

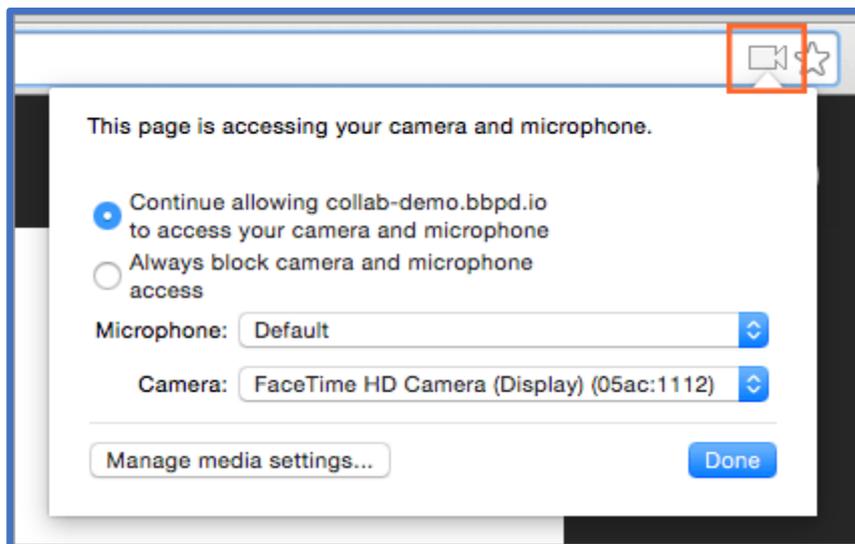
Troubleshooting Collaborate issues

Problems with audio / video in Chrome?

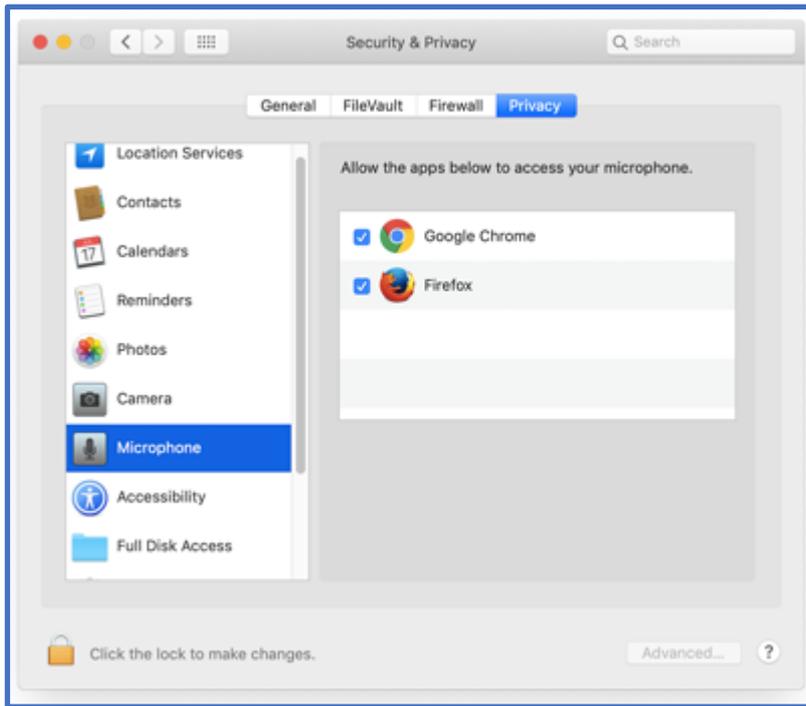
If you are having issues with your audio or video, please check your session and browser settings.

- Are the audio or video controls on? A line through the icons means that a device is not enabled.
- Are you using the latest version of Chrome? Update your browser.
- Does the browser have permission to access your camera and microphone?

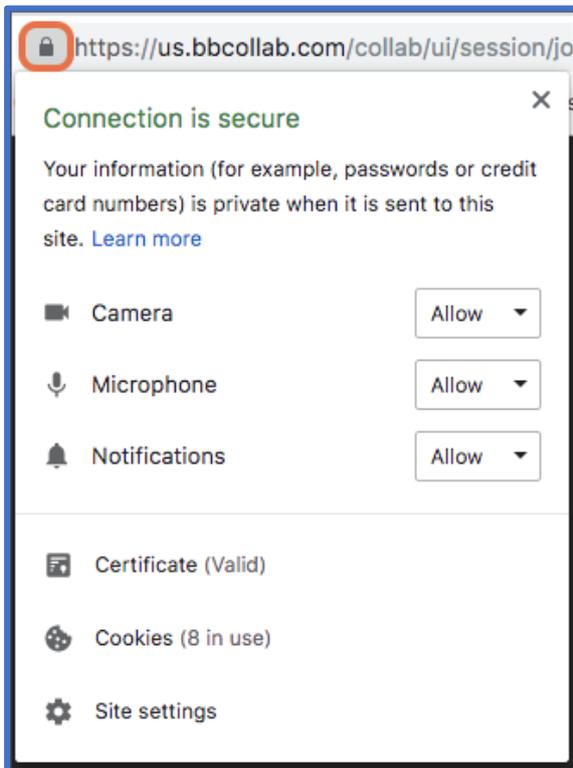
Select the audio/video icon in the URL bar to check the default audio and video settings. From the pop-up window, you can change devices or step through your device setup again to set the default devices. You may need to refresh the page for the change to take effect.



- If you are using macOS X 10.14 and higher, open your computer System Preferences and select **Security & Privacy**.
- Select Privacy.
- Make sure your browser is a selected app for both the Camera and Microphone.



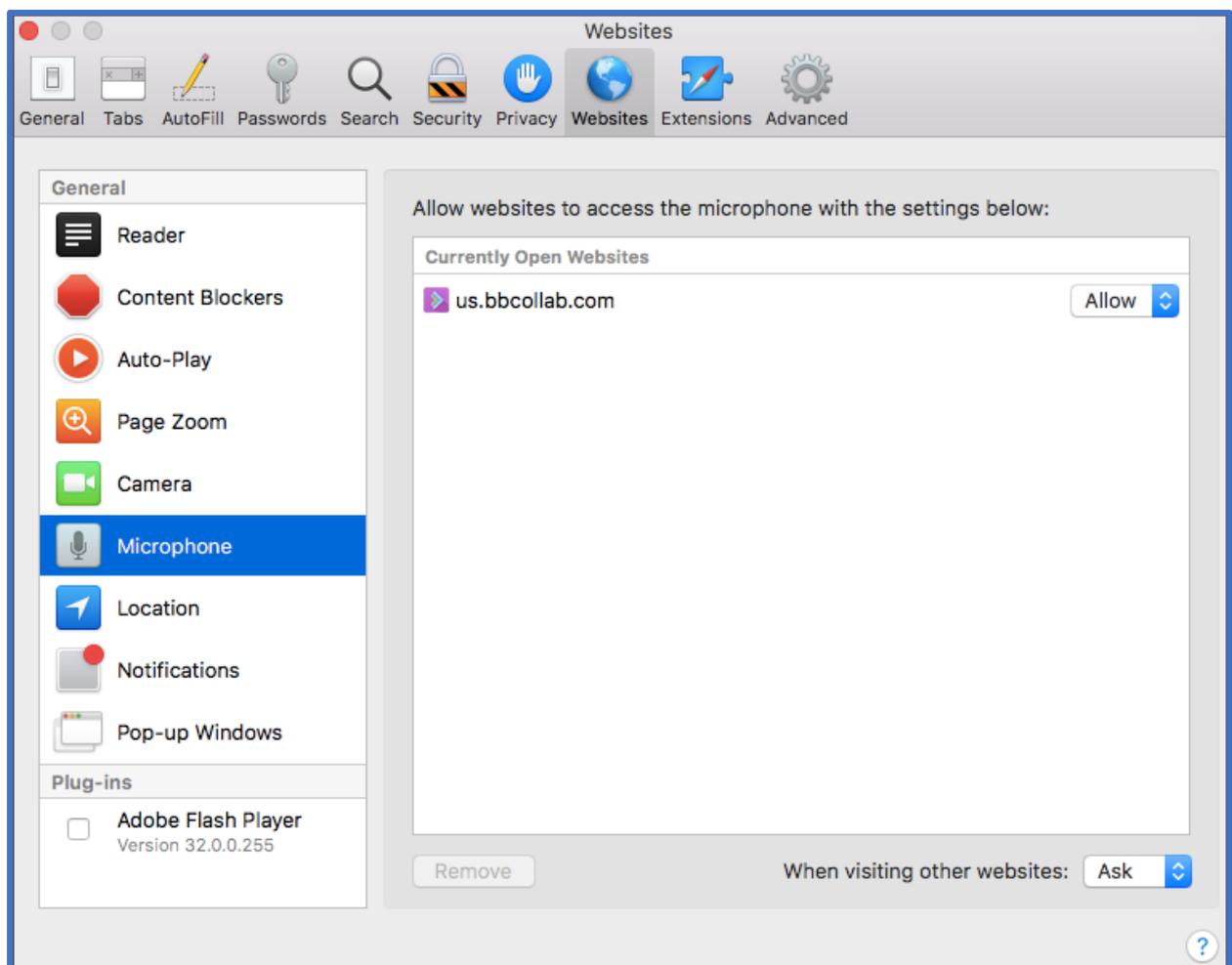
- Open Chrome Preferences, select **Advanced** and **Site Settings**. Select Camera or Microphone. Make sure the session is in the **Allow** list.
- Select the View site information icon to the left of the URL to view site information and see if anything is blocked.



Problems with audio / video in Safari?

If you are having issues with your audio or video, please check your session and browser settings.

- Are the audio or video controls on? A line through the icons means that a device is not enabled.
- Are you using the latest version of Safari? Update your browser.
- Does the browser have permission to access your camera and microphone?
 - Open the Safari Preferences menu and select **Websites**.
 - Select Camera or Microphone.
 - Find Collaborate in the list of Currently Open Websites and select **Allow** from the menu.



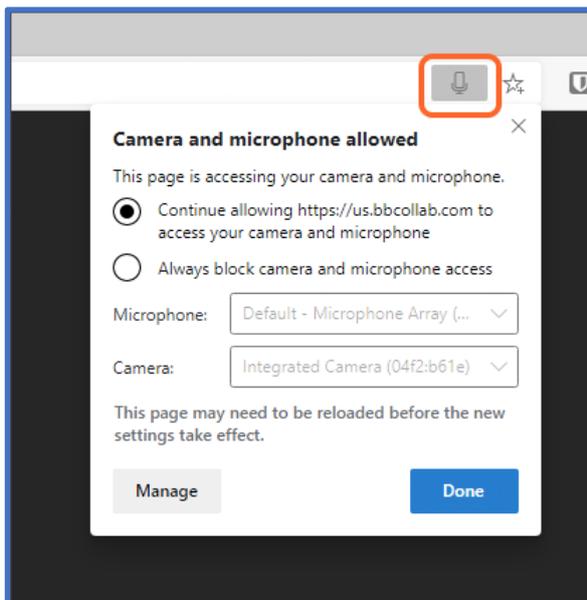
Problems with audio / video in Edge?

This is for Edge (Chromium) which has a swirly green/ blue icon instead of the blue 'e' and the software is based on Google's Chromium software.

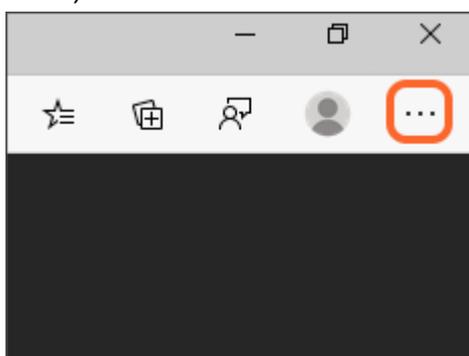


If you are having issues with your audio or video, please check your session and browser settings.

- Are the audio or video controls on? A line through the icons means that a device is not enabled.
- Are you using the latest version of Edge (Chromium)? Update your browser.
- Does the browser have permission to access your camera and microphone?
 - Select the microphone icon in the URL bar to check the default audio and video settings.
 - From the pop-up window, you can change devices or step through your device setup again to set the default devices.
 - You may need to refresh the page for the change to take effect.



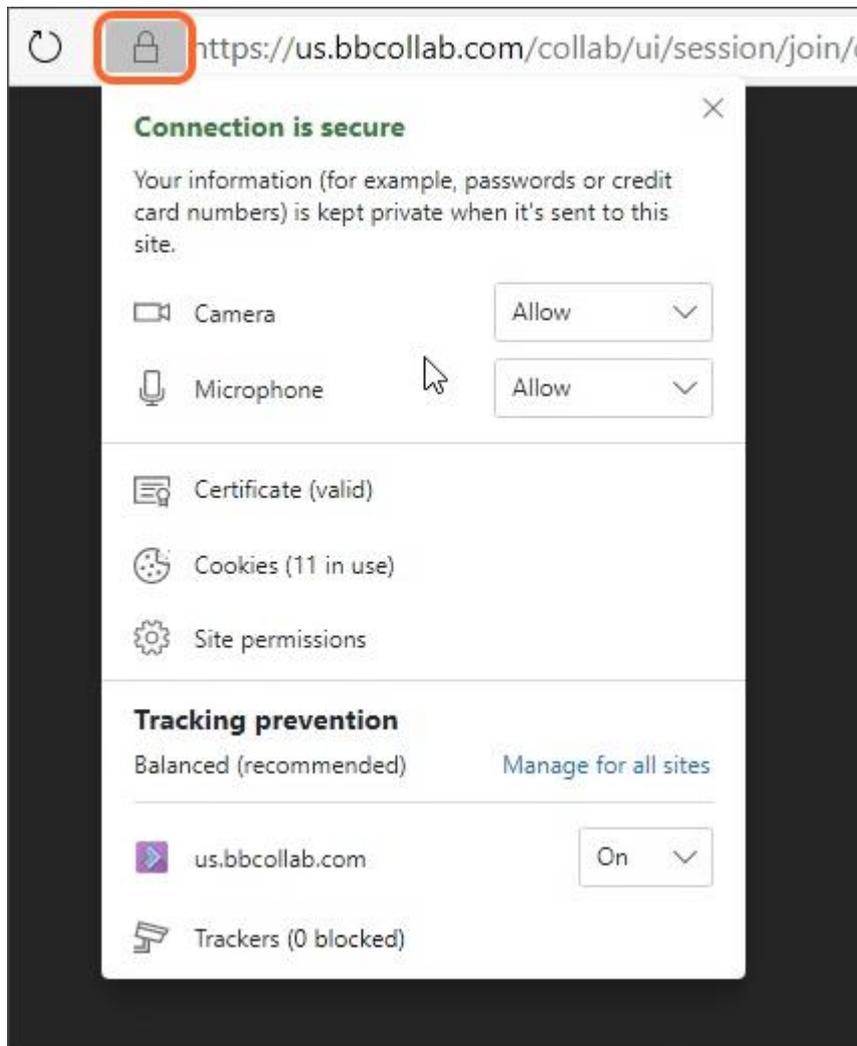
- Open the Edge (Chromium) more options menu. (It looks like three stacked dots.)



- Select Settings.

- Select Site permissions and select Camera or Microphone.
- Make sure the session is in the Allow list.

Select the lock icon to the left of the URL to view site information and see if anything is blocked.



Copyright©2018. Blackboard Inc.