



## ADOBE® CONNECT VISUAL QUICK START GUIDE

### How to Participate Online

To allow users to attend and participate in our INSS Conference, we will be using Adobe Connect. Use the information below prepare for the meeting and to take part April 8-11, 2015.

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning and webinars used by leading corporations and government agencies.

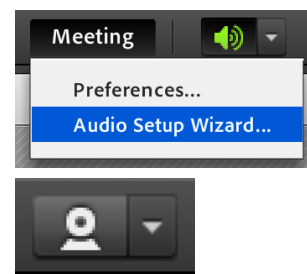
This Visual Quick Start Guide provides you with the basics to begin participating in an Adobe Connect meeting. This guide includes instructions on testing Adobe Connect on your computer prior to the meeting, setting up audio, joining a meeting, and meeting participation options.

#### *1. Test Adobe Connect meeting on your computer*

Adobe Connect requires an internet connection (preferably **wired**, to improve quality) and web browser with Adobe Flash Player. It supports almost all operating systems (Mac, Windows, Linux, Solaris) and the most popular browsers (Firefox, Chrome, Safari, and Internet Explorer). There are also apps available for Apple, Blackberry, and Android mobile devices.

**Tip:** Close other programs, particularly web apps like email and chat that compete for bandwidth for a better Adobe Connect experience.

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to [http://admin.adobeconnect.com/common/help/en/support/meeting\\_test.htm](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. We recommend that you complete the fourth step of the Connection Test which is the Adobe Connect Add-in, which may enhance your meeting experience particularly in using a webcam.
3. If you do not pass the test, perform the suggested actions and run the test again.
4. You also must test audio and video by going to <http://inss.adobeconnect.com/testing/> ahead of time (no one else will be there) and clicking on Meeting, then Audio setup wizard and run through the prompts. Also, please click on the webcam icon to test your webcam. This will prevent technical problems. The setup guide below for participants may also help you troubleshoot connection problems.



## II. Join the meeting

### testing

Enter as a Guest

Name

Enter Room

Choose “Enter as Guest” and make sure to type your first and last name. Once you click “Enter Room,” it may take a moment to join the room as we will be approving each participant’s entry.

**Tip:** If you are having trouble entering the room, please try another browser before contacting support.

If you have to leave the phone conference call for any reason, please close the browser with Adobe Connect, and restart the process for connecting with step 1 above under join the meeting.

It is recommended to use a **headset with microphone**. *NOTE:* Please remember to **mute** your microphone when not speaking.

Using VOIP or Adobe Connect web audio, you can hear meeting audio through your computer speakers. If a meeting attendee is speaking using VoIP, you will see a microphone icon next to their name.



In some cases, meeting hosts may give you the ability to broadcast audio using VoIP. When this is the case, a dialog will alert you that you have the rights to use your microphone. Clicking the Speak Now link will activate the microphone icon in the Application Bar at the top of your screen.

## III. Share 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 Share My Webcam button. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you’re happy with the preview, click Start Sharing to share your video with all participants.

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

Having your webcam on at all times will decrease the quality of the meeting’s videostream. We recommend you **leave your webcam off** unless instructed to improve video quality.

#### IV. Participating in Adobe Connect

##### *Change your status or request to speak*

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.



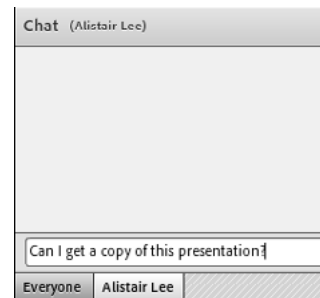
If you select an option above the line such as Agree or Step Away, your status remains until you choose Clear Status. If you choose an option below the line such as Speed Up or Applause, your status automatically clears itself after a number of seconds.

When you set your status, an icon appears next to your name in the Attendees pod.

##### *Chat (another way to comment or ask a question)*

To send a message to everyone, 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.



#### V. Troubleshooting

Issue	Solution
<b>I cannot get into the meeting</b>	<p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none"> <li>1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.</li> <li>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.</li> <li>3. Make sure popup blocking software is not blocking your meeting window.</li> <li>4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools &gt; Internet Options &gt; 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.</li> </ol>
<b>I cannot hear any audio</b>	<ol style="list-style-type: none"> <li>1. Verify that your computer speakers are on and your computer's volume is at an audible level.</li> <li>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.</li> </ol>

<p><b>I have been granted rights to speak, but no one can hear me</b></p>	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> <li>1. Make sure your computer microphone is not muted.</li> <li>2. Run through the Audio Setup Wizard. To do this, select Meeting &gt; Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.</li> <li>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.</li> </ol>
<p><b>The host is sharing their screen, but it is fuzzy</b></p>	<p>If you are having trouble seeing a hosts screen, try the following:</p> <ol style="list-style-type: none"> <li>1. Click the Full Screen button on the top of the Share pod.</li> <li>2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select Change View &gt; Zoom In.</li> </ol>
<p><b>My image will not show up when I choose "Start my camera and voice."</b></p>	<p>If you are having trouble sharing your camera try the following tasks:</p> <ol style="list-style-type: none"> <li>1. Ensure that your camera is plugged in and recognized by the computer before entering the meeting. If not, camera drivers might need to be updated or installed.</li> <li>2. Also be sure to "Allow" the Adobe Flash Player for the camera and microphone in the dialog box that appears when starting the broadcast. To verify this, right click in the meeting window and choose <b>Settings</b> to view your Flash Player settings. Select the <b>Privacy</b> tab (screen with eye icon) and in the dialog box, choose <b>Allow</b>.</li> <li>3. You can also verify the correct devices are selected in the Adobe Flash Player by right clicking in the meeting window and choose <b>Settings</b> to view your Flash Player settings. Then select the <b>Camera tab</b> and check that your camera is selected in the dropdown menu.</li> <li>4. You may need to install the <b>Adobe Connect Add-In</b>. A prompt to install the add-in is usually in the upper right corner of the meeting interface denoted with a blue downward arrow.</li> <li>5. Make sure your webcam is not being used by another application such as Skype, AIM, Yahoo! Messenger, etc.</li> </ol>

*VI. Learn More*

You can find additional resources by visiting the Adobe Connect User Community at [www.connectusers.com](http://www.connectusers.com)

Support is available by phone 24 hours a day, seven days a week at the [Technical Support and In- Meeting Support phone numbers](#) for your region:  
<http://www.adobe.com/go/connecthostedsupport>

Should you have any difficulty accessing the online meeting room or participating during the meeting please email [aaronkforsyth@gmail.com](mailto:aaronkforsyth@gmail.com). Please indicate a phone number where you can be reached.