Student Guide: Adobe Connect

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning, and webinars. Information Technology expanded the CSUF Adobe Connect server to allow campus users to utilize this powerful tool to conduct web conferences. The School of Nursing (SON) faculty utilizes Adobe Connect with some of its courses. Your course syllabus will identify for you if your professor will be using Adobe Connect as a method of having class meetings. Students and faculty can speak with one another and see a common website, picture, slide presentation, video or desktop.

Adobe Connect may be new technology for you and may be apprehensive. To familiarize yourself with Adobe Connect prior to your first meeting, we have compiled resources for you.

Enjoy your new semester!
Become familiar with Adobe Connect

If you are new to Adobe Connect, you will want to familiarize yourself with this technology. Adobe Connect has a variety of videos to assist you with this technology.

Please review the video: Jumpstart for participants at http://tv.adobe.com/show/learn-adobe-connect/#/. This video provides a general introduction to you and what to anticipate when your meeting occurs.

Set Yourself Up for SUCCESS

It is highly recommended that you test your computer prior to attending your first Adobe Connect meeting and any new device you are using to access an Adobe Connect meeting.

This diagnostic test will ensure your computer and network connections are properly configured to provide you with the best possible Adobe Connect meeting experience. The diagnostic test checks for the following:

1. Clear connection to Adobe Connect
2. Bandwidth availability
3. Latest Adobe Connect Add-in

If all tests pass successfully, you are ready to log in to your meeting.

Step 1:

To accomplish a test, please copy the following URL into your browser:


Immediately the Adobe Connect test will begin and test for your Flash Player, Connection, Speed Test, and Recommendation. (Step 1)

Below is a screen shot of the Adobe Connect Test Results and recommends that the system tested Install an Add-in to enhance the connect.
Depending on the results, you may have to move on to Step 2.

**Step 2:** Click onto the [Install Add-in] button and another window box appears:

![Install Add-in Window](image)

Click onto the [Yes] button and the Add-in will be installed.

If you are having trouble accessing a meeting, event or seminar, please contact your professor for assistance. For security and privacy reasons Adobe is unable to assist customers in gaining access to private meetings, events or seminars. Only the meeting organizer or administrator of the web conferencing account can register users or grant access to Adobe Connect meetings.

**Troubleshooting**

**Quick things to check first.** Check the following simple items to help resolve meeting access issues.

- Are you connected to the Internet?
- Disable popup blocker software.
- Clear the browser's cache.
- Try connecting from another computer.
- Are you accessing the correct URL?


**Equipment Needed**

Remember to review the Hardware and Software requirements recommended by the School of Nursing, found at the website under Student Resources and review the Technical Requirements.

- [http://nursing.fullerton.edu/StudentResources.aspx](http://nursing.fullerton.edu/StudentResources.aspx)

To participate in an Adobe Connect meeting you will need:

- Microphone,
- Web camera,
- Internet Connection, and
- Working audio computer system
Microphone:

Many computers have built in microphones and you may not need to purchase an external microphone/headset.

- The Headset Microphone has an advantage of filtering out background noise for you and your fellow students and is more comfortable for longer classes.
- *Suggested Brands:* Plantronics or Logitech
  ➞These are the brands that the SON faculty uses.
- If you need to purchase, we also recommend a USB-type connection.

Web Camera:

Many computers have built in cameras and you may not need to purchase an external one.

- The web camera has an advantage of being able to display yourself during presentations or as allowed by your instructor.
- *Suggested Brands:* Logitech or Creative
  ➞These are the brands that the SON faculty uses.

Working Audio Computer System:

Can you hear videos on YouTube found on the Internet? If so, then your computer has a working audio system. If not, you will need to investigate why it is not working.

Some questions to ask yourself about your audio if you cannot hear anything:

- Is the speaker turned on?
- Are my speakers on Mute?
- Is the volume high enough?

Microsoft has tips for fixing common sound problems, please refer to the following website for assistance, [http://windows.microsoft.com/en-us/windows-vista/tips-for-fixing-common-sound-problems](http://windows.microsoft.com/en-us/windows-vista/tips-for-fixing-common-sound-problems)

Suggestions

To enjoy your Adobe Connect seminar, we highly recommend a quiet location and is free from distractions is best.

Please log on at the time suggested by your instructor, this is generally 15-20 minutes before the class meeting. This allows time to test the audio connections.

FYI…Connections from the workplace can be problematic because of firewalls. If this is your plan, be sure to test in advance of the meeting that the equipment and security will allow you to successfully participate.
Join a Meeting

To join a meeting you will receive an email invitation with the access information. When the meeting time arrives, click on the link or enter the URL into your web browser. *(We have heard that Firefox is the preferred browser.)*

See sample of email below.

Once you click onto the URL provided for your meeting, the login screen will appear and indicate that you are a guest.

- Click "Enter as a Guest" and in the "Name" field, **type your first and last name**
- Click on the "Enter Room" button.

First you will see the connection screen to your Adobe Connect meeting.
*Please note that you may be asked by the system to allow a download or to display “non-secure” items. If this occurs, you will need to say “Yes” to be able to login.

The meeting launches in your browser. If the meeting has not yet arrived to the meeting or meeting security requires the host (your instructor) to approve your attendance, you will be placed in a waiting room.

When you enter the session, it will look like the screen below (unless your instructor is sharing a PowerPoint or other screen). You should see your name in the participant list.

View a training video on Attending a Meeting that speaks about the meeting invitation, joining the meeting as a participant and how to communicate with others in the meeting.

Meeting Audio

Meeting hosts have control over how the audio portion of your meeting is conducted. The faculty utilizes Voice-over-IP (VoIP) and this is why you hear the meeting audio through your computer speakers.

- If a meeting attendee is speaking using VoIP, you will see a microphone icon next to their name.

To maximize your audio experience, it is recommended that you run through the Audio Setup Wizard. To do this, select “Audio Setup Wizard…” from the Meeting Menu link found on the Adobe Connect Application Bar.

![Adobe Connect Meeting Screen](image)

If some cases, your instructor 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 active the microphone icon in the Application Bar at the top of your Adobe Connect meeting screen.

Learning Tools

Still nervous about Adobe Connect technology? There are many resources that are available to you:

Adobe TV: Learn Adobe Connect

- Learn about Adobe Connect with Getting Started and New Features tutorials by product experts.


Lynda.com:

- CSUF Information Technology has licensed the entire library of Lynda.com online training tutorials that CSU Fullerton staff, faculty and
students are able to access for free using your campus portal.

- Adobe Connect Essential Training is part of this online training library that you may want to review.

- [http://fullerton.edu/ittraining/lynda.asp](http://fullerton.edu/ittraining/lynda.asp)

Prepared by Peggy Luna, Interim Course Manager with the assistance of Marsha Orr’s materials and Adobe Connect User Guide information.