

# Collaborate Requirements

Before you can get started in a Collaborate Web Conferencing session, you should ensure that your computer is able to support the needs of the collaboration environment. Below, you'll find the supported Operating Systems, supported Internet Browsers, and recommended system specifications for using Collaborate Web Conferencing. Your computer should meet or exceed the following minimum requirements:

## Requirements

- 1 GB or higher recommended
- Internet access (broadband recommended, and required for faculty)
- Soundcard w/ microphone and speakers to transmit or listen to live audio
- Web camera to transmit live video
- Latest version of Java
- Java-enabled browser

Operating System	Browser
Windows XP Windows Vista Windows 7	Internet Explorer 7.x + Firefox 3.6+ Chrome 3.0.15
Mac OS X 10.5+	Safari 4.x Firefox 3.6+

Students: You must complete a system check **before** your first online class to ensure that your computer meets all the system requirements for using Collaborate. Please run through the configuration process, including setting up your audio and checking your video (if applicable), as soon as possible.

Follow the [First Time User](#) link to check if your system meets all requirements and then complete the [Collaborate Configuration Test](#) by clicking the link. Set up your audio and video as instructed. Please refer to the [configuration instructions](#) on the OTM Knowledgebase if you need additional help.

If you are not able to access the Collaborate classroom, please contact OTM at [otm@suffolk.edu](mailto:otm@suffolk.edu), 617-573-8524, or [submit a support request online](#) as soon as possible. OTM is available from 8:45am-4:45pm, Monday through Friday.

For technical support outside of business hours please contact:

## Blackboard, Collaborate, and Wimba 24/7 Support

[Online help request form](#)

866-886-4861

For all users, we **strongly** recommend that you use a headset (or at least headphones or an echo canceling microphone) rather than speakers when using simultaneous talkers. This will eliminate potential echoing and feedback and improve your audio experience.