

Audio Troubleshooting in Collaborate

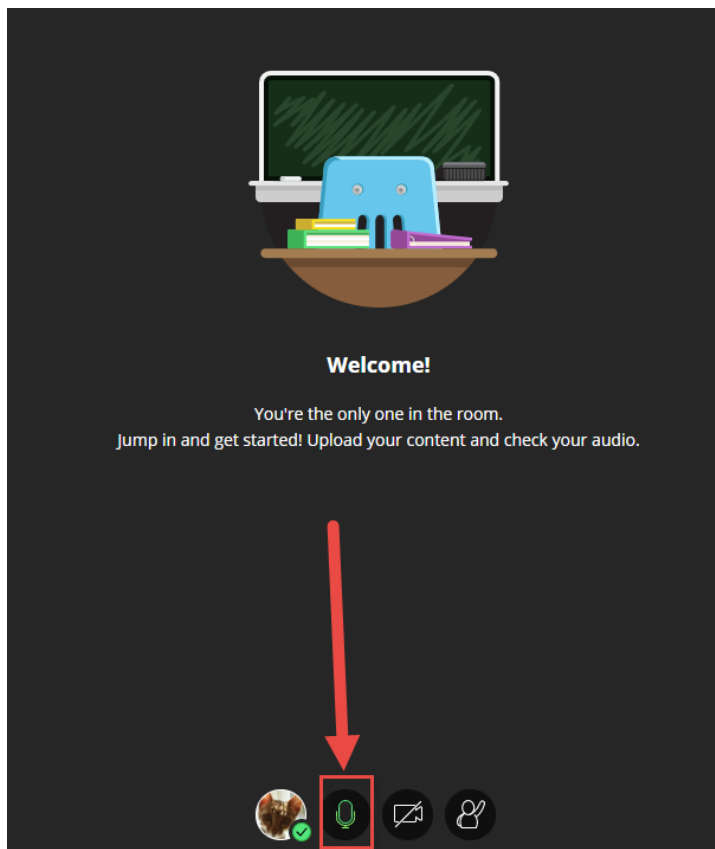
This tutorial will cover how to fix audio issues when in a Collaborate session. For further information or assistance, go to our [Team Dynamix Support portal](#) and click the appropriate Category to submit a ticket.

Steps

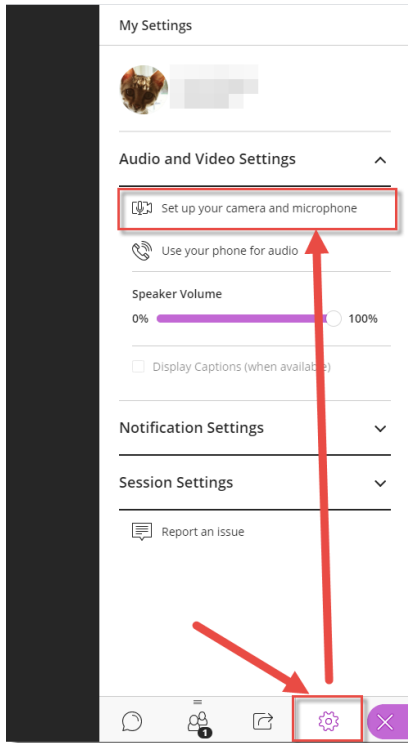
NOTE for Instructors: You do NOT need a camera when working with Collaborate unless you need to show the students some kind of hands on demo, in which case we would recommend you create a video of the demo and upload it to Kaltura. The audio and chat functions should be sufficient for most, if not all, Collaborate sessions.

If you are in a Collaborate session and are having trouble getting your microphone or headset/speakers to work, try the following:

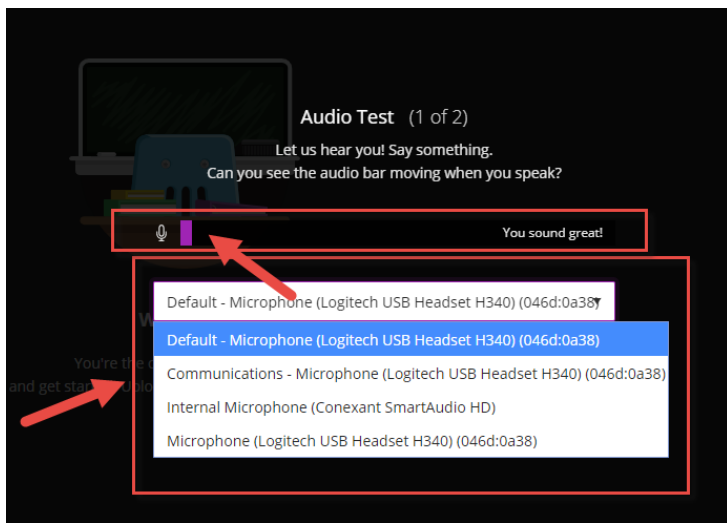
1. If you are working from a desktop, identify if you have built in microphone or if you are using a headset with a microphone.
2. If you are not hearing anything, first make sure that your volume is turned up (on your device). If people are not hearing you, check to make sure your microphone is turned on in Collaborate (click the mic icon so it does NOT have a line through it).



3. If you have more than one mic/speaker input option, then you will have to select the correct mic/speaker from the dropdown in their set-up test in Collaborate. To do this, open the Collaborate panel (on the right side), click the **Settings** icon, and click **Set up your camera and microphone**.

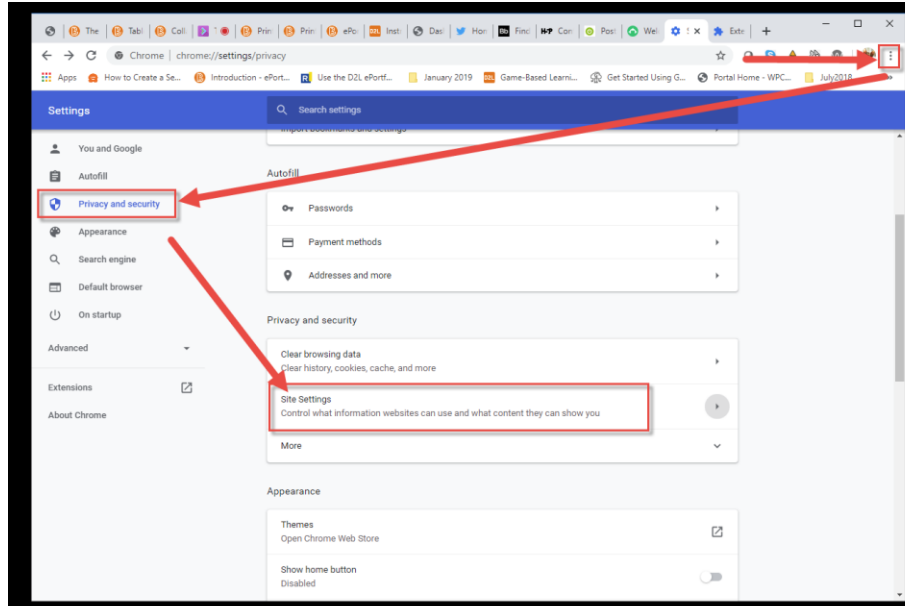


Then select the mic you want to use, talk into the mic to make sure the bar next to the mic icon is moving, then click **Yes – it's working**.

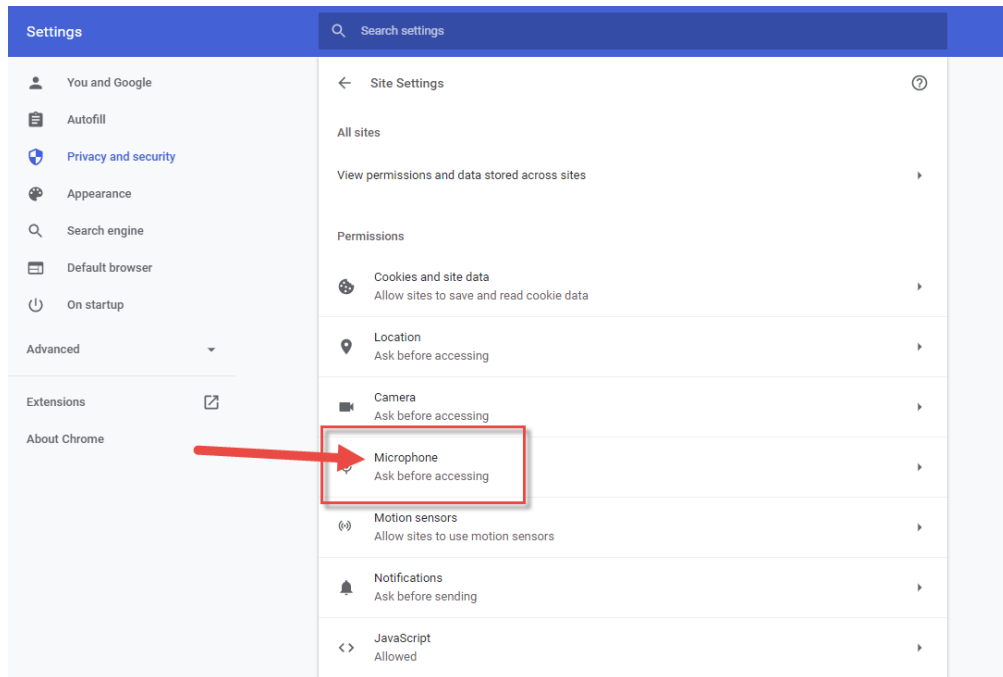


4. Check your Browser for the following options:

- a. **Chrome** should pick up your speaker and microphone automatically but to check to make sure it's enabled, open the Chrome menu (top, right), click **Settings**, then click **Privacy & Security**, then scroll down and click **Site Settings**.

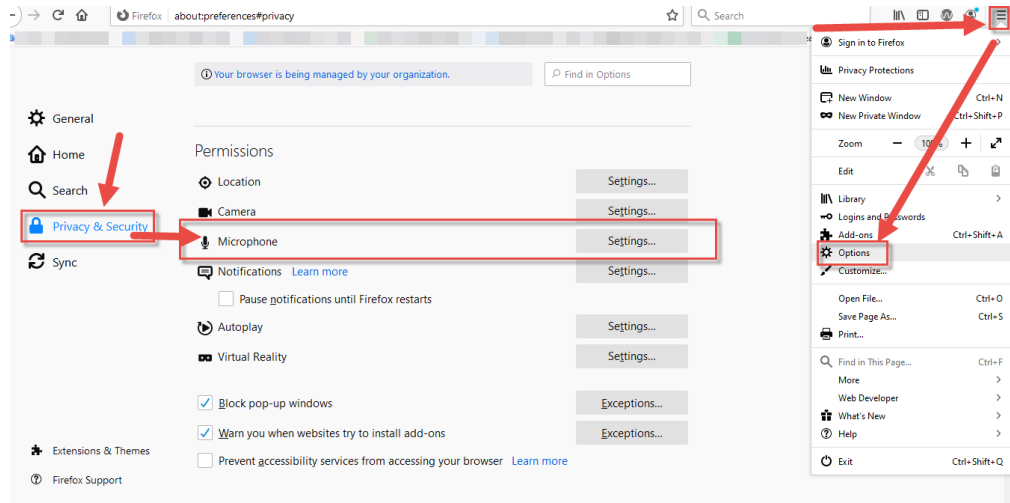


Click **Microphone** and then check to see if the Collaborate site is being blocked, and unblock it.

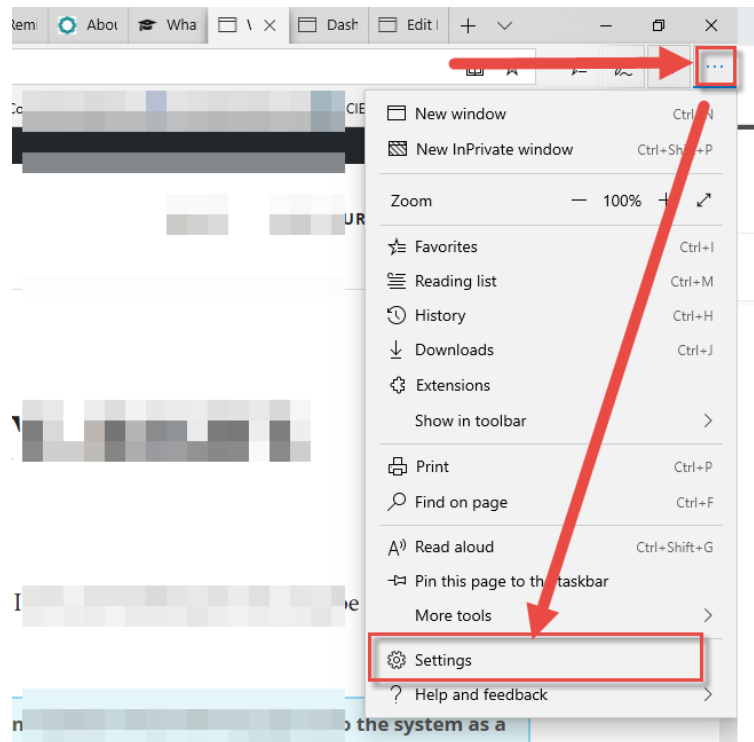


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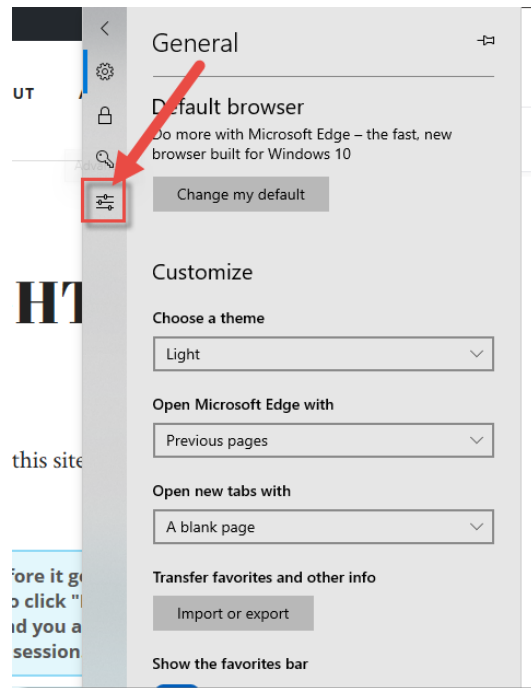
- b. **Firefox** should also pick up your speaker and microphone automatically, but to check to make sure it's enabled, open the Firefox menu (top, right), click **Options**, click **Privacy & Security**, then click **Settings** for Microphone. You can then check to see if the Collaborate site is being blocked, and unblock it.



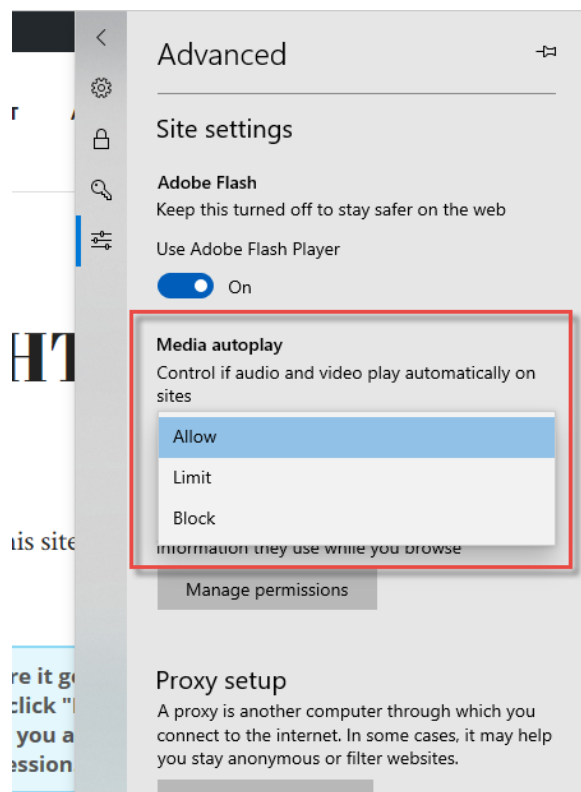
- c. To check to make sure your speaker and microphone are enabled in **Edge**, open the Edge menu (top, right), click **Settings**.



d. Then click **Advanced**



Then under **Media autoplay**, select **Allow**.



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5. Finally, check your computer/device settings. For example, on PCs:
 - a. Open your **Settings** or **Control Panel**
 - b. Click **System**
 - c. Click **Sound**
 - d. Check your output and input device(s) and test them in the Sound panel.

Moderator support from Blackboard

- [Moderator Audio and Video Tips](#)
- [Moderator Audio and Video Troubleshooting:](#)

Participant support from Blackboard

- [Participant Audio and Video Tips](#)
- [Participant Audio and Video Troubleshooting](#)



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