

Blackboard

Known Issue: Unable to hear using Bluetooth earbuds with Android 12

Date Published: Jun 08,2022 **Category:** Product:Collaborate; Version:Collaborate **Article No.:** 000076618

Service Pack(s): Collaborate

Description: Users joining sessions via their Android 12 devices using bluetooth earbuds cannot hear audio in the session, however they can be heard by others.

Resolution/Workaround:

- Use analog headset if possible
- Use phones audio without headset