you experience any technical problems or are unable to connect, please call 9385 5488 from the phone provided on lectern.

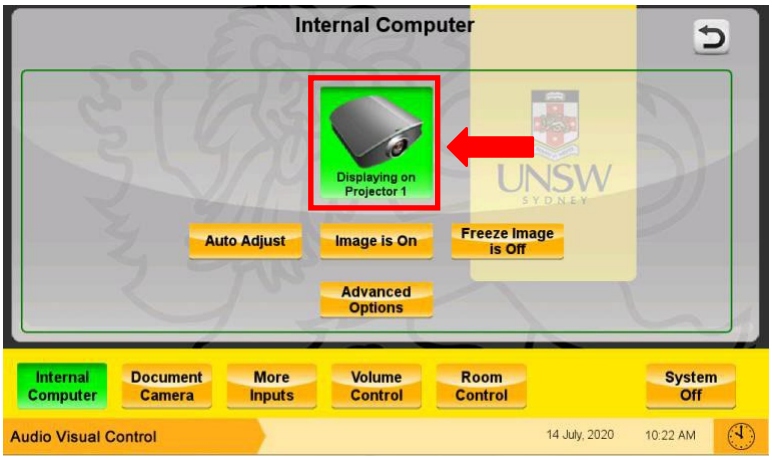
Connecting to Blackboard Collaborate via Internal Computer

System Setup and Sign In

1. Press “**Internal Computer**” button

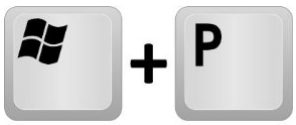


2. Press “**Display on Projector 1**” button

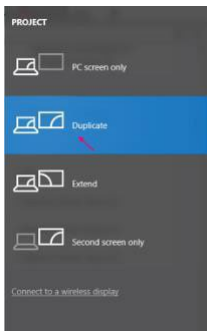


3. Your PC image should now be displayed on the projector screen for in room participants.
Duplicate desktop image with projector for easier navigation when in hybrid mode.

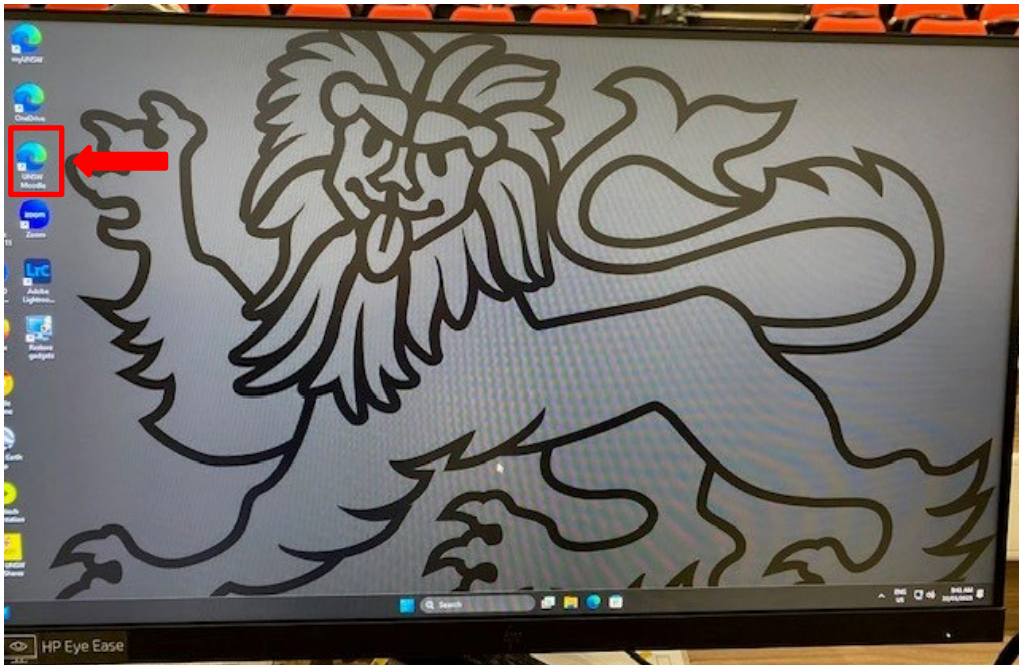
Press



Select



Open the Moodle app:



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Tip: **How to use Blackboard Collaborate**

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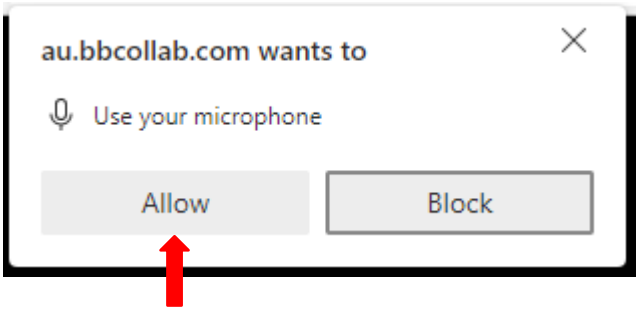
Select Allow when Chrome/Firefox prompts you to give permission for access to use your microphone and camera



If you have denied Blackboard Collaborate Ultra access to your microphone or camera, you can enable it by exiting, re-entering the session, and selecting allow for the permission prompts.

In case you have permanently blocked Blackboard Collaborate Ultra from accessing your camera/microphone, you can update the permissions in the permissions page of your browser's settings/preferences menu.

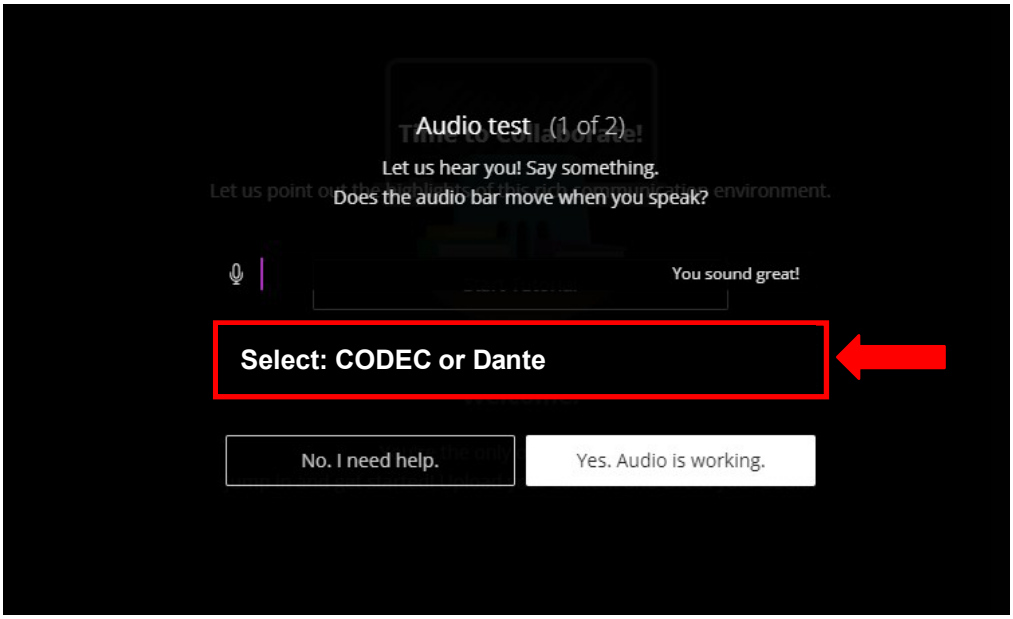
Audio and Video Setup

The computer should select these devices automatically If it doesn't then use the below settings to achieve best results.

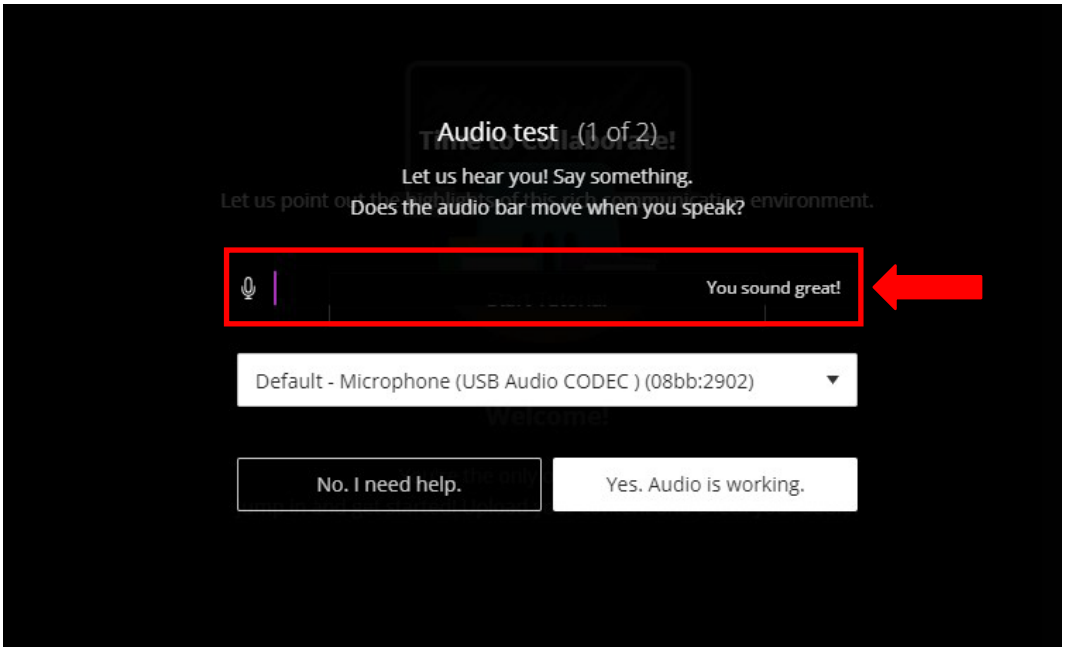
Setting up Audio

The first time you enter a Collaborate session, you will be prompted to test your audio and video sources. If you do not wish to use a microphone or camera, you can skip this step by clicking on the "X" towards the top right of the audio overlay.

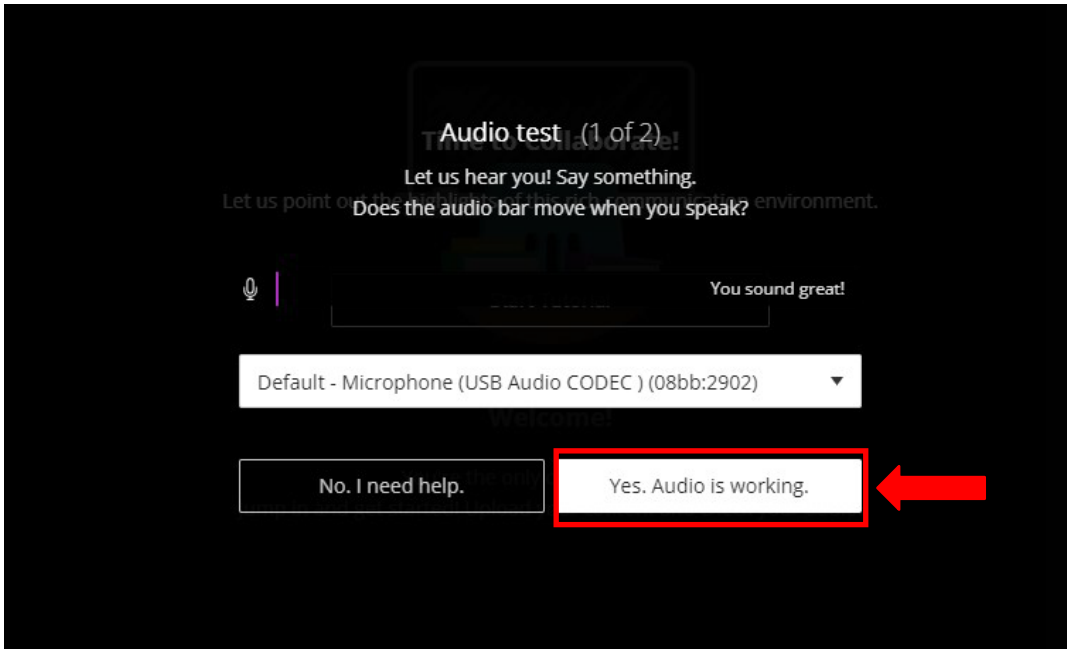
Click on the drop-down box and select your preferred microphone



You can test whether the selected microphone is working by speaking into it. If the purple audio bar does not move when you speak, no audio is being picked up by the microphone.



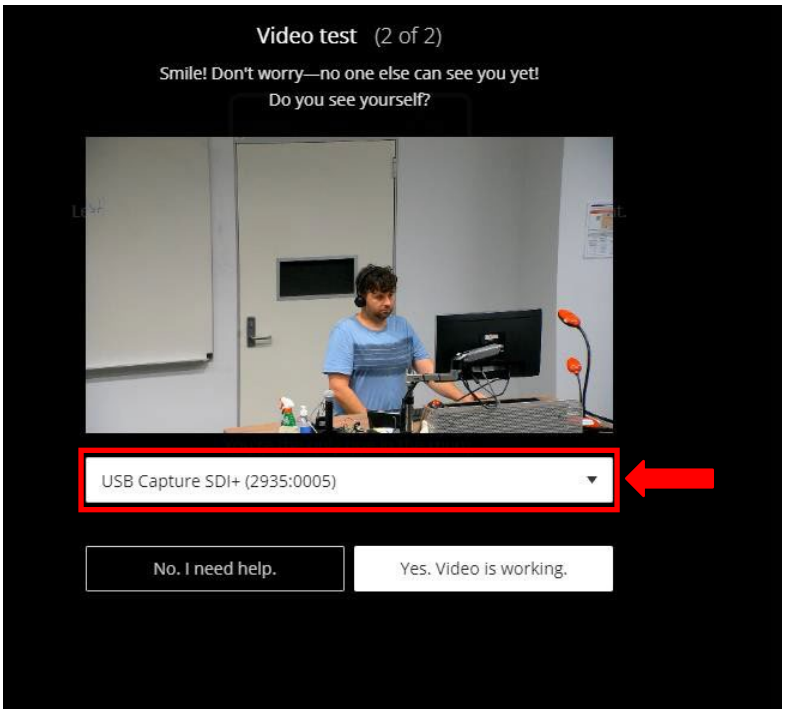
Click “Yes - its working”



Setting up Video

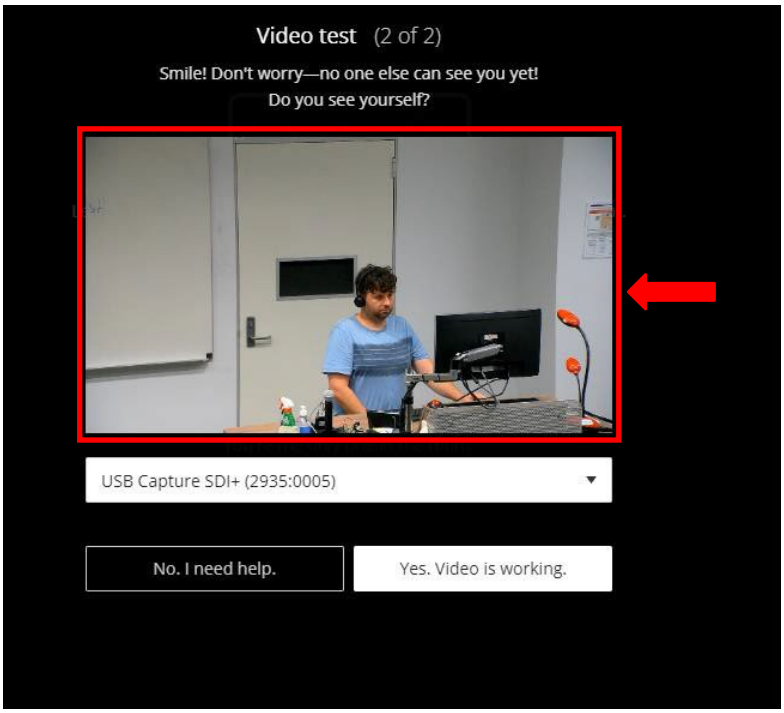
After you confirm your audio source, you will be prompted to set up your video source. If you do not wish to use your camera, you can skip this step by clicking on the “X” icon towards the top right of the video overlay.

Click on the drop-down box and select USB CAPTURE SDI+



Note: if you blocked permission for the browser to gain access to your camera, no cameras can be used, and no video playback will be shown.

Test whether the camera is working by checking if the camera recording is visible on the screen.



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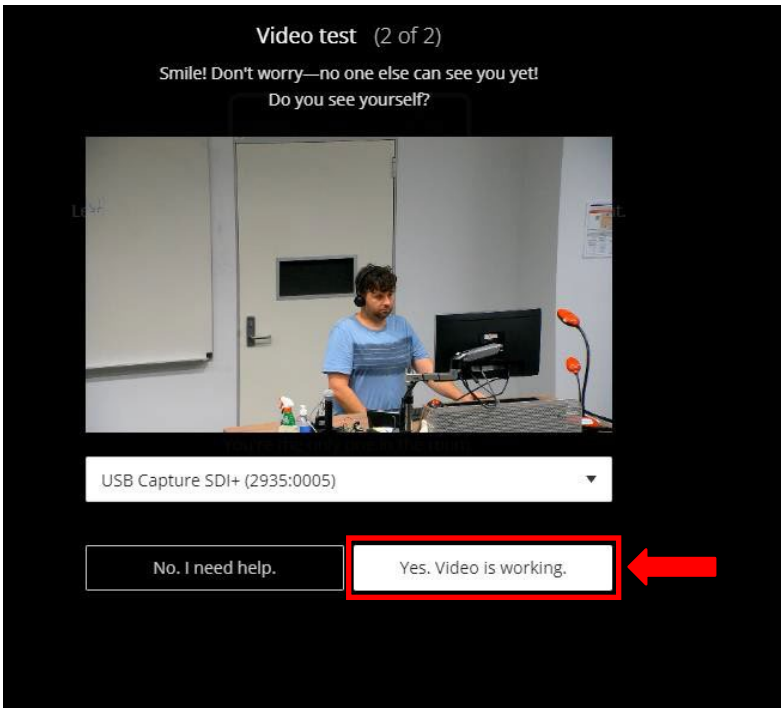
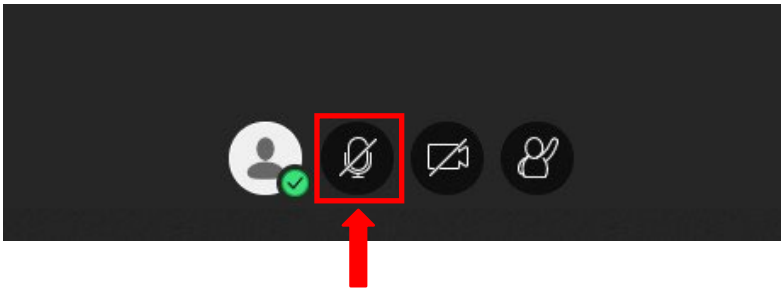


Sharing Audio

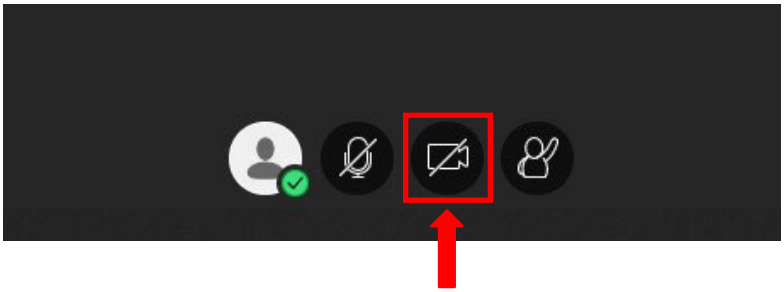
Select the microphone icon/share audio.



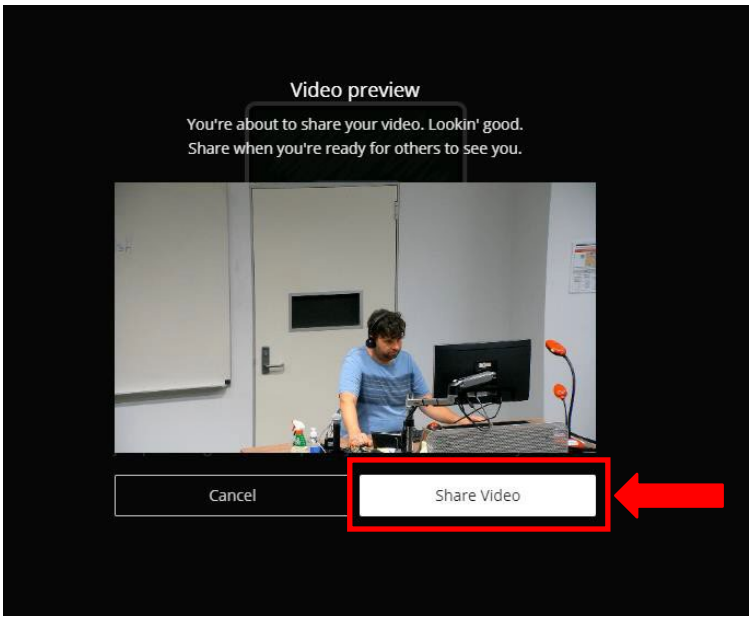
The microphone icon is highlighted green to show that you are sharing audio to others

Sharing Video

Click the camera icon to share video



A video preview pop-up will appear; you can test if your camera is working as intended.



Click share video if the camera is working. The camera is highlighted blue when video sharing is on. You can see your shared video on the bottom left of the screen.

Click the camera icon again to stop sharing video

Audio Control

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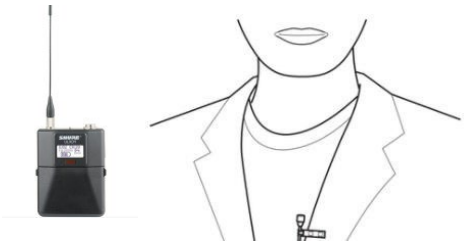
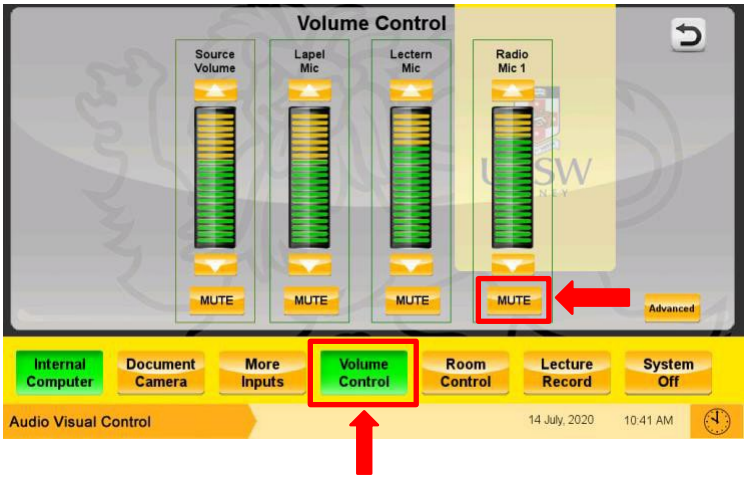


Approx. 15-20cm from chin to microphone. Ensure there is no loose clothing or jewellery to obstruct microphone.

Mute microphones via touch panel. This will mute in-room and online.



Camera Control

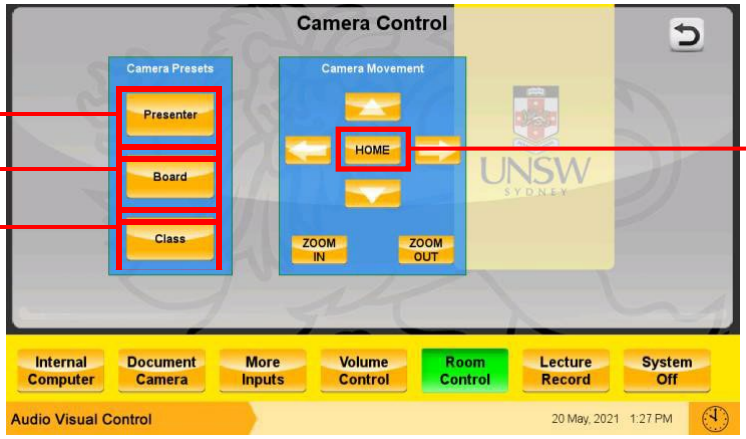
If you are in a fixed camera room, you can Pan/Tilt and Zoom in/out using the AMX touch panel controls. Access this via the camera tab shown in below image:

Note. Tracking camera rooms are auto tracking and have no user control.

Presenter – Lectern Close up

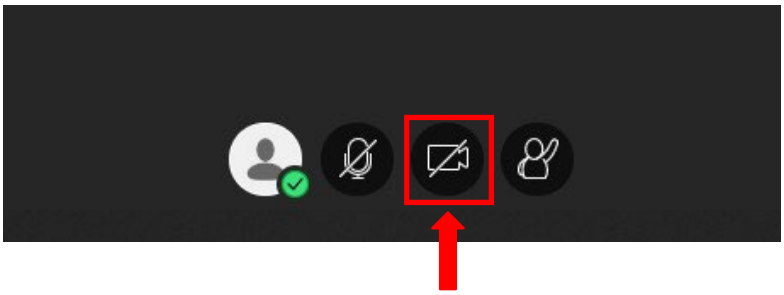
Board – Lectern and Board

Class – Audience



Home – Ultra wide shot including screens.

You can mute the camera via Blackboard collaborate:



If you experience any technical problems or are unable to connect, please call 9385 5488 from the phone provided on lectern.

Accessories

Laptop

USB-C laptop input for Hybrid mode	• Provided at lectern • Select “More inputs” – “USB-C” then “Display on Projector”

Camera

	• Full HD 1080p video calling and recording
	• Aver PTC500S camera – In Tracking OR Fixed mode with user controllable presets • Full HD 1080p

UNSW Hybrid Meetings Best Practice Guide

Screen Sharing

- Share your desktop rather than individual applications or windows. This way you will know what is being shared all the time since you are always sharing the same screen.
- Be careful what you drag to the shared screen and always be aware that there is the potential for in-room and online participants to see what you have open on your device. Close any applications or documents that have sensitive material.
- Know and understand your obligations regarding privacy and data security before utilising any conferencing platforms. This Working from Home Privacy and Data Security Guide is a useful reference as a starting point.
- All monitors on CATS lecterns are touch enabled; you should use pen/inking to enhance the presentation experience. This also works when you are sharing the external screen & presenting from touch-screen device: make your presentation stand out! Use a fibre mesh stylus or your finger to annotate.

- Prepare the content you share in advance. Open PowerPoint, applications, browsers and any other presentation material so you do not have to spend any time with them when you are live.
- When doing a presentation with multiple persons using just the PowerPoint slides, share it directly to Teams meeting so you can switch between speakers easily. New presenter view makes this a useful option.
- Make use of Teams features: Only set actual presenters as a presenter in the meeting, add all other attendees as an attendee so they cannot start sharing their screen accidentally. You can also mute attendees as well. You can do this via the meeting options settings before they join in, or after they join.
- If online participants complain that they cannot see the content you are sharing, then double check that you are sharing your screen. If someone is seeing your shared content and some others not: those who cannot see your shared content should leave and rejoin the meeting. Sometimes restarting your sharing can fix that issue too, but usually the issue is with the online participant connection.
- Sharing a video in MS Teams meeting (or in Live event) is usually ok but you should expect some quality drop due to the additional network bandwidth required, especially if you have a lower bandwidth internet connection. Have a backup hyper link to the video available so you can quickly share that in the chat. Make sure you are confident with embedding videos inside a PowerPoint and have tested it before you start presenting to the audience.

Teams Best Practice

- Best practices and further how to guides are found here: UNSW Teams Best Practice
- Use Windows Focus Assist and Teams Do Not Disturb mode so that you do not get any unwanted popups on your shared screen. Microsoft Teams has an upcoming feature (currently usable in public preview) that allows users to choose if MS Teams notifications do their own “toast” (pop-up banner) or do they go directly to Windows notification area (honoring the Focus Assist setting).
- Use Teams Desktop version + new meeting experience when possible.
  Check that you have the latest version.

Zoom Best Practice:

- Best practices and further how to guides are found here UNSW Zoom Best Practice

Blackboard Collaborate

- Best practices and further how to guides are found here: UNSW Blackboard Collaborate Best Practice

UNSW AV:

- Contact: AV@unsw.edu.au or 02 9385 4888.
- If you think you may need some more assistance, please book a training session with the UNSW Multimedia and AV Technologies team well before your meeting or presentation.