



Ultra Experience- System Requirements for Collaborate with the Ultra Experience

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Product: Collaborate - Ultra Experience

Client Technologies:

Collaborate System Requirements

Below, please find the supported Operating Systems, supported Internet Browsers, and recommended system specifications for using Collaborate with the Ultra experience.

Definitions of Terms

Certified: fully tested and supported.

Operational: fully tested, will continue to investigate and address only serious issues.

Compatible: partially tested and supported.

Provisional: untested but supported.

Unsupported: impossible or not supported.

Not Applicable: browser is not available for the Operating System

Collaborate with the Ultra experience

Collaborate with the Ultra experience is currently only available to customers with a Enterprise License or Moderator Access License. vClass and vOffice customers will not have access to Collaborate with the Ultra Experience.

Collaborate with the Ultra experience supports Windows and Mac PCs, Google Chromebook and Microsoft Surface Pro devices provided one of the supported browsers (listed below) are being used and audio/camera devices work with those browsers. (Microsoft Surface devices running Windows RT are not supported.)

	Chrome	Firefox®	Internet Explorer	Microsoft Edge®	Safari
Windows® 7, 8, 8.1	64 bit: Certified 32 bit: Compatible	64 bit: Certified 32 bit: Compatible	Unsupported	Not Applicable	Not Applicable
Windows 10	64 bit: Certified 32 bit: Compatible	64 bit: Certified 32 bit: Compatible	Unsupported	Edge 17: Compatible Edge 18: Not Supported	Not Applicable
			Not		Safari® 12 and Safari

MacOS®	Certified	Certified	Applicable	Not Applicable	® 13: Certified
Ubuntu	Provisional	Unsupported	Not Applicable	Not Applicable	Not Applicable
iOS	Unsupported	Unsupported	Not Applicable	Not Applicable	Safari® 13 and Safari® 14

- Only the latest two stable versions of the browsers listed above are supported.
- July 6, 2016 Update: Support for Internet Explorer 10 was permanently discontinued on July 1, 2016. We will no longer be providing technical support services for clients using IE 10. For more information please review our [End Of Support for Internet Explorer 10 with the Ultra Experience](#) support bulletin.
- March 21, 2019: Support for Internet Explorer 11 and Flash will be permanently discontinued with the March 2019 Collaborate Ultra Release. We will no longer be providing technical support services for clients using IE 11. For more information please review our [Important Changes Coming With the March Release of Blackboard Collaborate with the Ultra Experience](#) support bulletin
- May 2, 2019: Due to a Microsoft bug, we will be unable to support Edge 18 for Windows 10. [Users will be unable to hear audio](#). Please use another browser.
- Virtual Machines are not tested or supported.

Mobile Support:

iOS users can use Safari 12 or 13 to launch Collaborate with the Ultra experience sessions using native WebRTC.

Application Sharing Support (Moderators and Presenters):

- **Safari users:** Collaborate with the Ultra experience will **not support** the "App Share" feature for session presenters and moderators at this time. If you are using a Mac and need to application share, please use either Firefox or Chrome.
- **Chrome users:** will need to [install our Application Sharing extension](#) to Chrome before they can application share. The extension will no longer be needed in the April 2019 release. If you require more information please review our [Ultra Experience - Installing the Chrome Desktop Sharing](#)
- **Firefox users:** for more information on Desktop Sharing permissions in Firefox please review our [Firefox WebRTC Support information](#).
- **Edge users:** will be prompted to give the browser permission to access sharing and then will be able to start application sharing.

Screen Reader Support:

	Chrome	Firefox	Internet Explorer 11	Microsoft Edge	Safari
Windows® 7, 8, 8.1 with JAWS(v17)	Unsupported	Compatible	Unsupported	Unsupported	Unsupported
Windows 10 with JAWS(v17)	Unsupported	Provisional	Unsupported	Provisional	Unsupported
Mac OS 10.11, 10.12 with VoiceOver	Unsupported	Provisional	Unsupported	Unsupported	Certified
Ubuntu	Unsupported	Unsupported	Unsupported	Unsupported	Unsupported

Please review our [Accessibility knowledge base article](#) for additional information.

Support File Types For Upload:

- File Types Supported For Upload: .ppt, .pptx, .pdf can be converted
- Image Files Types Supported for upload: .gif, .jpeg, .png

Support File Types For Profile Picture:

- Supported image types for profile picture: .png, .jpeg, .jpg

Bandwidth Requirements and Recommendations:

- Please review [Low Bandwidth Management](#) for more information on Bandwidth consumption and requirements when using Collaborate with the Ultra experience.

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