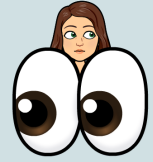




Troubleshooting Audio and Video Issues



Within Blackboard Collaborate Ultra:

- See the PDF About Controls Within BCGU

Hardware Issues On Computer

- [Video– If Your Camera Isn't Working \(Windows 10\)](#)
- [Video– If Your Microphone Isn't Working \(Windows 10\)](#)

Checking the Flash Player

- [Google Article About Enabling Flash for Audio and Video in Chrome](#)

Check to make sure nothing is blocked in your browser— somehow this might've happened.

1. Open up one of the BB sessions and try to join.

2. Click the lock icon for BB Collaborate site

3. Make sure the flash is set to "allow"

2. At the bottom, click Site Settings.

3. In the new tab, to the right of "Flash," click the Down arrow