Blackboard Collaborate – Using Telephony for Moderators

The Telephony feature in Blackboard Collaborate enables you to conduct your audio communications with other session attendees via a combination of VoIP and telephone conferencing, while continuing to use your computer for all other session features. As a teleconference user, you will be fully integrated into the session.

When you join the session, if you see the Use Telephone for Audio button in the Audio & Video panel, you will know that your session is configured with Integrated Telephony.

Joining a Teleconference

1. Click the Use Telephone for Audio button in the Audio & Video panel to access the conference number and PIN.

2. Using your telephone, dial the teleconference telephone number displayed in the Use Telephone for Audio dialog.

3. Enter the teleconference PIN when prompted to do so by the teleconference (if required). If your teleconference prompts you to enter your conference number followed by the # key, enter your PIN as the “conference number”.

4. When you’ve successfully connected to the teleconference, click on OK in the Use Telephone for Audio dialog. The Use Telephone for Audio button will change to the Use Microphone and Speakers for Audio button and the word Teleconferencing will appear in the Audio & Video window to confirm you are communication via the call.

Adjusting the Sound & Muting the Teleconference

While you are in your session, you can prevent the audio from the teleconference from entering the session by muting the teleconference. This will prevent everyone who is on the teleconference from talking to those in the session who are using VoIP. However, the teleconference participants will continue to be able to hear and talk to each other and will still receive audio from the session.
To mute the teleconference, remove the Audio permission of the Teleconference bridge in the Participant list by clicking its Audio permission in the Participant Option Menu.

You will know the teleconference is muted when you see the icon next to the Teleconference bridge participant in the Participant list.
To un-mute the teleconference, reinstate the Teleconference bridge’s Audio permission.

**Disconnecting the Session from the Teleconference**

Only a Moderator can disconnect the session from the telephone conference. To disconnect, select **Disconnect Session from Teleconference** from the Audio & Video Options menu. Click **Yes** to confirm.

**Leaving a Teleconference**

To leave a teleconference and once again be able to use your microphone and speakers for audio, follow the steps below:
1. Click the **Use Microphone and Speakers for Audio** button. The Use Microphone & Speakers for Audio dialog will open.

2. Click **Ok** to leave the teleconference.
3. Hang up your phone.

**Tips for using Telephony**

- Manage Teleconference participant interaction using the same session etiquette as you use with participants on VoIP. Ask participants to raise their hands before speaking. This will facilitate better communications and will let you know who in the Teleconference is speaking.
- Mute teleconference users during the presentations to avoid interruptions and the broadcast of unwanted audio.
- Remind users on the teleconference to mute their telephones while they are not speaking to minimize distractions for other users on the teleconference.
- As a best practice, use the Moderator PIN in the Session Information field in the Teleconference Connection dialogue box so that, as soon as the session joins the teleconference, those on the teleconference no longer hear music and a Moderator in the teleconference is not explicitly needed.

For more information, contact the Faculty Resource Center at 205.348.3532 or [frc@ua.edu](mailto:frc@ua.edu) or visit our website at [http://frc.ua.edu](http://frc.ua.edu).

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