Adobe Connect Support Guidelines
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Introduction
The purpose of this document is to provide you with a quick reference on how to access services and the basics on how to use Adobe Connect.

What is Adobe Connect?
Adobe Connect is a web conferencing software that allows faculty and students to interact in an online environment.

Adobe Connect Usage – Quick Guide

Items Required for Accessing Think Tank Online Services
To participate in online services, the following items are required:

- A computer with any of the following Operating Systems:
  - **Windows**: Fast processor equivalent to Windows 7, Windows 8 or Windows 8.1, 1GB of RAM minimum. Microsoft Internet Explorer 8 or later; Mozilla Firefox; Google Chrome. Adobe Flash Player 11.2+.
  - **Mac OS**: 1.83 GHz Intel Core Duo or faster processor, 1 GB of RAM minimum. Mozilla Firefox; Apple Safari; Google Chrome. Adobe Flash Player 11.2+.
  - **Linux**: Ubuntu 14.04; Red Hat Enterprise Linux 6; OpenSuSE 13.1, No Add-In support. Users on Linux can attend meetings in the browser. Google Chrome. Adobe Flash Player 11.2+.
  - **Mobile**: Apple: iPhone 5S, iPhone 5, iPhone 4S, iPad with Retina display, iPad 3, iPad 2, iPad mini, and iPod touch (4th & 5th generations). Android: Motorola DROID RAZR MAXX, Motorola Atrix, Motorola Xoom, Samsung Galaxy Tab 2 10.1, Samsung Galaxy S3 & S4, Nexus 7 tablet.
- An Internet connection (anything that is not dial up should be fine).
- Adobe Connect Add-In. You will be prompted to install it the first time you attempt to upload content or share a screen.
- A webcam and microphone (a webcam is recommended but not required).
- Quiet place. If you are in a noisy environment it may be difficult for the staff member to communicate with you.
Starting Up Adobe Connect Session

1. Go to http://thinktank.arizona.edu/online to join the session.
2. Click the appropriate link to start the Adobe Connect session.

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>COST</th>
<th>SCHEDULE</th>
<th>TOPICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math Tutoring</td>
<td>Free</td>
<td>Mondays–Thursdays 4:00–6:00 p.m.</td>
<td>Content tutoring for Math 106-120 (excluding Math 116)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fridays 1:00–5:00 p.m.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sundays 5:00–9:00 p.m.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Location: [link]</td>
<td></td>
</tr>
<tr>
<td>Writing Center Tutoring</td>
<td>Free</td>
<td>Mondays–Thursdays 9–11 a.m. &amp; 8–11 p.m.</td>
<td>Writing support for hundreds of courses, including all intro English courses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sundays 1:00–5:00 p.m.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Location: [link]</td>
<td></td>
</tr>
<tr>
<td>MIS 111 Weekly Review</td>
<td>Free</td>
<td>Wednesdays- Thursdays 6:00 p.m.</td>
<td>Weekly Course Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Location: [link]</td>
<td></td>
</tr>
<tr>
<td>One-on-One Tutoring</td>
<td>$25/hr</td>
<td>By appointment</td>
<td>Content tutoring in many disciplines: View the list of courses supported with private tutoring</td>
</tr>
<tr>
<td>1-hour sessions</td>
<td></td>
<td>Make a private tutoring appointment</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Please allow 48 hours for scheduling</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Location: [link]</td>
<td></td>
</tr>
<tr>
<td>Academic Skills Tutoring</td>
<td>Free</td>
<td>Wednesdays–Thursdays 5:00–7:00 p.m.</td>
<td>time management, note taking, exam prep, balancing school, work, and life, and more</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Location: [link]</td>
<td></td>
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</tbody>
</table>
3. Once you select the desired session, enter your name as a *Guest* and click “Enter Room”.

4. The host will accept your entry and then you will join the session.
5. You may be prompted to install Adobe Connect Add-In upon attempting to screen share or use functionality that requires this application. This is the most common way to install it. You will see a screen with the message below. Click the YES button to install it.

![Adobe Connect Add-in Message]

a. You can install Adobe Connect Add-In before the meeting. Please refer to the “Frequently Asked Questions” section for instructions on how to pre-install it.
The Basics

How to test your audio
This Audio Setup Wizard will verify that you are able to hear other attendees' audio and that you are able to be heard by others, if the host grants you permission to speak.

1. From the Meeting menu select “Audio Setup Wizard”.

<table>
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<tr>
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<tr>
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<td>Manage Access &amp; Entry</td>
<td>Change My Role</td>
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<td>Record Meeting...</td>
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<td>Full Screen</td>
<td>End Meeting...</td>
<td>Exit Adobe Connect</td>
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2. If you haven’t installed the Adobe Connect Add-In, it will prompt you to install it at this point. Click “Install add-in” button.

3. Click “Yes” to confirm the installation.
4. It opens a welcome window, click “Next”.

5. Within the Audio Setup Wizard, click the “Play Sound” button to verify that your computer’s speakers are working properly, then click “Next”.

![Audio Setup Wizard](image)
6. Select the recording device or audio (Microphone) from the drop-down menu, and click “Next”.

7. Click “Allow” to confirm the access to camera and microphone.
8. Click the “Record” button and test the microphone, then click the “Stop” button. If you hear your voice when you click the “Play Recording” button played back through your speakers, your microphone is working properly with Connect. Click “Next”.

9. Click on the “Test Silence” button. The wizard will record and analyze the background noise. Click “Next” when the test is complete.
10. You will see this window below if the wizard summary has been completed successfully. Click the “Finish” button.
How to start your Webcam

By default, only hosts and presenters can broadcast video. The host will change your role to presenter, so that you have access to the Webcam. Once complete:

1. Click “Start My Webcam” button in the menu bar.

![Start My Webcam](image1)

2. At this stage you may be prompted to allow Adobe Flash to access your camera and microphone. Click the “Allow” button.

![Adobe Flash Player Settings](image2)

3. In the camera, an image appears so you can adjust the camera position.
4. Click “Start Sharing” to broadcast your video to all participants.
5. You can pause or stop video by hovering the mouse over the video pod and selecting the “Pause or Stop” icons.
Participants capabilities

By default your capabilities as a participant in a meeting are: 1. View the content that the host or presenter is sharing, 2. Hear and see the host and presenter’s audio and video broadcast, 3. Chat. However, if you would like or need to share a video or use a microphone you can let your host know.
Enable microphone or video to specific participants

Only the host can enable microphone and video to specific participants. If you need these features, please let the host know.
Collaborate Features

Whiteboard

The host may have you collaborate on a whiteboard. You will be able to use these features: text, shapes, insert symbols, drawings, and annotations in a meeting.
Share My Screen

1. If you need to share your computer screen, please let the host know. They will grant this access to you by clicking “Request Screen Share”.

2. An alert will appear on your screen “Begin Sharing Desktop?” click “Start”. After you have granted permission you can select from the Menu bar Pods > Share > Add New Share.
3. In the share pod, select Share My Screen > Share My Screen.
4. There are three sharing options: Desktop, Windows and Applications.

**Desktop.**
If you have more than one monitor, select the monitor that you want to share.

**Windows.**
Select the window or windows that you want to share.

**Applications.**
Select the application or applications that you want to share.
Chat

You can use Chat pod to type questions or comments while the meeting is in progress.
Share documents

As a participant, you must be granted access from the host to share documents from your computer. Once you have access, follow the steps below:

1. In the Share pod, choose Share > Add New Share.

2. Click the Pod menu option and choose Share > Document
3. You can select the file from your computer using the “Browser My Computer” button.
Frequently Asked Questions

1. How do I access to Adobe Connect?
   See page 5.

2. How do I know if the Adobe Connect Add-In is installed in Windows?
   a) Go to Control Panel on your computer.
   b) Double click “Programs”.
   c) Double click the “Programs and Features”.
   d) From the list you will see “Adobe Connect 9 Add-in” installed.
3. How do I know if the Adobe Connect Add-In is installed on a Mac?
   a) Click the “Finder” icon in the Dock.

   ![Finder icon](image1)

   b) Select “Applications” from the Favorites section in the Finder window that opened automatically. Alternatively, select “Go” menu and choose “Applications from the drop-down list”.

   ![Go menu](image2)

   c) Locate “Adobe Connect 9 Add-In” installed.

4. How do I install the Adobe Connect Add-In?
   See page 9 and 27.
5. What to do when the Adobe Connect Add-In crashes?
When screen sharing, adjust your screen resolution to be a multiple of 16. For example, use a resolution of 1024 x 768 or 1280 x 1024.

6. How do I get help with Adobe Connect?
Click the “Help” option at the top right from the Menu bar.
Troubleshooting

1. Meeting login issues?
   If you are having trouble accessing a meeting, please call the Think Tank Front Desk at 520.626.0530 or use the Chat feature on our website http://thinktank.arizona.edu/.

2. To resolve meeting access issues check the following:
   Are you connected to the Internet?
   Are you accessing the correct URL?
   Try connecting from another computer.
   Disable popup blocker software.
   Clear the browser's cache.

3. You cannot share the screen.
   1. You must be granted access from the host.
   2. You will be prompted to download the Adobe Connect Add-In to have this capability. Click “Install” when prompted to complete installation. This is the most common way to install it. See page 9 for more details.
   3. You can also manually download Adobe Connect Add-In and install it. There are two version available (Windows and Mac). Open this URL: http://www.adobe.com/support/connect/downloads-updates.html
4. Unable to display content such as Word documents, Excel Spreadsheets, etc.?
   1. You must be granted access from the host.
   2. Make sure you have Adobe Connect Add-In installed.

5. Unable to upload content or use the screen sharing feature using Internet Explorer.
   Ensure that you have a supported version of Internet Explorer. See page 3 for more details about Adobe Connect Requirements.

6. 24/7 IT Support Center
   Phone: (520) 626.TECH (8324) or (877) 522.7929. They would be the first point of contact for clients that need technical assistance with your Internet browser, installation or updating of Adobe Flash Player, issues with the Adobe Connect Add-In or computer questions in general.

7. For Desire2Learn (D2L) Support
   Phone: (520) 626.6804 or email: D2L@email.arizona.edu. They would be the first point of contact for clients that need technical assistance with D2L. You can submit a problem report by email or contact a member of the D2L Support Team.

8. Classroom Technology Service (CTS)
   Phone: (520) 621.3852. They would be the primary contact for host, if they need help setting up a meeting.

If you have any questions, please contact the Think Tank Front Desk at (520) 626.0530.