

Technical requirements to teach online using Blackboard Collaborate Videoconferencing

In order to properly conduct online teaching using Blackboard Collaborate videoconferencing platform, the following technical requirements are recommended:

Hardware requirements:

- Desktop PC or Laptop (preferably with I-Core processor and 4 GB minimum memory)
- Webcam (with properly installed driver)
- Microphone (with properly installed driver)

Note: Most laptops in the market has built-in webcam and microphone, but please ensure that your laptop has those 2 components.

Software requirements:

- Microsoft Windows 7,8, 10 or Mac OS
- Updated Internet Browser, recommended is Google Chrome, Mozilla Firefox or Safari

Please see updated list of supported browsers and operating system

https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support

Network requirements:

- **Dedicated internet connection of at least 5 Mbps or higher**, preferably LAN connected if available. You can perform speedtest of your existing connection at <https://www.speedtest.net/>. This will indicate your actual internet speed compared to what you have subscribe to your Internet service provider. DSL connections are often distributed within your subscriber area hence internet speeds often fluctuates. Fiber connection provides more stable connection speed.

Some notes to consider:

- Blackboard Collaborate automatically adjusts your connection setting if the system detects that you are having a connectivity issues. Since video sharing consumes the most bandwidth, Blackboard usually disables your video sharing when connectivity issues arises, and restore your video if your connection stabilizes.

https://help.blackboard.com/Collaborate/Ultra/Administrator/Low_Bandwidth_Management

<https://blackboard.secure.force.com/publicbarticleview?id=kA7390000004EZz&homepage=true>

- Avoid sharing your current connection to anyone during session, especially if you are at your home, as it distributes the bandwidth to those users connected and may utilize more bandwidth depending on the application they use.
- Smartphones and tablets can be used for Blackboard Collaborate, however, there are certain features in Blackboard that are not available (such as application sharing). Connection issues normally arise when using data plan.
- When using data plan to connect online, ensure that you have the best signal coverage as telecom data signal varies per your location. Also, please ensure to close all background applications running as it may also lessen your data connection especially when the background application is syncing for updated content.
- Download speed is different from upload speed as seen in the sample below.



Usually your internet subscription only tells the download speed. Upload speed refers to the speed that you can transmit your video, audio, and material for others to see. As mentioned above, Blackboard Collab will manage your connection when connectivity issues arises.

- Familiarize yourself first in using the Blackboard Collaborate platform before joining or conducting the actual session. You may upload the materials ahead of time. In this way, you will be able to conduct the session properly and use time efficiently for lecture/discussion purpose. You may want to watch this 10 minute Blackboard Collaborate walkthrough video that I created for your guidance.

<https://www.youtube.com/watch?v=ovhscON3HKw>

For assistance, you may contact the following IT Personnel assigned to your department.

- **Renan Sulit** (rsulit@ateneo.edu) - Strategic and Marketing Department
- **Renemark Bacani** (rbacani@ateneo.edu) - Economics and Finance Department
- **Orlando Cruz** (ocruz@ateneo.edu) - Operations and IT Department
- **Roden Balagtas** (rbalagtas@ateneo.edu) - Leadership, Ethics and Human Resource Department, CCE

