

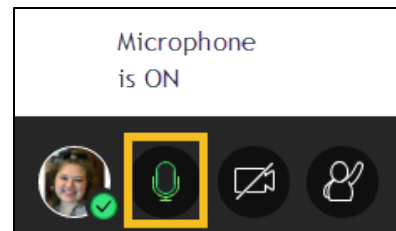
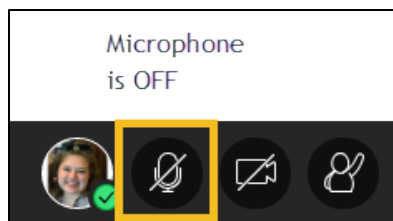
# Troubleshooting Collaborate Ultra

## Windows/PC

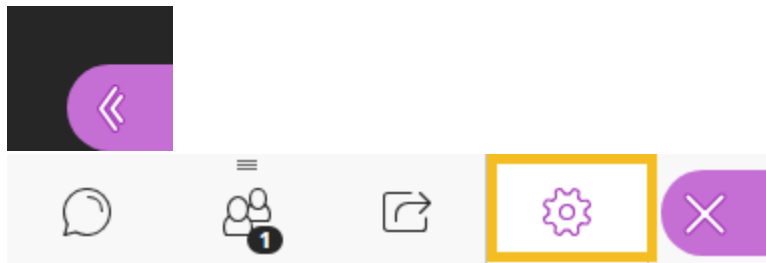
For the best results, please ensure you use Google Chrome. If you are having trouble with running Collaborate Ultra on Windows, please try the following solutions. If these do not work, please contact the ODE or UITS.

### Audio

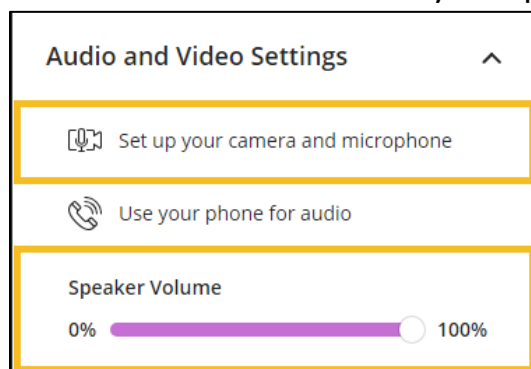
1. If you are attempting to use a headset/microphone and you cannot hear or speak in Collaborate, please make sure your microphone is on and your volume is turned up. You can check your audio in Collaborate Ultra by finding the microphone at the bottom of your screen.



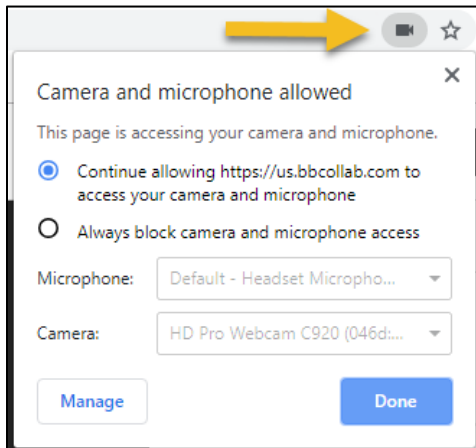
2. If this did not work, open your **Collaborate Menu** and navigate to your **Settings** tab.



3. Next, use the **Set up your camera and microphone** button to go through setup again. You can also check to make your speaker volume is at 100%.



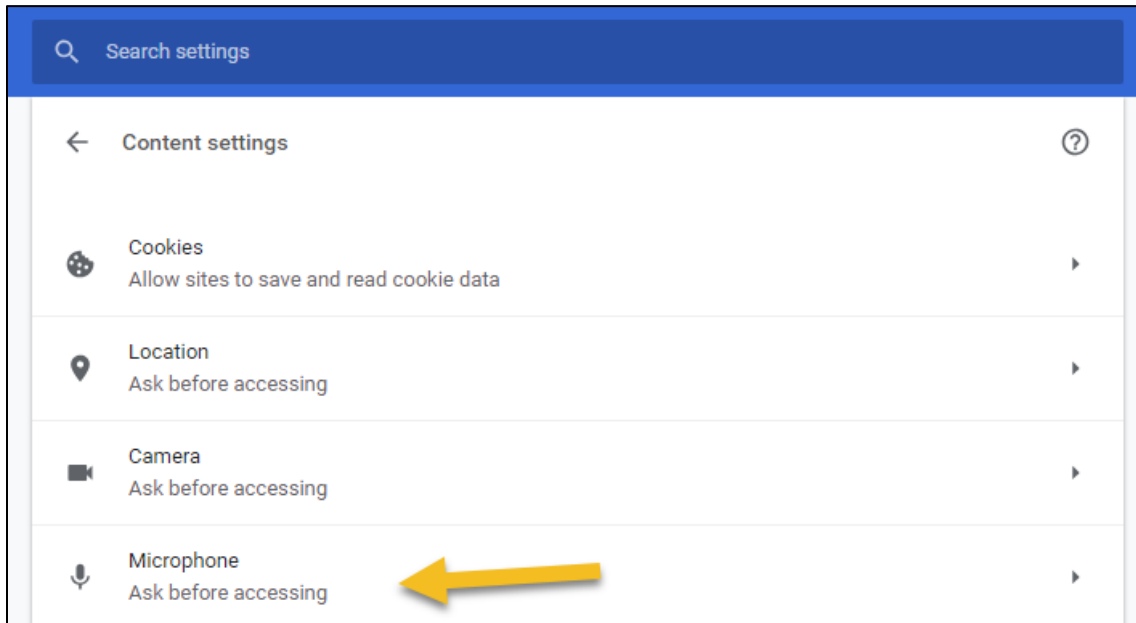
4. If this does not fix your problem, look at the top of your browser and find the camera icon. Click this to open your **Camera and Microphone Settings**. Make sure that you **Allow Access to Microphone and Camera**.



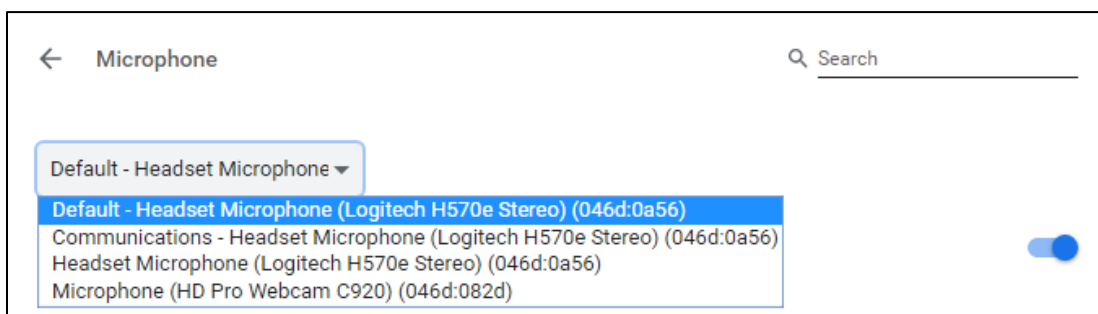
5. You can click the **Manage** button to change the input device if it is wrong.



6. After clicking **Manage**, find and click **Microphone**.



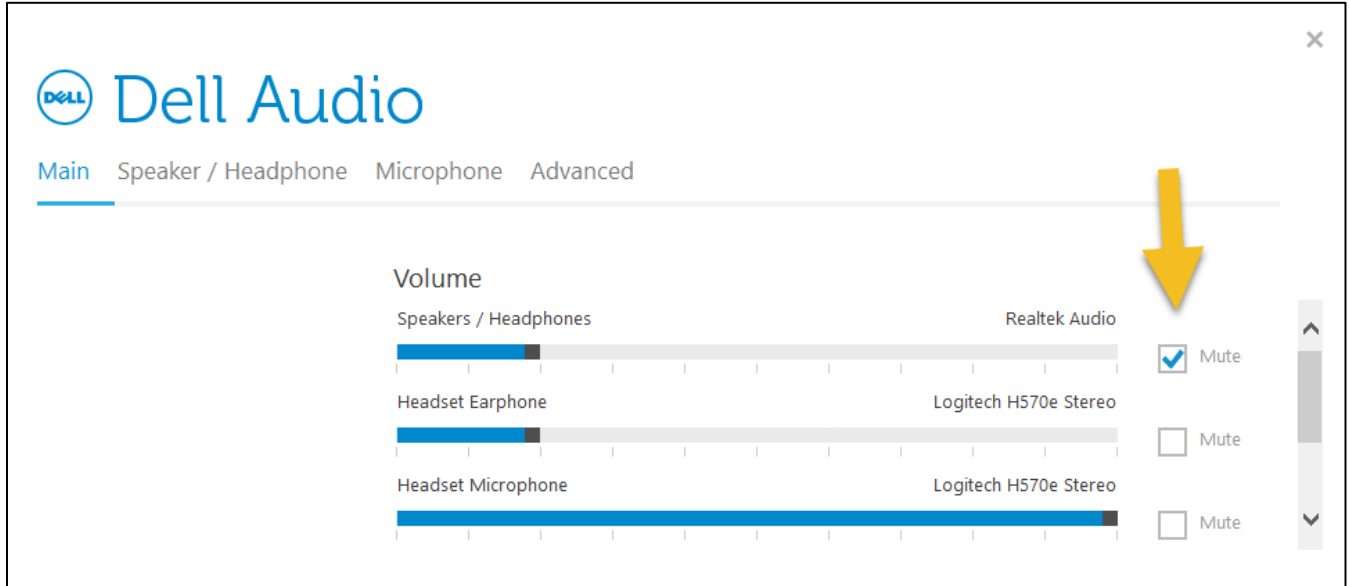
7. Use the drop down to set your input device. Find your microphone/headset name and click it.



8. If this does not fix your problem, go to the volume menu (on the bottom right corner of your screen). You should see something similar to the screenshot below:



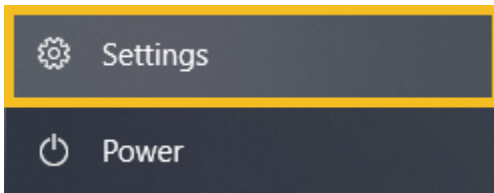
9. A new window should open. Make sure that your **Headset Earphone** and **Headset Microphone** are not muted.



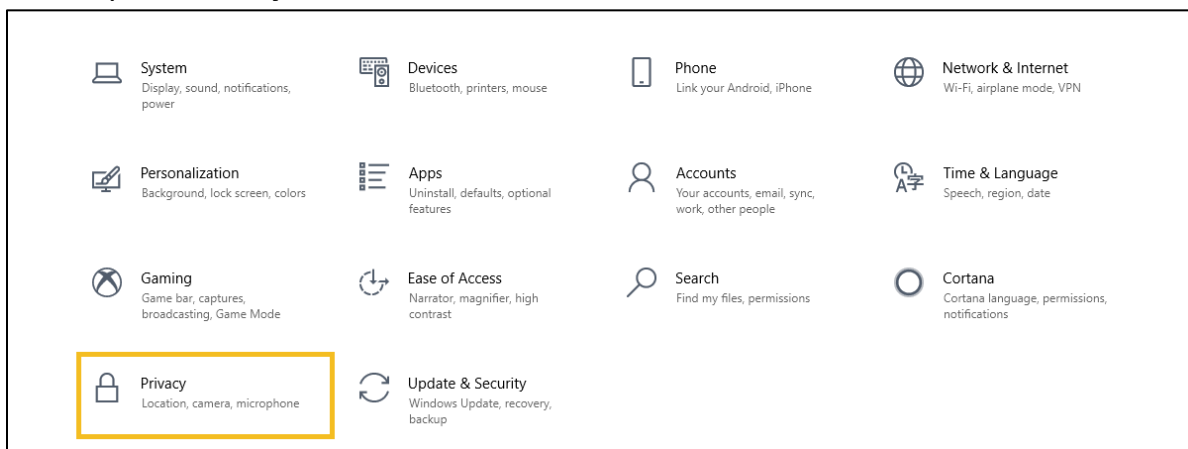
10. If this does not work, let's try looking at your privacy settings. Open the Start menu in the bottom left corner.



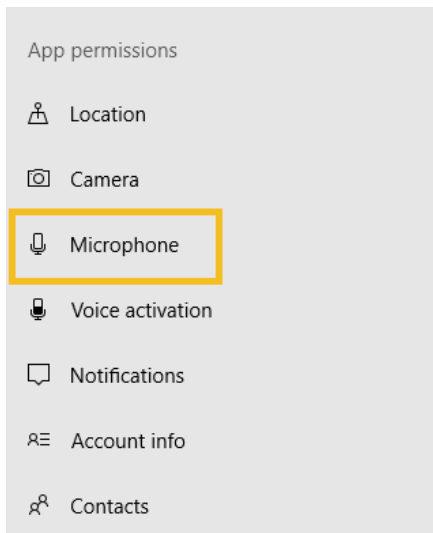
11. Click the settings button.



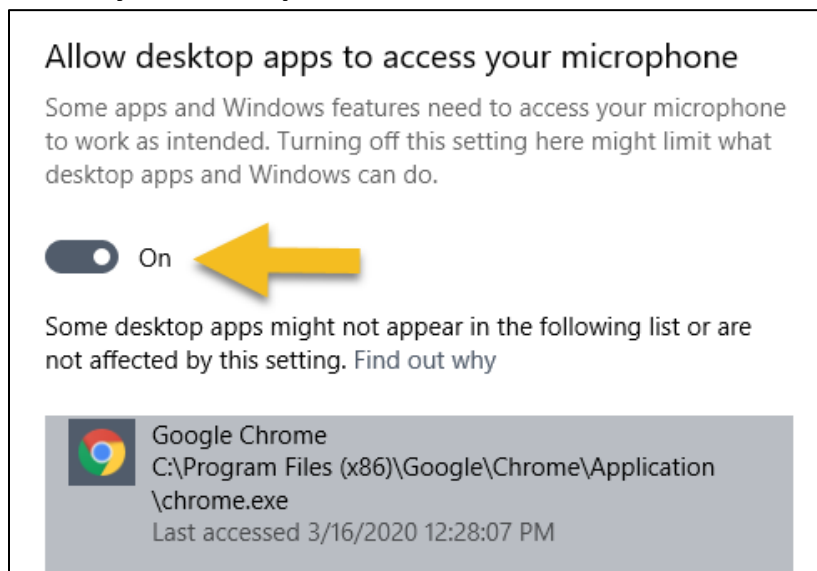
12. Then open **Privacy**.



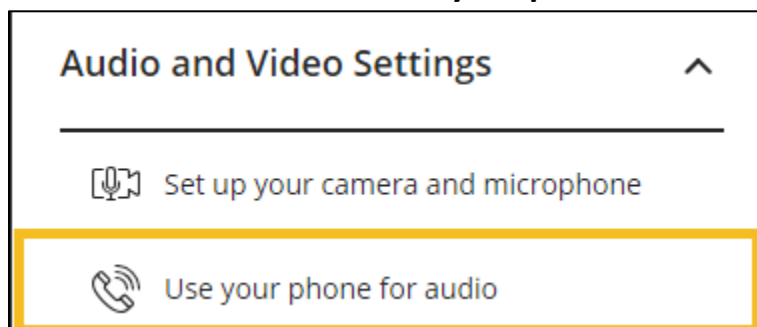
13. On the left side, find and click **Microphone**.



14. Scroll down to the bottom of the window. Make sure that the **Allow desktop apps to access your microphone is on**.



15. If none of this worked, try a different headset/microphone and/or contact UITs. In the meantime, you can use the **Use your phone for audio** feature. Follow step 2 from this section and instead click **Use your phone for audio**.



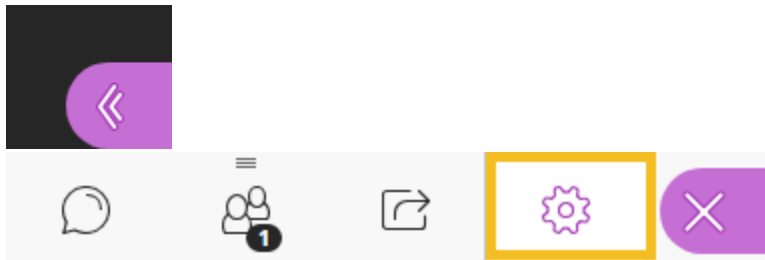
This feature will give you a phone number to call so you can hear and speak. Once you have dialed the number, enter the PIN when prompted.

## Camera

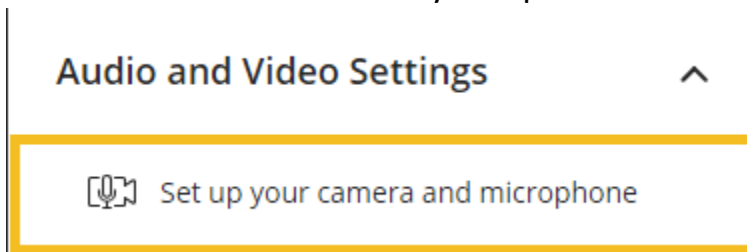
1. You can check your camera in Collaborate Ultra by finding the camcorder at the bottom of your screen.



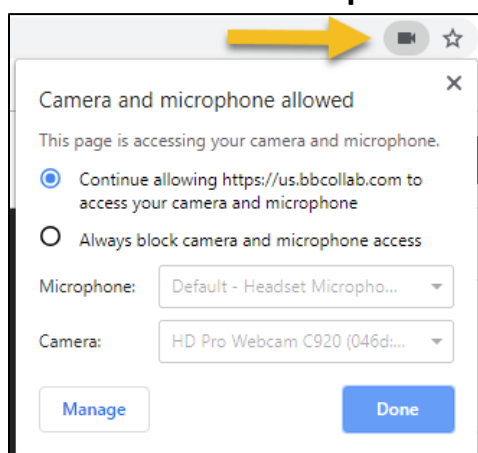
2. If this did not turn your camera on, open your **Collaborate Menu** and navigate to your **Settings** tab.



3. Next, use the **Set up your camera and microphone** button to go through setup again. You can also check to make your speaker volume is at 100%.



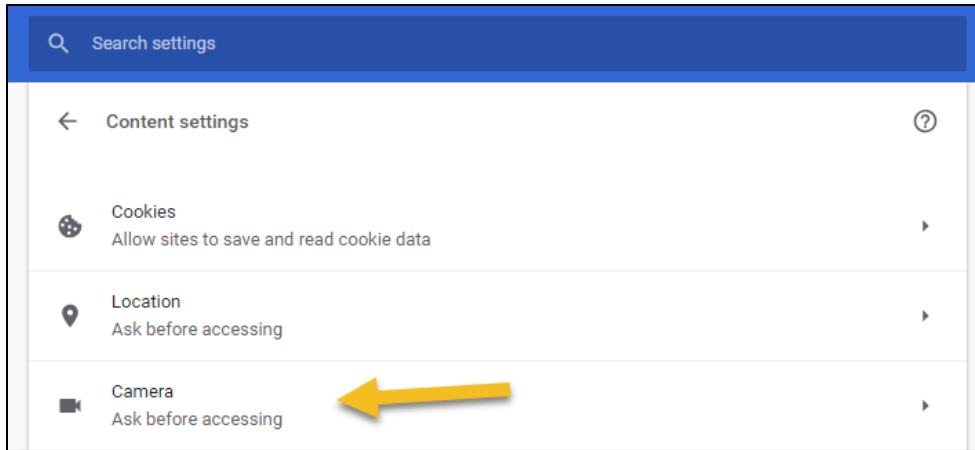
4. If this does not fix your problem, look at the top of your browser and find the camera icon. Click this to open your **Camera and Microphone Settings**. Make sure that you **Allow Access to Microphone and Camera**.



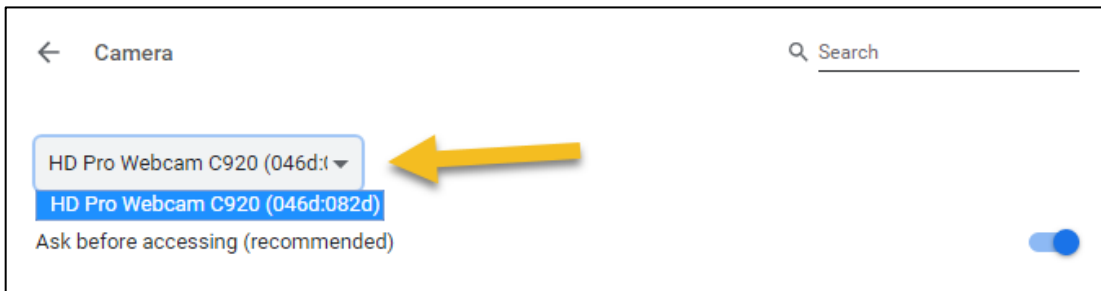
5. You can click the **Manage** button to change the input device if it is wrong.



6. After clicking **Manage**, find and click **Camera**.



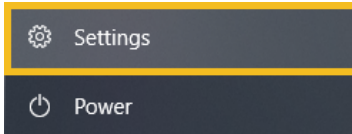
7. Use the drop down to set your input device. Find your camera name and click it.



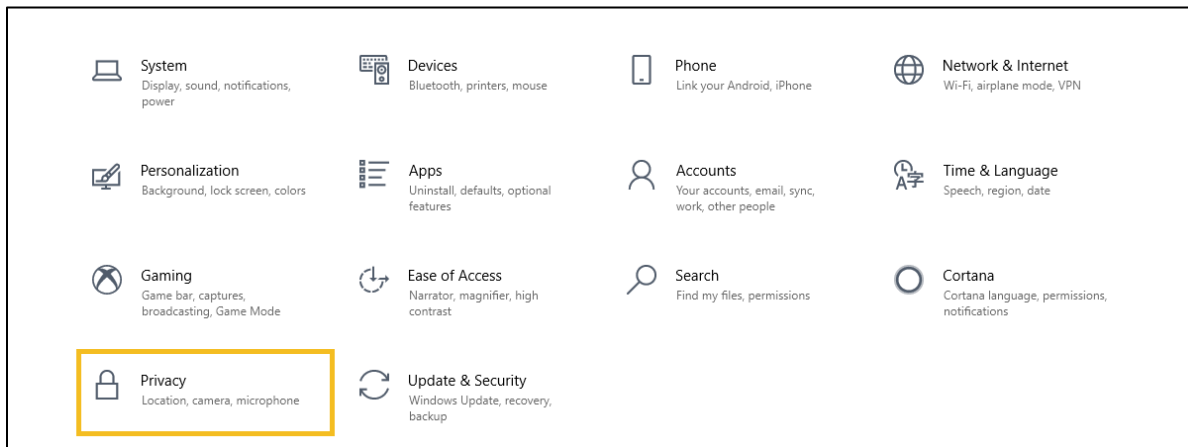
16. If this does not work, let's try looking at your privacy settings. Open the Start menu in the bottom left corner.



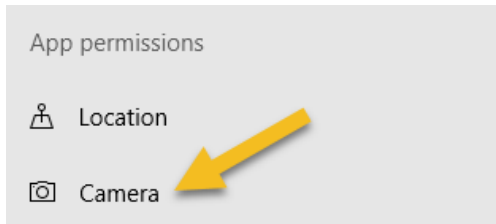
17. Click the settings button.



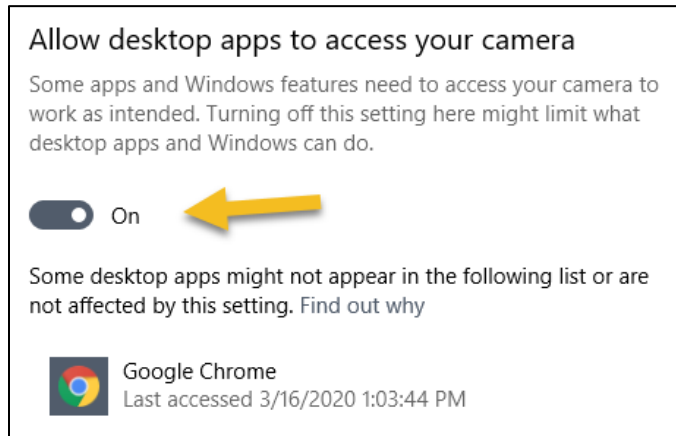
18. Then open **Privacy**.



19. Find **Camera** on the left side of the window.



20. Scroll down to the bottom of the window. Make sure that the **Allow desktop apps to access your camera** is on.



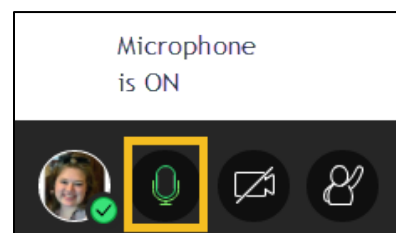
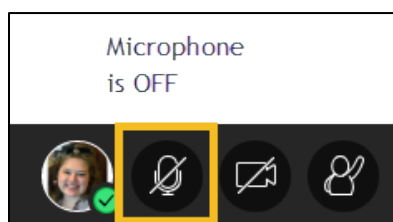
## Apple/Mac

For the best results, please ensure you use Google Chrome. If you are using an older Mac and cannot get your camera or microphone to work, please try switching to Safari.

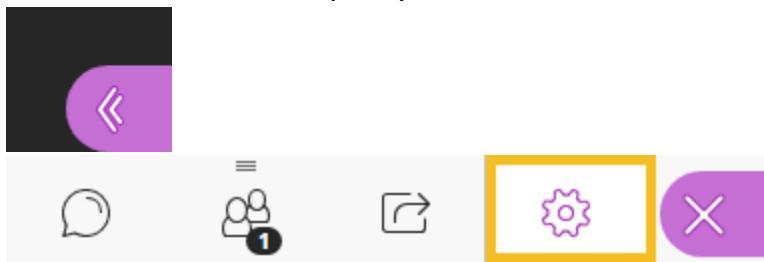
If this still does not work or you are using a new Mac, try the following steps.

## Audio/Microphone

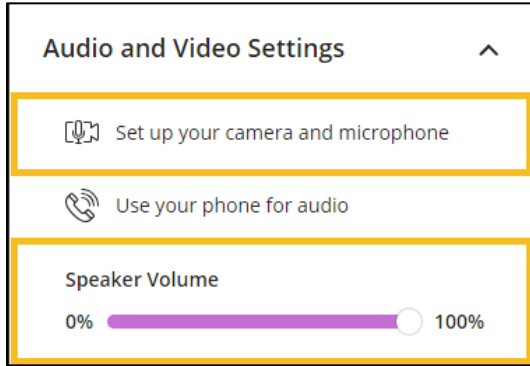
1. If you are attempting to use a headset/microphone and you cannot hear or speak in Collaborate, please make sure your microphone is on and your volume is turned up. You can check your audio in Collaborate Ultra by finding the microphone at the bottom of your screen.



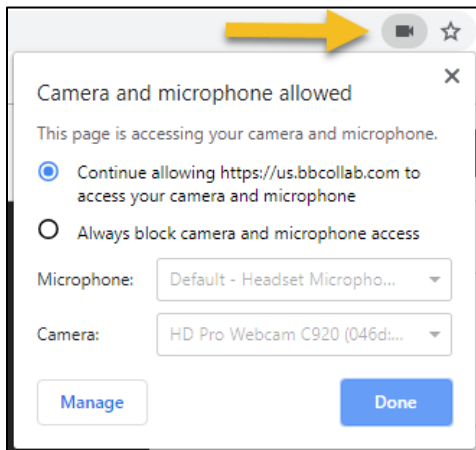
2. If this did not work, open your **Collaborate Menu** and navigate to your **Settings** tab.



3. Next, use the **Set up your camera and microphone** button to go through setup again. You can also check to make your speaker volume is at 100%.



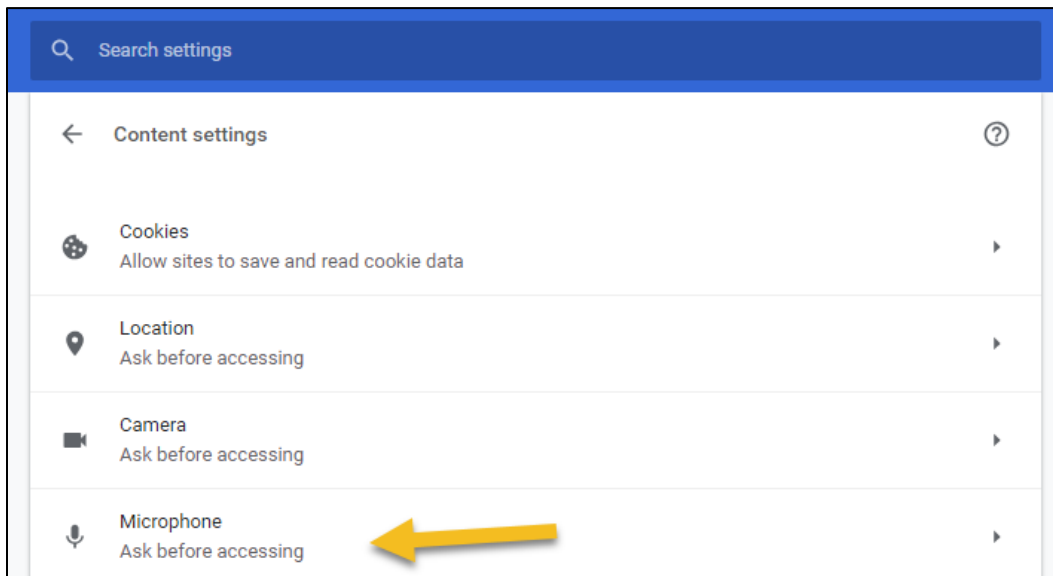
4. If this does not fix your problem, look at the top of your browser and find the camera icon. Click this to open your **Camera and Microphone Settings**. Make sure that you **Allow Access to Microphone and Camera**.



5. You can click the **Manage** button to change the input device if it is wrong.

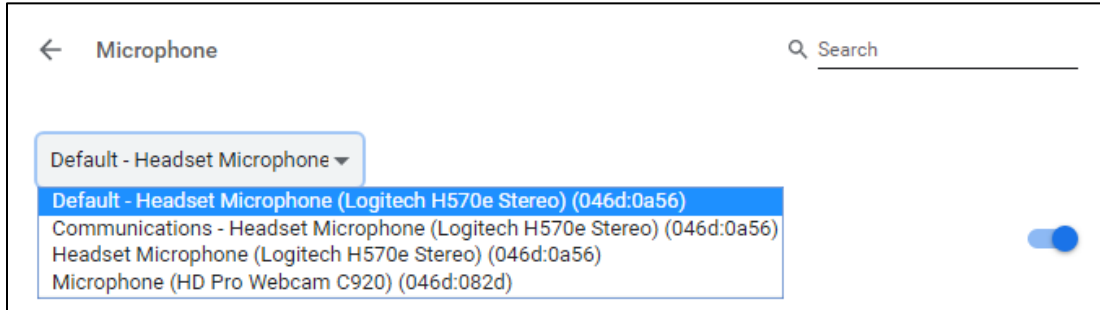


6. After clicking **Manage**, find and click **Microphone**.

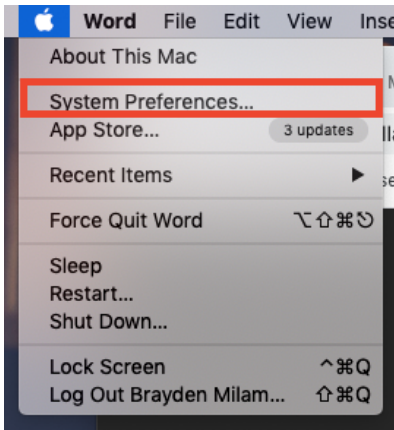




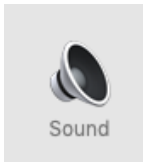
7. Use the drop down to set your input device. Find your microphone/headset name and click it.



8. If this does not work, let's try playing with the machine's sound settings. Open your **System Preferences**.



9. Navigate to **Sound**.



10. If you are having trouble with your microphone, select the **Input** tab. If you are having trouble with hearing the person speaking, select the **Output** tab.



11. Select the name of your headset/microphone.

Name	Type
Internal Speakers	Built-in
<b>Logitech H570e Stereo</b>	<b>USB</b>

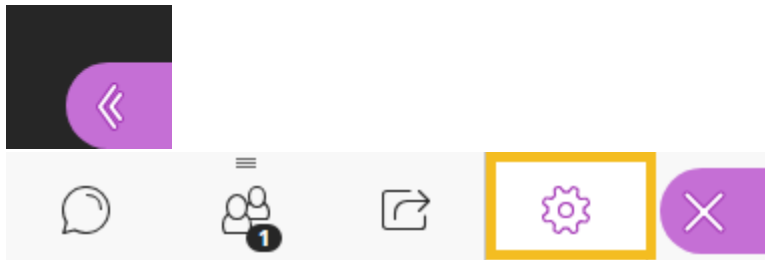
12. If this does not fix the problem, try updating your software (go to **System Preferences** -> **Software Update**) and restarting your computer. If the problem persists, please contact UITS.

## Camera

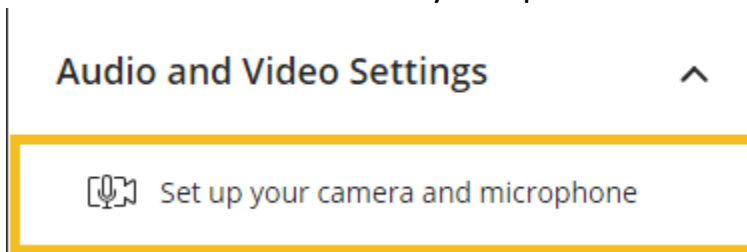
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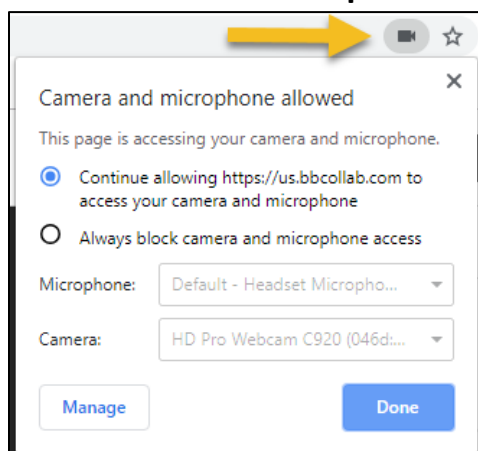
2. If this did not turn your camera on, open your **Collaborate Menu** and navigate to your **Settings** tab.



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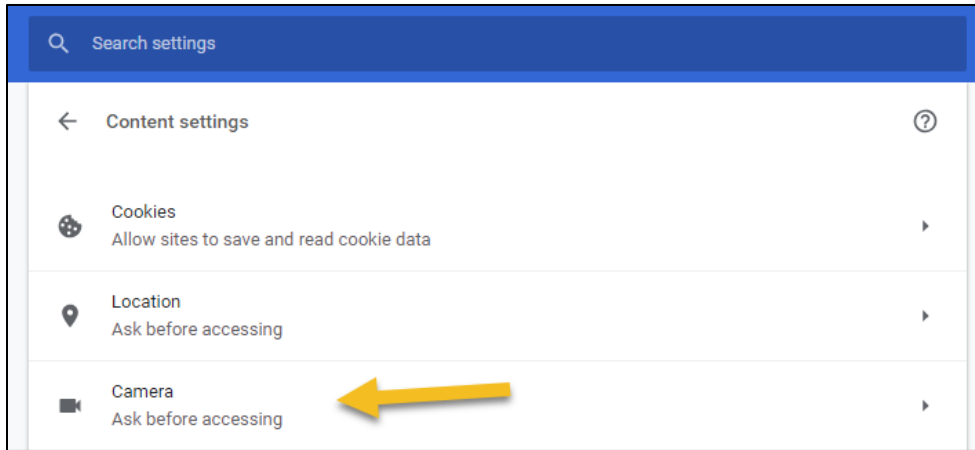
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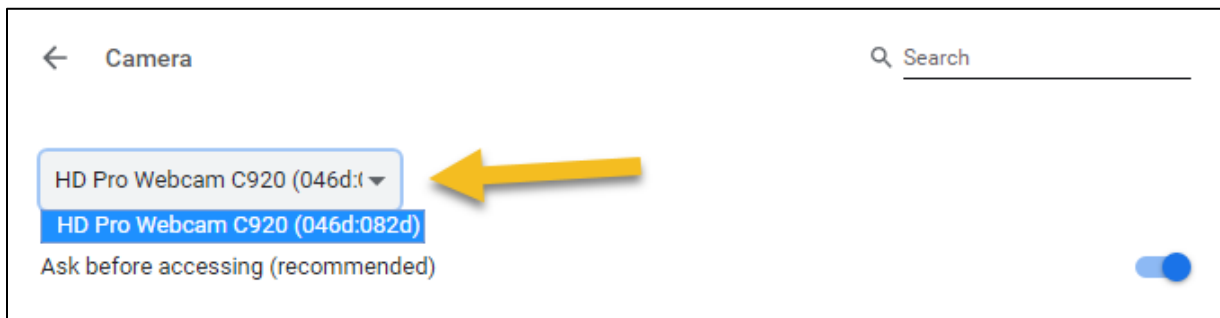
5. You can click the **Manage** button to change the input device if it is wrong.



6. After clicking **Manage**, find and click **Camera**.



7. Use the drop down to set your input device. Find your camera name and click it.



8. If this does not fix the problem, try updating your software (go to **System Preferences -> Software Update**) and restarting your computer. If the problem persists, please contact UITS.