

## Blackboard Collaborate Ultra

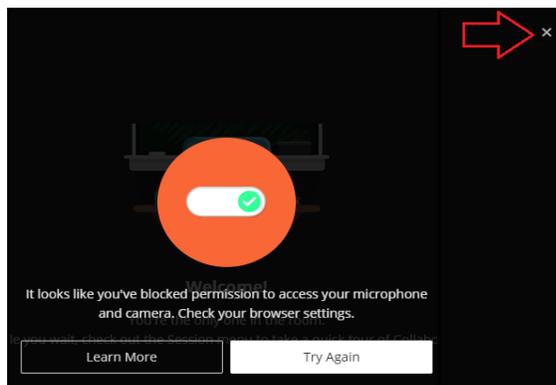
## Troubleshooting Tips

### Common Messages/Warnings/Errors

When joining a Collaborate Ultra session, you may be presented with different messages as you enter the session. Most of these are requests for you to give permission for Collaborate to use the mic and camera, or warning you that your mic and camera is blocked from use. Additionally, you will be offered a short tutorial of Collaborate when you enter. In addition to these

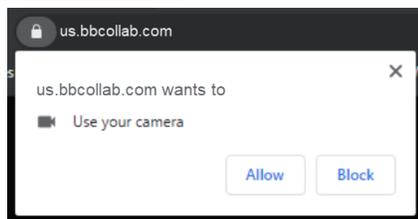
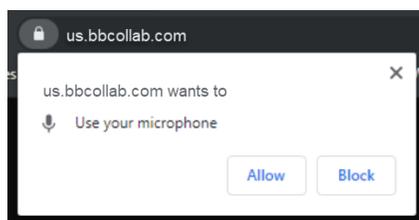
It is recommended that you read each message to understand why the message is displayed and what needs to be done so that your Collaborate Ultra session is successful.

1. "It looks like you've blocked permission to access your microphone and camera..."
2. "us.bbcollab.com wants to use your microphone..."
3. "us.bbcollab.com wants to use your camera..."
4. "Audio Test - Let us hear you! Say something..."
5. "Video Test - Smile! Don't worry - no one else can see you yet!..."
6. "Time to Collaborate! Let us point out the highlights of this rich communication environment..."
7. "Uh-oh! You're disconnected!" / "You are reconnecting..." / "It's taking a little longer to reconnect"



If you **are not** planning on using your microphone and/or webcam in the session, then you don't need to worry about this message. Just click the **X** in the top right of the screen.

If you **are** planning on using your microphone and/or webcam in the session, you'll need to take a look at your browser settings. Refer to our audio troubleshooting guides for MAC or Windows.



Select **Allow** if you plan on using your microphone and/or webcam at any point in the session. This will give Collaborate permission to broadcast your microphone when you choose to unmute it and your webcam when you choose to share it.

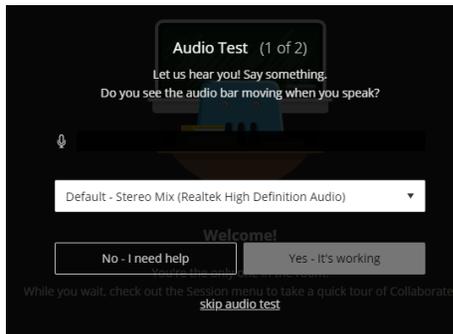
If you **Block** at this stage then you won't be able to use your microphone or webcam in the session.



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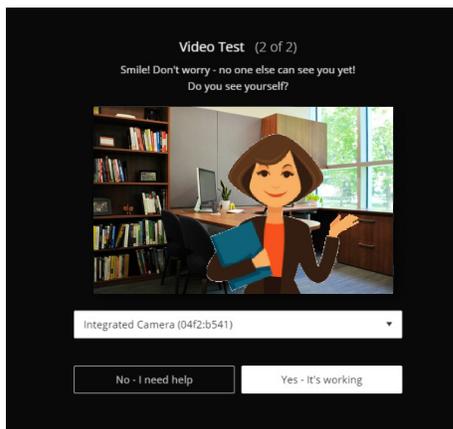


This message indicates Collaborate is testing your mic and allows you to select which mic to use from those connected to your computer:

Click on the white pull-down menu to show the list of mics and select the one you want to use.

If your microphone is working, it should show a purple bar moving on screen if you talk - **Try it out!**

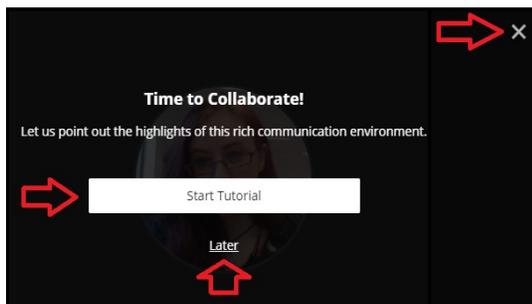
If you're not planning to use a mic during the session, you can skip this test. Click **skip audio test** or by clicking the **X** in the top right.



This message indicates that Collaborate is testing that your webcam and allows you to pick which webcam use.

Click on the white pull-down menu to show the list of webcams.

If the webcam is working, it should show a preview on the screen.



The first time you enter a Blackboard Collaborate session, you are offered to view a short tutorial of the interface and features.

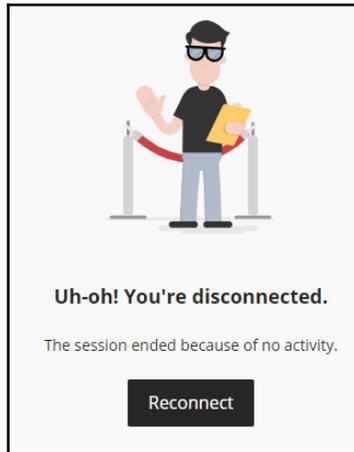
- Click **Start Tutorial** to go through the steps.
- Click **Later** to go through the tutorial another time. (Collaborate Ultra will show you where you can access the tutorial when you have time to view it.)
- Click the **X** in the top right corner to completely close the tutorial without any other steps.



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This message indicates you have been disconnected due to inactivity or a loss of internet connection.

Either click the **Reconnect** button, or just re-enter the Collaborate session using the same method you used before.

Before you disconnect, the session may show a few signs that it's about to happen:

- Spinning "loading circle" icons may appear on various parts of the interface—
  - right hand pane
  - microphone button
  - webcam button
- Banner messages may also appear at the top of the screen—
  - You are reconnecting. It won't take long. Audio and video are off until you are reconnected.
  - It's taking a little longer to reconnect. This may be due to connectivity issues. Please wait and you will be reconnected shortly.

- If you cannot reconnect immediately, check your internet connection by trying to open other websites

If you can access other sites your connection is generally fine and the issue is likely with your connection to Collaborate specifically. Review the information in our other troubleshooting guide—**Troubleshooting Collaborate Ultra** for low bandwidth and slow internet connections.

If you can't access other sites then your internet connection is likely the problem. Try the following steps:

- Restarting your device
- Joining the session on another device that can access the internet using a different method. For example, try a computer with a wired internet connection or use a smartphone or tablet.
- Consider phoning in to the session. (This does have to be set up in advance by the instructor. See out other troubleshooting guide—**Troubleshooting Collaborate Ultra** for low bandwidth and slow internet connections.

