

Participate in Adobe Connect Virtual Classroom Offerings

If your organization uses the Adobe Connect application to host virtual classroom course offerings, this quick reference guide provides you with the basics for participating in a virtual classroom, webinar, or meeting.

Attend an Adobe Connect Virtual Classroom Offering/Webinar

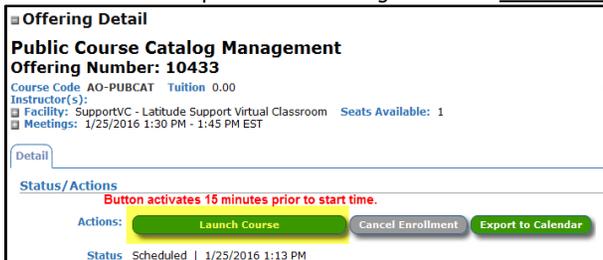
1. It is recommended that you test your computer prior to attending a meeting. You can do this at: http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm
2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.
3. If you do not pass the test, perform the suggested actions and run the test again.

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 screen. Installing the Add-In is not required for participants, but may enhance the meeting experience.

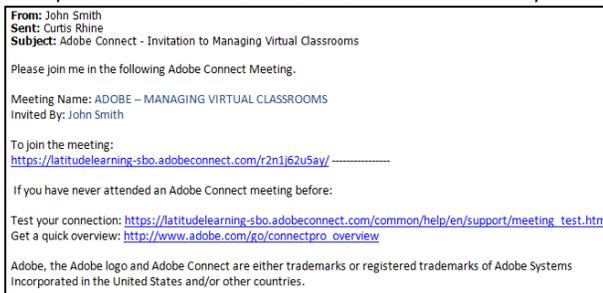
Join a Virtual Classroom Offering/Webinar

There are two ways to launch your course in Adobe Connect:

1. **From the training portal:** Click **Launch Course** from the Offering Details. This button activates 15 minutes prior to the meeting start time. This is the preferred launch option.



2. **From a URL provided by the instructor via email:** Click the link to join the meeting. Use of this option is at the discretion of the instructor and may not be used in your organization.



If you see an Adobe Connect login page, choose **Enter as a Guest**, type in your 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.

Tip: Adobe Connect requires an internet connection, a web browser, and Adobe Flash Player 10.1 or greater to attend a web conference. All major operating systems and browsers are supported.

Meeting Audio

Meeting hosts have control over how the audio portion of the meeting is conducted. They can choose to use Voice-over-IP (VoIP), allowing use of your computer speakers/microphone or set up an integrated or non-integrated teleconference.

Option 1: Voice-over-IP (Using your computer speakers/microphone)

When using this option, you can hear meeting audio through your computer speakers. In some cases, meeting hosts may give you the ability to respond using VoIP.

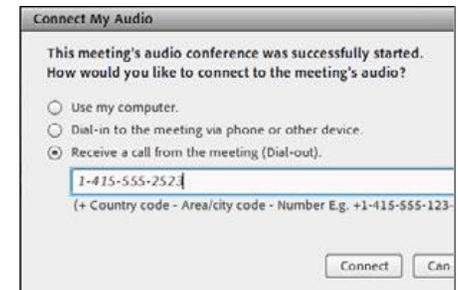
The speaker  and microphone  icons at the top of the window toggle these features on/off. Dropdown menus next to each icon provide additional options.



Tip: If you are having issues getting your speakers and microphone to work, try running the **Audio Setup Wizard** from the **Meeting** menu at the top of the window.

Option 2: Integrated Teleconferencing

If the host sets up an integrated teleconference, Adobe Connect prompts participants to select how they would like to hear the audio. Choose to listen through your computer speakers (if host-enabled), view the dial-in information, or have Adobe Connect dial-out to your telephone by entering your phone number and clicking **Connect**. This dialog can also be launched by clicking the telephone icon in the **Application Bar**, if enabled.



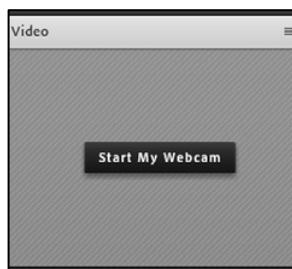
Option 3: Non-Integrated Teleconferencing

If the meeting host has selected a non-integrated teleconference (Universal Voice), you can listen to the audio through your computer speakers. If you'd prefer to listen over the phone, you can click the telephone icon, if enabled by the host, in the **Application Bar** to see the dial-in information. If the meeting host gives you the rights to speak, you can use your computer's microphone or your telephone handset to speak to the other meeting attendees.

Share your webcam

The meeting host may ask you to use your webcam. If so, a button enabling you to share your webcam will appear in the video pod. To share your camera, make sure your web cam is plugged in or active and click **Start My Webcam**.

NOTE: 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 webcam with all participants.



webcam icon in the

You can also click the Application Bar to access your webcam and preferences.

Change your status

Within a meeting, you can change your status to provide feedback to the presenter and other attendees. To change your status, open the dropdown list next to the Status Options button on the Application Bar and select your desired status.

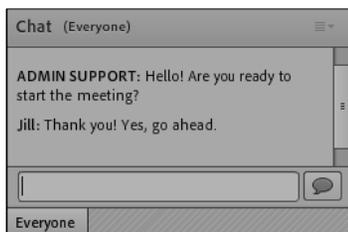
NOTE: If you select an option above the line such as *Agree* or *Step Away*, your status remains until you choose *Clear Status*. If you choose an option below the line such as *Speed Up* or *Applause*, your status automatically clears itself after a few seconds. When you set your status, the related icon appears next to your name in the Attendees pod.



Chat

To send a message to everyone, type your message in the Chat pod. Press **Enter** or click **Send**. 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.

Exit the Session

To leave the Adobe Connect session, select **Meeting > Exit Adobe Connect**.

Troubleshooting

Issue	Solution
I cannot get into the meeting.	<p>If you have trouble joining a meeting, try the following:</p> <ol style="list-style-type: none"> 1. If entering from the Offering page, remember that the Launch button is not available until 15 minutes prior to the start time. 2. Enter the meeting as a Guest user by entering in your name in the Guest field on the Meeting Login page. 3. 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 proceeding. 4. Make sure pop-up blockers are off so that your meeting window is not blocked. 5. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Enable the setting Use HTTP 1.1 through proxy connections. After doing so, clear your browser cache, close all browser windows and attempt to re-enter the meeting.
I cannot hear the audio portion of the meeting.	<p>If you have trouble with your audio output:</p> <ol style="list-style-type: none"> 1. Verify that your computer speakers/headphones are properly connected, turned on, and that the volume is at an audible level. If you have multiple audio output options, ensure your settings are pointing to the device you want to use. 2. Check to see if the meeting host has provided teleconference information. If this is the case, you may need to dial in via telephone to hear the meeting audio.
I am trying to speak, but no one in the meeting can hear me.	<p>If you have trouble with your microphone:</p> <ol style="list-style-type: none"> 1. Verify that you have been given the right to speak. If you see no microphone options, the meeting host has not granted you microphone privileges. 2. Make sure your computer microphone is not muted. If you have multiple microphone options, ensure your settings are pointing to the device you want to use. 3. Go through the Audio Setup Wizard. From the Meeting menu, select Audio Setup Wizard to guide you through the tuning process for optimal VoIP performance. 4. You may have inadvertently denied Flash Player access to your 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.
My webcam is not working.	<p>If you have trouble with your web camera:</p> <ol style="list-style-type: none"> 1. Verify that you have been granted webcam privileges by the host. 2. Close other applications that may compete for the camera, such as Skype. 3. For non-integrated cameras, make sure the correct drivers are loaded and that the meeting settings point to the correct device.

For initial support, please contact your Instructor or your Training Portal Administrator. Additional resources are available at www.connectusers.com.