

## Phone in to a Collaborate session

Blackboard collaborate is one of the ways your lecturers and tutors can hold online classes in your Blackboard unit. Your lecturer can share documents with you and present a lecture or tutorial to you just as if you were on campus. You can also contribute to class discussions and interact with the materials from wherever you are.

If you have trouble accessing a Blackboard Collaborate session because of connection issues, you may choose to DIAL IN.

When you first navigate to the Collaborate Session, there is an option to call in Anonymous. Instead of choosing this, open the Collaborate session, then choose the burger menu on the top left-hand side, and get the phone number from there. That way, your attendance is captured.

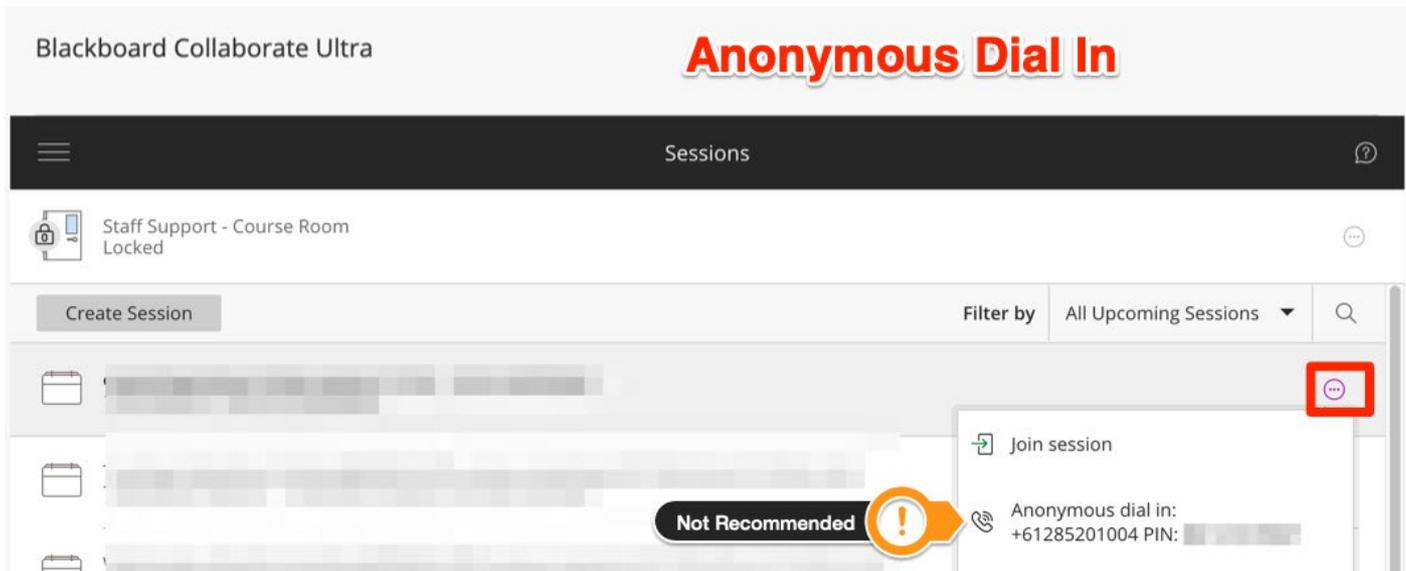
The default Collaborate phone number is Sydney.  
You can choose to call a local phone number instead.

Country	Region / City	Number
Australia	Sydney	+61 2 8520 1004
Australia	Adelaide	+61 8 7100 1859
Australia	Brisbane	+61 7 3188 2549
Australia	Darwin	+61 8 7905 7043
Australia	Melbourne	+61 3 8362 3382
Australia	Perth	+61 8 6225 2653
China	Beijing	+86 (10) 5822-4426
Japan	Tokyo	+81 3-4540-0931
Singapore	National	+65 3163 8037
South Korea	National	+82 70 4784 4326
New Zealand	Auckland	+64 9 801 0547

More information about [using your phone for Collaborate sessions](#) is available.

## Where to find the dial-in information?

If you were to choose the Anonymous Dial-In from the Collaborate session list, your attendance will not be captured. This is not recommended. However, if you cannot open the session you can still use the number. Replace the recommended number as pictured (Sydney) with the local number for your region noted above.



The screenshot shows the Blackboard Collaborate Ultra interface. At the top, it says 'Blackboard Collaborate Ultra' and 'Anonymous Dial In' in large red text. Below this is a 'Sessions' header. The main content area shows a session titled 'Staff Support - Course Room' which is 'Locked'. There is a 'Create Session' button and a 'Filter by' dropdown set to 'All Upcoming Sessions'. A list of sessions is displayed, with a red box highlighting a 'Join session' button. A 'Not Recommended' warning icon is visible next to the session details. The 'Anonymous dial in:' information is shown as '+61285201004 PIN: [redacted]'.

If Anonymous Dial-In is not working, this may be why:

- **The teleconference service is full.**  
Up to 25 attendees can call into a session from the phone. If the maximum number of dial-in attendees has been reached, nobody else can call in. You'll need to join the session from your browser instead.
- **You are the only one in the session.**  
There needs to be at least one attendee in the session on their web browser before you can call in. If you can't call in - wait a few minutes and try again.

If you can open the Collaborate session (despite connection issues) click on the burger menu on the top left sidebar, and the following will open. **If you dial in using the in-session PIN your attendance will be captured.**

You can replace the phone number with your local number as listed above.

Don't share your personal PIN with anyone. It only works for you and only in the current session. You are not able to use the PIN in another session or share your PIN with another user. Personal PINs stop working when the session ends. You can be dialled in to listen to the audio and continue watching the video on your computer, if you are not having any issues with video. [More information is available.](#)

