Using the Audio Setup Wizard

The Audio Setup Wizard is a tool you can use to verify that your Audio is set up correctly. It is comprised of a series of panels that guide you through selecting Audio input (microphone) and output (speaker) devices and setting your speaker and microphone volumes. **We encourage everyone to run the wizard prior to the start of the session.**

Tip: To run the Audio Setup Wizard before your session begins, either join your session early or open the Configuration Room on the Blackboard Collaborate Support Portal:

http://support.blackboardcollaborate.com

To open the Configuration Room, browse to First Time Users and then to Step 2 under Blackboard Collaborate Web Conferencing.

You can run the Audio Setup Wizard again at any time within your session.

Note: When you are using the Audio Setup Wizard during a session, you will not be able to hear any of the session Audio. Others will know you can't hear them because the Audio Setup Wizard icon will appear next to your name in the Participants list.

To open the Audio Setup Wizard, do one of the following:

- Click on the Audio Setup Wizard button at the top of the Audio & Video panel.

- From the *Tools* menu select *Audio* and then *Audio Setup Wizard*.
- From the Audio & Video Options menu, select *Audio Setup Wizard*.

On Windows or Linux

1. Select your audio output device (speakers), following the instructions given in the dialog box. (For further details on selecting an audio output device, see *Selecting a Speaker Device*.)

2. Play the recorded audio message provided and adjust your speaker volume to a suitable level. (Follow the instructions given in the dialog box.)

3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on **Yes**, go to step 4.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 1.

4. Select an audio input device (microphone), following the instructions given in the dialog box. (For further details on selecting an audio input device, see *Selecting a Microphone Device*.)

   Note: Whichever microphone you select here will become the selected microphone in the Microphone Settings Preferences dialog.

5. (Linux only) Select your microphone type to get the best results when testing your microphone.
   - *Single Talker:* Select this option if using a headset or a microphone just for yourself.
   - *Multiple Talkers:* Select this option if using a single microphone to pick up multiple talkers, such as when you are in meeting room sharing the microphone with others. This is the default.

6. Press **Record** and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press **Stop** when you are done.

7. Press **Play** to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.

8. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on **Yes**, go to step 8.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 4.

9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

On Mac OS X

1. Mac users cannot change their audio output (speaker) devices directly in Blackboard Collaborate web conferencing – Blackboard Collaborate uses the system default device. To change your output device, click on the speaker icon in the Select Audio Output Device dialog of the Audio Setup Wizard and make your changes in the System Preferences Sound Output panel. (For further details on selecting an audio output device, see *Selecting a Speaker Device*). When done, click on **OK** to advance to the next panel of the wizard.

2. Play the recorded audio message provided and adjust your speaker (audio output device) volume to a suitable level. (Follow the instructions given in the dialog box.)

3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on **Yes**, go to the next step.

- If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 1.

4. Select an audio input (microphone) device from the list or select the option *Use System Default Device*. Follow the instructions given in the dialog box. (For further details on selecting an audio input device, see *[Selecting a Microphone Device](#)*.)

5. (Mac OS X 10.5 and earlier only) Select your microphone type to get the best results when testing your microphone.
   - *Single Talker:* Select this option if using a headset or a microphone just for yourself.
   - *Multiple Talkers:* Select this option if using a single microphone to pick up multiple talkers, such as when you are in meeting room sharing the microphone with others. This is the default.

   Note: Whichever microphone you select here will become the selected microphone under Microphone Settings Preferences dialog.

6. Press **Record** and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press **Stop** when you are done.

7. Press **Play** to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.

8. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on **Yes**, go to the next step.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 3.

9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.