



PARTICIPANT'S GUIDE

Adobe Connect online meeting

The Adobe Connect (AC) is a software that is used for web-conferencing.

Before participating AC online meeting

Even before you make an AC connection, it is recommended to connect your headphones or your speaker to the computer. Note that you should have chosen the right headphones or speaker from the computer's control panel, and test, if they are working properly. Note that the headphones or the speaker may have their own muter for the volume.

If you want to use your mobile device, the software requires installing the mobile application. All the mobiles and tablets may not have a separate application available. In the mobile application, you cannot run the Audio Setup Wizard to test the audio.

Test how well your computer and your browser go together with the AC at https://webmeeting.utu.fi/common/help/en/support/meeting_test.htm

The test programme scans fast your devices, and if needed, installs and updates the non-fitting parts under your permission.

Test your audio devices before the session. You can do it in some of the websites that contain audio material, for example at <https://www.youtube.com/>

If there is no sound, you can look for the guidance that is coming later in this document.

There is an English video (13 minutes) about how to use the AC, and it is available at <http://www.youtube.com/watch?v=sYboUYua818>

Entering to AC

- Open your internet browser and go to the AC online meeting address that you have received from the organisers
- Choose the **Enter as a Guest**, write your name and click **Enter Room**.

ADOBE® CONNECT™

AC infot

Enter as a Guest

Name

Enter with your login and password
(Required for hosts, recommended for registered users)

Audio test

The best option is to use headsets or speakerphones that have an integrated microphone for speaking and listening in the session. Then the quality of the sound is the best possible and will not circulate or echo.

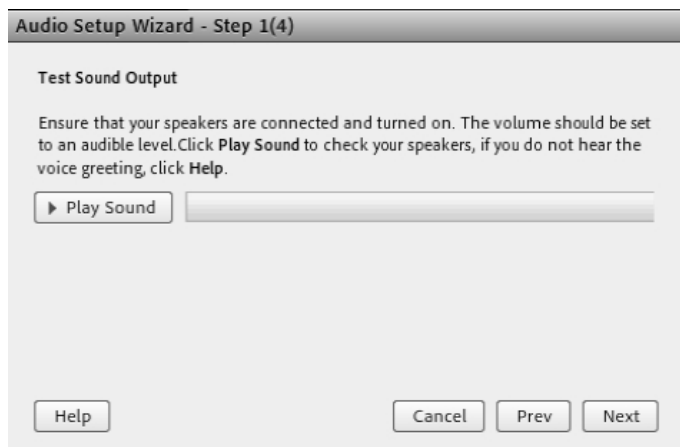
Before the start of the session, it is good to **test** and **adjust your audio** in advance:
Click from the top headbar **Meeting, Audio Setup Wizard**.



There are five stages in the testing. Move forward by clicking the **Next** button, and backward by clicking the **Prev** button, if needed.



- **Stage 1:** Test the sound. When you push the **Play Sound** button, music starts and the right-sided bar starts to proceed with **a blue bar**.



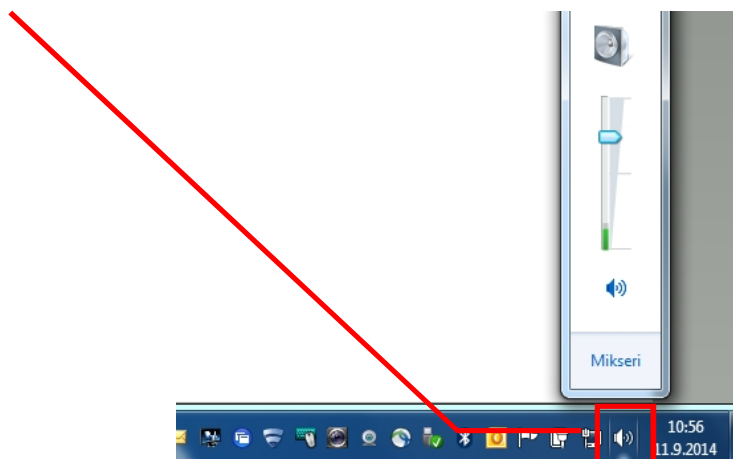


If you want to stop the test, click the **Stop** button; if you want to continue to listen to the sound and make any adjustments or listen again to the sound, click the **Play** button.

If you can notice that the bar is proceeding, but there is no sound, check if:

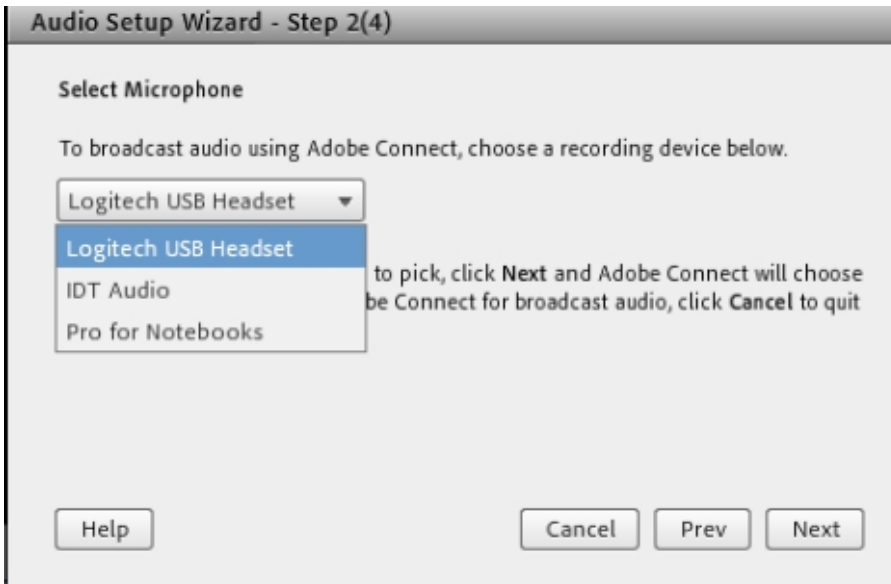
- the speaker's or the headphones' cord is jointed properly to the computer
- the speaker or the headphones need to be switched on
- the speaker or the headphones are accidentally muted at the moment
- the volume controller in the speaker or in the headphones is in a correct position
- the volume settings of the operating system (Windows, Mac, Linux) are ok.

In the Windows' operating system you can check the volume from the **Speaker** icon that is in the bottom right corner, or from the control panel.



- **Stage 2:** Choose the right microphone. In this case (see the picture on the next page) there is a microphone in the computer (IDT Audio), in the camera (Pro for Notebooks) and in the headphones (Logitech USB Headset). If the headphones have a small round joint, it normally connects directly to the computer's microphone. If there is a USB joint, it is seen in the menu individually as in the picture.

Choose primarily the headset or the speakerphone! Other options will easily make echo and the sound may become distorted.



- **Stage 3:** Test the microphone. Click the **Record button** and speak anything to the microphone (you can for example read out the sentence that you can see in the screen).



A Flash extension window will show up and it will ask for permission to use the camera and the microphone. Click the **Allow** button.



Don't whisper but speak with your clear and normal voice tune. The bar should be about in the middle of the icon and blue (see the picture on the following page).



Don't shout. If the sound is too loud, the bar is stretching to the final point.



When you are ready, click the **Stop** button.
Listen to the record by clicking the **Play Recording** button.

If you cannot hear your voice well, check that the cords are connected properly and that you have chosen the right microphone (Stage 2). Repeat the microphone test (Stage 3).

If you cannot see the blue bar moving forward while you are speaking, check if:

- the microphone is connected properly
- the microphone is muted (the muter may be within the cord)
- you have chosen the right device in the Stage 2
- the microphone settings of the operating system are correct (Windows, Mac or Linux)
- check the Flash Player audio settings (see the guidance on the following page).

– and make the test again!

You can adjust the Flash Player's microphone by clicking anywhere on the AC window with the right-side mouse button and choosing **Settings...** Click then with the left-side mouse button the **Microphone** icon and check, if the volume level is correct.



- **Stage 4:** Test the silence. Click the **Test Silence** button and don't speak until the bar has reached the final end.



- **Stage 5:** The test is ready. Click the **Finish** button.



You can finetune your sound also via your computer, headphones or speaker, and the control panel.

Use of microphone

Your next task is to activate your microphone. Click the **Microphone** icon in the top headbar and **Connect My Audio**.



The **Microphone** icon will turn into green, when your microphone is on and active.



When you are not speaking, close the microphone by clicking the icon again. There will appear a green crossing line on top of the icon, when the microphone is not on. You can activate the microphone again by clicking it again.



When you speak and the microphone is working and sending your audio to other participants, the **Microphone** icon will have waves on it.

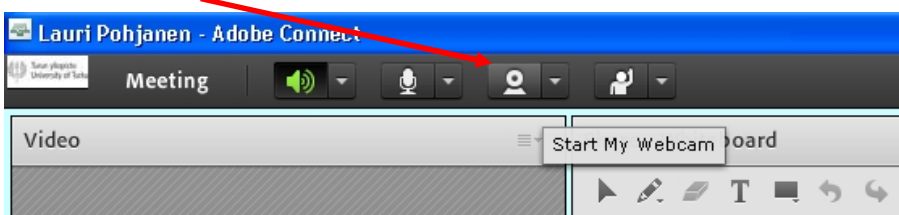


It can be more handy to finetune the volume and the microphone from the headphones or the speaker – it is a matter of taste!

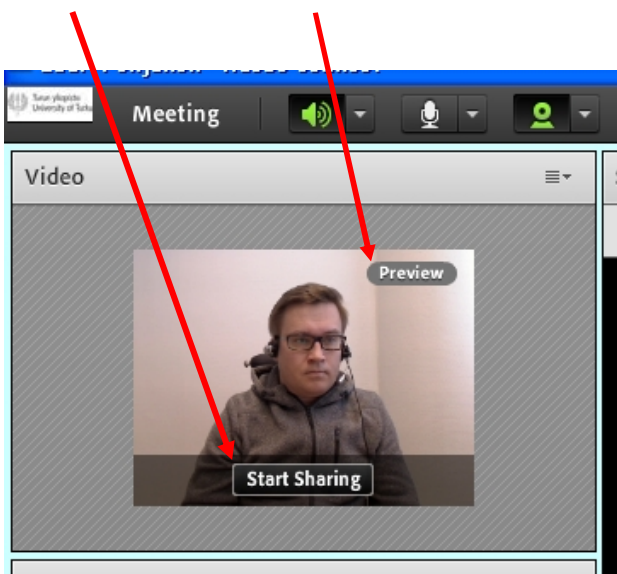
If you cannot see the **Connect My Audio** button in the top headbar, you are not enabled to use the microphone or given the Presenter rights by the organiser. You can ask for such rights for example by writing on the **Chat** pod.

Use of webcam

Your next task is to activate your webcam. Click the **Camera** icon in the top headbar and **Start My Webcam**. The **Camera** icon will turn into green, when your camera is on and active.



If you have a webcam, the view should appear now into the **Video** pod. If there is a text **Preview** in the upper right-side corner, the view is visible only to yourself. Click **Start Sharing**, and the view becomes visible to other AC users.



If you cannot see the view, you can test if reconnecting the camera would work.

If you can't see the **Camera** icon and the **Start My Webcam** in the top headbar, you are not enabled to use the Webcam or given the Presenter rights by the organiser. You can ask for such rights for example by writing on the **Chat** pod.

Dealing with problem situations

If the sound disappears during the AC session, you can sign out from the AC (Top headbar, Meeting, Close AC), and then sign in again via the given AC online meeting address. You can also test to connect via another browser. Normally the problem is not from the sender but the receiver side of the connection, and due to the connection and settings of the participant. You can also follow from the **Chat** pod, what other participants are saying or writing about the audio conditions of the AC online meeting.

Device requirements

The use of the AC requires a newish **computer**, an **internet connection** and a **browser** with a **Flash Player** extension. To be able to hear, you need speakers or headphones that are connected to the computer. If you wish to speak as well, a microphone is needed. Usually the most handy device to connect oneself to the AC session is a headset or a speakerphone with an integrated microphone. You need a webcam too, if you wish to cast the image of you to others.

The AC support the following operatins systems, browsers and Flash extensions (see more in details at <https://helpx.adobe.com/adobe-connect/tech-specs.html#role01>). Usually the software is best to update into the newest versions.

- **Windows**
 - Internet Explorer 8 or newer
 - Windows Edge
 - Mozilla Firefox
 - Google Chrome
 - Browser's Adobe Flash Player extension, version 10.3 or newer
- **Mac OS X 10.8, 10.9, 10.10**
 - Apple Safari
 - Mozilla Firefox
 - Google Chrome
 - Browser's Adobe Flash Player extension, version 10.3 or newer
 - **Note! OS X 10.5 user can only operate as a Participant, not as a Presenter or as a Host.**
- **Linux, e.g. Ubuntu; Red Hat Enterprise Linux; OpenSuSE**
 - Google Chrome
 - Browser's Flash Player extension, version 10.3. or newer
 - **Note! Linux user can only operate as a Participant, not as a Presenter or as a Host.**
- **Mobile devices**
 - Apple iPad and iPhone devices, IOS6 or newer and Adobe® Connect™ Mobile for iOS application that can be installed from the App Store.
 - Android supported, Android OS 2.3.4 and Adobe Connect Mobile 2.1 application.

Other requirements

- minimum speed requirement for the internet network for the Participant or to mobile users is 512 kbps. For the Presenter and for the Host a fixed network is recommended.

You can upload the newest version of the Flahs Player for free at <http://get.adobe.com/flashplayer/>.