Step to Getting Started ................................................................. 3
1. Request your Classroom ......................................................... 3
2. Check Your Equipment ......................................................... 3
3. Complete a Preflight .............................................................. 4
4. Set Your Room Preferences .................................................. 4
5. Audio Setup Wizard .............................................................. 5

Meeting basics ........................................................................... 7
Inside a meeting room ............................................................... 7
Meeting roles and permissions .................................................. 7
About the meetings library ....................................................... 8

Meeting room layouts ............................................................... 8
Create layouts ........................................................................... 8
Manage layouts .......................................................................... 9

Starting and attending meetings ................................................ 11
Start meetings ........................................................................... 11
Work with pods .......................................................................... 13
Join a meeting ........................................................................... 14
Place a meeting on hold or end a meeting ................................. 14
Working with notifications and requests .................................. 25

Updating meetings .................................................................... 16
View and manage meeting content .......................................... 16

Viewing data about meetings ................................................... 17
Viewing data about meetings with the dashboard ...................... 17
Meeting reports .......................................................................... 18

Sharing content during a meeting ............................................. 18
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing a computer screen, document, or whiteboard</td>
<td>18</td>
</tr>
<tr>
<td>Share content in the share pod</td>
<td>19</td>
</tr>
<tr>
<td>Share your screen</td>
<td>20</td>
</tr>
<tr>
<td>Share a document or PDF</td>
<td>22</td>
</tr>
<tr>
<td>Share a presentation</td>
<td>24</td>
</tr>
<tr>
<td>Share a whiteboard</td>
<td>27</td>
</tr>
<tr>
<td>Upload and manage files using the File Share</td>
<td>29</td>
</tr>
<tr>
<td>Display web pages to attendees</td>
<td>30</td>
</tr>
<tr>
<td>Notes, chat, Q&amp;A, and polls</td>
<td>32</td>
</tr>
<tr>
<td>Taking notes in a meeting</td>
<td>32</td>
</tr>
<tr>
<td>Chat in meetings</td>
<td>33</td>
</tr>
<tr>
<td>Questions and answers in meetings</td>
<td>36</td>
</tr>
<tr>
<td>Polling attendees</td>
<td>39</td>
</tr>
<tr>
<td>Breakout rooms</td>
<td>41</td>
</tr>
<tr>
<td>Audio in breakout rooms</td>
<td>42</td>
</tr>
<tr>
<td>About breakout room layouts</td>
<td>42</td>
</tr>
<tr>
<td>Creating and managing breakout rooms</td>
<td>43</td>
</tr>
<tr>
<td>Managing attendees</td>
<td>46</td>
</tr>
<tr>
<td>View or change an attendee’s role</td>
<td>47</td>
</tr>
<tr>
<td>View and change attendee status</td>
<td>50</td>
</tr>
<tr>
<td>Technical Tips</td>
<td>52</td>
</tr>
<tr>
<td>Notes</td>
<td>53</td>
</tr>
</tbody>
</table>
Steps to Getting Started

Step 1: Request Your Classroom/Meeting Room
Adobe Connect enables live, interactive classes and group collaboration. Contact CILT to see if Adobe Connect is a good fit for you and your students. Adobe Connect classrooms can be requested at http://www.conted.und.edu/acrequests/request.cfm. Please fill out the form even if you wish to use an existing Adobe Connect classroom.

Step 2: Check Your Equipment
The first step to using Adobe Connect is to be sure you have the right equipment, and that your equipment meets these requirements.

**Computer Processor Speeds**
- Windows: 1.4 GHz or Higher
- Macintosh: G3 or Higher

**Memory**
- 512 MB of RAM

**Monitor Resolution**
- 1024 x 768 or larger

**Software Requirements**
- Internet browser: A list of compatible browsers can be found at http://und.edu/tech-support/students/tech-requirements.cfm.
- Adobe Flash Player 8 or later
- Adobe Connect Plugin: Get the plugin by going through the Computer Compatibility Check below, or when you attend a preflight.

The Computer Compatibility Test ensures your Flash Player is supported, checks your internet connection and installs an add-in required to properly run an Adobe Connect room. It can be completed at any time before your first class. The test can be accessed at http://conted.breeze.und.nodak.edu/common/help/en/support/meeting_test.htm.

**Internet Connection**
Minimum DSL/Cable Internet Connection.

Wireless/Satellite connections will not work with Adobe Connect, so be sure you can plug directly in to your internet connection.

NOTE: You must have a guaranteed minimum of 512 kbps download speed. It is best to contact your Internet Service Provider (ISP) to verify this. You may have to upgrade your ISP service to achieve this download speed. Check your connection speed at http://speedtest.net.
WebCam
Many instructors and online programs require a web cam. A USB camera or a built-in camera will work with Adobe Connect. The instructor or online program coordinator should let students know if a webcam is required.

Headset
USB headsets with microphones are required for live classes. The headset needs to have a USB connection. Two-pronged stereo headsets are not supported.

NOTE: A headset is not required if you are participating in an IDT course.

<table>
<thead>
<tr>
<th>Supported Headset</th>
<th>Not Supported Headset</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Supported Headset" /></td>
<td><img src="image2.png" alt="Not Supported Headset" /></td>
</tr>
</tbody>
</table>

Step 3: Complete a Preflight
Think of a preflight as a “trial run” to work out any technology glitches before class begins. During a preflight a technical support rep will run through a series of steps to prepare you for your Adobe Connect class. Your computer will be tested to ensure it has a fast enough internet connection, the correct version of flash, and will install the plugin needed to run your classroom. Your technical support rep will also ensure your headset and webcam are working properly (if required), and will walk you through the basic features of the Adobe Connect classroom.

Students and instructors should complete a preflight each term. Review the checklist at [http://und.edu/tech-support/students/checklist.cfm](http://und.edu/tech-support/students/checklist.cfm) to be sure you have everything you need to complete a preflight. The last step of the checklist is a link to sign up for a preflight. Click on Live Help during your scheduled time to start a chat with a representative who will start your preflight.

Instructors using a UND Classroom to hold class should contact CILT Classroom Services to set up a podium training. In this case a preflight is not necessary unless the instructor wishes to use a home or office computer for special class sessions or office hours.

Step 4: Set Your Room Preferences
You may wish to check your room preferences before the first class session to ensure they are set for optimal performance during a class session. Once set, the room preferences should remain in place indefinitely.
Optimize Room Bandwidth

1. Select Meeting > Preferences from the menu.
2. Select Room Bandwidth.
3. Make sure you select DSL/Cable, the default will be LAN, but you will need to change it to DSL/Cable.

Set Screen Share Settings

1. Select Meeting > Preferences from the menu.
2. Select Screen Share.
3. Select Low for the Quality and Frame Rate.

Set Video Settings

1. Select Meeting > Preferences from the menu.
2. Select Video.
3. Slide video quality to Low.

Step 5: Audio Setup Wizard

To set your microphone for echo cancellation and noise suppression, you need to install the Adobe Connect Meeting Add-in. The Audio Setup wizard can run without this add-in installed on your computer. However, for the highest quality audio possible with your configuration, Adobe recommends that you install the Connect Meeting Add-in and run the wizard.

The Audio Setup Wizard should be completed prior to each class session. It walks you through five steps to test your sound devices and calculate optimal settings for your hardware and software configuration.

1. Select Meeting > Audio Setup Wizard... from the menu bar. The Welcome page of the Audio Setup wizard appears. Click Next to continue to the next step.
2. On the Test Sound Output page, click **Play Sound**. A sound sample plays from your speakers or headphones. If you did not hear the sound sample, click **Help** for more information. Click **Next**.

3. On the Select Microphone page, select your USB headset type from the drop down menu.

   *Note: If your headset does not appear in the list or a set of random characters appears in the list, be sure your headset is plugged in. Then leave the Adobe Connect room and re-enter again.*

4. Click **Next**.

5. On the Tune Microphone Volume page, click **Record** to test your microphone.

   *Note: A dialog box may appear, asking you to allow Adobe Acrobat Connect to access your camera and microphone. Click **Allow**.*

   You should see your voice being recorded on the screen, indicated by the color bar moving to the right of the record button. When you are done reading the sentence on the screen, click the **Stop** button. Then click the **Play Recording** button to hear your voice.

6. Click **Next**.

7. On the Tune Silence Level page, click **Test Silence** and remain silent until process is complete. Connect sets a microphone sound level that compensates for background noise in your environment.

8. Click **Next**.

9. Success! Click **Finish**.
Inside a meeting room
Content in a meeting room is displayed in pods, which are panels that contain various types of media. Individual pods contain a list of those attending the meeting, notes, chat, files, and video. A host can send attendees from the main meeting room to breakout rooms (smaller submeetings) to collaborate as a small group.

A second display area, the Presenter Only area, is visible to hosts and presenters, not participants. Hosts and presenters can use the Presenter Only area to prepare content to be shared with participant or to view confidential content.

*Note: To display the Presenter Only area, choose Meeting > Enable Presenter Only Area.*

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. At the far right edge of the menu bar, the colored 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. The Secure Sockets Lock indicates that the meeting is connected over a secure socket (verifying the host server’s identity)

*Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.*

Meeting options differ for different types of users:

1. **Hosts**

2. **Presenters and Participants**

Meeting roles and permissions
Your role determines your capabilities for sharing, broadcasting, and other activities in a Adobe Connect. There are three roles for meeting room attendees: host, presenter, and participant. The instructor will be designated as the host. 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**
Hosts can add content to the library, share content, and add or edit layouts in a meeting room. They can promote other participants to the role of meeting room host or presenter, or give enhanced permissions to a participant without promoting the participant. Hosts are able to create and manage small group breakout rooms within a meeting. They can also perform all the tasks that a presenter or participant can.
Presenter

Presenters can share content already loaded into the meeting room from the library and share content from their computer, including Adobe® Presenter presentations (PPT files), Flash® application files (SWF files), images (JPEG files), Adobe PDF files, MP3 files, and FLV files. They can share their screen with all attendees, chat, and broadcast live audio and video.

Participant

Participants can view the content that the presenter is sharing, hear and see the presenter’s audio and video broadcast, and use text chat.

About the Meetings library

The Meetings tab in Adobe Connect Central contains three panes for accessing meetings: Shared Meetings, User Meetings, and My Meetings. Each pane contains folders and files with meeting content and recordings. Users can create and manage content in the My Meetings pane that appears when they are logged into Adobe Connect Central. Access to content in the other panes is determined by the meeting library permissions set for each user by the Adobe Connect Central administrator.

Content that you place in the Meetings library is available only for use in meetings. If you would like the content to be available for other activities initiated in Adobe Connect Central (such as events, seminars, or training), upload the content to the Content library, or move content from the Meetings library to the Content library.

Meeting room layouts

Create layouts

The Layouts menu and the Layout bar is visible only to hosts. The default layouts are Sharing, Discussion, and Collaboration.

To create a blank layout to which you manually add pods, or a duplicate of an existing layout that you want to customize, do one of the following:

- **Choose Layouts > Create New Layout**
- **Click in ** the **Layout** bar

![Create a New Layout](Image)
Manage layouts
The default layouts are Sharing, Discussion, and Collaboration. You can delete, rename, or change the order of the layouts.

Rename a layout
1. To rename a layout, choose **Layouts > Manage Layouts**.
2. In the Manage Layouts dialog box, select a layout.
3. Click **Rename** and enter a new name.

*Note: Double-click the layout name in the Layout bar and then enter a new name.*

Delete a layout
1. To delete a layout, choose **Layouts > Manage Layouts**.
2. In the Manage Layouts dialog box, select a layout.
3. Click **Delete** and confirm.

*Note: In the Layout bar, move the pointer over the layout and then click the X icon that appears to delete it.*

*Note: If you delete a layout that is currently in use, default Sharing layout is applied to the meeting.*

Reorder layouts
1. To change the order the layouts, choose **Layouts > Manage Layouts**.
2. In the Manage Layouts dialog box, select a layout.
3. Click Up or Down buttons to reorder the layouts.
   *Note: Drag the layout preview in the Layout bar to change the order of the layouts.*

### Change layouts during a meeting
The Layouts menu and the Layout bar is visible only to hosts. The default layouts are Sharing, Discussion, and Collaboration. Any custom layouts are also listed. The Layout bar also displays thumbnails for the layouts. When a host chooses a different layout, the new layout appears on every attendee’s screen.

To change the layout, do one of the following:

- Choose **Layouts > [Layout Name]**
- Click a layout in the Layout bar.

*Note: If all the layouts do not fit in the Layout bar, to scroll through the layouts hover the pointer over the first or the last layout previews. You can also use the panning options or the mouse wheel to scroll through.*

### Adjust layouts during a meeting
During a meeting, hosts can adjust layouts without affecting the active layout currently seen by attendees.

1. Choose **Meeting > Switch to Prepare Mode**. Alternatively, click ✖️ in the Layout bar.
2. From the Layouts menu or the Layout bar, choose the layout you want to adjust. Then move, hide, or show pods as needed.
3. When you finish adjusting the layout, choose **Meeting > End Prepare Mode** or click ✖️ in the Layout bar.

### Reset Layouts
Reset layouts to revert to the default layouts. Any modifications to the Sharing, Discussion, and Collaboration layouts are reverted, and custom layouts are deleted.

- Choose **Layouts > Reset Layouts**.

*Note: You cannot reset layouts if a meeting is being recorded.*

### Specify Layout bar options
Layout bar options let you specify the docking position, and Auto hide settings. Do one of the following:

- From the Layout bar menu, choose one of the following:
Dock to the left  Enable to dock the Layout Bar to the left edge of the meeting room window.

Dock to the right  Enable to dock the Layout Bar to the right edge of the meeting room window.

Starting and attending meetings

Start meetings
When you are host, starting a meeting is as simple as logging in to your meeting room and then inviting others, through e-mail or instant message, to do the same. Meetings can be spontaneous or prearranged.

When you have entered the meeting room, you can perform tasks to set up the meeting for attendees, such as specifying conference information, accepting or declining requests to join the meeting, rearranging pods, and typing in notes.

Enter a meeting room
- Do one of the following:
  - From the Home page in Adobe Connect Central, click My Meetings, and click the Open button for the desired meeting.
  - In Adobe Connect Central, navigate to the Meeting Information page for a specific meeting and click Enter Meeting Room.
  - Click the meeting URL in the e-mail invitation that you have received. Type your Adobe Connect login and password, and then click Enter Room.

Note: The first time you visit a meeting room, bookmark it for quick access the next time you want to start a meeting.

Set meeting room bandwidth
The host sets meeting room bandwidth to determine the rate (kilobits/second) at which data from the meeting is sent to attendees. We recommend using DSL/Cable for optimal performance. If attendees are using a variety of connection speeds, choose the lowest speed attendees are using to ensure that all participants have a good connection.
1. Choose **Meeting > Preferences**.

2. In the list on the left, select **Room Bandwidth**. Then select **DSL/Cable**:
   - **DSL/Cable** One presenter can generate around 125 kbits/second of data. Attendees need around 128 kbits/second for a good connection. If screen sharing is used, attendees should have 200 kbits/second.

---

**Invite attendees and grant or deny access**

While in the meeting room, hosts can invite people to attend a meeting. A host can choose to block access to a meeting, and allow or disallow requests to enter a blocked meeting.

**Invite attendees while a meeting is in progress**

Hosts can invite people to a meeting from the Adobe Connect meeting room.

1. In the menu bar, select **Meeting > Manage Access And Entry > Invite Participants**.

2. In the **Invite Participants** dialog box, do one of the following:

   - Click the **Compose E-mail** button to open your default e-mail application and send invitees an automatically generated e-mail message with the meeting URL.

   - Copy the meeting URL from the **Invite Participants** dialog box into an e-mail or instant message and send the message to invitees. Return to the meeting room and click **Cancel** to close the dialog box.

**Block incoming attendees**

1. In the menu bar, select **Meeting > Manage Access and Entry > Block Incoming Attendees**.

2. To allow incoming attendees to request entry to the meeting, select **Incoming Attendees Can Request Entry**.

3. (Optional) In the text box, edit the message for incoming attendees. Select **Save Message** to save the message for future use.

**Block guests who lack registered Adobe Connect accounts**

- In the menu bar, select **Meeting > Manage Access and Entry > Block Guest Access**.
Work with pods
Hosts can show and hide, add, delete, rearrange, and organize pods. More than one instance of a pod (except the Attendees and Video pods) can be displayed in a meeting at the same time.

Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.

<table>
<thead>
<tr>
<th>Pods</th>
<th>Audio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share</td>
<td>➤</td>
</tr>
<tr>
<td>Notes</td>
<td>➤</td>
</tr>
<tr>
<td>✓ Attendee List</td>
<td>➤</td>
</tr>
<tr>
<td>✓ Camera and Voice</td>
<td>➤</td>
</tr>
<tr>
<td>✓ Video Telephony</td>
<td>➤</td>
</tr>
<tr>
<td>Chat</td>
<td>➤</td>
</tr>
<tr>
<td>Files</td>
<td>➤</td>
</tr>
<tr>
<td>Web Links</td>
<td>➤</td>
</tr>
<tr>
<td>Poll</td>
<td>➤</td>
</tr>
<tr>
<td>✓ Q &amp; A</td>
<td>➤</td>
</tr>
<tr>
<td>✓ Move and Resize Pods</td>
<td>➤</td>
</tr>
<tr>
<td>Manage Pods...</td>
<td>➤</td>
</tr>
</tbody>
</table>

Show or hide a pod
- To show a pod, select it from the Pod Options. (For pods that can have multiple instances, select the instance name from the submenu.)

A check mark appears next to the name of pods that are currently visible in the meeting.
- To hide a pod, deselect it in the Pod Options. Or click the Pod Options in the upper-right corner of the pod, and choose Hide.

Add a pod
1. In the menu bar, select Pods and select the name of a pod.
2. From the pod submenu, select New [pod name] Pod.

Move and resize pods
1. In the menu bar, select Pods > Move And Resize Pods. A check mark appears next to the option when it is selected.
2. To move a pod, drag it by its title bar. To resize a pod, drag the lower-right corner.

Display a pod at maximum size
When you maximize a pod, it expands to fill the current browser window.
1. In the upper-right corner of the pod, click the Pod Options, and select Maximize.
2. To restore the pod to its original size, click the Pod Options again, and select Restore.

Note: To expand the Share pod beyond the current browser window to the edge of the display, click the Full Screen button.

Organize pods
1. In the menu bar, select Pods > Manage Pods.
2. Do one of the following:

- To delete pods, select them from the list, and click **Delete**.

- To rename a pod, select it from the list, and click **Rename**.

- To locate all unused pods, click **Select Unused**. Any unused pods are highlighted in the list on the left. Click **Delete** if you want to remove the unused pods.

3. Click **Done**.

**Join a meeting**

Attendees join a meeting as a guest or as a registered user, depending on the options chosen by the meeting host.

- Click the URL for the meeting or use your bookmark.

- Log in to the meeting room with your IDM login and password.

**Place a meeting on hold or end a meeting**

Hosts can place participants on hold to temporarily restrict meeting room access to participants and presenters, letting them prepare materials. Audio conference calls are placed on hold.

Hosts can end a meeting to remove everyone, including hosts, presenters, and participants. Audio conference calls are disconnected.

**Place participants on hold**

1. In the menu bar, select **Meeting > Manage Access And Entry > Place Participants On Hold**.

2. Revise the message to participants if you want, and click **OK** to place the meeting on hold.

- Attendees who log in to a meeting that is on hold automatically enter when the meeting resumes.

**End a meeting**

1. In the menu bar, select **Meeting > End Meeting**.
2. Revise the message to participants if you want, and click **OK** to end the meeting.

**Note:** *Your students will not be able to enter the site until you begin the meeting again.*

**Save an On Hold or End Meeting message for future use**
You can write an On Hold or End Meeting message without interrupting the meeting. This allows you to write the message during the meeting and then send it at the appropriate time.

1. In the menu bar, select **Meeting > Manage Access And Entry > Place Participants On Hold**.

2. Revise the message in the message box.

3. Click **Save Message** to save the message for future use and return to the meeting.

**Restarting a meeting that is on hold or ended**

- In the upper-right corner of the meeting room, click **Start Meeting** in the Participants On Hold window.

**Note:** *If you’ve closed that window, choose Meeting > Manage Access And Entry, and deselect Place Participants On Hold.*

**Working with notifications and requests**
Pending requests and notifications are displayed in the menu bar. This gives you a unified view of requests and notifications, and you can act on them. Notification and request icons display if you have pending requests.

**Notifications and requests**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. User entry request</strong></td>
<td><strong>B. Raise hand request</strong></td>
<td><strong>C. Notifications</strong></td>
<td><strong>D. Recording notification</strong></td>
</tr>
</tbody>
</table>

Click a request or notification button to view details and take an action as required. Raise hand requests and access requests are indicated separately. Other notifications are displayed under the Info button.
Updating meetings

After creating a meeting, you can update meeting information, change the participant list, and manage content associated with the meeting.

View and manage meeting content

You can view uploaded content, move the content to the Content library, or delete uploaded content at any time.

View a list of uploaded content

If you have Manage permissions for a meeting folder, you can view a list of all content that has been uploaded to the server from a meeting room within that folder.

1. Click the Meetings tab at the top of the Adobe Connect Central home page.
2. If necessary, navigate to the folder that contains the meeting.
3. Click the meeting name in the list.
4. In the Meeting Information page, click the Uploaded Content link on the navigation bar.
5. A list of all uploaded content appears. From here, do any of the following:
   - To see the information about a specific item in the list, click the item name.
   - Move uploaded content to the Content library.
   - Delete uploaded content.
   - To determine if the content is still being used in the meeting room, view the Referenced column. A Yes indicates that it is still being used. An empty column indicates that it is not.

Move uploaded content to the Content library

To move uploaded content to the Content library, you must be an administrator or a user with permissions to manage the specific Meetings library folder that contains this meeting.

1. Click the Meetings tab at the top of the Adobe Connect Central home page.
2. If necessary, navigate to the folder that contains the meeting.
3. Click the meeting name in the list.
4. In the Meeting Information page, click the Uploaded Content link on the navigation bar.
5. Click the check box to the left of each file you want to move.
6. Click the **Move To Folder** button on the navigation bar.

7. Navigate to the folder location in the Content library where you want to move the content file by clicking the folder titles or the **Up One Level** button.

8. Click **Move**.

9. Click **OK**.

**Delete uploaded content**

1. Click the **Meetings** tab at the top of the Adobe Connect Central home page.

2. If necessary, navigate to the folder that contains the meeting.

3. Click the meeting name in the list.

4. In the **Meeting Information** page, click the **Uploaded Content** link on the navigation bar.

5. Click the check box to the left of each file that you want to delete.

6. Click **Delete**.

7. Click **Delete** on the confirmation page to permanently delete the selected content.

**Viewing data about meetings**

**Viewing data about meetings with the dashboard**

The Meeting Dashboard provides a graphical representation of statistical data about your meetings. To see the Dashboard, from the **Home Tab** click **Meetings**, then click **Meeting Dashboard**. The data, which reflects all the meetings you have created, appears in three bar graphs; clicking in any of the bar graphs brings up the Summary Report for the meeting.

**Most Active Meetings Over Last 30 days** Determined by the number of sessions.

**Most Participant Meetings Over Last 30 Days** Determined by the number of participants. This feature counts only registered attendees; guest attendees are not included in the count. However, guest attendees are included in the data reported in the Summary Report for each meeting.

**Most Viewed Recordings Over Last 30 days** Determined by the number of views (that is, the number of times each archived meeting has been viewed).

The bar graphs appear within the Adobe Connect Central Meetings tab. Click **Printable Version** to export the Dashboard to a browser window for printing.
Meeting reports

The Reports feature of Adobe Connect Central lets you create reports that show you a given meeting from different perspectives. To use this feature, navigate to the Meeting Information page of an individual meeting and then click the Reports link. This displays links that let you define the following meeting information:

Summary The first report type that appears when you access the Reports feature. The Summary shows you aggregate meeting information, which includes: name; URL For Viewing; Unique Sessions (a single instance in which a given user has joined and exited the meeting); the last time that any invitee entered the meeting room (Most Recent Session); number of people invited; number of those who attended; and the greatest number of people who entered the room at any one time (Peak Users).

By Attendees Lists the name and e-mail address of each meeting participant, as well as the time they entered the meeting and the time they left it.

By Sessions Lists the start and end time of each session, the session number, and the number of attendees. Clicking on the session number displays the participant list for this session, including participant name and entry and exit times for each participant.

Note: Viewing reports by session is an easy way to take attendance for individual class sessions and allows you to view how long attendees were actually present in the room.

By Questions Lists each poll by session number, number, and question. Select a view by clicking one of the following options under the Report column:

- View answer distribution displays a pie chart in which each answer is color-coded with a unique color.

- View user responses provides an answer key that lists each answer for this poll and its corresponding answer number; these numbers map to the pie chart. This option also shows a list of all the participants who responded in this poll and the number of the answer they selected (if the poll question allowed multiple responses, all responses are shown for the user).

Sharing content during a meeting

Sharing a computer screen, document, or whiteboard

Hosts and presenters (and participants who have been given rights) use the Share pod to display content to attendees.

Content you can share:

- Selected items on your computer screen, including one or more open windows, one or more open applications, or the entire desktop.
• A document, such as a presentation, Adobe PDF file, FLV file, a JPEG, or other file format.

• A whiteboard with a variety of writing and drawing tools. You can share a stand-alone whiteboard, or a whiteboard overlay that appears on top of other shared content.

• Except for PDFs, all documents shared in the Share pod can be viewed but not downloaded by attendees. To enable attendees to download non-PDF documents, a host or presenter must instead use the File Share pod.

Installing the Connect Add-in
Presenters and hosts must install the Connect Add-in the first time they attempt to upload content or share a screen. The Add-in is a special version of Flash Player with additional features for hosts and presenters. The Add-in provides support for uploading files to the server and sharing screens during a meeting. It also provides additional audio support.

Note: If you have a pop-up blocker enabled in your browser, the dialog box for downloading the Add-in will not appear. To correct this problem, temporarily disable the pop-up blocker.

Share content in the Share pod
The Share pod controls let hosts and presenters share content in various ways. You can maximize the pod to make contents larger.

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

Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.

Change the content displayed in a Share pod

• In the upper-right corner of the Share pod, click the Pod Options,  and choose Share My Screen, Share My Document, or Share My Whiteboard.

Display in Full Screen mode

• To display the Share pod at full screen size, click Full Screen in the upper-right corner of the pod. Click the button again to return to normal display size.

Note: When you enable full screen mode, use Alt + Tab to go to the window that you want to share.
Display changes in the presenter’s Share pod to all participants

If you choose to display changes in the presenter’s pod to all attendees, the presenter controls the pod size for attendees. For example, if the presenter sets the Share pod to Full Screen mode, the pod also fills the screen of attendees.

- In the upper-right corner of the Share pod, click Pod Options, and select Force Presenter View.

Turn off sharing but keep the Share pod open

- Click Stop Sharing in the Share pod.

Redisplay Share pod content that was closed

- In the upper-right corner of the Share pod, click Pod Options, and then choose Share > Recently Shared, and select the shared document or whiteboard from the submenu.

Note: The submenu lists the five most recent documents. To see previously shared documents, choose Share > Document.

Use a pointer in a Share pod

When content is displayed in the Share pod, you can use a pointer to call attention to particular areas.

- In the upper-right corner of the Share pod, click the Pointer.

Share your screen

As a host or presenter in a meeting, you can share windows, applications, or your entire desktop. Your account administrator can restrict the applications and processes that you can share. As a participant in a meeting, to share your screen, a host must give you permission or promote you to a presenter or host.

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.

Note: Hosts can show their cursors without sharing their screens. Choose Meeting > Preferences, and select a Host Cursors option.

The region or regions that you share must be visible on your desktop to be visible in the Share pod to other participants. Overlapping windows on the desktop appear as a blue crosshatched pattern in the Share pod.

Optimize screen sharing quality (Host)
1. Choose **Meeting > Preferences > Screen Share**.

2. We recommend low settings for both **Quality** and **Frame Rate** to allow for multiple camera usage by students.

These settings interact with the Room Bandwidth preferences.

**Share your screen (Host or Presenter)**

1. Do one of the following to open a Share pod:
   - Choose **Layouts > Sharing**.
   - Choose **Pods > Share > Add New Share**.

2. Click the pop-up menu in the center of the Share pod, and select Share My Screen.

   *Note: If the Share Pod is empty, you are a participant and do not have permission to share.*

3. Click the **Share** button at the bottom of the Start Screen Sharing window to begin sharing.

**Allowing participants to share a screen**

1. Select the participant’s name in the Attendees pod and click **Request Screen Share**.

2. An alert appears on your screen that says “Begin Sharing Desktop?” Click **Start**.

3. Click the **Share** button at the bottom of the Start Screen Sharing window to begin sharing.

**Screen sharing options**

- **Desktop (or Secure Desktop Sharing)** Shares the contents of your desktop. If you have more than one monitor connected to your computer, a desktop appears for each monitor. Choose the desktop that you want to share.

  The Secure Desktop Sharing option appears only if the account administrator has restricted the applications and processes that you can share. The Desktop option allows you to share authorized contents on your desktop.

- **Windows** Shares one or more authorized windows that are open and running on your computer. Choose the window or windows that you want to share.

- **Applications** Shares an authorized application and all its related windows that are open and running on your computer. Choose the application or applications that you want to share.
Share control of your screen
While screen sharing, you can pass control of the shared desktop, window, or application to another host or presenter.

1. Start sharing your screen.

2. A host or presenter clicks Request Control on the Share pod title bar.

3. You see a request message in the upper-right corner of the meeting room window. Do one of the following:
   - Click Accept to grant control of your screen.
   - Click Decline to deny control of your screen.

Request control of a shared screen
Hosts and presenters can request control of the screen, but the request must be granted. Control cannot be taken without permission.

- Click the Request Control button on the Share pod title bar.

If the request is accepted, a message informs you that you have been granted control of the screen. The Request Control button becomes a Release Control button. You can now take control of the shared screen.

Release control of a shared screen
Click the Release Control button on the Share pod control strip (or in the notification window) to return control of the shared screen to the original Host or Presenter.

Change the view of a shared screen
If you’re viewing a screen shared by another presenter, you can scale the screen to fit entirely within the Share pod, or zoom in for a clearer image.

- In the upper-right corner of the Share pod, choose Change View, and then select either Scale To Fit or Zoom In.

Preview your shared screen
When sharing an application, window, or desktop on your computer, you can see a preview that shows what participants see in their Share pod.

- In the upper-right corner of the Share pod, click the Pod Options , and select Preview Screen.

Share a document or PDF
As a host or presenter, you can share documents that have been uploaded to the Content library, or
share documents directly from your computer. Sharing documents from the Content library has the following advantages over sharing your screen:

- Better and higher fidelity viewing experience for participants.
- Lower bandwidth requirement for presenters and participants.
- More navigation options with the Adobe Presenter sidebar.
- Preloading and organizing documents in the meeting room.
- Easier presentation when multiple presenters are involved.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the document is still part of the meeting room and can be displayed again. To edit a shared document, you must edit the source document and reload it into the meeting.

**PDFs in Adobe Connect**

In the Content library, PDFs are stored as PDF files. When shared in a meeting room, PDFs are converted to SWF files to enable synchronized navigation and white board capabilities. From the Share pod, hosts and presenters can download PDFs. Participants can download PDFs if hosts and presenters click the Sync button to turn off display synchronization.

**Share documents**

As a host or presenter, you can share the following file types from the Content library or your computer: PPT, PPTX, Adobe PDF, SWF, FLV, JPEG, and MP3. The Content library is available in Adobe Connect Central.

*Note: You create presentations from PowerPoint presentations using Adobe Presenter. Adobe Connect does not support progressive-scan JPEG files.*

1. Do any of the following:
   - In an empty Share pod, click the pop-up menu in the center, and select **Share Document**.
   - In the upper-right corner of the Share pod, click the **Pod Options**, ▼ and choose **Share > Document**.

2. Select one of the following:
   - **Whiteboards** Displays whiteboards created for the current meeting.
   - **Uploaded Files** Displays content uploaded for the current meeting.

   Click **Browse My Computer** to upload content for the current meeting. The document is added to the Uploaded Content folder for the meeting in Adobe Connect Central. An ad-
ministrator can move the document to the Shared Content folder to make the document available for other meetings.

- **My Content** Displays content in your user folder in Connect Central.
- **Shared Content** Displays content in Connect Central that is available to all account holders with the appropriate permissions.
- **User Content** Displays content in other user folders in Connect Central. To view the content in another user’s folder, you must have View permission from that user.

3. Select the document that you want to share, and click **Open**.

The selected document appears in the Share pod. The document name appears in the title bar of the pod.

**Turn off display synchronization for documents**

By default, Adobe Connect synchronizes display of documents so that attendees see the frame that the presenter sees. A host or presenter can use the Sync button to turn off synchronization so that attendees can move through presentations or PDF documents at their own pace.

*Note: The Sync button appears only when you have multiframe content loaded in the Share pod.*

- With content loaded in the Share pod, click the Sync button in the lower-right corner to disable synchronization. Controls for presentation playback appear at the bottom of the Share pod.

**Share a presentation**

For hosts or presenters who share a presentation in the Share pod, special controls are available for navigating and displaying the presentation. A presentation layout has the following areas:

- **Presentation** The main part of the window, which displays the presentation slides.

- **Presentation sidebar** An area on the right side (default location) of the browser window that shows the name of the presentation, the presenter information, and the Outline, Thumb, Notes, and Search tabs (if the tabs were included in presentation theme). If you cannot see the sidebar, click Show Sidebar to the lower-left of the presentation.
**Presentation control bar** A bar at the bottom of the presentation that gives you control over the presentation playback, audio, attachments, and screen size. This is visible to hosts only, unless a host chooses to display it to participants. (To see all presentation toolbar options, the presentation file should be loaded to the content library from Adobe Presenter. If you load the PowerPoint PPT or PPTX file directly into the Share pod from your computer, not all presentation toolbar options are visible. You may also need to click Sync to the lower right of the presentation.

**Use the presentation Outline tab**
Most presentations have an Outline tab on the sidebar. The Outline tab lists the title and duration of each slide. You can use the Outline tab to display information and to move to a specific slide in the presentation. The current slide is highlighted with a glow color, which you can change in the theme. You can choose to display the highlight outline to all attendees or to hosts and presenters only.

1. Click the **Outline** tab in the sidebar at the right.

2. To move to a slide in the presentation, click its title in the **Outline** tab.

3. To show the full slide title, move the pointer over the title.

**Use the Presentation Thumb tab**
Presentations can have a Thumb tab on the sidebar. The Thumb tab shows a small picture of each slide, the slide title, and the slide duration. The current slide is highlighted with a glow color, which you can change in the theme. You can use the Thumb tab to see the contents each slide quickly and to move to a specific slide in the presentation.

*Note: If you upload your presentations directly from your computer and into a meeting, the Thumb tab is not displayed. Adobe recommends adding presentations to a meeting from the Content library.*

1. Click the **Thumb** tab in the sidebar at the right.

2. To move to a slide, click its title in the Thumb tab.

3. To show the slide title, move the pointer over the title.

**View Presentation slide notes**
When creating a presentation in PowerPoint, you can enter notes for individual slides. If any slide notes exist, they can be displayed in the presentation. Slide notes appear on the right side of the presentation window. You cannot change the size of the slide Notes tab.

- Click the **Notes** tab in the sidebar on the right side.
The complete notes text is displayed. The text is unformatted and cannot be edited directly on the tab.

**Search for text in a presentation**

1. Click the **Search** tab in the sidebar on the right side.
2. Type the text to search for directly into the text box.
3. Click **Search.**
4. Search results are displayed below the text box. Click any slide title in the results list to display that slide.

**Presentation toolbar options**

You can control the presentation appearance and playback by using the toolbar located at the bottom of the presentation. (To see all presentation toolbar options, the presentation file should be loaded to the Content library from Adobe Presenter. If you load the PowerPoint PPT or PPTX file directly into the Share pod from your computer, not all presentation toolbar options are visible. You may also need to click Sync.)

- **Play/Pause** Pauses and resumes play of the current slide.
- **Back** Moves to the previous slide in the presentation.
- **Forward** Moves to the next slide in the presentation.
- **Slide progress bar** Shows and controls the playback location within the current slide. The position marker moves as the slide plays. You can drag the marker arrow forward or back in the current slide to change your playback location. You can also click a specific location on the progress bar to move the slide marker position and slide playback there.
- **Current slide number** Shows the number of the currently displayed slide and the total number of slides (for example, 2/10).
- **Status** Shows the status of the current slide, such as Playing, Stopped, No audio, or Presentation complete.
- **Time** Shows the current slide time and the total slide time as the slide plays (for example, 00.02/00.05).
- **Audio volume** Shows the volume level that is set for the slide.
- **Attachments** Displays a small window showing any attachments (for example, documents, spreadsheets, images, URLs) that have been added.
- **Show/Hide sidebar** Shows or hides the sidebar.
Share a whiteboard
A host or presenter (or a participant that has been given rights) can use a whiteboard to create collaborative text, drawings, and other annotations in a meeting.

Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.

Create and display a whiteboard
A whiteboard allows hosts or presenters to create text, lines, circles, squares, and other freehand drawings in real time during a meeting.

You can use a whiteboard in two different ways in a Share pod:

- A stand-alone whiteboard allows presenters to create content on a white background.
- An overlay whiteboard allows presenters to create content over an existing document in a Share pod, adding annotations to and drawing on the document. You can lay a whiteboard over presentations, JPG, SWF, FLV, and PDF documents.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the whiteboard is still part of the meeting room and can be displayed again.

Whiteboard overlay
A. Show/Hide whiteboard overlay B. Pointer C. Whiteboard tools D. Whiteboard tool options E. Annotation added using the Pencil tool
Create a stand-alone whiteboard in a blank Share pod

- In the Share pod, choose Share My Screen > Share Whiteboard.

Add an overlay whiteboard in a Share pod

With the document displayed in a Share pod, do one of the following:

- In the upper-right corner of the Share pod, click Draw.

- If you are sharing an application, in the upper-right corner of the application window, click the arrow next to the Stop Sharing button, and select Pause and Annotate.

- If you are sharing your entire desktop, click the Connect Add-in icon in the system tray (Windows) or icon bar (Macintosh) and select Pause and Annotate.

Display an existing whiteboard

- Select Pods > Share > [name of whiteboard].

Navigate between multiple whiteboard pages

A stand-alone whiteboard contains multiple pages that you can move between during a presentation.

- In the lower-left corner of the Share pod, click the left or right arrow.

Whiteboard drawing tools

In the upper-left corner of the Share pod, the tools below are available to create text and drawings on the whiteboard.

- **Selection tool**
  Selects a shape or area of the whiteboard. Click a shape to select it. Drag on the whiteboard or content to create a selection rectangle that selects all the shapes within the rectangle. The selection rectangle has eight control points for resizing the selected shape or shapes. Shift-drag a corner control point to maintain the aspect ratio when you resize. Select and drag a shape to move it. To add a shape to the selection, Shift-click the shape.

- **Pencil tool**
  Creates a free-form line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

- **Highlighter tool (click Pencil to access)** Creates a free-form thick marker line. You can
customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

- **Delete Selected** Deletes items selected with the Selection tool.

- **Text tool** Creates a floating multiline text field. You can customize fill color, font face, and font size by using the color picker, font pop-up menu, and font size pop-up menu. Drag to create a text area where you can type.

- **Shapes tool** Click and hold to choose from rectangles, ellipses, lines, arrows, and more. Use the options to the right of the tool to customize appearance. Drag to expand the shape. Hold down the Shift key while dragging to create even width and height for shapes, or snap lines every 45 degrees.

  *Note: If your company has a licensed Adobe Connect account, you can use custom images for shapes. See www.adobe.com/go/devnet_connect_stamps.*

- **Undo** Undoes the previous action. You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the whiteboard, and changing a shape’s property. There is no limit to the number of times that you can perform this operation in the pod.

- **Redo** Repeats the previous action.

**Print the contents of a whiteboard**

- In the upper-right corner of the Share pod, click the **Pod Options**, and select **Print**.

**Upload and manage files using the File Share pod**

Hosts and presenters can upload files to share with meeting attendees either from their computers or from the Content library. Meeting participants cannot upload files; however, the host can change a participant’s status to allow them to upload files. Participants who want to upload files should ask the host to change their attendee role or to grant enhanced rights for the File Share pod.

*Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.*

**Upload a file**

1. If you do not have a File Share pod in your meeting room, click **Pods > File Share > Add New File Share**.

2. In the File Share pod, click **Upload File**, or choose that command from the pod menu.

3. Navigate to the file, and click **Open**.
Download a file
Meeting attendees can download files from the File Share pod to their computers.

1. In the File Share pod, select the file to download.
2. Click **Save to My Computer**.

A browser window opens with the Save to My Computer dialog box. (If this window does not appear, adjust the browser’s pop-up blocker settings.)

3. Click the **Click to Download** link.
4. Click **Save**. Navigate to the desired location, and again click **Save**.
5. When the downloading process is complete, click **Close**.
6. Close the browser window that opened in step 2.

Rename a file
This operation changes only the label that appears in the File Share pod; it doesn’t change the actual filename.

1. In the File Share pod, select the file that you want to rename.
2. In the upper-right corner, click the **Pod Options** button.
3. From the pop-up menu, select **Rename Selected**.
4. Type the in new name and click **OK**.

Remove a file

1. In the File Share pod, select the file that you want to remove.
2. In the upper-right corner, click the button.
3. From the pop-up menu, select **Remove Selected**.

Display web pages to attendees
During meetings, hosts or presenters may want participants to view websites. You can use the Web Links pod to force attendees’ browsers to open a designated URL.
Push a web page to all attendees

1. If you do not have a Web Links pod in your meeting room, click Pods, then Web Links, and Add New Web Links.

2. In the upper-right corner of the web links pod, click the Pod Options.

3. Select a link in the Web Links pod (see instructions below), or enter a URL in the Browse To box.

4. Click Browse To. The URL opens in a new instance of the web browser on your screen and on each attendee’s individual screen.

Add a new web link

If you plan on using the same web link repeatedly, or if you are setting up your web link pod before class, try creating a new web link. (This would be comparable to creating a Bookmark or Favorite in a web browser)

1. If you do not have a Web Links pod in your meeting room, click Pods, then Web Links, and Add Web Links. (It is not necessary to type text in the Browse To box; the text is not carried over to the URL name and path boxes in the next step.)

2. Click the Pod Options button in the upper-right corner.

3. Select Add Link.

4. Type or copy/paste the URL name and URL path in the text boxes.

5. Click OK.

Rename a web link

1. Select a URL name in the Web Links pod.

2. Click the Pod Options button in the upper-right corner.

3. Select Rename Selected Link from the pop-up menu.

4. Type the new name in the URL Name box.
**Notes, chat, Q&A, and polls**

**Taking notes in a meeting**

Hosts and presenters use a Notes pod to take meeting notes that all attendees can see. It remains visible in a Notes pod throughout the meeting or until a presenter edits the note or displays a different note. A host can remove the Notes pod from view, or switch to a different room layout that does not contain that Notes pod.

When you type a message in the Notes pod of one layout, the same text appears in other layouts that contain the same pod. With the Add New Notes option, you can create a unique instance of a Notes pod that appears in only one layout.

Hosts and presenters can use the Notes pod in several ways:

- Create a single, persistent note that is visible to attendees during the entire meeting.
- Create multiple Notes pods to display different notes.
- E-mail the contents of a Notes pod or export a text file.

*Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.*

**Create a Notes pod**

A host can create and display multiple Notes pods, each with its own text. You can use different Notes pods for different layouts and meetings.

- From the menu bar at the top of the Stage, select Pods > Note > Add New Notes. Or, choose New Note from the Notes Pod Options menu.

You can rename, move, and resize the Notes pod after it is created.

**Add a note to a Notes pod**

1. As a host or presenter, click anywhere inside the Notes pod.

2. Type the text that you want to appear in the Notes pod.

**Edit note text**

A host, presenter, or participant with enhanced rights can edit the text in a Notes pod. All changes are immediately visible to attendees.

1. Click in the Notes pod to select the text that you want to edit.

2. Edit the text, or change size, style, and color using the options at the top of the pod.
Select which Notes pods to display
A host or presenter can choose which notes to display.

1. Choose Pods > Notes.

2. Select the name of the note that you want to display.

Rename a Notes pod
If you are a host, you can rename a Notes pod after creating it.

Do either of the following:

- Double-click the note name in the pod and enter a new one.
- Choose Pods > Manage Pods, select the Notes pod, and click Rename.

Delete a Notes pod

1. Choose Pods > Manage Pods.

2. Select the Notes pod, and click Delete.

Export notes to a text file or e-mail
Hosts can export the contents of a Notes pod. (The Connect Add-in must be installed to use this option.)

1. Click the Pod Options in the upper-right corner.

2. Select Export Note, and then select either Save As RTF (to create a text file) or E-mail Note.

Chat in meetings
Use the Chat pod to communicate with other attendees while a meeting is in progress. If you have a question and do not want to disturb the meeting flow, you can send a chat message to another meeting participant. For example, when you first enter a meeting room, you can introduce yourself by sending a chat message to everyone in the room.

As a presenter, you can use more than one Chat pod simultaneously. Chat pods can display content to either everyone or only presenters (in the Presenter Only area).

Chat pod content is persistent, and remains in a meeting room until deleted. If you want to preserve Chat pod content for future use, you can e-mail the content.

Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.
**Send a chat message**

Use the Chat pod to compose a chat message and address it to a specific participant, to all presenters at the meeting, or to all attendees.

1. By default, everyone will see the message. To limit the recipients, click the Pod Options in the upper-right corner of the Chat pod. Choose Start Chat With, and then select Hosts, Presenters, or specific attendees.

At the bottom of the Chat pod, tabs appear that let you view different conversations.

2. Click the text box in the Chat pod.

3. Enter your message.

4. Do one of the following:
   - Click Send Message to the right of the text box.
   - Press Enter or Return.

Your name, the addressee name, and your message appear in the Chat pod.

**Clear messages from a Chat pod**

When an empty Chat pod is required in a meeting, a host or presenter can clear all messages for all attendees.

1. In the upper-right corner of the Chat pod, click the Pod Options.

2. Select Clear Chat.
Disable private chat between participants
By default, two participants can chat privately. As a host or presenter, you can disable this option and prevent private chat.

1. Choose Meeting > Preferences.

2. Select Chat Pod from the list on the left.

3. Deselect Enable Private Chat For Participants.

Use chat notifications
If you are a host or presenter using the Connect Add-in, chat notifications let you communicate with your audience while you are presenting and the meeting window is minimized or maximized to full-screen, concealing the Chat pod. If an attendee sends you a message while you are presenting in full screen or screen sharing mode, a notification appears in the lower-right corner of the screen. You can see the sender’s name and the first few words of the message in the notification window. By default, chat notifications are enabled. If you don’t want notifications to be shown while you are presenting, you can disable them.

1. Choose Meeting > Preferences.

2. Select Chat Pod from the list on the left.

3. From the pop-up menu, choose either Disable or a time duration to display each notification.

Format chat text

- In the upper-right corner of the Chat pod, click the Pod Options, and select any of the following:

  Text Size Changes size in your view only.

  My Chat Color Changes your text color in the view of all participants, making your remarks stand out.

  Show Timestamps For hosts only, displays the date and time of chat entries.

  E-mail the contents of a Chat pod Hosts and presenters can e-mail a chat history for future reference.

- In the upper-right corner of the Chat pod, click the Pod Options, and select E-mail Chat History.

Questions and answers in meetings
You can use a Q & A pod to answer questions posed by attendees. When a presenter answers a question, the question and answer appear as pairs in the Q & A pod.

*Note: Hosts can give participants enhanced rights, letting them answer questions as well.*

Here are some examples in which the Q & A pod is helpful:

- **During a large meeting,** questions are added to a queue on the Q & A pod while the speaker presents. After completing the presentation, the speaker reviews the messages, applies a filter, and begins answering the questions.

- **A meeting moderator** answers logistical questions but forwards technical inquiries to an engineer, who is presenting.

- **A meeting moderator** returns certain replies to the sender only. Replies that are relevant to all attendees are sent to everyone in the meeting.

*Presenter View of Q&A Pod*

---

**A. Filter the list of questions**  
**B. Forward to another presenter**  
**C. Reply to the sender only**  
**D. Reply to everyone**

*Participant View of the Q&A pod*
View the Q & A pod as participants do
By default, hosts and presenters see the Q & A pod with additional controls, but you can quickly see questions with answers as participants do.

- In the upper-right corner of the Q & A pod, click either of the following:

  **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.

Move the Q&A pod presenter view to Presenter Only Area

1. In the upper-right corner of the Q & A pod, click the **Pod Options** .

2. Choose **Move Presenter View to POA**.

*Note: To return the Q & A pod to the Share area, in the Presenters Only Area click and choose **Hide**.*

Submit a question in the Q & A pod

1. In the Participant View of the Q & A pod, type your question in the text box at bottom.

2. To the right of the text box, click the **Send Question** button, or press **Return**.

Answer questions using the Q & A pod

1. Select an incoming question from the list.

2. Type your answer in the text box at the bottom of the pod.

3. Click one of the following buttons in the lower-right corner of the Q & A pod:

   **Answer question to everyone** Sends the answer to all meeting attendees.

   **Answer question to submitter only** Sends the answer only to the attendee who sent the question.
**Assign a question to a specific presenter**

You can assign questions to presenters with specific expertise, including yourself, preventing others from answering.

1. In the Presenter View of the Q & A pod, select the question from the Incoming Messages list.

2. Select a presenter name from the **Assign To** pop-up menu.

*Note: Presenters can reassign questions to other presenters or choose None to cancel assignment.*

![Indicators for assigned questions]

- **A.** Question mark in pod title bar indicates questions are assigned to you
- **B.** Question marks in list indicate specific questions for you
- **C.** Lock indicates questions assigned to other presenters

**Show questions with different statuses**

If you are a host or presenter, you can add a filter to the queue of questions in a Q & A pod so that you can see certain questions while hiding others. You can also forward a question to another presenter to answer.

1. In the Presenter View of the Q & A pod, click the pop-up menu in the upper-left corner.

2. Select one of the following:

   - **Show All Questions** Displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared.
   - **Show Open Questions** Displays all unanswered questions not assigned to anyone.
   - **Show Answered Questions** Displays all questions that have been answered.
   - **Show My Questions** Displays only unanswered questions that have been assigned to you.
**Delete individual questions**
You can delete questions to clean up the Presenter View. (Deleted questions and associated answers remain in the Participant View.)

1. In the Presenter View of the Q & A pod, select a question.
2. Click **Delete**.

**Clear all questions**
To remove all content from the Presenter and Participant views, do the following:

1. In the upper-right corner of the Q & A pod, click the **Pod Options**.
2. Select **Clear All Questions**.

**Hide attendee names for questions**
By default, attendee names appear next to submitted questions, but hosts and presenters can hide those names in Participant View.

1. Choose **Meeting > Preferences**.
2. In the list at left, select **Q & A pod**.
3. Deselect **Show Submitter Name** or **Show Presenter Name**.

**Export Q & A contents to a text file or e-mail**

1. In the upper-right corner of the Q & A pod, click the **Pod Options**.
2. Choose **Export Q & A Logs**, and then select either **Save As RTF** or **E-mail Q & A**.

**Polling attendees**
Hosts and presenters can use the Poll pod to create questions, or polls, for participants and to view the results. Only hosts and presenters control poll management and how polls appear to meeting participants. Hosts can also cast votes.

Polls are useful during a meeting if you want instant feedback on what is being presented. Polls can also be used at the end of a meeting to find out if participants felt the meeting, content, and presenters were high quality.

*Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.*
Create a poll

1. If the Poll pod is not displayed, click the Pod Options and select Poll > Add New Poll.

2. In the upper left of the pod, choose Multiple Choice or Multiple Answers.

3. Enter a question into the Poll pod. Then enter one or more answers, and click Open.

   ![Poll pod interface]

Close the answer period for a poll

- At the upper right of the Poll pod, click Close. (Results are sent to the application server).

Edit a poll

*Note: If you edit an open poll, current results are lost.*

1. Click Prepare in the upper-right corner of the Poll pod.

2. Edit the text.

3. Click Open.

View poll results

As a host or presenter, you can view poll results. These results are updated in real time as participants continue to cast or change their votes.

1. In the upper-right corner of the Poll pod, click the Pod Options.

2. Select Results Format, and choose a display option: percentages, numbers, or both.
The overall responses appear in the Poll pod. To view responses from individual participants, click View Votes.

<table>
<thead>
<tr>
<th>Sample Poll question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare</td>
</tr>
<tr>
<td>Sample Poll question</td>
</tr>
<tr>
<td>□ Answer A</td>
</tr>
<tr>
<td>□ Answer B</td>
</tr>
<tr>
<td>□ Answer C</td>
</tr>
<tr>
<td>□ Answer D</td>
</tr>
<tr>
<td>□ No Vote</td>
</tr>
</tbody>
</table>

**Show poll results to participants**
By default, only hosts and presenters can see poll results, but you can show them to all participants by doing the following:

1. In the upper-right corner of the Poll pod, click the Pod Options.
2. Select Broadcast Results.

**Navigate among polls**
You can create multiple polls and navigate among them quickly and easily.

1. In the upper-right corner of the Poll pod, click the Pod Options.
2. Choose Select Poll, and select a poll name.

**Clear poll answers**

1. In the upper-right corner of the Poll pod, click the Pod Options.
2. Select Clear All Answers.

**Breakout rooms**

Breakout rooms are subrooms that can be created within a meeting or training session. They are useful for splitting a large group into smaller groups that can talk or collaborate. Breakout rooms can be used in meetings and training sessions that have 200 or fewer people; hosts can create up to 20 breakout rooms for a single meeting or training session.
For example, if you have 20 people in a session, you could create 4 breakout rooms and move 5 attendees to each room. In the breakout rooms, the attendees can speak to each other (depending on the audio configuration), use the Chat pod, collaborate on a whiteboard, and share their screens. The host can visit all of the breakout rooms to assist and answer questions.

When work in the breakout rooms is complete, the host can end the breakout session and return attendees to the main room. Hosts are able to share what happened in the breakout rooms with everyone. If necessary, the host can return attendees to their same breakout rooms. If you use the room again, you can also reuse the breakout room layout and content. (However, the assignment of attendees to breakout rooms is not retained.)

When an audio conference is in progress, the number of breakout rooms cannot exceed the number supported by the the audio provider. If in any of the breakout rooms the number of users exceed the maximum number supported by the audio provider, breakout rooms cannot be started.

*Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.*

### Audio in breakout rooms

*Note: Breakout rooms in audio conferences that use universal voice do not have their own audio, just the audio from the main meeting room. If your organization requires that all online conversations be recorded, consider using the compliance and control settings to disable breakout rooms.*

If an integrated telephony provider supports Adobe Connect breakout rooms, each breakout becomes a separate audio conference. When breakout rooms are closed, all attendees return to the main audio conference line automatically.

When using a non-integrated provider that supports audio breakouts, manually configure your telephony breakouts (using private audio bridges) to match the online breakout rooms.

If your provider does not support audio breakouts, instead use VoIP with computer microphones. A separate VoIP audio channel is created for each breakout room, allowing each to have separate conversations. Participants are automatically assigned the role of presenter in a breakout room, giving them full VoIP rights. When a host ends a breakout session, everyone returns to the main meeting room and VoIP audio channel.

*Note: If VoIP is not possible, attendees can use the Chat pod to communicate in breakout rooms.*

### About breakout room layouts

Hosts can use the default breakout room layout or design a new layout to use specifically with breakout rooms. Create a custom breakout room layout if you want to do preparatory work before sending content and people to breakout rooms. This can help meetings go faster and be better organized. The layout active when you click the Start Breakouts button is reproduced in all breakout rooms. For example, if layout 1 is active and you begin breakouts with three rooms, those 3 rooms use layout 1. If you change the meeting or training session to layout 2 and add breakout room 4, then breakout room 4 uses layout 2.
There are cases where you may want to have different layouts for different breakout rooms. For example, different breakout rooms may contain different content or attendee exercises. In this case, create separate layouts for the breakout rooms and ensure that the desired layout is active when you click Start Breakouts.

If you want different content in each breakout room but do not require different layouts, prepare the rooms before attendees join the meeting or training session. First configure the number of breakout rooms required, and then click **Start Breakouts** and move yourself from room to room, loading the required content into each Share pod. Then, end the breakouts. When attendees join and you click **Start Breakouts** again, the content is ready. (If necessary, you can also alter the layout and content of breakout rooms during a meeting.)

**Creating and managing breakout rooms**

**Define breakout rooms and assign members**

While in a meeting or training session, hosts can create breakout rooms and send attendees into the rooms.

1. In the Attendees pod, click the **Breakout Room View** button.  

   *Note: Only the host sees the Breakout Room View of the Attendees pod.*

2. In the Attendees pod, three breakout rooms are available by default; click the **Create A New Breakout** button until you have the number of rooms you want (the maximum available is 20).

3. Assign attendees to breakout rooms by doing either of the following:

   - Manually select an attendee name in the list (use control-click or shift-click to select multiple attendees). Then either select a breakout room from the pop-up menu, or drag attendees to a breakout room.

   - Automatically assign attendees to breakout rooms by clicking the **Evenly Distribute From Main** button. (Attendees previously assigned to specific breakout rooms remain in those rooms.)

![Before and after dragging attendees to different breakout rooms](image)
**Begin a breakout session**

In breakout rooms, attendees are automatically assigned the role of presenter. This gives them all presenter rights such as sharing their voice, sharing content in the Share pod, modifying whiteboards, and adding text to the Notes pod. When attendees are returned to the main room, they revert to their prior status.

*Note: All attendees, even ones who sign in as guests, can download shared content in breakout rooms.*

1. In the Attendees pod, define breakout rooms, and assign attendees to the rooms.
2. Click **Start Breakouts.**

   ![Attendees pod with breakout sessions](image)

   Attendees are placed in the breakout rooms to which they were assigned.

   *Breakout room with attendees assigned as presenters*

   *Note: If you are recording a meeting or training session and send attendees to breakout rooms, the recording continues to record only the main room.*

**Visiting breakout rooms**

When breakout rooms are in use, hosts can visit different rooms, including the main room.

- To visit another room, drag your name to it in the Attendees pod.

**Send a message to all attendees in breakout rooms**

Hosts can broadcast messages to all breakout rooms. This can be useful if you have noticed one or more rooms have a similar question. It is also a good practice to send attendees in breakout rooms a warning message a few minutes before ending breakout sessions and returning them to the main room. This allows attendees to finish speaking, loading files, and working on the whiteboard before a breakout session ends.

1. In the upper-right corner of the Attendees pod, click the **Pod Options**, and choose **Broadcast Message.**
2. Type the message, and then click **Send.**
Attendees in all rooms see the message in the center of the Connect window.

**Communicate attendee status in breakout rooms**
Either with or without the Host present, use the options in the Attendee Status View of the Attendees pod. For example, ask a question and ask the attendees to respond by using the status options Agree or Disagree.

**Conduct a poll in breakout rooms**
Hosts can conduct separate polls in each individual breakout room by placing themselves in the rooms and opening Poll pods.

**Asking and answering questions in breakout rooms**
Attendees in breakout rooms can ask hosts a question at any time, whether a host is in their breakout room or not.

- To verbally ask a host in the same breakout room a question, use the audio provided (VoIP or telephony).

- To type a question for hosts in the same breakout room, use the Chat pod menu to send a message to the host. The host can then respond in the Chat pod to the attendee alone or everyone.

- To ask all hosts in the meeting a question, type in the **Send Message To Hosts** box, and then click the **Send** button. The question appears to all meeting hosts in a small message box with the attendee’s name. Hosts can respond by entering the attendee’s breakout room and using the Chat pod.

**Chatting in breakout rooms**
If the Chat pod is available in the breakout room, use chat to communicate with others in your room only. You cannot chat with attendees in different breakout rooms.

**End a breakout session**
Only hosts can end a breakout session. When breakout rooms are closed, all attendees are returned to the main meeting room.
• In the Breakout Room View of the Attendees pod, click **End Breakouts**.

**Share breakout room content in main room**

After ending a breakout session, hosts can share the contents of a single breakout room with everyone in the main room.

1. In the main room, choose **Pods > Breakout Pods**.

2. Select a breakout room name, and then select **Chat, Share, or Whiteboard**.

The selected content appears in a new floating pod. The contents are view only and cannot be changed or edited.

**Reopen closed breakout rooms**

After ending a breakout session, you can return attendees to the breakout rooms again. The configuration of rooms and assigned users remains in place for the entire meeting.

1. In the Attendees pod, click the **Breakout Room View** button.

2. (Optional) Make changes, such as adding a room, deleting a room, or moving attendees into different rooms.

3. Click **Start Breakouts**.

**Remove breakout rooms**

*Note: In the Pod Options, pods from breakout rooms remain available until you remove them in the Attendees pod.*

- To remove all rooms, click the Attendee pod menu , and choose **Remove All Rooms**. To store pod content, select **Save Pod Information For Future Reference**, and enter a session name. (You can reaccess saved pods from the **Pods > Breakout Pod Options**.)

- To remove an individual breakout room, including all pods and content it contains, click the **X** button to the right of the room name. The numbering of subsequent rooms is adjusted to ensure continuity.

**Managing attendees**

In the Attendees pod, everyone can quickly see who is logged in to a meeting. Hosts and presenters can monitor attendee names, roles, and statuses (such as Raised Hand or Agree).
Use the Attendee (A) and Attendee Status (B) views to monitor names, roles, and discussion status.

Note: Adobe Connect administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms.

View or change an attendee’s role
A host can change the role of any attendee in the Attendees pod, promoting and demoting attendees as necessary.

About attendee names
Adobe Connect users who logged in with a password appear with their full name in the Attendees pod, as it is registered in Adobe Connect Central. If an attendee is logged in to a meeting as a guest, the name in the Attendees pod is the name that the guest entered at login. Within a role group (hosts, presenters, and participants), attendee names are organized alphabetically.

Customize attendee names
As a meeting host, you can customize the display name of attendees in the Attendees pod. You can include custom information in display names, and sort attendees based on the customized display names.

To add custom information to display names:

1. In the upper-right corner of the pod, click the Pod Options. 

2. From the pop-up menu, select Preferences.
3. In the dialog box, select **Display Name** on the left pane and then select **Customize** format.

4. From the Available fields list, select predefined custom fields for the display name, and include them in the Displayed fields list. The custom fields hold custom information for the attendees. You can sort attendees based on the information in these fields.

5. Select a custom field in the Available fields list, and then select a delimiter from the corresponding list at the bottom.

   *Note: The custom changes to the display name attendees reflect immediately at all places on the Connect interface, including Chat pods and polls.*

   To sort attendees based on their customized display names:

   1. In the Attendees pod, click the **Pod Options** in the upper-right corner.

   2. From the pop-up menu, select **Preferences**.

   3. In the dialog box, select **Attendees Pod** on the left pane.

   4. From the Available fields list, select custom fields to sort attendees, and include them in the **Sort by list**.

   4. Click **Done** to sort attendees based on the custom fields in the order they appear in the Sort by list.

   To add custom fields:

   *Note: You need administrator rights to modify custom fields. Modifying custom fields impacts the entire account.*

   1. From the Connect main menu, click **Administration**.

   2. From the second-level menu, click **Users and Groups**.

   3. From the next-level menu, click **Customize User Profile**.
3. Click **Add Predefined Field** to add a custom field in Connect.

**Change an attendee’s role**

*Note: As a host, you can demote yourself to a presenter or participant, revealing how attendees with other roles see the meeting room.*

1. In the Attendees pod, select one or more attendees. (**Shift-click** to select multiple.)

2. Do either of the following:

   - Drag the attendees to different roles.
   - From the pop-up menu, select **Make Host, Presenter, or Participant**.

![Dragging attendees to different roles]

**Automatically promote participants to presenters**

If all participants in a meeting will be presenting, do the following:

- Choose **Meeting > Manage Access & Entry > Auto-Promote Participants to Presenters**.

**Assign enhanced participant rights**

Hosts can change the rights of a participant to give them control over selected pods. This enhances a participant’s rights without promoting the participant to the presenter or host role.

1. In the Attendees pod, select the name of one or more participants.

2. In the upper-right corner of the pod, click the **Pod Options**.

3. Select **Attendee Options > Enhanced Participant Rights**.

4. In the dialog box, select the pods that you want the participant to control.
Remove an attendee from a meeting

1. In the Attendees pod, select the attendees you want to remove.

2. In the upper-right corner of the pod, click the Pod Options, and choose Remove Selected User.

View and change attendee status

By default, participant status is blank in the Attendees pod. However, participants can change their own status. When a participant selects a status, an icon appears to the right of the participant’s name. Participants can clear their status at any time during a meeting.

View attendee status

In the Attendees pod, do either of the following:

- To view statuses grouped by hosts, presenters, and participants, click the Attendee View button.

- To view groups of attendees who share a status (such as Disagree), click the Attendee Status View button.

<table>
<thead>
<tr>
<th>Attendee status</th>
<th>Icon</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raise Hand</td>
<td>🗣️</td>
<td>Remains displayed until attendee or host clears</td>
</tr>
<tr>
<td>Agree</td>
<td>☑</td>
<td>Remains displayed until attendee or host clears</td>
</tr>
<tr>
<td>Disagree</td>
<td>🗔️</td>
<td>Remains displayed until attendee or host clears</td>
</tr>
<tr>
<td>Step Away</td>
<td>🔴</td>
<td>Remains displayed until attendee clears</td>
</tr>
<tr>
<td>Speak Louder</td>
<td>🎤</td>
<td>10 seconds</td>
</tr>
<tr>
<td>Speak Softer</td>
<td>🔊</td>
<td>10 seconds</td>
</tr>
<tr>
<td>Speed Up</td>
<td>⚡</td>
<td>10 seconds</td>
</tr>
<tr>
<td>Slow Down</td>
<td>⏰</td>
<td>10 seconds</td>
</tr>
<tr>
<td>Laughter</td>
<td>😄</td>
<td>10 seconds</td>
</tr>
<tr>
<td>Applause</td>
<td>🎉</td>
<td>10 seconds</td>
</tr>
</tbody>
</table>

Change your status (participant)

When you select the Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter, and Applause statuses, the icon for the status shows in the Attendees pod for 10 seconds. The Raise Hand,
Agree, and Disagree status icons remain visible until you or the host remove them manually. The Stepped Away status icon can only be removed by an attendee themselves.

In application bar, click triangle to right of status button to access other statuses

1. In the application bar, click the triangle to the right of the status button.

2. Select the status you want to show to all attendees.

Note: To quickly toggle the Raised Hand status, simply click the button to the left of the menu. (If you select the Raise Hand status and then select another status, the second status icon is displayed, but the Raised Hand remains in effect.)

Clear a participant’s status (host)

1. In the Attendees pod, select one or more participant names.

2. In the main menu, click the triangle to the right of the status button, and choose Clear Status.

Clear everyone’s status (host)

- From the Attendees pod menu, choose Clear Everyone’s Status.

Disable hand raising or change notification duration

1. Choose Meeting > Preferences.
Tips to Avoid Technical Glitches

Follow these suggestions in order to avoid technical issues during class:

- Complete a preflight prior to the start of each term, or anytime you upgrade or switch computers during the term. Contact Live Help to set up a preflight time.

- Be sure you are connected directly to the internet. Note: If you normally use a wireless connection, when you connect to the internet directly you may need to disable your wireless device as well. Most computers continue using the wireless connection if it is available, even if your computer is plugged directly into the internet. Many laptops have a switch on the side of the computer or a function key on the keyboard which disables the wireless device.

- Restart your computer before class begins, or at least once a day.

- Run as few programs as possible during class. This ensures your computer is focusing its system resources on running the Adobe Connect classroom smoothly.

- Run through the Audio Setup Wizard before class begins.

- Bookmark the URL to your Adobe Connect course in your browser.

- Mute your microphone when it is not in use. This avoids a lot of excess background noise.
**Technical Troubles?**

If you find that your audio and video become choppy during class, or you feel there is a delay you may wish to try these items:

- Ensure you are connected directly to the internet and not using a wireless connection.
- Close any extra applications running on your computer.
- Restart your browser and re-enter the Adobe Connect classroom again.
- Restart your computer.
- Pause other student’s video feeds. To do this, hover over a video image and click on the Camera icon in the bottom right corner. This will pause the image on your end only.

To resume camera playback, click on the play button again located where the pause button used to be.

If problems persist, contact Live Help immediately. You can quickly access Live Help by clicking on the Help button in the top left corner of your Adobe Connect Classroom or by calling 701-777-6305.

**Notes**