Collaborate Ultra - Known Issue: Some of the older ChromeBooks and iOS devices are experiencing audio breaking up due to hardware limitations

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Product: Collaborate - Ultra Experience

Information:

Known Issue Summary

Some users on older or underpowered ChromeBooks and iOS devices (iPads and iPhones) may experience audio breaking up in their live Blackboard Collaborate Ultra session due to hardware configuration and CPU capabilities. This article provides several best practices to help keep the audio from breaking up.

Affected Platforms

While we do not have a complete list, the issue seems to be related to older or underpowered ChromeBook and iOS devices. However, older or underpowered Windows machines may also be effected.

Examples: the Apple iPhone 6 or a ChromeBook with an Intel Celeron N4020 processor.

Workarounds and Best Practices

Blackboard understands that in many cases these devices have been issued by schools and it is not possible to use another device.

Since the audio breaking up is generally a result of high CPU usage on the device or computer we recommend the following measures be taken if at all possible:

- Be sure any unused applications on your computer or device are closed before starting your Collaborate Ultra session
- When in the Collaborate session, try not to open the Collaborate Panel located on the right side of your session. If you must open the Collaborate Panel to utilize the Chat feature , do NOT open the Participant tab.
- Do not turn on your web camera unless it is necessary.
- Instructor's with students having issue should upload Powerpoint slides to Blackboard Collaborate Ultra and try to avoid using Application Sharing unless it is necessary.

While the most immediate advice is to follow the practices listed above, we're also working on potential optimizations of Collaborate's use of CPU so that low performance devices can have a better experience.

Related Links and Resources:

- **Moderator Best Practices:** https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Session_Best_Practices
- **Troubleshooting Audio/Video issues:** https://blackboard.secure.force.com/btbb_articleview?id=kAE1O000000XZNOWA4