Phone into a Collaborate Ultra Session

Log into the Collaborate Ultra session. Open the Session menu and select Generate Dial-in Number. Call the number listed and enter the personal identification number (PIN).

Up to 25 participants can call into a session from their phone. If the maximum number of participants has been reached additional users are not given a phone number to call.

You are given a unique PIN to help the session identify you. When you enter the PIN, the audio from your phone is paired with your avatar. This helps everyone keep track of who is speaking.

Each PIN is unique to an individual session and a user in that session. This means that the PIN you see only works for you in that session. You are not able to use the PIN in another session or share your PIN with another user. PINS stop working when the session ends.

You must be joined to a session on a browser to use your phone.

You have access to all the same tools in your session. Your microphone changes to a phone. Others see a phone icon by your name in the Participants panel.

You aren't muted when you first call in. Everybody can hear you immediately. Turn your audio on and off in your browser by selecting the phone icon.

With your keyboard, press Alt + M to turn your phone audio on and off.

You can still use the mute on your phone. Just make sure the audio is turned on in your browser if you want others to hear you.

Moderators can also mute participants anytime during the session. You are notified, if a moderator has muted you.
What happens if I hang up my phone?

If you hang up your phone without leaving the session, you are still connected to the session. You start using our device microphone instead.

Can I still share my video if I am using my phone?

Yes. You have access to all the same tools in your session. You can share video, participate in chat, share content if you have moderator permissions, and so on.

How do I leave a session completely when on my phone?

To leave a session completely, click Leave Session at the top of your screen. Your phone audio is automatically disconnected from the session. You can no longer hear anything. All that's left to do is hang up your phone.

How do I use the PIN?

When you generate a number to call you are given a unique PIN to help the session identify you. When you enter the PIN, the audio from your phone is paired with your avatar. This helps everyone keep track of who is speaking.

Each PIN is unique to an individual session and a user in that session. This means that the PIN you see only works for you in that session. You are not able to use the PIN in another session or share your PIN with another user. PINS stop working when the session ends.