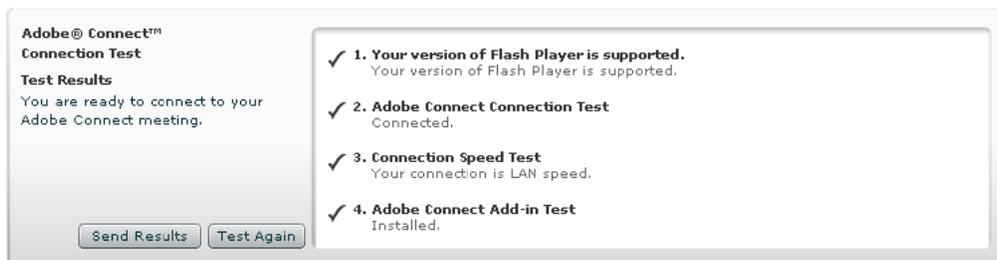USER GUIDE

# Adobe Connect
Participant Quick Start Guide

## Required Software to Participate in a Meeting

Adobe Connect only requires that you have an internet connection and a compatible web browser to attend a web conference. Adobe Connect supports nearly any operating system including Windows, Macintosh, Linux and Solaris, as well as the most widely used browsers including Internet Explorer, Chrome, Firefox, and Safari.

### Test Your Computer

1. It is recommended that you test your computer prior to attending a meeting by going to https://admin.adobe.acrobat.com/common/help/en/support/meeting_test.htm.

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



Adobe® Connect™
Connection Test

Test Results
You are ready to connect to your
Adobe Connect meeting.

[ Send Results ] [ Test Again ]

✓ 1. Your version of Flash Player is supported.
   Your version of Flash Player is supported.

✓ 2. Adobe Connect Connection Test
   Connected.

✓ 3. Connection Speed Test
   Your connection is LAN speed.

✓ 4. Adobe Connect Add-in Test
   Installed.

**Tip:** The fourth step of the Connection Test is for the Adobe Connect Add-in which is only required for meeting hosts and presenters. Installing the Add-In is not required, but doing so enhances your meeting experience.

3. If you do not pass the connection test, perform the suggested actions and run the test again.

## Join a Meeting

1. You have likely received an email invitation with meeting access information. When the meeting time arrives, click the link or enter the URL into your web browser.

2. The meeting login screen appears. If you do not have a Connect Pro username and password, choose **Enter as a Guest**, type in your first and last name and click **Enter Room**.

Please join me in a Adobe Connect Meeting.

To join the meeting:
http://meetingconnect.adobeconnect.com

⦿ Enter as a Guest
Type your name:

[ Enter Room ]

3.  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 into a waiting room.

4.  Once the meeting host accepts you into the meeting, the meeting room interface appears.

# Meeting Audio

Meeting hosts have control over how the audio portion of your meeting is conducted. They can choose to use an integrated teleconference or Voice over IP (VoIP.)

## Integrated audio conference

Once started, a Join Audio Conference will appear on your screen. Enter a phone number and click Join  to have the conference dial out to you. When you answer, you are asked to press 1 to join the teleconference. Alternatively, you can select the Dial-in radio button and opt to dial-in manually.

**Tip:** If the **Join Audio Conference** box does not appear, check the invitation for audio conferencing numbers and instructions.

## Voice over IP

When this option is selected, you can hear meeting audio through your computer speakers. If meeting attendees speak using VoIP, you will see a speaker icon next to their name.

Meeting hosts may give you the ability to broadcast your audio using VoIP. When this is the case, a microphone icon appears next to your name in the Attendee List.

**Tip:** If you are having issues with using VoIP, it is recommended that you run through the Audio Setup Wizard to optimize your experience. To do this, go to **Meeting > > Audio Setup Wizard** and complete the requested steps.
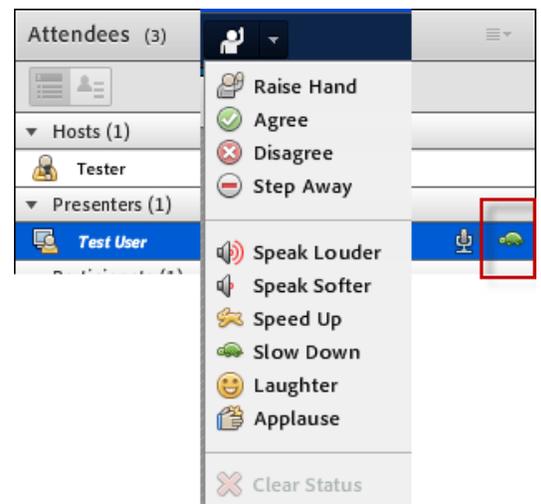
# Change Your Status

Within a meeting, you can change your status to communicate with other meeting attendees.

To change your status, click the raised hand icon and select the desired status option. When you set your status, an icon appears next to your name in the attendee list.

If you select options above the line such as Raise Hand or Step Away, your status remains until click the raise hand icon a second time. If you choose an

option below the line such as Speed Up or Applause, your status automatically clears itself after ten seconds.

## Chat with Other Attendees

If the meeting host enables this feature, you can chat with other meeting attendees.

To do this, simply type a message in the Chat pod as you would in any instant messaging program. Type Enter or click Send Message to send your message.
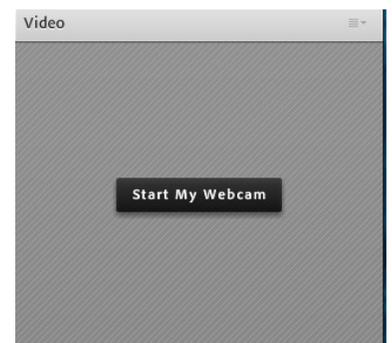
You can choose to send your message to all attendees, just meeting hosts and presenters or, if the host enables this, to specific attendees.

In some instances, the Chat pod serves as an area for you to ask questions. If this is the case, any messages you submit are sent to meeting hosts and presenters and do not immediately appear in the Chat pod.
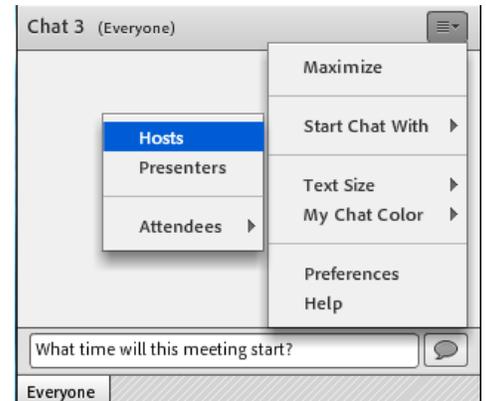
## Share Web cam Video

The meeting host may ask you to share web cam video. When this is the case, a button allowing you to share your web cam appears in the Video pod. To share your camera, make sure your web cam is plugged in, and click **Start My Webcam.**

# Having Trouble?

| Issue | Solution |
|---|---|
| **I cannot get into the meeting.** | If you are having trouble joining a meeting try the following:<br><br>1. Enter the meeting as a guest user by entering in your first and last name in the Guest field.<br><br>2. Click **Help** 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.<br><br>3. Make sure pop-up blocking software is not blocking your meeting window.<br><br>4. You may be using a proxy server. To resolve this in Internet Explorer, select **Tools > Internet Options > Advanced**. Then enable the setting **Use HTTP 1.1 through proxy connections**. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting. |
| **I cannot hear any audio and no phone icon appears on the screen.** | 1. If using phone audio conferencing, check to see if the meeting host has provided audio conference information. If this is the case, you need to dial in via telephone to hear meeting audio.<br><br>2. If using your computer, verify that your computer speakers are on and your computer's volume is at an audible level |
| **I have been given granted rights to share my voice, but no one can hear me.** | If you are having trouble sharing your voice try the following tasks:<br><br>1. If using phone audio conferencing, check to see if your phone is muted. If so, you may unmute via the audio integration user interface by clicking the mute icon next to your name, right clicking and selecting 'un-mute self', or by pressing #6 on your telephone key-pad.<br><br>If using your computer,<br><br>1. Make sure your computer microphone is not muted.<br><br>2. Run through the Audio Setup Wizard. To do this, select **Meeting > Audio Setup Wizard**. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.<br><br>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**.<br><br>4. Verify that the correct microphone is being recognized by the Flash Player by right clicking in the meeting window and selecting the **Microphone**. Check that your microphone is selected in the drop-down and that the Record Volume is at an appropriate level. |

| | |
|---|---|
| **The host is sharing her screen, but it is fuzzy or there is a long delay.** | If you are having trouble seeing a host's screen, try the following: <br><br> 1. Click **Scroll** in the Share pod. This will show the host's screen at its full resolution and follow the host's cursor. <br><br> 2. The host may have enabled Full Screen, displays shared content in the entire meeting window. |

## Technical Support

| | |
|---|---|
| Technical support | 866.220.2319 or +1 706.634.3513 <br> adobeconnectsupport@teleconferencingcenter.com |
| Technical support during conference | On your phone keypad: <br> *0 (conference) or 00 (individual) |