Adobe® Connect™
Introduction
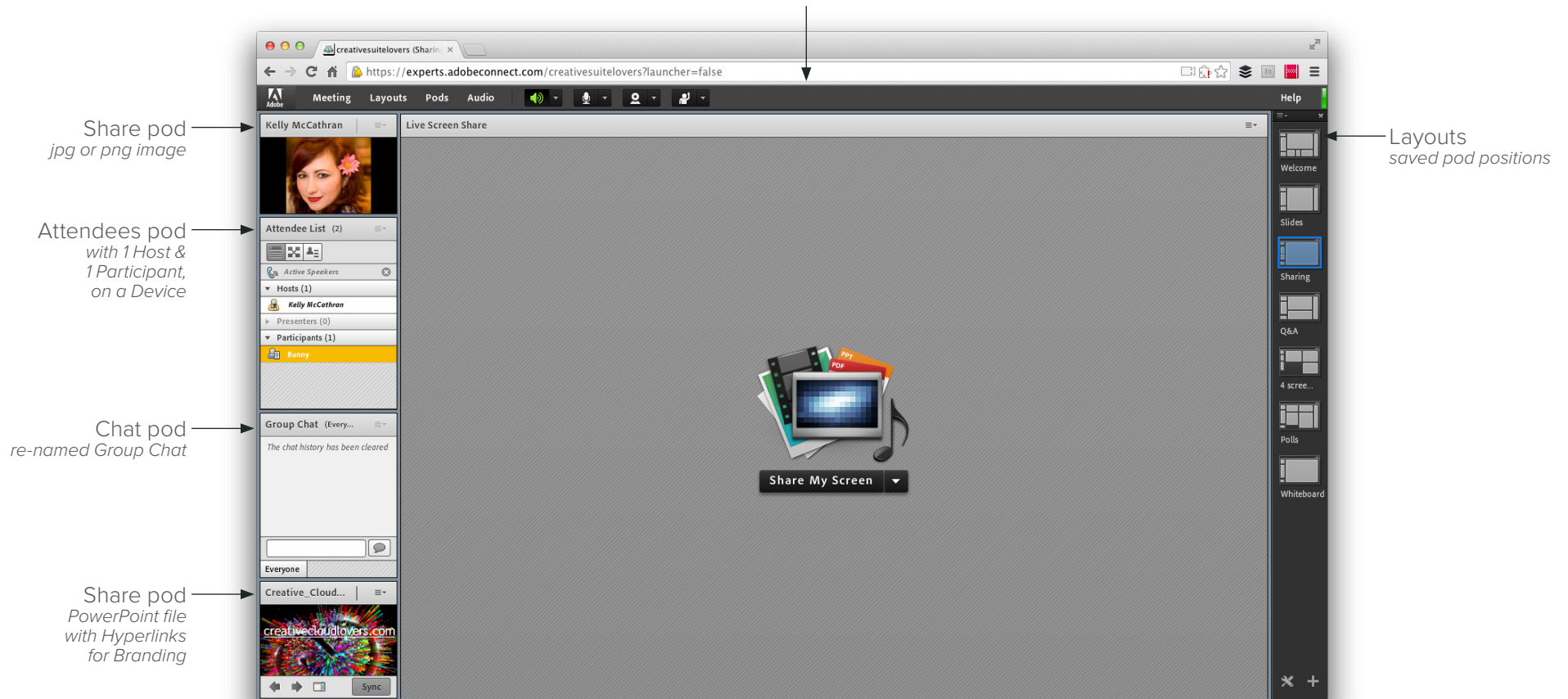
Connect Interface

Connect in a Web Browser
*can't screen share in browser window,
must launch Connect Application,
can't use Google Chrome to share*

Share pod
jpg or png image

Attendees pod
*with 1 Host &
1 Participant,
on a Device*

Chat pod
re-named Group Chat

Share pod
*PowerPoint file
with Hyperlinks
for Branding*

Layouts
saved pod positions

Connect Meetings

Adobe Connect is one of the industry leading live eLearning platforms for online meetings, eLearning and webinars. Competitors to Adobe Connect include: GoToMeeting, WebEx, Join.me, anymeeting and live screen sharing with Skype. Connect has several advantages over these other services:

- All meetings can be **recorded** and there is an **instant link** to the recording once the meeting is over.
- Connect has built in **poll features** *(for quizzes or questions)*.
- **PowerPoint**, **Flash** and **PDF**, **MP3** and **Video** *(.flv)* content *(video requires some setup)* can be shared in Connect pods.
- **Live screen sharing** allows you to show anything on your computer, in real time.
- **File share pods** allow for **instant download** of any file you choose *(no more emailing follow-up assets later)*.
- **Breakout rooms** allow you to split participants into groups, to talk amongst themselves and work on **tasks as a team**.

Internet Speed Requirements

A **MINIMUM** of **1.4 Mbps Upload** and **Download speed** is **required** to participate in a webinar or eClass *(the American Average is 8.5 Mbps)*. If you're curious about your internet speed, run this Speed test:
speakeasy.net/speedtest

We recommend that you hard-wire your internet connection with an Ethernet cable, wireless may work (on a fast connection), but may also drop your connection during the class.

Under the Hood | Flash Player

Adobe Connect uses the Flash Player for attendees to participate in meetings. More than 98% of the desktop computers have the Flash plug-in. Participants who have old computers, or old versions of the Flash player may experience "skips" or pauses in the audio. Attendees should make sure they are on Flash Player version 15 or newer. You can download the latest version of the Flash Player here:
http://get.adobe.com/flashplayer

Connect on Mobile Devices

If you have an **iOS device** *(iPad & iPhone)*, you can still participate in Connect Meetings using the Adobe Connect Mobile App available on the iTunes store. If you are running an Android device, you can find the Adobe Connect Mobile App on the Google Play Store, both are **FREE**.
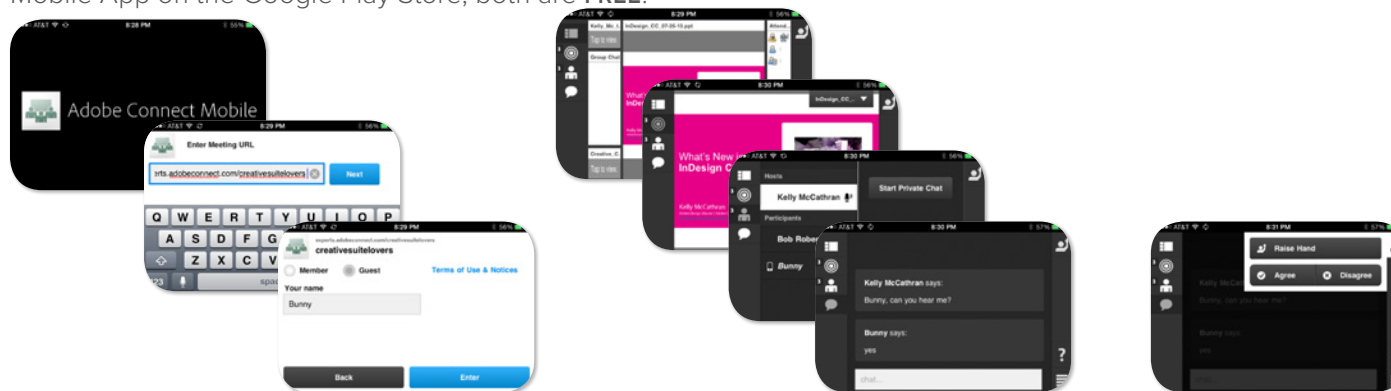
Computer System Setup

VoIP and live screen sharing require a lot of bandwidth to prevent "skippy" audio. A hard-wired connection is highly recommended. Wireless is ok, but you may experience delays or skips in the broadcast. Slow wireless connections may also kick the attendee out of the meeting room. Here are our recommendation for your computer setup:
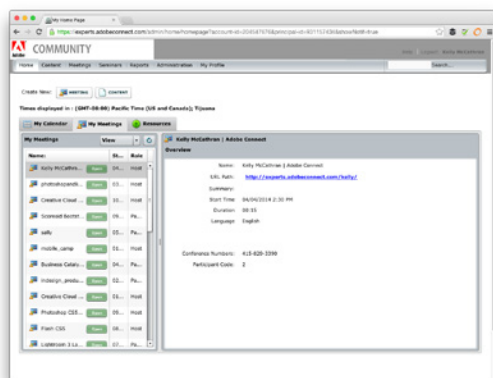
- Hard-wired internet connection
- A 2 monitor setup is recommended for eLearning Classes *(if you'd like to watch and work along with the instructor)*
- USB Computer headset with a microphone, if you are doing Voice Over IP *(no microphone or headset is required for Webinars)*
- A minimum of 2 GB of RAM is recommended with sufficient free hard drive space to Cache the meeting audio

Create a New Meeting

At the Adobe Connect Home tab, you can create new meetings, with a fixed URL *(so attendees can easily remember it)*. When you click Create new from the Home tab, you will be prompted to enter name and meeting specifics. For public webinars I **always** recommend you select **Anyone who has the URL for the meeting can enter the room**.

Steps to Create a Meeting

1. Go to the Adobe Connect Home tab

2. Click create new Meeting

Options in the New Meeting Dialog

Choose a meeting template

Select for public webinars

In the Create New Meeting dialog you will assign:
- Meeting Name
- Custom URL *(that starts with your corporate Connect address)*
- Summary
- Start time *(suggestion only, not required)*
- Duration *(suggestion only, not required)*
- Template
- Language
- Access (**VERY** *important)*
- Meeting Audio *(if you've setup an Audio Bridge to a Land Line)*

Select Participants & Roles

After clicking Next on the New Meeting setup, you will be asked to assign Participant roles. If you are having a corporate meeting and require that **Attendees** use a **Login** and **Password**, you can add **Participants** from your organiza-tion *(or others)* to the meeting. This will also allow you to **assign roles** to the **meeting attendees**. One person *(the primary administrator)* will **automatically** be **added** as **Host**. For **public webinars**, with Guest Access on, you do **not need** to **add** any **participants**.

User Profiles

Connect server administrators will add your **User Name** and **Email address** to a group. This creates a User Profile with setup **Privileges** and **Roles** in a Connect meeting room *(which the administrator may also setup for your department or group)*.0

Meeting Information

The next screen will allow you to enter descriptive information about the meeting and choose tentative times and meeting length *(these are only suggestions and not required)*.
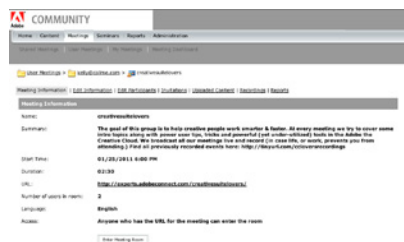
Connect Roles
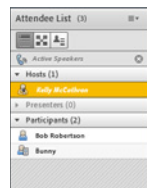
Adobe Connect has **3 primary roles** for attendees:

- Host
- Presenter *(promoted guest or registered)*
- Participant *(guest or registered)*

Host Role

. Hosts have master rights in a meeting and will see these 4 menus: **Meeting** | **Layouts** | **Pods** | **Audio**. They can set up a meeting, invite guests, add content to the library, share content and add or edit layouts. Hosts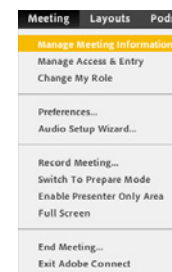 can promote other participants, or demote attendees *(and remove them from the meeting altogether)*. Hosts can grant Participants audio rights *(they do not have them by default)*. If you setup an Audio Bridge, the Host will have to Start the Meeting Audio and Stop the Meeting audio. Hosts are able to create and manage breakout rooms

Presenter Role

Presenters may only have access to **Meeting** | **Pods** | **Audio (not Layouts)**. Some **options** under the **Meeting menu** will be **un-available**, such as **Manage Meeting Information**. Presenters can share content that was previously loaded into the meeting room. Presenters can also share content from their computer or Live Screen Share. File types that can be shared in a connect pod include: **Adobe® Presenter** *(Essentially turns your PowerPoint into Flash)*, PowerPoint (.ppt or .pptx), Flash® (.swf), jpeg and png images, PDF files, .mp3 files and .flv files.

Participant Role

Participants can be Registered or Guests. Registered participants have a yellow icon next to their name. Participants who logged in as guests have a blue icon. Guests who login on devices *(or Hosts & Presenters)* have a device icon next to their name *(they aren't on a desktop computer)*. All participants can view the content in pods, hear audio and video broadcast (if properly setup) and use Chat pods & polls. Participants don't automatically have Microphone rights, Hosts have to grant Participants audio rights through the **Audio** menu > **Microphone Rights for Participants**.

Layouts & Pods

Layouts remember your different pod positions and the content that is loaded in those pods. You can optimize layouts specific tasks, such as: **Welcome, Slides, Live Screen Sharing, Polls, Evaluation**. You can create your own meeting templates on your server, to have built in Layouts *(pod arrangements)* for new meetings. The **default layouts** are: **Sharing, Discussion** and **Collaboration**.

Layouts *(shown to Hosts)*

Chat pod *(re-named Group Chat)*

Attendees type here
(hit enter or return to post the comment)
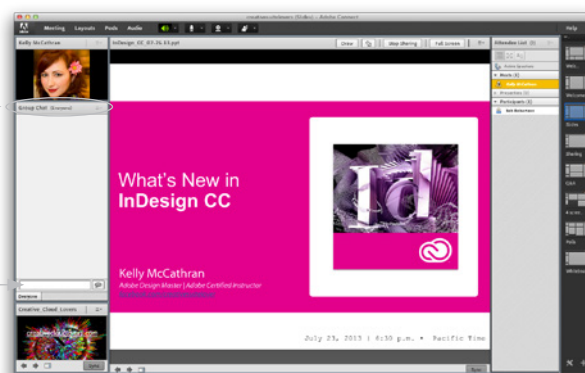
Creating a New Layout

To create a blank layout to which you manually add pods, or a duplicate of an existing layout, do one of the following:

- Choose **Layouts** > **Create New Layout**
- Click in the Layout bar on the + icon

- Often, it is better to duplicate the pod positions of an existing layout, so that you don't have to start from scratch.
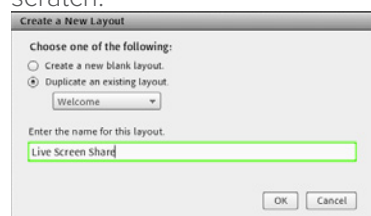
Collaboration With Chat Pods

Many people can type answers in chat pods, at once. **None** of Adobe **Connect's pods** have a **Dynamic Spell check**. I often type important notes in a text editor *(where you get red squiggles under typos)* then copy and paste into a Connect Chat or Note pod. Please Ask Adobe to add this: http://adobe.com/go/wish **Pods** > **Chat** > **Add New Chat**
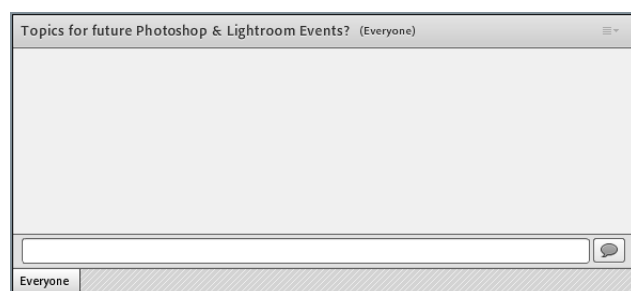
Collaboration with Note Pods

Only **1 person** can type in a note pod at a time. They are often handy for "extra note" or to gain the attention of someone who can't locate the "Group Chat" pod and can't hear your audio. **Pods > Notes > Add New Notes**

Technical Difficulty

`20` T *T* T ▬ ☰

Thank you all for hanging in there. Sorry they have technical difficulty on-site and can not fix it right now.

I have also copied your questions to see if we can get answers. You can email me directly for the answers (I'll follow up) kelly@roundpeg.com
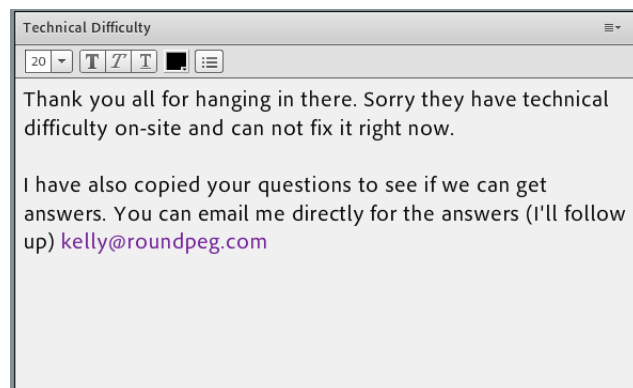
Using a Whiteboard

Whiteboards have drawing tools for brainstorming or collaboration. **Pods > Share > Whiteboard**
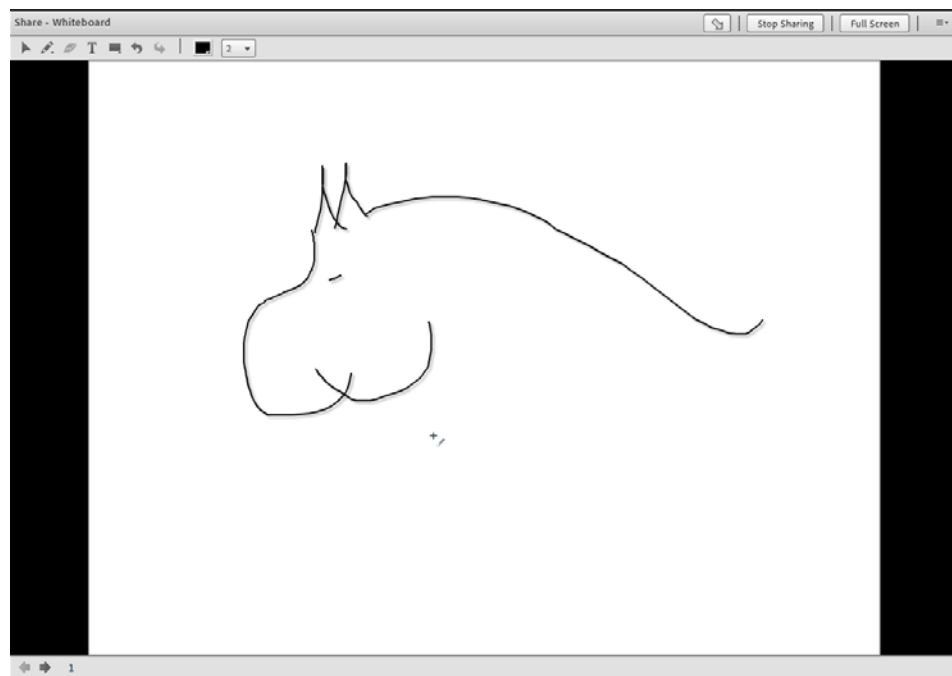
Polls

Connect has built-in poll features.
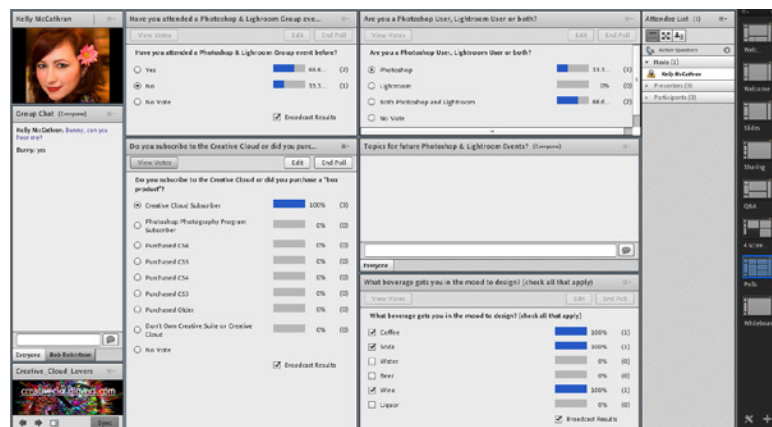
Creating Radio Button Polls

Radio button polls are called **Multiple Choice**. **Pod** > **Poll Create New Poll**
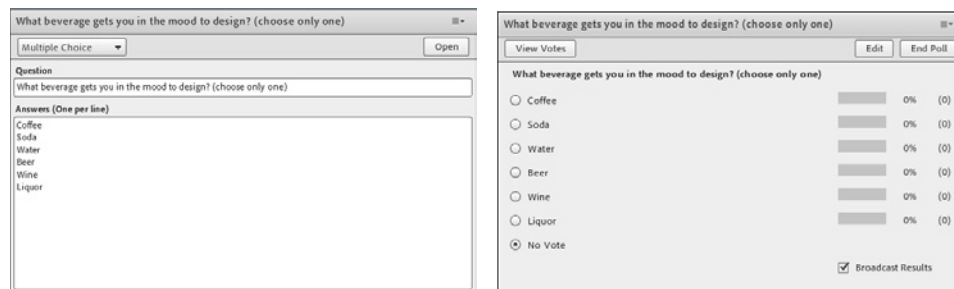
Creating Check Box Polls

Check box polls are called **Multiple Answer**. **Pod** > **Poll Create New Poll**

Live Screen Sharing

Click Share my screen and choose Desktop. To open a Share pod, choose **Pods** > **Share Add New Share**.

PowerPoint File Upload

Connect works very well with uploads of PowerPoint content (for the most part). In a PowerPoint file you can keep most of your transitions and animations.

PowerPoint vs. Live Screen Sharing

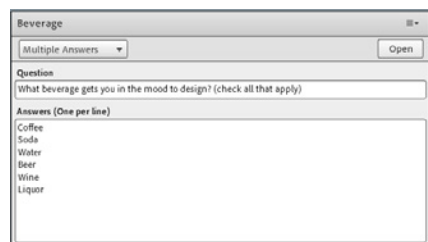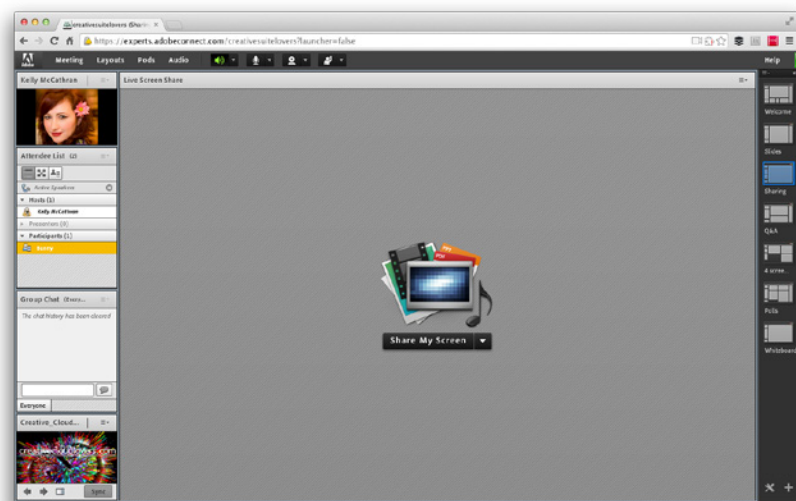Uploading a PowerPoint file to a Share pod does react differently than simply Live Screen sharing. It is a the "preferred" or safest way to make sure all goes well with your presentation (provided you test everything in advance).

File Share Pods

File Share pods allow you to upload ANY file from your hard drive to a File share pod that people can download directly in the meeting and use right away. This is great if you modify a file during a class or meeting and want to give that updated file to the attendees immediately.

Files	≡▾
Name	**Size**
Adobe_Connect_9_overview_v03_115040.ppt	9 MB
Connect_class_files_115261.zip	31 MB
Upload File...	Download File(s)

Note: The important thing to advice users about is when they click Download Files, their computer SHOULD automatically bring their default browser window forward, so they can choose a location to download. Often, in Internet Explorer the icon only flashes at the user, and may not come forward. In that case they may keep clicking Download File(s) and it appears that nothing is happening.

Welcome Slide & Audio

It is helpful to have a Welcome slide, for all attendees *(and presenters)* arriving in an online meeting to inform them about the audio for the meeting.

Audio Options

VoIP (Voice Over Internet Protocol)

VoIP means the participants have a **computer headset** with a **microphone** and you communicate directly through your computer and the Connect meeting room. You **CAN record audio** in Connect meetings with this setup.

Conference Call Line

A Conference Call line with a provider of your choice *(not one of Adobe's "blessed" provider)*. You **CAN NOT record audio** in Connect meetings with this setup, therefore I don't recommend it *(but have used it in a pinch)*.

Adobe® Connect Audio Bridge

An **Audio Bridge** is a *"blessed provider"* conference call line that you setup on Adobe's servers *(or yours, for hosted accounts)*. Using an Audio Bridge allows people on Land lines talk to people using Computer Headsets. You **CAN record audio** in Connect meetings with this setup.

Audio Setup for Computer Headsets

Each day, before the meeting or class, the first thing **Hosts** or **Presenters** should do when they arrive in the meeting room is:

1. Go to the **Meeting** menu *(top left, above Attendee List)* and run the **Audio Setup Wizard***.
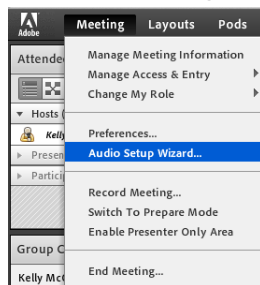
2. It is important to run **EVERY** step in the wizard. **Step 1** confirms that the attendee can hear audio through their headset, not their computer speakers. *(Unless they are only listening to the meeting and using the Group Chat pod to communicate. In that case computer speakers are fine.)*
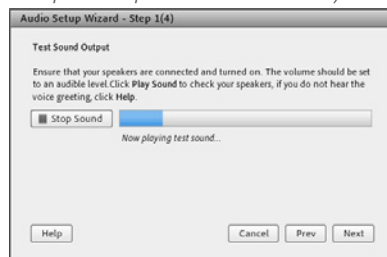
3. **Step 2** is one of the most **important** checks! This is where the attendee selects their **Brand headset**. Many computers have more than 1 choice for audio. Selecting the wrong output will cause their **microphone** not to work at all. Adobe connect works best with **USB headsets**, but iPhone ear buds **(with microphone)** work very well. Some windows machines have issues recognizing the 3.5 mm jack headsets *(in my experience).*

Note: If the attendee plugged-in their headset after entering the meeting, audio may not work properly (even if Connect has the proper device selected). The computer Sound settings need to be **correct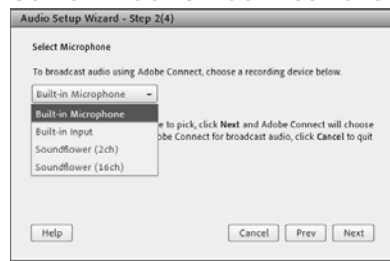** *in* **Windows** *(Control Panel > Sound) or* **Mac** *(System Preferences > Sound)* **before entering** *the* **Connect meeting**. *Exiting and re-entering the meeting room, after running Audio Setup Wizard, will often fix headset & microphone issues.*

4. **Step 3 confirms** that the **microphone** is **working**. When the attendee clicks **Record**, if you don't see a **Blue Bar moving**, Connect isn't recognizing your microphone. *(Time to start troubleshooting, see the previous page for tips.)*

5. Many people assume **Step 4**, **Test Silence**, isn't necessary. **It is!** The Test Silence step helps **measure** and zero out **background noise**. A noise **Level** of **10** is **ideal**. A nose **Level** of **3** is **pretty loud**.
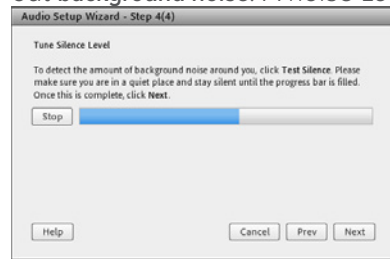
*Note: I've only seen this once in 5 years, but a noise Level with a negative value, like –5 will sound like an ocean in a storm and will be louder when the attendee isn't talking (very off-putting to other attendees). If this is the case, that participant should st*ay muted most of the time. and un-mute only when they need to speak.

6. Once you finish the wizard, go to the **top of the screen** and click the **White microphone** and choose **Connect My Audio**.

7.   The White microphone will turn **Green** and you are **broadcasting your voice** to the other attendees.

****Audio Setup Wizard** should be run **before every meeting** or eLearning class.

Muted Microphone

To **mute** your microphone, click the **Green microphone** icon at the **top of your screen**. When there is a **line through** the green mic, you are **muted**. No one will hear you or any noises that may have popped-up in your environment. To **un-mute**, click the **green mic again**. When there is no line through the mic, you are broadcasting your voice.

Audio Cache

If you are conducting a meeting **longer** than **2 hours**, speakers should increase the default Audio Cache for the Connect Meeting room. The Computer audio caches to the attendee's **local hard drive**. If this **Cache gets Full**, the attendee can be **kicked out** of the **meeting room**. To prevent this:

1. **Right-Click anywhere** on the **Connect window** *(or the PowerPoint slide, that is in a Connect pod)*. Then choose Settings.
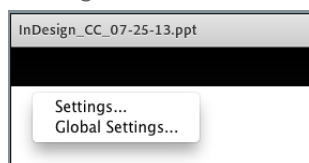
2. Once the settings dialog appears, click the **Yellow Folder** icon at the **bottom** and slide **Adobe Flash Player Settings** to **Unlimited**. This gives only this meeting URL a larger cache on the local hard drive *(rarely more than a few hundred kilobytes).*

3. Click Close.

Audio Delay

You should expect a 2 – 3 second delay in Connect after you speak *(when using Computer headsets with micro-phones)*. It is important to count to 2 or 3 in your head after asking *(or answering)* a question. This will give the attendees time to respond. If you only wait 1 – 2 seconds, you may end up talking over your attendees *(often)*.

Audio Volume

To adjust the microphone volume:

1. Click the **White arrow** to the **right** of the **Green microphone** and choose **Adjust Microphone Volume...**
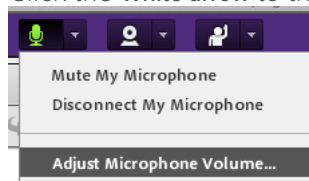
2. When the **Adjust Mic Volume** dialog appears, the attendee will **not be able to hear** anyone in the meeting. Give them guidance about where to dial the volume, before they bring up this dialog. Often, I tell attendees to set their volume **between 50 – 75** after saying that, I usually get this is response: *"there are no numbers."* The numbers **only appear** as they **drag the slider**. Therefore; I've started recommending that the **best volume** is **between** the **3rd & 4th notch** *(not all the way up)*.
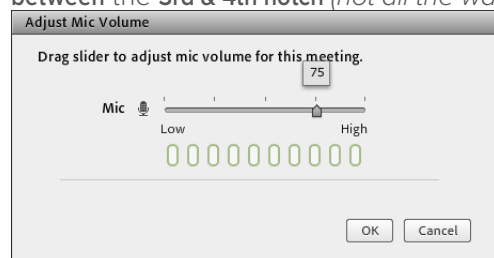
Note: Some headsets default to a value of 100, which can be BLARING. It typically takes 2 people talking in a Connect meeting and 1 person listening to figure out if the volume levels from each headset are even.

Meeting Status Menu

Attendees can choose several visual status icons, which will display in the attendees pod, or alert the host. To change your status:

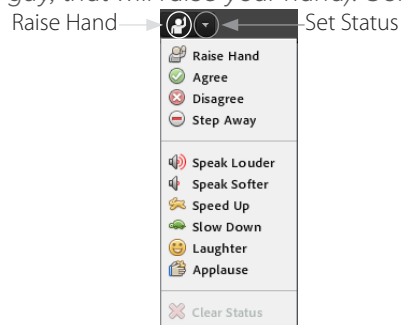1. Click the **arrow to the right** of the guy with his hand raised at the top of your screen. *(Do not click directly on the guy, that will raise your hand).* Select one of the status options.
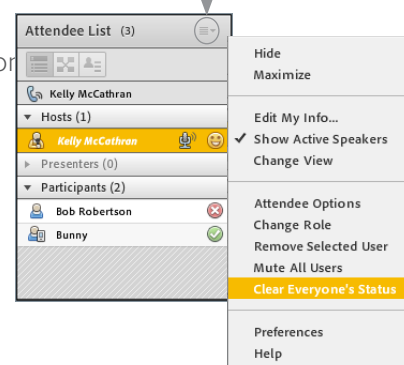
    Raise Hand ──────► ◄────── Set Status

    - Raise Hand
    - Agree
    - Disagree
    - Step Away

    - Speak Louder
    - Speak Softer
    - Speed Up
    - Slow Down
    - Laughter
    - Applause

    - Clear Status

2. The Attendee List will display a chosen status next to your name. Note: The **icons below** Step away *(Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter and Applause)* will **go away automatically** after **10 seconds**.

Agree & Disagree Status

The Agree and Disagree status options are excellent for **Yes** or **No** questions. The Presenter can ask the group a question, the attendees can select **Agree** *(Yes)* or **Disagree** *(No)*. Once the Presenter has observed all the answers, the marks can be cleared by a Host or Presenter. To clear the status of attendees:

1. Go to the Pod Options menu *(4 little lines with a down arrow at the top right on the Attendee List).* Pod Options

2. Select Clear Everyone's Status.

3. After the status' have been cleared, the Presenter can ask another yes or no question.

Attendee List (3)

- Kelly McCathran
- ▼ Hosts (1)
  - *Kelly McCathran*
- ▶ Presenters (0)
- ▼ Participants (2)
  - Bob Robertson
  - Bunny

- Hide
- Maximize

- Edit My Info...
- ✓ Show Active Speakers
- Change View ▶

- Attendee Options ▶
- Change Role ▶
- Remove Selected User
- Mute All Users
- **Clear Everyone's Status**

- Preferences
- Help

Private Chat

Attendees can send Private Chats directly to other meeting participants, hosts or presenters. To do this they click on the person's name in the Attendee List and select Start Private chat. The person they sent the private message to will see a new tab behind Everyone in the Group Chat pod. Clicking on the senders name in Group Chat will allow only them to read and respond to the message.
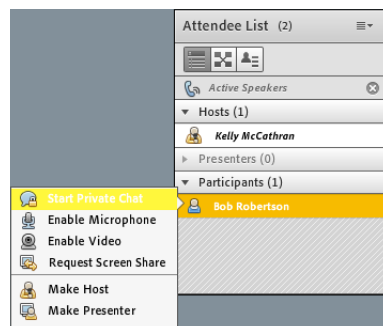
Pod Stacking Order & Focus

Often pods get hidden (or stacked) behind one another and it can be cumbersome to close and re-open a pod, to bring the focus back to the front. These keyboard shortcuts are much faster, when someone inadvertently clicks on the wrong pod and sends something important to the back.

Bring a pod into focus ....**Ctrl F6** or **Command F6**

Note: On a laptop you may need to use the **fn** *key to get the F6 to work.*

Keep pressing Ctrl F6 or Command F6 to cycle through all available pods a meeting room. When you see a colored border on the edges of a pod, it is in focus.

Troubleshooting

If you've launched **Connect** as an **Application** *(not in a browser window)* and you can't **Live Screen Share**, re-install the Connect Add-in (it can get corrupted and a re-install takes 30 seconds, it should fix the issue).

**Connect Add-ins**: https://roundpeg.adobeconnect.com/common/help/en/support/downloads.htm

Echo in Connect Audio

A common issue hosts, presenters and attendees deal with when using Audio through Connect is echo. There are two common causes for this:

- Someone is using **Computer Speakers**, **not** a **Computer Headset**. *(When this happens, the speaker's voice will come out of the attendees computer speakers and be picked back up on the attendees microphone, then echo to everyone with a 1 to 3 second delay. The person causing the Echo, will not Echo.)* To fix this, switch the audio out to the Computer Headset or plug in a headset to your mobile device. Muting speakers on either also fixes this issue.
- The second reason you could have an Echo is when someone logs into the meeting room twice. This often happens when the attendee hits **Live Screen Share**. When anyone shares their screen, Connect automatically minimizes to the Mac Dock or Windows Taskbar. The attendee might get confused and think they've been kicked out of the meeting, so they click the link in the Browser window that says New Meeting Room Window and that logs them in twice, causing everyone who speaks to Echo to only them. Hosts & Presenters have the ability to fix this. In the Attendees pod you can select the person's name and choose Remove Selected User. This will remove the duplicate login and correct the echo.

Windows Sound Settings

Open your Windows Control panel and be sure your sound settings are configured properly, before you do your Audio Setup Wizard in Connect.
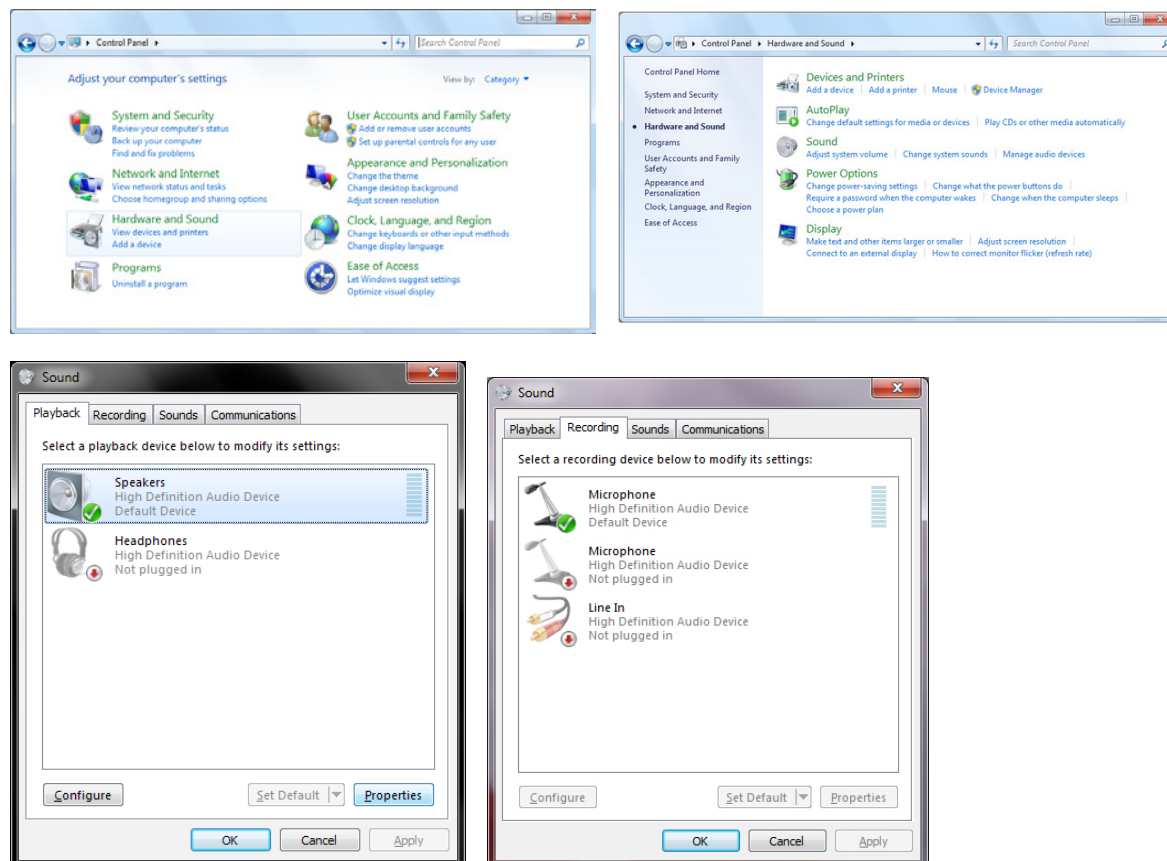
Mac Sound Settings

Be sure you have your Computer headset properly selected under **Apple menu > System Preferences > Sound**. Be sure that both Output and Input

Connect Web Links

Troubleshooting Page
https://experts.adobeconnect.com/common/help/en/support/meeting_test.htm

Connect Best Practices for a meeting
http://tinyurl.com/bp1234567

Connect Users Tutorials
http://tinyurl.com/uc1234

Licenced Connect Server (Enterprise)

An Enterprise installation of Adobe Connect simply means you have your own server to host the Connect meetings *(instead of using Adobe's servers to host your meetings)*. What this means to you, is that server administrators define managers and team members on the Adobe Connect Server. They also setup User Profiles and assign privileges to specific users.

More information on Adobe Connect: http://adobe.com/products/connect

SSO (Single Sign On) and Identity Management

The Adobe Connect server is a multi-tier system, separating the logical functions into independent processed of: presentation, application, processing and data management.

For more information on SSO and Identity management see this Adobe Connect Technical Overview: http://www.adobe.com/content/dam/Adobe/en/products/adobeconnect/pdfs/web-conferencing/Adobe-Connect-9-Technical-Guide.pdf