

Blackboard collaborate 
enterprise instant messaging

v4.1 Accessibility Guide

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Introduction



Blackboard Accessibility Statement

Blackboard believes that technology can remove barriers and make quality education universally accessible. Our mission is to develop software with the goal of meeting or exceeding globally recognized accessibility guidelines, as defined in Section 508 of the Rehabilitation Act (U.S. Government), as well as W3C-WAI and SENDA (UK). Blackboard is committed to creating products so that persons with special needs have equivalent access to a quality education.

For more information, please visit <http://www.wimba.com/accessibility>.

Accessibility within Blackboard IM

In order to accommodate as many users as possible, Blackboard specifically develops its software with accessibility in mind. Blackboard IM is fully keyboard-accessible and meets Microsoft Active Accessibility (MSAA) standards used on Windows operating systems to support assistive technologies, including Freedom Scientific's JAWS screen reader.

Screen Reader Requirements

Blackboard IM supports the following screen readers:

- For Windows users: JAWS version 9, 10, or 11

Keyboard Shortcuts

The following keyboard shortcuts can make it easier to access certain features in Blackboard IM:

Main Window

Action	Shortcut (Windows)	Shortcut (Macintosh)
Add contact	Ctrl + Shift + A	Command + Shift + A
Add group	Ctrl + Shift + G	Command + Shift + G
Block user	Ctrl + Shift + B	Command + Shift + B
Call	Ctrl + K	Command + K
Chat	Enter	Enter
Close window	Alt-F4	Command + W
New group chat	Ctrl + Alt + G	Command + Option + G
Open help	F1	
Open preferences	Ctrl-,	Command + ,
Remove user or group	Shift + Del	Command + Del
Show message log	Ctrl + L	Command + L
Show profile info	Ctrl + I	Command + I
Web conference	CTRL + U	Command + U

Chat Window

Action	Shortcut (Windows)	Shortcut (Macintosh)
Block contact	Ctrl + Shift + B	Command + Shift + B
Call	Ctrl + K	Command + K
Close	Esc	Command + W
Cycle through chat tabs	Ctrl + Tab	Command + left arrow, Command + right arrow
Change chat tabs	Ctrl + 1, Ctrl + 2, Ctrl + 3, etc.	Command + 1, Command + 2, Command + 3, etc.
Edit > Copy	Ctrl + C	Command + C
Edit > Cut	Ctrl + X	Command + X
Edit > Paste	Ctrl + V	Command + V
Edit > Redo	Ctrl + Y	Command + Y
Edit > Select All	Ctrl + A	Command + A
Edit > Undo	Ctrl + Z	Command + Z
Insert tab into message	Ctrl + Shift + Tab	Option + Tab
Invite to collaborate	Ctrl + Alt + C	Command + Option + C
New group chat	Ctrl + Alt + G	Command + Option + G
Open emoticon picker	Ctrl + E	Command + E
Open help	F1	
Open preferences	Ctrl + ,	Command + ,
Save as	Ctrl + S	Command + S
Show chat log	Ctrl + L	Command + L
Show profile info	Ctrl + I	Command + I
Start Screen Sharing	Ctrl + Alt + S	Command + Option + S
Start Web Tour	Ctrl + Alt + U	Command + Option + U
Start Whiteboard	Ctrl + Alt + W	Command + Option + W

Audio & Video Window

Action	Shortcut (Windows)	Shortcut (Macintosh)
Close	Ctrl + F4	Command + W
Show video preview	Ctrl + Shift + D	Command + Shift + D
Temporarily hold Talk button down Note: This is configurable via the Calls Preferences.	Ctrl, F8, or none	Control, F8, or none
Toggle full-screen mode	Ctrl + F	Command + F
Toggle Talk button	Ctrl + T	Command + T
Toggle Video button	Ctrl + D	Command + D
Video Capture	Ctrl + E	Command + E

Office Hours window and Help Desk window

Action	Shortcut (Windows)	Shortcut (Macintosh)
Block contact	Ctrl + Shift + B	Command + Shift + B
Call	Ctrl + K	Command + K
Chat	Enter	Enter
Close	Esc	Command + W
Edit > Copy	Ctrl + C	Command + C
Edit > Cut	Ctrl + X	Command + X
Edit > Paste	Ctrl + V	Command + V
Edit > Redo	Ctrl + Y	Command + Y
Edit > Select All	Ctrl + A	Command + A
Edit > Undo	Ctrl + Z	Command + Z
New group chat	Ctrl + Alt + G	Command + Option + G
Open help	F1	
Open preferences	Ctrl + ,	Command + ,
Remove user	Ctrl + Shift + R	Command + Shift + R
Save As	Ctrl + S	Command + S
Show message log	Ctrl + L	Command + K
Show profile info	Ctrl + I	Command + I

Whiteboard

Action	Shortcut (Windows)	Shortcut (Macintosh)
Save	Ctrl + S	Command + S
Save Page	Ctrl + Shift + S	Command + Option + S
Import	Ctrl + O	Command + O
New Page	Ctrl + N	Command + N
Edit > Undo	Ctrl + Z	Command + Z
Edit > Cut	Ctrl + X	Command + X
Edit > Copy	Ctrl + C	Command + C
Edit > Paste	Ctrl + V	Command + V
Edit > Select All	Ctrl + A	Command + A
Duplicate	Ctrl + D	Command + D
Send to back	Ctrl + [Command + [
Bring to front	Ctrl +]	Command +]
Move selected object(s)	arrow keys	arrow keys
Go to previous page	Page Up	Page Up
Go to next page	Page Down	Page Down
Go to first page	Home	Home
Go to last page	End	End

Web Tour

Action	Shortcut (Windows)	Shortcut (Macintosh)
Go back	ALT + left arrow	Command + [
Go forward	ALT + right arrow	Command +]

General

Action	Shortcut (Windows)	Shortcut (Macintosh)
Hide application		Command + H
Hide others		Command + Option + H
Minimize window		Command + M
Quit		Command + Q
Show contact list		Command + Option + 1
Open contextual (right-click) menu	Shift + F10	

Notes for Macintosh:

- In order for the Command + W shortcut to work (to end a call and close the Audio Video window) , open the System Preferences, select Keyboard, and select "All Controls" under "Full Keyboard Access".
- By default, if Spaces is enabled then F8 opens Spaces. To use it to toggle the talk button, open the System Preferences, select Keyboard shortcuts and then Expose & Spaces, and turn off the default F8 shortcut for "Activate Spaces".

JAWS Scripts



You can enhance the support for Blackboard IM in the JAWS screen reader by downloading and installing scripts from Blackboard Collaborate.

For more information, see <http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1663>

Installing the Scripts

To install these scripts on a new system:

1. Load JAWS if this has not already been done. This will require administrative privileges on the PC.
2. Run JAWS as the user for whom the scripts are to be installed. This and the following steps must be performed for each user of the PC who will be using JAWS with these scripts.
3. Run the script installer and follow its instructions.

Using the Scripts

The scripts provide several convenience features to JAWS users.

- In a chat window, `Alt + 1` repeats the most recent chat message, `Alt + 2` the next most recent, etc., up to `Alt + 0` for the tenth most recent message. These commands provide a quick way to review recent messages without leaving the input box.
- To review the entire chat log, `Tab` to the chat log and use up and down arrows. `Home` and `End` jump to the first and last message, respectively, just as they would in a list box. Note that if the chat contains one or more links, there may be extra tab stops added between the chat input and chat log controls.
- Typing `Alt` with a number twice in quick succession from anywhere in a chat window will bring up a virtual view of the chat log with the cursor located on the appropriate message. A similar effect can be achieved from within the chat log itself by typing the JAWS `SayLine` command (`JAWSKey + UpArrow`), twice quickly while sitting on a chat log line. This facility allows text to be copied to clipboard, messages to be reviewed by word or character, etc. To close the virtual view and return to Blackboard IM, press `Esc`. (By default, the `JAWSKey` is the Insert key, but this can be changed through the JAWS preferences.)
- You can jump to specific parts of a chat window using the following shortcuts:
 - `Ctrl + Shift + I` moves to the input box.
 - `Ctrl + Shift + L` moves to the log.
 - In a Group Chat or Office Hours chat, `Ctrl + Shift + O` moves to the list of room occupants.
 - For the host of an Office Hours chat, `Ctrl + Shift + W` moves to the waiting room log window if it is showing.
- When a chat window takes focus, any unread messages in it are announced in order automatically. This announcement may be silenced by pressing `Ctrl`. This feature speeds reading of new messages, particularly when several chat tabs are active at once. It is possible, for example, to type `Ctrl + Tab` repeatedly to cycle through all open chats, pausing to listen to any new messages in each without issuing further commands to hear them.
- The scripts indicate when users are typing in a chat window. If a user named Joe starts typing, JAWS will say, "Joe is typing" and will begin producing click sounds until Joe stops typing. In a Group Chat, where several users may be typing at once, the click sounds will continue until no users are typing. To get a quick indication of exactly who is typing at a given instant, press `F4`.
- While any Blackboard IM window is in focus, any Blackboard IM alerts that are enabled in **Preferences > Alerts Settings** will be announced when they appear on screen. This notifies you of sign-ins, new chat messages, contact status changes, etc. If JAWS is speaking an alert that is not wanted, disable it in **Preferences > Alerts Settings**.
- You can open a help file with this information from within Blackboard IM while the scripts are running by typing `JAWSKey + F1` twice in quick succession.

Tips

- For popup alert boxes and other small dialogs, the standard JAWS `ReadBoxInTabOrder` command, `JAWSKey + B`, is often a good way to read the entire dialog box.
- In a chat window, the "View Profile" / "Hide Profile" button acts like a checkbox: Press `Space` once to display the profile and again to remove it from the screen. `Ctrl + I` accomplishes the same thing without requiring the button to be focused. Use `Insert + B` to read the profile once it receives focus.
- To bring up the picker for emoticons in a chat, type `Ctrl + E`.
- To make JAWS announce all incoming messages for chats that are not currently in focus, make sure the "Display popup notification" checkbox for "Message received in background" in Preferences > Alerts Settings is checked.
- On Windows Vista and Windows 7 systems with User Account Control (UAC) enabled, Blackboard IM will not work correctly with JAWS if it is launched directly from within the Blackboard IM installer. The installer runs with administrative privileges and causes Windows to restrict JAWS' access to Blackboard IM's accessibility information. So uncheck the box for launching Blackboard IM in the installer. Then when the installer finishes and closes, launch Blackboard IM from its Desktop or Start menu shortcut.

The following tips apply only to hosts of an Office Hours chat:

- To read the waiting room chat log, move to it first. When focus is in the waiting room, arrows, the `Alt + numbers` shortcuts apply to the waiting room rather than to the office log.
- You must change focus to the waiting room once before the `Ctrl + Shift + W` command can be used to move to it. To do this, focus the chat input box, then `Shift + Tab` once.
- Typing indicators and automatic announcement of new messages only apply to the main office log, not to the waiting room.
- To promote or demote someone, `Tab` to the appropriate occupant list (waiting room or office), find the person you want to promote or demote, and press `Space` once to make sure the person's entry is selected. Then either use the Context menu (via the Applications key) to promote or demote, or use `Ctrl + UpArrow` to promote and `Ctrl + DownArrow` to demote.
- To send a message to the waiting room instead of the office chat, `Tab` to the **Send** button and press it. This opens a dialog into which you can type the message to send. Pressing `Enter` in that dialog will close it and send the message.

Additional Information



The use of screen readers is the main functionality within Blackboard IM designed explicitly for accessibility. Blackboard IM has been audited, and redesigned as necessary, in order to be accessible for users with disabilities, including those using assistive technologies. For example, its interface has been designed to the standards set by Section 508 of the Rehabilitation Act. As detailed above, myriad keystrokes and shortcut keys can be utilized for optimal navigation. Screen magnification products are also compatible with Blackboard IM.

Blackboard IM is designed for spontaneous, informal communication and collaboration. This includes the use of sign language through Video Calling.

If you have any further questions about the accessible features of Blackboard IM, please speak with the Blackboard Administrators at your institution or organization.

Blackboard Collaborate Product Feedback

Blackboard Collaborate welcomes your comments and suggestions. If you have an idea for a new feature or enhancement, or would like to send other feedback, please send an email to BBCollaborateFeedback@blackboard.com.

Your feedback will be sent directly to our Product Management Team.



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