Using Telephony – Quick Reference Guide 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 (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. There are two implementations of Telephony:

- **Third Party Provider Telephony:** With Third Party Provider Telephony, customers must use their own teleconference provider. It requires a Moderator or session creator to manually configure the teleconference connection information and a Moderator to manually initiate the connection between the session

and the teleconference (establish the Teleconference bridge).

- **Integrated Telephony:** With Integrated Telephony, customers don't need their own teleconference provider as the teleconference service is provided by Blackboard Collaborate. Teleconference phone numbers and PINs are automatically generated during session creation and anyone in the session can initiate the connection between the session and the teleconference (establish the Teleconference bridge) by simply dialing in to the teleconference.

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 and you will not be required to configure the teleconference.

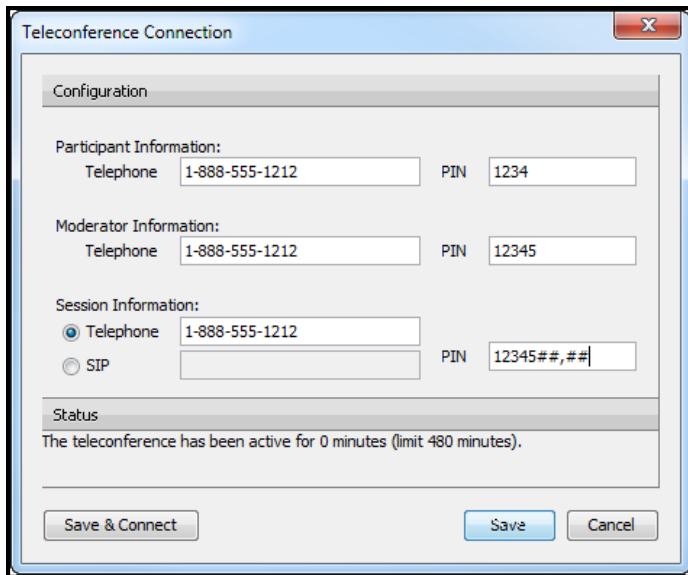## Configuring Connection Information to a Third Party Provider Telephone Conference

With Third Party Provider Telephony, if the session creator has not already configured the teleconference connection information, you must do so within the Blackboard Collaborate web conferencing session before you can connect a session to a teleconference. 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 session scheduling 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.
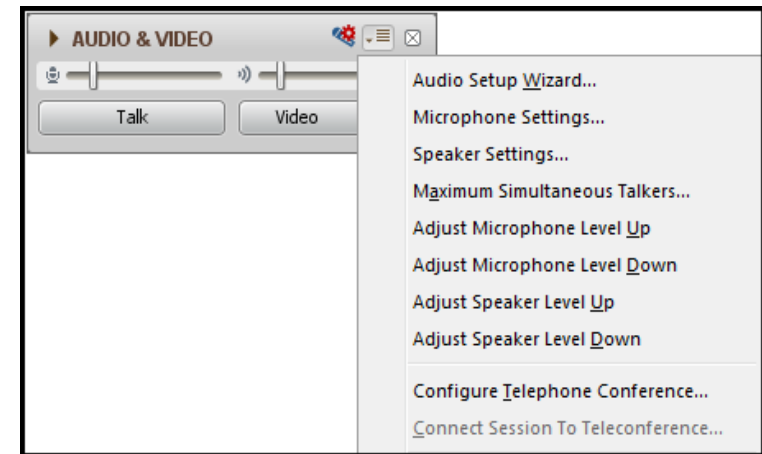
3. Enter the connection information for the teleconference. The **Session Information** and the **Moderator Information** are typically the same. The Blackboard Collaborate session will connect to the call using the **Session Information**.

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Teleconference Connection

Configuration

Participant Information:
Telephone 1-888-555-1212   PIN 1234

Moderator Information:
Telephone 1-888-555-1212   PIN 12345

Session Information:
● Telephone 1-888-555-1212
○ SIP   PIN 12345##,##

Status
The teleconference has been active for 0 minutes (limit 480 minutes).

Save & Connect   Save   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, you 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:

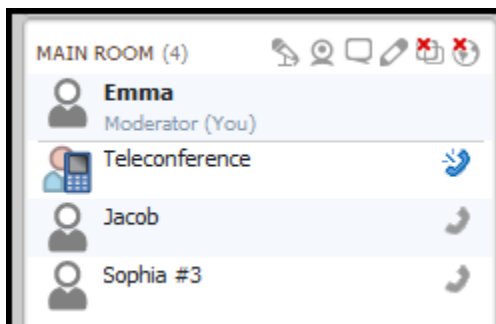1. Select **Connect Session to Teleconference** from the Audio & Video Options menu.

Progress...

Connecting to 1-877-880-7307

Calling

Cancel
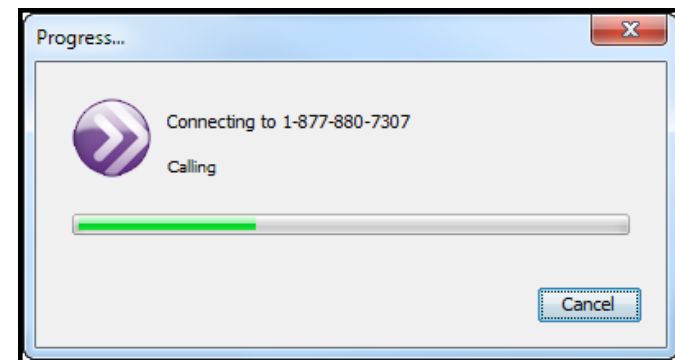
The session calls and connects.

2. Click on **Confirm** when the Confirm Connection dialog box appears.
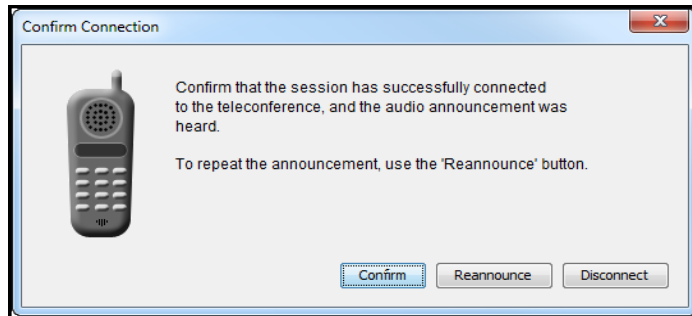
Note that a new "Participant" called Teleconference appears in the Participants List.

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 🤙 **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 communicating via the call.
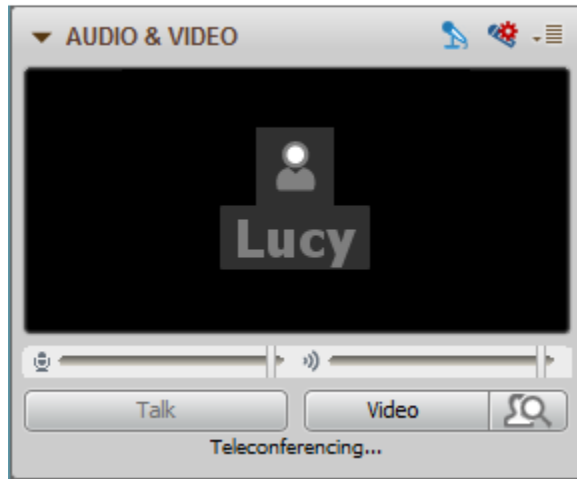

Adjusting the Sound & Muting the Teleconference

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 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.
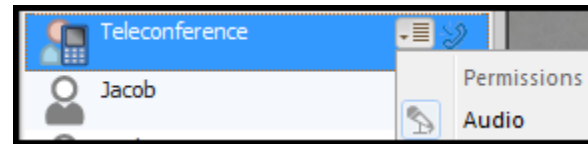
You will know the teleconference is muted when you see the 🔀 icon next to the Teleconference bridge participant in the Participants list.
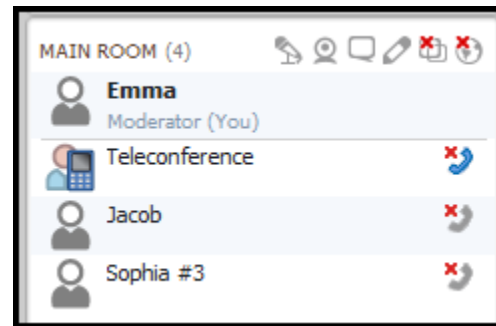

Figure 1 Muted

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.
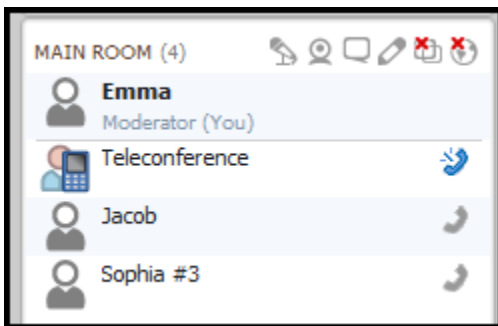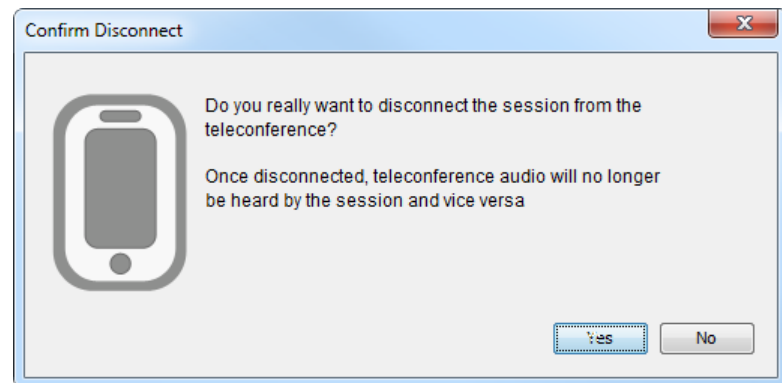

Figure 2 Not Muted

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.

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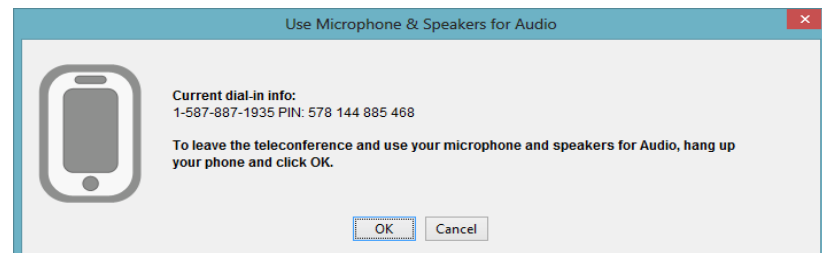
2. Click **OK** to leave the teleconference.

3. Hang up your phone.

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Audio Activity Indicators

Activity Indicator	Description
	The session attendee has turned on the microphone by clicking the Talk button. (Using VoIP for audio.)
	The Teleconference Bridge participant is connected and the teleconference is available to users.
	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.

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.