

Adobe Connect Pro: Prerequisites to a Successful Online Meeting

Getting Started

Camera Preparation (if you do not use a camera, go to “Union Test Meeting Room”)

1. Install your Logitech camera using the following steps (if you have already installed a camera, go to 2 below):
 - ✓ Do not connect your camera until instructed.
 - ✓ Insert the Logitech CD and begin the installation.
 - ✓ Accept the Typical installation and default options.
 - ✓ During the installation, you will be instructed to connect your camera.
 - ✓ After your camera is detected, follow the on screen instructions to finish the installation.
 - ✓ A Quickcam video screen may open to display video from the camera. Close this application before proceeding to the next step.
2. Plug your headphones into the headphone connection on your computer and put on your headphones. Using your computer speakers will cause a bad echo effect.
3. Using Internet Explorer (or another Internet browser), visit:
<http://tui.na3.acrobat.com/common/help/en/support/startmain.htm>
4. Complete **ONLY** steps #1 and #2. Step #1 installs the Adobe Connect Pro software needed to host and present within meetings. Step #2 will verify you have the correct version of Adobe Flash and the Connect Add-in installed. It will also test your connection speed. System Check Address:
http://tui.na3.acrobat.com/common/help/en/support/meeting_test.htm

You MUST pass the System Check before proceeding to the next steps.

Union Test Meeting Room

- Using your Internet browser, visit: <http://tui.acrobat.com/TestRoom>
- Choose “Enter as a Guest” then type your first and last name. Click Enter Room. Only the meeting Host needs to log in with a username and password.
- Once in the room, there are two windows (called Pods).
 - In the Camera window, click the button with a picture of a camera and microphone. A small window will pop up in the middle of the screen. Click “Allow” to start your camera. The image from your camera should appear in the window. If not, see Camera Troubleshooting below.
 - Click the top navigation called Meeting, then Manage My Settings. Click on My Connection Speed. If you are on campus, click Lan; if you are off campus, click on either DSL/Cable or Modem (if you are on dial-up). Next click on Audio Wizard Setup and complete that process.
 - In the Share window, there are three options. Test each option, but when finished with each, you **MUST** click Stop Sharing.
 - For My Computer Screen, choose either Desktop to display your entire computer desktop, or Windows to select just one window/application. Do *not* choose Applications.

- When choosing to share Documents, there are two primary file formats: PowerPoint or jpg images. The files are uploaded and automatically converted to a Flash format. You are not able to upload a MS Word document. If you wish to share text, you need to use the Whiteboard function and cut and paste from a document or write the text on the screen.
- The Whiteboard is a free-form format to allow you to draw. To write, you will need to click on the **A** in the text tools on the right.
- To talk with other people within the room, or to present to the room, click and hold the Talk button, or click the picture of the lock next to the Talk button to speak “hands free.” Remember to click the Talk button when you are finished speaking.

Important Notes

- ✓ Close any application or windows that may be using your camera BEFORE entering the Adobe Connect Pro room.
- ✓ Only a Host (not a Presenter) can move windows (called Pods) within a room, or add more Pods.
- ✓ Only Hosts and Presenters can share their cameras, screens, documents, etc. Participants (the default role) may only observe a session. Only a Host can promote someone to Presenter (or Host) status.

Troubleshooting

If you start your camera, but the image does not appear (instead, you may see a grey outline of a person), you need to check your camera. First, make sure your camera isn't already in use by another application. For example, the Logitech QuickCapture application. Two applications can't use your camera at the same time. If you have QuickCapture open, you must close the application, exit the Adobe Connect room, then go back into it. If this does not work, your camera may not be installed correctly.

If your mike is not working or you are unable to hear, return to the Audio Wizard and complete those steps again. If there is still a problem, check your computer controls: Mac: open System Preferences>Sound and select the appropriate mike (either Built-in or External); PC: click Start>Control Panel>Sounds and Audio Devices, and click on both Volume and Voice and make the appropriate selections.

For additional help, contact the Department of Information Technology Web site at <http://www.myunion.edu/it> .

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