Collaborate Ultra Troubleshooting

Troubleshooting Audio Problems on Macintosh (Mac) Computers

Introduction
Due to the wide range of equipment available for use with web-conferencing, and the wide range of computer settings that can impact on how the equipment works, it can sometimes be tough to troubleshoot exactly what’s causing audio issues for a user in Collaborate.

This document covers fixes for numerous potential audio issues on Mac computers, and presents them in a logical order. Work through the fixes in order until your problem is resolved. NB: Screenshots and methods included here are for Mojave Mac machines, other versions of MacOS may differ. For guidance on audio troubleshooting on a Windows computer, see here.

If this document does not resolve your issue, you can Contact Us or visit Blackboard’s own Collaborate Ultra Troubleshooting Pages.

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If you can’t hear others speaking:

Firstly, use the session’s text chat to ask others if they can hear anything:

- If they can’t either, then just wait for the presenter to start
- If they can, try opening a YouTube video to see if you can hear it playing:
  - If you can then try steps one and two below;
  - If you can’t then try steps three and four first, followed by steps one and two.

01. Check you’re using an appropriate browser:

Google Chrome and Mozilla Firefox work best with Collaborate Ultra. If you have issues using one of these, try the other.

02. Check your settings within Collaborate Ultra:

Ensure your speaker volume within Collaborate Ultra is 100%: Click on the cog/gear icon in the bottom right of the Collaborate session, then click on “Audio and Video Settings”.

![Collaborate Ultra Settings](image)

You may also wish to try leaving and re-entering the Collaborate Ultra session.

03. Physically check your headphones/headset/speakers (only for devices that plug into your computer):

1. Check that they’re connected to your device:
   a. If connecting with a cable: Plugged in (to the correct port on your machine, don’t plug headphones into a speaker port, etc - check the icons next to each port for help), and that no wires are loose
   b. If connecting via Bluetooth: Check your Bluetooth settings
2. Test them on another device to ensure they’re generally functional.

04. Ensure your web browser isn’t blocking presenter audio:

In certain instances, using Collaborate Ultra on newer versions of Google Chrome web browser (71+) can not work as expected and you may not hear presenters speaking even if you can hear in-room notification “pings”. If this happens:

1. Click on the lock symbol in the left-hand side of the web browser URL address box

![Cookie Settings](image)

2. Select Allow next to Sound

3. Click the Refresh button on the browser

05. Ensure that your computer’s settings aren’t blocking the audio:

1. Click on the Apple menu, select System Preferences and then click on Sound
2. When the Sound panel opens, select Output, then click on the listed device that should be playing back audio
3. Click and drag the slider at the bottom of the window to change volume levels, and ensure that the “Mute” box isn’t ticked:
i. Try restarting your computer.
If others can’t hear you speaking:

01. Check your settings within Collaborate Ultra:

1. Ensure that you’ve unmuted yourself within the Collaborate session

   The Mute/Unmute button is located in the bottom middle of the black part of the screen. Click the button to toggle your microphone on (ie. unmute) or off (ie. mute). If you can’t see this button, you’ve not been given permission to speak. Let the meeting-organiser know.

   a. When you’re muted (ie. not sharing audio) the button will state “share audio” when hovered over with your mouse, and will show a white microphone icon with a slash through

   b. When you’re not muted (ie. are sharing audio) the button will state “sharing audio, select to mute” on hover and will show a green microphone icon containing a moving white level. This level indicates the noise level that you are sharing. The more white, the louder you are.

2. Ensure your microphone volume level within Collaborate Ultra is set to 100%

   Click on the cog/gear icon in the bottom right of the Collaborate session, then click on “Audio and Video Settings”. Ensure Microphone Volume is at 100%:

3. Ensure that you have the right microphone selected

   In the same Audio and Settings pane where you just checked volume levels, you’ll also see an option to “Set up your camera and microphone”:

   Opening this option will allow you to pick from a drop down list which microphone Collaborate should be using and will also allow you to see a visual representation (a purple bar) of whether the selected microphone is picking up your audio.
02. Physically check your microphone (this is only for mics you have to plug into/connect to the computer):

1. Check that they’re connected to your device:
   a. **If connecting with a cable**: Plugged in (to the correct port on your machine, don’t plug microphones into a headphone port, etc - check the icons next to each port for help), and that no wires are loose
   b. **If connecting via Bluetooth**: Check your Bluetooth settings.

2. Ensure that you plugged your microphone in **BEFORE** you entered the Collaborate session. If you didn’t do this, leave and re-enter the Collaborate session with your microphone plugged in.

3. Check to see if it has its own physical mute button. For example, Microsoft Lifechat Headsets have a mute button halfway down their cable (see image right). If your headset is muted using its inbuilt mute button, then only **unmuting** yourself in Collaborate won’t work. Unmute your headset using the inbuilt button (and leave it unmuted for the session), and then use Collaborate’s Mute/Unmute to control when others can’t/can hear you.

03. Ensure your web browser isn’t blocking access to your microphone:

When you entered the Collaborate session your browser should have asked for your permission to use the microphone. If you didn’t grant this permission, the microphone will likely be blocked. To allow access:

**On Google Chrome browser:**

1. Locate and click on the **video camera icon** at the right hand end of your browser’s address bar

2. Select the **radio button** for option “Always allow &lt;site name&gt; to access your microphone”

3. Click **Done**

4. Click **Try Again**.

**On Mozilla Firefox browser:**

1. Locate and click on the **microphone icon** at the left hand end of your browser’s address bar

2. Look at the “Permissions” section of the small pane that displays. **Click the “x”** to the right of any blocked microphone permissions. They should then disappear.

3. Click **Try Again**.
04. Ensure that your computer’s settings aren’t blocking the microphone:

1. **Check that your microphone’s levels are high**
   a. Click on the Apple menu, select System Preferences and then click on Sound
   b. When the Sound panel opens, select Input, then click on the listed microphone you’re using
   c. **Click and drag “input volume” slider** at to change volume levels, raise them to at least 75%

2. **Check that your computer’s privacy settings aren’t blocking the microphone**
   a. Click on the Apple menu, select System Preferences and then click on Security & Privacy
   b. When the Security and Privacy panel opens, select Microphone, then **ensure your browser is ticked**. If it isn’t ticked, tick it and then close and re-open your browser and re-enter the Collaborate session.