

BLACKBOARD COLLABORATE – AUDIO & MICROPHONE ISSUES

Here are a few top tips for ensuring that your browser/computer can access your audio and video devices for use in Blackboard Collaborate.

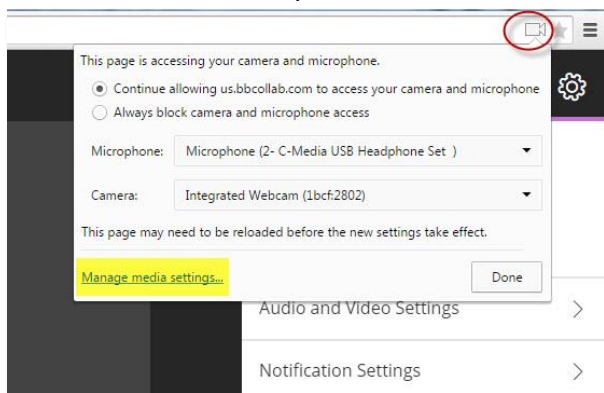
ENSURING ACCESS IN GOOGLE CHROME

The recommended browser for Blackboard Collaborate is Google Chrome, which requires permission to access your camera and microphone. If you are having issues with your audio/video in Chrome it could be that Chrome cannot ‘see’ your devices (e.g. microphone, headset, webcam) even though they are plugged in. If this is the case you may receive a message stating the following: *“It looks like we don’t have permission to access your microphone and camera. Check to see if your browser is asking for permission”*.

Click the **video icon** in the URL (address) bar at the top of the browser to check that Chrome is *“allowing bbcollab.com to access your camera and microphone”*. If it is not, ensure that this option is selected by clicking on the circle to its left.


From here you can also check/change which microphone and camera you are using by selecting from the drop-down options. Click **Done** to confirm and return to Collaborate.

Note: clicking on *“Manage media settings...”* will take you to a page showing all websites that have audio/video permission in Chrome.



CHECKING YOUR DEVICES ARE INSTALLED (WINDOWS)

Sometimes computers have multiple available inputs and outputs for audio/video. To check that you desired microphone/webcam is being used by your computer:

1. Right click on the **Sounds** icon in the lower right hand corner of the screen. Choose **Playback devices** for output devices (e.g. speakers, headsets) and **Recording devices** tab for input devices (e.g. microphones) 
2. In your list of devices ensure that the one that you want to use is recognised as the **Default Device** and has a **green tick** next to it. If not, right-click the device name and choose **Set as Default Device**.
Click **Apply** and then **OK** to finish. (images on page 2 >>)

