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Chapter 1  Preface

Overview

While these devices are known to work well with Blackboard Collaborate software offerings this list is provided for informational purposes only. In no manner does this list imply endorsement of the products or companies listed, nor does it provide any guarantee of compatibility or support for the devices listed.
Audience

This document is intended for Blackboard Collaborate users on supported operating systems. Click here to see the list of currently supported Operating Systems for your version of Blackboard Collaborate.

Operating system support varies based upon Blackboard Collaborate version, device, manufacture, and driver availability. Blackboard Collaborate is unable to provide compatibility information for these devices based upon your operating system. Before purchasing a device you must ensure it is compatible with your computer operating system.
Chapter 2  Audio and Video Best Practices

The following suggestions will help you ensure an optimal experience in Blackboard Collaborate Sessions whether you are a Moderator or a Participant.

Audio Best Practices

For All Session Attendees

1. Try all new equipment prior to joining a live session.
   a. Visit our “Configuration Room”

2. Run the “Audio Setup Wizard” prior to all live sessions to ensure optimal microphone and headset volume.

3. Use a good quality, USB headset with a noise cancelling microphone when interacting in a live session.

4. Use a good quality headset or speakers when reviewing recordings.

For Moderators

Apply the following best practices in addition to those for all session attendees (see above).

1. Make a test recording with your equipment to ensure your voice is recorded and plays back with optimal clarity and volume.

2. If an echo is present in the room, do the following:
   a. Request anyone using a microphone with speakers to disable their “Talk” button while not speaking.
   b. Remove the “Audio” permission from all Participants, re-enabling the feature as needed until you are able to determine the source of the echo.
   c. Reduce “Maximum Simultaneous Talkers” to “1” from the “Audio” menu.
   d. Ensure you do not have your speakers turned on while using a headset.
For Conference Rooms

Apply the following best practices in addition to those for all Moderators (see above).

1. Ensure equipment has adequate pickup range for the conference room.
2. Read and follow the manual included with your conference room device when configuring the product. Some conference room equipment requires special consideration for Participant placement to provide optimal microphone pickup.
3. Ensure other conference room equipment is turned off or does not interfere with the device. External speakers, laptop speakers, and other audio devices are all possible sources of feedback in a conference room setting.

Video Best Practices:

1. Ensure adequate lighting.
2. Try all new equipment prior to a live session.
3. Use a good quality camera.
4. Ensure the camera is mounted securely.
5. Use the “Preview” button to ensure your camera is focused correctly.
6. If you experience lag while using your webcam try lowering the quality to “Fine Grays” or “Medium Color”.
# Chapter 3 Audio Devices

The following devices are intended for personal use.

<table>
<thead>
<tr>
<th>Device Name</th>
<th>URL</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creative Labs Fatal1ty Gaming Headset</td>
<td><a href="http://us.store.creative.com/Creative-Fatal1ty-Gaming-Headset/M/B002DS4HTM.htm">http://us.store.creative.com/Creative-Fatal1ty-Gaming-Headset/M/B002DS4HTM.htm</a></td>
<td></td>
</tr>
<tr>
<td>Dynex 1.3 MP Webcam</td>
<td><a href="http://www.dynexproducts.com/products/computers/DX-WEB1C.html">http://www.dynexproducts.com/products/computers/DX-WEB1C.html</a></td>
<td>“The webcam and mic work well with both Mac OS X and Windows (XP SP3 or higher).” – Blackboard Collaborate</td>
</tr>
</tbody>
</table>
### Logitech ClearChat™ Comfort USB


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### Logitech Laptop Headset H555


Comments:

“Works tremendously well, no complaints.” – Blackboard Collaborate

“Works extremely well and I’ve been very happy with it.” – Blackboard Collaborate

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### Logitech ClearChat™ Stereo


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### Logitech USB Headset H360


Comments:

“I love them and they work great with Blackboard Collaborate” – Blackboard Collaborate

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### Logitech USB Headset H530


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### Microsoft LifeChat LX-3000


Comments:

“I’ve used an USB Microsoft Lifechat LX-3000 in both Windows and Ubuntu...it works pretty well in Ubuntu.” – Blackboard Collaborate
Pheonix Audio Technologies Duet Executive

http://www.phnxaudio.com/index.php?option=com_djcatalog&view=showItem&id=7&cid=3&Itemid=14

Comments:
“We also use the Phoenix Audio Duet Professional in our conference room. It is great!” – Blackboard Collaborate

Pheonix Audio Technologies Duet PCS


Comments:
“The duets work well in a small office area, where 2 or 3 people are around the speaker in close proximity.” – Blackboard Collaborate

Plantronics Audio 470 USB


Comments:
“I’ve always used a Plantronics dual earpiece headset for audio which has worked really well” – Blackboard Collaborate

“The USB analog audio adapter can be used with nearly any mic or headset.” – Blackboard Collaborate

Plantronics MX500i 3-in-1 VoIP Headset


Comments:
“One of the most comfortable headset I have worn for extended use (8 hours +) because of the under ear design.” – Blackboard Collaborate
<table>
<thead>
<tr>
<th>Tritton AX Pro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
</tr>
<tr>
<td>“These work great in eLive sessions and are very comfortable as well!” – Blackboard Collaborate</td>
</tr>
</tbody>
</table>
Chapter 4  Conference Audio Devices

The following devices work well in a conference room setting.

**Pheonix Audio Technologies Quattro2**


**Yamaha PJP-25UR**


Comments:

“Superior mic for desktop and small conference room (15’ x 15’) coverage. XP and Vista no issues.” – Blackboard Collaborate

“External echo canceling device: Yamaha PJP-25UR” – Blackboard Collaborate

**Yamaha PJP-50R**


**Yamaha PJP-100UH**


Comments:

“We use this for most of our team meetings with 10+ people spread around a 20’ table and the sound from each person comes through great!” – Blackboard Collaborate
### Chapter 5  Video Devices

The following devices are intended for personal use.

<table>
<thead>
<tr>
<th>Device Description</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creative Labs Live! Cam Notebook</td>
<td><a href="http://us.store.creative.com/Live-Cam-Notebook/M/B001KA9UBE.htm">http://us.store.creative.com/Live-Cam-Notebook/M/B001KA9UBE.htm</a></td>
</tr>
<tr>
<td>Comments:</td>
<td>“The webcam and mic work well with both Mac OS X and Windows (XP SP3 or higher).” – Blackboard Collaborate</td>
</tr>
<tr>
<td>Comments:</td>
<td>“Logitech Orbit AF webcam is my favourite cam for educators. I’ve used it successfully in classrooms around the world, and at my desk.” – Blackboard Collaborate</td>
</tr>
<tr>
<td>Camera Model</td>
<td>URL</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
“I love them and they work great with Blackboard Collaborate” – Blackboard Collaborate  
“Works GREAT for Collaborate on XP and Vista” – Blackboard Collaborate  
“I use the Logitech 9000 webcam, and it works well” – Blackboard Collaborate  
“Works extremely well and I’ve been very happy with it.” – Blackboard Collaborate |
| Sony DCR-SX45          | [http://www.sonystyle.com/webapp/wcs/stores/servlet/ProductDisplay?storeId=20153&catalogId=&langId=200&productId=8198552921666294285](http://www.sonystyle.com/webapp/wcs/stores/servlet/ProductDisplay?storeId=20153&catalogId=&langId=200&productId=8198552921666294285) | “Must be used with a USB capture device, but works great!” – Blackboard Collaborate |
Startech SVID2USB2


Comments:

“Works great to convert a camcorder into a webcam!” – Blackboard Collaborate

Kworld VS-USB2800D


Comments:

“Works great to convert a camcorder into a webcam!” – Blackboard Collaborate