

Chrome:

Instructions were provided here

<https://support.google.com/chrome/answer/2693767?hl=en>

But given that the pop-up blocker might block the the Allow/Block Pop-Up (Mine did not):

1) I made this quick video on what to click on: <https://www.screencast.com/t/7ONjo3nl>

2) Open <chrome://settings/content/microphone?search=microphone> in the Browser

Make sure that after following the above, <https://us.bbcollab.com> was added to the list.

Actual steps:

1) Launch the session

2) Click on the camera on the Top Right

3) Always Allow <https://us.bbcollab.com> to access microphone.

Firefox:

<https://www.screencast.com/t/gZAPSeVdJxW>

- 1) When the Session Opens, there were no popups for Microphone Permissions
- 2) Click on the Microphone Option next to the Lock in the URL Bar
- 3) If the Microphone was already disabled, follow these steps:
 - Right-click a blank area of the page and choose View Page Info > Permissions
 - Scroll down to the bottom "Use the Microphone"
 - Uncheck "Use Default" and set to Allow".

These options should not be blocked by the Pop-Up browser, but the options above should work for everyone.

** Please note that there is currently the bug with Firefox 61/62

(<https://blackboard.secure.force.com/apex/publicbarticleview?id=kA339000000006ff>)

The Microphone does not currently work in Firefox and is still being patched by Mozilla.

Internet Explorer:

I couldn't find a way actually control this within the Browser on IE11.

It appears to be controlled by Windows.

[https://help.blackboard.com/Collaborate/Ultra/Moderator/Support/Flash-based Browser Support?utm_source=Ultra&utm_medium=Collaborate&utm_campaign=Product link&utm_content=Moderator](https://help.blackboard.com/Collaborate/Ultra/Moderator/Support/Flash-based%20Browser%20Support?utm_source=Ultra&utm_medium=Collaborate&utm_campaign=Product%20link&utm_content=Moderator)

1. On Windows® open your Control Panel. On Mac® open your System Preferences.
2. Select the Flash® player. (Search Flash is easiest)
3. Select Camera and Mic.
4. Select Camera and Microphone Settings by Site.
5. Select Add and type the Collaborate domain: us.bbcollab.com
6. Click on the us.bbcollab.com row > Under HTTPS > Allow
7. Other > Allow as well.

Edge: This is the same as IE11.

For Steps, see above.

Safari:

Safari is a Flash Based Browser as well.

The best steps I could find for this were here:

https://mil-tokyo.github.io/webdnn/docs/tips/safari_webcam.html

It's basically the same thing as IE/Edge but on a Mac Computer.