Class Connect (Blackboard Collaborate) - Troubleshooting

Did you select the correct connection speed when logging into Blackboard Collaborate?


Select your (Internet) **connection speed** and then click **OK**.

- Cable/DSL – hardwired network connection with a cable, ADSL or DSL service
- Wireless – using a private wireless connection with a Cable or DSL service
- Dial-up – select the dial-up option that best describes the speed of your modem

You can also adjust the connection speed once you have begun the session:

1. Select **Edit** menu > **Preferences > Session > Connection**
2. Select your Connection Speed and how you would like to be Prompt for speed in the future
3. Select **Apply** and then **OK**
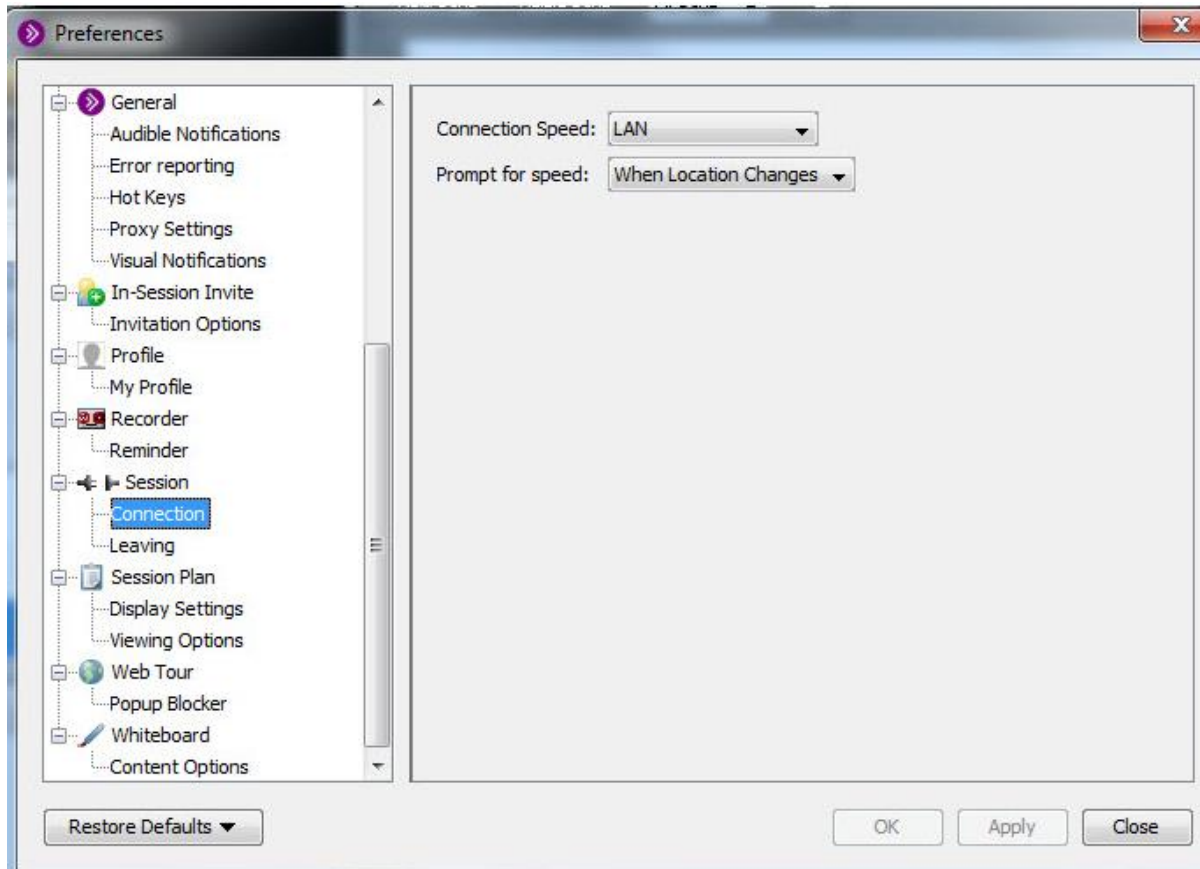
Do you have other applications running on your computer?

Close all unnecessary applications before logging into your Class Connect session. This includes video and audio streaming from sites, such as You Tube, iTunes and Netflicks. These applications take up a lot of bandwidth and may cause audio and display issues in your Class Connect session.

Did you receive a Connection Failed error message?

Try clearing your browser cache and cookies.

Are you having display or sound issues?

If you are able to login to Class Connect but the session looks fuzzy or you have sound issues, you may need to clear Java cache.

We recommend clearing your Java cache before the first time you log into Backboard Collaborate Class Connect.

Go to the Collaborate Configuration Room

If you are receiving other types of error messages, we recommend a visit to the Collaborate Configuration Room. The Configuration Room will determine if your system meets software requirements and help you set up your audio for the session.

STEP 1: Checking System Requirements

Your Operating System

Windows XP

Supported Operating System detected.

Your Java Webstart Version

Java 1.6.0_29

Supported version of Java detected.