Error: Connection Failed
Troubleshoot 1: Change the Java Proxy Settings

Windows
You will need to find Java in the control panel.

Windows 7: Start > Control Panel
Windows 8: Select the windows key and W at the same time to bring up the search box

Once you’re in the search box, ensure you are searching in Apps (as selected below) and type in “control panel”. The control panel icon will appear on the left hand side –

Select it.

Step 2: If you control panel look like this (below) You will need to select View by: Small icons
Step 3: find Java:

Step 4: Click Network Settings

Note that there are three proxy settings that may work, Proxy Settings From Launcher (direct), Direct Connection and HTTP Direct. Try all three, at least one should work.
Mac

Open the Finder

Go to the folder: Applications/Utilities/Java

Double click on Java Preferences

Select the Network tab from the Java preferences window

Select the Network Settings button

Select the Direct Connection from the Proxy settings and then click on OK

Note that there are three proxy settings that may work, Proxy Settings From Launcher (direct), Direct Connection and HTTP Direct. Try all three, at least one should work.
Troubleshoot 2: Changing Collaborate Proxy Settings while already in a lesson

Go to Collaborate and click on Edit

Click Preferences

Scroll to Proxy Settings

In method, select Proxy Settings From Launcher (direct)

Note that there are three proxy settings that may work, Proxy Settings From Launcher (direct), Direct Connection and HTTP Direct. Try all three, at least one should work.
Click Apply

Click on Help (top menu)

Click on Join Session