



Blackboard

**Error: Sorry; there is no suitable playback format for this recording on your current device.**

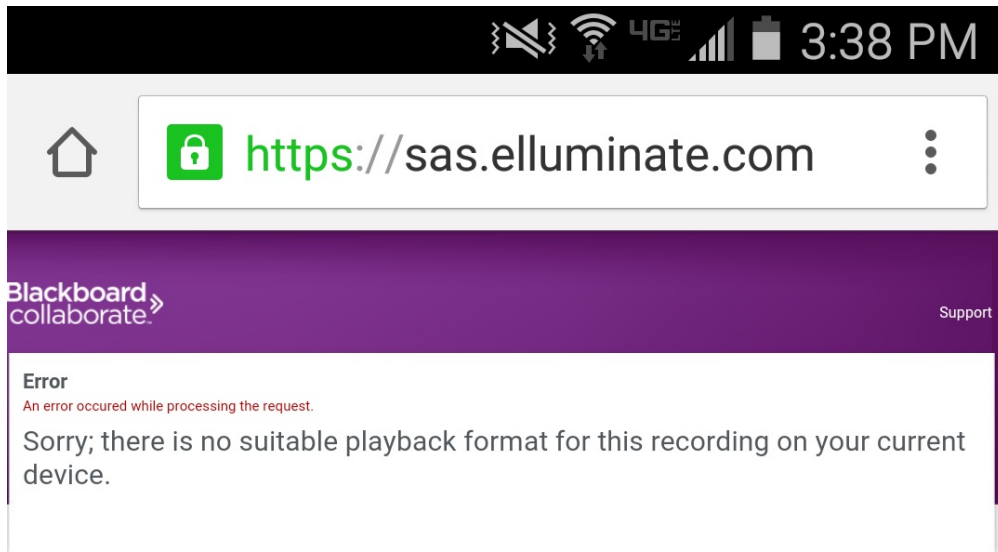
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**Product:** Collaborate - Web Conferencing

**Document Type:** User Documentation

**Document Summary:**

When attempting to watch a recording on a iOS or Android device that has the Blackboard Collaborate App installed you can get this error message:



This error message is generated when you are attempting to playback recordings (.vcr files). The app can only be used for live sessions or to watch converted MP3 or MP4 files. Please review [KBA\\_000036982](#) for more details.

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