DMU Replay title: **Collaborate Ultra – Troubleshooting**

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Total length of audio: 00:03:35

As Collaborate Ultra is browser based most problems are down to poor network connections. However, as students will probably be accessing webinar sessions off-campus they will also be using their own devices. This can cause problems as you have no control over their set-up and it simply may be incompatible with Blackboard. Either because it is too old or too limited in capacity.

It can help to ask students to have a trial run and test their systems before a session is due. You can either use the unlocked course room or set up an open session for students to access. This gives them a chance to test their network connection and audio before your session starts.

If you are presenting a session it can help to have a colleague deal with any technical problems that may occur during the session. If this is not possible, opening the session beforehand, say for half an hour, gives students a chance to get settled in and sorted, without them pestering you with problems as you are trying to get started.

If a student cannot find the session link, make sure they are looking in the right place for it on Blackboard.

If they are not on the Blackboard module you can send them a guest link. Ensure you have set the session to accept guests and then forward the link on to them, for example by email.

If a student cannot join a session it may simply be because the session is not available yet.

If they are using Internet Explorer they will need to change to another browser as it is no longer supported.

If a student opened the session before it was available, occasionally, they may need to

clear their browser cache to see the Join Session button if the page is not being refreshed.

During a session if a student cannot hear, ask the following -

Are their headphones plugged in?

Do the headphones have a mute button?

Have they muted their device?

Are their speakers muted?

Is your speaker volume turned up?

During a session if a student cannot be heard, consider -

Have they switched on the talk button?

Have they got a microphone or headset?

Is the microphone switched on?

Is the correct microphone selected within Collaborate Ultra?

Did you mute the student or all students?

The student can use the mic button to unmute themselves.

Sometimes just logging off and rebooting device can solve an undiagnosed audio problem. But ensure the headset is plugged in before rebooting.

If a student can’t use the Whiteboard tools check if you have set the permission for students to use them. If they have got permission, is the student using a tablet or smartphone? The tools may not be available to them.

If a student has an audio delay, then there is nothing you can really do about this as it is dependent on their network connection. You could ask them to try closing videos if they are using them.

If a student keeps dropping out of session, again there is nothing you can do about this as it is dependent on their network connection. You could ask them to logout and reboot their device, as it might help.