For general Blackboard trouble shooting tips, Blackboard Collaborate Ultra has multiple resources and suggestions.

IMPORTANT	If the link to your teacher's Blackboard Room is not working, make sure to contact your teacher to let him or her know.

Blackboard has suggested checking the following if **audio** issues occur:

1. Is the headset plugged in properly?

2. Is the mute switch on the headset turned on?

3. Is the computer's audio muted or turned way down?

4. Users may have more than one audio input device. Did the user select the correct device?
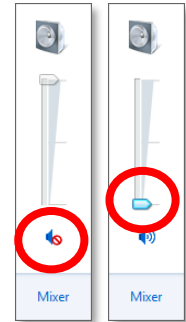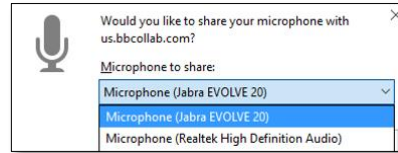
Remember to click on the microphone to talk.

A pop-up will appear in the upper left. Make sure to review the drop down menu for available audio devices, and in Mozilla Firefox select "Share Selected Device" when prompted. In Google Chrome, users should make sure to "Allow" microphone access. If you're not using Mozilla Firefox or Google Chrome visit here for more support details: https://en-us.help.blackboard.com/Collaborate/Ultra/Participant/010_Get_Started/Browser_Support
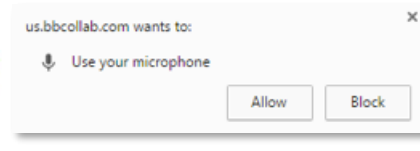
IMPORTANT	If the computer audio is not functioning, students can also call in by clicking on the menu in the upper left and selecting "Use your phone for audio" to receive a phone number and pin.

The following link has multiple areas to review for help for Blackboard Collaborate Ultra Participants: https://en-us.help.blackboard.com/Collaborate/Ultra/Participant

Some of the topics outlined in the above page include (but are not limited to):

1. How do I get started?

2. What browser should I use?

3. How do I find things in the Ultra experience?

4. How do I join a session?

5. How do I set up my camera and microphone?

6. Troubleshooting
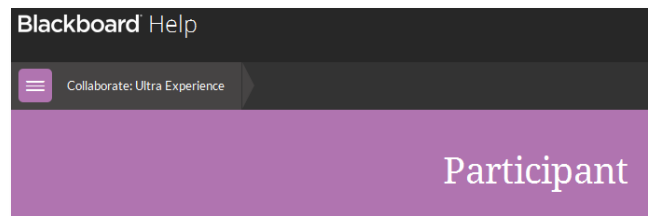
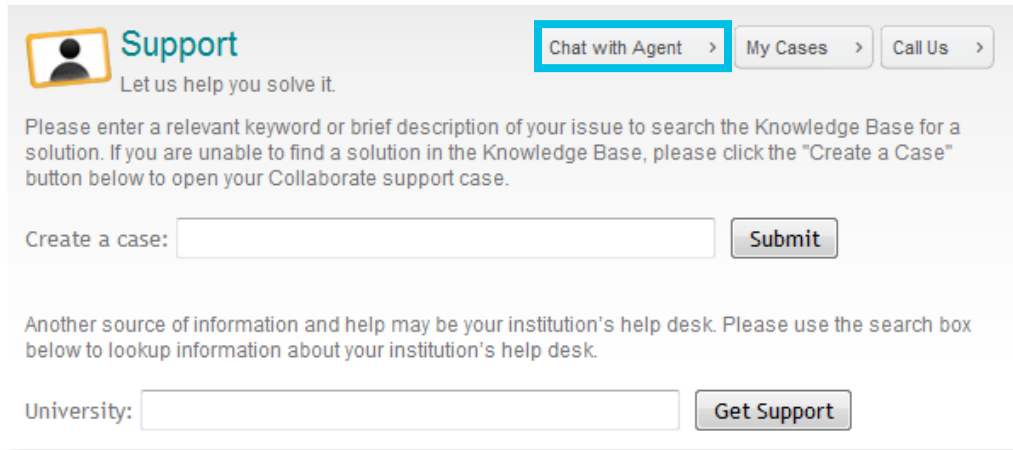| **IMPORTANT**	If you have used Blackboard Collaborate before, please note that the Ultra experience is different than Collaborate Original. Some of those differences include (but are not limited to), using a browser, not application, for meetings, different tools, and user accessibility.

For more detailed information on user accessibility, visit the Blackboard Accessibility page: https://en-us.help.blackboard.com/Collaborate/Ultra/Participant/049_Accessibility

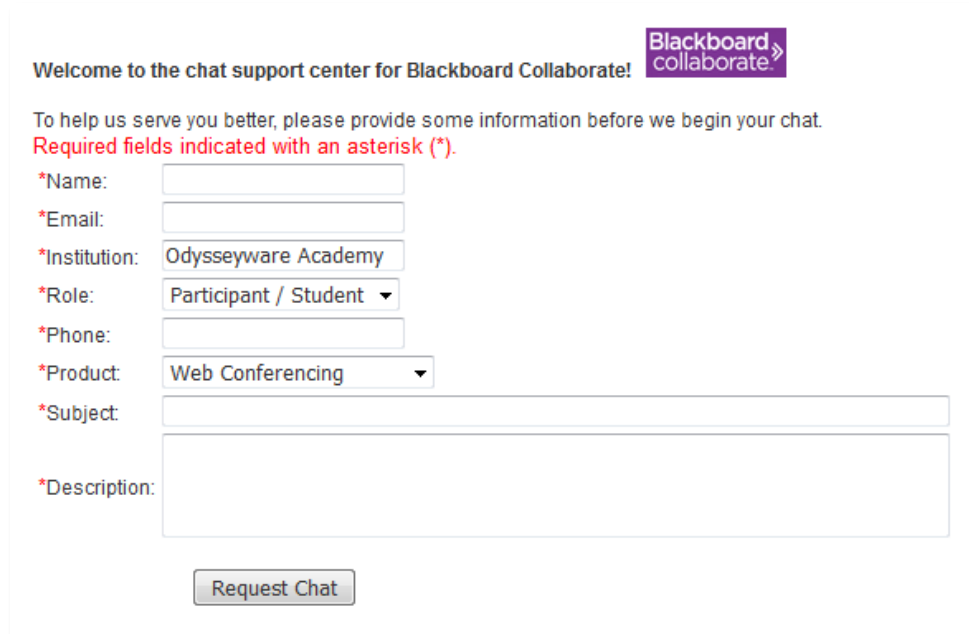# QUICK GUIDE: **Blackboard Ultra Troubleshooting Help Guide**

If additional issues occur, contact Blackboard Support. To chat with an agent:

1. Log into the following website: https://blackboard.secure.force.com/btbb_publichome?dfprod=Collaborate

2. Select "Chat with Agent"

3. Fill in the Institution as "Odysseyware Academy", Role as "Participant/Student", and Product as "Web Conferencing" in the noted fields. (See image below)