**Web Conferencing Guide for Participants**

**Participate in Adobe Connect Meetings**

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning and webinars used by leading corporations and government agencies. This Web Conferencing Guide for participants provides you with the basics of participating in an Adobe Connect meeting or webinar.

**Required Software to Participate in a Meeting**

Adobe Connect requires that you have an internet connection and 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.

**Test Your Computer**

1. It is recommended that you test your computer prior to attending a meeting by going to
https://admin.adobe.acrobat.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, you are ready to participate in a meeting.
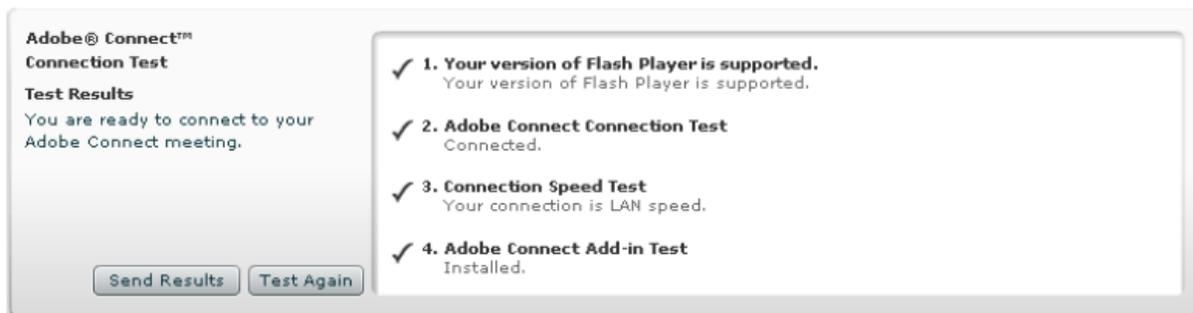


3. If you do not pass the connection test, perform the suggested actions and run the test again.

**Tip:** The fourth step of the Connection Test is for the Adobe Connect Add-in which is only required for meeting hosts and presenters. Installing the Add-In is not required, but doing so enhances your meeting experience.

**Join a Meeting**

**Tip**: It is good practice to enter a meeting room 5-10 minutes early to test your equipment.

1. You have likely received an email invitation with meeting access information. When the meeting time arrives, click the link or enter the URL into your web browser.

2. The meeting login screen appears. Choose Enter as a Guest, type in your first and last name and click Enter Room.



3. 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 into a waiting room.

4. Once the meeting host accepts you into the meeting, the meeting room interface appears.
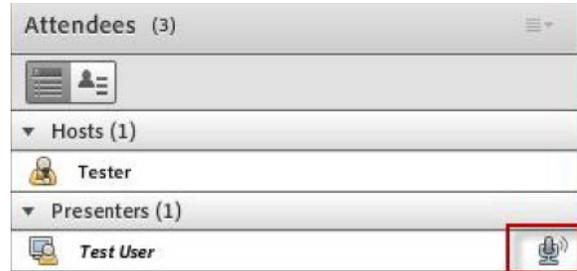
### Meeting Audio

Meeting hosts have control over how the audio portion of your meeting is conducted.

### Voice Over IP

**Tip**: It is recommended that you run through the **Audio Setup Wizard** to optimize your experience. To do this, go to Meeting > > Audio Setup Wizard and complete the requested steps.

Meeting hosts have control over how the audio portion of your meeting is conducted.

When VoIP is selected, you can hear meeting audio through your computer speakers. If meeting attendees speak using VoIP, you will see a speaker icon next to their name.

Turn on your microphone by clicking on the microphone icon. The icon will be white when you enter the room and will turn green after you have been given access. A microphone icon will appear next to your name in the Attendee List.

It is recommended that you use a headset while working in the Adobe Connect room. This will cut down on feedback from speakers and the surrounding area. If you are not using a headset, mute your microphone when you are not talking by clicking on the drop down menu next to the microphone icon. A slash will appear through the microphone when it is set on "mute".

### Questions and Status Change

Within a meeting, you can change your status to communicate with other meeting attendees.

For questions and comments, you can request speaking time by raising your hand in the meeting room. To "raise your hand" click the drop down menu next to the status icon at the top of the screen. You will find additional status icons in this dropdown menu.
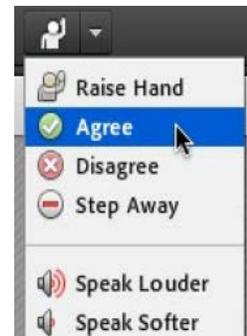
### Chat

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.

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.

### Share Webcam Video

The meeting host may ask you to share web cam video. When this is the case, a button allowing you to share your webcam appears in the Video pod, click Start My Webcam. 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.

- Use live chat for meeting related discussion only.
- Mute your microphone if you are not speaking to the group (it will help reduce echo).
- Use the "Raise Hand" tool to let the presenter know that you have a question or comment.
- Do not use your microphone or phone to talk to the group unless the presenter gives you permission to do so.
- Connect from the fastest connection available to you (preferably a LAN connection).
- Shut down all other programs you are not using to improve your speed.
- It is a good idea to enter a meeting room 5-10 minutes before an event is scheduled to start so you have time to run the Audio Set-up Wizard and ensure your speakers and microphone/headset are working properly.

## Troubleshooting

**Adobe Flash Player**
If the Adobe Flash Player web browser plug-in is not installed or your computer has an outdated version. Try downloading and installing **Adobe Flash Player** again.

**Connection Speed**
A minimum download speed of 384K is recommended. If you experience choppy video or audio issues, you may be experiencing a network issue. Try the following Bandwidth Speed Test to test your bandwidth.

**Echo**
Verify that there aren't duplicate browser windows playing the Adobe Connect meeting.

**Choppy Audio or Video**
This could be a result of Internet or network congestion. If you have numerous individuals in one office that want to watch a live course, but don't have enough Internet bandwidth (speed), you may need to view the program together in a conference room. Please note that we have seen issues related to freezing audio and video over wireless connections.