



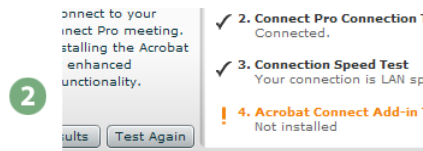
## Participate in an Acrobat Connect Pro Meeting

Adobe Acrobat Connect Pro Meeting is a web conferencing product that allows users to conduct live meetings and presentations over the internet. This Visual Quick Start Guide provides you with the basics of Connect Pro to ensure that your meetings are productive and pain-free.

### Pre-Meeting: Test Your Computer

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to [https://admin.adobe.acrobat.com/common/help/en/support/meeting\\_test.htm](https://admin.adobe.acrobat.com/common/help/en/support/meeting_test.htm).

2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.

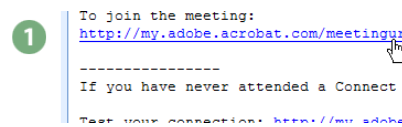


**Tip:** The fourth step of the **Connection Test** is for the **Acrobat Connect Add-In** which is only required for Meeting Hosts and Presenters. Installing the Add-In is not required, but doing so enhances your meeting experience.

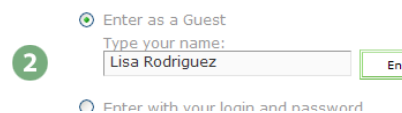
3. If you do not pass the **Connection Test**, perform the suggested actions and run the test again.

### Join a Meeting

1. You have likely received an email invitation with meeting access information. When the meeting time arrives, click on the link or enter the URL into your favorite web browser.



2. The meeting login screen appears. If you do not have a Connect Pro username and password, choose **Enter as a Guest**, type in your first and last name, and click **Enter Room**.



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

4. Once the meeting host accepts you into the meeting, the meeting room interface appears.



### Required Software to Participate (All

Connect Pro only requires that you have an internet connection, a web browser, and Adobe Flash Player Version 8 or later to attend a web conference. Connect Pro supports nearly any operating system including Windows, Macintosh, Linux and Solaris, as well as the most widely used browsers including Internet Explorer, Firefox, and Safari. All required software is installed on CMS systems.



### Meeting Audio

Meeting hosts have control over how the audio portion of your meeting is conducted. They can choose to use Voice-over-IP (VoIP), an integrated teleconference or a non-integrated teleconference.

#### Option 1: Voice-over-IP (Not Supported for CMS)

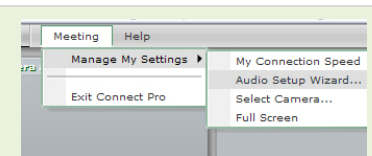
When this option is selected, you can hear meeting audio through your computer speakers. If a meeting attendee is speaking using VoIP, you will see a speaker icon next to their name.



In some cases, meeting hosts may give you the ability to broadcast your audio using VoIP. When this is the case, a microphone icon appears next to your name in the Attendee List and a **Talk** button appears at the bottom of the meeting window. To speak, hold down **Talk** button and speak into your computer's microphone.

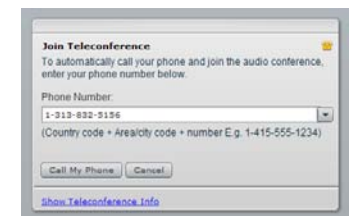


**Tip:** If you are having issues with using VoIP, it is recommended that you run through the **Audio Setup Wizard** to optimize your experience. To do this go to **Meeting > Manage My Settings > Audio Setup Wizard** and complete the requested steps.



#### Option 2: Integrated Teleconference (Not Supported by CMS)

If the meeting host has selected this option, a telephone icon appears in the upper right corner of the meeting room. Click on the telephone icon and then the **Call My Phone** link. In the **Join Teleconference** dialog, enter your telephone number and click **Call My Phone**. The teleconference calls your phone. When you answer, you are asked to state your name and then the teleconference.



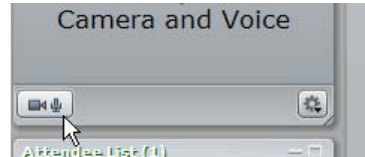
#### Option 3: Non-Integrated Teleconference (Required for CMS Users)

In some instances meeting hosts may choose to use a non-integrated teleconference for audio. If this is the case, dial-in using a telephone as you normally would.



### Share Webcam Video (Not Supported by CMS)

The meeting host may ask you to share webcam video. When this is the case, a button allowing you to share your webcam appears in the Camera and Voice pod. To share your camera, make sure your webcam is plugged in, and click the **Share my Camera and Voice** button. Your webcam video appears.



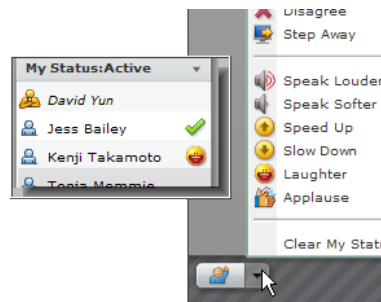
### Change Your Status

Within a meeting, you can change your status to communicate with other meeting attendees.

To change your status, open the **Change Status** menu and select the desired status option.

If you select options above the line such as **Raise Hand** or **Step Away**, your status remains until you choose **Clear My Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself.

When you set your status, an icon appears next to your name in the attendee list.



**Tip:** If you need to get up from your computer during the course of the meeting, change your status to **Step Away**. When you do this, an icon appears next to your name letting other attendees know that you are away.

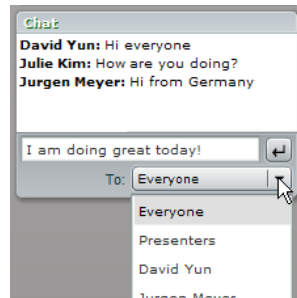
### Chat with Other Attendees

If the meeting host enables this feature, you can chat with other meeting attendees.

To do this, simply type a message in the Chat Pod as you would in any instant messaging program. Then type **Enter** or click the **Send Message** button to send your message.

You can choose to send your message to all attendees, just meeting hosts and presenters, or if the host enables this, to specific attendees.

In some instances, the Chat Pod serves as an area for you to ask Questions. If this is the case, any messages you submit are sent to meeting hosts and presenters and do not immediately appear in the Chat Pod.



### Having Trouble?

Issue	Solution
<b>I cannot get into the meeting</b>	<p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none"> <li>1. Enter the meeting as a <b>Guest</b> user by entering in your First and Last Name in the Guest field.</li> <li>2. Click the <b>Help</b> link on the Meeting Login page. This takes you to the <b>Test Meeting Connection</b> page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do.</li> <li>3. Make sure popup blocking software is not blocking your meeting window.</li> <li>4. You may be using a proxy server. To resolve this in Internet Explorer, select <b>Tools &gt; Internet Options &gt; Advanced tab</b>. Then enable the setting <b>Use HTTP 1.1 through proxy connections</b>. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.</li> </ol>
<b>I cannot hear any audio</b>	<ol style="list-style-type: none"> <li>1. Verify that your computer speakers are on and your computer's volume is at an audible level</li> <li>2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.</li> </ol>
<b>I have been granted rights to share my voice, but no one can hear me (VOIP is not supported)</b>	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> <li>1. Ensure that either the <b>Hands-free (Lock)</b> button is selected or that you are holding down the <b>Talk</b> button while you are speaking.</li> <li>2. Make sure your computer microphone is not muted.</li> <li>3. Run through the <b>Audio Setup Wizard</b>. To do this, select <b>Meeting &gt; Manage My Settings &gt; Audio Setup Wizard</b>. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.</li> <li>4. You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose <b>Settings</b> to view your Flash Player settings. In the dialog box, choose <b>Allow</b>.</li> <li>5. Verify that the correct microphone is being recognized by the Flash Player by right clicking in the meeting window and selecting the Microphone Tab. Check that your microphone is selected in the dropdown and that the Record Volume is at an appropriate level.</li> </ol>
<b>The host is sharing their screen, but it is fuzzy or there is a long delay</b>	<p>If you are having trouble seeing a host's screen, try the following:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Scroll</b> button in the Share Pod. This will show the host's screen at its full resolution and follow the host's cursor.</li> <li>2. The host may have enabled a <b>Full Screen</b> button. Clicking on this displays shared content in the entire meeting window.</li> <li>3. Adjust your connection speed by selecting <b>Meeting &gt; Optimize Room Bandwidth</b> and choose <b>DSL</b> or <b>Modem</b>. The <b>Meeting</b> menu is located at the upper left of the meeting room.</li> </ol>

