

Learning House

Training & Professional Development

Adobe Connect: Participant's Guide

Prepared by The Learning House, Inc.
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Adobe Connect: Participant's Guide

Accessing Classroom

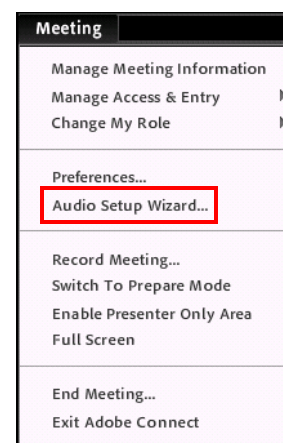
You can access the Adobe Connect room your instructor has set up via a link within your Moodle course. Your instructor will clarify which link to click, if it is not immediately apparent.

Once you click the link, you will access a login page. *You do not need to input a username and password.* You only need to select the **Enter as a Guest** option and input your full name. Then, simply click the **Enter Room** button, and you will enter the Adobe Connect meeting.

Audio Setup Wizard

The **Audio Setup Wizard** guides you through the setup and automated tuning of audio device settings. If the audio does not work properly, the wizard offers help with troubleshooting tips.

First, you will need to choose the way your computer connects to the audio in your Adobe Connect meeting. For instance, if you plan to use a headset with a microphone, plug the device into your computer. Click on **Meeting** and then on **Audio Setup Wizard** to check audio settings.

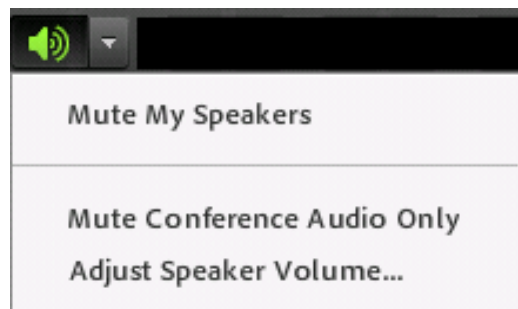


The wizard guides you through four steps that test your speakers, select a microphone and optimize the audio. If you have never used Adobe Connect before, you may see a **Flash Player settings** box asking for permission to use your camera and microphone. Selecting **Remember** will skip this prompt in the future. If you don't plan to speak in the course, the host may not enable your audio. So, even if your microphone works, you may not get a chance to use it. Use the **Help** button at any point if the audio does not work as expected.

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Speaker Icon Button

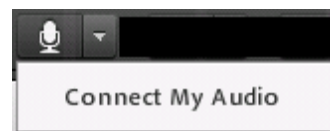
If your speakers provide sound from the meeting, your speaker icon will become green, as shown in the picture. To mute the audio from the meeting, click the green speaker button, or click the drop-down arrow next to the speakers. **Mute My Speakers** eliminates all sound from your speakers. **Mute Conference Audio Only** mutes the meeting audio but allows other audio from your computer to play.



The speaker drop-down menu also has an option to **Adjust Speaker Volume** within the meeting. Use this option if you prefer louder or softer audio, although you may need to adjust the master volume settings on your computer as well.

Microphone Icon Button

Your instructor may allow you to use the microphone during the class, allowing you to speak in the classroom. When this happens, a black box will appear in the top right corner of your screen, alerting you that you have had **Voice Rights Granted**. To enable your microphone so you can speak in the meeting, click the white microphone icon, which will become green. Once the icon becomes green, your microphone is live and you are broadcasting sound in the meeting.



To mute your microphone, click the green icon so that the image changes to show a line through the microphone. Use your best judgment in the meeting with regard to the mute button; likely, you will want to keep yourself muted any time you are in the meeting and not speaking. This is most courteous to your fellow classmates as your microphone is likely powerful enough to broadcast all ambient noise in your surroundings.

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Raise Hand/Status Icon Button

The **Raise Hand** icon allows you to electronically raise your hand in the meeting, alerting your instructor that you have a question. To activate this option, simply click the **Raise Hand** icon.

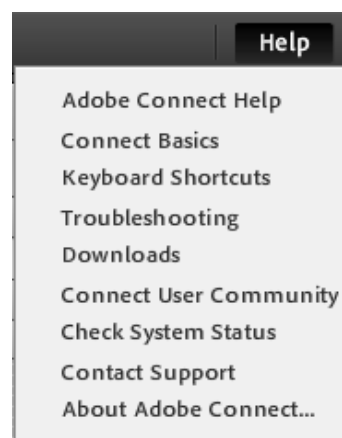
To use the other status icons in Adobe Connect, click the drop-down arrow next to the **Raise Hand** icon and select an icon from the following options: Agree, Disagree, Step Away, Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter and Applause. The appropriate icon will then appear next to your name in the attendees pod list, which allows other room attendees to see your status.



If you select an option above the line such as **Agree** or **Step Away**, your status remains until you choose **Clear Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself after a few seconds.

Help Button

The Help button is located to the far right of the menu bar, which contains links to a number of resources, including troubleshooting tips, Connect basics and keyboard shortcuts. A link to **Check System Status** is also available. A page appears with a report on the Adobe Connect system. If you think the system does not work, you can verify if any known issues exist.



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Attendees Pod

This pod lists attendees by role—host, presenter or participant—and allows you to see who has speaking rights (indicated by a microphone to the right of the user's name) and when someone is speaking. Hovering over a user's name allows you to open a private chat with that user.



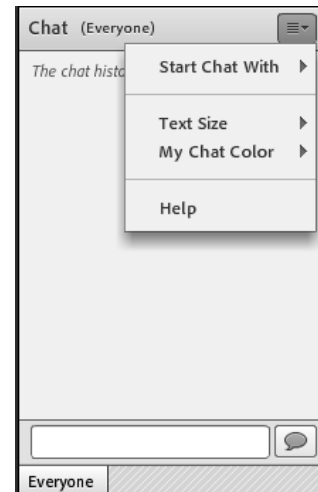
To change your view of this pod and see the status of the users in the meeting, select the box on the right with the icon of the head and shoulders of a person. This displays information about any participant who has a raised hand, agreed, disagreed or stepped away status.

To change how your name appears in the meeting, click the **Pod Options** button in the top right corner of the pod and select **Edit My Info**. A new box will appear with a field for you to edit your name. Select **OK** to save.

Chat Pod

The chat feature allows multiple windows in a single pod, tiled across the bottom of the pod. Initially, you will only see a chat labeled **Everyone**, and as you add additional chats, they will appear to the right of your **Everyone** chat. You may open a separate chat window for each user or have one chat addressing a role (i.e., hosts or presenters).

By using the **Pod Options** button in the top right corner of the chat pod, you can elect to show time stamps in the chat, change your chat color or increase the text size in the chat. For easy reading, choose a size 12 or 13 font for chatting.



To type a message in the chat pod, simply enter text in the long rectangular field; to publish your text to the room, click the enter or return key, or select the button with the chat bubble. When you receive a new message in a chat window, the window blinks yellow but does not give an audio alert.

Use the **Pod Options** button in the top right corner of the chat pod to see other chat options. To begin a private chat with any hosts, presenters or other attendees in the

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meeting, click the **Start Chat With** option and then select the group or person with whom you would like to chat privately. To change your text size or chat color, click the option **Text Size** or **My Chat Color** and then select one of the available options. Clicking **Help** will direct you to the Adobe Connect resource page on chat in meetings.

Share Pods

Your instructor uses this pod to share any content within the class. Unless an instructor has given you a presenter role, you will only have access to view what is being shared in a share pod. There are two exceptions: a shared PowerPoint presentation or a screen share.

When the instructor shares a PowerPoint presentation, he or she may “unsynch” it to allow you to review the presentation at your own pace. If the instructor does this, you will receive controls within the share pod to move the presentation forward or backward, play any audio in the presentation, and play the presentation slides automatically.

The instructor may give you the capability to share your screen with the rest of the class. If so, you will see a box appear at the bottom of the Connect meeting asking you to agree to share your screen. You have the option of sharing your entire desktop, a single application or a single window. Your instructor may also request control of your screen to provide aid. You may choose to allow that control or not.

Breakout Sessions

If your instructor moves you to a breakout session, you will notice a black box that appears in the top right corner of your meeting window titled **Breakouts**, which explains the breakout session. You will notice that within that breakout session, you have been granted presenter sharing rights and audio rights.

If you need to contact the host of the meeting, you can do so by typing a message in the field provided at the bottom of the attendees pod. This field reads **Send message to host**, and you will type and send your message the same way as you do in chat. This pop-up message will alert the host of your question or concern.

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You will have the ability to share content from your own computer with the other participants in the breakout room, either via uploading it or using the **Share My Screen** tool. When you share content in the share pod, participants see your pointer move in the share pod window. Participants have the ability to view all activities you perform in a shared window, application or document.

Share Your Screen

Step 1: Click the **Share My Screen** button in the share pod.

Step 2: In the **Start Screen Sharing** dialog, choose how you would like to share your screen:

- **Desktop:** Share all applications on your desktop.
- **Windows:** Choose specific, already open windows to share.
- **Applications:** Share one or more applications along with related windows.

After selecting your desired option, click **Share**.

Step 3: An Adobe Connect icon appears in your system tray (Windows) or your toolbar (Mac and Linux) while you share your screen. Click on this icon to view a menu where you can stop sharing or access other available options.

Note: If you choose to share your entire desktop, reducing the number of applications running that use bandwidth will provide a better experience for the attendees.

Share Documents

Step 1: Click the right arrow beside **Share My Screen**, and select **Share Document**.

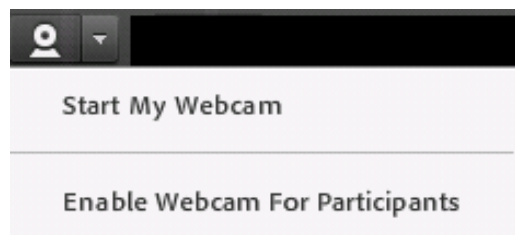
Step 2: Click **Browse My Computer** to select a file from your system. In the browse dialog, locate the PowerPoint (PPT or PPTX) presentation you would like to share and click **Open**. The program automatically uploads and converts the file.

Step 3: Once the file has been converted, it will appear in the share pod. Use the **Next** and **Previous** controls to navigate through your presentation.

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Note: You can also follow these steps to share other supported file types, including image files (JPG or PNG), video files (FLV), flash files (SWF) and MP3 audio files. The following file extensions are not supported in **Share My Screen** or **Share Document** function: DOC, XL and CSV.

Within breakout rooms, students may use and control audio and webcam sharing. You can find directions on how to use audio above. You can click the webcam icon in the menu bar to access your webcam. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you are happy with the preview, click **Start Sharing** to share your video with all participants.



Troubleshooting and Frequently Asked Questions

Problem	Solution
I cannot join the meeting.	<ol style="list-style-type: none">1. Enter the meeting as a guest user by entering in your first and last name in the guest field.2. Click the help link on the meeting login page. This takes you to the test meeting connection page, where you can verify that your computer meets all necessary requirements. If you do not pass the test, the page will give you further instructions.3. Make sure your browser's pop-up blocker is not blocking your meeting window.4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting "use HTTP 1.1 through proxy connections." Then, clear your cookies, close all browser windows and attempt to reenter the meeting.
I cannot hear any audio.	<ol style="list-style-type: none">1. Verify that your computer speakers are turned on and your computer's volume is set at an audible level.2. Check to ensure you have not muted the meeting audio (check that the speaker icon is still green).

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I cannot speak in the meeting.	<ol style="list-style-type: none">1. Verify that you have been granted speaking rights (check if the microphone icon appears in you menu bar at the top).2. Select the audio setup wizard to determine microphone functionality.
I have been granted rights to speak, but no one can hear me.	<p>If you have trouble sharing your voice, try the following:</p> <ol style="list-style-type: none">1. Make sure your computer microphone is not muted.2. Run through the audio setup wizard. Select Meeting > Audio Setup Wizard. The wizard guides you through five steps to tune your computer for optimal VoIP. <p>You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right-click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow.</p>
The host is sharing his or her screen, but it is fuzzy.	<p>If you have trouble seeing a host's screen, try the following:</p> <ol style="list-style-type: none">1. Click the Full Screen button on the top of the share pod.2. View the full resolution. Go to the pod options menu in the top right-hand corner of the pod, and select Change View > Zoom In.
A student dropped from class.	<ol style="list-style-type: none">1. Verify your Internet connection.2. Check if the meeting host has closed the meeting.
The audio is echoing.	<ol style="list-style-type: none">1. Verify that you have muted your microphone.2. Check if you have two sessions open at the same time.