ECHO-ECHO-ECHO – Reduction during a Blackboard Web Conference Session

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 Win 7 users follow the detailed steps below
The appropriate steps below MUST be performed before starting each Blackboard Web Conference Session to minimize “echoing”.

Win 7 Operating System

1. Plug in your Headset, microphone or other listening and recording devices.
2. Right click on your sound icon on the right side of your task bar.

3. Select Recording Devices

4. You should see ONLY ONE ACTIVE recording device.
You should see ONLY ONE ACTIVE recording device!

This screen shot shows 2 active!
5. Right click in the recording window; click “Show Disabled Devices” and “Show Disconnected Devices”.
6. Right click over the device you need to Enable/Disable; click “Enable” or “Disable”.
7. You should ONLY SEE ONE recording device enabled.
8. Select the PLAYBACK tab
9. You should see **ONLY ONE ACTIVE** playback device.
10. Right click over the device you need to Enable/Disable; click “Enable” or “Disable”.

![Configure Speakers dialog box with Disable option highlighted](image)
11. You should ONLY SEE ONE PLAYBACK device enabled.

12. Click OK
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.