

Blackboard Help

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Collaborate Update - Oct 2017

Here's everything you need to know about the October 2017 (v17.10) release of Blackboard Collaborate with the Ultra experience.

Available October 7-8, 2017

Collaborate with the Ultra experience v17.10 is deployed according to this schedule:

- Saturday, October 7 in European, Australian and Canadian data centers
- Sunday, October 8 in U.S. data centers

➔ [More on the Collaborate Support Bulletin](#) (available in English only)

What's new and improved

In this release, we made some enhancements to the Collaborate experience.

Telephony enhancements

Attendees who are using their phone for audio can continue to use it after closing their browser window. Attendees still must join the session from the browser to get the dial-in number and unique PIN id. After dialing into the session from their phone they can close their browser.

Attendees who are listening on their phone only are identified in the *Attendees* panel ([previously called the Participants panel](#)) as phone only. Other attendees can't chat privately with phone only participants.

5 Attendees ⋮

Moderator (1)

 **Beth Carlson** ⋮

Presenter (1)

 **Carl Jackson** ⋮

Participants (3)

 **Cari Jones** ⋮

Telephony only connection

 **Chad Goodman** 📞 ⋮

 **Jack Xing** ⋮

Chat privately with moderators only

By default, participants can chat privately with anybody in the session. Now, moderators can limit who participants chat privately with. In [Session Settings](#), moderators can choose to allow participants to only chat privately with moderators.



If you don't want private chat at your institution, submit a case on [Behind the Blackboard](#) to have it turned off.

➔ [More on chat for moderators](#)

Private Chat

Participants can only chat privately with moderators

Moderators supervise all private chats

Report an issue enhancements

We made submitting a session support case easier.



When you report an issue, it does not generate a support case with Blackboard. If you want Collaborate Client Support to follow up with you on the issue you reported, you must submit a support case.

Now, after you report an issue and select *Submit*, you can choose to *Create a case on Behind the Blackboard* directly from your session. We fill out the *Subject* of your case for you with your unique session id. All you need to do is provide your information and as much detail of the issue as you can in the description.

Report an Issue

 Want to have Collaborate Client Support follow up with you about this issue?

[Create a case on Behind the Blackboard](#)

Thank you for helping us make Blackboard Collaborate amazing!

Return to session

Experience enhancements

- The Participants panel is now called the *Attendees* panel. All users in a session are called attendees, including moderators, presenters, captioners, and participants. The panel name change makes it clear how many attendees are in a session and how many of those attendees are participants.
- The viewing experience for application sharing has been improved.

What's fixed

We also focused on resolving issues to continually improve your experience.

- Clarified text for warning when connection is poor and it leads to a decrease in quality of the application sharing stream. "Your connection is poor. Quality of application sharing is reduced."
- Updated the interface to match new password requirements.
- Updated an error message that appears when attempting to join a recurring session that is currently not active. The error message will no longer display the time for the very first instance of the recurring session. Instead, it will display a message with times based on the last and upcoming (if any) occurrences of that session.
- Updated icons representing Join and Leave so they are consistent across the application.
- When playing back a recording with captions, font size selections for captions were displayed twice after a recording was reloaded in the browser.
- If an attendee has their role changed from moderator or participant while their microphone or camera is active, and the role change revokes the ability to share audio/camera, the microphone or camera state is now

correctly being set to muted.

- The hand raise is no longer mistranslated in Japanese.
 - When editing your scheduler profile, localized title text was being cut off. The title text now wraps.
 - Occasionally, the reconnect link on the "Uh Oh The link is no longer valid!" page did not work correctly to redirect to re-launch the session. The link now works.
 - Fixed overlapping images that appeared when users sharing content were disconnected.
 - User statuses stay associated with the user in the Attendees panel when it is detached from or merged with the Collaborate panel.
 - Corrected blurriness issue when sharing an application in FireFox browsers.
 - Fixed an audio/video crashing issue when caption providers left the session.
 - Fixed an issue where video streams could freeze for up to 90 seconds.
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Known issues

Rome wasn't built in a day. Go to the list of known issues for known defects and workarounds in Collaborate with the Ultra experience.

➔ [List of known issues on Behind the Blackboard](#) (available in English only)



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