BBIM Guide

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What is Blackboard IM (BBIM)?

Blackboard IM (BBIM) is a communication tool that allows students and instructors to spontaneously meet live online at any time! Blackboard IM (BBIM) is an instant messaging (IM) tool similar to AOL instant messenger, Yahoo instant messenger, and others. However, Blackboard IM (BBIM) is Ivy Tech specific so you need to know only the user ID of the student, faculty, or staff to find them in Blackboard IM (BBIM). You can use the Ivy Tech White Pages (http://whitepages.ivytech.edu/) to find a user ID you do not know.

With Blackboard IM (BBIM), you can:
- Send and receive instant messages
- Make calls over the Internet (using a headset plugged into your computer)
- Meet in groups for IM and voice conversations

If you have used an Instant Message application before, many features may be familiar to you. However, unlike other applications, Blackboard IM (BBIM) automatically brings your classmates, Instructors, and other Ivy Tech users to your computer.

System Requirements

System Requirements
The minimum system requirements for Blackboard IM are as follows:
- Windows XP+ or Mac OS 10.5+
- 128 MB RAM (256 MB recommended)
- An Internet connection at 56 kbps or higher
- Sound card (for Audio Calling)
- Speakers and microphone for audio calling
- (USB headset with integrated microphone recommended)
- USB or integrated webcam (for Video Calling)
Getting Started

To get started:

*Note: If you already have a Blackboard IM (BBIM) Account, please skip this section. You need to do this process one time and you can do this from any Blackboard IM (BBIM) enabled course or organization.*

1. If Blackboard IM (BBIM) is activated in the course or organization: Click the **Communication & Tools** button in the main course or organization menu.

![Communication & Tools](image)

2. Click on the **Blackboard IM (BBIM)** icon.

![Blackboard IM](image)

3. Scroll down to **Create a Blackboard IM (BBIM) Account**.

4. Enter the correct information in the boxes.
   *A screen shot is provided below.*
   
   - Enter your Campus Connect / Blackboard username for the **Blackboard IM (BBIM) ID**.
   - Enter your Ivy Tech email address in both the **email / confirm email** boxes.
   - Enter your Campus Connect / Blackboard password in both the **password / confirm password** boxes. *Note: If you change your password in Campus Connect after the Blackboard IM (BBIM) account is created, Blackboard IM (BBIM) will still have your old password set.*
   - Pick a security question.
   - Enter your **answer**. *(Make sure to write down the answer in a secure place for possible future use.)*
   - Check **I’ve read and agree to the Blackboard IM (BBIM) Terms and Conditions and Privacy Policy** box.
   - Click **Submit** to complete the registration process.
5. Now click the **Download Blackboard IM (BBIM)** button. Choose either the windows 7, Vista, XP version or the MAC OS X version.

6. After installing, click on the **Blackboard IM (BBIM)** icon on your desktop.
7. Log into the system by entering your Blackboard IM (BBIM) ID and Password.

*Note*: If you need to install Blackboard IM (BBIM) on a second computer, just follow the download Blackboard IM (BBIM) instructions starting at step 10. Again, you must log into Blackboard and enter a course to reach the Blackboard IM (BBIM) icon, which is located under the *Communications* button.

**Using Blackboard IM (BBIM)**

After logging in, you will notice that the Classmates tab automatically lists other Blackboard IM (BBIM) users who belong to your courses. For someone to be listed here they must register with Blackboard IM (BBIM) first.

This is the Blackboard IM (BBIM) program. Notice the three tabs – Contacts, Classmates & School. Be sure Classmates is selected.
Setting Blackboard IM (BBIM) Preferences

Click on Blackboard IM (BBIM) then Preferences to access your Blackboard IM (BBIM) Preferences.

**General:** Here you can set such preferences as using tabbed chats, allowing the enter key to be hit to send your messages, save chat logs, start Blackboard IM
(BBIM) when your computer starts up, sign you into Blackboard IM (BBIM) automatically when you start up Blackboard IM (BBIM), etc…

**Appearance:** Use this feature to change the font and color of the font in your message and also the messages you receive from others.

**Status:** The Status Bar shows your current availability. Since other Bb IM users see this status, you can use it to tell other people what you are doing and if it is a good time to contact you. Status messages are fully customizable and can be saved for future use. Click **Edit Status Messages**… to create a custom status.

**Alerts:** Use this feature to set how Blackboard IM (BBIM) informs you when others sign on, of incoming calls, call busy and so forth.

**Calls:** Sets your audio input and output, such as your speakers or microphone.

**Privacy:** Here you can block users and make yourself invisible so others cannot see you when you’re signed onto the system.

**Profile:** Use this to create a personal profile of yourself for others to read. Add a picture of yourself or anything else you would like displayed.

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**Send an Instant Message (IM)**

Double-click the user’s name, type a message in the chat tab and press **Enter** on your keyboard.

To respond to an instant message, type your reply into the same text box and press **enter**.
The Call Button
The Call button allows you to start a Call with the person with whom you are currently chatting. When you click the Call button, the other user receives a notification of an incoming call, and can then accept or reject the call.

It is possible to simultaneously use Calling and Chat with the same user; if you start a Call from the Chat window, your existing Chat remains open. 

*Note:* You must have a microphone to use the **Call Button**.

The Collaborate Button
The Collaborate button allows you to start a Collaboration session with the person with whom you are currently instant messaging. When collaborating, you can share applications, share a whiteboard, or view webpages together. When you click the Collaboration button, the other user receives an invitation to a Collaboration session, which he or she can then accept or reject.
It is possible to simultaneously use Chat and Collaboration with the same user; if you start a Collaboration from the Chat window, your existing Chat remains open.

Using Voice Chat

To “call” a user for voice chat, double-click the user’s name and click the **Phone icon**.

Once the user accepts your call, hold down the **Talk** button while you speak into your microphone.

This allows you to chat with a user just by voice or a combination of voice and text.  **Note:**  You must have a microphone and speakers to use this feature or a microphone mounted headset.

Using Group Chat

You can communicate with several people at once via IM (like a chat room), or voice chat (like a conference call), using Group Chat.

To Start a Group Chat Session

1. Invite users by selecting their names from either the Classmates or Contacts tab.

   **Tip:** Use **Ctrl-click** (Windows) or **Command-click** (Mac) to select multiple names

2. With the appropriate names highlighted, click the **Tools** Menu.  Select **Group Chat**, followed by **New Group Chat**.
3. **Enter a name** for your Chat Room in the Invite to Group Chat window.

   ![Image of Blackboard IM interface](image)

   **Note**: You may send a text message with your invitation. You will automatically enter the Group Chat.

   Your invitees will receive an invitation message on their computers. Once a user accepts your invitation, they will automatically join your Group Chat.

4. Once users have joined, type a message, or click the **Phone icon** and hold down the **Talk button** to communicate with the entire group.

   ![Image of Talk button](image)
5. When finished, click the button to stop the voice chat.

*Note:* Voice chats are not saved to the chat log.

### Managing Contacts

You can “convert” Blackboard IM (BBIM) classmates into Blackboard IM (BBIM) contacts. Classmates will no longer be listed after a course or organization is removed from Blackboard. Contacts will remain in Blackboard IM (BBIM) as long as you have a Blackboard IM (BBIM) account. You can now re-organize these contacts into new, personalized groups (for instance “Homework Buddies”).

1. To convert a classmate into a contact, click the (+) icon next to the classmate you’d like to include in your group. The (+) will change to a smiley-face. These users are now also listed in your Contacts tab!

If you delete all instances of a user from the contacts tab, the smiley-face icon in the classmates tab will revert to a (+) icon.
To organize these contacts into new, personalized groups

1. From the **File** menu, select **People > Add Group**.

2. **Name** your group.

3. Click the **Contacts** tab, select your contacts, and drag them to the name of your new group.
   
   **Note**: Alt- or option-drag to create a copy of a contact if you want the same contact in multiple groups.

   **To Add Contacts Who Are Not in Your Classmates Tab**

1. Click the **Contacts tab** to bring it to the front.
2. Click the **Contacts menu**, select **Add Contact**.
3. In the Add Contact dialog, type in the **Blackboard IM (BBIM) ID** of the person you wish to add, and select the group to which you wish to add them.
4. Click **Ok**.