

F/C AETC ADOBE CONNECT USER GUIDE

TO PARTICIPATE IN F/C AETC ADOBE CONNECT MEETINGS

F/C AETC has chosen Adobe Connect as its video conferencing platform. 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 participating in an F/C AETC Adobe Connect meeting, virtual classroom, or webinar.

Attend an Adobe Connect meeting

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
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.

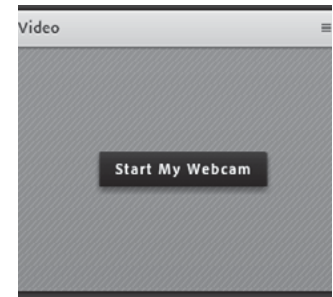
Join a meeting


1. Before beginning any F/C AETC Adobe Connect meeting an audio connection has to be made via our conference line. All audio for the F/C AETC meeting rooms are provided by our conference line. Dial conference line **1-888-808-6959** and enter code **97443049856**. **ALL PARTICIPANTS MUST MUTE THEIR COMPUTER MICS AND SPEAKERS!** (Press *6 to MUTE your phone line, and #6 to UNMUTE)
2. You have likely received an email invitation with meeting access information. When the meeting time arrives, click on the link or enter the URL into your favorite web browser. **(Example: <http://aetc.adobeconnect.com/fcaetcecho>)**
3. The meeting login screen appears. If you do not have a username or password for the Adobe Connect account, choose **Enter as a Guest**, type in your first and last name, and click **Enter Room**.
4. The meeting launches in your browser. If the meeting host has not yet arrived to the meeting or meeting security requires the host to approve your attendance, you will be placed in a waiting room.
5. Once the meeting host accepts you into the meeting, the meeting room interface appears.

TIP: Adobe Connect only requires that you have an internet connection, a web browser, and Adobe Flash Player version 10.1 or greater to attend a web conference. Adobe Connect supports nearly any operating system including Windows, Macintosh, Linux, and Solaris, as well as the most widely used browsers including Internet Explorer, Firefox, Safari, and Chrome .

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 located above to access your webcam and preferences.

Change your status

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.



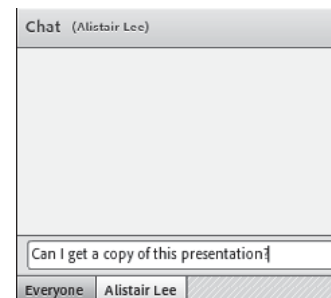
The **Raise Hand** option is the best way to get the presenter's attention without interrupting

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

Chat

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.



If the host is using a **Q&A** pod instead of a **Chat** pod, then all messages are moderated and private chat is not available.

TROUBLESHOOTING F/C AETC ADOBE CONNECT MEETINGS

Issue: I cannot get into the meeting

Solution: 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.

Issue: The host is sharing their screen, but it is fuzzy.

Solution: If you are having trouble seeing a hosts screen, try the following:

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 I**

Learn More

You can find additional resources by visiting the Adobe Connect User Community at www.connectusers.com

Get a quick Adobe Connect overview: www.adobe.com/go/connectpro_overview

[Click Here to Watch 'Adobe Connect 8: Jumpstart for Participants' video](#)