Echo Cancellation
Blackboard Collaborate web conferencing has built-in echo cancellation which allows you to participate in sessions using the computer’s built-in microphone and speakers.

**Tips:**
- If you hear your own voice as an echo, the problem is on the other person’s side
- If the other person can hear their voice echoing, the problem is on your side

**Solutions:**
- If you are using speakers and have your speaker volume too high, you may create an echo. Lower your speaker volume to correct this issue.
- If you are using speakers and a microphone confirm you have a good distance between the two pieces of hardware to reduce echo.
- Confirm you have run our Audio Setup Wizard.
- Echo cancellation is affected by the level of background noise around you. It works best when you’re in a quiet spot.
- If nothing else works, using a headset or headphones instead of speakers is an easy way to get rid of echo.

**Important Notes:**
- Echo cancellation will not work on Linux or Mac OS X 10.5 or older systems.
- As our echo cancellation software learns about your environment you may hear a few seconds of ‘chirps’, this is completely normal. Be aware if your environment changes our software has to adjust and you may hear the 'chirps' reappear as it reconfigures.
- Two users logged into the same physical room should keep their microphones off.

If Echoing is still a problem please have your MAC users follow the detailed steps below.
The appropriate steps below MUST be performed before starting each Blackboard Web Conference Session to minimize “echoing”.

**MAC OS X Operating System**

1. Plug in your Headset, microphone or other listening and recording devices.
2. Navigate to your System Preferences
Finder Menu:
- About This Mac
- Software Update...
- App Store...
- System Preferences...
- Dock
- Recent Items
- Force Quit Finder
- Sleep
- Restart...
- Shut Down...
- Log Out Drew Jossis...
3. Select Sound
4. Select Input Tab
5. Select Internal Microphone
6. Drag the input volume all the way to the left.
7. Repeat steps above until only one microphone has an input volume.
8. Verify “Use ambient noise reduction” is checked for the microphone in use.
9. Select Output Tab  
10. Select Internal Speakers.  
11. Select “Mute”.  
12. Repeat steps until only one Output device is not muted.
13. Join your Blackboard Web Conferencing Session

14. Run AUDIO SETUP Wizard, this MUST be done every session.
15. Select the TOOLS menu
16. Select Audio, then Microphone Settings
17. You should see only one microphone listed.
18. Verify “Cancel echo between microphone and speakers” and “Adjust microphone volume automatically (up and down)” are checked and verify “Transmit all sound, even when it appears to be silence” is not checked.
19. Click Apply.

20. Click Close.
21. REMEMBER, these steps MUST be performed before beginning each Web Conferencing Session.
22. If Echoing is still a problem, click your “talk” button to talk, click again when done. Similar to using a walkie-talkie.
23. If nothing else works, using a headset or headphones instead of speakers is an easy way to get rid of echo.
24. NOTE: You will need to return your Input and Output volumes to their desired setting at the completion of the Web Conference.