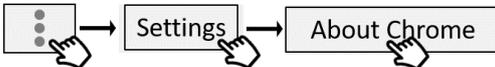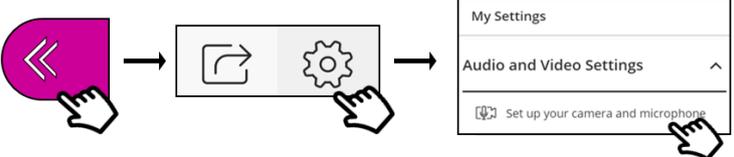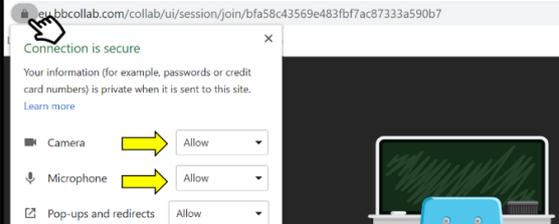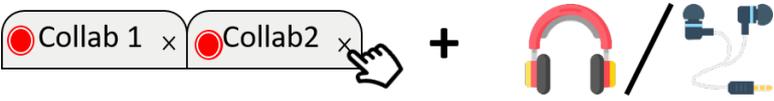# ual:

Troubleshooting in Collaborate Ultra

Use the following checklist if you are having difficulty accessing a Collaborate session, activating your microphone or camera, hearing or seeing other participants, or viewing shared materials.

Checklist

☐	Are you connecting from China?	Yes See page 2 for advice No Go to next box
☐	Are you using Google Chrome?	*Figure 1 Google Chrome*
☐	Is Chrome up-to-date? (Current version 80.0.3987.163)	*Figure 2 Steps to identify your browser version*
☐	Is the correct microphone and camera output selected in Collaborate?	*Figure 3 Reconfigure your camera and microphone from My Settings in Collaborate*
☐	Are camera and microphone enabled in Chrome?	*Figure 4 Ensure camera and microphone are enabled within Chrome*
☐	Are you hearing an echo?	*Figure 5 Close other tabs that may be using audio and use Headphones or Earbuds*
☐	Still not connecting?	*Figure 6 Clear your browser's cookies and refresh the page*
☐	That didn't work?	*Figure 7 Try another browser (ex. Firefox)*

Checklist for connecting to Collaborate Ultra from China

Collaborate Ultra is not currently blocked by the Chinese firewall.
The main issue for users in China is the historically inconsistent or slow internet connection available.

Use the following checklist if you are finding it difficult to connect to Collaborate Ultra from China.

☐	Who is your Internet Service Provider?	*Figure 8 Collaborate recommend using China Unicom*
☐	Which internet browser are you using?	*Figure 9 UAL recommends using Google Chrome* *or Firefox*
☐	Are you using wifi?	Try using a network cable to plug your computer into your router rather than using wifi.

Seeking help during a live class

Collaborate has introduced a support Chatbot that can help troubleshoot audio, video, and connection problems.

The Chatbot will appear on error pages if you are unable to join a Collaborate session. It can also be found in the My Settings menu when you join a Collaborate session currently in progress.