

INSTRUCTOR: Collaborate Ultra In-Session Triage Guide

During live sessions in Collaborate Ultra, unexpected situations can arise. This guide will help handle those issues on the fly as they arise during sessions.

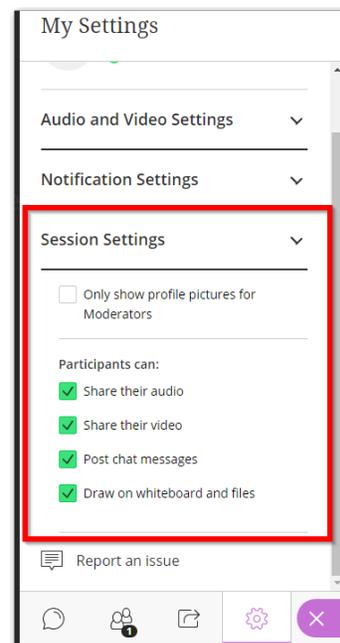
Note: Further assistance is available in our complete [Knowledge Base resources](#).

Audio issues (echoing, high-pitched squeals, or whining) are being experienced by multiple people in the session.

One of your students has likely left their mic on while others are speaking, or has an audio interference issue on their end.

Use this process to silence all audio from participants in the course, which can eliminate audio issues without the need to terminate and restart a session. This is a great way to get the class's attention and instruct them to mute their own mics and/or use a headset to negate the problems the session is experiencing.

1. While within the session, open the **Collaborate Panel** on the bottom right corner of the session.
2. You will land on *My Settings*.
3. Scroll down this sidebar panel section to **Session Settings**.
4. Next, select the **Session Settings** section to expand the menu options.
5. Under *Participants can*, uncheck the box to **Share their audio**.
6. This will disable audio for all participants in the course.
7. Instruct your class to mute their audio now
8. This allows the moderator to eliminate and/or isolate the audio issues without completely halting the class for reconnection, restarting, etc.

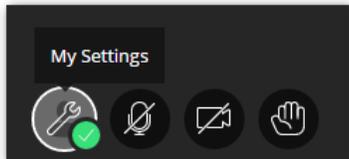


Audio switching between different audio sources (e.g., phone and computer).

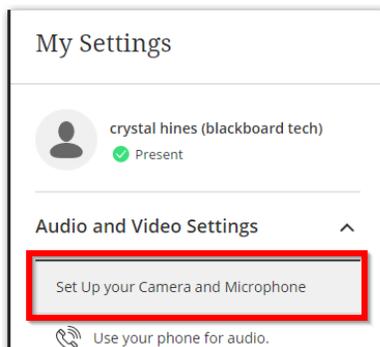
Did you call into the session using the Call-In telephony feature and are experiencing an issue with the audio switching from computer to phone and back?

If audio is switching between different sources, try running the audio setup again. Instead of using the *Default* device, select your preferred audio input/output from here.

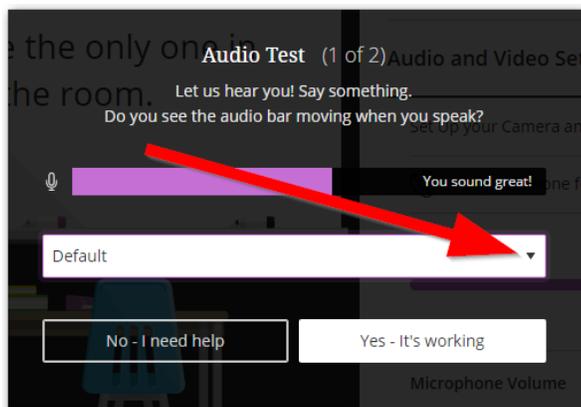
1. Open **My Settings**.



2. Under *Audio and Video Settings*, select the link to **Set Up your Camera and Microphone**.



3. Complete the setup process for your audio/video again, *even if you have already set it up*.
4. Ensure you are selecting the correct audio device using the drop-down option presented during the setup.



- The call-in feature seems to be less reliable than the audio connection through the session itself.
 - Try using the audio through your computer instead of the call-in feature.
5. If this does not resolve, see *Report an issue* later in this quick guide.

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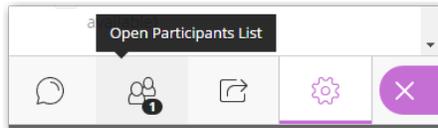
Allow a single student to share audio.

If audio is disabled for students, but you would like to allow a single student to speak, you can promote a single user to the *presenter* role.

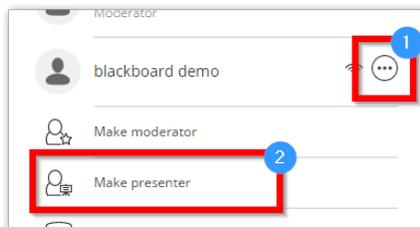
1. While within the session, open the **Collaborate Panel** on the bottom right corner of the session.



2. Select the **Participants List** by clicking the small people icon.



3. Click the contextual menu next to the student's name.
4. From the menu options presented, select **Make presenter**.

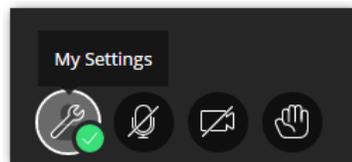


5. The student will see a small pop-up indicating their elevated role and can begin sharing content immediately.

Adjust microphone volume to soften output.

If you or your participants find your audio crackling, or excessively loud, soften your microphone volume to correct this issue.

1. Open **My Settings**.



2. Under **Audio and Video Settings**, locate the slider for **Microphone Volume**.



3. Use the slider to adjust the microphone volume to a lower level.

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Report issues with audio, video, and connectivity.

When you experience issues with audio, video, or connectivity to the session, it's important that you submit a report to Blackboard, as Collaborate Ultra is relatively new and in active development. The developers at Blackboard will be better suited to troubleshoot the more complex, less user-oriented issues.

Any participant in the Collaborate session can submit a report.

1. To report an issue within a session, select the **My Settings** button.
2. Scroll down to the **Report an issue** button.
3. Click this button to proceed.
4. On the *Report an issue* page, complete the appropriate fields as specified.
5. Your technical information will be automatically included in the last text box (do not edit this information).
6. Click the dark grey **Submit** button when you are finished completing the report.
7. This will create a case with Blackboard in which their developers and tech teams will investigate any potential bug and ensure it gets resolved.
8. This process is important and should be completed for audio issues, connectivity, any UI weirdness, etc.

