



Using Telephony Quick Reference Guide

The Telephony feature in Blackboard Collaborate enables you to conduct your audio communications with other session attendees via a combination of VoIP or telephone conferencing, while continuing to use your computer for all other session features or to just participate in the audio portion of the meeting. As a telephone conference user, you will be fully integrated into the session. You can communicate with users not connected via teleconference (the traditional microphone and speaker users) and your communications will be captured in session recordings.

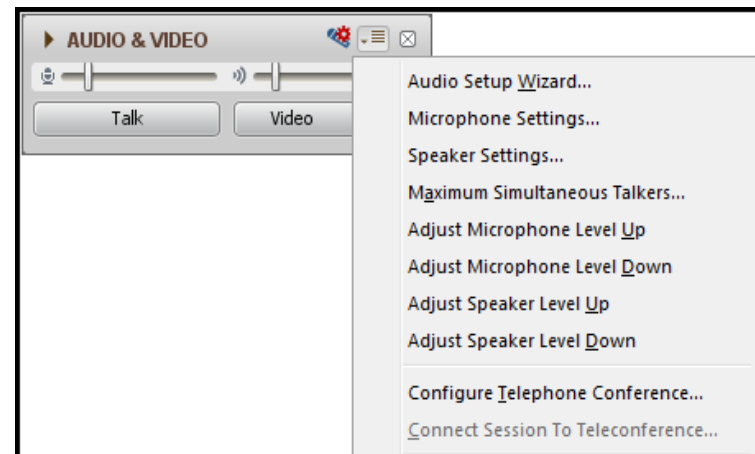
Configuring Connection Information to a Telephone Conference

To connect a session to a teleconference, the Moderator must configure the teleconference connection information within the session. This entails entering the telephone

number(s) and PIN(s) provided by your telephone conference administrator for the desired teleconference. Teleconference information can be set as a default from the Blackboard Collaborate administrative system.

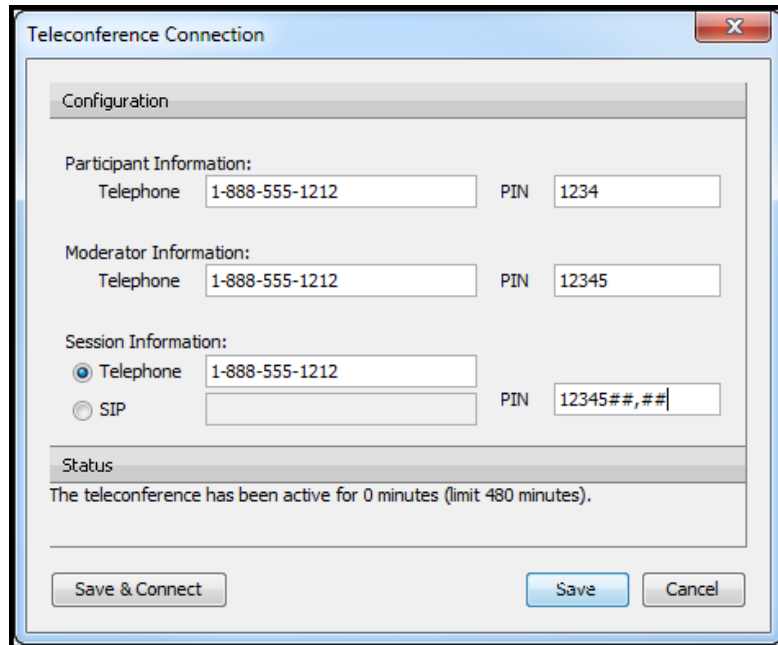
To configure telephone conference connection information, follow these steps:

1. Obtain the phone number(s), PIN(s) and SIP (if required) for your teleconference from your telephone conference administrator.
2. Open the Teleconference Connection dialog by selecting **Configure Telephone Conference...** from the Audio & Video Options menu.



3. Enter the connection information for the teleconference. The **Session Information** and the **Moderator Information** are typically the same. The

Blackboard Collaborate session will connect to the call using the **Session Information**.



The screenshot shows a 'Teleconference Connection' dialog box with a blue title bar and a close button. It contains three sections: 'Participant Information' with fields for Telephone (1-888-555-1212) and PIN (1234); 'Moderator Information' with fields for Telephone (1-888-555-1212) and PIN (12345); and 'Session Information' with radio buttons for 'Telephone' (selected) and 'SIP', and corresponding fields for Telephone (1-888-555-1212) and PIN (12345##,##). A 'Status' section at the bottom states 'The teleconference has been active for 0 minutes (limit 480 minutes)'. At the bottom of the dialog are three buttons: 'Save & Connect', 'Save', and 'Cancel'.

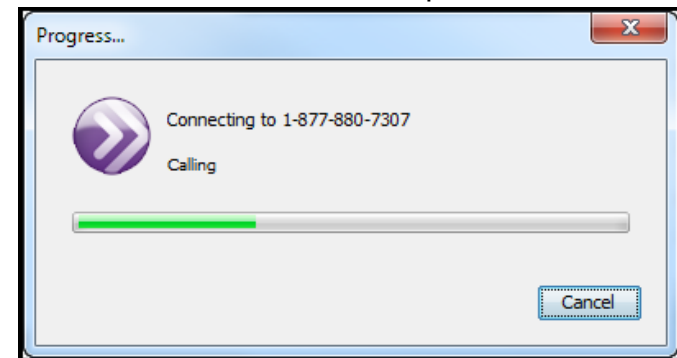
4. Save the teleconference information. If you want to connect to the teleconference immediately, click on the **Save & Connect** button. If you want to configure but not connect to the teleconference, click on the **Save** button.

Connecting the Session to the Telephone Conference

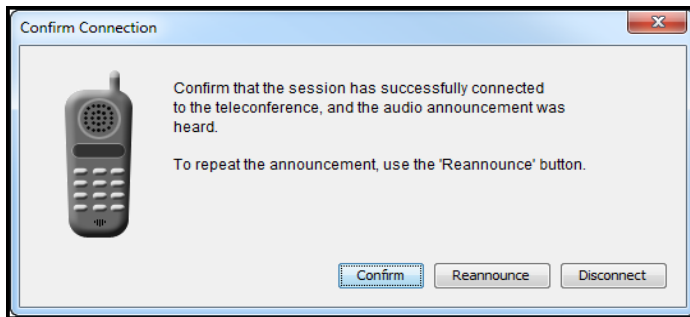
Once you have configured the connection information, the Moderator must now establish the bridge (connection) between the session and the telephone conference. (Note: this is needed only if this wasn't already done in Step 4 above)

To connect the session to the telephone conference, follow the steps below:

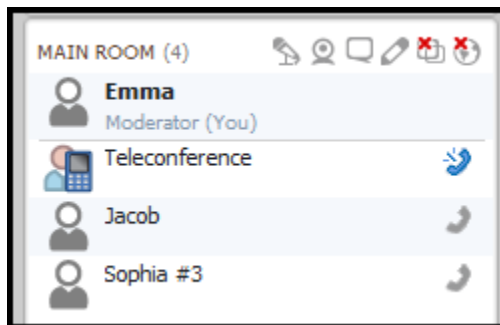
1. Select **Connect Session to Teleconference** from the Audio & Video Options menu



2. The session calls and connects. Click on **Confirm** when the Confirm Connection dialog box appears.



3. Note that a new “Participant” called Teleconference appears in the Participants List.



Joining a Teleconference

Now that the session has connected to the teleconference, any session attendee (Moderator and Participant) can join a teleconference. To join a teleconference, follow the steps below:

1. Click the **Teleconference** button to access the conference number and PIN.



2. Using your telephone, dial the teleconference telephone number displayed in the Connect to Teleconference dialog.
3. Enter the teleconference PIN when prompted to do so by the teleconference (if required).
4. When you've successfully connected to the teleconference, click on **OK** in the Connect to Teleconference dialog. The Telephone button will change to a blue telephone and the word **Teleconferencing...** will appear in the Audio & Video window to confirm you are communicating 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 audio conference from talking to others in the session on VoIP. However, the teleconference participants will continue to hear and talk to each other and will still receive audio from the session.

To mute the teleconference:

1. Using the Participant Option menu, remove Audio permission for the Teleconference Participant.

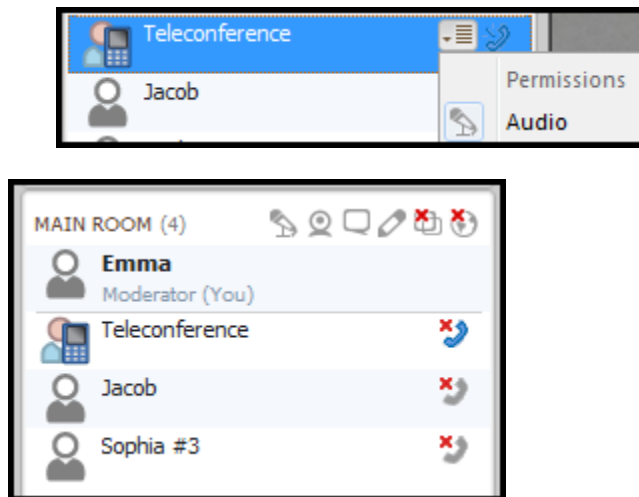


Figure 1 Muted

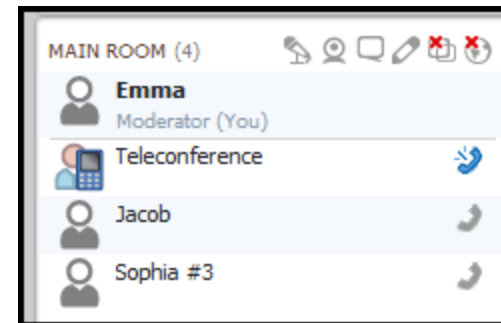
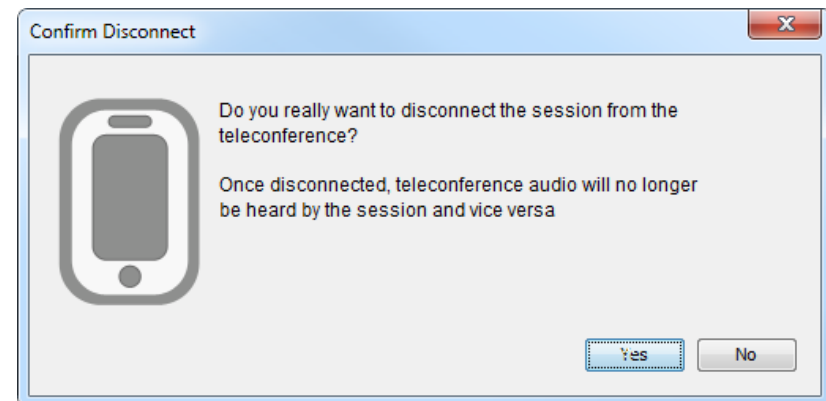


Figure 2 Not Muted

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.



Audio Activity Indicators

Activity Indicator	Description
	Indicates session attendee has turned on the microphone by clicking the Talk button.
	A telephone icon next to a Moderator or Participant indicates that attendee is currently connected to the telephone conference and that the Teleconference bridge is not muted.
	The Teleconference Bridge participant is connected but has had its Audio permission removed and, therefore, the teleconference is muted.
	User is using Telephony mode for audio communications. (Using the phone for Audio.)
	User is using Telephony mode for audio communications (using the phone for Audio) but the teleconference is muted.

- Mute teleconference users during the presentations to avoid interruptions and the broadcast of unwanted audio.
- Remind users on the audio conference to mute their telephone while they are not speaking to minimize distractions for the 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 conference those on the teleconference no longer hear music and a Moderator in the teleconference is not explicitly needed.

Tips for using Telephony

- Manage participant interaction using the same session etiquette as if participants are on VoIP or Telephony or a mix of both. Ask participants to raise their hands before speaking. This will facilitate better communications and will let you know who on the Teleconference is speaking