

Table of Contents

| | |
|--|----|
| Table of Contents..... | 1 |
| Overview of Adobe Connect | 2 |
| Recommended Use | 2 |
| Roles and Privileges..... | 2 |
| Menu Bar | 3 |
| Prepare Room and Upload Content..... | 4 |
| Create a Meeting | 4 |
| Add a Meeting to Your Course | 5 |
| Upload Content in a Meeting | 5 |
| Access a Meeting as Instructor or Student | 6 |
| Pods | 6 |
| Share..... | 6 |
| Share Your Screen | 7 |
| Share Documents..... | 7 |
| Share Whiteboard..... | 7 |
| Attendee Pod and Breakout Rooms | 8 |
| Chat Pod..... | 8 |
| Poll Pod | 8 |
| Video Pod..... | 8 |
| Web Links Pod | 9 |
| Notes Pod..... | 9 |
| Files Pod..... | 9 |
| Q&A Pod..... | 10 |
| Recording and Reports | 10 |
| Record a Meeting | 10 |
| Accessing Recordings | 10 |
| Training Reports | 11 |
| Course Reports | 11 |
| Create Course Reports..... | 11 |
| Tips for Getting Started..... | 12 |
| Install the Adobe Connect Add-In | 12 |
| Voice-over-IP (VoIP) for Audio Communications..... | 12 |
| Troubleshooting | 13 |

Overview of Adobe Connect

Recommended Use

Adobe Connect for eLearning gives its users, regardless of skill level, a medium to easily create and deliver compelling self-paced online courses, conduct highly interactive virtual classes, and efficiently manage training programs. Adobe Connect is based on Adobe Flash technology, which allows you to deliver rich interactions that participants can join easily.

The meeting is a live online conference for multiple users, and the meeting room is an online application that you use to conduct a meeting.

Group meeting room: Addresses all your online meeting needs, from simple screen sharing to mission-critical collaboration.

Lectures: Enables the host to create high-impact online virtual training and to deliver classes in real time, single speaker mode with on-demand, or offline, access to session recording.

Online classrooms: Ensures easy attendance and customized presenting options for individuals, small groups, and large-scale course attendance; includes adaptive interactive layouts, rich multimedia content whiteboards, chat, and breakout rooms.

Roles and Privileges

Your role determines your capabilities for sharing, broadcasting, and other activities in an Adobe Connect meeting. There are three roles for meeting room attendees: host, presenter, and participant. Icons in the attendees pod lets you identify a user's role and if he or she is connecting from mobile devices.

The creator of a meeting is the host by default. The host can specify each attendee's role, including selecting other attendees to be hosts for the meeting.

Permissions for each role are as follows:

Host: Organizes and facilitates the meeting.

Presenter: May assist in meeting facilitation, presenting content, or sharing his or her screen.

Participant: Largely a spectator in the meeting who can chat, respond to polls, and change his or her status.

There are two easy ways to change any participant's role. Hovering over a participant's name brings up a menu with several options that give you the ability to choose a role for the individual.

Additionally, the **Attendees** pod supports drag-and-drop functionality. Click and drag users from one role to another.

Note: If you wish to change the role of multiple attendees at the same time, hold down the control button (Windows) or command (Mac) while selecting usernames and then drag and drop to set the role.

Menu Bar

The meeting room consists of various display panels (pods) and components. The program has several pre-built meeting room layouts, or you can customize your own meeting room layout. The menu bar contains several menus: a host sees the meeting, layouts, pods, audio, and help menus; a presenter or participant sees only the meeting and help menus. The colored bar at the far right edge of the menu bar indicates the connection status of the meeting room. Messages and warnings also appear in this corner. A red circle in the menu bar indicates that the host is recording the meeting.

Meeting options differ for different types of users. The menu bar shown below is an example of the meeting options for a host. All other roles have more limited options.

The **Meeting** tab on the menu bar allows you to manage the meeting information as well as access and entry of attendees to the meeting. It allows the host to set up meeting preferences and the set recording feature.

The **Audio Setup Wizard** walks the attendee through the setup and automated tuning of audio device settings. If the audio does not work properly, the wizard offers help with troubleshooting tips.

The **Layouts** tab of the menu bar allows the host to make changes to the general room template. It contains three layouts: Sharing, discussion, and collaboration.

The **Sharing** layout is optimized for sharing content (Microsoft PowerPoint presentations, video, Adobe PDF, and so on). The **Discussion** layout is optimized for discussing issues interactively and taking notes. The **Collaboration** layout is optimized for annotating content and drawing freehand on content.

The **Pods** tab allows you to add or subtract resources to the layout in your online workplace. (See the pods section of this document.)

The **Audio** tab allows you to set the rights for the participants.

The **Microphone Rights for Participants** option enables single speaker mode and mutes all other microphones for a lecture environment, giving no one speaking rights other than the host or presenter.

The **Speaker Audio Management** tab has simplified speaker audio conferencing settings. Host, presenter, and participant can all adjust these audio settings.

Share Webcam Video

As the meeting host, you may ask attendees to use a 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 webcam is plugged in and click the **Share My Webcam** button. Adobe Flash may prompt you for permission. A webcam video preview appears after granting permission. If you are happy with the preview, click **Start Sharing** to share your video with all participants.

You can also click the webcam icon in the menu bar to access your webcam and preferences.

Change Your Status

You can also change your status within a meeting to provide feedback to the presenter and other attendees. To change your status, click the arrow on the **Status Options** drop-down list on the menu 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**. Your status automatically clears itself after a few seconds if you choose an option below the line such as **Speed Up** or **Applause**.

An icon appears next to your name in the **Attendees** pod when you set your status.

Prepare Room and Upload Content

Create a Meeting

1. Navigate to <https://thelearninghouse.adobeconnect.com> in your Web browser.
2. Log in with your Adobe Connect username and password. If you do not know your password, click the [Forgot your password?](#) link or email training@learninghouse.com.
3. You will be on the Adobe Connect Central home page once logged in. Click the **Create New Meeting** button.
4. Enter a meeting name. You also have the option to add an easy-to-remember custom URL. **Tip: The meeting room you create is always available at the URL you specify. It is a good idea to use the course code format and bookmark your room for quick and easy access.**

- Note:** Skip the following fields because of the current default settings: **Summary, Start Time, Duration, Select Template,** and **Language.**
5. Set the **Access** field to **Anyone who has the URL for the meeting can enter the room.**
 6. You should always set the **Audio Conference Setting** to: **Do not include an audio conference with this meeting.**
 7. Optionally, fill in the additional fields and click **Finish.** You have created your meeting room.
 8. Enter your meeting room by clicking on the meeting room URL on the confirmation page or by typing the URL into your Web browser.

Add a Meeting to Your Course

The meeting room you create through Adobe Connect is always available at the URL you specify. It is a good idea to use the course code format and add the URL link into your Moodle course. Linking any external documentation and resources into your Moodle course will reduce confusion, provide a centralized hub for training, and support material.

1. Log in to Adobe Connect at <http://thelearninghouse.adobeconnect.com>.
2. Go to the meeting information page and copy the URL for your meeting.
3. Log in to your school's Moodle portal, access your course, and click the **Turn editing on** button.
4. In the first lesson or section, use the **Add an activity or resource** hyperlink to select **Page.**
5. Provide a name for your resource that your students will recognize (e.g., "Adobe Connect Live Classroom Meeting").
6. In the **Page content** section, paste the link (URL) for the Adobe Connect meeting room and provide some basic instructions for your students to navigate into the meeting room (e.g., "Click the link and select to enter the meeting room as a guest with your full first and last name").
7. We advise you to ignore the options in the **Options** and **Common Module** sections. You do not need to change these.
8. Select the **Save and return to course** button.

You and your students will now click on that resource for the link to gain access to your Adobe Connect meeting room.

Upload Content in a Meeting

1. Log in to Adobe Connect at <http://thelearninghouse.adobeconnect.com>.
2. Click the **Create New Content** button, or click the **Content** tab and then **New Content** button to upload content.
3. In the **Select Content File** section, click the **Browse** button to select the file you want to upload to your meeting room. Note the permitted file formats. If you need

4. to display a file format that is not permitted, such as .xls or .xml, you can display that in an application on your computer using screen share.

Access a Meeting as Instructor or Student

1. Click on Adobe Connect Meeting link or enter the URL into your Web browser.
2. The meeting login screen appears. Please contact training@learninghouse.com if you do not have a username or password for the Adobe Connect account. Students will choose **Enter as a Guest**, type in their first and last name, and click **Enter Room**.
3. The meeting launches in your browser. If as the meeting host you have not yet arrived to the meeting or given meeting security to approve your students' attendance, your attendees will be placed in a waiting room until you sign in.
4. The meeting room will appear in your browser once you, as the meeting host, enter the meeting.

Pods

Hosts can show and hide, add, delete, rearrange, and organize pods. You can display more than one instance of a pod (except the attendees and video pods) in a meeting at the same time.

You can have as many pods open at a time as you would like, and you can arrange them on the screen as you wish. Any pod in the list with a triangle arrow to the right will allow you to open multiple instances of that pod. The check mark next to a pod signifies that only one instance of that pod is permitted and that the pod is already in use.

You cannot close pods completely while a meeting is in session; you can only hide them. This is to prevent a host from deleting a pod inadvertently.

Share

You can use this pod to share any content you may have uploaded in advance or would like to upload "on the fly." You can also share your screen for the entire desktop, a particular window or application, and you can use Adobe Connect's built-in whiteboard tool.

To retrieve a share pod you have used earlier within the same session, go to the Pods tab and hover over the Share option to reveal a list of all available share pods and their contents. Choose from the list in Share My Screen drop-down menu.

Attendees see your pointer move in the share pod window when you share content in the share pod. All activities you perform in a shared window, application, or document are visible to attendees.

Share Your Screen

1. Click the **Share My Screen** button in the share pod.
2. Choose how you would like to share your screen in the **Start Screen Sharing** dialog.

Desktop: Share all applications on your desktop.

- Note: If you choose to share your entire desktop, reducing the number of applications running that use bandwidth will provide a better experience for the attendees.

Windows: Choose specific, already open windows to share.

Applications: Share one or more applications along with related windows. Click **Share** after selecting your desired option.

3. An interactive screen sharing palette appears in the bottom right corner of your screen; this provides access to several meeting options while sharing your screen:
 - a. Screen preview
 - b. Webcam
 - c. Audio settings (muting and unmuting microphone, adjusting audio of the meeting)
 - d. Participants
 - e. Chat (public and private)
 - f. Meeting notifications
 - g. Revert to full meeting room



Share Documents

1. Click the right arrow beside **Share My Screen** and select **Share Document**.
2. Click **Browse My Computer** to select a file from your system. Locate the PowerPoint (PPT or PPTX) presentation you would like to share in the browse dialog; click **Open**. The file is automatically uploaded and converted.
3. The file will appear in the share pod when it's converted. Use the **Next** and **Previous** controls to navigate through your presentation.

Note: You can also follow these steps to share other supported file types, including image files (JPG or PNG), video files (FLV), flash files (SWF), and MP3 audio files. The following file extensions are not supported in **Share my Screen** or **Share document** function: DOC, XL, and CSV.

Share Whiteboard

1. Click the **Share My Screen** button in the share pod.
2. Choose the **Share Whiteboard** option in the start screen sharing dialog.

3. You may adjust the size of your whiteboard by selecting the **Full Screen** option at the top right-hand corner of the board.

Note: Whiteboards do not have an auto-erase or undo feature once created. The only way to remove anything from a whiteboard is to select the item and then press the **Delete Selected** button at the top of the board. You can hide the board, but that does not delete from the meeting and/or recording.

Attendee Pod and Breakout Rooms

This pod lists attendees by role (host, presenter, or participant) and allows you to drag users from one role to another, see who has speaking rights (indicated by a microphone to the right of the user's name), and see when they are speaking. By hovering over a user's name, you may enable microphone rights and open a private chat with that user.

You will also use this pod to move users into breakout rooms. Once in a breakout room, all users will have microphone rights and the ability to share documents within that room. Adobe Connect allows you to create as many breakout rooms as you need, and will evenly distribute participants to breakout rooms for you if you wish.

Chat Pod

The chat feature will allow multiple windows, but it will tile these in a single pod across the bottom. You could have a separate chat window open for each different user or have a chat that is visible to everyone. A new message in a chat window will blink yellow, and settings enable or disable an audio alert.

Poll Pod

Create polls by selecting the poll pod and choosing **Add New Poll**. Your polls can allow one or multiple answers. Type your question into the **Question** box and begin typing answers into the **Answer** box. Allow a single answer per line, using your return key to move to the next line in the answer box. When you fill out your question and answers, click the **Open** button to open the poll to participants. If you need to edit your question or answers once the poll is open, click the **Prepare** button to return to the previous page.

The poll pod will tabulate responses and prepare them in bar graph format. Click the **Broadcast Results** box to publicize these bar graph results to students. Click the **View Votes** button to see how specific participants answered. Click the Close button to suspend voting on a specific question. Click the **Reopen** button to reopen voting.

Video Pod

You will need the video pod if you choose to use a webcam in your classroom, either for yourself or for the entire class. If you elect to have the entire class use webcams, you

will want to increase the size of this pod (click and drag the corners) so that it fills the entire screen, as the windows for each webcam will be tiled in the video pod. Full screen viewing is available by clicking the expanding arrows.

There are two formats available for viewing multiple webcam feeds. The default is a grid format in which all webcam windows will be the same size within the video pod. The host has the option of selecting a filmstrip format, which allows participants to focus on one main webcam feed with all other feeds appearing in a filmstrip below the window. The host can set any webcam feed as the main video.

1. You can easily share a webcam video with meeting attendees. To do this, make sure your webcam is plugged in and click either the webcam button or the **Start My Webcam** button on a video pod.
2. The webcam will give you a preview of what will be shared. If you are happy with the preview, you can click **Start Sharing** to broadcast your webcam to all participants. The video pod will accommodate multiple webcams and scale the images appropriately. You do not need to open a separate pod for each presenter.
3. If you would like to adjust the settings for your webcam to increase or decrease the quality based on available bandwidth, click **Preferences** from the video pod options menu, or select **Meeting > Preferences > Video**.

Web Links Pod

This pod will force a participant's browser to navigate in a new window to the Web link of your choosing. Select to add a new Web link and then type the link in the bottom box of the new window that has opened. Once you have finished typing the link, click the **Browse To** button to complete the action and send the link to participants.

Be judicious in your use of Web links, however, because once you have directed a participant to a Web link, you will direct him or her away from the meeting. The meeting remains open and participants may return to it easily, but participants' focus may shift away from the meeting for the remainder of the session.

Notes Pod

This pod allows you to take notes on the screen. These notes are visible to participants unless you are taking notes in the presenter-only area.

Files Pod

This pod will allow you to force participants to download a file of your choosing. Should you need to have students open a .doc or .xml file that you cannot upload into the room, this may be an option for sharing those file types. You might consider, however, sharing these in your Moodle course instead so that students have access to them after the meeting session has ended.

Q&A Pod

This pod will allow you to answer questions that attendees pose. When a presenter answers a question, the question and answer appear as pairs in the Q&A pod. Hosts can give participants enhanced rights, letting them answer questions as well.

Hosts and presenters, by default, see the Q&A pod with additional controls, but you can quickly see questions with answers as participants do. Click either of the following in the upper right-hand corner of the Q&A pod.

Presenter View displays additional filtering and assignment controls visible only to hosts and presenters.

Participant View displays the simple list of questions and answers that participants see.

Note: You can export the contents to a text file or email with the Q&A pod.

Recordings

Record a Meeting

1. Select the **Meeting** tab within your Adobe Connect meeting room.
2. Choose the **Record Meeting** option.
3. Within the **Record Meeting** box, change the name of the meeting in the **Name** box if you wish. You may enter a descriptive **Summary** as well, but your students will not have access to view it.
4. Click the **OK** button at the bottom of the box.
5. A red recording button will appear in the top right corner of your meeting room to indicate that your meeting is being recorded.
6. To stop the recording, either end the meeting or click the red recording button. Click **Stop Recording** in the black box that appears.

Your recording has been saved in your Adobe Connect account.

Accessing Recordings

1. Go to <http://thelearninghouse.adobeconnect.com> and log in to your account.
2. Click the **Meetings** tab and click on the name of the meeting for which you have created a recording.
3. Select the **Recordings** link above the gray **Meeting Information** bar.
4. The recording is private by default, as noted in the **Access** column. To open it so that you students can access it, click the box next to the name of your recording and then click the **Make Public** button.
5. Now click the name of your recording to go to the **Recording Information** page. Here you can access the **URL for Viewing** (link) to provide your students so they can view the recording.

6. Copy the **URL for Viewing** (link) and return to your course on your school's Moodle portal.
7. Click to enter the **News Forum** in the **Getting Started** or **Are You Ready?** section.
8. Click the **Add a new topic** button in the **News Forum**.
9. Create a **Subject** for the topic that will inform students that this is a link to the recorded meeting.
10. In the **Message** section, paste the **URL for Viewing** (link) and then click the **Post to forum** button at the bottom of the page to notify students that the recording of the meeting is available.

Reports

Course Reports

Course reports provide information about individual courses you created and the learners enrolled in the course. The course report shows how to use a course. The report lists if the student has taken the course; how often students take the course; and if students pass, fail, or complete the course. Course reports showing individual learners taking a specific course enable you to see who has taken the course, their statuses, and their scores.

The historical course report includes information about unenrolled and deleted users. Viewing data about unenrolled and deleted learners helps you analyze how students have used the course over time. For example, you can see how many learners have not completed the course and if that number is rising or falling.

Create Course Reports

1. Log in to Connect Central and click **Reports**.
2. Click **Course**.
3. Select a course from the **Training library** and click **Next**.
4. Click **Specify Report Filters**. Enter a date range and/or select a specific user group(s) (optional).
5. Click **Add or Remove Report Fields**. Select and deselect the fields to display in the report.
6. Click **Options**. Select the course report to create: **Course Report** or **Historical Course Report**, which includes unenrolled and deleted users.
7. Click **Create Report**.

Tips for Getting Started

Install the Adobe Connect Add-In

You will be prompted to install the Adobe Connect Add-in if you have never hosted an Adobe Connect meeting before. Click **Install** and follow the instructions on the screen.

Note: Meeting participants are only required to have Adobe Flash Player 10.1 or later.

Voice-over-IP (VoIP) for Audio Communications

Voice-over-IP allows you to communicate with meeting attendees using your computer's microphone and speakers. It is recommended that you first run through the audio setup wizard if you intend to use this feature. To do this, begin by selecting **Meeting > Audio Setup Wizard**.

The wizard guides you through four steps in which you are asked to test your speakers, select a microphone, and optimize the audio. If you have never used Adobe Connect before, you may see a Flash Player settings box asking for permission to use your camera and microphone. Selecting **Remember** will skip this prompt in the future.

To begin using VoIP, locate the **Microphone** button near the top of the application in the menu bar. Click the button once to activate VoIP.

Troubleshooting

| Issue | Solution |
|-----------------------------------|--|
| I cannot join the meeting. | <p>Try the following if you are having trouble joining a meeting:</p> <ol style="list-style-type: none">1. Enter the meeting as a guest user by entering in your first and last name in the guest field.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, the page will give you instructions for what you need to do.3. Make sure your browser's pop-up blocker 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. | <ol style="list-style-type: none">1. Verify that your computer speakers are on and your computer's volume is at an audible level.2. Check to ensure you have not muted the meeting audio. (Check that the speaker icon is still green.) |
| I cannot speak. | <ol style="list-style-type: none">1. Verify that you have been granted speaking rights. (Check to see if the microphone icon appears in you menu bar at the top).2. Select the audio setup wizard to determine microphone functionality. |