Adobe Connect: Conference, Collaborate & Broadcast your Lecture via the Web

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This introduction to the Adobe Connect Web conferencing and collaboration system provides an overview of an exceptional solution for virtual meetings, seminars, interviews, presentations and instructor-led courses and training. Adobe Connect enables organisers to create, deliver, manage, support and track discussions and courses while providing a communication environment that can reflect much of the in-person experience.

There are options for a variety of collaborative interactions, including via polls, quizzes, breakout rooms for larger and diverse groups, as well as flexible whiteboard and desktop sharing, lecture capture, one-way talks and webinars, and a range of add-ons and programmability to customise for specialised requirements. Live and previously-recorded sessions can be accessed from virtually any computer-like device, from desktop personal computers and laptops to various mobile devices (including Android and Apple iOS).

This guide is updated and adapted from: “Tutor guide to Adobe Connect 8”, Centre for Academic Practice, Queen Margaret University, Edinburgh, February 2011 (http://www.qmu.ac.uk/connect/documents/connecttutorguide.pdf). In turn, that guide was also adapted from documentation provided by Adobe (http://help.adobe.com/en_US/connect/8.0/using/). Both guides are licensed under a Creative Commons NonCommercial-ShareAlike License (http://creativecommons.org/licenses/by-nc-sa/3.0/).
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1 Introduction

Connect is an interactive online learning environment including audio, video and text facilities. It provides you with an online meeting room, office, or teaching space to communicate with students, staff, guests or collaborators in real-time wherever you may be. Meetings or presentations may be recorded and stored online for easy access later. Each online meeting can hold 100 participants, or potentially more if needed.

2 Preparing to access Connect

Connect is an online and interactive tool and for successful use you will need:

- CUDN or broadband access to the internet (wired preferable to wireless)
- Either:
  - Microphone and speakers (or headphones)
  - USB speakerphone (or headset)
- Webcam

Connect will work with a good wireless connection, but will usually work best with a wired connection, and can use either an external or built-in webcam (or potentially both). Within the University and Colleges it is recommended that Connect is accessed directly across the Internet either from a PC in a teaching / meeting room or from your laptop or mobile device using a wireless connection. Note: Although wireless can be used it is recommended that wherever possible you use a hard-wire CUDN/broadband connection. Virtual desktops and thin-client systems (e.g. Citrix) generally should not be used for Connect as they are unlikely to work well.

Flash Player - Adobe Connect 8 uses the latest Adobe Flash Player (unless using the special mobile or desktop clients). This is installed on most PCs but many computers may need Flash Player to be upgraded. To check the version of your Flash Player visit: http://www.adobe.com/software/flash/about/. For some University and Colleges computers, you may need to contact your local IT colleagues if an upgrade is required. For home PC’s and laptops, and other systems you administer, you can download the latest version of Flash Player from http://get.adobe.com/flashplayer/.

During the Connect pilot the UCS (rsh27@cam.ac.uk) will consult with those involved with the testing, organise the account details, and can set up an initial meeting room. Once fully operational, you will have automatic access to Connect and your meeting rooms via your Raven account.

Before logging into Connect:

- Ensure that no processor intensive programs are running on your computer (e.g. videos, Skype, Facebook or YouTube).
- Make sure that your webcam is not activated. After accessing Connect, you can activate your webcam through the Connect interface.
- Check that pop-ups are enabled on your computer. (e.g. with Internet Explorer, select: Tools/Pop-up Blocker and follow the setting instructions to ensure you have pop-ups enabled; it is important to allow pop-ups for this site).

Go to the main Adobe Connect website:

(use the URL provided)
Log in with the account details provided. [Note, for now please ignore: the Forgot your password? button.]

3 Accounts and roles

Currently all Connect accounts are set up through the UCS, as part of the Connect pilot. Everyone who has been allocated a Connect account and room is designated a Host, and where needed a room can be set up with multiple Hosts. Any others can be invited to join in as guest participants. Initially, when accounts are created each user will receive an email with details of their username and password, together with a link to the main Connect log-in page for the created room.

Where Connect is being used to facilitate meetings with collaborative partners, etc. rather than in a learning and teaching capacity, it may be appropriate for all the attendees to be designated as Presenters. The default account types and their roles are listed below.

3.1 Default accounts

Your role determines your capabilities for sharing, broadcasting, and other activities in a Connect meeting. There are three roles for meeting room attendees: host, presenter and participant. The creator of a meeting is designated as the host by default. The host can specify each attendee’s role including selecting other attendees to be hosts for the meeting. Permissions for each role are as follows:

**Host:** Hosts can set up a meeting, invite guests, 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 can also start and stop broadcasting audio into a meeting room. 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 and share content from their computer, including Adobe® Presenter presentations and other PPT files, Flash® application and SWF files, images (e.g. 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. Presenters can mute and unmute audio broadcasts on their computers.

**Participant:** Participants can view the content that the presenter is sharing, hear and see the presenter’s audio and video broadcast, use text chat, and give quick
visual feedback (e.g. raise hand, agree/disagree, step away, etc.). Participants can mute and unmute audio broadcasts on their computers.

4 Managing a meeting

4.1 Participation and notifications

When other people follow your meeting invitation and log-in to Connect (e.g. as a Guest) they will see a notice please wait, while you have been alerted of their request to enter the room (unless the room has been set to allow everyone with the URL to enter). Once they have entered the room, you will see their name appear in the Attendee List pod. As participants, they are not able to change anything on their screen (except selected choices and text chat) but will see all the pods visible on your screen, although without any of the pod options that you have as host. Any changes that you make to your screen in terms of content or layout will automatically update on the participants’ screens.

4.2 Set Meeting Room Bandwidth

The host can set the meeting room bandwidth to determine the rate (kilobits/second) at which data from the meeting is sent to attendees. Where possible, choose a room bandwidth that matches the connection speed used by attendees. If attendees are using a variety of connection speeds, try to choose the lowest speed attendees are (likely to be) 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 one of the following options:

<table>
<thead>
<tr>
<th>LAN</th>
<th>One presenter can generate around 250 kbits/second of data. Attendees need around 255 kbits/second. If screen sharing is used, attendees should have 400 kbits/second.</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSL/Cable</td>
<td>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.</td>
</tr>
<tr>
<td>Modem</td>
<td>One presenter can generate around 26 kbits/second of data. Attendees need around 29 kbits/second for a good connection. Having more than one presenter with the Modem setting is not recommended. Screen sharing with the Modem setting is not recommended.</td>
</tr>
</tbody>
</table>

4.2.1 Allowing participants to share their audio and video

**Video**

When beginning a Connect session you will often want to share your own video (via the webcam) with the participants (see The Video Pod). Hosts and presenters can share their own video and the participants will see the shared video pod automatically appear containing the presenter’s image, but their pod will not allow them to share their own video. If you wish to grant your participants access to share their video you have to allow this manually as it is not automatic. To allow participants to share their video, click the drop-down menu next to the video icon in the toolbar and select **Enable Webcam for Participants**. The participants will then see the option **Start My**
Webcam in their video pod window: (Alternatively, this can be granted individually, by hovering the mouse pointer over a participant and selecting Enable Video).

Audio
All hosts and presenters can automatically share their audio with others in the room. To talk, click the microphone button. When you have finished speaking, click the button again to turn off the microphone. If you leave the microphone on, it is likely that feedback will occur when others are talking.

To allow participants to share their audio, click the Audio button in toolbar and select Enable Audio for Participants.

4.2.2 Audio Set-Up Wizard
Once in a room, a set-up wizard is available that takes the user (whether host, presenter or participant) through a sequence of steps to ensure that both speakers and microphone are working and set to the correct level.

The wizard can be accessed through the main Meeting menu: Meeting > Audio Setup Wizard.

4.3 Troubleshooting
When participants first enter the room they will not have audio and video, and although they may be able to see your video if you are sharing it, they may not be able to hear you if their speakers are not connected. You could use the Note Pod (see section 5.8) to display instructions to participants on how to access the Audio Setup Wizard (see section 4.2.2).
Also the **Text Chat Pod** is a useful tool for communicating with participants if they are having difficulties so it is advisable to have this Pod enabled when participants are entering the room.

### 4.4 Communicating with participants

To speak to your participants click the microphone button:

Release the talk button when you are finished speaking. Generally, if more than one person is talking at once there is a likelihood of feedback so always turn your talk button off when someone else is speaking.

If the room is being used for a presentation or group discussion it is important that you moderate the discussion to avoid everybody talking at the same time. You should let the participants know that if they have a question or wish to speak that they should raise their hand and you will let them know when it is their turn to speak. In some cases you may wish to turn off their microphone.

Let participants know that if they wish to speak they can use the **raise hand** button:

(The drop-down menu options include ‘Raise Hand’, which is the default option.)

When this button is clicked by a participant, you will see a pop-up window temporarily appear advising you of the name of the participant who has raised their hand. The pop-up will ask you to either approve or decline the request:

If approved the participant will receive a pop-up message advising them that they have been granted permission to speak:
Note: even if you have not previously granted participants audio rights, accepting a raise-hand request will automatically grant that user audio rights. That user’s audio rights are retained unless you manually remove them. **Note: if you have already granted audio rights the participant will not receive a pop-up message like the one above.**

To remove an individual’s audio rights, hover the cursor over their name in the Attendee list. You should see a list of options for that participant, where you can Disable Audio:

If you decline a raise-hand request the participant will receive the following message:

The drop-down menu can also be used for other visual status cues such as a tick for agreement or confirmation, a cross to disagree, applause or laughter. Users can clear their own status by clicking the **Clear Status** option from the drop-down menu. As a host or presenter you can clear an individual participant’s status or clear everyone’s status choose.

**Clear an individual’s status**
Select an individual from the Attendee List. Using the Pod Options select: **Attendee Options > Clear Attendee Status**
Clear Everyone's Status
From the Pod Options in the Attendee Pod select **Clear Everyone's Status**

4.5 Ending a session

To close a meeting and remove all participants from a room click **Meeting > End Meeting**. The following window will be displayed allowing you to tailor the message to participants as desired:
PLEASE NOTE: If you exit a room by closing the room window, but without selecting End Meeting, participants will be able to remain in the room and will not be removed until they log-out. They will also be able to re-enter the room at any time, even if you are not present. Sometimes this is helpful, but otherwise it might be unwanted.

5 The Connect Interface

5.1 The Administration Interface

A standard Connect login would take you to an account homepage, rather than directly to a room, list the Connect rooms to which you have access, and the access level that you have for that room. From this interface, it would be possible to enter a room by selecting the Open button next to the room title: (The University’s Connect implementation will provide an simpler alternative to this for everyday use.)

5.2 The Room Interface

An example of the basic room interface is shown below. The interface contains a combination of individual windows (Pods) and menus. The interface is very flexible and can be tailored to meet your individual requirements (see section 6.4)
If you have previously used the room it will be exactly as you left it, with any presentations, chat messages, etc. still visible. As the owner of a room, if content is not needed for next time, it may be worthwhile clearing a room at the end of a session. This will avoid any old chat, notes or presentations being available for the next session, which could be confusing.

5.3 Pods overview and Pod Options

Each pod within Connect can be manually resized, moved or hidden from view.

- To move a pod click and drag on the grey bar at the top of the pod
- To resize a pod click and drag diagonally on any corner of the pod
- To remove a pod click the “Hide Pod” icon (like the minimize icon)
- To maximise a pod click the maximise button on the right-hand side of pod title-bar. To return to its original size click restore.

If you have hidden a pod or wish to open a new pod use the Pods menu option and open a new or existing pod:
In the **top-right corner** of each pod is an icon for **Pod options**, which will open a contextual menu for each pod. The options available will depend on which pod it is:

![Pod options icon]

### 5.4 The Attendee List Pod

This pod contains a list of all those who have logged into Connect and entered the room (hosts, presenters and participants):

![Attendee List Pod]

### 5.5 View or Change an Attendee’s Role

A host can use the Attendees pod to change the role of any attendee, moving between participant, presenter and host as necessary.

#### 5.5.1 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.

#### 5.5.2 Change an attendee’s role

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

Either:

- Drag the attendees to different roles. Or
- From the pop-up menu, select Make Host, Presenter or Participant.
5.5.3 Automatically promote participants to presenters

If all participants in a meeting will be presenting, such as for a committee or round-table discussion, you can pre-set the room with the following action:

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

5.5.4 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 menu icon.
4. In the dialog box, select the pods that you want the participant to control.

5.5.5 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 menu icon and choose Remove Selected User.

5.5.6 Attendee Pod Options

As well as the usual Attendee View, there are also options to change the view to focus on Breakout Rooms, or the Attendees Status (e.g. quick votes with hands up, agree/disagree, etc.).
5.6 The Video Pod

All hosts and presenters are able, by default, to share their video (webcam) and audio (microphone) with others in the room. To share your video, click on Start My Webcam in the video pod:

If the video pod is not visible in the room layout click the Video Icon from the toolbar and select Start My Webcam

You should receive a pop-up message about Flash Player settings, asking whether you wish to share your camera:
If you have more than one webcam or microphone and you wish to check that the correct one is selected, right click on the Camera and Video Pod and choose Settings from the menu:

Selecting the camera or microphone icon will allow you to check or select the correct device from a drop down list.

Your camera will then start in Preview mode. To start broadcasting to other users click the Start Sharing button:

5.6.1 Adjust Video Quality

If you are a host, presenter or participant with video rights, you can adjust the quality of your webcam video.

1. In the upper right of the Video pod, click the menu icon and choose Preferences.
2. Adjust the Video Quality setting to optimize the trade-off between image quality and bandwidth usage. For example, if shared screens update slowly, choose a lower Video Quality setting.

This setting interacts with the meeting room bandwidth set by the host. (See section 4.2)
5.7 The Chat Pod

5.7.1 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 menu icon 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.
5.7.2 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 menu icon.
2. Select Clear Chat.

5.7.3 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.

5.7.4 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.

5.7.5 Format chat text
In the upper-right corner of the Chat pod, click the menu icon, and select any of the following:

Text Size Changes size in your view only.

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

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

5.7.6 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 menu icon, and select E-mail Chat History.

5.8 The Note Pod
The Note Pod allows hosts and presenters to add notes during a meeting which are visible to all participants in the room. The note pod can be used to contain a single note
visible through the meeting or multiple notes can be added to the same pod. Multiple note pods can be created using the Pod menu option (Pods > Notes > Add New Notes)

5.8.1 Note Pod options
The Note Pod options give the host or presenter the ability to email any notes in the pod. The Adobe Add-In must be installed for this function to be enabled.

5.9 The Share Pod
Adobe Connect allows hosts and presenters to share:
- Their computer screen
- Documents and presentations
- Whiteboards.

5.9.1 The Adobe 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.
To share content with the room click on the relevant option from the drop down menu

**Share My Screen**
5.9.2 Share Computer Screen
Using Connect it is possible to share your desktop or any application window that you have open.

5.9.3 Screen sharing options

**Desktop (or Secure Desktop Sharing)** Shares the contents of your desktop. The Desktop option allows you to share contents on your desktop.

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

**Applications** Shares an application and all its related windows that are open and running on your computer. Choose the application or applications that you want to share.

5.9.4 Share control of your screen with host or presenter
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.

5.9.5 Share control of your screen with a participant
1. Select a participant’s name in the Attendees pod and select Request Screen Share.
2. An alert appears on the participant’s screen that says “Begin Sharing Desktop?” – and they should click Start.
3. Your participant can then Set Screen sharing options.
4. They click the Share button at the bottom of the Start Screen Sharing window to begin sharing.

5.9.6 Request control of a shared screen
Hosts and presenters can request control of the screen shared by a participant, 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. Participants can also use the Request Control button to request control of a screen shared by a host or presenter.

5.9.7 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.

5.9.8 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.

5.9.9 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 menu icon , and select Preview Screen.

5.9.10 Share Documents

Connect allows you to upload files (e.g. PowerPoint and PDF) directly to a Share Pod. This function is particularly useful if you want to present a PowerPoint presentation in a course or meeting session.

To upload a PowerPoint or PDF click on Share Documents under Share My Screen in the centre of the Share Pod. You will then have the option to choose Browse from My Computer and navigate to your chosen file. Click Open and the file will be uploaded to the Share Pod. Once the file has been uploaded you will see navigation controls become visible and you can use these to move through your PowerPoint or PDF document. If you have previously uploaded a document to the room it will be listed in Uploaded Files.

Sync Navigation

By default, as a Host or Presenter, when you move through an uploaded document the participants will see the slides or pages that you are looking at. There is however, the option to allow participants to move through an uploaded document at their own pace in any order. This may be useful if you wish participants to read through a document before discussing it or if you wish to allow them time to review a presentation. To allow participants to navigate through a document at their own pace click the Sync button:

The presentation will then appear with navigation controls for the participants.
Participants can use these controls to navigate through a document. At any point you as host or presenter can re-sync the navigation in order to bring the participants all back to the same page or slide that you are looking at. To do this just click the **Sync** button again.

One of the icons in the navigation (see above) controls allows participants to see the menu structure and full titles for each of the slides in a PowerPoint presentation. This function also allows participants to view any notes that the presenter has added to the presentation:

**Full Screen**

There is a **Full-Screen** option in the menu bar which will maximise the Share Pod content to a full-screen view. Please note that while the content is displayed full screen you and the participants will be unable to see the Connect interface containing the Video Pod, etc. To return to normal view click the **Full-Screen** button.

It is also possible to maximise the presentation yet retain access to the main Connect menu. To do this, click on the **Pod Options** for the **Share Pod** and select **Maximise**. The presentation will now fill up the whole Connect content area. To change back to the original size go back to **Pod Options** and select **Restore**.

If you no longer wish to share the current content in the share pod, click the **Stop Sharing** button. This will clear the content from the Share Pod, whilst keeping the empty Share Pod still visible. To hide the Share Pod completely click the **Pod Options** and choose **Hide**.
Whiteboard Overlay
It is possible to annotate a document (e.g. a PDF or PowerPoint file) using the Whiteboard tools. To enable this function click the **Draw** button:

![Whiteboard Overlay](image)

5.9.11 Share Whiteboards
To share a whiteboard click on **Whiteboard** under **Share My Screen** in the centre of the Share Pod (or from the **Share button** in the Share Pod choose **Whiteboard**).

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

Polls are useful during a session if you want instant feedback on what is being presented. Polls can also be used at the end of a session for evaluation.

5.10.1 Setting up a Poll

1. If the Poll pod is not displayed, click the Pods menu and select **Poll > New Poll Pod**.

2. Enter a question and answers into the Poll pod. Each answer must be entered on a new line.

![Poll](image)

3. To begin polling click the **Open Poll** button
5.10.2 Close Poll

At the top of the Poll pod, click **Close**.

![Poll Pod](image)

5.10.3 Display poll results to participants

Either:
- Click the **Broadcast Results** box at the bottom-right of the Poll pod

Or:
- Click the **Pod Options** button in the upper-right corner of the Poll pod and select **Broadcast Results** from the drop-down menu.

The poll responses appear to all meeting participants.

5.10.4 Clear poll answers

1. Click the **Pod Options** button in the upper-right corner of the Poll pod.
2. Select **Clear All Answers** from the drop-down menu.

5.11 The Q & A Pod

Note: If the Q & A Pod is not accessible through the main Pods menu you may have to first open the Presenter Only Area: **Meeting > Enable Presenter Only Area**. Then disable the Presenter Only Area and open the Q & A Pod as normal.

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. Hosts can give participants enhanced rights, letting them answer questions as well. (See section 5.5.4)

Here are some examples in which the Q & A pod is helpful:
• In a session, where there are lots of attendees, questions are added to a queue on the Q & A pod while the speaker presents. After completing the presentation, the speaker reviews the messages and addresses the questions.
• A meeting moderator answers some questions whilst the presenter is talking but forwards other questions to the presenter which they address after their presentation.

The Q & A Pod provides more functionality and control over questions as opposed to the chat tool.

**Presenter View of Q&A Pod**

![Presenter View of Q&A Pod](image)

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

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

**Participant View of the Q&A pod**

![Participant View of Q&A pod](image)
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.

5.11.2 Submit a question in the Q & A pod
- In the **Participant View** of the Q & A pod, type your question in the text box at the bottom.
- To the right of the text box, click the **Send Question** button, or press Return.

5.11.3 Answer questions using the Q&A pod
- Select an incoming question from the list.
- Type your answer in the text box at the bottom of the pod:
  
  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.

5.11.4 Manage your questions with filters
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. If there are a lot of questions, this will help you to manage the questions. You can also forward a question to another presenter to answer.

1. Click the pop-up menu in the upper-left corner of the Q & A pod.
2. Select a filter from the following list:

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show All Questions</td>
<td>Displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared.</td>
</tr>
<tr>
<td>Show My Questions</td>
<td>Displays only the questions that have been assigned to you.</td>
</tr>
<tr>
<td>Show Open Questions</td>
<td>Displays all unanswered questions not assigned to anyone.</td>
</tr>
<tr>
<td>Show Answered Questions</td>
<td>Displays all questions that have been answered.</td>
</tr>
</tbody>
</table>
5.11.5 Assign a question to specific presenter

You can allocate questions to individual presenters with specific expertise, including yourself, avoiding multiple people working on the same answer.

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.
   - 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

5.11.6 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.

### 5.11.7 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

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

- In the upper-right corner of the Q & A pod, click the menu icon.
- Select **Clear All Questions**.

### 5.11.9 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.

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

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

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

### 5.12 Pod Administration

All Pods remain available in a room, even if they have been hidden. Essentially you have a pod library consisting of all the default pods plus any others that you have added. Any Pod can be accessed to add to the room from the **Pods** menu. However, if you find that you
have too many pods available to effectively manage or you wish to completely delete a pod you can use the Manage Pods option (Pods > Manage Pods):

![Manage Pods](image)

### 6 Room Layouts

Connect has 3 default room layouts (Sharing, Discussion, Collaboration) which can easily be switched to by using the layout options in the Layouts menu:

![Layouts Menu](image)

Each layout rearranges or adds pods depending on the main function of the layout. The default layouts allow you to easily transition from one mode to another, for example from giving a presentation to moving into a group discussion. All layouts are totally flexible and you can move and resize pods as required.

#### 6.1 The Sharing Layout

Default pods:
- Video
- Attendee List
- Chat
- Share
6.2 The Discussion Layout

Default Pods:
- Attendee List
- Poll
- Chat
- Notes
- Video

6.3 The Collaboration Layout
Default Pods:
- Video
- Attendee List
- Notes
- Chat
- File Share
- Whiteboard

6.4 Custom Layouts

To design your own layout which you can store as a default, from the menus select **Layouts > Create New Layout**

You can use an existing layout as a template by choosing **Duplicate an existing layout** and choosing the option from the list. Otherwise you can create a new blank layout and
add the pods that you wish to use, moving and resizing as required. Give the new layout a specific name – the layout will then be added to your default layout navigation menu making it easy to move between layouts:

![](image)

7 Setting up a room

Each room, like a physical room retains its properties when you leave it and go back to it. Any content (PowerPoint presentations, chat, Q&A) that has been in the room will be held in that room unless it is specifically removed by you. The layout of the room will also remain as you set it up the last time you were present there.

This means that you can organise your room in advance – set your layout and your content. You can arrange your content using the existing default layouts or create your own custom layouts. (See section 6)

7.1 Pre-Loading content

Load up content by using the Share Pod. Any content that you upload using Share > Documents will be stored in the room even if you have made it hidden (e.g. if you have uploaded more than one presentation). You can leave a particular document visible if you wish so that when participants arrive in the room they will immediately see the presentation title.

8 Breakout Rooms

Breakout rooms are sub-rooms that can be created within a session. They are useful for splitting a large group into smaller groups that can talk or collaborate. (Breakout rooms can be used in sessions that have 50 or fewer people. Hosts can create up to 5 breakout rooms for a single 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.)

8.1 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 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 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.)

8.2 Creating and Managing Breakout Rooms

8.2.1 Define breakout rooms and assign members

While in a 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 5).

3. Assign attendees to breakout rooms by either:
   - Manually selecting 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.)
8.2.2 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 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 are placed in the breakout rooms to which they were assigned.

8.2.3 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.
8.2.4 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 sessions ends.

1. In the upper-right corner of the Attendees pod, click the menu icon , and choose Broadcast Message.

2. Type the message, and then click Send.

Attendees in all rooms see the message in the centre of the Connect window.

8.2.5 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. (For general information about polling, see Section 5.10.)

8.2.6 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.

- If a participant wishes to verbally ask a host in the same breakout room a question, they can use the audio provided.
- If participants wish to type a question for hosts in the same breakout room, they can 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.
- If a participant wishes to ask all hosts in the meeting a question, they can 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.

8.2.7 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. (For general information about using the Chat pod, see section 5.7.)

8.2.8 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.
8.2.9 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.

8.2.10 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.

8.2.11 Remove breakout rooms
**Note:** In the Pods menu, 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 re-access saved pods from the Pods > Breakout Pods menu.)

- 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.

9 Using the Recording Function
A host can record a session. When played back, the recording shows exactly what the attendees saw and heard. Everything that happens in the room is recorded, except for the Presenter Only area and breakout rooms. You can start and stop recording at any time, so you decide what content to record, however each time you stop and start this will create new recordings – there is no “pause function”. A host can create a reference archive of meetings and make the recordings available to attendees. The meeting recording is assigned a URL and added to the Recordings page associated with the meeting room in Connect. To play a recording, you need an internet connection, the recording URL and permission to view it.

9.1 Start recording a meeting

From the menu bar, select **Meeting > Record Meeting**. In the Record Meeting box, enter a name and summary for the meeting recording: this will make it easily identifiable. A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded and a pop-up message is displayed:

![Record Meeting](image)

9.2 Stop recording a meeting

To stop recording a meeting, either:

- Place the pointer over the red circle in the menu bar, click the link to stop from the pop-up menu and stop the recording;

or

- **Select Meeting > Record Meeting** to remove the check mark from the menu bar.

The meeting recording is saved and is available for playback at any time.

9.3 Playing back a recorded meeting

A host or presenter makes the recording URL available so attendees can play the recording. Every recording is automatically assigned a unique URL and is stored on the Recordings tab for the meeting room in Connect.

For optimal performance, a high-speed (wired) internet connection is recommended for recording playback.

You control who has access to the recording:

- Any user invited to the meeting using the invitees or enrollees tabs in Adobe Connect Central can view the recording if given the recording URL.
- Any user invited to the meeting as a host can see information such as permissions, if they have rights to browse to the Adobe Connect Central folder where the recording is stored.
- Anyone with Internet access can view the recording if you make it public.
(Alternatively, you can move the recording to the Content Library and set specific user permissions; moving the recording to the Content Library is irreversible.)

9.3.1 Play a recording from Adobe Connect Central (hosts and presenters)

1. From the Adobe Connect Central home page, click Meetings or Training, and then click the meeting that includes the recording.
2. Click the Recordings option.
3. Click the name of the recording.
4. Do one of the following:
   • To view the last edited version of the recording, click the URL For Viewing.
   • To view the full, original, unedited recording, click View Original.

You either view the original version of the recording or the latest edited version; multiple edited versions are not saved. (If the recording was never edited, the URL For Viewing is the same as View Original.)

When you play a recording, a recording navigation bar appears in a space below the meeting room:

9.4 Editing Recordings

9.4.1 About Editing Recordings

After recording a meeting or training session, you can use the built-in editor to remove sections of the recording. This is useful if the recording contains periods of silence or unnecessary information. Following are some tips for editing recordings:

■ To edit a recording under Meeting > Recordings or Training > Recordings, you must have Host permissions.

■ After editing a recording, the last edited version is saved and includes all information from earlier editing sessions. The link to your recording does not change after editing. Users given the link and rights to access the recording see the most recent version saved, including any edits that were made.

■ Multiple users can open a recording in edit mode at the same time. However, after one user saves their changes, others editing at the same time receive an error when they try to save their changes.
9.4.2 Edit a recorded meeting

Editing a recording is useful if the recording contains sections of silence or unnecessary information that you want to remove before making the recording available.

1. From the Adobe Connect Central home page, click Meetings or Training, and then click the meeting that includes the recording.
2. Click Recordings.
3. Click Edit next to the recording that you want to edit.
4. Simply click the Play button to watch the recording from the beginning, or first drag the progress marker to a specific location.

Controls for recorded meetings
A. Play button  B. Progress marker  C. Selection markers surrounding selection
D. Cut  E. Undo  F. Save

5. Use the selection markers to specify the areas of the recording you want to remove, and click the Cut button.
6. (Optional) At the left of the meeting window, click the triangle to show the Events Index pane, where you can Navigate to specific events in recordings.
7. (Optional) To remove changes, click Undo to remove individual edits made you last saved, or Revert to Original to restore the recording to its original state.
8. Remove any additional sections. When you are finished, click Save.

9.4.3 Create an offline recording

If you want people who do not have access to an Adobe Connect server to view a meeting recording, create an offline version. The offline recording is saved as an FLV file, which can be viewed in an FLV player, and distributed via e-mail, CD, or a server.

Note: Creating an offline recording takes approximately the same amount of time as the duration of the original meeting recording.

You can minimize the offline recording window or view other windows on top of it without interfering with the contents of your recording.

1. From the Adobe Connect Central home page, click Meetings or Training, and then click the meeting that includes the recording.
2. Click Recordings.
3. Next to the specific recording you want to use, click Make Offline.
4. If Help text appears, click Proceed with Offline Recording. Then specify a location for the finished FLV file. The meeting begins playing, creating the offline file.
5. As needed, click the Pause/Resume, Stop And Save, and Start New controls:
   - The Pause/Resume button temporarily stops creation of the offline recording. This can be useful if you must download a large file and do not want to strain system resources. When you click Resume, the recording continues from where it
was paused. The finished recording is one continuous file regardless of how many times you paused and resumed recording.

- The Stop and Save button ends the creation of a recording, which is useful if you want to record portions of a meeting as separate files. Click Start New to resume recording where you left off.

## 10 Accessibility Features

An accessible document or application can be used by people with disabilities — such as mobility impairments, blindness, and low vision. Accessibility features in Adobe Connect enable people with disabilities to use the Meeting functionality as much as possible without a mouse.

### 10.1 Menu Navigation

Menus at the top of the Meeting client (Application Bar menus) can be navigated to and executed entirely by keyboard.

- Press Ctrl+ Space to activate the Meeting menu.
- The left and right arrow keys activate adjacent menus on the Application Bar.
- The down arrow key activates the current menu. To select an item within the menu, use the down, up, left, and right arrows keys.
- Enter selects the current menu item.
- Esc closes the current menu.

### 10.2 Navigation among pods

You can navigate among the visible pods entirely by keyboard.

- Press Ctrl+F6 (Windows) or Command+F6 (Mac OS) to navigate to the next visible pod.
- When you navigate to a pod, a colored border displays around the pod’, indicating that the pod is actively selected.

You can specify the colour of the border for all meetings in an account. Click **Administration > Customization > Customize Meeting > Button Rollover**.

Certain pods have a default field that assumes focus. For example:

<table>
<thead>
<tr>
<th>Chat pod</th>
<th>Focus defaults to the new message field.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes pod</td>
<td>Focus defaults to the note letting you change the message.</td>
</tr>
<tr>
<td>Attendees pod</td>
<td>Focus defaults to the selected users in the list, or to the first user in the list if no users are selected.</td>
</tr>
</tbody>
</table>

When the Adobe Connect client starts, the default focus is set to the Message entry area of the visible Chat pod, if one is available. If the Adobe Connect client loses focus (for example, if you switch to another application) and later regains focus, the Meeting application defaults back to the Message entry area of the visible Chat pod.
10.3 Keyboard shortcuts

The following keyboard shortcuts provide improved accessibility so that Connect can be used as much as possible without a mouse.

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggles Raise-Hand status</td>
<td>Ctrl+E</td>
<td>Command+E</td>
</tr>
<tr>
<td>Promote to host. Requires selected items in Attendees pod</td>
<td>Ctrl+'</td>
<td>Command+'</td>
</tr>
<tr>
<td>Demote to participant. Requires selected user in Attendees pod</td>
<td>Ctrl+]</td>
<td>Command+]</td>
</tr>
<tr>
<td>Promote to Presenter. Requires selected user in Attendees pod</td>
<td>Ctrl+</td>
<td></td>
</tr>
<tr>
<td>End meeting</td>
<td>Ctrl+\</td>
<td>Command+\</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle between notification window and meeting room</td>
<td>F8</td>
<td>F8</td>
</tr>
<tr>
<td>Display application menu for keyboard navigation</td>
<td>Ctrl+Space</td>
<td>Command+F2</td>
</tr>
<tr>
<td>Move focus to next / previous pod</td>
<td>Ctrl+F6, Ctrl+Shift+F6</td>
<td>Command+F6, Command+Shift+F6</td>
</tr>
<tr>
<td>Display pod menu for keyboard navigation</td>
<td>Ctrl+F8</td>
<td>Command+F8</td>
</tr>
</tbody>
</table>
If pods are hidden by overlapping ones in Windows, press Ctrl+F9 to show them.

### Shortcuts for audio and recordings

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggles Microphone on or off</td>
<td>Ctrl+M</td>
<td>Command+M</td>
</tr>
<tr>
<td>Start/Stop Recording. For Start, brings up the Start Recording Dialog</td>
<td>Ctrl+,</td>
<td>Command+,</td>
</tr>
<tr>
<td>Toggles Play/Pause during playback of recorded meetings</td>
<td>P</td>
<td>P</td>
</tr>
</tbody>
</table>

### Shortcuts for dialog boxes

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows and Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start/Stop Desktop Sharing</td>
<td>Ctrl+I (Windows) or Command+I (Mac OS)</td>
</tr>
<tr>
<td>Next page/slide</td>
<td>Page Up or Right Arrow</td>
</tr>
<tr>
<td>Previous page/slide</td>
<td>Page Down or Left Arrow</td>
</tr>
<tr>
<td>Play/Pause</td>
<td>P</td>
</tr>
<tr>
<td>Stop</td>
<td>S</td>
</tr>
<tr>
<td>Mute</td>
<td>M</td>
</tr>
<tr>
<td>Change view</td>
<td>F</td>
</tr>
</tbody>
</table>

### Shortcuts for the whiteboard

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear</td>
<td>Ctrl+D</td>
<td>Command+D</td>
</tr>
<tr>
<td>Print</td>
<td>Ctrl+P</td>
<td>Command+P</td>
</tr>
<tr>
<td>Undo</td>
<td>Ctrl+Z</td>
<td>Command+Z</td>
</tr>
<tr>
<td>Redo</td>
<td>Ctrl+Y</td>
<td>Command+Y</td>
</tr>
<tr>
<td>Delete selected items</td>
<td>Del</td>
<td>Delete</td>
</tr>
<tr>
<td>Move selected items in a specific direction</td>
<td>Arrow keys</td>
<td>Arrow keys</td>
</tr>
</tbody>
</table>
### Shortcuts for the Chat pod

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place focus on Chat pod, activate cursor in new message field</td>
<td>Ctrl+;</td>
<td>Command+;</td>
</tr>
<tr>
<td>When cursor is in new message field, sends message</td>
<td>Enter</td>
<td>Return</td>
</tr>
</tbody>
</table>

### Shortcuts for the Notes pod

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Underline text</td>
<td>Ctrl+U</td>
<td>Command+U</td>
</tr>
<tr>
<td>Italicize text</td>
<td>Ctrl+I</td>
<td>Command+I</td>
</tr>
<tr>
<td>Place text in boldface</td>
<td>Ctrl+B</td>
<td>Command+B</td>
</tr>
</tbody>
</table>

### Shortcuts for dialog boxes

<table>
<thead>
<tr>
<th>Result</th>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close or cancel a dialog box</td>
<td>Esc</td>
<td>Esc</td>
</tr>
<tr>
<td>Execute the default action (defined per dialog)</td>
<td>Enter</td>
<td>Return</td>
</tr>
</tbody>
</table>

### 11 Online Tutorials

There is an Adobe Connect User Group community which contains numerous video tutorials and other online resources which may be helpful when learning to use Adobe Connect. These can be accessed by going to the Connect Users website: [http://www.connectusers.com/](http://www.connectusers.com/) and navigating to the **Learning Centre**.

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**University of Cambridge Information Services (Computing): Adobe Connect resources:**

- The DS-Connect Project - Adobe Connect [http://www.ucs.cam.ac.uk/dsconnect](http://www.ucs.cam.ac.uk/dsconnect)
- Adobe Connect - Documentation & Resources [http://www.ucs.cam.ac.uk/dsconnect/resources](http://www.ucs.cam.ac.uk/dsconnect/resources)
- Adobe Connect - Supported Hardware [http://www.ucs.cam.ac.uk/dsconnect/suphardware](http://www.ucs.cam.ac.uk/dsconnect/suphardware)
Adobe Connect Troubleshooting - To help solve common problems

Adobe Connect room appears to freeze

- Action: Quit Adobe Connect and log back in to refresh the connection.

You cannot login to Adobe Connect

- Action: Use the registered email address as your username.
- If you forget your password, you can ask the system for help resetting it.

Sound cuts out entirely

- Action: Close the Adobe Connect session (e.g. click the [X] to exit) and your Web browser. Then reopen both to rejoin the session (which remains live).

Your sound is cutting in and out

- Cause: This could be a connection speed issue.
- Action: Use a wired internet connection, or try to work as close to the wireless access point (‘router’) as you can. Make sure you have set your connection speed in Adobe Connect (select from the room menu: Meeting / Preferences / Room Bandwidth) to the type of connection you are using.

There is loud feedback

- Cause: Someone whose microphone is on is listening to the session on their speakers, and the sound from the speakers is picked up by their microphone, causing feedback
- Action: Wear headsets/headphones/earbuds, and turn off speakers. Your host might need to disable (at least temporarily) your microphone access if loud feedback continues to cause problems.

Your microphone is not working

- Action: Be sure your microphone is plugged in BEFORE you log in to Adobe Connect. Otherwise, quit Adobe Connect, plug in your microphone, and log in again.
- Be sure you click “Allow” when you get a popup asking for permission for Adobe Connect to access your microphone.
- When you are in an Adobe Connect session, run the Audio Setup Wizard, from the ‘Meeting’ menu, in the ‘Manage My Settings’ submenu. In Step 2, you pick a microphone from a list, so if you have more than one microphone (which is common) make sure you select the right one. If your microphone is not listed, you may need to restart your computer with the microphone connected. If after a restart it is still not listed, you might need to install drivers (software) for your microphone.
- You can access the Audio Setup Wizard at any time during a Connect session.
- Make sure that your microphone and audio headset works with your computer when you are not logged in to Adobe Connect. If it does not, and you cannot hear the audio and/or cannot be heard when you speak into the microphone, try this (for Windows):
  o Right-click on the little speaker icon that is in the lower-right corner of the screen, near the clock.
  o Select "Playback Devices", and on that page, under "Playback" and "Recording", see what the selected options are and see if changing the defaults will fix the problem.

Adapted from: http://www.sas.upenn.edu/computing/AdobeConnect/FAQ

The ABCs of Adobe Connect …

- Audio/Video readiness
  - pre-meeting tests, tweaks, & trouble-shooting (e.g. to help participants)
- Bandwidth suitability
  - check connection status (e.g. green button, top right of screen)
  - adjust accordingly (e.g. Meeting / Preferences / Room Bandwidth)
- Communication processes
  - familiar pattern & pace, fall-back channels, moderators