

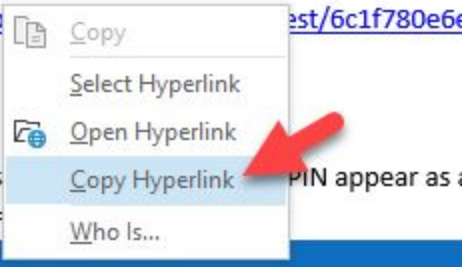

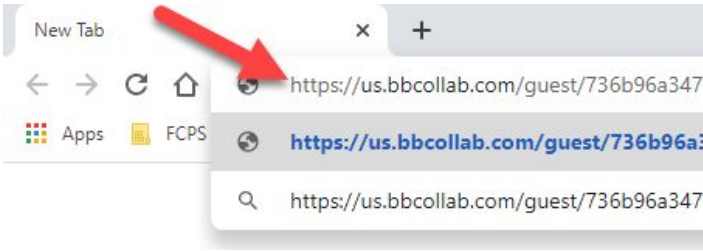

Troubleshooting Collaborate Ultra

This reference guide will walk you through the steps of joining and sharing Collaborate Ultra sessions. This guide also includes a basic tutorial on some of the available tools in Collaborate Ultra.

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Common Collaborate Problems

<p>Send this guest link to your attendees:</p> <ul style="list-style-type: none">• Guest link: https://us.bbcollab.com/guest/6c1f780e6 <p>Session dial-in:</p> <p>Call in anonymous</p> <ul style="list-style-type: none">• DialIn: +1-5 	<p>If Chrome is not your default browser, you will need to copy and paste the link to the session into a chrome window. Right click the link and select "Copy".</p>
	<p>Open Chrome with this shortcut.</p>
	<p>Paste the link into the address bar at the top of the screen, then press "Enter".</p>
	<p>If your microphone looks like it's working but no one can hear you, try leaving the session and then re-join. This usually fixes the issue, especially if your mic has worked in past sessions. You can also click on the padlock to the left of your web address and ensure your microphone and video are enabled.</p>

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Uh-oh! We're unable to connect you to the session.

Try reconnecting or contacting the session administrator.

Failure Code: J10

If you see this screen, refresh the page. Sometimes it takes a few tries for the session to recognize users.

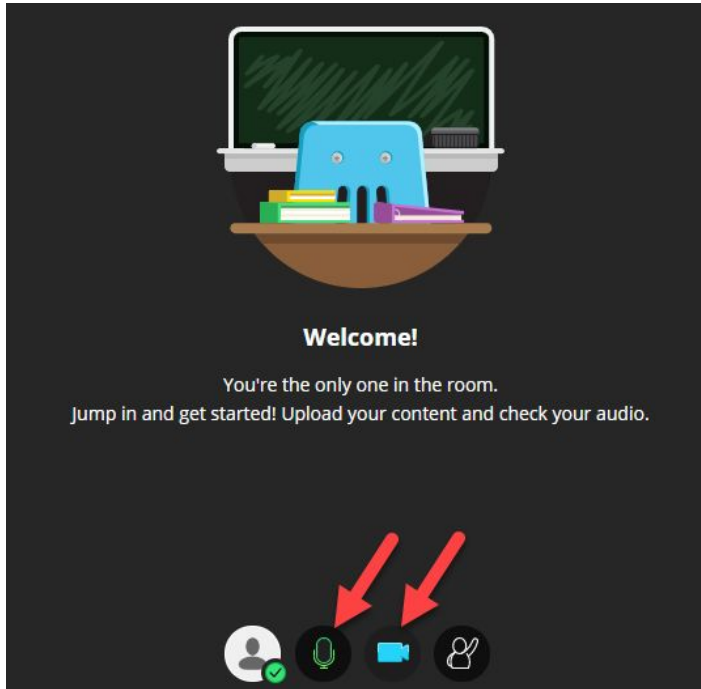


Uh-oh! It looks like you're already in the session.

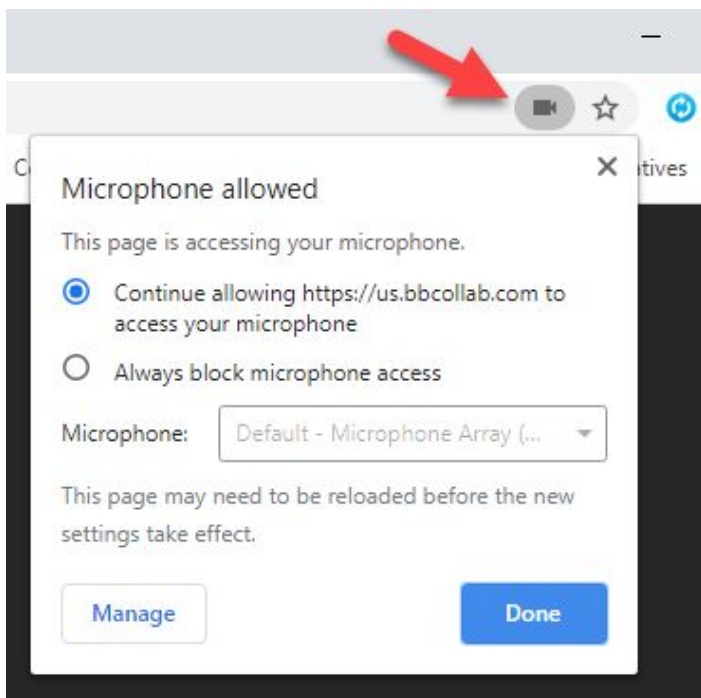
Check to see if you've joined in another window, or try reconnecting.

If you see this screen, you are logged into the session in another window or on a different computer. You must log out of that session before you can join again.

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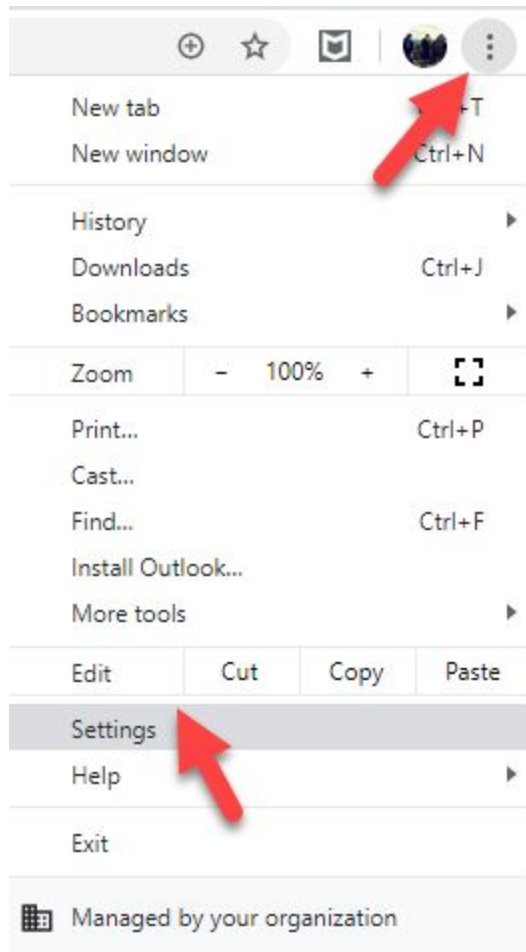


If you successfully join the session, but have video or audio issues, be sure that you have turned them on by clicking these buttons.



If you are still having issues, check to make sure that you have given chrome permission to let the session use your microphone and camera.

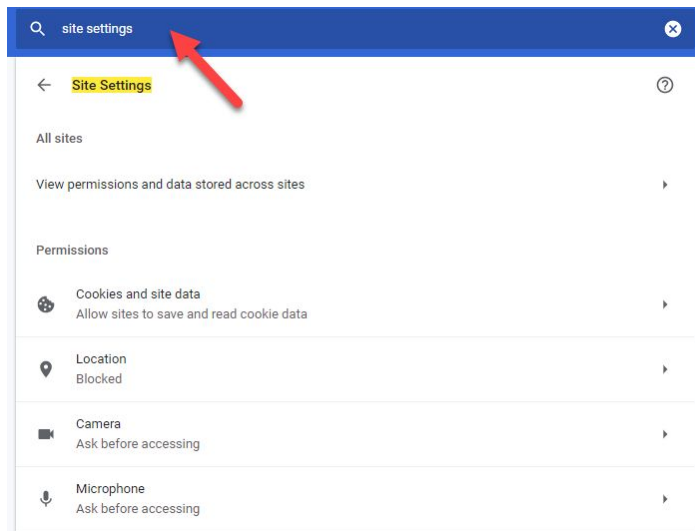
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If it appears that your microphone and/or camera are still blocked, you can unblock them by going to your settings.

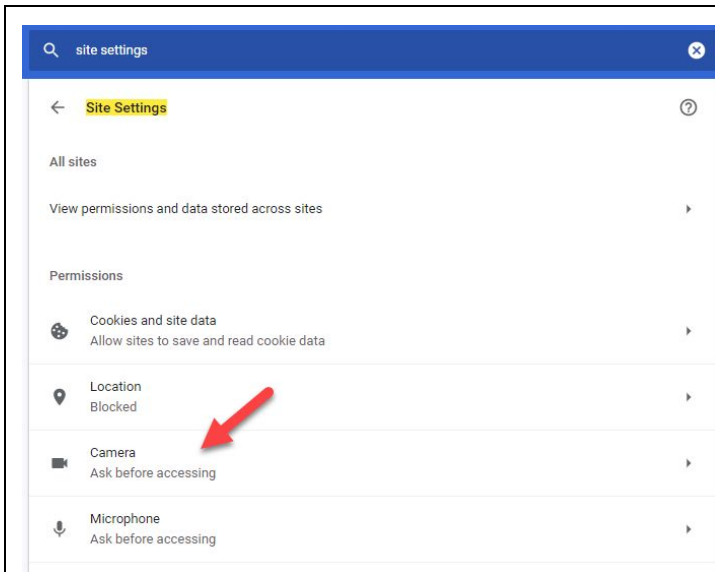
Click the button at the upper right of the window (it normally appears as three dots, but it may look different if you have pending updates).

Then click "Settings"

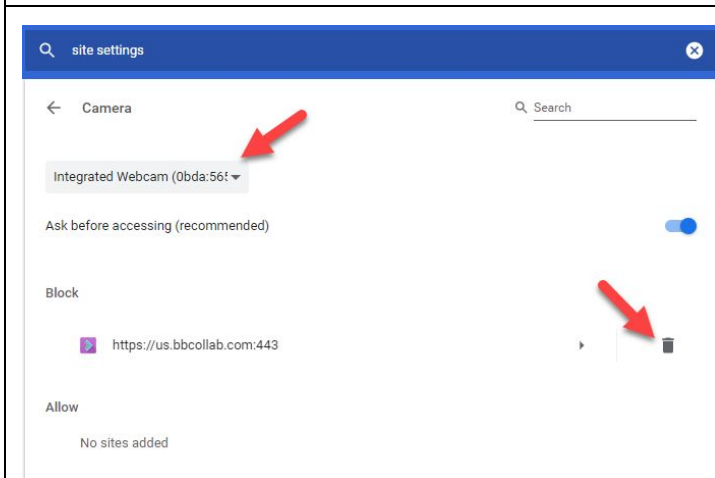


In the search bar at the top, type "Site Settings"

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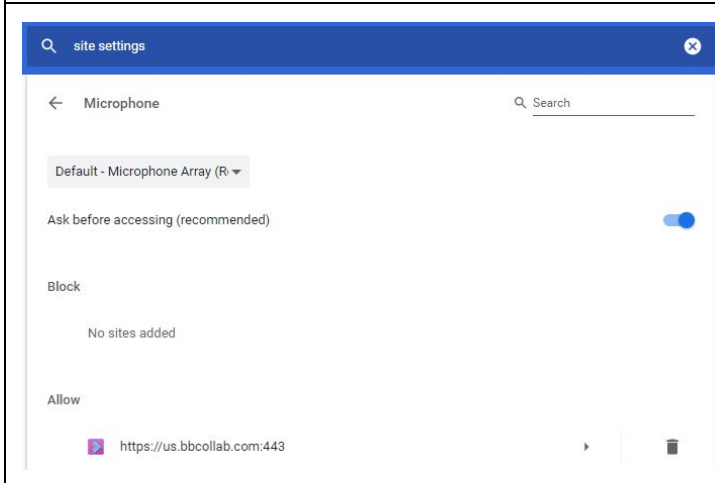


Click on the "Camera" setting.



Make sure that the camera is set to "Integrated Webcam".

If <https://us.bbcollab.com> is listed as "Blocked" delete the block with the trash can button.



Repeat the process with the microphone settings.