

Adobe Acrobat Connect Webconference

Guide for DEL-MEM Students

Please read all of the following directions and tips thoroughly. Adobe Connect is very easy to use, but like all technology, it has its quirks! The following should help minimize connection and use issues.

Each time you use a different computer to participate in an Adobe Acrobat Webconference meeting, you must do the following. Once completed, you should not have to do this again for that particular computer.

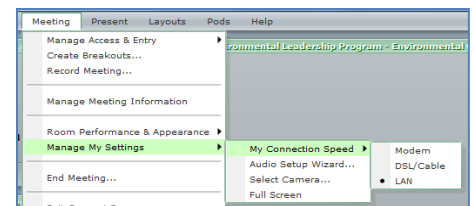
1. Test your computer at http://nicholas.acrobat.com/common/help/en/support/meeting_test.htm to make sure that you are set up with all of the tools you will need to participate in the meeting. Install plug-ins the system requests as a result of running this test.
2. Install Adobe FlashPaper (Optional) (<http://nicholas.acrobat.com/admin/home/homepage/FlashPaper.exe>) to allow you to share any document in meetings by converting it into Flash (SWF file) format.

Prior to joining EACH Adobe Acrobat Webconference meeting, do the following:

1. Plug-in your USB headset to your computer PRIOR to turning on your computer.
2. If you are using webcams and you will be using an external webcam, plug-in your webcam PRIOR to turning on your computer.

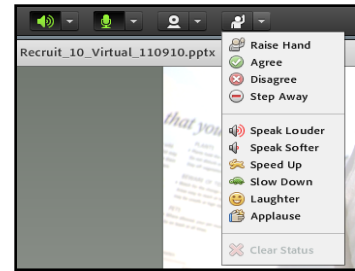
To join and participate in any Adobe Acrobat Webconference meeting, **do the following for EACH meeting**:

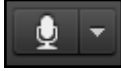
1. Log into the meeting 15 minutes early to ensure you audio/video is working
2. Launch your meeting by typing in the meeting URL you received from the meeting host in your web browser
 - a. Enter as a Guest by typing your first and last name and clicking Enter Room.
 - b. If your meeting host has not yet arrived to the meeting, you will be placed in a waiting room.
3. Configure your Audio/Video and Connection Speed:
 - a. From the **Meeting** menu select **Audio Setup Wizard...** and follow the instructions. You may be prompted to Allow Access, click Allow.
 - b. From the **Meeting** menu select **Manage My Settings >> My Connection Speed** and select the option that matches the connection test report speed.
4. If your meeting host has opened a Camera and Voice pod, click Start My Webcam to enable your video. You may be prompted to Allow Access, click Allow.
 - a. Once you are satisfied with the Preview of your video, click Start Sharing to broadcast your video.
 - b. Unless directed otherwise by the meeting host, PAUSE your video by clicking the pause icon in the lower right hand corner of the Camera and Voice pod. This will minimize distractions and bandwidth issues
5. Remind your meeting host to Record the meeting if desired!




To use your **AUDIO** during a meeting:

1. Raise hand to ask a question by selecting the appropriate icon from the top Application Bar. Activate your microphone when you are called on.




2. To speak, click the "microphone" button, , at the top of the screen in the Application Bar. You then *may* be prompted to click Allow for Camera and Microphone Access. Click Allow. To stop transmitting audio, click the microphone button again.

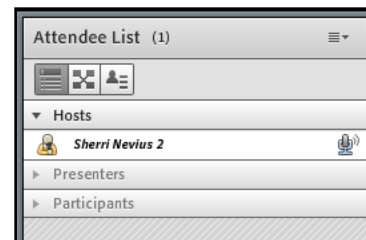


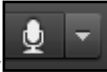
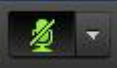
- a. Your audio is transmitting or is "on" when the microphone is **GREEN**: 

NOTE: You will know your audio is transmitting when the microphone is **GREEN AND** has 1 to 3 "parentheses" to the right of the microphone,

depending on the volume you are speaking at: .

Also, you will see that you are transmitting audio (or see who is talking) by the microphone icon that will appear next to the speaker's name in the Attendee List.



- b. Your microphone is "off" when the microphone icon is gray , or is green AND has a line through it .

3. Adjust your microphone volume once your audio is connected, either through your laptop or by clicking the drop-down icon next to the microphone and selecting Adjust Mic Volume...

To use **CHAT** during a meeting:


1. To send a message to everyone, type your message in the Chat pod and hit enter or click the Send icon.
2. If private chat is enabled, send messages to a specific attendee by hovering over the name of the attendee you'd like to chat with, and select Start Private chat. Private chat messages show up in additional tabs.

Meeting **Etiquette:**

1. Raise hand to ask a question BEFORE speaking. Do not talk over others.
2. Prior to speaking, click the microphone button on, wait 1-2 seconds, then speak. When you are done speaking, wait 1-2 seconds after your last words and then turn your microphone off. This helps eliminate cutting off the beginning and ending of your audio.
3. Turn off your microphone when you are not speaking.
4. Remember, when using the Chat function, your message will be broadcasted to all participants. Please do not chat about non-related items when class is in session.
5. Do NOT move the windows within the meeting; do NOT resize the windows within the meeting. Doing so, will affect everyone's viewing of the meeting.
6. Do NOT use a USB speakerphone.
7. Do NOT participate in a meeting without using a USB headset.
8. Reduce background noise as much as possible. If others notice that your mic is picking up breathing sounds, try moving the mic just a bit further away from your mouth and nose.

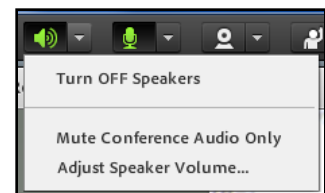
If you are experiencing connection or audio issues during your webconference, here are some **TROUBLESHOOTING** tips to try:

1. Meeting login issues:
 - a. Are you connected to the Internet?
 - b. Disable popup blocker software.
 - c. Clear the browser's cache.
 - d. Try connecting from another computer.
 - e. Are you accessing the correct URL?
2. If your company uses a proxy server to control internet access, try the following:
 - a. Within Internet Explorer select Tools > Internet Options > Advanced tab.
 - b. Enable the setting Use HTTP 1.1 through proxy connections and click OK.
 - c. Close all browser windows and re-open before trying to connect to meeting again
3. **If you cannot hear anyone** and the Attendee List shows someone is speaking (and others can hear), check to make sure you have not turned off your speakers (or that your laptop volume is muted). Check your speakers through Adobe Connect:

- a. Your speakers are OFF when the speaker icon is gray: .
- b. Your speakers are ON when the speaker icon is **GREEN** and has 3

“parentheses” to the right of the speaker icon: .

- c. Clicking the speaker icon will toggle between on and off.
- d. You can adjust your speaker volume, by clicking the drop-down icon to the right of the speaker icon, and selecting Adjust Speaker Volume. Or, you can adjust the volume directly with your USB headset via the inline volume control.



4. If there is feedback or echoing when you speak, run through the Audio Setup Wizard again (Meeting >> Audio Setup Wizard). Be sure to pick the correct microphone from the dropdown box in step 2.
 - a. If the feedback persists, see step 10 below.

5. If no one can hear you when you are speaking:
 - a. Make sure your computer microphone is not muted
 - b. Run through the Audio Setup Wizard again (Meeting >> Audio Setup Wizard). Be sure to pick the correct microphone from the dropdown box in step 2.
 - c. You may have elected to deny the Flash Player access to your computer's microphone. To verify, right click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow.

6. If you cannot share your screen or document when asked to:
 - a. Make sure you downloaded the Adobe Connect Add-in (required to share). Re-run the Adobe Connection Test (http://nicholas.adobeconnect.com/common/help/en/support/meeting_test.htm). Be sure to click "Install" when prompted to download the Adobe Connect Add-in.

7. If you are unable to show content such as Word documents and Excel spreadsheets, or web pages, ensure that you are a host or presenter and have the Adobe Connect Add-in installed (see above). Presenters must share their screen in order to show this type of content (cannot share as a document).
 - a. To share web pages use the Web Links pod, which will allow all participants to launch the web page in a separate browser window.

8. If your image will not show up when you click Start My Webcam, ensure your camera is plugged in and recognized by the computer BEFORE entering the meeting. If not, camera drivers might need to be updated or installed. Also be sure to grant access permission to Flash Player for the camera and microphone in the dialog box that appears when starting the broadcast.

9. Ensure you are connected to a high speed internet connection (preferably via a cable vs. wireless). The quality of the VoIP audio can be improved by using a high speed, wired connection and by closing other applications running in the background, including e-mail.

10. When in doubt, if you are having persistent audio, video, etc. problems, try these things in order:
 - a. Quit all other applications and close all other browser windows.
 - b. Run the Audio Setup Wizard again. Be sure to Allow Access whenever prompted in the Adobe Flash Player Settings dialog box.
 - c. Retest your computer to ensure all add-ins are installed, http://nicholas.adobeconnect.com/common/help/en/support/meeting_test.htm.
 - d. Close your internet browser completely, and **restart your computer!** Ensure you USB headset and webcam (if needed) are plugged in PRIOR to restarting your computer.

More troubleshooting tips can be found at:

http://nicholas.adobeconnect.com/common/help/en/support/meeting_test.htm#Troubleshoot.