

Audio and video issues when using Blackboard Collaborate



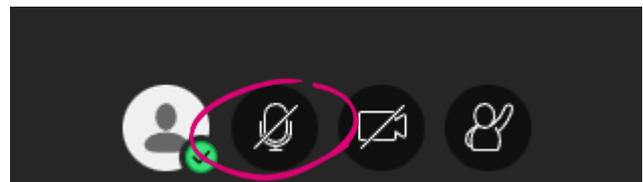
Northumbria
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This page provides solutions for audio and video issues you may experience when using Blackboard Collaborate with the **Chrome browser**.

If you are using Safari, Edge or Internet Explorer, please switch to the Chrome browser instead.

Are the audio or video controls on?

A line through the icons means that a device is not enabled.



Are you using the latest version of Chrome?

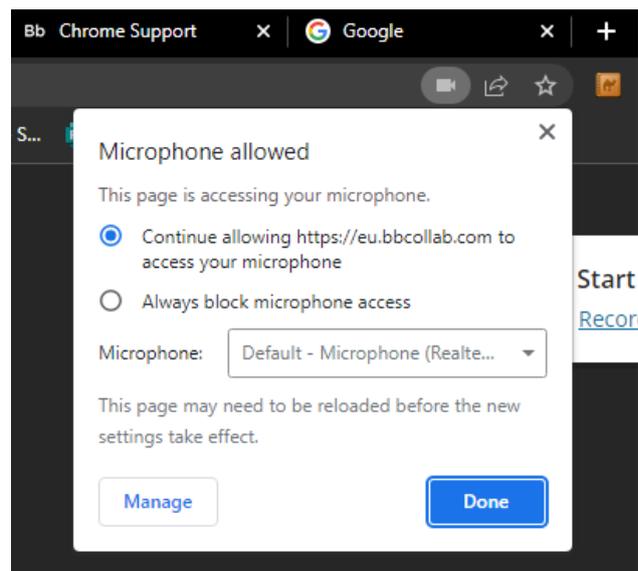
Update your browser.

To update, go to: <chrome://settings/help>

Does the browser have permission to access your camera and microphone?

Select the audio/video icon in the URL bar to check the default audio and video settings. From the pop-up window, you can change devices or step through your device setup again to set the default devices.

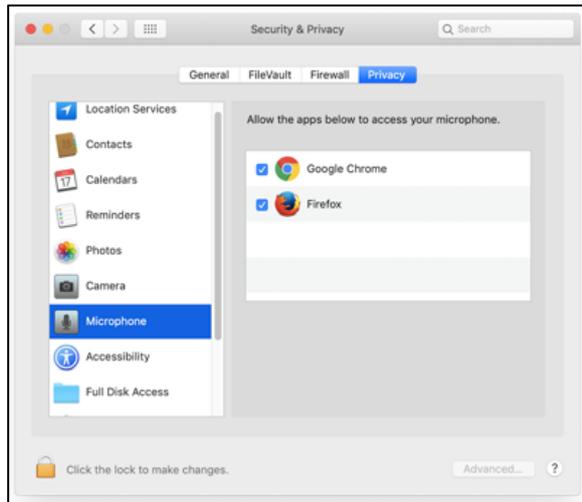
You may need to refresh the page for the change to take effect.



If you are using macOS X 10.14 and higher?

Open your computer *System Preferences* and select *Security & Privacy*. Select *Privacy*.

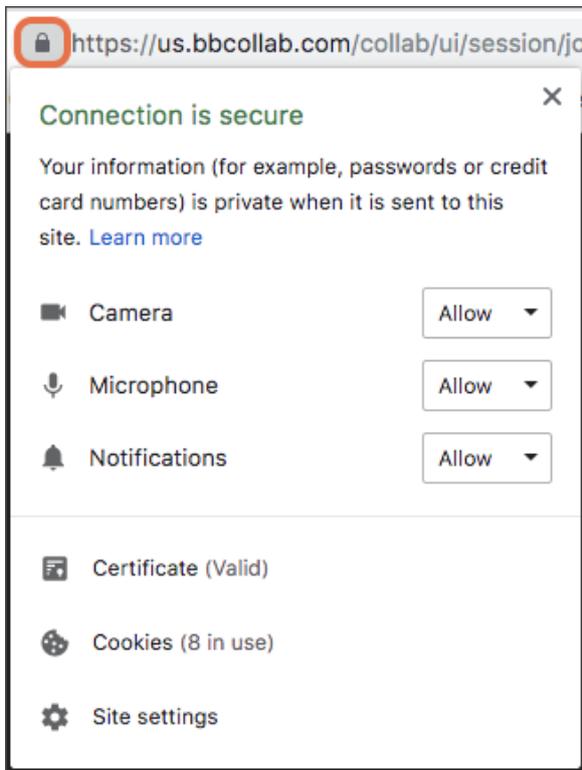
Make sure your browser is a selected app for both the *Camera* and *Microphone*.



Open Chrome Preferences, select Advanced and Site Settings. Select Camera or Microphone.

Make sure the session is in the *Allow* list.

Select the View site information icon to the left of the URL to view site information and see if anything is blocked.



I cannot hear the audio in a Collaborate session but can hear the audio in YouTube or Panopto.

If you cannot hear the audio in Collaborate it could be due to cookie permissions.

- Open Chrome and click the three vertical dots in the top right corner.
- Click **Settings**.
- Click **Privacy and Security** on the left side of the screen.
- Click **Cookies and other site data**.
- Click **Allow all cookies**.
- Close Chrome and restart it.

I am using a mac but am unable to share my screen when using Collaborate.

Note: you can only share if you are a Presenter or are in a Breakout room)

If you are unable to share your screen using Collaborate it could be due to the security settings on your mac.

- Click the apple in the top left corner and go to system preferences.
- Click **Security and Privacy**.
- Scroll down until you see screen recording, tick the box to enable this for Chrome or whichever browser they are using to access Collaborate.
- Go back to Collaborate and you should be able to share, if not a quick refresh should fix it after the settings have been updated.

