

# Adobe Connect

## VISUAL QUICK START GUIDE FOR PARTICIPANTS

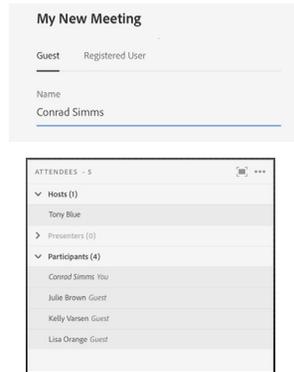


### Join a meeting

Adobe Connect rooms have persistent URLs, so they're always available in the same location.

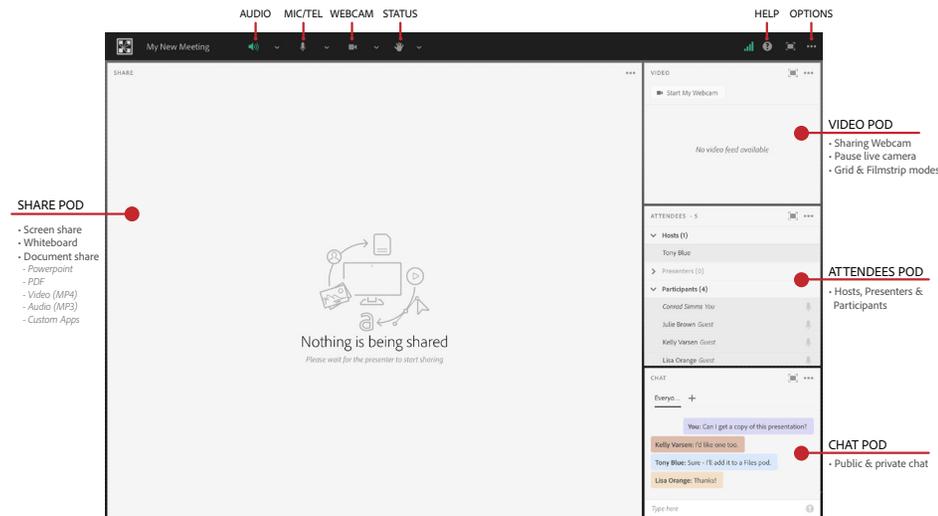
1. If you have received an email invitation with the meeting URL, you can click on the link or enter the URL into your favorite web browser.
2. The meeting login screen appears. If you do not have a username or password for the Adobe Connect account, choose **Enter as a Guest**, type in your first and last name, and click **Enter Room**.
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 in a waiting room.
4. Once the meeting host accepts you into the meeting, the meeting room interface appears.

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**Tip:** Adobe Connect only requires that you have an internet connection and a modern web browser such as Chrome, Safari, FireFox, and Edge. A desktop application is also available which optimizes sharing your webcam and enables screen-sharing.



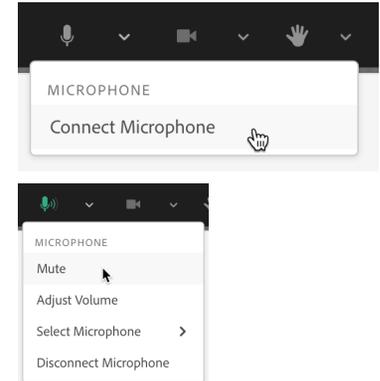
### Meeting audio

Meeting hosts have control over how the audio portion of your meeting is conducted. They can choose to use Voice-over-IP (VoIP), Integrated Telephony, or Universal Voice (a non-integrated teleconference).

#### Option 1: Voice-over-IP

When this option is selected, you can hear meeting audio through your computer speakers. If a meeting attendee is speaking using VoIP, you will see a microphone icon next to their name.

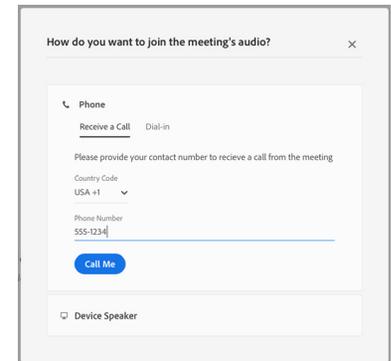
In some cases, meeting hosts may give you the ability to broadcast audio using VoIP. When this is the case, a dialog will alert you that you have the rights to use your microphone. Clicking the **Speak Now** link will activate the microphone icon in the **Application Bar** at the top of your screen.



**Tip:** If you are having difficulty hearing, try refreshing your browser window. If you are having issues using VoIP, run through the Speaker/Microphone Setup to optimize your experience. Click the Meeting Options button (ellipsis in top right corner).

#### Option 2: Integrated Telephony

If the meeting host has set up the room to use an integrated teleconference, then Adobe Connect will prompt participants to select how they would like to hear the audio. You can select to listen through your computer speakers if the host has enabled this, you can view the dial-in information, or you can have Adobe Connect dial-out to your telephone by entering your phone number and clicking **Call Me**. This dialog can also be launched by clicking the telephone icon in the **Application Bar**.



#### Option 3: Universal Voice

Adobe Connect can also bridge non-integrated audio conferences into a meeting room so that the meeting can be recorded and the audio can be broadcast through the computer speakers of the participants. If the meeting host has selected a non-integrated teleconference (Universal Voice), you can listen to the audio through your computer speakers. If you'd prefer to listen over the phone, you can click the telephone icon in the **Application Bar** to see the dial-in information.

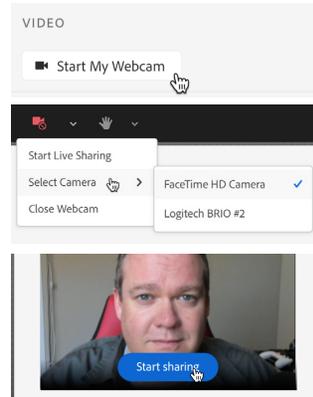
If the meeting host gives you the rights to speak, you can use your computer's microphone or your telephone handset to speak to the other meeting attendees.



### 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 web cam is plugged in and click the **Start My Webcam** button. Your browser 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 select your camera or pause your stream.



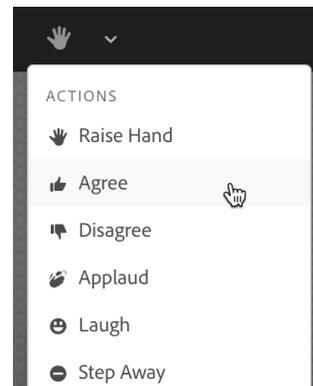
### Change your status

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.

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

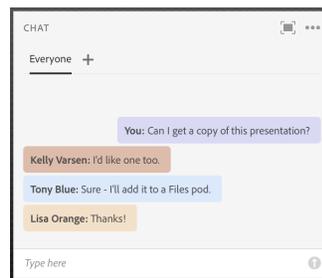


### Chat

To send a message to everyone, simply type your message in the chat pod and hit enter or click the send icon. Use the Pod Options menu (ellipsis in top-right) to set your chat color or change the text size.

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** or click the + icon in the chat pod. Private chat messages show up in a separate tab.

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

| Issue  | Solution   |
|--|--|
| <b>I cannot get into the meeting</b>                               | <p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none"> <li>1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.</li> <li>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.</li> <li>3. Make sure popup blocking software is not blocking your meeting window.</li> </ol>  |
| <b>I cannot hear any audio</b>                                     | <ol style="list-style-type: none"> <li>1. Verify that your computer speakers are on and your computer's volume is at an audible level.</li> <li>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.</li> </ol>  |
| <b>Audio is choppy</b>   | <ol style="list-style-type: none"> <li>1. This may be caused by insufficient bandwidth. If you don't think it's a bandwidth issue, try reloading the meeting window by clicking the refresh button on your browser.</li> <li>2. Try quitting any other applications that might be using bandwidth. If possible, use an ethernet cable instead of a wireless connection.</li> </ol>   |
| <b>I have been granted rights to speak, but no one can hear me</b> | <p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> <li>1. Make sure your computer microphone is not muted.</li> <li>2. Run through the Audio Setup Wizard. To do this, select <b>Speaker/Microphone Setup</b> from the meeting options menu. The setup wizard guides you through two tabs in which your computer is tuned for optimal VoIP.</li> <li>3. You may have elected to deny your browser access to your computer's microphone. To enable access, you will need to reload your browser window.</li> </ol> <div style="border: 1px solid red; background-color: #f00; padding: 5px; margin-top: 10px;">  To use mic, reload and grant mic permission from browser <span style="float: right;">x</span> </div> |

### Learn More

You can find additional resources by visiting the Adobe Connect User Community at [www.connectusers.com](http://www.connectusers.com)