

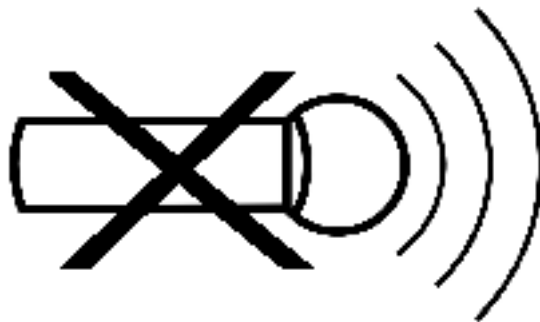
Blackboard Collaborate

Troubleshooting Blackboard Collaborate

What's the issue? (Click to jump to relevant troubleshooting instructions.)

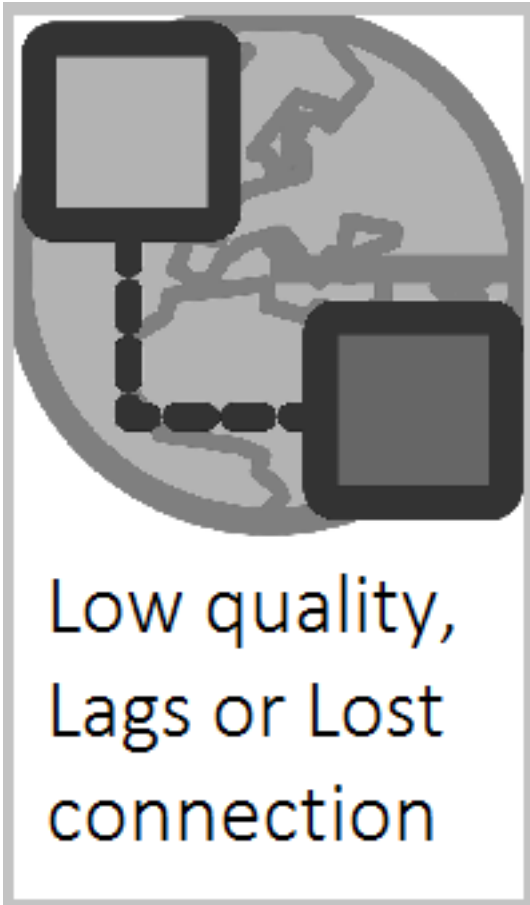


No sound is
coming
through



My microphone
isn't working;
No one can
hear me

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Audio Problems

No sound is coming through. I can't hear anything.

1. **Check that your speakers are working generally** by trying to play an audio or video file on your computer (for example, play some music).
If your speakers are not working at all:
 - Try unplugging your speaker/headset and plugging it back in. Or plug in a different speaker/headset if you have a back up.
 - Restart your computer. (This really does help to give your computer a chance to load everything up properly.)
 - Go to the Sound Control Panel on your device and check that it is selected as the main output, and that the volume is turned up.
2. In Blackboard Collaborate, go to the '**Audio Setup wizard**'. Click the microphone icon in the top left hand-corner of the screen (shown below).

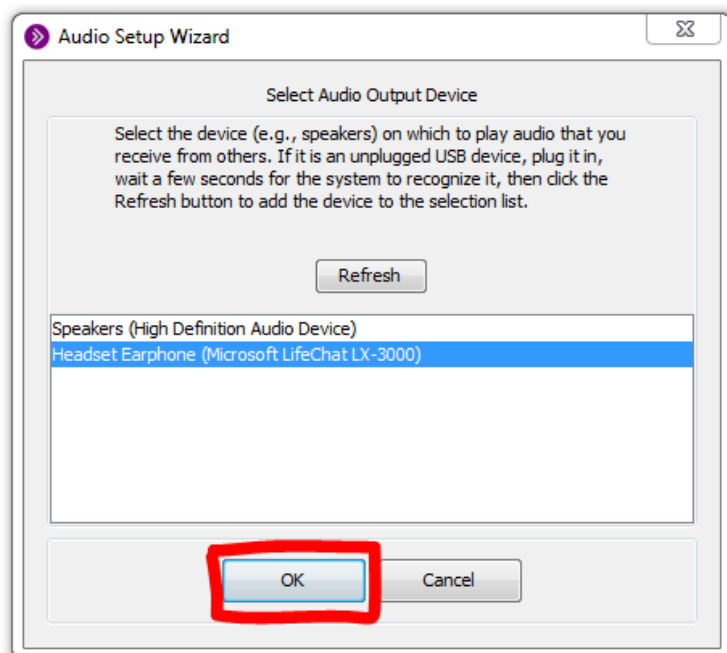


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Make sure you **READ THE INSTRUCTIONS** given in the **Audio Setup Wizard**.

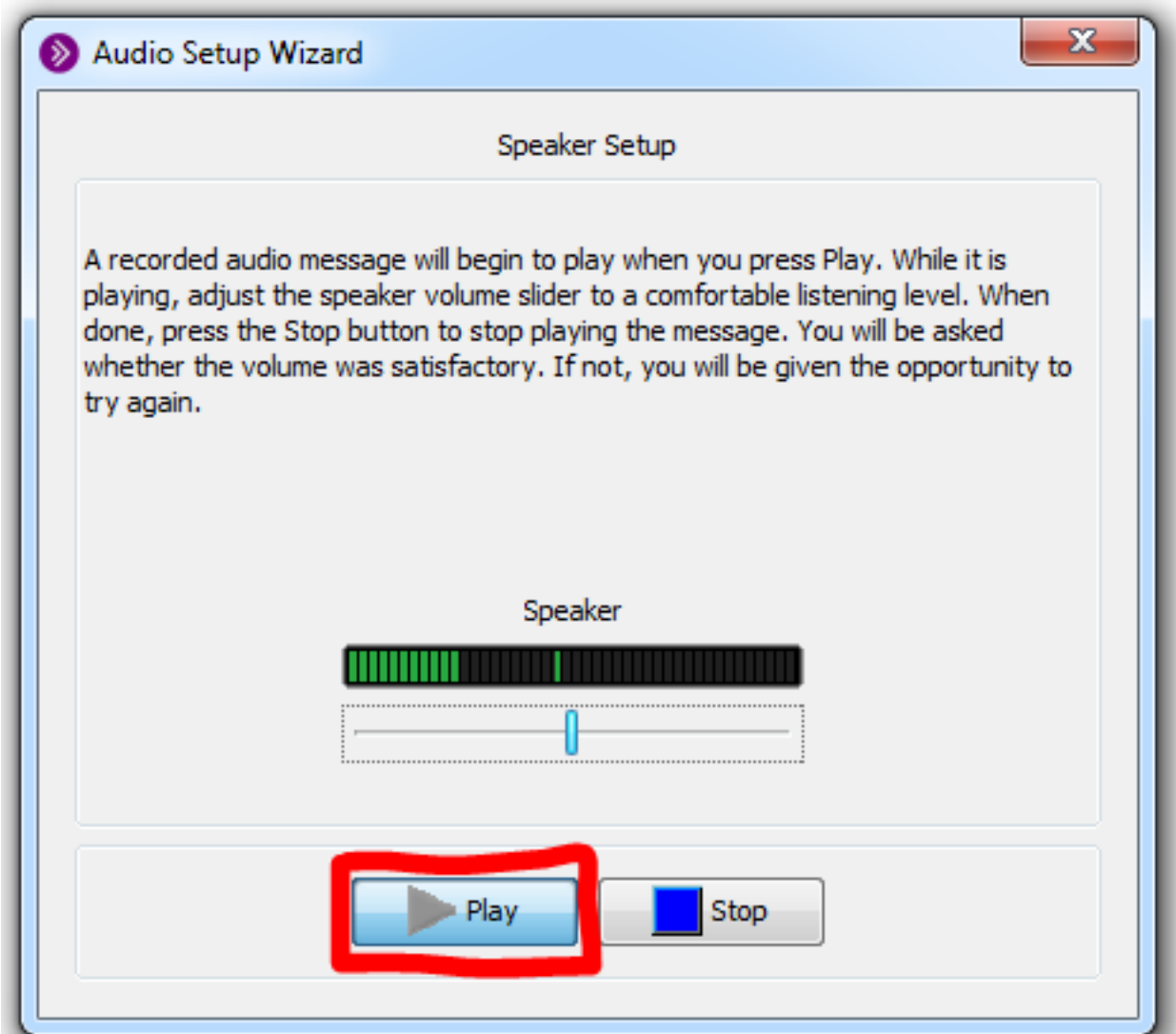
First, you will be shown all the working Audio Outputs available to you (which may include multiple options, such as built-in speakers and a Headset, if you have speakers/headset plugged in).

Select the device you wish to use and click "OK".



Then, click "**Play**" for Blackboard to play some sound. Use the slider to increase or decrease the volume and then click "STOP".

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If you could not hear any sound (and you have already checked that your computer is capable of playing sound in other applications), the sound issue is probably only impacting Blackboard Collaborate. You can:

- Exit and re-enter your Blackboard Collaborate classroom and try going through the Audio Setup Wizard again.
- If you have a spare headset or speakers, try plugging it in and selecting it in the Audio Setup Wizard.
- As a backup option, you may also access Blackboard Collaborate through your [Android smartphone/tablet](#) or your [iPhone or iPad](#).

Microphone Problems

My microphone isn't working; no one can hear me.

Once you have entered the test Blackboard Collaborate classroom, complete the '**Audio Setup wizard**' by pressing the microphone icon in the top left hand-corner of the screen.

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▼ AUDIO & VIDEO



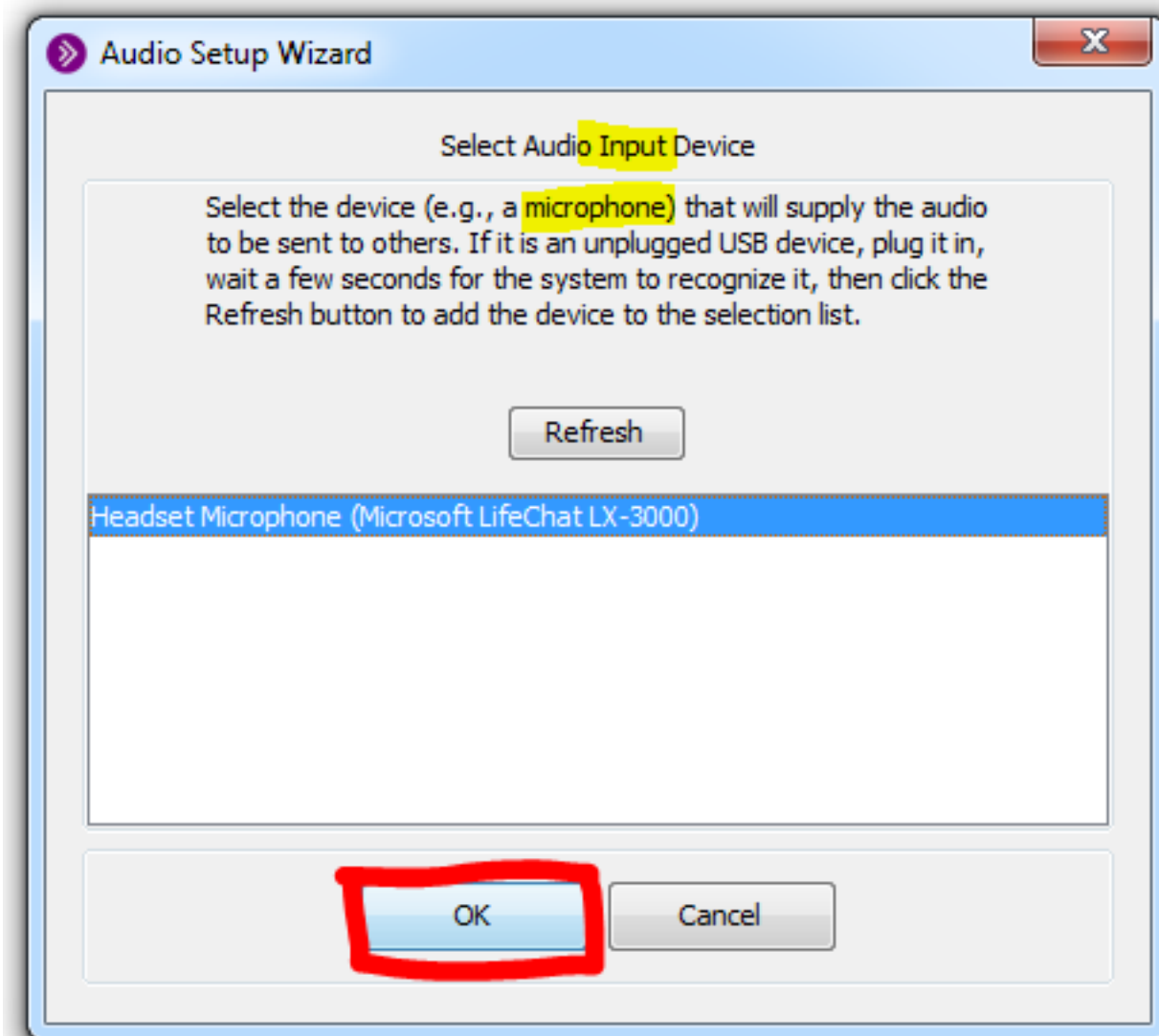
Make sure you carefully **READ THE INSTRUCTIONS** given in the **Audio Setup Wizard**. First, you will be shown all the working Audio Outputs available to you and do a Sound Check.

Then, you will see the Audio **Inputs** available to you (see screenshot below). You may see a couple of options if your computer has a built-in microphone and you have also plugged in a microphone. Select the one you want to use and click **OK**.

If you don't see any microphone options:

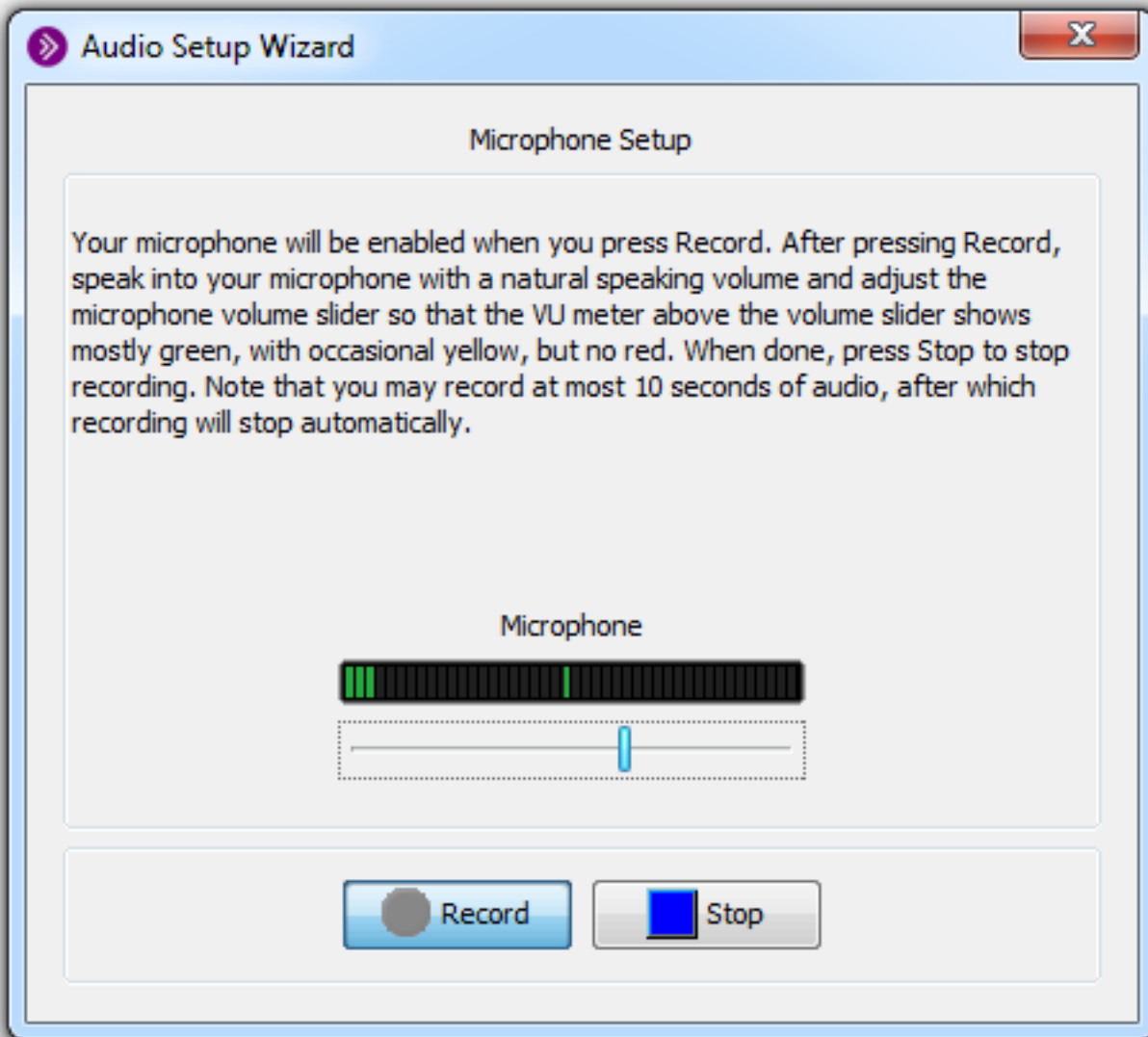
- Try unplugging your microphone/headset and plugging it back in. Or plug in a different speaker/headset if you have a back up.
- Close and re-enter Blackboard Collaborate and go through the Audio Setup again.
- Restart your computer. (This really does help to give your computer a chance to load everything up properly.)
- Go to the Sound Control Panel on your device and check that your microphone is showing and selected as the main Input device, and that its volume is turned up.

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Click "**Record**" and speak at a regular volume and then click "**Stop**". You will then be able to play back a recording and see if your microphone was capturing your speaking at a good volume.

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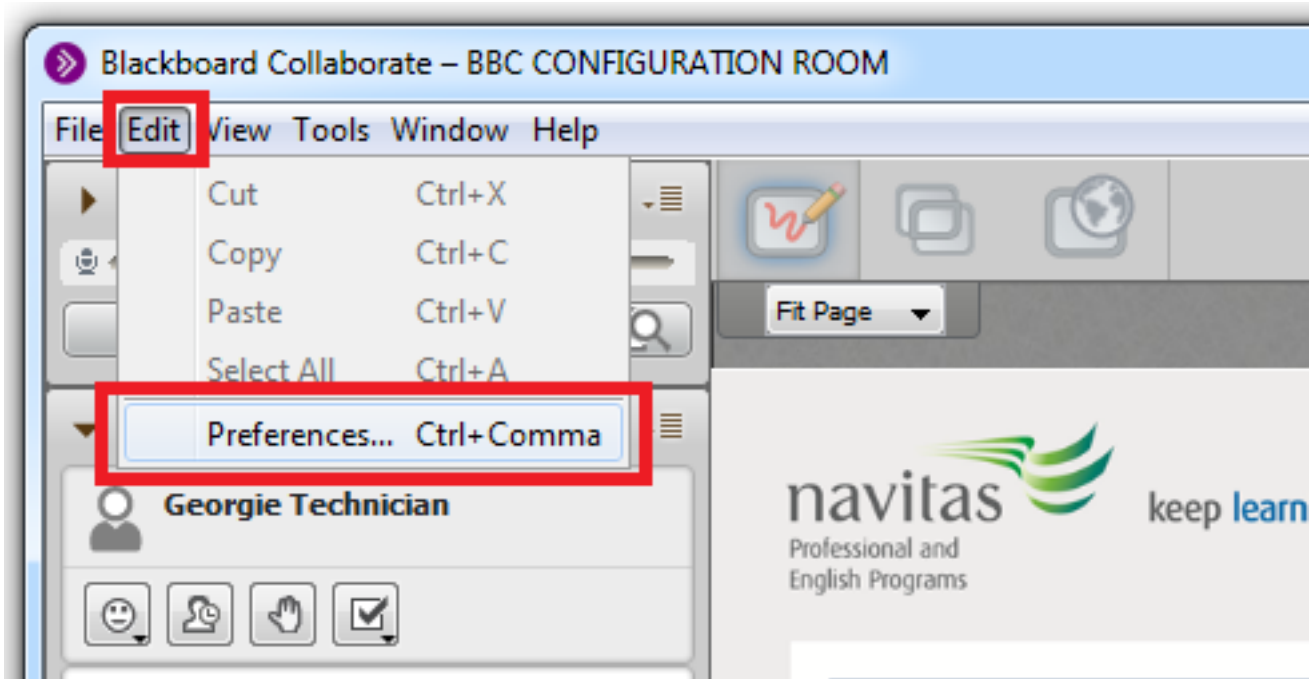
If you could not hear yourself at all, make sure that your microphone is not muted. You may need to go to your computer's Control Panel to check this, OR your headset/microphone may have a button on the actual device that mutes and unmutes it.

If you could hear yourself, but the sound was too quiet, use the slider to increase your microphone volume in Blackboard Collaborate.

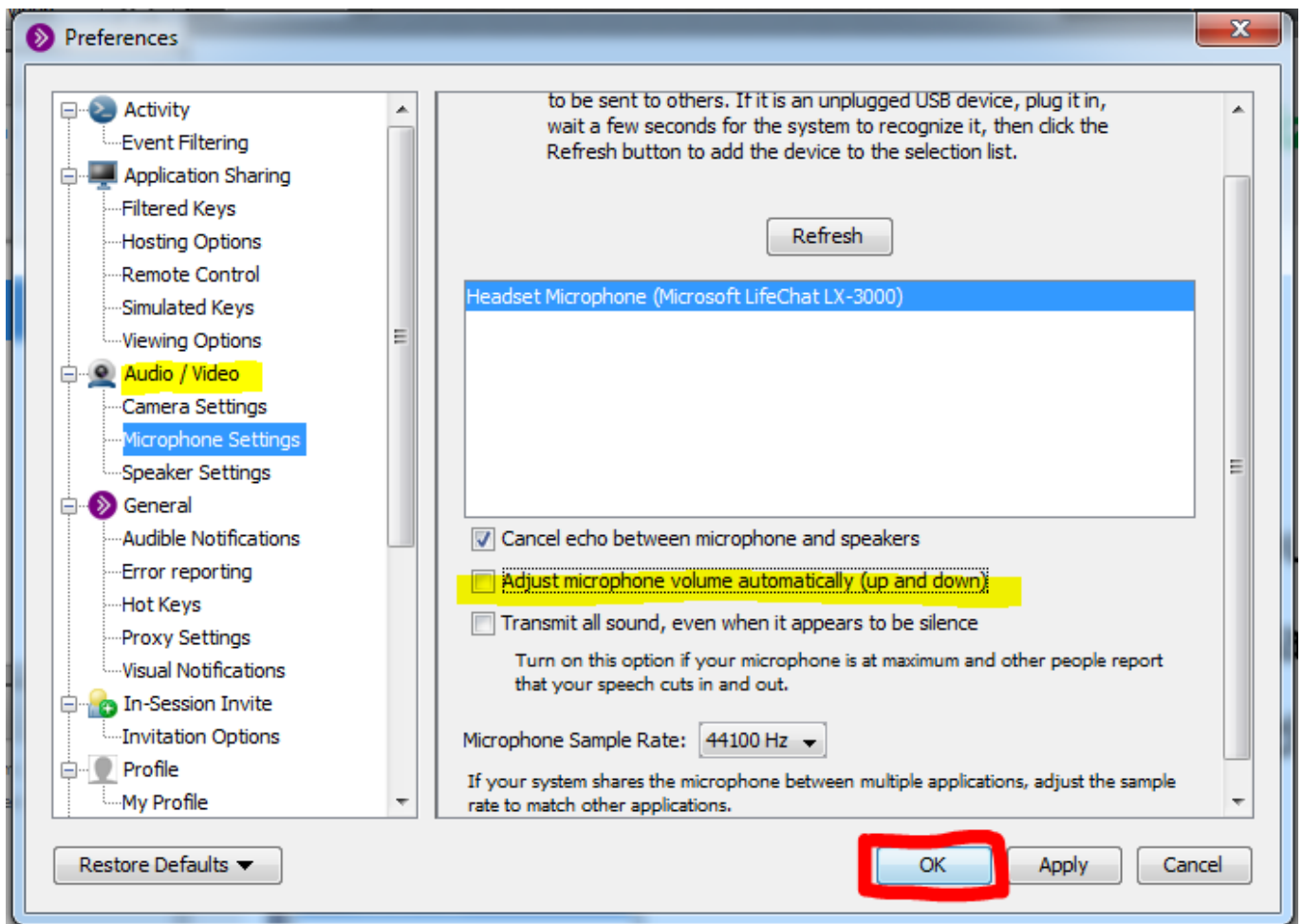
My microphone levels are fluctating; when I speak people tell me my sound keeps changing from loud to quiet.

In the top menu bar in Blackboard Collaborate, click on "**Edit**" and then click "**Preferences...**"

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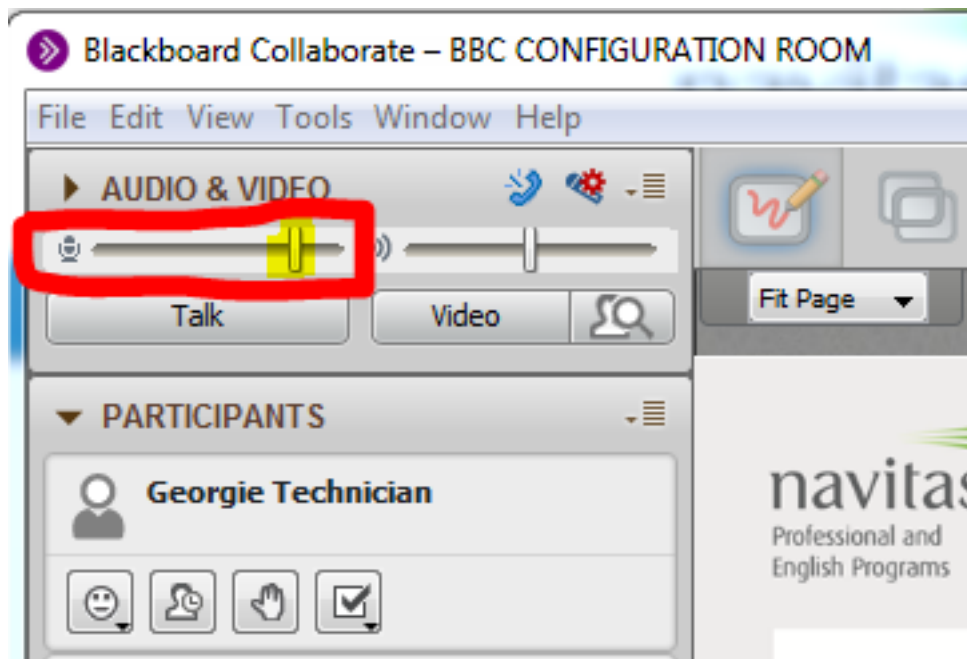


Then, in the left panel, click on "**Microphone Settings**" and **untick** the box "Adjust microphone volume automatically (up and down)" and click **OK**.



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Finally, make sure you have dragged the "Microphone Volume" slider to increase the volume of your microphone to an appropriate level.



Bad Connection

The audio and video coming to me is lagging or bad quality.

People sometimes complain that audio or video is lagging, or that the quality is poor and it sounds like the person is speaking from underwater or very far away.

This is mostly related to **slow OR fluctuating internet connections** - on the teacher's side or your own connection. Every time someone speaks, they are relying on their internet upload speed and when you receive that audio you are relying on your download speed.

- If you are the only one in the class experiencing lags and low quality transmissions, check your internet speed.
 - It is unlikely that a dial up connection will be fast enough to provide a reasonable experience. We highly recommend a wired (not wireless) high-speed internet connection, ideally above 1.5Mbps. If you are relying on wireless internet (Wi-Fi) the speed and connection can fluctuate very quickly in the background, causing significant lags.
 - You can check your speed using free online tools, such as: <http://www.speedtest.net/>
 - Check that you have selected set up Blackboard Collaborate with the correct details about your connection speed. Click "**Edit**" in the top menu and go to "**Preferences...**" to see what your settings are. If you are unsure of what speed to select, [click here to see a quick explanation from Blackboard.](#)
- If the entire class is experiencing lags in the audio or video coming from your teacher,

Blackboard Collaborate

your teacher may need to check the speed and settings of their internet connection.

- If the entire class, including the teacher, is experiencing problems, there may be an issue with Blackboard Collaborate. Your teacher will have the option to switch over to a backup system called "Zoom". If they do ask you to exit Blackboard Collaborate and switch to Zoom, you will need to use the URL Link they send to you and open this URL Link in your web browser. You may receive the URL in a Blackboard Collaborate Chat Message from the teacher OR they may email you OR they may have information posted in your online class space.

I'm getting kicked out and having to re-enter Blackboard Collaborate.

We highly recommend a wired (not wireless) high-speed internet connection, ideally above 1.5Mbps. If you are relying on wireless internet (Wi-Fi) the speed and connection can fluctuate very quickly in the background, causing significant lags. Your computer may show full reception for your Wi-Fi but be rapidly fluctuating the level of connection in the background.

If the entire class, including the teacher, is experiencing problems, there may be an issue with Blackboard Collaborate. Your teacher will have the option to switch over to a backup system called "Zoom". If they do ask you to exit Blackboard Collaborate and switch to Zoom, you will need to use the URL Link they send to you and open this URL Link in your web browser. You may receive the URL in a Blackboard Collaborate Chat Message from the teacher OR they may email you OR they may have information posted in your online class space.

If you have any questions , please contact the IT Help Desk, and we can walk you through setting up your computer or troubleshooting.

Email: helpdesk@my.navitas-professional.edu.au

Phone: (02) 9964 6322

Hours of Operation: 8am-7pm, Monday-Friday

For out-of-hours support, please contact Blackboard Collaborate technical support on 1800 267 338. When you call, you may need to select option '1- web conferencing' and option 1 again 'version 11'.

Unique solution ID: #1046

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Last update: 2016-03-01 04:35