Collaborate Ultra: Troubleshooting Audio/Video quality issues

Date Published: Mar 31,2020 **Category:** Product:Help_FAQs; Version:Ultra_Experience   **Article No.:** 000042098

Product: Collaborate - Ultra Experience

Document Type: User Documentation

Document Summary:

Summary

This article provides instructions on how to troubleshoot Audio and Video issues in a Collaborate Ultra session. Issues may include:

- No audio or video
- Poor audio or video
- Garbled audio
- Distorted or pixelated video

Document Details:

The following troubleshooting steps may help resolve issues:

1. Use a headset whenever possible. Avoid using the computer's built in audio components. This helps prevent environmental noises from being picked up by the on-board microphone.
2. Check to see that the correct speakers are selected for your OS.
    1. Mac go to Apple > System Preferences > Sound.
    2. Windows go to Control Panel > Hardware and Sound > Sound or search for Sound and select Sound from the Control Panel in the search menu.
3. Make sure the proper audio device is selected for use by Collaborate Ultra.
    1. Click on My Settings (your avatar) > Audio and Video Settings > Setup Your Camera and Microphone.
4. Make sure the microphone is located appropriately.
    1. Placing the microphone directly under your nose will result in breathing being heard by session participants.
    2. Placing the microphone too far away from your mouth will result in low audio and the possibility of environmental noise being captured.
5. Make sure that you are using a supported web browser.
    1. [Click here to see a list of supported browsers](#)

6. Make sure your web browser is up to date. Current browsers have been tested against Collaborate Ultra and can include fixes for known issues.
    1. [Click here for instructions on how to check your web browser version](#)

7. Disable AdBlockers and extensions, refresh your Collaborate Ultra session. If necessary try [Chrome in an Incognito](#) window or Firefox in a [Private window](#).
8. Try a different supported web browser.
9. Try clearing web browser cache and restarting the session.
    1. [Click here for instructions on clearing browser cache](#).
10. Close out of your web browser and reopen it.
11. Reboot your computer.
12. Check for sustained high CPU usage which is an indicator that your computer is working too hard. High CPU usage for our intents and purposes is defined as sustained CPU usage of 90% - 100%, meaning the CPU Usage doesn't often fall below that level or frequently returns to that level. High CPU usage is most commonly seen when using an older computer or when too many programs are running.
    1. On Windows open the Task Manager (ctrl+alt+delete > Task Manager). Total CPU usage is shown at the bottom of the Task Manager screen.
    2. On a Mac, open the Activity Monitor (Go>Utilities>Activity Monitor). Total CPU usage is shown at bottom of the Activity Monitor screen.
    3. [Click here for instructions on how to fix high CPU usage](#)
    4. Shut down any unnecessary programs that are running on the computer before starting your Collaborate Ultra session. As a general rule, if you don't plan on sharing an application, close it!

If these steps have been taken and there are still issues, it might be time to evaluate your network connection. [Click here to go to the network troubleshooting guide.](#)