Adobe Connect
Adobe Acrobat Connect Pro Meeting is a web conferencing product that allows users to conduct live meetings and presentations over the internet. This QuickStart Guide provides you with the basics of attending a Connect meeting.

Connect only requires that you have an internet connection, a web browser, and Adobe Flash Player Version 8 or later to attend a web conference.

1 Test Your Computer

1.2 Test Your Computer: It is recommended you test your computer prior to attending a meeting. You can do this by going to http://webconnect.austincc.edu/common/help/en/support/meeting_test.htm
This test will verify that your computer meets the minimum system requirements needed and will ensure that your system is configured to provide you with the best Connect meeting experience.

If you pass the Connection Test, then you are ready to connect to your Adobe Acrobat Connect Pro meeting.
If you do not pass the Connection Test, perform the suggested actions, and then run the test again.

The fourth step of the Connection Test is for the Acrobat 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.

1.2 Optional Hardware:
Basic optional hardware that may be used during an Adobe Connect meeting includes:
1. Microphone and/or Webcam
2. Speakers

Laptop Computers
Most laptops have a microphone, speakers and even a webcam built-in and will not require the purchase of anything additional. If using a Desktop machine you may need to purchase additional equipment.

2 Attend a Meeting

2.1 Meeting URL:
You will most likely receive an invitation to attend an Adobe Connect session via email. When the meeting time arrives, click on the link or enter the URL into your favorite web browser.
2.2 Join as Guest:
The first screen you will see in Adobe Connect is the meeting Login screen where you will be asked to identify yourself. Type your name in the Guest area in the box Type Your Name: and click Enter Room. The meeting will begin loading.

You may see an intermediate screen until your host accepts your request to join the meeting.

Once you are accepted into the meeting, the meeting room interface appears in your web browser.

2.3 Chat with others:
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. Then type Enter or click the Send Message button 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.

2.4 Change Your Status
You can change your status to communicate with other meeting attendees.
To change your status, open the Change Status menu and select the desired status option. If you select options above the line such as Raise Hand or Step Away, your status remains until you choose Clear My Status. If you choose an option below the line such as Speed Up or Applause, your status automatically clears itself. When you set your status, an icon appears next to your name in the attendee list.

2.5 Meeting Audio
Meeting hosts have control over how the audio portion of your meeting is conducted. If the host is using a microphone, you can hear meeting audio through your computer speakers. If a meeting attendee is speaking using audio, you will see a speaker icon next to their name. In some cases, meeting hosts may give you the ability to broadcast your audio using your microphone. When this is the case, a microphone icon appears next to your name in the Attendee List and a Talk button appears at the bottom of the meeting window. To speak, hold down Talk button and speak into your computer’s microphone.

2.6 Share Webcam Video
The meeting host may ask you to share webcam video. When this is the case, a button allowing you to share your webcam appears in the Camera and Voice pod. To share your camera make sure your webcam is plugged in, and click the Share my Camera and Voice button. Your webcam video appears.
3 Having Trouble?

3.1 I cannot get into the meeting
If you are having trouble joining a meeting, try the following:
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 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 > Advanced tab. 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.

3.2 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 teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.

3.3 I have been granted rights to share my voice, but no one can hear me
If you are having trouble sharing your voice try the following tasks:
1. Ensure that either the Hands-free (Lock) button is selected or that you are holding down the Talk button while you are speaking.
2. Make sure your computer microphone is not muted.
3. Run through the Audio Setup Wizard. To do this, select Meeting > Manage My Settings > Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.
4. 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.
5. Verify that the correct microphone is being recognized by the Flash Player by right clicking in the meeting window and selecting the Microphone Tab. Check that your microphone is selected in the dropdown and that the Record Volume is at an appropriate level.

3.4 The host is sharing their screen, but it is fuzzy or there is a long delay
If you are having trouble seeing a host’s screen, try the following:
1. Click the Scroll button in the Share Pod. This will show the host’s screen at its full resolution and follow the host’s cursor.
2. The host may have enabled a Full Screen button. Clicking on this displays shared content in the entire meeting window.
3. Adjust your connection speed by selecting Meeting > Optimize Room Bandwidth and choose DSL or Modem. The Meeting menu is located at the upper left of the meeting room.