

## Level 1 Technical Issues

### Most Common Technical Issues:

1. Audio is not working
  - Browser update - Google's Chrome browser or Mozilla's Firefox browser. Chrome and Firefox support all of the functionality necessary to run a full-featured Collaborate session.  
[https://help.blackboard.com/Collaborate/Ultra/Moderator/Get\\_Started/Browser\\_Support](https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started/Browser_Support)
  - Follow the PDF **Audio Troubleshoot**  
<http://host.jibc.ca/blackboard/instructor/doc/BBCU-AudioTroubleshooting.pdf>
  - Follow the **Managing Camera & Microphone Settings** part of the [Blackboard Help for instructors](#)
2. Spinning Purple Circle
  - Enable 3<sup>rd</sup> party cookies – Follow the instructions under **Browser Support & System Requirements** on [Blackboard Help for instructors](#)
3. The video is slow or audio/video are lagging
  - If using WIFI, try to be as close to the router as possible. We recommend using ethernet (cable plugin) over WIFI.
  - Using a headset is preferred, users without headsets should be sure to be in a quiet area to prevent background noise.
  - Be in a well-lit area if transmitting video.
  - Close streaming services such as YouTube, Netflix, P2P, Spotify, or Pandora before accessing the session.

**Check attendees connections:**

  - Internet, bandwidth and connection issues  
[https://help.blackboard.com/Collaborate/Ultra/Moderator/Support/Network\\_Connection](https://help.blackboard.com/Collaborate/Ultra/Moderator/Support/Network_Connection)

### Best practices for Presenters:

- We recommend using ethernet (cable plugin) over WIFI for presenters to ensure the best quality in your session. If you must use WIFI, please ensure you have a strong WIFI signal.
- If you are a first time user, make a test recording to ensure that audio and video work and playback with optimal clarity and volume.
- Upload PowerPoint and PDF's before your session starts
- [Know how to manage participant settings in a live session.](#)
- Turning off video for participants if it is not needed for the session will conserve bandwidth
- [For Application Sharing Best Practices click here](#)
- [For Information on Sharing Content FAQ's click here](#)

- [Click here for Step by step information on how to Share Content](#)
- The recording of a live session will STOP recording when all users are in Breakout Groups, be prepared to START the recording again when everyone returns to the main room.