Adobe Connect is a web conferencing tool that allows students and instructors to interact live, even at a distance. This guide will help you get started using Adobe Connect. This guide covers which equipment you need, attending a preflight, setting the room settings, how to use basic features of the room, and some technical tips.

**Step 1: 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 certified browsers can be found at [http://und.edu/tech-support/students/tech-requirements.cfm](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](http://conted.breeze.und.nodak.edu/common/help/en/support/meeting_test.htm) 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](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://www.conted.und.edu/speedtest](http://www.conted.und.edu/speedtest).*
WebCam
Many instructors and online programs require a web cam. A USB camera or a built-in camera will work with Adobe Connect. Check with your instructor or online program to see 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: If you are enrolled in an IDT course, you will not need a headset.

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

Step 2: 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 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.

A list of dates and times preflights are offered, as well as a link to LiveHelp can be found at [http://und.edu/tech-support/students/adobe-connect-students.cfm](http://und.edu/tech-support/students/adobe-connect-students.cfm). Follow the instructions to schedule and attend your preflight.

Step 3: Set Your Room Settings

You may wish to check your audio and room settings outside of class and the preflight to make sure they are still working and set up for optimal performance in a class.

Go to your Adobe Connect classroom link that was provided by your instructor. There should be a link in your Blackboard course (often in the syllabus or course announcements). Use your IdM login (typically firstname.lastname) to enter the room. If your actual classroom is not available you may use this room to test your settings: [http://conted.breeze.und.nodak.edu/audiotest/](http://conted.breeze.und.nodak.edu/audiotest/).
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 walks you through five steps to test your sound devices and calculate optimal settings for your hardware and software configuration.

1. Select Meeting > Manage My Settings > Audio Setup Wizard... from the menu bar.

2. The Welcome page of the Audio Setup wizard appears. Follow along through the wizard.

3. Click Next to begin testing your sound output.

4. On the Test Sound Output page, click Test. A sound sample plays from your speakers or headphone. If you did not hear the sound sample, click Help for more information.

5. Click Next.

6. On the Select Microphone page, select your USB headset type from the pop-up 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. Leave the Adobe Connect room and re-enter again.

7. Click Next.
8. On the Tune Microphone Volume page, click **Record** to test your microphone.

![Screen capture of Adobe Flash Player settings]

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

9. 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 button to hear your voice.

10. Click **Next**

11. 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.

12. Click Next.

15. Click **Finish** on Step 5 of 5.

![Screen capture of Audio Setup Successful]

You have completed the Audio Setup Wizard. It is recommended that you complete this wizard anytime you change computers or make any changes to your current computer system.
Step 4: Participating in Class

How to use Your Microphone Only

When you log into an Adobe Connect class, you may have the role of Participant or Presenter. These roles are displayed by icons next to your name in the Attendee List pod. Participant is a very limited role. The only interaction you will have is to type in the chat window or participate in any polling. To use the microphone, you have to raise your hand or type in the chat window that you would like to speak. Presenters have the right to use their microphone and camera right away, but you still may wish to raise your hand to notify the instructor you wish to speak.

1. In the application bar, click the triangle to the right of the status button and select **Raise Hand**.

2. Then your instructor can/may give you the ability to talk. You will see the talk button appear to the left of the raise hand button and a microphone icon to the right of your name in the Attendee List pod.

3. After your talk is enabled, the microphone icon in the application bar will turn green. You will need to click on the icon to turn it on. This is how you know your voice can be heard.

- To mute your microphone, click on the microphone icon. You will see a line through the icon.

4. When you are finished talking, click on the triangle next to the microphone icon in the application bar and select **Disconnect My Microphone**. If you are completely done talking the instructor may even turn your talk off completely. If the microphone icon is no longer next to your name in the Attendee List pod, you cannot speak.

Having Audio troubles? See our [troubleshooting](#) tips or click on the Help button in the top left corner of your Adobe Connect Classroom.
How to Use Your Camera & Microphone

To use the camera, your instructor needs to give you the role of Presenter or grant you additional camera rights. Once you are a Presenter or have been granted additional video rights, follow these steps to start your camera:

1. In the Camera and Voice pod, click **Start My Webcam**.

2. The system will find the camera connected to your computer. There can’t be any other applications using the camera, otherwise Adobe Connect will not be able to communicate with it.

3. You will need to Allow access to your webcam for it to work.

4. When the webcam turns on, it will preview the feed. To broadcast your webcam, you will need to click **Start Sharing**.

3. To turn the camera off, click the **Pod Options** button and select **Stop My Webcam**.

**Note:** If the camera button in the application bar is not green, your webcam is not on. Check your role in the Attendee List pod and make sure that you still have Presenter status and not Participant. You may wish to Raise your hand or send a message in the chat pod to the instructor indicating you wish to use your camera and microphone.

**Experiencing camera issues?** Make sure there are no other applications using the camera, otherwise Adobe Connect will not be able to communicate with it. If you have another application open that is using your camera, close the application. Next stop showing your camera (using the black square), and then click on the play button to start the camera again.

**Using Non-Verbal Feedback During Class**

You may wish to provide feedback during class, but not want to interrupt the current speaker. In the application bar, click on the triangle to the right of the Raise hand button to see a list of status options. Once you pick a status it will appear in the attendee list next to your name.

Don’t forget to Clear Your Status when you no longer wish for it to appear. The “**Clear My Status**” option is the last Status Option in the List.
**Viewing Recordings**

If your instructor provides you with a link to past recordings, click on the link to load the recording, which automatically begins playback. You must have an internet connection to watch the recordings.

- Click anywhere in the timeline area to jump to a different spot in the recording.

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**Step 5: Technical Tips**

**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. You may also wish to do a preflight later in the term if you have a class presentation, just to ensure your equipment is still working at its peak performance.

- 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.

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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.
Technical Troubles?
If you find that your audio and video become choppy or laggy 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 or satellite 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 Pause icon in the bottom right corner.
  - This will pause the image on your end only.
  - To resume camera playback, click on the Play button in the bottom right corner.

Note: The Host (Instructor) should avoid pausing cameras as it may affect the recording.