

Adobe Connect- How-to Guide

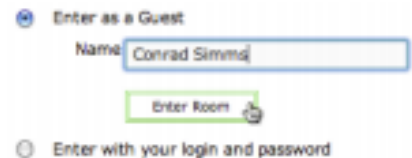
Before your SI online Session

Prior to Online session it is recommended that you test your computer to see if all system requirements are met.

Test by using this link: http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm

Join a Meeting

1. The SI leader will send an email invitation with meeting access information. Click on the link or enter the URL in the address bar of your internet browser.
2. The meeting login screen will appear. Choose **Enter as a Guest**, type your Name and your NetID in parenthesis. This is important and helps the SI leader take attendance. After entering your name and netID, click **Enter room**



Turning on Audio

1. Once in the session make sure your microphone icon is turned on. The icon should be green. Click on the icon to turn it on.

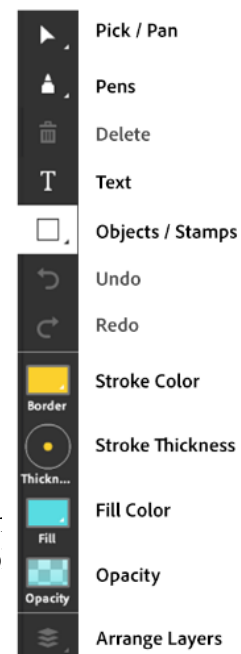
Changing your status

1. Changing your status allows the SI leader to receive feedback. Click on the raising hand icon and select feedback from the drop down menu.
2. To undo a status, click on the raising hand icon again.



Drawing on Whiteboard

1. The SI leader will enable drawing. Once the host has enabled drawing all the tools on the tool bar can be used.
2. When selecting one of the options, a drop down menu will appear allowing you to change tools.



Please do not touch the Notes section of the SI Session Online!!!

Adobe Connect Quick Start Guides. (2016). Retrieved July 06, 2016, from http://www.connectusers.com/learning_center/getting_started/quickstart.p
VISUAL QUICK START GUIDE FOR PARTICIPANTS

Adobe Connect- How-to Guide

Troubleshooting

Issue	Solution
I cannot get into the meeting	<p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none">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.
I cannot hear any audio	<ol style="list-style-type: none">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.
I have been granted rights to speak, but no one can hear me	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none">1. Make sure your computer microphone is not muted.2. Run through the Audio Setup Wizard. To do this, select Meeting > Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.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.
The host is sharing their screen, but it is fuzzy	<p>If you are having trouble seeing a hosts screen, try the following:</p> <ol style="list-style-type: none">1. Click the Full Screen button on the top of the Share pod.2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select Change View > Zoom In.