

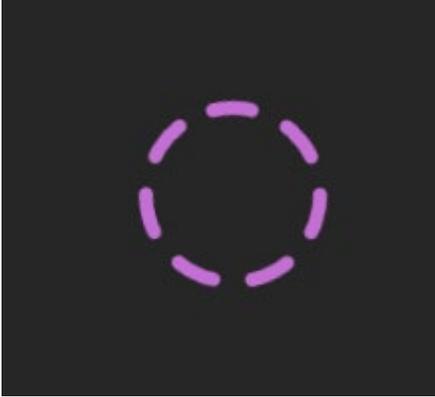
# Collaborate Ultra Troubleshooting

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## Accessing Collaborate Ultra

### Connection Error: Spinning Purple Wheel

If you are trying to connect to a session and, instead of loading, you see a spinning purple wheel, check your cookie settings.



Collaborate Ultra requires cookies in order to work properly. Check your browser settings to ensure that your browser is set to allow third party cookies.

- [Firefox Enable Cookies](#)
- [Chrome Manage Cookies](#)

### Connection Error: A03 Connection Error

An A03 Connection Error typically means that the session was not found or the token not valid. In some instances the user may have been sent a "join" link instead of a "guest" link. A join link will have "join" in the URL and cannot be reused. Please ask the moderator to re-send the guest link. If you are joining a Collaborate session from within AC BlackBoard system, click on the session link within the course.

# General Collaborate Ultra Troubleshooting

## Browser Settings

- For the best experience, make sure that you are using [Google Chrome](#), as it is the most compatible with Collaborate Ultra.
- Check that your browser is fully up-to-date.
- Check the browser's microphone and webcam settings to make sure the correct input is selected and that Collaborate Ultra has not been blocked.
- [Clear your browser's cache](#).
- Make sure your browser allows [third-party cookies](#).

## Settings for Your Computer

Make sure that the correct audio/video input/output is selected on your computer. The easiest way to test is to try using different programs. Are you able to play sound on your computer? Can you use the microphone/webcam in a different program (such as Teams or Zoom)?

## Restart Your Computer

Restarting your computer can often solve a host of technological issues. When in doubt, try restarting.

## Check Your Network Settings

For the best experience, use a strong internet connection.

## Try Another Internet Connection and Computer

Trying another internet connection and/or computer will help to narrow down the issue. Are you able to access your Collaborate Ultra session on a different computer or a different network?

## Audio and Video Issues

Are you unable to hear the speaker or are people unable to hear you? Is your video not turning on or showing a blank screen?

- Close out any other applications or browser windows, especially any that may use your camera or microphone.
- Use the [Google Chrome](#) browser, as it is the most compatible with Collaborate Ultra. Certain older versions of Firefox are known to have audio issues.
- Check that your browser is fully up-to-date.
- Check your [Audio and Video Setup](#) to make sure your microphone is set up properly.
- Check the browser's microphone and webcam settings to make sure the correct input is selected and that Collaborate Ultra has not been blocked.
- Hearing an echo? As a best practice, we recommend using headphones for audio, as this will help to reduce background noise and echoes. The headphones that come with most cell phones will work nicely.
- [Clear your browser's cache](#).
- When in doubt, try restarting your computer.

If your audio is still not working properly, try [calling into your session](#) using the session phone number and PIN.

# Application Sharing Issues

Are you having trouble sharing content with your participants? Are you getting a message saying that the application sharing is starting but it does not start sharing?

- Check your browser. Application sharing is only compatible with [Google Chrome](#) and the most recent versions of [Firefox](#).
- Check that your browser is fully up-to-date.
- If you see the message that *Application sharing is starting* but the screen does not start sharing, stop and restart the application sharing.
- If you are using Chrome, make sure that the Desktop Sharing extension has been installed. You may need to uninstall and reinstall the extension. See [Application Sharing Issues](#) for more information.
- Check your browser settings to make sure that the browser has permission to share your screen or application.

# Clearing your browser's cache

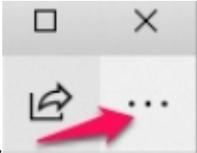
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Your browser's cache is a temporary storage folder on your computer where recently visited web pages are stored to save time and allow pages to load faster when you are surfing the internet. Occasionally, some saved information can become outdated and cause browsing problems. Clearing the cache replaces the outdated information by reloading pages directly from the web server, thus providing you a fresh copy of the web page.

## *Internet Explorer (Windows)*

1. Open Internet Explorer.
2. At the top of the window, click **Tools > Internet Options**.
3. Under **Browsing History**, click **Delete**.
4. A **Delete Browsing History** window will appear. You can check the **Temporary Internet Files and website files**, **Cookies and website data** and **History** choices, then click the **Delete** button.
5. When this is finished, you can click **OK** to exit to the main window.

## *Edge*

1. Open Edge.  

2. Click the **Settings icon**.
3. Click **Settings** from the menu that opens.
4. Click on the **Choose what to clear** button under the **Clear browsing data** heading.
5. If they aren't already chosen, click on the boxes before **Choose Browsing History**, **Cookies and saved website data**, **Cached data and files** and **Tabs I've set aside or recently closed**.
6. Press the **Clear** button.

## *Firefox (Windows)*

1. Open Firefox.
2. Go to **Tools > Options**.
3. Choose **Privacy & Security** from the menu on the left.
4. Under **Cached Web Content**, click the **Clear Now** button.
5. Close the Options tab.

## **Firefox (Mac)**

1. Under the **Firefox** menu, click **Preferences**.
2. Click on **Privacy & Security**, then scroll to **Cookies and Site Data**.
3. Click on the **Clear Data** button.
4. Make sure the the **Cookies and Site Data** and **Cached Web Content** fields are checked, and click the **Clear** button.
5. In the window that pops up, click the **Clear Now** button.

## **Safari**

1. Go to the **Develop** menu and click on **Empty Caches**.

Note: If you don't see Develop in the menu bar, do the following:

- Go to the **Safari** menu, and click **Preferences**
- In Preferences, find and click on the **Advanced** tab.
- At the bottom of the window in the Advanced tab, make sure the box labeled **Show Develop menu in menu bar** is checked

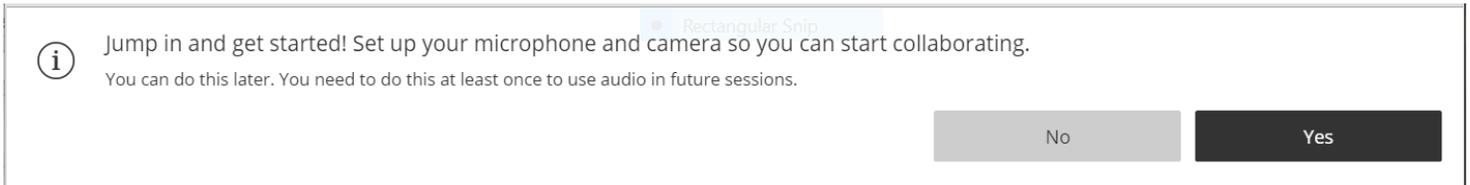
## Chrome (Windows and Mac)

1. Click the **More** icon on the toolbar: 
2. Choose the **More Tools** option on the dropdown menu.
3. Click on **Clear browsing data**.
4. In the box that opens, you can check the items that you want to clear, and you can also choose how far back you want to clear the cache. The most common items to clear are:
  - Browsing history
  - Download history
  - Cookies and other site and plug in data
  - Cached images and files
5. Click on the **Clear data** button.

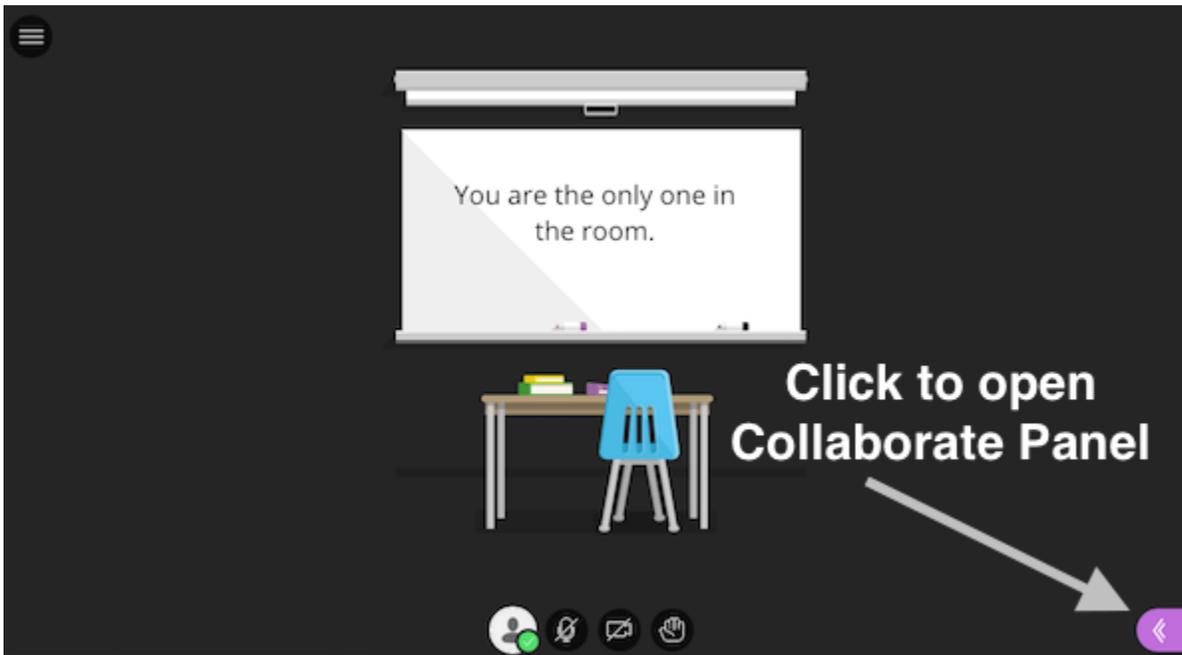
# Blackboard Collaborate Ultra: Audio and Video Setup

## Audio and Video Setup

When you first join a Collaborate session you will be prompted to set up your audio and video.



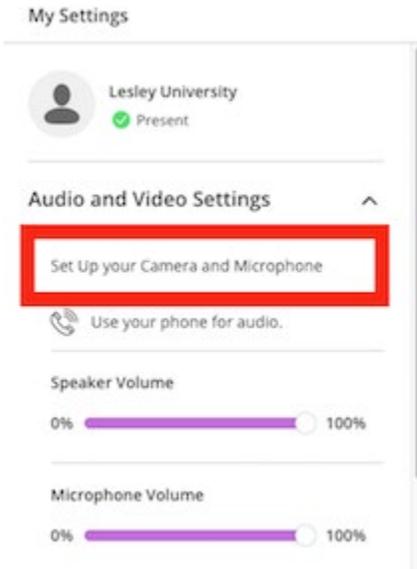
If you do not set up your audio and video when prompted, you can set up audio and video at any time in **My Settings**. To access your **My Settings** area, open the **Collaborate Panel** on the lower right side of the screen.



Click the **My Settings** button at the bottom of the page.



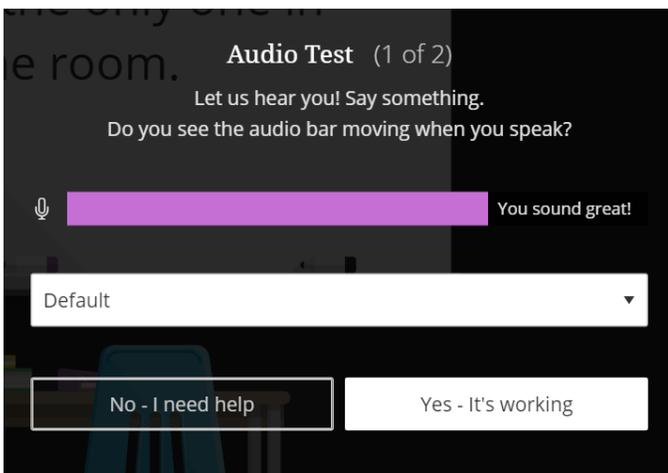
This will open your My Settings. Click **Select Set Up your Camera and Microphone** to set up your audio and video.



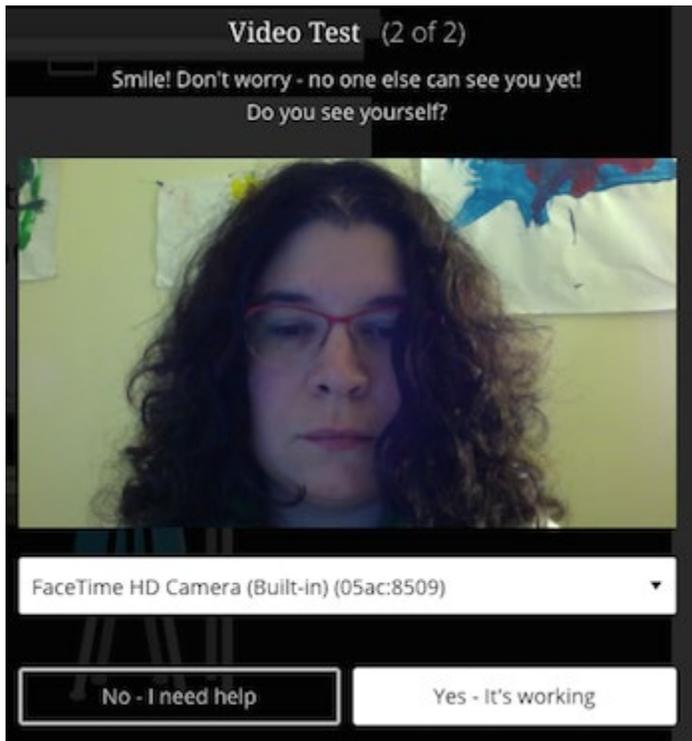
Audio will play over your computer's speakers or your headphones. As a best practice, we recommend using headphones for audio, as this will help to reduce background noise and echoes. The headphones that come with most cell phones will work nicely.

If your audio is not working correctly, you may use your phone for audio. To learn more, see [Call Into a Session](#).

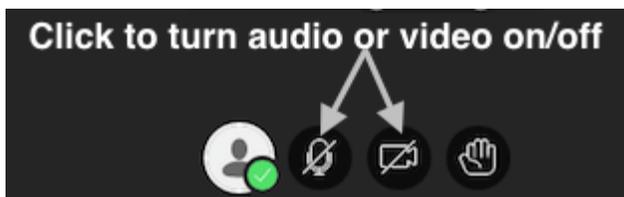
When prompted, choose the microphone you want to use. Select **Yes - it's working** to proceed.



Choose the camera you want to use. Collaborate tells you that you look great when it is receiving your video. Select **Yes, it's working** to proceed.

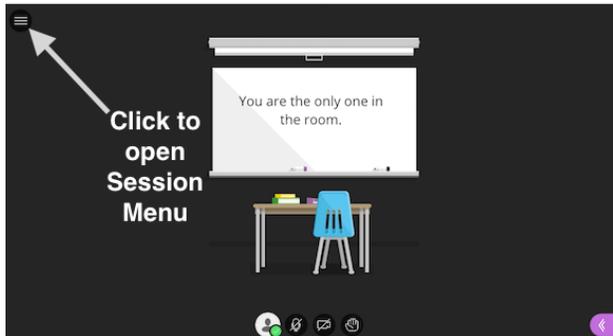


By default, your audio and video feeds are hidden and muted after you complete the setup. Select the microphone and camera icons to begin full meeting participation. Alternatively, with your keyboard, press Alt + M to turn your microphone on and off. Press Alt + C to turn your camera on and off.



# Call Into a Session

Open the **Session Menu** on the upper left side of the screen.



Select **Use your phone for audio**.



Call the number listed and enter the personal identification number (PIN).



Please note that your PIN is unique to you. When you enter the PIN, the audio from your phone is paired with your avatar in the session. This helps everyone keep track of who is speaking. You will not be able to use the PIN in another session or share your PIN with another user. Once your session ends, the PINs will no longer work.

By default, your audio is muted when you first call in. Turn your audio on and off in your browser by selecting the phone icon.