



Blackboard

Collaborate Ultra: Home networking troubleshooting tips

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Product: Collaborate - Ultra Experience

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Document Summary:

Summary

This article provides basic home network troubleshooting tips for users that are having issues accessing or participating in Collaborate Ultra sessions. Issue may include:

- Poor audio
- Poor video
- Can't connect to a session

Document Details: This article is written ONLY for users who are accessing Collaborate Ultra from a HOME network.

Users connecting from a school or work network should contact their IT department and refer them to the Collaborate Ultra Networking and Firewall article.

[Click here to go to the Collaborate Ultra Networking and Firewall article](#)

While a fast internet connection may be sufficient for viewing static web pages or reading email, synchronous “real time” communication services like Collaborate Ultra require more than just speed.

Collaborate Ultra is constantly sending and receiving data while a session is taking place. Therefore, Collaborate Ultra is more sensitive to general network conditions than a generic web page download.

A steady, consistent network stream is essential for a Collaborate Ultra session to function properly. Therefore the network connection can not suffer from excessive latency, jitter, or packet loss as these things will cause session quality to suffer or even affect the ability of the user to connect to a Collaborate Ultra session at all.

We do not recommend connecting to a Collaborate Ultra session over VPN as quality may suffer depending on the route of the VPN.

Determining if your home network is the likely culprit

1. Collaborate Ultra provides a Network Connection Status tool that is used to monitor the health of your internet connection. The tool will indicate if you are experiencing packet loss or latency on your network's uplink or downlink. [Click here for more information.](#)

1. Try a different computer on the same network connection. If the alternate computer exhibits the same symptoms, the issue is likely caused by your network or ISP.
2. Try the same computer on a different network connection (ex. coffee shop, local library, or cellular hotspot). If issues are resolved by changing networks, then the issue is most likely being caused by your home network or ISP.

Suggested troubleshooting steps

If you suspect that your network or ISP is causing your Collaborate Ultra session issues, please try the following:

1. Use a hardwired ethernet connection to your router.
2. If hardwiring is not an option, and you must use WiFi, be sure that you are located as close to the router as physically possible.
3. Ensure that the router is properly placed in the home for maximum efficiency.
 1. For example, place the router in a high spot in the center of the room, away from other electronic devices, windows, microwaves etc.
 2. [Click here for more tips on how to place a router for maximum efficiency](#)
4. Restart the modem and/or router.
5. Reboot your computer.
6. Shut down all unnecessary programs on the computer being used to access the Collaborate Ultra session, especially programs that use an internet connection such as email, instant messaging clients, streaming services (Netflix, YouTube), other web conferencing options (Skype, Webex), etc.
7. Limit the number of devices and services using the network connection in the home like tablets, cell phones, smart tv's, streaming devices and streaming services (Roku, Firestick, Hulu, Netflix), gaming consoles, and other computers.
8. Call your ISP and ask them to test your network components.
9. If you purchased your router separately, call your router manufacturer for router support.