Improving recordings of Collaborate Ultra Sessions

During my Collaborate Ultra session, what can I do to improve quality of the recordings?

Why do the Collaborate Ultra Recordings "miss" certain slides when recordings?

Collaborate Ultra is a fairly new product and some areas are still in development. Unfortunately an area of improvement for Collaborate is the fidelity of recordings. Depending on conditions - you might notice that some of your recordings do not pick up every single PowerPoint slide that is shared. Thankfully there are a few ways to improve the quality of your recordings.

- When you share a slide, share it for at least 10 seconds
  - While there are no hard and fast rules - generally speaking the longer a slide is on screen, the better the chance is that it will be recorded
- When you share a presentation, use a presentation tool. Even if you do not actively use the tool, using a presentation tool such as the "pointer" when sharing your slides seems to improve the recording quality.
  - Be patient.
    - Collaborate support has advised us that as the product matures we should see more reliable recordings.
Help Desk

Help Desk Contact
Info

Location: Broyer Building
Phone: 717-871-7777
Email: help@millersville.edu
Hours:

Call Center

- Fall/Spring Semesters:
  - M-Th 7:00am - 7:00pm EST
  - F 7:00am - 5:00pm EST
- Summer Sessions:
  - M-F 7:00am - 5:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building

- Fall/Spring Semesters:
  - M-Th 8:00 am - 7:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
  - M-F 8:00am - 5:00pm EST

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