

Flying Arts Web TV Studio

Web Conferencing Guide

The Flying Arts Web TV Studio is an innovative web communications platform which offers three modes of live-streaming on the internet: professional development workshops, webinars and web conferencing via *Blackboard Collaborate 11*.

The studio has a multi-camera setup, a vision mixer, blue screen chroma keying, an audio mixer, multiple soft-box lights, and conference and lapel microphones.

The Program, *Blackboard Collaborate 11*, is a web conferencing interface that offers range of web networking and collaboration tools including audio, video, instant chat, streaming and application sharing and much more. This is a guide about how to get into your session. Once you are in the session the Moderator will provide further guidance if necessary.

1.0 Hardware and settings

(a) Required – the minimum requirement is a PC or laptop with an internet connection and speakers. This will enable you to connect into and engage with any session

(b) Required - an updated version of Java software. If you do not have Java already on your computer, download it via the Java home page at <http://www.java.com/en/>

(c) Optional -if you would like to speak during the session then you will require a combined microphone and speaker headset (this avoids feedback). These are freely available from electronic stores like Harvey Norman, WOW or Dick Smith and cost between \$15-\$50

(b)Optional – a webcam. You may wish to be visible at times during the session – this is optional. Please note that the microphone on the webcam is not suitable for the Collaborate session.

(c) Recommended – wireless 300kbps internet connection. *Blackboard Collaborate 11* will automatically select a connection speed. If you are having connection problems then you can manually set the connection at the above speed for best results. This speed is usually achieved via an ADSL2+ broadband exchange.

It is not necessary to have a webcam or a microphone to actively participate in a *Collaborate* session.

2.0 Java updates

IMPORTANT. Before entering into the session, Java will want to update itself. **Select 'Allow' to all Java updates and add-ons when prompted to do so.** This may a few minutes. This is necessary as this software patch is required will drive the *Collaborate* program.

3.0 Disable Firewalls

Sometimes the network security in some organisations or some security settings may block the download of new software. If necessary, ensure that your Firewall does not block the Java add-ons and updates. Depending on your network security, you may have to disable the Firewall so Java can successfully update itself.

Java will update itself every *Collaborate* session you attend. Click 'Allow' when prompted to do so.

Many of you will be viewing the session from a public network. Contact your system administrator prior to the session to ensure that you are able to download Java software and Collaborate content over your network.

4.0 Audio Setup Wizard

When your first join your Collaborate session, you should check your audio settings.

Click on 'Tools' on the top menu bar > Hover mouse over 'Audio' > Select 'Audio Setup Wizard'

4.1 Speakers test

You will be prompted by the program to check if your speakers are working. Click on the 'Play' button and listen to the test audio. Press 'Stop' when you are done.

4.1.1 Speakers troubleshooting

If you cannot hear audio coming from your speakers/headset, make sure that you do not have *Collaborate* on mute.

Click on the 'Speaker' icon on the far right hand corner of your computer > Click on 'Mixer' > Adjust the audio by adjusting the sound bar up and down > Test your audio again in the session through the Audio Setup Wizard.

If your speakers still do not work, ensure that the hardware is plugged in correctly to the computer.

4.2 Microphone test

In the Audio Setup Wizard, you will then be prompted to check if your microphone is working. Click on the 'Record' button and speak into your microphone. Press 'Play' to see if your microphone works.

4.2.1 Microphone troubleshooting

If you cannot hear your voice in the playback, or are experiencing feedback, ensure that you have the correct microphone selected in the Audio Setup Wizard.

You may also have your microphone on mute. Some microphones have a 'mute' button so refer to your instruction manual as to how to switch it off.

If you are still experiencing difficulties, the microphone may be muted by your computer.

Ensure that your microphone is plugged into the computer correctly via a USB port or a microphone plug on your computer's case. Refer to your instruction manual as to how to plug in your microphone.

5.0 And so the session begins...

Blackboard Collaborate 11 has an intuitive graphical interface and is easy to use. However, the moderator will discuss the different features when the session has begun. Please note that your microphones and cameras will be muted at the beginning of the session. Click on the 'Raise Hand' option on the left hand side of the interface if you have any questions.

You can communicate with the Moderator or other participants via the chat panel at anytime. The moderator will help you with any issues you have.