



Class Collaborate

Preparing for your first Class Collaborate session.



You should have received a link via email directing you to join a Blackboard Collaborate conferencing session on a certain day at a certain time. Let's make sure you have no troubles getting online and making yourself heard!

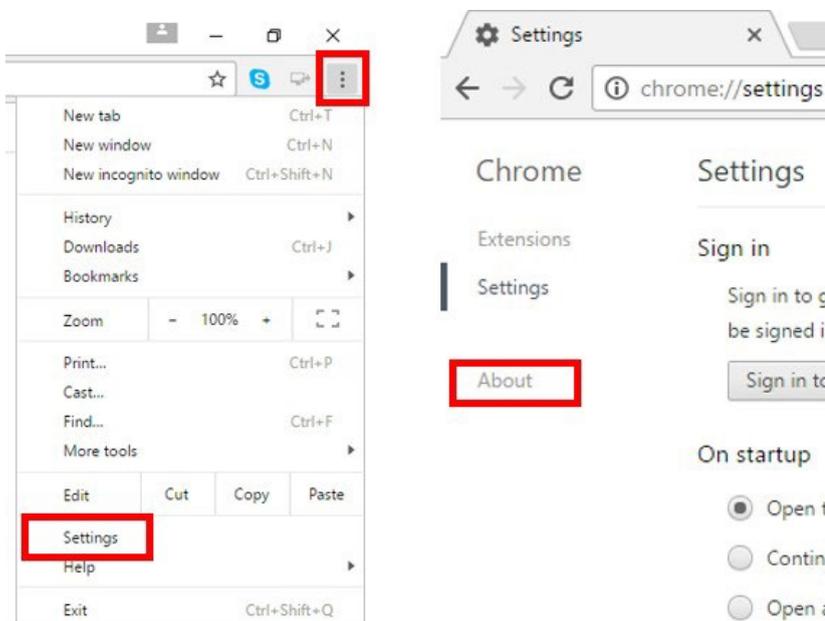
Check your browser settings

Class Collaborate requires the use of an internet browser that supports WebRTC. We suggest using Google Chrome or Firefox for the best results.

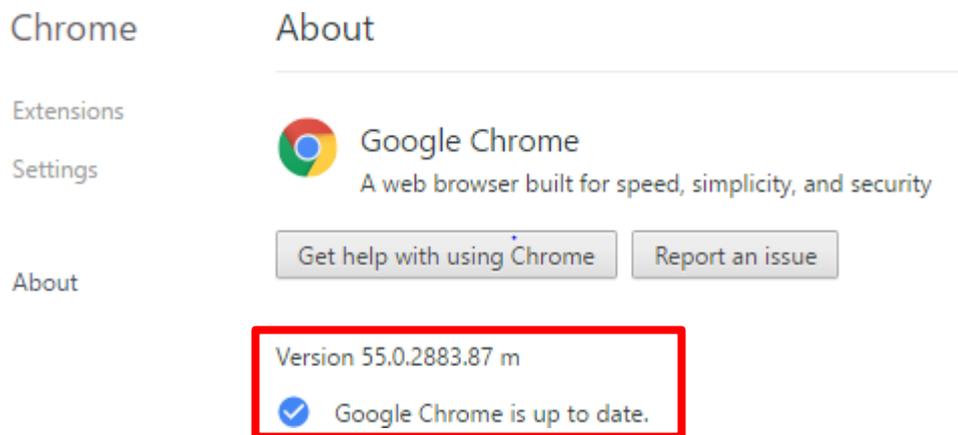
You will need to check that your browser is **up to date** on the computer you will use for the conference:

Google Chrome

1. Open the Chrome browser
2. Locate the three dots on the top right of the screen and click to open menu
3. Click on 'Settings'
4. On the settings page, locate and click the 'About' button

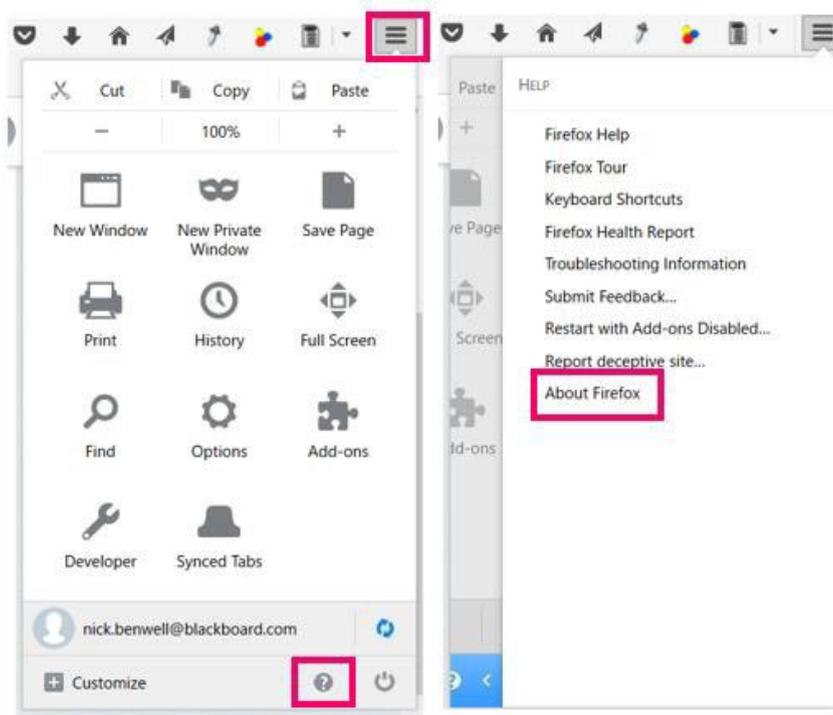


5. When you access the 'About' page, the browser will automatically check for updates and update automatically.



Firefox

1. Open the Firefox browser
2. Locate the three lines on the top right of the screen and click to open menu
3. Click the question mark icon [?] at the bottom of the menu
4. Select the 'About Firefox' button



5. Opening the About Firefox window will, by default, start an update check. If an updated version of Firefox is available, it will be automatically downloaded



Check your computer settings

Answer the following questions. If you answer no to any questions, please make sure that you are able to resolve the issue yourself or that you can receive help to resolve the issue.

1. *Is your device audio turned on? (vital)*



2. *Is your device mic turned on? (vital)*



3. *Is your web-camera operational? (not vital, but ideal)*



4. *Do you have a headset? (not vital, but ideal)*



If you are connecting using your institution's network...



Class Collaborate requires the following settings of Ports and IP addresses. Please ask your technical team to help you.

(if you are connecting from a personal internet connection, home or router, this does not apply)

By default, Collaborate uses the User Datagram Protocol (UDP) to send information. UDP doesn't wait to establish a connection before sending a packet. It simply sends the packet making it fast and efficient.

For the best experience, configure your firewall and proxy to allow UDP traffic on ports 49152 through 65535 up to our full Internet Protocol (IP) range for the regional Ultra scheduler that you are using. Sessions utilizing Chime for audio and video media traffic will connect on UDP over port 3478.

If opening the full range of ports is not possible, you can configure your firewall and proxy to allow UDP traffic on port 50000. Collaborate supports WebRTC traffic if the firewall and proxy are not configured to allow the UDP traffic, however this will cause unnecessary latency and some minor frustration for your users.

For the list of domain addresses and IPs that need to be allowed, see the [networking article on Class Community and Support](#) (available in English only).

Note: If your firewall is not open to the full WebRTC UDP port range recommended, we'll try the UDP 50000 port. If that fails, traffic can still connect using the Transmission Control Protocol (TCP) on port 3478 or Transport Layer Security (TLS) on port 443. TCP and TLS are slightly slower connection protocols than UDP. For Chime audio and video media traffic TCP 443 will be used if UDP 3478 is blocked.

For further information on this topic, please see the Blackboard support article at this URL:

<https://www.class.com/support/collaborate/administrator/networking/>



Now that you are prepared, please click on the link provided to you and follow the instructions on the screen to join the online session. If you have any problems logging in, please contact your local agent or your regular contact.