

# Learning House

Host and Presenter Adobe Connect Classrooms

## Adobe Connect Classrooms

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Prepared by The Learning House, Inc.

# Adobe Connect

## Objectives

- Create a meeting using Adobe Connect.
- Present and share content to meeting participants.
- Access meeting reports to determine participation.
- Determine and set share meeting audio/video preferences.
- Record and store a meeting.

## Table of Contents

1. Overview of Adobe Connect 8
  - a. Recommended use
  - b. Roles and privileges
  - c. Menu bar and audio settings
2. Prepare a room and upload content
  - a. Create a meeting
  - b. Add a meeting to a course
  - c. Upload content in a meeting
  - d. Access a meeting as an instructor or a student
3. Pods
  - a. Share
    - I. Share your screen
    - II. Share documents
    - III. Share whiteboards
  - b. Attendees and breakout rooms
  - c. Chat
  - d. Poll
  - e. Video
  - f. Web links
  - g. Notes
  - h. Files
  - i. Q and A
4. Recording and reports
  - a. Record a meeting
  - b. Training reports

# Adobe Connect

## Overview of Adobe Connect

### Recommended Use

Adobe Connect for eLearning provides novices and experts alike with the capability to easily create and deliver compelling self-paced online courses, conduct highly interactive virtual classes and efficiently manage training programs. Adobe Connect is based on Adobe Flash technology, so you can deliver rich interactions that participants can join easily.

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

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

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

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

### Roles and Privileges

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

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

Permissions for each role are as follows:

**Host:** Organizes and facilitates the meeting.

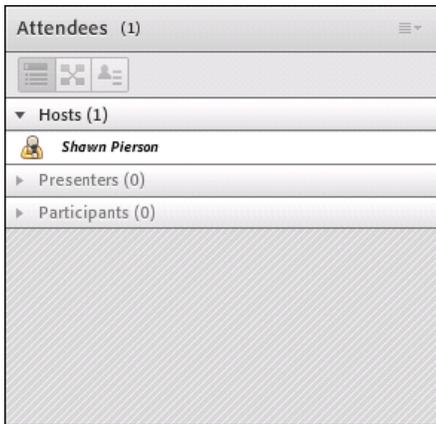
**Presenter:** May assist in meeting facilitation, presenting content or sharing his or her screen.

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

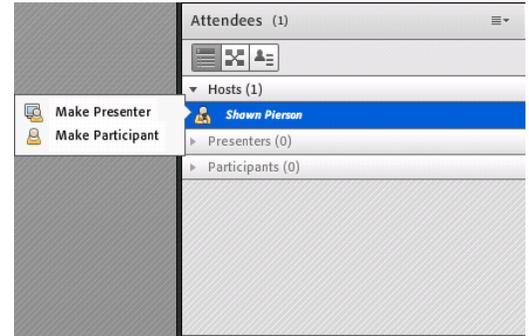


# Adobe Connect

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



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

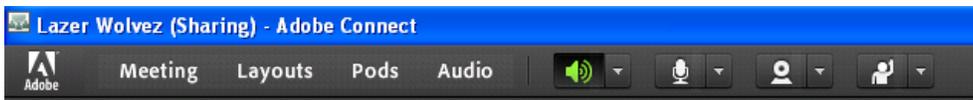


**Note:** If you wish to change the role of multiple attendees at the same time, hold down the control button (Windows) or command (Mac) while selecting user names and then drag and drop to set the role.

## Menu Bar

The meeting room consists of various display panels (pods) and components. The program has several pre-built meeting room layouts, or you can customize your own meeting room layout. The menu bar contains several menus: a host sees the meeting, layouts, pods, audio and help menus; a presenter or participant sees only the meeting and help menus. 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.

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

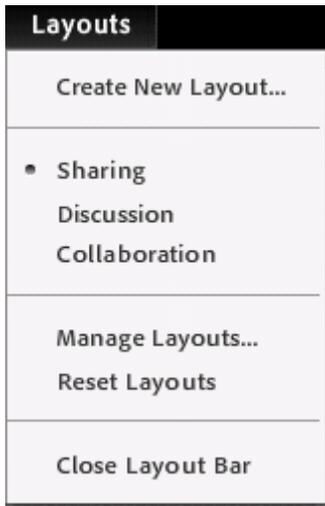


The **Meeting** tab of the menu bar allows you to manage the meeting information and manage access and entry of attendees to the meeting. It offers the host the option of setting meeting preferences and the set recording feature.

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

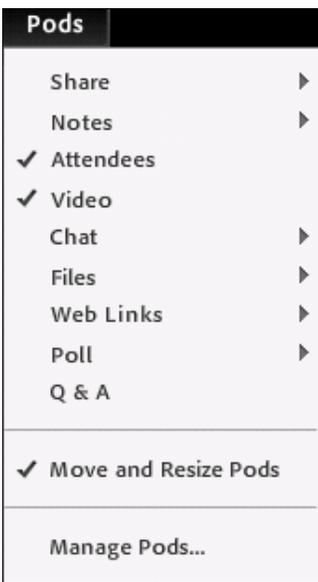
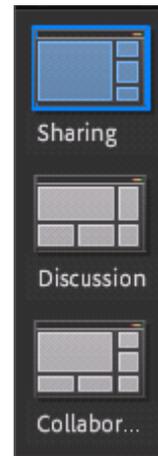


# Adobe Connect



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

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



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



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

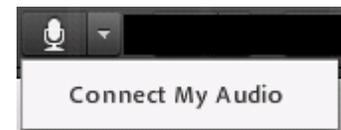


The microphone rights for participants option enables single speaker mode and mutes all other microphones for a lecture environment, giving no one speaking rights other than the host or presenter.

## Speaker Audio Management

This tab has simplified speaker audio conferencing settings.

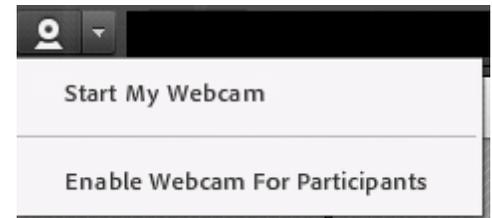
Host, presenter and participant can all adjust these audio settings.



# Adobe Connect

## Share Webcam Video

As the meeting host, you may ask attendees to use webcam to share video. When this is the case, a button enabling you to share your webcam will appear on the video pod. To share your camera, make sure your webcam is plugged in and click the **Share My Webcam** button. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you are happy with the preview, click **Start Sharing** to share your video with all participants.



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



## Change Your Status

Within a meeting, you can also change your status to provide feedback to the presenter and other attendees. To change your status, click the arrow on the **Status Options** drop-down list on the menu bar and select your desired status option.

If you select an option above the line such as **Agree** or **Step Away**, you status remains until you choose **Clear Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself after a few seconds.

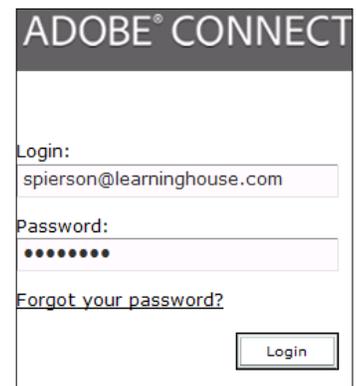
When you set your status, an icon appears next to your name in the **Attendees** pod.

## Prepare Room and Upload Content

### Create a Meeting

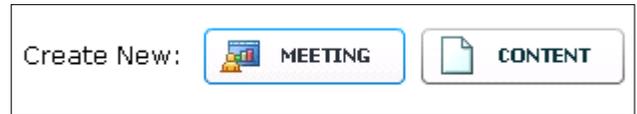
**Step 1:** Navigate to <https://thelearninghouse.adobeconnect.com> in your Web browser.

**Step 2:** Log in with your Adobe Connect user name and password. If you do not know your password, click the **Forgot your password?** link or e-mail [training@learninghouse.com](mailto:training@learninghouse.com).



# Adobe Connect

**Step 3:** Once logged in, you will be on the Adobe Connect Central home page. Click the **Create New Meeting** button.



**Step 4:** Enter a meeting name. You also have the option to add an easy-to-remember custom URL. **Tip: The meeting room you create is always available at the URL you specify. It is a good idea to use the course code format and bookmark your room for quick and easy access.**

**Note:** Skip the following fields because of the current default settings: **Summary, Start Time, Duration, Select Template** and **Language**.

Meeting Information	
<b>Name: *</b>	<input type="text" value="Adobe Connect"/>
<b>Custom URL:</b>	<input type="text" value="http://thelearninghouse.adobeconnect.com/test"/>

**Step 5:** Set the **Access** field to **Anyone who has the URL for the meeting can enter the room**.

<b>Access:</b>	<input type="radio"/> Only registered users may enter the room (guest access is blocked)
	<input type="radio"/> Only registered users and accepted guests may enter the room
	<input checked="" type="radio"/> Anyone who has the URL for the meeting can enter the room

**Step 6:** You should always set the **Audio Conference Setting** to: **Do not include an audio conference with this meeting**.

**Step 7:** Optionally, fill in the additional fields and click **Finish**. You have created your meeting room.

**Step 8:** Enter your meeting room by clicking on the meeting room URL on the confirmation page or by typing the URL into your Web browser.

# Adobe Connect

## Add a Meeting to Your Course

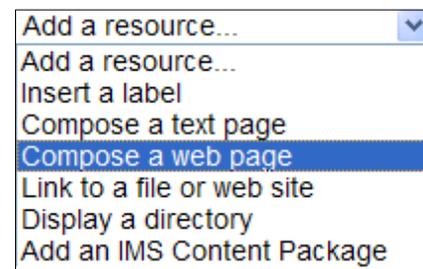
The meeting room you create through Adobe Connect is always available at the URL you specify. It is a good idea to use the course code format and add the URL link into your Moodle course. Linking into your Moodle course any external documentation and resources will reduce confusion and provide a centralized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

**Step 1:** Log into Adobe Connect at <http://thelearninghouse.adobeconnect.com>.

**Step 2:** Go to the meeting information page and copy the URL for your meeting.

**Step 3:** Log into your school's Moodle portal, access your course and click the **Turn editing on** button.

**Step 4:** In the first lesson or section, select the drop-down arrow to add a resource. Choose the **Compose a web page** resource.



**Step 5:** Provide a name for your resource that your students will recognize (e.g., "Adobe Connect Live Classroom Meeting").

**Step 6:** In the **Compose a web page** section, paste the link (URL) for the Adobe Connect meeting room and provide some basic instructions for your students to navigate into the meeting room. (e.g., "Click the link and select to enter the meeting room as a guest with your full first and last name.")

**Step 7:** We advise you to ignore the options in the **Window** and **Common Module** sections. You do not need to change these.

**Step 8:** Select the button to **Save and return to course**.

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

## Upload Content in a Meeting

**Step 1:** Log in to Adobe Connect at <http://thelearninghouse.adobeconnect.com>.

**Step 2:** Click the **Create New Content** button, or click the **Content** tab and then **New Content** button to upload content.

**Step 3:** In the **Select Content File** section, click the **Browse** button to select the file you want to upload to your meeting room. Note the permitted file formats. If you need to display

# Adobe Connect

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

## Access a Meeting as Instructor or Student

**Step 1:** Click on Adobe Connect Meeting link or enter the URL into your Web browser.

**Step 2:** The meeting login screen appears. If you do not have a user name or password for the Adobe Connect account, please contact [training@learninghouse.com](mailto:training@learninghouse.com). Students will choose **Enter as a Guest**, type in their first and last name and click **Enter Room**.

**Step 3:** The meeting launches in your browser. If as the meeting host you have not yet arrived to the meeting or given meeting security to approve your students' attendance, your attendees will be placed in a waiting room until you sign in.

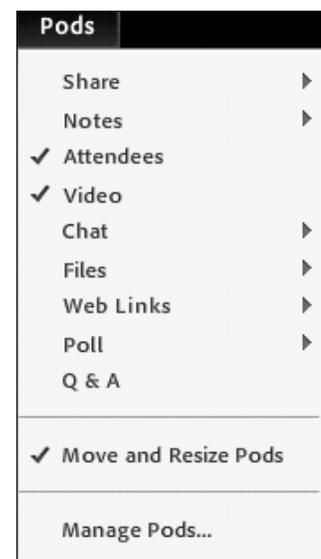
**Step 4:** Once you as the meeting host enter the meeting, the meeting room will appear in your browser.

## Pods

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

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

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



## Share

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

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

# Adobe Connect

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.

## Share Your Screen

**Step 1:** Click the **Share My Screen** button in the share pod.

**Step 2:** In the **Start Screen Sharing** dialog, choose how you would like to share your screen.

**Desktop:** Share all applications on your desktop.

**Windows:** Choose specific, already open windows to share.

**Applications:** Share one or more applications along with related windows.

After selecting your desired option, click **Share**.

**Step 3:** An Adobe Connect icon appears in your system tray (Windows) or your toolbar (Mac and Linux) while you are sharing your screen. Click on this icon to view a menu where you can stop sharing or access other available options.

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

## Share Documents

**Step 1:** Click the right arrow beside **Share My Screen** and select **Share Document**.

**Step 2:** Click **Browse My Computer** to select a file from your system. In the browse dialog, locate the PowerPoint (PPT or PPTX) presentation you would like to share and click **Open**. The file is automatically uploaded and converted.

**Step 3:** Once the file has been converted, it will appear in the share pod. Use the **Next** and **Previous** controls to navigate through your presentation.

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

# Adobe Connect

## Share Whiteboard

**Step 1:** Click the **Share My Screen** button in the share pod.

**Step 2:** In the start screen sharing dialog, choose the **Share Whiteboard** option.



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

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

## Attendee Pod and Breakout Rooms

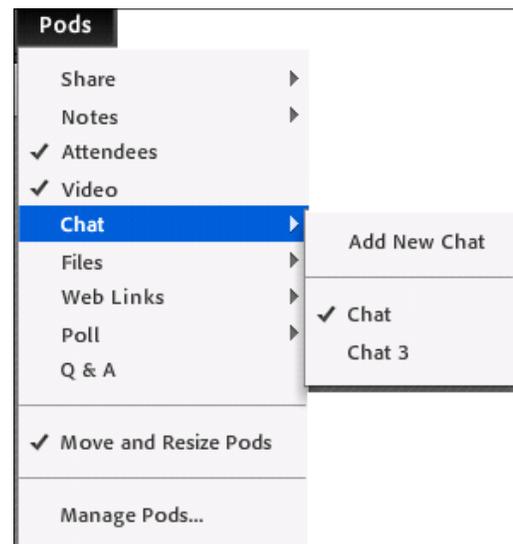
This pod lists attendees by role (host, presenter or participant) and allows you to drag users from one role to another, see who has speaking rights (indicated by a microphone to the right of the user's name) and see when they are speaking. By hovering over a user's name, you may enable microphone rights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

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



## Chat Pod

The chat feature will allow multiple windows, but it will tile these in a single pod across the bottom. You could have a separate chat window open for each different user or have a chat that is visible to everyone. When you have a new message in a chat window, it will blink yellow, though there will be no audio alert. Using the **Pod Options** button in the top menu will open the various pods available to your meeting.

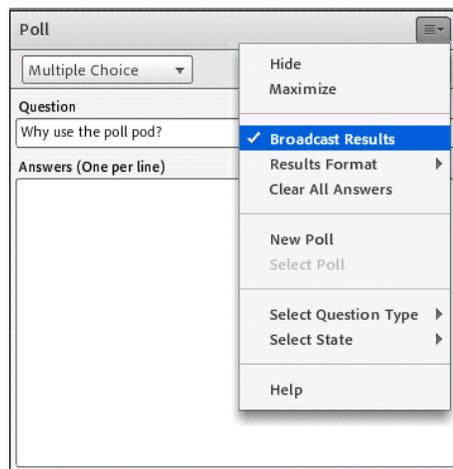
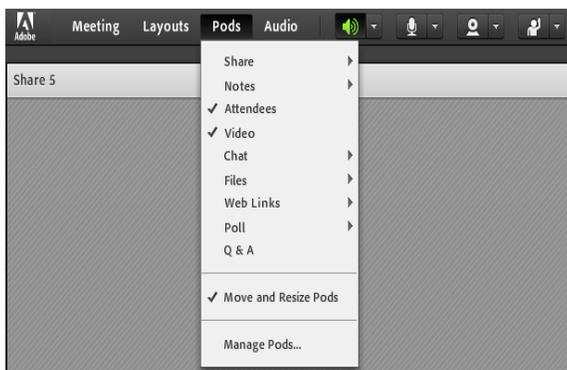


# Adobe Connect

## Poll Pod

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

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



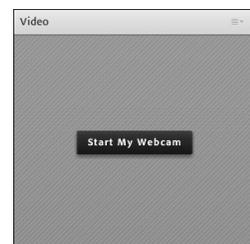
## Video Pod

If you choose to use a webcam in your classroom, either for yourself or for the entire class, you will need the video pod. If you elect to have the entire class use webcams, you will want to increase the size of this pod (click and drag the corners) so that it fills the entire screen, as the windows for each webcam will be tiled in the video pod.

**Note:** The more webcams in use, the smaller the window for each.

**Step 1:** You can easily share webcam video with meeting attendees. To do this, make sure your webcam is plugged in and click either the webcam button or the **Start My Webcam** button on a video pod.

**Step 2:** The webcam will give you a preview of what will be shared. If you are happy with the preview, you can click **Start Sharing** to broadcast your webcam to all participants.



# Adobe Connect

The video pod will accommodate multiple webcams and scale the images appropriately. You do not need to open a separate pod for each presenter.

**Step 3:** If you would like to adjust the settings for your webcam to increase or decrease the quality based on available bandwidth, click **Preferences** from the video pod options menu, or select **Meeting > Preferences > Video**.

## Web Links Pod

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

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

## Notes Pod

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

## Files Pod

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

## Q&A Pod

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

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-hand corner of the Q&A pod, click either of the following:

# Adobe Connect

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

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

**Note:** With the Q&A pod, you can export the contents to a text file or e-mail.

## Recording and Reports

### Record a Meeting

**Step 1:** Within your Adobe Connect meeting room, select the **Meeting** tab.

**Step 2:** Choose the **Record Meeting** option.

**Step 3:** Within the **Record Meeting** box, change the name of the meeting in the **Name** box if you wish. You may enter a descriptive **Summary** as well, but your students will not have access to view it.

**Step 4:** Click the **OK** button at the bottom of the box.

**Step 5:** A red recording button will appear in the top right corner of your meeting room, indicating that your meeting is being recorded.

**Step 6:** To stop the recording, either end the meeting or click the red recording button. In the black box that appears, click the words **Stop Recording**.

Your recording has been saved in your Adobe Connect account.

### Accessing Recordings

**Step 1:** Go to <http://thelearninghouse.adobeconnect.com> and log in to your account.

**Step 2:** Click the **Meetings** tab and click on the name of the meeting for which you have created a recording.

**Step 3:** Above the gray **Meeting Information** bar, select the **Recordings** link.

**Step 4:** The recording is private by default, as noted in the **Access** column. To open it so that you students can access it, click the box next to the name of your recording and then click the **Make Public** button.

# Adobe Connect

**Step 5:** Now click the name of your recording to go to the **Recording Information** page. Here you can access the **URL for Viewing** (link) to provide your students so they can view the recording.

**Step 6:** Copy the **URL for Viewing** (link) and return to your course on your school's Moodle portal.

**Step 7:** In the **Getting Started** or **Are You Ready?** section, click to enter the **News Forum**.

**Step 8:** In the **News Forum**, click the **Add a new topic** button.

**Step 9:** Create a **Subject** for the topic that will inform students that this is a link to the recorded meeting.

**Step 10:** In the **Message** section, paste the **URL for Viewing** (link) and then click the **Post to forum** button at the bottom of the page to notify students that the recording of the meeting is available.

## Training Reports

### Course Reports

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

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

### Create Course Reports

**Step 1:** Log in to Connect Central and click **Reports**.

**Step 2:** Click **Course**.

**Step 3:** Select a course from the **Training library** and click **Next**.

# Adobe Connect

**Step 4:** Click **Specify Report Filters**. (Optional) Enter a date range and/or select a specific user group(s).

**Step 5:** Click **Add or Remove Report Fields**. Select and deselect the fields to display in the report.

**Step 6:** Click **Options**. Select the course report to create: **Course Report** or **Historical Course Report**, which includes unenrolled and deleted users.

**Step 7:** Click **Create Report**.

## Troubleshooting and Frequent Questions

### Install the Adobe Connect Add-In

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

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



### Voice-over-IP (VoIP) for Audio Communications

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

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

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

# Adobe Connect

Issue	Solution
<b>I cannot join the meeting.</b>	<p>If you are having trouble joining a meeting, try the following:</p> <ol style="list-style-type: none"><li data-bbox="500 436 1424 510">1. Enter the meeting as a guest user by entering in your first and last name in the guest field.</li><li data-bbox="500 548 1424 730">2. Click the help link on the meeting login page. This takes you to the test meeting connection page, where you can verify that your computer meets all necessary requirements. If you do not pass the test, the page will give you instructions for what you need to do.</li><li data-bbox="500 768 1424 842">3. Make sure your browser's pop-up blocker is not blocking your meeting window.</li><li data-bbox="500 879 1424 1062">4. You may be using a proxy server. To resolve this in Internet Explorer, select tools &gt; Internet options &gt; advanced tab. Then enable the setting "use HTTP 1.1 through proxy connections." After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.</li></ol>
<b>I cannot hear any audio.</b>	<ol style="list-style-type: none"><li data-bbox="500 1100 1424 1173">1. Verify that your computer speakers are on and your computer's volume is at an audible level.</li><li data-bbox="500 1211 1424 1285">2. Check to ensure you have not muted the meeting audio. (Check that the speaker icon is still green.)</li></ol>
<b>I cannot speak.</b>	<ol style="list-style-type: none"><li data-bbox="500 1320 1424 1430">1. Verify that you have been granted speaking rights. (Check to see if the microphone icon appears in you menu bar at the top).</li><li data-bbox="500 1467 1424 1541">2. Select the audio setup wizard to determine microphone functionality.</li></ol>
<b>I have been granted rights to speak, but no one can hear me.</b>	<p>If you are having trouble sharing your voice, try the following:</p> <ol style="list-style-type: none"><li data-bbox="500 1627 1424 1667">1. Make sure your computer microphone is not muted.</li><li data-bbox="500 1705 1424 1814">2. Run through the audio setup wizard. To do this, select <b>Meeting &gt; Audio Setup Wizard</b>. The wizard guides you through five steps to tune your computer for optimal VoIP.</li></ol>

# Adobe Connect

	<p>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>.</p>
<b>The host is sharing their screen, but it is fuzzy.</b>	<p>If you are having trouble seeing a hosts screen, try the following:</p> <ol style="list-style-type: none"><li>1. Click the <b>Full Screen</b> button on the top of the share pod.</li><li>2. View the full resolution by using the pod options menu in the top right-hand corner of the pod to select <b>Change View &gt; Zoom In</b>.</li></ol>
<b>Student dropped from class.</b>	<ol style="list-style-type: none"><li>1. Verify your Internet connection.</li><li>2. Check to see if the meeting host has closed the meeting.</li></ol>
<b>The audio is echoing.</b>	<ol style="list-style-type: none"><li>1. Verify that you have muted your microphone.</li><li>2. Check to see if you have two sessions open at the same time.</li></ol> <p><b>Note:</b> If lecturing, you should use single speaker mode under the <b>Audio</b> tab in the menu bar.</p>