



Best Practices for the Optimal Experience in Blackboard Collaborate Ultra

Technical Requirements

Ensure your computer and equipment meet the basic technical requirements when using Blackboard and Blackboard Collaborate Ultra.

Category	Optimal Settings/Versions	
Operating System (OS)	Windows 10+, Mac OS 10.14+, iOS, Android, Windows Mobile, Chrome OS	
Browsers (latest version)	Google Chrome , Firefox , Microsoft Edge , Safari	
Broadband (High-Speed) Internet Connection – DSL/Cable	Minimum:	Wi-Fi Connection (with router nearby) 4 Mbps
	Recommended:	Hard-Wired (Ethernet) Connection 10 Mbps or higher

Compatibility Testing

Test the compatibility of Web Browser and Operating System (OS):

- [Blackboard Browser Checker](#)
- [Basic Browser/OS Test](#)
- Download the Latest Version: [*Google Chrome](#), [Firefox](#), [Microsoft Edge](#), [Safari](#)
**For the best experience, it is recommended to use Google Chrome.*

Internet Speed Test: [Click Here](#)

- [About Google Internet Speed Test](#)
- [Troubleshooting Network Issues](#)
- Example of above average internet connection:

Internet speed test ×

49.0

Mbps download

2.00

Mbps upload

Latency: 17 ms
Server: Los Angeles

Your Internet connection is fast.

Your Internet connection should be able to handle multiple devices streaming HD videos at the same time.

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TEST AGAIN

[Feedback](#)

Audio and Video Setup

- Review your computer settings to ensure the correct audio/video devices are selected.
- If possible, use an external headset with a built-in microphone.
- Complete the [Audio/Video Test](#) in Blackboard Collaborate Ultra
- Alternatively, users can join via teleconference – [To learn more click here](#)
- [Troubleshooting Audio/Video Quality Issues](#)

Additional Tips

- Close all unnecessary applications, programs, and files except what will be used during the Collaborate session. (*i.e. presentation slides, video files, browser tabs.*)
- Limit the use of microphones and webcams when participants are not speaking. (*i.e. If a student or group is presenting, have the rest of the participants mute their microphones and turn off webcams until it is their turn to present.*)
 - Review: [Best Practices for Application Sharing](#)
- Disable pop-up or ad-blockers when using Blackboard Collaborate Ultra.
- If your computer is not compatible or is not working, try using an alternative device like a tablet or cell phone.
- If your current browser does not work –
 - Clear cache, cookies, and browsing history.
 - Try a different browser.

Blackboard Resources (Downloadable Guides/Links)

- **FOR FACULTY:**
 - [Tutorials and Resources](#) (Teaching and Learning Website)
 - [Faculty Guide to Blackboard Collaborate Ultra](#) (pdf)
 - [Blackboard Help Website for Instructors](#)
- **FOR STUDENTS:**
 - [Student Guide to Blackboard Collaborate Ultra](#) (pdf)
 - [Blackboard Help Website for Students](#)

Technical Support

- If you experience technical issues, contact Blackboard Collaborate Support immediately AND use the Report an Issue feature within the session create a support case.
 - Phone: 1-877-382-2293
 - [Report an Issue](#)
- Alternatively, instructors can request for Faculty Concierge to submit a Blackboard support case on their behalf.
 - Contact: FacultyConcierge@nu.edu