


## Blackboard Collaborate – Using Telephony for Moderators

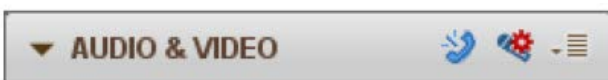
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The Telephony feature in Blackboard Collaborate enables you to conduct your audio communications with other session attendees via a combination of VoIP and telephone conferencing, while continuing to use your computer for all other session features.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

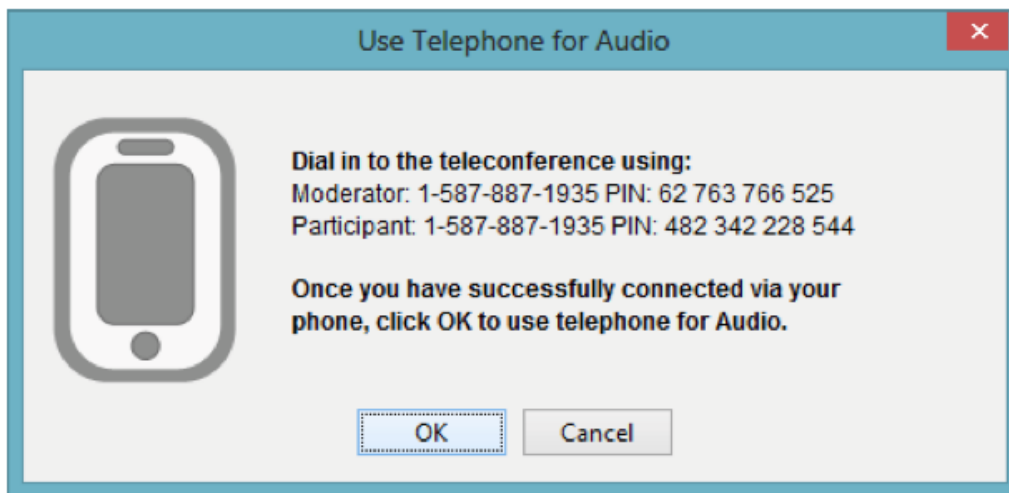
When you join the session, if you see the **Use Telephone for Audio** button in the Audio & Video panel, you will know that your session is configured with Integrated Telephony.

### Joining a Teleconference



You will know you can join a teleconference by the presence of the  Telephone icon in the title bar of the Audio & Video panel:

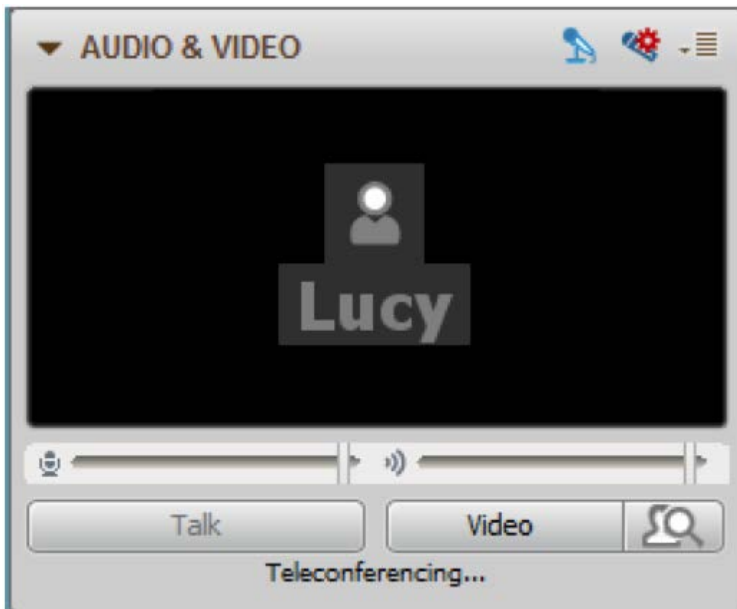


1. Open the Use Telephone for Audio dialog in one of the following ways:
  - From the *Tools* menu, select *Telephony* and then *Use Telephone for Audio*.
  - In the Audio & Video panel Options menu, select *Use Telephone for Audio*.
  - Click on the  **Use Telephone for Audio** button in the title bar of the Audio & Video panel. It will look like the following, perhaps with different phone numbers and PINs:



2. Using your telephone, dial the teleconference telephone number displayed in the Use Telephone for Audio dialog.
3. Enter the teleconference PIN as instructed by the teleconference (if required). If your teleconference (Integrated Telephony) 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.

When you are connected to the teleconference, in the Audio & Video panel, the word Teleconferencing... appears at the bottom and the  Use Telephone for Audio button in the title bar changes to the  Use Microphone and Speakers for Audio button.



You will also see the Teleconference activity indicator  appear next to your name in the Participants list.





## Adjusting the Sound & Muting the Teleconference

There are two ways to adjust the sound of a teleconference:



- You can prevent the audio from the teleconference from entering the session by muting the teleconference.
- You can change the volume of the audio emitted by the session and received by the teleconference.

## Muting the Teleconference

You can prevent the audio from those in the teleconference from entering the session by muting the teleconference. However, the teleconference participants will continue to hear 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. You will know the teleconference is muted when you see the  icon next to the Teleconference bridge participant in the Participants list. When the teleconference is muted, so are all those using the teleconference so their telephone icons in the Participant's list will change to the  icon.



To un-mute the teleconference, reinstate the Teleconference bridge's Audio permission. You will know the teleconference is no longer muted when the  icon next to the Teleconference bridge participant switches back to the  icon.

## Changing the Volume

### Volume of audio emitted by the session and received by the teleconference:

- To **increase** the volume, from the *Tools* menu, select *Telephony* and then *Increase Volume to Teleconference*.
- To **decrease** the volume, from the *Tools* menu, select *Telephony* and then *Decrease Volume to Teleconference*.

Repeating these commands will increment the volume up or down (respectively) within the preset minimum/maximum range.

### Volume of audio emitted by the teleconference and received by the session:

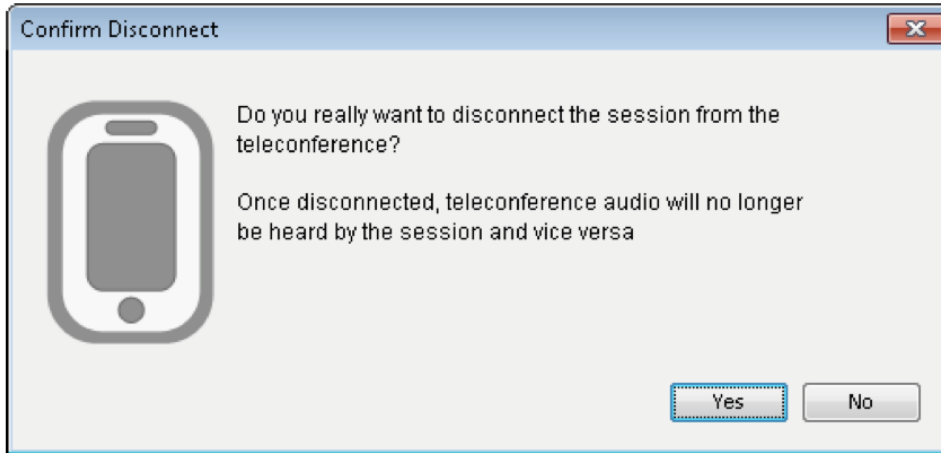
- To **increase** the volume, from the *Tools* menu, select *Telephony* and then *Increase Volume from Teleconference*.
- To **decrease** the volume, from the *Tools* menu, select *Telephony* and then *Decrease Volume from Teleconference*.

Repeating these commands will increment the volume up or down (respectively) within the preset minimum/maximum range.

## Disconnecting the Session from the Teleconference

Only a Moderator can disconnect the session from the teleconference. You may want to do so if, for example, you inadvertently connected to the wrong teleconference and need to change the connection information or all Telephony users have left the session.

1. From the Audio & Video panel Options menu, select *Disconnect from Teleconference....* You will be presented with the Confirm Disconnect dialog.

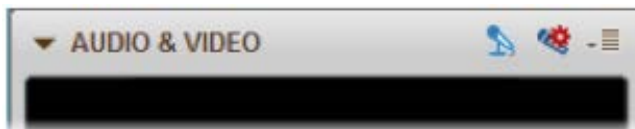


2. Click on **Yes** to disconnect. The Teleconference bridge will no longer be listed in the Participants list and the Telephony icon 📞 will be removed from the title bar of the Audio & Video panel of session attendees.

## Leaving a Teleconference

To leave a teleconference and once again use your microphone and speakers for Audio, do the following:

1. Open the Use Microphone & Speakers for Audio dialog in one of the following ways:
  - From the *Tools* menu, select *Telephony* and then *Use Microphone & Speakers for Audio*.
  - In the Audio & Video panel Options menu, select *Use Microphone & Speakers for Audio*.
  - Click on the 📞 **Use Microphone and Speakers for Audio** button in the title bar of the Audio & Video panel.



The Use Microphone & Speakers for Audio dialog will open. It will look like the following, perhaps with different phone numbers and PINs:



2. Click **OK** to leave the teleconference.

### 3. Hang up your phone.

When you have left the teleconference, the word Teleconferencing... is removed from the bottom of your Audio & Video panel and the Teleconference activity indicator  is removed from next to your name in the Participants list.

## 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>.

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