Adobe Connect is a web conferencing product that allows users to conduct live meetings and presentations over the internet with multiple users. This Meeting Guide provides you with the basics of Connect to ensure that your meetings are productive.

This document is divided into several sections to help you navigate and troubleshoot Adobe Connect. It contains important steps to follow before, during and after each meeting to make your experience as problem-free as possible as well as steps to follow if you do experience a problem.

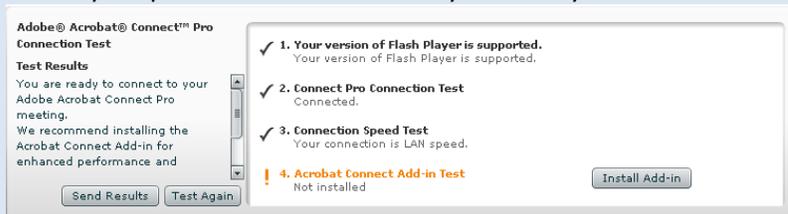## Pre-Meeting

On the day of the meeting, you will need to:

- Connect and test hardware (headset/microphone and camera) if used in your meetings.
- Verify that you have an active internet connection. Please note that a high speed internet connection is required if your meetings use audio/video.
- Adjust environment (lighting, noise, focus, etc.). You will need a quiet, well-lighted space where you will me able to attend the meeting uninterrupted.

Approximately ½ hour before **every** meeting, you will need to:

1. Join the meeting (or prep area if one is provided)
   a. Your professor most likely sent an email with or posted the meeting access information in Blackboard. Click on the link or enter the URL into your web browser to join the meeting.
   b. Enter as a guest. You will have to type in a name you wish to be identified with during the meeting. Your first and last names are recommended. The meeting will launch in your browser.

2. Test your computer by going to *Help > Troubleshooting*. You can also test your computer before attending a meeting by going to http://connect.odu.edu/common/help/en/support/meeting_test.htm.

   The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready. If you do not pass the **Connection Test**, the problem will be displayed. You can perform the suggested actions and run the test again.

   Tip: The fourth step of the **Connection Test** is for the **Adobe Connect Add-In**. Installing the Add-In is only required if your professor has asked that you share your audio and video.

3. View/Review Tutorials and Resources as needed. These can be found by going to *Help > Adobe Connect Help* and/or *Help > Connect Basics*.

Depending on the role your professor has elected for you to have in the meetings, you will also need to do the following ½ hour before every meeting:

Participant (Text Only)
Participants can view the content that the presenter is sharing, hear and see the presenter's audio and video broadcast, and use text chat. If you are a Participant, there is no setup to attend a meeting.

Presenter (Text, Video and Audio)
Presenters can share their screen with all attendees, chat, and broadcast live audio and video. If you are a Presenter in the meeting, you will need to:

a. Test your Audio Connection by going to **Meeting > Audio Setup Wizard** and complete the required steps.

b. Verify the correct devices are selected in the Adobe Flash Player. In the upper right of the Video pod, click the menu icon ☰▾, and choose **Select Camera**. Check that your camera is selected in the dropdown menu. Click on the **Microphone** tab of the Adobe Flash Player and verify that your headset is in the dropdown menu.

c. Connect your Audio by selecting the menu button to the right of the microphone button 🎤▾ and select **Connect My Audio**. Mute your audio by selecting the **Mute My Microphone** button and unmute when you need to speak. Always use a headset microphone for audio.

d. Start your webcam using the button that appears in the Camera and Voice pod. To share your camera, make sure your webcam is plugged in, and click the **Start My Webcam** button. You will be shown a preview of your video, click **Start Sharing** to share. You may be prompted by the Adobe Flash Player to "Allow" your camera and microphone.

During Meeting
Participate in the Meeting per your professor's instructions. Take some time to become familiar with the different Pods that are used by your professor. *Note: If your instructor provided a prep meeting prior to your class session for setting up, remember to join the "real" meeting on time.*

After meeting
Report any technical issues to the OCCS Technical Support Center by email occshelp@odu.edu or by submitting a Footprints ticket at https://fp.odu.edu (you will need your MIDAS ID and password to log in). You can also give us a call at 757-683-3192. Please include what browser and version you are using as well as what Operating System. You may also maintain a journal of personal technical issues and resolutions for future reference.

Helpful tips

Please use the tips below to troubleshoot any issues that you may encounter. Whenever you use a new system or connect to a new network you may experience problems. Please go through these tips to ensure that the system meets all the requirements to successfully attend a meeting.

1. Use a headset/microphone, not the internal PC microphone or microphone built into a web camera.

2. Use a wired internet connection. A wireless connection is not recommended for Adobe Connect Meetings.

3. Run the **Connection Test** before every meeting to make sure you have the latest version of Flash and install the Adobe Connect Add-in if necessary by going to ***Help > Troubleshooting*** or http://connect.odu.edu/common/help/en/support/meeting_test.htm.

4. Run the Audio Setup Wizard ahead of the meeting to test your microphone (if you are using one) before every meeting - ***Meeting > Audio Setup Wizard.***

5. Do not run other applications in the background during meetings, particularly web applications (email, chat, etc.) These compete for CPU and client bandwidth to the internet which can cause problems.

6. Mute your microphone after connecting your audio or you will transmit audio whether you're talking or not.

7. **Important Firewall Information**: Ports 1935 and 80 are required to participate as well as port 443 if SSL is enabled to establish TCP connections. Ensure these ports are open and are not throttled down. If the report you get back from the **Connection Test** indicates that you are unable to connect to the Connect server, it is almost always caused by a firewall or proxy server at your location. Another potential issue could be third-party firewall software on your computer, or possibly Web proxy software that your browser is configured to use. If you are participating from a corporate or military computer network that utilizes a firewall, check with your network administrator before proceeding; if on a personal computer, you will need to contact the firewall software manufacturer and/or turn off any web proxies being used by your browser.

Having Trouble?

Issue	Solution
I cannot get into the meeting	If you are having trouble joining a meeting try the following: 1. Enter the meeting as a **Guest** user. 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. 3. Make sure popup blocking software is not blocking your meeting window. 4. You may be using a proxy server. To resolve this in Internet Explorer, select *Tools > Internet Options > Advanced tab*. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.
I cannot hear any audio	Verify that your computer speakers are on and your computer's volume is at an audible level or not muted. You can use the speaker icon in the lower right of your taskbar (where the time is) to check your volume level.
I have been granted rights to share my voice, but no one can hear me	If you are having trouble sharing your voice try the following tasks: 1. Make sure your computer microphone is not muted. 3. Run through the **Audio Setup Wizard**. To do this, select *Meeting > Audio Setup Wizard*. The wizard guides you through five steps in which your computer is tuned for optimal VoIP. 4. You may have elected to deny the Adobe Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose **Settings** to view your Flash Player settings. Select the **Privacy** tab (screen with eye icon) and in the dialog box, choose **Allow**. 5. Verify that the correct microphone is being recognized by the Flash Player by right clicking in the meeting window and choose **Settings** to view your Flash Player settings. Select the **Microphone** tab. Check that your microphone is selected in the dropdown and that the Record Volume is at an appropriate level. 6. If you have a camera with built in audio, verify that your headset and not your camera is selected as the microphone in the Adobe Flash Player and the Audio setup wizard.
The presenter is sharing their screen, but it is fuzzy or there is a long delay	If you are having trouble seeing a presenter's screen, try the following: 1. Click the Full Screen button on the top of the Share pod. 2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select *Change View > Zoom In*.
My image will not show up when I choose "Start my camera and voice."	If you are having trouble sharing your camera try the following tasks: 1. Ensure that your camera is plugged in and recognized by the computer before entering the meeting. If not, camera drivers might need to be updated or installed. 2. Also be sure to "Allow" the Adobe Flash Player for the camera and microphone in the dialog box that appears when starting the broadcast. To verify this, right click in the meeting window and choose **Settings** to view your Flash Player settings. Select the **Privacy** tab (screen with eye icon) and in the dialog box, choose **Allow**. 3. You can also verify the correct devices are selected in the Adobe Flash Player by right clicking in the meeting window and choose **Settings** to view your Flash Player settings. Then select the *Camera tab* and check that your camera is selected in the dropdown menu. 4. You may need to install the **Adobe Connect Add-In**. A prompt to install the add-in is usually in the upper right corner of the meeting interface denoted with a blue downward arrow. 5. Make sure your webcam is not being used by another application such as Skype, AIM, Yahoo! Messenger, etc.