Make sure you are using the correct microphone and camera for Collaborate Ultra

1. Log into your Collaborate Ultra session
2. Click the Purple button to open the Collaborate Panel

3. Click the “Gear” to open the settings page then click the “Set up your camera and microphone”

4. Select one of these microphones. You may not see all of them. (Do NOT use Lumens as microphone)

5. Select the Lumens as your camera source.

6. Don’t forget to unmute your microphone and share your video.