

Collaborate sound troubleshooting

1. Ensure that you have your headset and microphone plugged in before opening Collaborate
2. Run the audio setup wizard in Collaborate (use the test session if needed - BSDE test session; password – test). If you can hear and record sound your headset and microphone are working with Collaborate
3. Setup sound settings as per [these](#) instructions
4. Check that your headset and microphone work with other programs. If not, it is likely a problem with your equipment
5. Make sure no other programs that are running use your headset and microphone. Examples of this include Skype, or online gaming programs. If these sorts of programs are running, Collaborate will not likely detect the headset. Open the task manager (Windows – ctrl-alt-delete) to view running programs
6. Ensure that you have the latest version of Java installed
7. [Clear you Java cache](#)

Specific errors:

- [Can't connect/write to speaker](#)

