



Blackboard

## Collaborate with the Ultra experience November 2018 Update

**Date Published:** Oct 30,2018 **Category:** Product:Ultra\_Experience; Version:Ultra\_Experience **Article No.:** 000049789

**Product:** Collaborate - Ultra Experience

**Type:**Support Bulletin

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collaborate > Product Update Notification

### Bulletin/Advisory Information:

We are pleased to announce the upcoming release of Collaborate with the Ultra experience November 2018 update.

In this November 2018 release, we are excited to introduce the following new features!

- You can now add SRT caption files! Upload a SRT caption file to add or replace captions in recordings. From Recordings, find the recording you want, open the Recording options menu, and select Add caption source.
- You can now see when someone is typing in chat. Monitor chat to see if someone is about to ask a question or make a comment.

For complete list of updates and more details, please review our [Collaborate with the Ultra experience November update release notes](#).

### When will the update take place?

All clients will be upgraded on Wednesday, October 31, 2018 or Thursday, November 1, 2018!

- **Asia Pacific** (AWS Sydney): Thursday, November 1, 2018 from 2:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours to Thursday, November 1, 2018 6:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours
- **Canada** (AWS Montreal): Thursday, November 1, 2018 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, November 1, 2018 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours
- **Europe** (AWS Ireland): Thursday, November 1, 2018 from 12:01 AM GMT to Thursday, November 1, 2018 4:00 AM GMT
- **US** (AWS Virginia): Thursday, November 1, 2018 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, November 1, 2018 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours

**Please note:** We will try to minimize downtime and do not plan on using these entire maintenance windows, however we will use these entire maintenance windows if necessary. Collaborate Ultra customers may see intermittent availability during these maintenance windows.

### How will users access this release?

Users will automatically have access to the November 2018 update after the upgrade.

### What supporting resources are available?

To help you with the transition, new documentation and knowledge base articles will be published on the day of the release.

- [Release Notes](#)
- [Known Issues List \(Available November 1, 2018\)](#)