

# Getting Started - Student

## Subject: Participating in an Adobe Connect Class

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**Adobe Acrobat Connect Professional** (formerly Breeze) is an online communication system that provides tools for Web conferencing, online classes, and multimedia presentations. Adobe Connect is used for real-time classes and seminars enriched with interactive presentations and discussion capabilities.

### System Requirements:

- Computer Processor Speeds  
Windows: 1 GHz or Higher  
Macintosh: G3 or Higher
- Minimum of 512MB RAM
- USB/Firewire Web Camera
- USB Headset/Microphone (WebCam Mic and stereo headsets are not recommended)

| Supported Headset Connectivity   | Not Supported Headset Connectivity  |
|--|---|
|  |  |

- **SPECIAL NOTE:** If you are enrolled in an IDT course, you will not need a headset.
- Minimum DSL/Cable (512 kbps Down, see note below) Internet Connection  
Wireless/Satellite Internet NOT supported

**NOTE:** You must have a guaranteed minimum of 512 kbps download speed. It is best to contact your Internet Service Provider (ISP) to verify this. You may have to upgrade your ISP service to achieve this download speed.

<http://www.conted.und.edu/speedtest/>

- Monitor Resolution of 1024 x 768
- Adobe Flash Player 8 or later

### Computer Compatibility Check at URL:

[http://conted.breeze.und.nodak.edu/common/help/en/support/meeting\\_test.htm](http://conted.breeze.und.nodak.edu/common/help/en/support/meeting_test.htm)

**PREFLIGHTS:** All students **must** participate in a scheduled preflight meeting prior to your first class with a UND Adobe Connect support person. Students are required to do the preflight check with the computer they plan to use for the semester.

Check Preflight Schedule: <http://www.conted.und.edu/techsupport/>

## Optimizing your Audio with Connect

You can test your USB headset, or microphone to make sure they are working and set up for optimal performance in a class. You can test different aspects of your audio setup in isolation; when a feature is not working, use the Help button for additional support.

To set your microphone for echo cancellation and noise suppression, you need to install the Adobe Connect Meeting Add-in. Choose Windows or Macintosh operating system:

<http://conted.breeze.und.nodak.edu/common/help/en/support/startmain.htm>

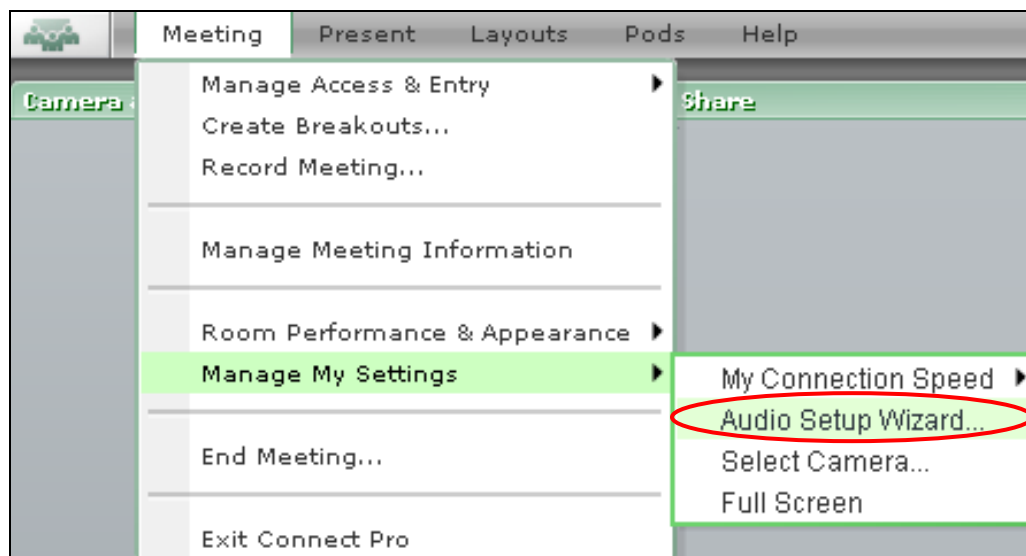
The Audio Setup wizard can run without this add-in installed on your computer. However, for the highest quality audio possible with your configuration, Adobe recommends that you install the Connect Meeting Add-in and run the wizard.

### Using the Audio Setup wizard...

The Audio Setup wizard walks you through five steps to test your sound devices and calculate optimal settings for your hardware and software configuration.

### To test audio devices and configure settings:

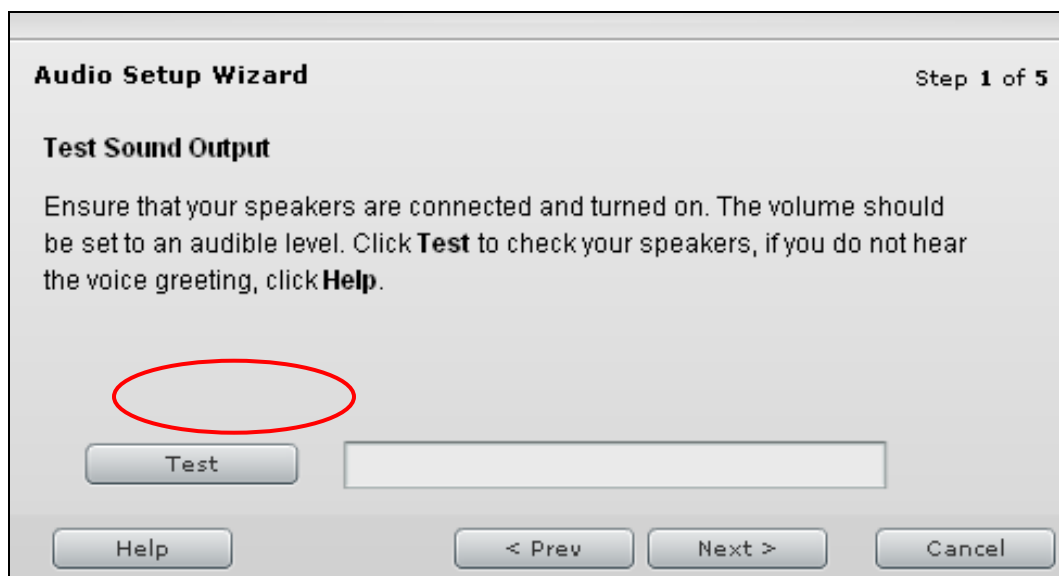
1. Go to your Adobe Connect classroom link that was provided by your instructor. There should be a link in your Blackboard course or sent via email. If not, you can use this test room: <http://conted.breeze.und.nodak.edu/audiotest/>.
2. Enter as a guest, and enter your first and last name. Then click **Enter Room**.
3. Select **Meeting > Manage My Settings > My Connection Speed...** from the menu.
4. Make sure you select **DSL/Cable**, the default will be **LAN**, but you will need to change it to **DSL/Cable**.
5. Select **Meeting > Manage My Settings > Audio Setup wizard...** from the menu bar.



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

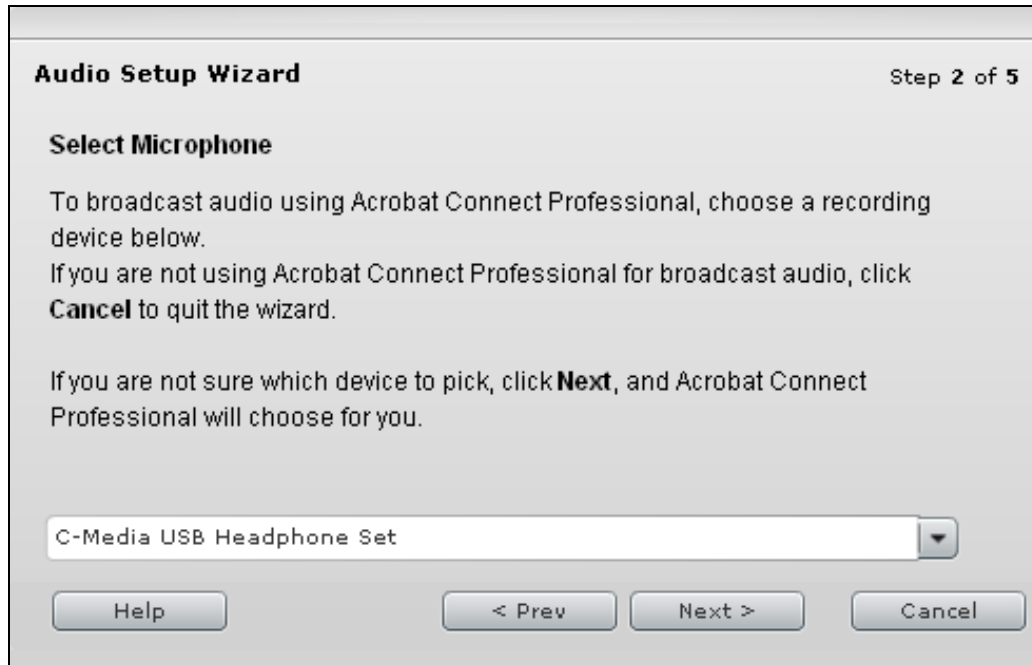


7. If you see an **Install...** button click on it to install the Adobe Connect Plug-In. This will give you better results with audio and video. If you do not see the **Install...** button, that means you already have it installed on the computer you are using, continue on to step 7. After installing you will return to step 5 of this guide to help setup your audio.
8. Click **Next** to begin testing your sound output.



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

11. On the Select Microphone page, select your USB headset type from the pop-up menu.



12. Click **Next**.

13. On the Tune Microphone Volume page, click **Record** to test your microphone.



A dialog box may appear, asking you to allow Adobe Acrobat Connect to access your camera and microphone.

14. Click **Allow**.

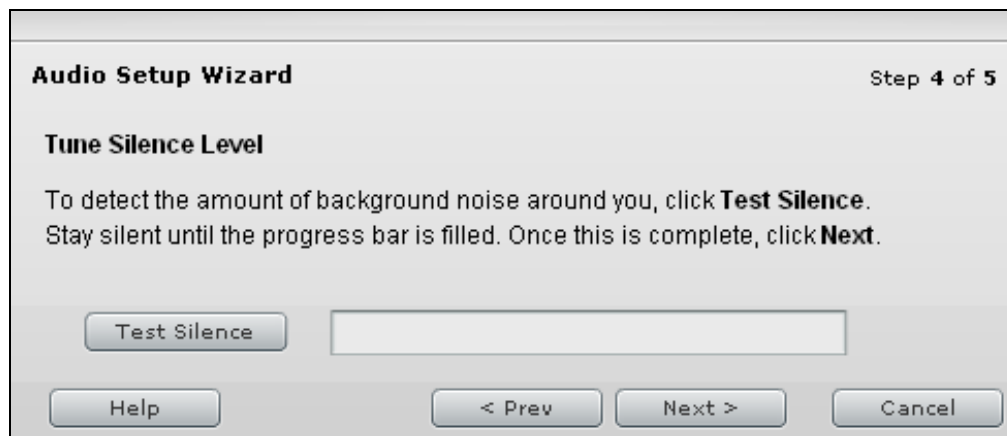


15. You should see your voice being recorded on the screen, indicated by the color bar moving to the right of the record button. When you are done reading the sentence on the screen, click the stop button. Then click the play button to hear your voice.



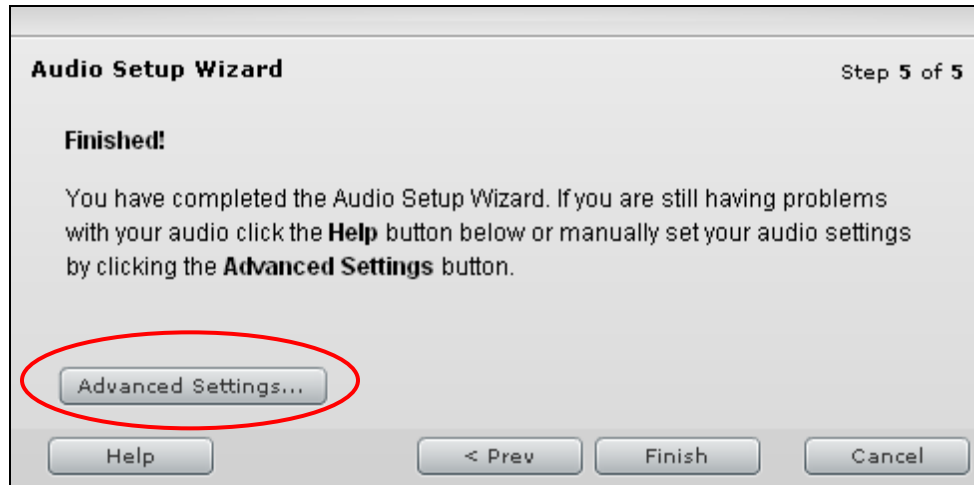
16. Click **Next**.

17. On the Tune Silence Level page, click **Test Silence** and remain silent until process is complete. Connect sets a microphone sound level that compensates for background noise in your environment.

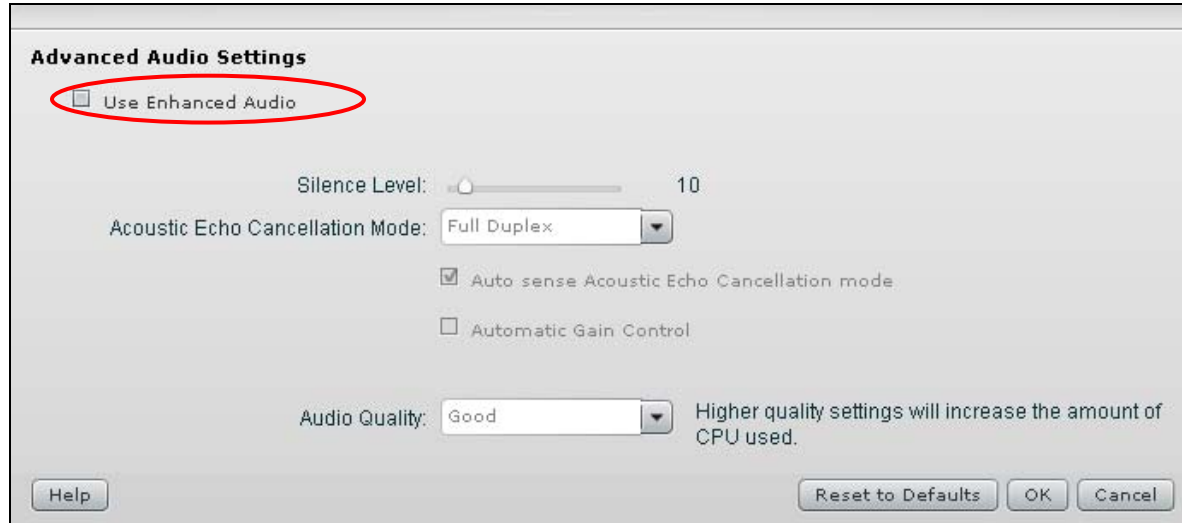


18. Click **Next**.

19. Click the **Advanced Settings...** button.



20. Make sure to Uncheck Use **Enhanced Audio**, click **OK**.





21. Then Click **Finish** on Step 5 of 5.

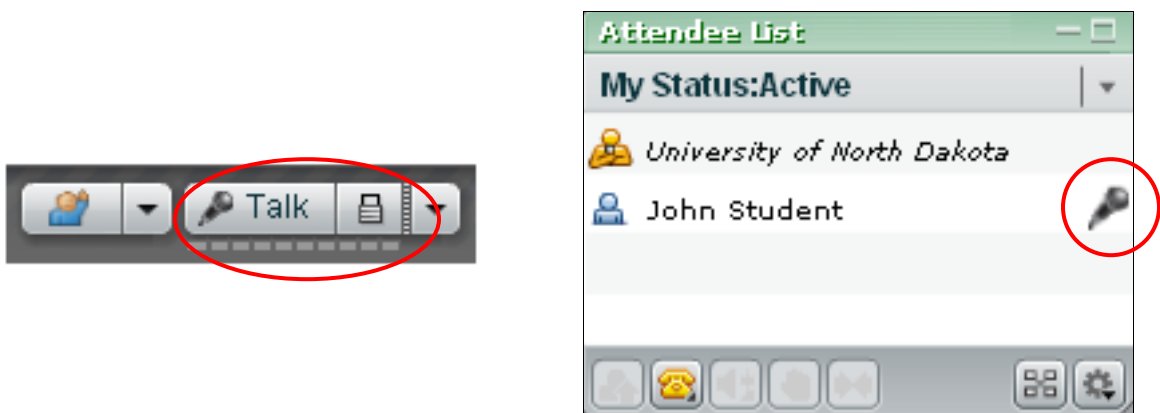
You have completed the Audio Setup Wizard. It is recommended that you complete this wizard anytime you change computers or make any changes to your current computer system.

## How to participate in an Adobe Connect class

### How to use Voice

When you log into an Adobe Connect class, you will have the role of participant . This is a very limited account. The only interaction you will have is to type in the chat window or participate in any polling. To use the voice, you have to raise your hand or type in the chat window that you would like to speak.

1. In the lower left corner of the screen, click on the raise hand button .
2. Then your instructor will give you the ability to talk. You will see the talk button appear to the right of the raise hand button and a microphone icon to the right of your name in the Attendee List pod.



- a. Click on the **Hands-Free button (padlock icon)** in the control strip. When you are not talking it is recommended to click on the Hands-Free button again to turn your talk off. Do not leave it on.



- b. If you click on the **Talk button** to speak during a class. You must click and hold your mouse button down to talk. If you release your mouse, you are no longer broadcasting audio. This works like a walkie talkie. This method is not recommended.
3. After your talk is enabled. A speaker icon appears after your name in the Attendee List pod when you are speaking and your talk button should have turned to a darker gray color. You can also tell your voice is being heard by the LED lights below the talk button.



4. When you are finished talking, click on the padlock icon to turn your talk off. Your talk button should go back to a light color gray. If you are completely done talking the instructor may even turn your talk off completely. If the microphone icon is no longer next to your name in the Attendee List pod, you can not speak.

### How to use Camera/Video/Audio

When you log into an Adobe Connect class, you will have the role of participant 🗑️. This is a very limited account. The only interaction you will have is to type in the chat window or participate in any polling. To use the camera, you have to raise your hand or type in the chat window that you would like to display your video. You will need to be promoted from participant to presenter 🗑️. These roles are displayed by icons next to your name in the Attendee List pod. The role of presenter will allow you to have video and audio capabilities in the class.

1. In the lower left corner of the Camera and Voice pod you will see a camera/mic button, click on it.



2. The system will go and find the camera connected to your computer. There can't be any other applications using the camera, otherwise Adobe Connect will not be able to communicate with it.
3. To turn the camera off, you can click on stop button in the Camera and Voice pod.
4. If you no longer have the ability to display video, check your role in the Attendee List pod and make sure that you still have presenter 🗑️ status and not participant 🗑️.

### ATTENTION STUDENTS

With the role of presenter 🗑️ you also get access to other things that may affect the look and performance of the class for you, the instructor, and fellow classmates. Here are some buttons that you as a student should **NEVER** click on or change settings within your Adobe Connect classroom.

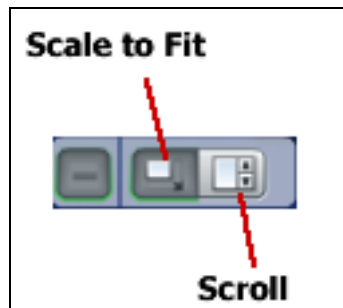


## Shared Application Pod

For those instructors who share applications within Adobe Connect (Examples: MS Word, MS Excel, SPSS, etc...) you have two different ways of viewing the content in the share pod. The default way is Scale to Fit; sometimes this is too hard to read what is being shared. You have another option to choose in Scroll.

### To change your View

1. On the share screen itself, you will see this floating menu bar in the lower left corner of the share pod. Choose **Scale to Fit** (default) or **Scroll**.



2. If you choose **Scroll** you can scroll the window up and down, and left to right to view the content. When doing this you are **only** changing your view of the content.

## Troubleshooting

If your Adobe Connect classroom experience is starting to deteriorate or the audio is choppy as the class is going on. The best step to take to fix the problem is to close out of the room and come back in. This will re-establish your internet connection.

## Improved Performance

It is always good practice to restart your computer before you participate in an Adobe Connect class. This will assure that you don't have other programs running, and all system resources are available for Adobe Connect to use. You may also want to make sure that your email and any IM (Instant Messaging) applications are closed.

**Firewall Issues:** Adobe Connect will need to have ports 80 and 1935 opened up through any firewall either at home or work to participate in an Adobe Connect class.

## Technical Support

If you continue to have problem you can go to <http://conted.und.edu/techsupport> and chat with a tech support person during our scheduled hours.