

Adobe Connect – Introduction



Concord University runs two instances of Adobe Connect:

- **cucat.adobeconnect.com** (CUcat) – Hosted by Adobe for the purpose of lectures by the instructor. Students do not have accounts, and only need the link to join the meeting.
- **connect.concord.edu** (Connect) – Hosted on CU servers for the purpose of allowing MSW students to host meetings for group work. Each student has their own account.

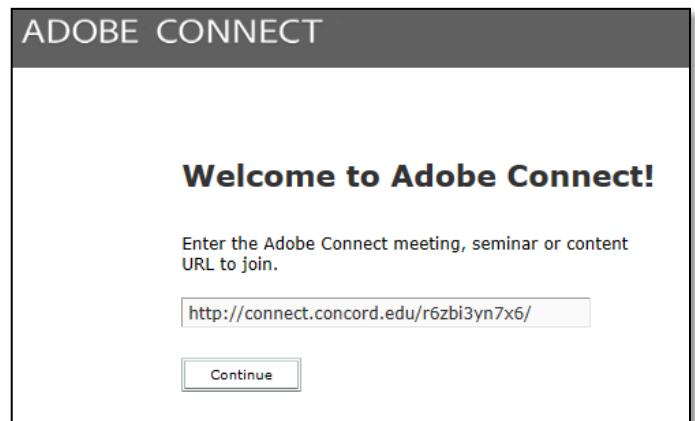
CUcat only allows up to a specific number of simultaneous meetings, so please use it only for instructor-to-student meetings and lectures.

It is recommended that you use the Adobe Connect application rather than the browser add-in which requires Adobe Flash plug-in, increasing the probability for potential errors. You can download the meeting application below:

For Windows: <http://www.adobe.com/go/Connectsetup>

For Mac: <http://www.adobe.com/go/ConnectSetupMac>

The application will be installed on your Desktop for Windows, or can be found in your Launchpad on Mac. Clicking on a meeting URL after the application is installed will open the meeting using the application. In some rare cases, the meeting may try to open within the browser. If this is the case, open the Adobe Connect application first, then copy and paste the URL in the box provided to start the meeting:



For the best experience, Adobe Connect requires suitable connectivity from each user to the server. Adobe Connect can accommodate different bandwidth levels, such as modem, DSL, and LAN. But each type of connection requires a certain minimum for acceptable performance.

To ensure that your computer and network connection are verified to provide you with the best possible Adobe Connect meeting experience, you can complete the Adobe Connect Diagnostic Test. Please use the link below to test your computer and network:

http://admin.acrobat.com/common/help/en/support/meeting_test.htm

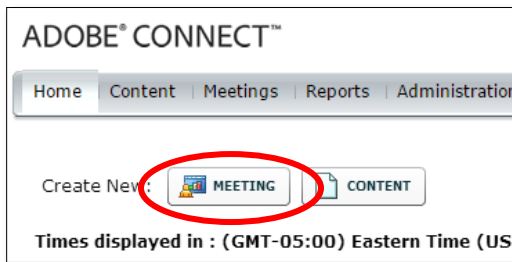
If you need assistance, or have any questions, please contact Technology Services at (304) 384-6265 or by emailing cuhelpdesk@concord.edu

Adobe Connect – Create a Meeting

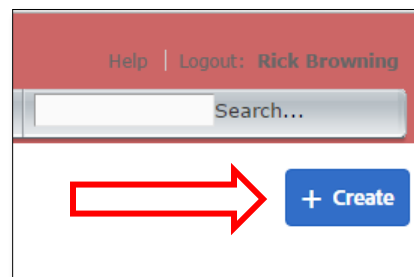


You can create meetings through both Adobe Connect systems by visiting the appropriate URL: cucat.adobeconnect.com or connect.concord.edu and logging in. Once logging in, the creation of the meeting is similar for each site. In CUcat, you will see a blue **Create** button in the upper right corner. In connect.concord.edu, you will see a button labeled **Meeting** beside the text, Create New:

connect.concord:



CUcat:



The Meeting Information page will look identical for both sites. On the first page, enter details about the meeting. These details include a name, custom URL (optional), summary (optional), date, duration, template, access restrictions and audio conference settings.

Under Access options, it is recommended that for course lectures using CUcat, that you select “Anyone who has the URL for the meeting can enter the room” so that you may post the URL in your course for all of your students.

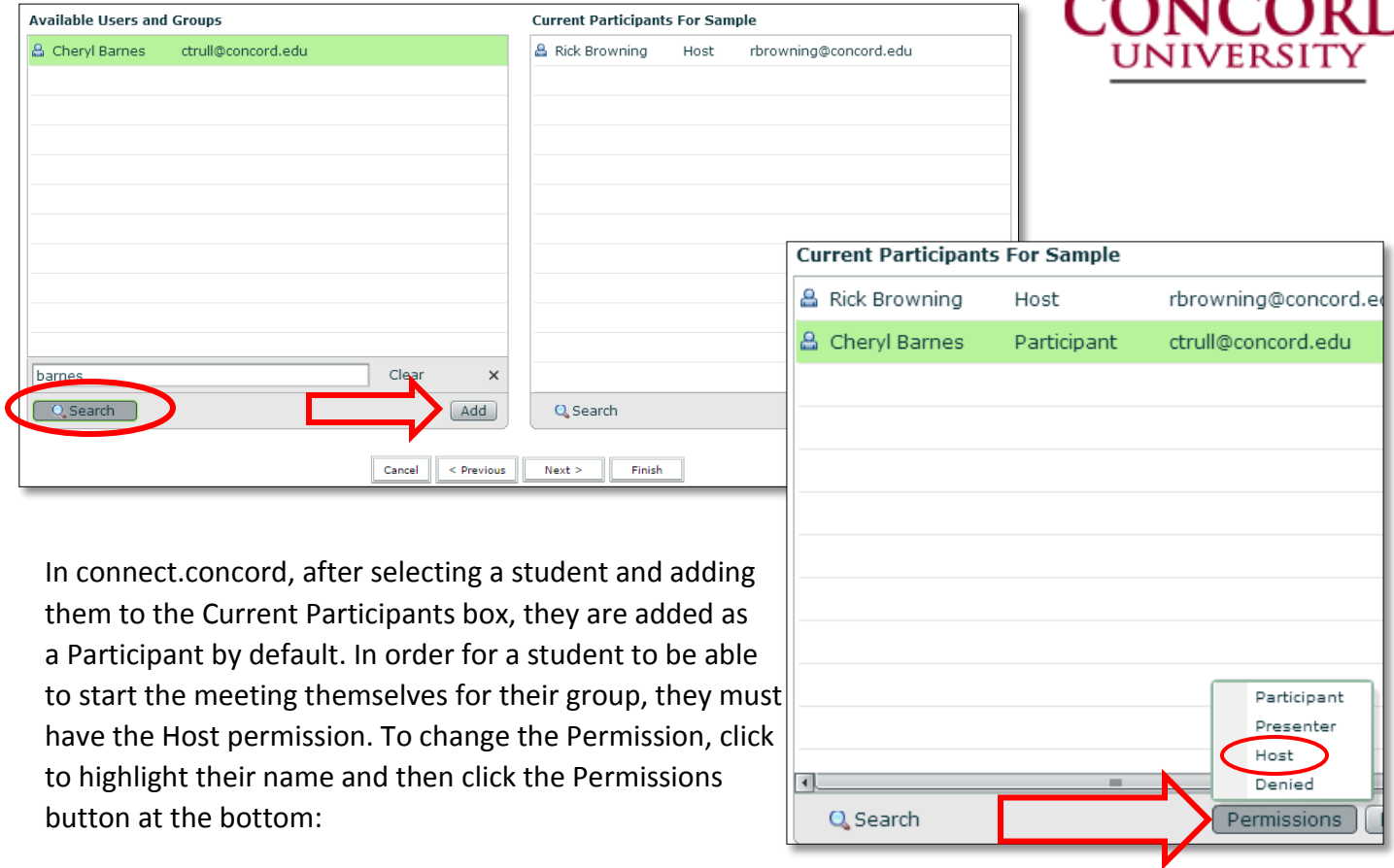
For student group work using connect.concord.edu, it is recommended that you select “Only registered users may enter the room.”

For Audio Conference Settings, these should remain with the default selections. Click the Next button to continue.

For CUcat lecture meetings, you do not need to add participants. You can simply click the Next button. For connect.concord.edu meetings, you will select users from the box on the left by clicking on their name and the Add button at the bottom. Use the Search function at the bottom of the box to quickly find users. In the search function, we recommend entering the student’s Blackboard username. However, you can also search by first or last name. If you cannot find a student from the list, please contact Technical Support.

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Adobe Connect - Create a Meeting

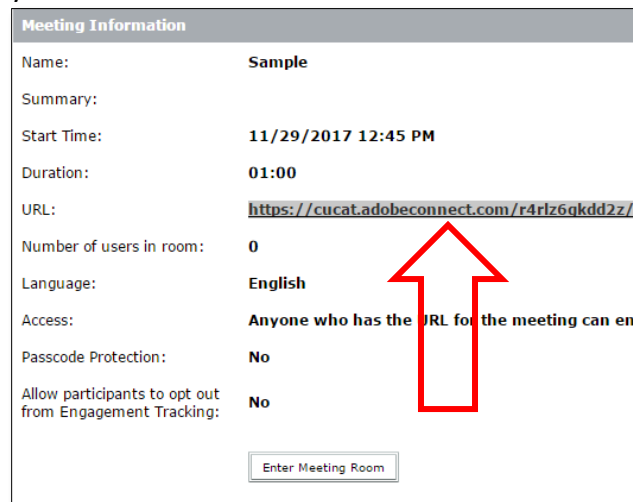


The screenshot shows two panels: 'Available Users and Groups' and 'Current Participants For Sample'. In the 'Available Users and Groups' panel, 'Cheryl Barnes' is selected. A red circle highlights the 'Search' button, and a red arrow points to the 'Add' button. In the 'Current Participants For Sample' panel, 'Rick Browning' is the Host. A second screenshot shows 'Cheryl Barnes' added as a Participant. A red arrow points to the 'Permissions' button, which has a dropdown menu open with 'Host' circled in red.

In connect.concord, after selecting a student and adding them to the Current Participants box, they are added as a Participant by default. In order for a student to be able to start the meeting themselves for their group, they must have the Host permission. To change the Permission, click to highlight their name and then click the Permissions button at the bottom:

Click the Next button to move to the last page in setting up your meeting. The Send Invitations page guides you through two separate processes, depending on whether the meeting is open to registered users only (connect.concord) or to anyone (CUcat). For connect.concord, you can select Send Invitations, select a group to invite (the default is fine), and edit the text that appears in the email message. In CUcat, you can still click Send Email to open your email client and send the meeting URL to anyone that you'd like.

Click Finish to finalize the meeting setup. On the next page, under Meeting Information, you will find the URL for the meeting. Highlight and copy this address and you can paste it in your course to allow students to use the link to join the meeting:



The screenshot shows the 'Meeting Information' page with the following details:

Name:	Sample
Summary:	
Start Time:	11/29/2017 12:45 PM
Duration:	01:00
URL:	https://cucacat.adobeconnect.com/r4rlz6qkdd2z/
Number of users in room:	0
Language:	English
Access:	Anyone who has the URL for the meeting can enter
Passcode Protection:	No
Allow participants to opt out from Engagement Tracking:	No

A red arrow points to the URL field. At the bottom, there is an 'Enter Meeting Room' button.

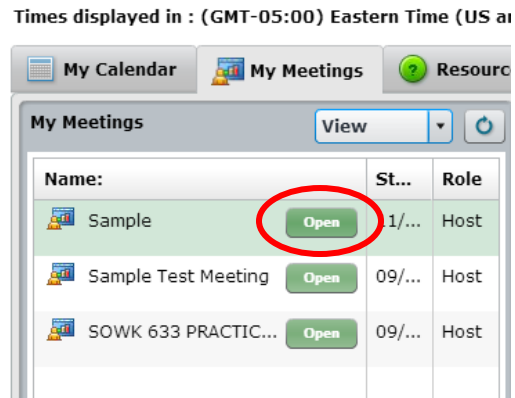
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Adobe Connect – Start a Meeting

As the host, you can start a meeting by logging into your meeting room. When you enter a meeting room, you can perform setup tasks for attendees. For example, specify conference information, accept or decline requests to join the meeting, rearrange pods, and type notes.

To enter a meeting room, do one of the following:

- From the home page in CUcat or Connect, click My Meetings, and click to Open button for the desired meeting:
- From the home page, navigate to the Meeting Information page for a specific meeting and click Enter Meeting Room.
- Click on the meeting URL in the email invitation that you received, or that you have posted in your course. Type your Adobe Connect login and password, and then click Enter Room.
- Enter the meeting URL in your browser. Type your Adobe Connect login and password, and then click Enter Room.



You can also launch an Adobe Connect meeting room in the Adobe Connect application that we recommended downloading earlier in the tutorial document. To do so, open the application and follow steps in bullet points one or two above. Clicking on the meeting URL with the application downloaded should automatically open the application.

Place a Meeting on Hold or End a Meeting:

Hosts can place participants on hold to temporarily restrict meeting room access. Hosts can end a meeting to remove everyone, including hosts, presenters and participants.

To place participants on hold:

1. In the menu bar, select Meeting > Manage Access and Entry > Place Participants on Hold.
2. Revise the message to participants if you want, and click OK to place the meeting on hold

Attendees who log into a meeting that is on hold automatically enter when the meeting resumes

To end a meeting:

1. In the menu bar, select Meeting > End Meeting
2. Revise the message to participants if you want, and click OK to end the meeting

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Adobe Connect – The Meeting Room


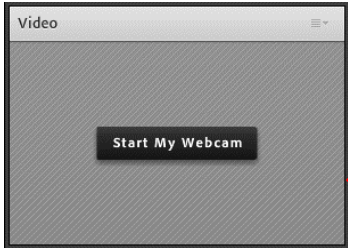
Once you have started and connected to your meeting, you can connect your audio and video to communicate with your participants.

Using Voice-over-IP (VoIP) for Audio Communications

- Voice-over-IP allows you to communicate with meeting attendees using your computer’s microphone and speakers. It is recommended that you first run through the Audio Setup Wizard. To do this, begin by selecting **Meeting > Audio Setup Wizard**:
- The wizard guides you through four steps in which you are asked to test your speakers, select a microphone, and optimize the audio. If you’ve never used Adobe Connect before, you may see a Flash Player settings box asking for permission to use your camera and mic. Selecting Remember will avoid this prompt in the future.
- To begin using VOIP, locate the microphone button near the top of the application. Click the button once to activate VOIP. You can use the arrow beside the icon to mute your mic or adjust your volume:



Sharing Video through Webcam

- You can easily share webcam video with meeting attendees. To do this, make sure your webcam is plugged in and click the webcam button or the Start My Webcam button on a video pod on the right:
 Or
- The webcam will give you a preview of what will be Shared. If you are happy with the preview, click Start Sharing to broadcast your webcam to all participants.

- If you’d like to adjust the settings for your webcam to increase or decrease the quality based on available bandwidth, click **Meeting > Preferences > Video** and slide the bar lower or higher.

Tip: If you or participants are having connectivity issues or having trouble loading or viewing your video, try adjusting the quality by turning the **Video Quality** bar down. You can also click on the **Room Bandwidth** option from **Preferences** and selecting the DSL/Cable option.

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Adobe Connect – Sharing Content

Hosts, Presenters and participants who are given the appropriate rights can use the Share pod to display content to attendees. When you share content in the Shared pod, Attendees see your pointer move in the Share pod window. All activities you perform in a shared window, application, or document are visible to attendees.

Within Adobe Connect, there are three content items that you can share:

- Selected items on your computer screen, including one or more windows, one or more applications, or your entire desktop
- A document, such as a presentation, PDF file, FLV file, a JPEG or other file formats
- A whiteboard with various writing and drawing tools. You can share a stand-alone whiteboard, or a whiteboard overlay that appears on top of other shared content.

Except for PDF files, attendees can view all documents shared in the Share pod, but cannot download them. To enable attendees to download non-PDF documents, a host or presenter must instead use the File Share pod.

How to Share Content

In the upper-right corner of the Share pod, click the arrow beside **Share My Screen**, and choose **My Screen**, **Document**, or **Whiteboard**. You can also reshare **Recently Shared** items.

By clicking the Share My Screen option, hosts and presenters can choose to share your entire desktop, the open applications, or some or all of the currently open windows.



Share Your Screen

When you share anything on your computer screen, actions you take in the shared region are visible to all participants in the meeting. The Share pod can be opened in full screen mode for all attendees for a better view.

To share your screen, first make sure you are in the Sharing layout which is recommended for sharing. To do this, choose **Layouts** at the top of the screen and select **Sharing**.

Next, click the pop-up menu in the center of the Share pod, and select Share My Screen:

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Technology Services



Adobe Connect – Sharing Content



If the Share pod is empty, you are a participant and do not have permission to share. The host can provide permission for a participant to share their screen if they'd like.

If you have multiple monitors, you will be prompted to select which monitor you wish to share.

You can stop sharing your screen at any time by clicking the stop Sharing button in the Share pod, or by clicking the menu option in the upper right corner of the pod and clicking Stop Sharing.

Share a Document

As a host of presenter, you can share documents that have been uploaded to the Content library, or share documents directly from your computer. Sharing documents from the Content library has the following advantages over sharing your screen:

- Better and higher fidelity viewing experience for participants
- Lower bandwidth requirement for presenters and participants
- More navigation options with the Adobe Presenter sidebar
- Pre-loading and organizing documents in the meeting room
- Easier presentation when multiple presenters are involved

The Content library is available in the Adobe Connect Central (website where you created meeting). You can load documents here prior to the meeting.

To share a document:

- In an empty Share pod, click the pop-up menu in the center, and select Share Document
- Select one of the following:
 - Whiteboards – Displays whiteboards created for the current meeting
 - Uploaded Files – Displays content uploaded for the current meeting. Click Browse My Computer to upload content for the current meeting.
 - My Content – Displays content in your user folder in Adobe Connect Central (Content library)
 - Shared Content – Displays content in Adobe Connect Central that other users have provided you with permissions to
- Select the document you want to share, and click Open

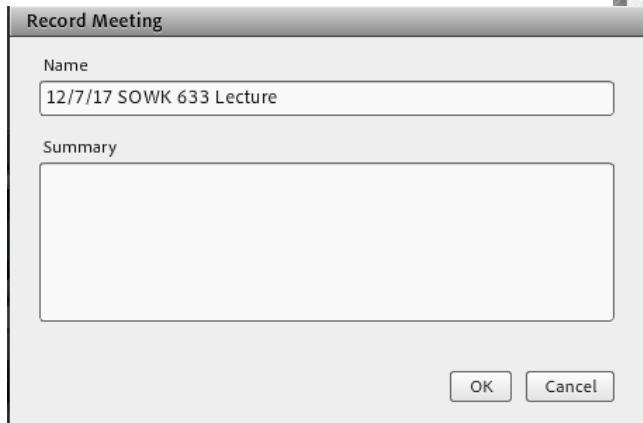
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Adobe Connect - Recording Meetings

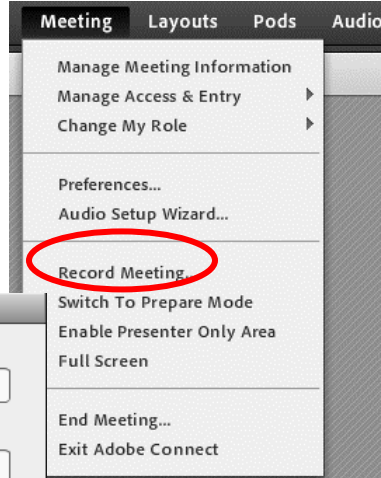
A host can record a meeting within Adobe Connect. When played back, the recording Shows exactly what the attendees saw and heard. Everything that happens in the room Is recorded, except for the Presenter Only area and breakout rooms. You can start and stop recording at any time, so you decided what content to record.

To start recording a meeting:

- Choose **Meeting > Record Meeting**
- In the Record Meeting dialog box, enter a name and summary (optional) for the meeting recording



The 'Record Meeting' dialog box contains two text input fields. The 'Name' field contains the text '12/7/17 SOWK 633 Lecture'. The 'Summary' field is empty. At the bottom right, there are 'OK' and 'Cancel' buttons.

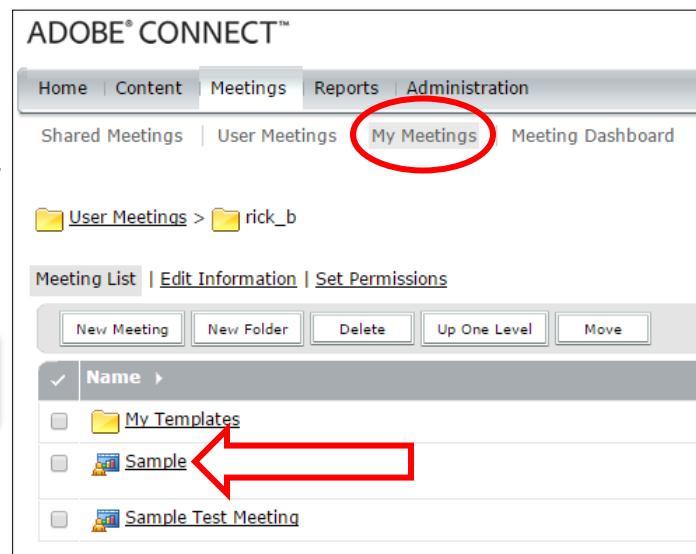


A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded. You can pause an ongoing recording. Anything you do in the live meeting during the time you pause the recording is not recorded.

To stop recording a meeting, from the **Meeting** menu, click **Stop Recording**. After a recording has been stopped, it is automatically saved in the Adobe Connect Central.

To access recordings:

1. From the Adobe Connect Central Homepage (cucat.adobeconnect.com or connect.concord.edu), click **My Meetings** and then click the meeting title that includes the recording
2. Click the **Recordings** option
3. Click the name of the recording
4. Click the URL to view the recording, or copy the URL and paste it in your course or into an email to your students to allow them to view.



If you need assistance, or have any questions, please contact Technology Services at (304) 384-6265 or by emailing cuhelpdesk@concord.edu

Adobe Connect – Troubleshooting

For the best experience, Adobe Connect requires suitable connectivity from each user to the server. Adobe Connect can accommodate different bandwidth levels such as modem, DSL, and LAN. But each type of connection requires a certain minimum for acceptable performance.

In addition to the throughput on any given type of connection, there are other factors that can affect the overall bandwidth of each connection. These factors include firewalls and proxy servers.

Adobe Connect presentations are normally delivered as HTTP data on port 80, while meeting audio and video streams are delivered as RTMP data on port 1935. When users are inside a corporate firewall that blocks these optimal ports, Adobe Connect uses fallback mechanisms to deliver RTMP data on ports 80 and 443. This fallback technology is called tunneling. This tunneling mechanism results in additional overhead that impacts overall throughput and the end user experience.

You can run an Adobe Connect connection test using the link below:

http://admin.acrobat.com/common/help/en/support/meeting_test.htm

Quick Checklist: Check the following to help resolve common meeting access issues:

- Are you connected to the Internet?
- Disable the pop-up blocker software.
- Clear browser cache.
- Try connecting from another computer.
- Are you accessing the correct URL?
- Have you registered for the event or seminar?
- Try accessing the meeting as a registered user or guest.

Common Issues:

I have logged in and nothing is happening. When you log in as a guest, you need approval. An approval message is presented to the host. If the request is declined, entry to the meeting is not possible and a message stating that the request was declined is displayed. Contact the meeting presenter or organizer if you should have access.

If you need assistance, or have any questions, please contact Technology Services at (304) 384-6265 or by emailing cuhelpdesk@concord.edu

Adobe Connect – Troubleshooting

My company uses a proxy server to control internet access. A proxy server may affect your ability to access Adobe Connect. Try the following:

1. Within Internet Explorer, select Tools > Internet Options > Advanced tab.
2. Enable the setting Use HTTP 1.1 through proxy connections and click OK.
3. Close and reopen all browser windows before trying to reconnect to the meeting.

I am supposed to be a presenter but I logged in as a participant. If logging in as a guest, exit the meeting and log in as a registered user. If you are the presenter, you must log in with your Adobe Connect account to receive proper permissions. If after logging in as a registered user you still do not have presenter permissions, contact the meeting organizer or Adobe Connect account administrator.

Participants do not see my actions. Check the attendee list to ensure that you are a presenter. Also, ensure that you are not in preparing mode, as actions are not visible to participants in this mode. Contact the host and request for presenter status or try logging in as a registered user.

Sometimes, participant requests may not be seen by the presenter. Hosts and presenters should pay attention to the status and menu bars and choose to accept sign-on requests. Another possible scenario is that a meeting has been placed on hold; if so, participants will be shut out of the meeting until it starts.

I cannot share my screen. You must download the Adobe Connect application for desktop to share a screen. Click "Install" when prompted to download the Adobe Connect application for desktop.

When sharing an application, rather than the entire screen, the shared application must be visible on your screen at all times. If a non-shared application is opened and covering the shared application on the presenter's shared screen, meeting attendees do not see covered portions of the shared application but instead see a blue-checkered pattern.

My image does not show up when I choose "Start My Webcam". Before entering the meeting, ensure that your camera is plugged in and recognized by the computer. If not, camera drivers might need to be updated or installed. Also, grant access permission to Flash Player for the camera and microphone in the dialog box that appears when starting the broadcast.

Participants cannot access their camera. Select participants and promote them to presenter or grant access to the video by selecting "enable video" using attendee options in the attendee pod. Also, get participants to check their camera connection and update drivers.

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Technology Services

Adobe Connect - Troubleshooting



Participants cannot hear audio. Ensure that the presenter's microphone is not muted and is set to an adequate volume. Use the Advanced Volume Control settings in the Flash Player control panel to adjust settings. We recommend that all first-time users run the Audio Setup Wizard under the Meeting menu, located on the upper-left corner of the Adobe Connect meeting interface. To avoid distraction, presenters do not hear themselves speaking in a meeting.

If you are still experiencing issues, please contact the Concord University Help Desk at (304) 384-5291 or through email at cuhelpdesk@concord.edu

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