



Adobe® Acrobat® Connect™ Pro

Quick Start Guide for Participants

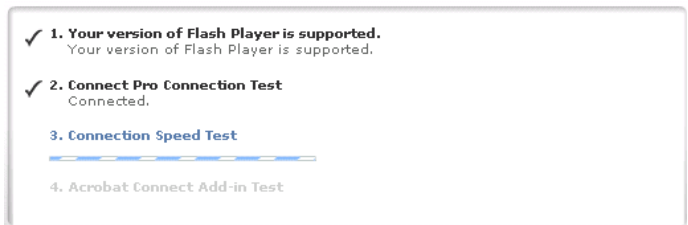
Participate in an Acrobat Connect Pro Meeting

REQUIRED SOFTWARE TO PARTICIPATE IN A MEETING

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

TEST YOUR COMPUTER

- 1 It is recommended that you test your computer prior to attending a meeting by going to https://admin.adobe.acrobat.com/common/help/en/support/meeting_test.htm.
- 2 The connection test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, you are ready to participate in a meeting.



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

- 3 If you do not pass the connection test, perform the suggested actions and run the test again.

JOIN A MEETING

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

To join the meeting:

<http://intercall.acrobat.com/sarah2/>

If you have never attended a Connect Pro meeting before:

Test your connection: https://admin.acrobat.com/common/help/en/support/meeting_test.htm

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

Enter as a Guest

Type your name:

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



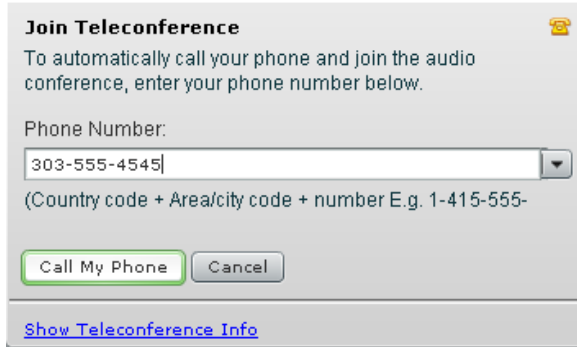
www.intercalleeurope.com


MEETING AUDIO

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

Integrated audio conference

A telephone icon will appear in the upper right corner of the meeting room. Click the icon and then click **Call My Phone**. In the Join Teleconference dialog, enter your telephone number and click **Call My Phone**. The teleconference calls your phone. When you answer, you are asked to press **1** to join the teleconference.



Join Teleconference 

To automatically call your phone and join the audio conference, enter your phone number below.

Phone Number:

(Country code + Area/city code + number E.g. 1-415-555-)

[Show Teleconference Info](#)

Tip: If the phone icon does not appear, check the invitation for audio conferencing numbers and instructions.

Voice over IP

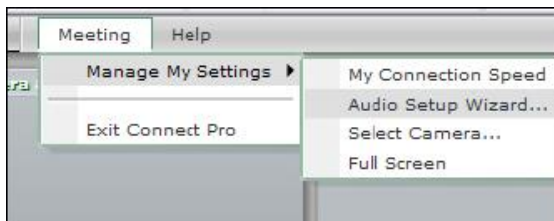
When this option is selected, you can hear meeting audio through your computer speakers. If meeting attendees speak using VoIP, you will see a speaker icon next to their name.



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



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

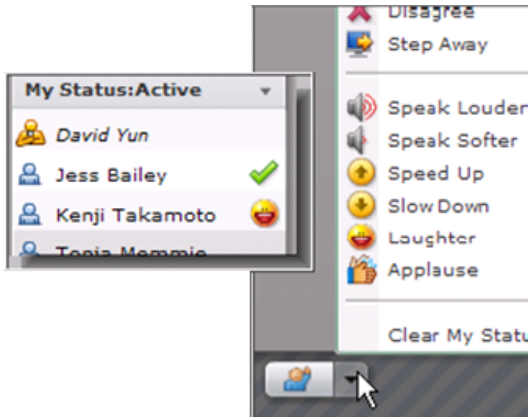


CHANGE YOUR STATUS

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

To change your status, click **Change Status** and select the desired status option. When you set your status, an icon appears next to your name in the attendee list.

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



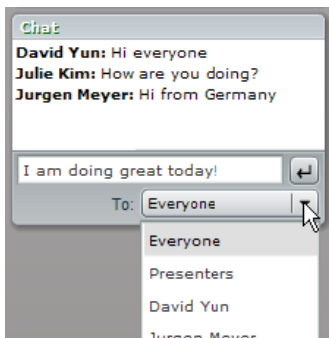
CHAT WITH OTHER ATTENDEES

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

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

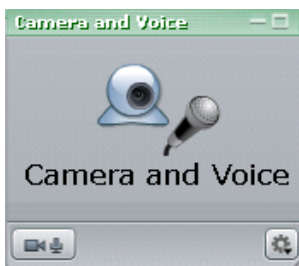
You can choose to send your message to all attendees, just meeting hosts and presenters or, if the host enables this, to specific attendees.

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



SHARE WEB CAM VIDEO

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



HAVING TROUBLE?

Issue	Solution
<p>I cannot get into the meeting.</p>	<p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none"> 1 Enter the meeting as a guest user by entering in your first and last name in the Guest field. 2 Click Help 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 you will be given instructions for what you need to do. 3 Make sure pop-up blocking software is not blocking your meeting window. 4 You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced. 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.
<p>I cannot hear any audio and no phone icon appears on the screen.</p>	<ol style="list-style-type: none"> 1 If using phone audio conferencing, check to see if the meeting host has provided audio conference information. If this is the case, you need to dial in via telephone to hear meeting audio. 2 If using your computer, verify that your computer speakers are on and your computer's volume is at an audible level
<p>I have been given granted rights to share my voice, but no one can hear me.</p>	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> 1 If using phone audio conferencing, check to see if your phone is muted. If so, you may unmute via the audio integration user interface by clicking the mute icon next to your name, right clicking and selecting 'un-mute self', or by pressing #6 on your telephone key-pad. <p>If using your computer,</p> <ol style="list-style-type: none"> 1 Ensure that either you selected Hands-free (Lock) or you are holding down Talk while you are speaking. 2 Make sure your computer microphone is not muted. 3 Run through the Audio Setup Wizard. To do this, select Meeting > Manage My Settings > Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP. 4 You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow. 5 Verify that the correct microphone is being recognised by the Flash Player by right clicking in the meeting window and selecting the Microphone. Check that your microphone is selected in the drop-down and that the Record Volume is at an appropriate level.
<p>The host is sharing her screen, but it is fuzzy or there is a long delay.</p>	<p>If you are having trouble seeing a host's screen, try the following:</p> <ol style="list-style-type: none"> 1 Click Scroll in the Share pod. This will show the host's screen at its full resolution and follow the host's cursor. 2 The host may have enabled Full Screen, displays shared content in the entire meeting window. 3 Adjust your connection speed by selecting Meeting > Optimise Room Bandwidth and choose DSL or Modem. The Meeting menu is located at the upper left of the meeting room.

TECHNICAL SUPPORT

Technical support during conference

On your phone keypad:
*0 (conference) or 00 (individual)

TRAINING AND RESOURCES

Sign up for free online training, access resources and download a user guide

<http://www.intercalleeurope.com/services/web-conferencing/adobe-connect.php>