Setting Your Connection Speed in Bb Collaborate

Why is this important?

Blackboard Collaborate is designed to ensure that you are always experiencing a session synchronized with all participants, live in real time. To do this, Blackboard Collaborate matches the rate at which the server sends information to you with the setting you chose for connection speed. Your connection speed may be unstable for a few reasons:

- Brief Internet outage
- Wireless connection
- Network slow down
- Network congestion

The speed of your connection can affect the quality of your web conferencing experience. If your connection speed slows for any reason, the server may be sending you more information than your connection can process. The unprocessed information builds up, resulting in latency issues (e.g., delays in Audio, Video and Application Sharing). Ultimately, this may cause your computer to reset its Internet connection in an attempt to overcome the connection problem, disconnecting you from Blackboard Collaborate.

Solution

If your connection is poor, try selecting a higher connection speed (broadband users) or lower connection speed (dial-up users). Modifying your connection will change the rate at which information is sent to you by the server and prevent the buildup of unprocessed information, mitigating delays and preventing disconnection from the session.

Note Keep in mind that there may be a compromise between connection stability and quality (e.g., delays in receipt of Audio, Video and Application Sharing content).

The first time you join a session, the Select Connection Speed dialog appears, prompting you to select the connection speed that you will be using. After you exit the session, the connection speed is automatically saved with the preferences.

Note You can quickly see what your current connection speed is by viewing it under the Information menu. See *Getting Session Connection Information*.

Another way to set your connection speed is through the Preferences dialog. You may do this in an offline session (see *Launching an Offline Blackboard Collaborate Web Conferencing Session* on page 21) or anytime within a live session.

Configure your connection speed in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
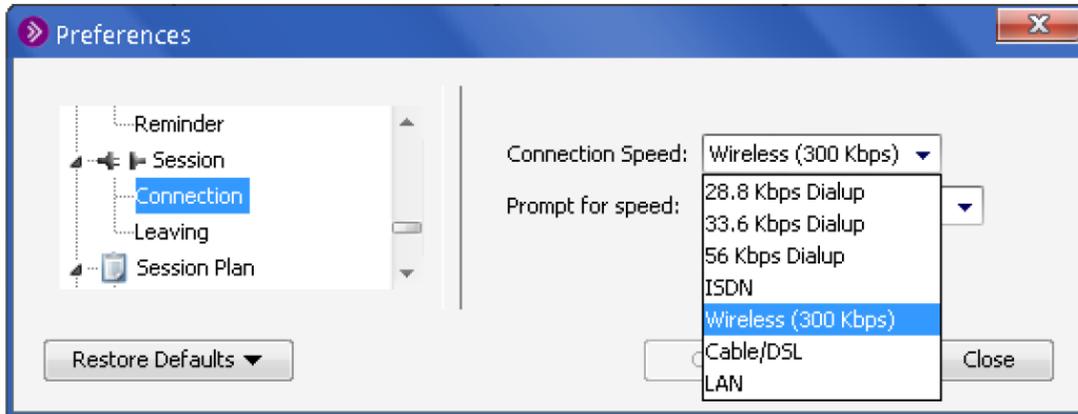   a. From the **Edit** menu, select **Preferences**… (Windows & Linux)

From the Blackboard Collaborate web conferencing menu, select *Preferences* (Mac OS X)
   b. Enter Ctrl+Comma (Windows & Linux)
      Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select **Connection** under **Session**. The Connection preferences panel appears.

3. From the list of **Connection Speed** options, select the modem or line speed that your computer is using to connect to the Blackboard Collaborate web conferencing Server. In most cases, this means your **Internet** connection speed.

WARNING!
Setting the incorrect connection speed (either higher or lower) may result in poor performance.

Select	If your connection is…	Example
28.8K Dialup	28.8K modem	Typically found in areas where high-speed internet services are not available and are done through a phone line.
33.6K Dialup	33.6K modem	
56K Dialup	56K modem	
ISDN	High-speed dedicated telephone connection	
Wireless (300K)	Wireless Connection	Wi-Fi connections in public areas
Cable/DSL	High-Speed cable connection or Digital Subscriber Line	Subscription/Contract services found in most homes using a CAT5 Ethernet cord (COX, Comcast, Verizon, AT&T, etc.)
LAN	Local Area Network	Internet provided in most educational institutions and midsize to large businesses. Connection is made using a CAT5 or CAT6 Ethernet cord.

4. Click on **OK** to save your preferences and close the Preferences dialog,
5. **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

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SETTING YOUR CONNECTION SPEED IN BB COLLABORATE

When you configure preferences, Blackboard Collaborate web conferencing will remember the settings each time you join another session on the same computer.

Getting Session Connection Information

You can get information about your session connection through the Information menu in the Collaboration toolbar.

The Information Menu button is located in the top right of the Collaborate window.

Connection Speed: This the speed you set, either when you first joined the session or later through the Session Connection preferences panel.

Signal Strength: This represents the response time of the Blackboard Collaborate server. The possible values are Excellent, Good, Fair, Low and — (which means Disconnected).

Encryption: This indicates whether or not your communication with the Blackboard Collaborate server is encrypted. The possible values are SSL (which means encrypted) and — (which means not encrypted).

Session Time: This is the length of time that the session has been in progress, including the time before you joined the session.

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