

## Collaborate – First Time Users System Check

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Mac and PC users should always run a system check prior to attending a Blackboard Collaborate web conference session. You should run the [system check](#) at least 24 hours in advance of the web conference to make sure your computer is setup and ready to go. Running the system check well in advance of your Collaborate session will allow you plenty of time to troubleshoot any computer problems you may encounter.

**Note:** Refer to page 2 for information on using Collaborate on mobile devices.

[System Check](#) for Mac and PC users:

- Use the [V12.6 Configuration Room](#) to test your computer configuration.
- Headsets
  - A headset with microphone is recommended for use with Collaborate. Using only headphones and the computer's internal microphone will cause feedback and/or echoes for everyone in the session except the person using the headphone and internal microphone.
  - A USB headset with microphone is preferred.
  - While it is sometimes possible to use iPhone headphones that have built-in microphones on VoIP programs like Skype, these headsets can cause heavy interference in Collaborate sessions. Therefore the iPhone type headphones are not recommended.
  - If a person has a headset with the 3.5 mm plugs (not the iPhone type headphone), they should experiment with it to see if it is acceptable. However, if you need to purchase a headset, a USB headset is recommended. USB headsets are more dependable and compatible overall.
- View the [Online Orientation](#) video.

Collaborate requires the use of Java. You may be prompted to update to the latest Java version.



**Windows PC users:** DO NOT update Java on Windows PCs if you use Banner Client. Updating Java on Windows PCs may cause Banner Client to stop working. Collaborate should work with older versions of Java. Therefore you should still be able to participate in Collaborate web conferences without updating Java on Windows PCs.

**Mac users:** Updating Java on Macintosh computers will not affect the use of Banner Client.

Additionally, the [Blackboard Collaborate Launcher](#) utility is required to start a Collaborate session.

If you are having problems with Collaborate, review the [Common Issues Encountered by Web Conferencing Users](#) information which may help you resolve your problem.

## Mobile Devices:

- Blackboard Collaborate™ Mobile app is available for iOS and Android devices.
- There is no system check for mobile devices.
- You should download the Blackboard Collaborate™ Mobile app before you attempt to join a Collaborate session.
- Moderators **cannot** use mobile devices.
- Not all features are available when using a mobile device.
- Tips and guides for mobile devices:
  - [Getting Started with Mobile \(iOS\) Web Conferencing for Participants](#)
  - [Getting Started with Mobile \(Android\) Web Conferencing for Participants](#)
  - [Mobile \(iOS\) Web Conferencing Session Management Tips for Moderators](#)
  - [Mobile \(Android\) Web Conferencing Session Management Tips for Moderators](#)
  - [Collaborate Mobile Web Conferencing Participant's Guide](#)



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Links referenced in this document:

First Time Users System Check

[https://en-us.help.blackboard.com/Collaborate/v12/Participant/000\\_Get\\_Started](https://en-us.help.blackboard.com/Collaborate/v12/Participant/000_Get_Started)

V12.6 Configuration Room

<http://bit.ly/1o9Xgsp>

Online Orientation Video

<http://bit.ly/pd0gGg>

Blackboard Collaborate Launcher

<http://bit.ly/2iN02KL>

Common Issues Encountered by Web Conferencing Users

<http://cat.xula.edu/food/wp-content/uploads/Collaborate-Common-Issues.pdf>

Getting Started with Mobile (iOS) Web Conferencing for Participants

<http://www.blackboard.com/docs/documentation.htm?DocID=65014PDF>

Getting Started with Mobile (Android) Web Conferencing for Participants

<http://www.blackboard.com/docs/documentation.htm?DocID=65017PDF>

Mobile (iOS) Web Conferencing Session Management Tips for Moderators

<http://www.blackboard.com/docs/documentation.htm?DocID=65015PDF>

Mobile (Android) Web Conferencing Session Management Tips for Moderators

<http://www.blackboard.com/docs/documentation.htm?DocID=65018PDF>

Blackboard Collaborate Mobile Web Conferencing Participant's Guide

<http://bit.ly/17CrsGm>