



Blackboard Collaborate Ultra Web Conferencing Best Practices

Instructions to facilitate a successful web conference session

Best Practices for All Session Attendees:

- Recommended browsers for Blackboard Collaborate Ultra are Google Chrome and Mozilla Firefox. These browsers support all of the functionality necessary to run a full-featured Collaborate session through their support of WebRTC.
- Make sure Audio and Video are setup correctly. Go to Settings (Gear icon) > Audio and Video Settings > Setup your Camera and Microphone.
- A hard wired connection to high speed Internet is recommended. If you are using wireless Internet, please try to be as close to the router or hot spot as possible.
- Using a USB headset with microphone is recommended. Participants without headsets should be sure to be in a quiet area to reduce background noise.
- Be in a well lit area if transmitting video.
- Close streaming services such as YouTube, Netflix, P2P, Spotify, or Pandora before accessing the session to ensure there is adequate bandwidth available for the web conference.

Best Practices for Presenters and moderators

In addition to those for all Session Attendees, Moderators and Presenters should consider the following for a successful web conference:

- Use a hard wired connection to the Internet rather than wireless to ensure the best quality in your session. If you must use wireless Internet, please ensure you have a strong signal and position yourself as close to the router or hot spot as possible
- If you are a first time user, make a test recording to ensure that audio and video work and playback with optimal clarity and volume.
- Upload PowerPoint presentations and PDF documents before your session starts
- [Know how to manage participant settings in a live session.](#)
- Turning off video for participants if it is not needed for the session will conserve bandwidth
- [Understand the best practices for Application Sharing](#)
- [Sharing Content FAQ](#)
- [Step by step instructions on how to Share Content](#)
- The recording of a live session will STOP recording when all users are in Breakout Groups, be prepared to START the recording again when everyone returns to the main room.

Last edited: July 3, 2019