

Bb Collaborate Ultra: Resolving issues with audio & sound

Recommended:

- Use a headset with a microphone (if you have one).
- Or, use the in-built microphone, speakers or webcam on your laptop or computer (if it has them) but only if you are on your own and in a quiet location (e.g. your office).
- If you need to add a microphone or headset; use one with a [USB connection](#) in preference to one that uses a [3mm jack](#) cables.

Before joining the session:

- Plug-in your equipment before joining the Collaborate session
- When Collaborate launches, accept any browser pop-up dialogue boxes that ask you to allow audio and video.
- Make sure your microphone or headset isn't muted or the volume is turned down.
- Check that you can hear and/or speak using the devices you've chosen.
 - Play a video in your browser to make sure you can hear. Or make a short recording using one of these free tools: **Web** - [Vocaroo](#) voice recorder, **PC** - Windows (version 7&8) [Sound recorder](#) / [Voice Recorder](#) (Windows 10), **MAC** - [Quicktime Player](#) > File > New Audio Recording.
- Check the sound settings on your computer ([Windows 7 PC](#), [MAC](#)).
- If you have a 3mm jack cable for your speakers or headset, check they are plugged in to the right colour sockets (Microphone = Pink, Speakers = Green [Line-out]). Use the jack sockets at the back of the computer, if the ones at the front do not work.

After joining the session:

- Check your [Audio and video set-up](#) (as a [Moderator](#)) in Collaborate.
- If you cannot get the audio or sound to work, you can [Call into a Session](#) using a phone. (**CAUTION:** Standard call charges will apply from your provider.)

Preventing Feedback noise

[Feedback noise](#) occurs when the sound from your speakers is picked up by your microphone. It can sound like an echo or high pitch screeching.

To prevent this:

- Use a headset, if possible.
- Mute your audio when you are not speaking.
- If you have a separate microphone, position it away from the speakers.
- Turn down the volume of your speakers.

Problems with sound quality:

Collaborate will automatically adjust the quality of the sound depending on quality of your Internet connection. This means that sometimes the tone of someone's voice can be flattened or drop-out briefly if the connection is poor.

For the best sound quality:

- Use a wired internet connection where you can in preference to WiFi
- Close any other applications that might be taking up your Internet bandwidth.
- Adjust the volume settings on your computer, on your headset / speakers or in 'My Settings' in Bb Collaborate.

Loss of sound during the session:

1. Leave the session and re-join.
2. If this does not work, close your browser fully and open it again and re-join the session.