Adobe Connect
INSTRUCTOR GUIDEBOOK
for Continuing and Distance Education instructors at the UNIVERSITY OF NORTHERN IOWA

Table of contents

System requirements ......................... 2
Preparing for class .......................... 2
Best practices and tips ...................... 3
Adobe Connect setup guide
  Audio setup .................................. 4
  Webcam setup ................................ 7
  Recording a meeting ...................... 8
Adobe Connect meeting rooms
  Default layouts ............................ 10
  Creating custom layouts ................ 13
  Using the Share pod ..................... 15
Adobe Connect troubleshooting guide
  Audio problems ............................ 19
  Video problems ............................ 20
  Student problems ......................... 20
System requirements

If this is the first time that you are using Adobe Connect on your current machine:

1. Make sure you have Flash installed - http://get.adobe.com/flashplayer/
3. Don’t use Google Chrome. Mozilla Firefox is recommended, but Internet Explorer, Safari and Opera should work as well.
4. Make sure you are using a wired internet connection if at all possible, not a wireless one.

Visit www.uni.edu/continuinged/sites/default/files/AdobeConnectRequirements.pdf for more detailed information covering Adobe Connect system requirements.

Preparing for class

1. Make sure that you plug in your microphone and webcam to the computer before logging in to your Adobe Connect meeting room.
2. Navigate to the login screen for your Adobe Connect room by first logging in to your eLearning course and then clicking on the meeting room link in your START HERE folder.
3. Make sure to log in to the meeting room using your Adobe Connect credentials—do not log in as a Guest!
4. If this is your first time using Adobe Connect, or your first time using Adobe Connect with a new microphone or computer, please read the Adobe Connect setup guide, beginning on page 4.
5. Click on Meeting and select Record Meeting.
6. Activate your microphone by clicking the microphone icon at the top of the screen. Once the icon turns green, click it a second time to mute it. If your microphone is muted, the icon should be green with a diagonal line through it.
7. Activate your webcam when you are ready to begin the class by clicking the webcam icon at the top of the screen. This will start the preview mode. To start broadcasting your webcam, click on the Start Sharing button below your image in the Camera and Voice pod.
Best practices and tips for Adobe Connect for instructors

1. We suggest that you use headphones for every session. We typically recommend using a **USB headset** (where the headphones and microphone are on one device), but you can use the computer's built-in microphone (if it has one) and a pair of earbuds/headphones instead. The reason that headphones are very important is to prevent the session sound from coming out of your computer speakers and then feeding back into your microphone device, which creates an audio feedback loop.

2. Try as best you can to use a wired internet connection. If you absolutely must use wireless, try to connect from somewhere with a very fast and reliable connection, such as a school campus or a public library.

3. Check in with every participant at the beginning of every session. Ask them if they can hear you and ask them to respond using their microphone so that you know that they will be able to chime in when called upon.

4. Try to limit the number of webcams that are active at any given time. While Adobe Connect is certainly capable of supporting multiple webcams, you will likely run into bandwidth issues if you try to have everyone sharing video at the same time. If students complain about the audio/video/meeting room starting to lag, the first thing you should try is having the students turn off their webcams. This saves a lot of bandwidth and should alleviate the lag problems.

5. Designate one or two students when each class begins to remind you to record the session.

6. Start each new session with a blank slate. Although Adobe Connect does save all of the information from your previous session, if you let too much data accumulate, it may slow down your session.

7. Try to use the same computer for every session. This guarantees that all of the necessary software needed to use Adobe Connect will be installed.

8. If you run other programs that use your microphone or webcam (such as **Skype**), make sure that those programs are closed and **not** running. There have been issues where other programs refuse to allow Adobe Connect access to webcams and microphones if they are still running.
Adobe Connect setup guide

Audio setup

1. Once you are logged in to the meeting room, you can turn on your microphone by clicking on the microphone icon at the top of your screen. You can check the status of your microphone by looking at the color of the icon:

   - **Gray**: Not Connected/Inactive
   - **Green**: Connected/Active
   - **Green w/ line**: Connected/Muted

2. If this is your first time using Adobe Connect, or your first time using Adobe Connect with a new microphone or computer, run the Audio Setup Wizard. To do this, go to the menu bar at the top and click on **Meeting**, then click on **Audio Setup Wizard**.

3. Follow the on-screen instructions, or click on the **Help** button for assistance.
4. Step 1(4) tests the sound output. Check to make sure the sound on your computer is turned on and then click on the Test button. You should be able to hear sound coming out of your speakers/headphones.

- If you hear the sound, click on the Next button.
- If you do not hear the sound, click on the Help button.

5. Step 2(4) asks you to select your audio input device. Click on the drop-down menu and select the microphone that you want to use.

- After selecting your microphone, click on the Next button.
- If you need assistance, click on the Help button.
6. Step 3(4) checks to see if your microphone is working properly. Test your microphone by clicking on the **Record** button and speaking into your microphone. When you are finished, click on the **Stop** button.

- Click on **Play Recording**. If you hear your recording, click on the **Next** button.
- If you don’t hear your recording, click on the **Prev** button and select a different microphone. Click **Next** and repeat the test. (Repeat this process until you’re able to hear your voice in the recording.)

7. Step 4(4) determines how much background noise there is in the room. Click on the **Test Silence** button and wait for the progress bar to finish. Do not make any noise during this time.

- Once the progress bar is entirely blue, click on the **Next** button.
- If you need assistance, click on the **Help** button.

8. The **Audio Setup Wizard** will display a results screen once you have completed the previous steps. Click on the **Finish** button to return to the room, and turn on your microphone by following the instructions provided earlier.
9. Once you have your own microphone set up, go to the menu bar at the top and click on Audio, then click on **Microphone Rights For Participants**. This will allow your students to be able to use their microphones during the session.

* Please note that you will need to do this at the beginning of every Adobe Connect session, unless you set **Microphone Rights For Participants** to be enabled by default in the **Audio Conference Settings**.

**Webcam setup**

1. To start your webcam, go to the **Camera and Voice** pod in any of the default layouts and click on the **Start My Webcam** button.

2. You must give participants webcam rights in order for them to use their webcams in the meeting. Click the down arrow next to the camera icon then select **Enable Webcam Rights for Participants**.
Recording a meeting

1. Just before you begin teaching, start the recording of the session. To do this, click on Meeting, and select Record Meeting.

2. You may choose to give the recording a title and a description. Once you are ready to start the recording, click on the OK button.
3. In the top right-hand corner of the screen, a message will be displayed that confirms that the session is being recorded.

4. To stop the recording, go to the menu bar at the top and click on **Meeting**, then click on **Stop Recording**.

5. To receive a link to the recording, please email **CESP-Consult@uni.edu** with the title of the course, the date of the session and the instructor’s name, and we will send you the link.
Adobe Connect meeting rooms

Default layouts

1. The first layout listed is the *Sharing* layout. By default, this layout looks like this:
   
   *This layout contains the following pods:*
   
   ![Sharing layout](image)

   - **Attendee List** – displays a list of all of the people that are logged in to the meeting room. It also allows Hosts to create and manage the breakout room sessions, grant or revoke audio and video rights, change user roles and edit attendee information.

   - **Chat** – allows the users to communicate via text chat. Users can choose to increase/decrease the size of the font, change the color of the font or start private chats with other users.

   - **Note** – allows Hosts and Presenters to type notes that the rest of the users in the meeting room can see.

   - **Share** – enables you to share your screen, share specific programs or windows that you are running on your computer or share a document that is saved on your local machine. Supported file types are *PowerPoint files* (.ppt or .pptx), *PDF files* (.pdf), *MP3 audio files* (.mp3) and either *MP4* (.mp4) or *Flash video files* (.f4v or .flv).
2. The second layout listed is the Discussion layout. By default, this layout looks like this:

![Discussion layout](image)

*This layout contains the following pods:*

- **Attendee List**
- **Note**
- **Camera and Voice** – allows you to broadcast your webcam to the other attendees, as well as see others who are broadcasting their video.
- **Chat**
- **Poll** - allows you to ask participants to vote on a question and share the results to the meeting room. Hosts can choose to either ask multiple choice, multiple answer or short answer questions. You can also control whether or not to share the results of the poll with the rest of the meeting room.
- **Discussion Notes** – allows Hosts and Presenters to type notes that the rest of the users in the meeting room can see.
3. The third layout listed is the **Collaboration** layout. By default, this layout looks like this:

![Collaboration layout](image)

*This layout contains the following pods:*

- **Camera and Voice**
- **Attendee List**
- **Note**
- **Whiteboard** - allows you to use a collaborative whiteboard during your sessions.
- **Chat**
- **File Share** - allows you to upload a file and make it available for other participants to download. Most popular file formats are supported.
Creating custom layouts

1. Start by logging in to your Adobe Connect meeting room.

2. Once you are logged in to the meeting room, go to the menu bar at the top and click on Layouts, then click Create New Layout.

3. Choose whether you want to make a new blank layout or duplicate an existing layout, and then give your new layout a title. Once you are ready, click on the OK button to create the new layout.
4. Your new layout will now be listed on the right-hand side of the screen.

5. To add pods to your new layout, go to the menu bar at the top and click on Pods. Then select which pod you would like to add to the layout.

6. You can move a pod to different parts of the layout by clicking on the top part of the pod and dragging your mouse across the screen.
7. You can resize a pod by clicking on the edge of the pod and dragging your mouse across the screen.

8. Repeat steps 5 through 7 as many times as necessary to complete your new layout.

Using the Share pod

1. Start by logging in to your Adobe Connect meeting room.

2. Once you are logged in to the meeting room, choose a layout that has a Share pod in it.
3. Inside the Share pod, click on the upside-down triangle to get the drop-down menu. If you want to share your screen, proceed to step 4. If you want to share a PowerPoint presentation, proceed to step 7.

4. To share your screen, select Share My Screen from the drop-down menu. Then, select whether you want to share your entire desktop, a specific application, or a specific window. If applicable, choose which of your computer’s monitors you would like to share. Then, click on the Share button.
*Please note that when you share anything on your computer screen, actions you take in the shared region are visible to all participants in the meeting. Participants follow the progress of your cursor as you move it across your screen. The Share pod can be displayed in full screen mode by any attendee for a better viewing experience.

Once you start screen sharing, the meeting room will be minimized and the window directly below the meeting room will appear on your computer screen. A Screen Share MiniControl panel will appear in the bottom right-hand corner of the computer screen.

This panel provides tools you will need to control a meeting without having to end screen sharing or go back to the meeting room. All these options can be accessed by clicking on the individual icons. The MiniControl panel itself is totally transparent to a participant, i.e. it will not cast any shadow on the screen being shared and users will see anything underneath it.

5. The Adobe Connect meeting room will minimize and your students will now be able to see everything that you chose to show them. When you are ready to stop sharing, click on the Share button.

6. Click on the Stop Sharing button to stop sharing your screen.

7. To share a PowerPoint file, select the Share Document option from the Share pod drop-down menu. Then, click on the Browse My Computer button in the bottom left-hand corner of the window that appears.
8. Browse to the file that you wish to share, click on its title, and then click on the **Open** button. After a few moments, your file will display in the **Share** pod.

![Select Document to Share](image)

**Share History**
- Whiteboards
- Uploaded Files
- My Content
- Shared Content

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constitution.pdf</td>
<td>PDF</td>
</tr>
<tr>
<td>Tutorial Overview_14_0.flv</td>
<td>FLV</td>
</tr>
<tr>
<td>CatID.ppt</td>
<td>Presentation</td>
</tr>
<tr>
<td>Sponsorship Package Lisa Freeman April 201...</td>
<td>PDF</td>
</tr>
<tr>
<td>2013_Grosvenor_Teacher_Fellow_Free_Respo...</td>
<td>PDF</td>
</tr>
<tr>
<td>CatID.ppt</td>
<td>Presentation</td>
</tr>
<tr>
<td>Assess Acad Rigor ppt with teaching clips.ppt</td>
<td>Presentation</td>
</tr>
<tr>
<td>100_3376.JPG</td>
<td>Image</td>
</tr>
<tr>
<td>EAB Calendar 2011-2012.pdf</td>
<td>PDF</td>
</tr>
<tr>
<td>student profile pic.jpg</td>
<td>Image</td>
</tr>
</tbody>
</table>

Only supported documents are listed above.

![Browse My Computer](image)

9. To stop sharing your document, click on the **Stop Sharing** button in the top right-hand corner of the **Share** pod.

![Stop Sharing](image)

10. To exit the meeting room click on **Meeting** and select **Exit Adobe Connect**. Do not click on **End Meeting**. Doing so will remove all participants currently in the room and end the meeting.

![Meeting](image)

**Exit Adobe Connect**
Adobe Connect troubleshooting guide (audio)

The remainder of this guidebook is dedicated to general troubleshooting issues. Before consulting this section, please refer back to the Adobe Connect setup guide pages to make sure you have followed the steps correctly.

If you are having audio problems

1. Check to make sure the microphone is plugged in.
2. If you are using Chrome, you will need to switch to Firefox.
3. Check to make sure the microphone icon at the top of your screen is green, not white or gray. If it’s not green, click on the icon so that it is green (you may be asked to Allow or Deny access to your microphone—always click Allow).
4. If the microphone icon is green, make sure that it doesn’t have a diagonal line through it—this means that it is muted. If it does have a diagonal line through it, click on the icon once and it should activate your microphone.
5. If that doesn’t resolve the problem, run the Audio Setup Wizard by clicking on Meeting in the top left-hand corner of the screen and selecting Audio Setup Wizard. Follow the on-screen instructions.
6. If that doesn’t resolve the problem and you are using a PC:
   a. If you connect your microphone after you have logged in to the meeting room, then Adobe Connect will not be able to use it. Close out of the meeting room, close your web browser and log in to the meeting room again. This should fix the issue.
   b. If that doesn’t fix the issue, reboot your computer and log in to the meeting room again.
7. If that doesn’t resolve the problem and you are using a Mac:
   a. Click on the Apple icon in the very top left-hand corner of your screen and select System preferences.
   b. Select Sound.
   c. Click on the Input tab at the top of the screen.
   d. Manually select the microphone that you want to use.
8. If steps 5 or 6 don’t resolve the problem, check to see if you have Skype running on your computer. If yes, close Skype—not just sign out of it, but actually close it down so that it’s not running in the background. You can do this by choosing the Quit Skype option.
9. If none of the steps outlined above resolve the problem, then try using a different computer.

If there is a problem with an audio echo

1. The most likely scenario is that the student is not using headphones/earbuds. Ask the student to hook up a pair of headphones to their computer and this should fix the echo.
   a. If the headphones/earbuds connect via a USB port, the student will need to exit the meeting room, close their browser and log in to the meeting room again.
   b. If the headphones/earbuds connect via an audio jack, then the student should not need to exit the room.
Adobe Connect troubleshooting guide (video and students)

The remainder of this guidebook is dedicated to general troubleshooting issues. Before consulting this section, please refer back to the Adobe Connect setup guide pages to make sure you have followed the steps correctly.

If you are having video problems

1. If you are using a USB webcam, check to make sure that your webcam is plugged in.

2. Check to make sure the webcam icon at the top of your screen is green, not white or gray. If it’s not green, click on the icon so that it is green (you may be asked to Allow or Deny access to your webcam—always click Allow).

3. If step 2 doesn’t resolve the problem, check to make sure that you have a Camera and Voice pod on your screen. If you don’t, then switch to a layout that does by clicking on the name of the layout on the right-hand side of your screen, or you can add the pod to your current layout by going to Pods and selecting Camera and Voice pod.

4. If you can see yourself but your students can’t see you, then you are probably in preview mode. Click on the Start Sharing button right underneath your image. Your students should be able to see you now.

5. If none of the steps above resolve the problem, then you may have connected your webcam after you logged in to the meeting room. If this is the case, close down the Adobe Connect window and your web browser, then log back in to the meeting room. This should fix the issue.

If a single student complains that the meeting room keeps freezing

1. The most likely reason is that there is a problem with their internet connection being too slow. If they are on a wireless connection, ask them to move to a wired connection. If they can’t, tell them to remain in the session and that you will send them the link to the recording later.

If multiple students complain that the meeting room keeps freezing

1. The room bandwidth may be set too high. To change it to a slower setting, click on Meeting, then click on Preferences.

2. Click on Room Bandwidth.

3. Select a slower bandwidth setting (please note that this will affect the quality of the audio/video).

For help regarding any technical issues, please make sure your computer meets the current system requirements. If you are still having difficulties, please email CESP-Consult@uni.edu and technical support will do their best to assist you.