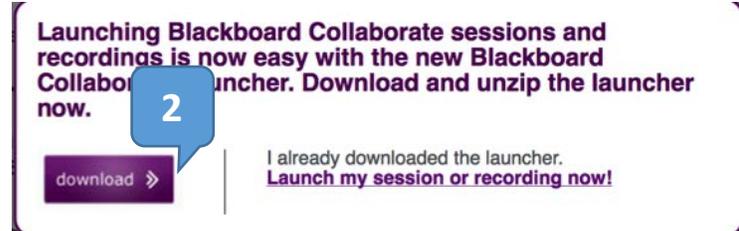




Troubleshooting Blackboard Collaborate (Mac)

This tutorial will show you how to:

- Download the Blackboard Collaborate Launcher
- Enter a V-Room session
- Clear your Java cache



Entering a Session

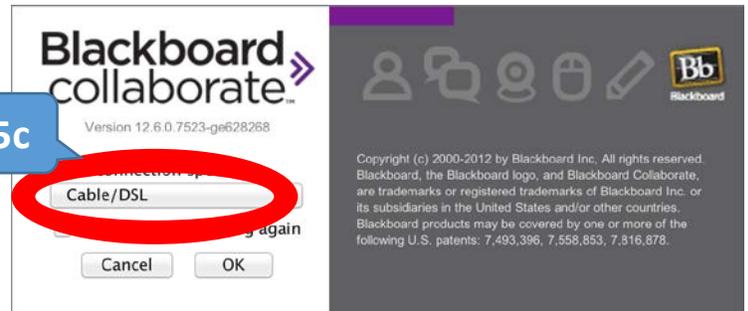
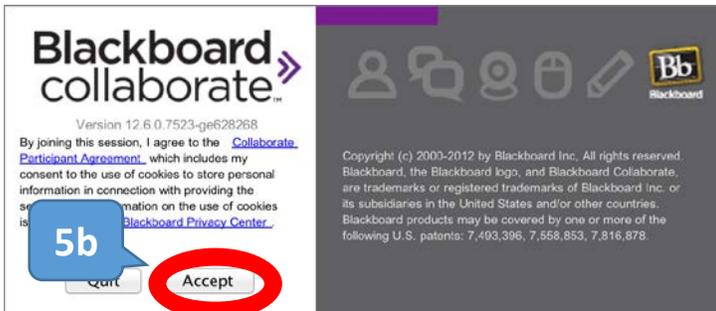
Step 1: Before we get started, you need to make sure you have the link to someone's V-Room. A V-Room is the space online where multiple people can meet together to collaborate and discuss during a synchronous session. If you are reading this tutorial, chances are you have access to a V-Room but for some reason are having trouble getting into the room.

Step 2: Click on the V-Room link. Mac users will be prompted to download the **Blackboard Collaborate Launcher**. If you have not done so yet, you should download it.

Step 3: After downloading the launcher, type your name into the Session Login field, and then click "Log in." This will prompt you to download the **meeting.collab** file for that specific V-Room. You will have to download this file every time you enter a V-Room, regardless of if it's for the same class or not.

Step 4: Open meeting.collab by double clicking on the file. This should start the Blackboard Collaborate Launcher automatically.

Step 5: Run the application (5a), click **Accept** (5b), and then select your **connection speed** from the dropdown menu (5c).



Step 6: Once you've completed these steps, you should be taken directly to the Virtual Classroom/Office to communicate with whoever else is inside.

V-Rooms and/or V-Offices are a simple way to keep a connection from professor to student, student to professor, and student to student despite any physical distance that may be in the way. Communication can occur verbally, visually, and through text like a chat room. Sessions can also be recorded, and reviewed at a later time.

To tweak your settings for communication, view [Brainshark's Intro to Blackboard Collaborate Video](#).

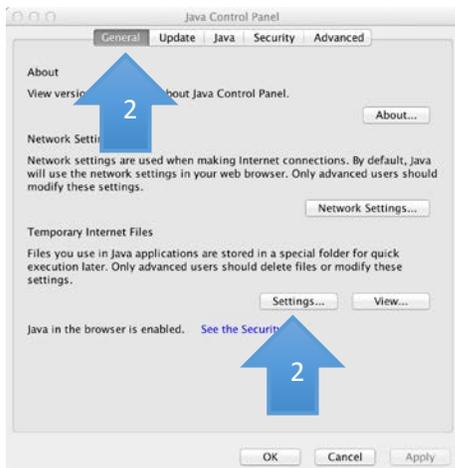
Clearing your Java Cache

Sometimes Blackboard Collaborate will not cooperate as well as you have seen it work in previous uses. This is usually due to Java updates. Blackboard Collaborate runs through Java, and Java requires updates frequently, meaning that you as a user must always **be sure to have the most recent version of Java installed** on your device.

<http://java.com/en/download/installed.jsp> is a great website to use that will tell you if you have the latest version of Java or not. If you **do** have the most recent version of Java installed, and Blackboard Collaborate is still not cooperating, the most likely fix is to **clear your Java cache**.

These instructions are for Mac OS X 10.7.3 and above.

Step 1: Find the **Java Control Panel**. To do so, click the upper left Apple icon, click System Preferences, and then click on the Java icon.

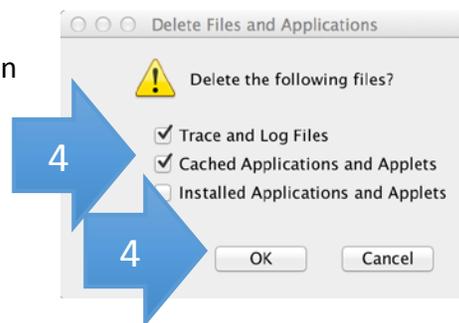


Step 2: In the Java Control Panel, Make sure you are in the **General** tab. Click **Settings** under the Temporary Internet Files section.

Step 3: Click **Delete Files...** on the Temporary Files Settings dialog box. A new pop up will appear.

Step 4: Check off at least the top 2, and then click OK. This will delete all downloaded applications and applets from the cache.

Step 5: That's it! Restart Blackboard Collaborate Launcher, and see if that worked for you.



If after clearing your Java Cache, you are still struggling with Blackboard Collaborate, contact support services. Students should call [1-877-382-2293](tel:1-877-382-2293). UHM Faculty can contact Claire Chun at (808) 956-3934.

If you have any questions, please email our office at kongk@ctahr.hawaii.edu.

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