Collaborate: Some Tips

Students Joining Wrong Session / Room

Have only one room available to join at a time. If you are using a session, lock the course room (above the session list) before the session space becomes available.

No Audio From Microphone / Speakers

1. Confirm participant is using Chrome or Firefox web browser

2. Re-run audio setup (click profile image left of microphone at bottom of the screen, click name, click "Set up your camera and microphone" under AUDIO AND VIDEO SETTINGS, follow onscreen prompts).

3. Switch browser (if Chrome, try Firefox or vice versa)

4. Try dial-in number (click profile image left of microphone at bottom of the screen, click name, click "Use your phone for audio" under AUDIO AND VIDEO SETTINGS)

Audio is Garbled / Laggy

This is frequently the result of internet issues. It may be a problem on the user's local network, a problem with Collaborate's servers, or a problem somewhere in between. Locally, one can take the following steps:

- Check connection quality (click profile image left of microphone at bottom of screen, status appears right of name, as a box with lines in it. Green = good connection, red = poor connection)

- Turn off web cam feed

- Turn off application share, if running