ADOBE CONNECT
QUICK START GUIDE FOR JEFFERSON STUDENTS

Participate in Adobe Connect meetings

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning and webinars used by leading corporations and government agencies. This Quick Start Guide provides you with the basics of participating in an Adobe Connect meeting, virtual classroom, or webinar.

Attend an Adobe Connect Meeting

- It is recommended that you test your computer prior to attending a meeting. You can do this by going to: **jefferson.adobeconnect.com/ common/help/en/support/meeting_test.htm**

- The Connection Test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.

TIP: The fourth step of the Connection Test is for the Adobe Connect Add-in, which is only required for Meeting Hosts and Presenters who need to share their screens. Installing the add-in is not required, but may enhance your meeting experience.

Join a Meeting

- Access the meeting through the URL listed in your course on Pulse, or contact your instructor for the link. When the meeting time arrives, click on the link or enter the URL into your web browser.

- The meeting login screen appears. Choose *Enter as a Guest*, type in your first and last name, and click *Enter Room*.

- The meeting launches in your browser. If the meeting host has not yet arrived to the meeting or meeting security requires the host to approve your attendance, you will be placed in a waiting room. Once the meeting host accepts you into the meeting, the meeting room interface appears.

TIP: Meeting participants are only required to have Adobe Flash Player 10.1 or later (already on most desktops) installed and do not need to install the Adobe Connect Add-in.

Audio Communications

- For best results with Adobe Connect, use a headset w/microphone. The computer speakers are not recommened, as they cause echo and feedback. If a participant is speaking, you will see a microphone icon next to his/her name.

- In some cases, the meeting host may give you the ability to broadcast audio. When this is the case, a dialog will alert you that you have the rights to use your microphone. Clicking *Speak Now* will activate the microphone icon in the *Application Bar* at the top of your screen.
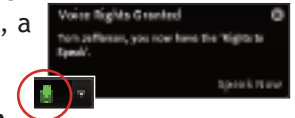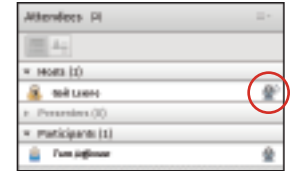
TIP: If you are having issues with audio, it is recommended that you run through the Audio Setup Wizard to optimize your experience. To do this, select *"Audio Setup Wizard"* from the *Meeting* menu.

Sharing webcam video

- The meeting host may ask you to use your webcam to share video. When this is the case, a button enabling you to share your webcam will appear on the video pod. To share your camera, make sure your webcam is plugged in and click the *Start My Webcam* button.

- Adobe Flash may prompt you for permission. After granting a permission, a webcam video preview appears; if you're happy with the preview, click *Start Sharing* to share your video with participants. You can also click the webcam icon in the **Application Bar** to access your webcam and preferences.
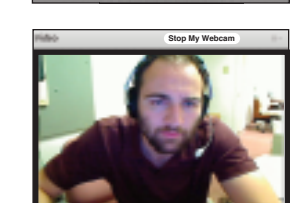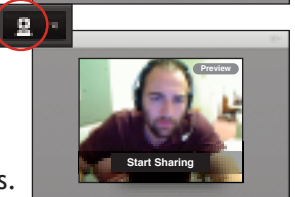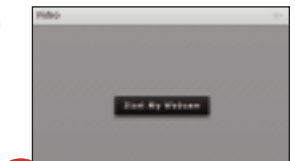
Change your status

- Within a meeting, you can also change your status to provide feedback to the presenter and other attendees.

- To change your status, click the arrow on the *Status Options* dropdown list on the **Application Bar** and select your desired status option.

- If you select and option above the line such as *Agree* or *Step Away*, your status remains the same 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 number of seconds.
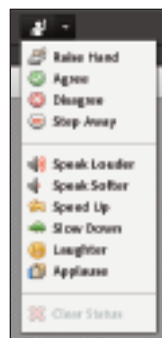
- When you set your status, an icon appears next to your name in the **Attendees** pod.

Chat

- To send a message to everyone in the room, simply type your message in the chat pod and hit Enter or click the *Send* icon.

- If the meeting host has enabled private chat, you can send messages to a specific attendee or group within the meeting. To do this, use the **Attendees** pod to hover over the name of the attendee you'd like to chat with, and select *Start Private Chat*. Alternatively, you can use the Pod Options menu in the top right hand corner of the pod to select an individual or group by clicking *Start Chat With*. Private chat messages show up in additional tabs to make it easy to distinguish between private and public chat.

- If the host is using a **Q&A** pod instead of a **Chat** pod, then all messages are moderated and private chat is not available.
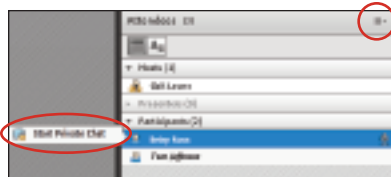
Learn more
Online training videos are available at:
http://tv.adobe.com/show/learn-adobe-connect-8/

To schedule a practice session before your class begins, contact:
gail.leone@jefferson.edu

Troubleshooting

Issue	Solution
I cannot get into the meeting	1. Enter the meeting as a Guest using by entering in your First and Last name inthe 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, you will be given instructions for what you need to do. 3. Make sure popup blocking software is not blocking your meeting window. 4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advance tab. then enable the setting "Use HTTP1.1 through proxy connections." After doing this, clear your cookies, close all browser windows, and at-tempt to re-enter the meeting.
I cannot hear any audio	1. Verify that your computer speakers are on and your computer's volume is at an audible level. 2. ~~Check to see if the meeting host has provided tele-conference information. If this is the case, you need to dial in via telephone to hear meeting audio.~~
I have been granted rights to speak, but no one can hear me	1. Make sure your computer microphone is not muted. 2. Run through the Audio Setup Wizard: *Meeting > Audio Setup Wizard*. The wizard guides you through five steps in which your computer is tune for optimal VoIP. 3. 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*.
The host is sharing their screen, but it is fuzzy	1. Click the Full Screen button on the top of the Share pod. 2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select *Change View > Zoom In*.