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Click "Allow" to Activate Your Microphone

PARTICIPANTS

1. The first time you click your microphone Talk button icon (red arrow) the screen will darken and the "Adobe Flash Player Settings" popup will appear.

2. Click the "Allow" button" (blue arrow). If you miss this popup or you click "Deny" you may need to log out and come back into the room.

3. Once you click "Allow" the screen will return to its normal appearance with the mic activated as indicated (orange arrow).

4. Next it's important to make sure your voice is actually transmitting. You can quickly determine that by looking at the active microphone button (green arrow). Moving sound waves appear as you talk. If there are no moving sound waves, your voice is not transmitting.

   To fix that, review the Microphone Troubleshooting pages.

5. Be sure to click the Talk button again to de-activate your mic once finished speaking.

   Use the keyboard shortcut of Ctrl + M to toggle the "Hands Free" option.
6. Set your microphone volume by clicking the drop-down arrow as shown (purple arrow).

Choose the “Adjust Microphone Volume…” link.

7. The Adjust Mic Volume dialog opens, giving you the opportunity to adjust your microphone. Adjust the slider to your new level and click OK.

This control is independent of your computer’s volume control for speakers and sets microphone output levels only.
Full Screen Controls for Participants

PARTICIPANTS

1. By default everyone has access to the Full Screen control as shown to the right. This button toggles back and forth between the view shown here and full screen.

The control is available at all times.

2. As a Participant you have an additional control available when the Presenter is sharing his computer screen.

3. Click the Pod Options button indicated by the green arrow. Choose Change View & then Zoom In illustrated with the blue highlights.

4. This action will enlarge the default view of Scale To Fit, and zoom the image to a larger view of the screen share.

This “Zoomed” view follows the Presenters mouse as it moves around the screen.
Microphone Troubleshooting (Vista OS)—Check for Voice Output

PARTICIPANTS

1. You can check to see if your microphone is actually working during the "Set as Default" process, here's how it's done.

2. Open the "Sound" dialog box shown below by right-clicking the speaker icon in your system tray and selecting "Recording Devices" (purple arrows).

3. This image is from my desktop computer and you can see that the mic on a stand is my default mic, even though it's for the folding Plantronics headset I'm using.

   You can quickly check if your mic is working by watching the green bar as shown (red arrow).

   If you don't see the dark green portion rise and fall with your voice, your microphone is not working.

4. For more information about correcting this problem see the Other Solutions section of Microphone Troubleshooting.
Microphone Troubleshooting—Correct Connections

PARTICIPANTS

1. When connecting your microphone headset to your computer it is important to make sure your plugs are inserted into the correct sockets.

   The two images on this page illustrate the plugs and the sockets. The equipment usually has icons representing the function.

2. Match the headphone plug to the headphone socket (blue arrows), and microphone plug to the microphone socket (red arrows).

3. The image below is from one of the Dell Latitude D620's, but this pair of sockets can be found on nearly any laptop or desktop computer.

4. When connecting to a laptop, connect to the sockets on the computer itself, instead of the docking station.

5. When connecting to a desktop computer use the sockets on the front of the machine. They are easier to access and set as default than plugging into the rear of the computer.

6. If you are using just a stand-alone mic then you will have only one plug to contend with, but it will still plug into the microphone socket (red arrow).
Microphone Troubleshooting (Vista OS)—Disable Built-in Mic/Set Default

PARTICIPANTS

1. If you are using one of the Dell laptop's with the built-in mic you will need to disable that and set your headset as the default.

2. Begin by locating the speaker icon in your system tray. Right-click the icon and select "Recording Devices" (purple arrows).

3. A window similar to the one shown should open, with the Recording tab selected. If not, select it.

4. The green check mark indicates the default mic, which will be labeled "Internal Mic" or "Built-in Mic" as shown (green arrow).

At this point it may be necessary to make your headset visible in the list. You can do that by right-clicking in the white field within the tab. In the pop-up list that displays, make sure both items are checked as shown (red arrow).

5. After showing Disabled and Disconnected devices you should have something like the second item in the list, labeled "Microphone/Line In" or similar. This represents your plugged-in headset and is the one you want to enable.

6. Highlight the "Microphone/Line In" item and then click the "Set Default" button (blue arrow).

7. If the "Set Default" button doesn't become active, right-click on the microphone you want to set as the default, and the pop-up menu shown will appear.

8. Click "Set as Default Device" (gray arrow). This should set your headset as the default device and activate your mic for an Adobe Connect meeting.

9. Click OK.
Microphone Troubleshooting—Other Solutions

PARTICIPANTS

IMPORTANT: If you have had microphone trouble in the past, try to identify and eliminate the problem at least 24 hours prior to your next Adobe Connect Pro event. Two or more days would be even better. Don't hesitate to contact ETCS@missouri.edu for assistance before you need a trouble-free meeting.

1. Make sure there is not a mute switch on your microphone or the connecting cord, which is switched to the "mute" position. This image of the Plantronics headset shows the in-line mute switch in the off—or non-muted—position.

   The other side of this control has a volume wheel for the headphones. Rotate that to maximum.

2. Check to see that your headset plugs are connected to the correct sockets.

3. Verify that the plugs are fully seated by pulling them out and plugging them back in to check.

4. Verify that you have a working microphone by trying it on another computer.

5. Get a microphone you know is working on another computer, and try it on the machine you wish to use for the Adobe Connect event.

6. If you are using a desktop computer to attend an Adobe Connect event, you do not have a built-in microphone. You must use a stand-alone mic or a headset in order to speak during the audio portion of an Adobe Connect meeting.

7. If using a laptop, plug the mic or headset directly into the computer, not the docking station.

8. If you are using a desktop computer, use the sockets on the front of the computer, not the rear.

9. For those headsets with a USB connection only. Be sure that the headset is plugged in BEFORE you login to the Adobe Connect meeting room.
Microphone Troubleshooting—Set Default Mic in Windows XP

PARTICIPANTS
If you are still using Windows XP, this set of instructions should facilitate your microphone trouble-shooting and setup. Part of this setup procedure is using the Wizard to test your mic and speaker volumes, be sure to complete the Wizard sequence.

1. Begin by clicking the Start button on your Task Bar (red arrow).

2. Mouse up to "Settings" and then over to "Control Panel," and click (green arrow).

3. The Control Panel will open. This view shows the icons, yours may be displayed in a list format.

4. In either case you want the "Sounds and Audio Devices" section. Double-click that item (purple arrow) and the Properties dialog box will open.
5. Here is the "Sounds and Audio Devices Properties" dialog box. If not already selected, click the "Voice" tab (blue arrow).

6. Once the Voice tab is selected, go to the "Voice recording" section.

7. Click the drop-down and choose the selection shown (orange arrow).

Now this particular example shows no other choices, but often people have other devices connected, such as a webcam.

8. If something other than **SoundMAX Digital Audio** is selected, this is likely why your mic is not working.

   It's possible that **SoundMAX Digital Audio** is not the exact phrase in your setup, but it will be something similar. What you are doing is selecting the sound card in your computer as the default device.

9. Once you have selected the computer’s base sound device, click the "Volume..." button shown (red arrow).
10. Clicking the "Volume..." button opens the dialog shown as image 7-Recording Control.

Select the control labeled, "Microphone" and place the volume control towards the top as shown.

11. Click the "X" to close the window.

12. From image 6-Voice Tab above, click the button marked "Test hardware..." (green arrow). This action opens the Sound Hardware Test Wizard shown in images 8-11 below.

13. Complete the Wizard and click the Finish button marked by the blue arrow.

14. Once the Wizard closes, you will be returned to the dialog box shown by image 6-Voice Tab above. Click OK to accept your changes.

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All instructions are progressive. Anything pertaining to Participants is also relevant for Presenters & Hosts, and Presenters documentation is relevant for Hosts.
15. An alternative method to access the "Sounds and Audio Devices Properties" dialog box shown in image 5-Properties above is outlined here. The orange arrow points to the speaker icon in your System Tray.

16. Hover your mouse over the speaker and right-click.

17. In the popup that appears, select "Adjust Audio Properties.". This action takes you to step 5 above where you may continue from there.
Non-Verbal Feedback Controls

PARTICIPANTS

The Non-Verbal Feedback controls may be found in the menu bar at top. Click the drop-down arrow for the list as shown (red arrow).

In the second image below the blue arrow indicates the location of the controls for those users who have Host permission in the room.

In either case there is a dedicated Raise Hand button for users.

1. Raise Hand: use this tool to gain recognition in a room. There is also a button just to the left of drop-down arrow.
3. Disagree: for a negative response.
4. Step Away: let everyone know you are temporarily un-available.
5. Speak Louder: ask speaker to speak up.
7. Speed Up: ask speaker to pick up the pace.
8. Slow Down: ask speaker to slow down the pace.
9. Laughter: indicate you’re amusement.
10. Applause: indicate your approbation.
11. Clear My Status: allows you to clear your responses in items 1-4 above. The other ones are not persistent and disappear after 5 seconds.
Private Chat

PARTICIPANTS

1. Anyone may initiate a private chat with another person in the meeting room.

2. Simply hover your mouse over the name of the person you wish to chat privately with, and click the **Start Private Chat** popup that appears.

3. A new tab appears with the name of your requested recipient. Type your message and press Enter or the Chat Balloon button.
4. Your recipient will see this gold glowing tab with your name on it. Once clicked the recipient will see your message as illustrated here.

5. You may return to the main chat by clicking the **Everyone** tab.
**Forward Meeting Invitation to Participants**

**PRESENTERS**

1. After you’ve accepted your meeting invitation, go to your Outlook calendar and locate the meeting item (red arrow).

2. Double-click the meeting item to open it. A window similar to the middle image below opens.

   Go to the “Respond” section and click the “Forward” button. Then click the “Forward” link (orange arrow).

3. A second window opens as an email message with all the meeting particulars included.

   Manually insert email addresses for your Participants, or use the Outlook address book to add individuals or distribution groups (purple arrow).

4. Click the “Send” button to forward your meeting invitation to all of your Participants.

   Each of them will receive a meeting invitation which they can accept, placing an item within their Outlook calendar.
Full Screen Controls For Presenters & Hosts

**PRESENTERS**

1. Hosts & Presenters have the Full Screen control available at all times. It’s in the location indicated by the rainbow colored arrow.

2. In this second image, the arrow is pointing to the Pod Options button. Click this button and the drop-down shown will appear. You may choose the Full Screen option from here, and you may choose "**Force Presenter View**" to have everyone’s screen display just as yours does when using the Full Screen mode.
Share Your Computer Screen

**PRESENTERS**

1. Any items that cannot be uploaded to your Adobe Connect event must be shared via your computer screen. To start this process click on the button labeled "My Computer Screen..." (red box).

2. The image below illustrates the pop-up dialog.

3. In this example we'll choose "Desktop" as the sharing method (green arrow).

   Click the "Share" button (red arrow).

   Unless you have multiple monitors, you will not see check boxes for each monitor as shown here.

4. Once screen sharing is activated, you will see the message below telling you that Participants are seeing your screen.

   Your screen is being shared.

   **Stop Sharing**

It will appear in place of the "Share My Screen" controls illustrated above (blue box). This means which ever window **you have active on your computer** is what they see.
5. It is possible to annotate the document or Web page you are sharing. To do that, click the Adobe Connect icon found in your system tray (purple arrow).

   In the pop-up that appears, click "Pause and Annotate" (red box);

6. This will capture an image of your presentation and place it in a window with your Adobe Connect window as shown (red box) in the image here. You cannot save those annotations but you can print them.

7. Click the "Resume" button as shown (yellow box & arrow) to turn off the annotation and resume your presentation.
Participants, Presenters, & Hosts
Printable Document for Adobe Connect Pro Tools

Auto-Promote Participants to Presenters

HOSTS

There may be times when you need to promote all Participants to Presenter status. You can easily do that all at once.

1. Begin by clicking "Meeting" (gray arrow) in the menu and then hovering over "Manage Access & Entry".

2. In the secondary menu that appears, click the "Auto-Promote Participants to Presenters" choice in the list.

3. Once you click, this Information button (blue arrow) will appear indicating you have set a temporary tool in the room.

4. Click the Information button to see a list of active tools. If you have multiple tools active, all will be listed here along with the ability to turn it off without affecting the others.

5. Click the Information button again to close it.

6. You must however return everyone to Participant status manually.

All instructions are progressive. Anything pertaining to Participants is also relevant for Presenters & Hosts, and Presenters documentation is relevant for Hosts.
7. Hold down the Ctrl key on your keyboard and click each name that you wish to demote (red arrow).

8. Once you have your Presenters highlighted, like Donald Duck, hover over any name.

9. Click the Make Participant choice. This will demote at one time, every-one selected.
Block Guest Access

HOSTS

1. You may block guest access to your meeting in the following manner.

2. Begin by clicking the Meeting menu item and mouse down to Manage Access & Entry.

3. Then mouse over to Block Guest Access and click to activate the tool.

4. Guests attempting to enter your meeting will now receive this message telling them they must use their login ID and password to request entry.
5. Turn off **Block Guest Access** by reversing the process. Open these menus again and notice the check mark indicating an active tool (green arrow). Click **Block Guest Access** and the tool will be disabled.

6. You may also disable the block by clicking the Information button.

7. Click the **Stop Blocking** link (red arrow) and this will also disable the tool.

**NOTE:** This tool is less restrictive than the **Block Incoming Attendees** tool described next.
Block Incoming Attendees

HOSTS

1. You may activate this second, more restrictive method for blocking attendees in this manner.

2. Open the Manage Access & Entry flyout menu as with the previous tool.

3. Click the Block Incoming Attendees… link indicated (brown arrow).

4. The “Block Incoming Attendees” dialog box opens. Notice the default setting will allow incoming attendees to request entry. Uncheck this item (yellow arrow).

5. Customize the message if you wish.

6. Save the new message, and then click “OK.”
7. Once you select OK, the Information button will appear. Click this button to open the tool options.

8. You may change the message if you wish, or stop blocking entry altogether. Click the Information button again to close this dialog.

9. Remember, this blocking tool is for controlling guest entry only, they may not request entry. Those individuals with an account and who are signed up for the meeting will have their usual access.

10. You may also remove the block by re-opening the menus. Notice how the check mark indicates an active block.

Click this link to de-activate the Block Incoming Attendees... tool.
Change Enhanced Participant Rights

HOSTS

Frequently you may have a need to change rights a participant has in your Adobe Connect meeting. You may accomplish that by selectively granting Participants additional rights into most of the Pods used in an Adobe meeting. This feature is particularly helpful if you would like to have someone take notes while you conduct a meeting.

1. Begin by highlighting the Participant you wish change rights for. See the blue highlight for Donald Duck.

2. Click the Pod Options button in the upper right corner of the Attendee List Pod (purple arrow).

   The Pop Up list shown at below-right will open.

3. Hover over the entry labeled, Attendee Options indicated by the red highlight.

5. A dialog box like the one shown at right will open. None of the check boxes will be selected for Participants.

You can selectively grant enhanced rights to any of the Pods shown here.

6. Assuming you wish to give the Participant the ability to take notes during your meeting, put a check in the box for "Notes Pod" as shown here.

7. Click OK.

8. Donald Duck now has the ability to enter text in the Note Pod. To remove that permission just go through the same procedure and remove the check from Note Pods.

9. Click OK and Donald's right to add text into the Note Pod is removed.
Invite Participants from Inside the Meeting Room

HOSTS

You may invite participants into your meeting from within the meeting room itself. This is handy for last-minute additions to your meeting group.

1. Begin by clicking the Meeting menu item. In the drop-down menu that opens hover over Manage Access & Entry (orange arrow).

2. Select Invite Participants...

3. This pop-up window appears with the meeting URL. From here just click the Compose e-mail button.

4. Outlook opens with a composed email message inviting the participant to the event. The URL link is included.

   Enter one or more email address into the TO: field and send the email.

5. When the invitees enter the meeting you will receive popup requests to enter the room. Allow them in as you would with anyone else.
Microphone Rights

HOSTS

Hosts and Presenters have microphone rights by default, but Participants must be granted rights in order to speak within your Adobe Connect meeting. These rights are the responsibility of the Host and that procedure will be outlined below. There are two simple ways to accomplish the task: You may Grant/Revoke microphone rights individually or collectively.

INDIVIDUAL

Take a look at the image to the right, in this example we are using Donald Duck.

1. Move your mouse pointer and hover over the name of your Participant (purple arrow). A fly-out menu will appear.

2. Click the choice labeled, Enable Audio, shown with the blue highlight.

3. Donald now has microphone rights with a microphone icon next to his name.

4. To revoke microphone rights, repeat the process in steps 1 & 2 above. Choose Disable Audio to revoke mic rights for that individual.

You may select multiple individuals from the list to grant or revoke mic rights.
COLLECTIVE

You may grant microphone rights all at once if you choose, here's how. It's not necessary to select any users for this procedure.

5. Locate the **Audio** button (green arrow) in the top menu.

   Click this button and the pop-up list shown will appear.

6. Click, **Microphone Rights For Participants**. Microphone rights will be granted to everyone at once saving you time and effort over the Individual method.

7. Notice how Donald has a microphone icon by his name, indicating talking rights.

   This method grants mic rights automatically to everyone as they enter the room.

You may revoke microphone rights from everyone at once the same way.

8. Begin with item #5 above, notice that **Microphone Rights For Participants** has a check mark beside it. Click this link again to revoke microphone rights all at once.

   All Participants will no longer have microphone rights.

**NOTE:** It’s important to point out that the microphone controls outlined in this instruction apply to Participants only. Hosts and Presenters have mic rights by default and are not affected by the actions described here.
Place Participants on Hold

HOSTS

The Hold feature allows the Host to place participants in a “holding pattern” before or during a meeting. Participants on hold see a message telling them the Host has placed the meeting on Hold. This is the case if the Hold was initiated prior to anyone requesting entry, or after entering the room.

1. Begin by clicking the Meeting button (red arrow). In the drop-down menu, hover over Manage Access & Entry.

2. Mouse over to the fly-out menu and click Place Participants On Hold...

3. This dialog box opens, giving the Host the opportunity to customize the Hold message. If customized, be sure to click the Save Message button.

   In either case click the OK button once finished.
4. Once you click OK, Participants will see a screen similar to this one with your customized message.

5. The Host screen will show all Participants in the room with the circle/slash icon indicating they are on Hold (orange arrow).

6. To take the meeting off of the Hold, click the Information icon (blue arrow).

7. A list will open giving the number of participants on hold. Click the **Resume** button to start the meeting.
Promote and Demote Participants

HOSTS

It is often necessary to promote a Participant or Presenter to a higher level of permissions during an Adobe Connect meeting. The procedure is simple and the instructions included here should help you as the Host to manage your participants during the meeting.

1. Begin by hovering over the Participant name (red arrow) in the list. A fly-out menu appears.

2. The red box indicates the roles you can set for the selected Participant. Choose the desired role and click.

3. Donald Duck now has Presenter permission in the meeting (brown arrow).

4. To demote Donald back to Participant just repeat the process and select Make Participant.
Record Your Meeting

HOSTS

The process for recording your Adobe Connect meeting is simple, but you must take steps to initiate the recording yourself—it does not start automatically.

1. Begin by mousing up to "Meeting" in the menu and click.

2. A drop-down menu opens, giving you access to the Record function.

3. Click the Record Meeting… link (red arrow).

4. The Name field will default to the name of the meeting, but you may change it if you wish. Notice also the number at the end of the name. As you make recordings in this meeting room; that number will advance with each new recording you start. This is an automatic feature that allows multiple recordings in the same room without overwriting a previous recording (green arrow).

5. Enter a Summary if you wish.

6. Click OK to begin the recording.
7. The dialog box disappears and a notice appears telling everyone the meeting is being recorded. The red button shown remains visible as long as the recording is in process. The verbal notice disappears after a few seconds (blue arrow).

8. To stop the recording hover over the red button to recall the verbal recording notice, and click the **Stop Recording** link.

You may start and stop the recording process as many times as you wish during a meeting.
**Remove a user from the meeting**

**HOSTS**

Sometimes it is necessary to remove a user from the meeting room. That procedure is outlined below.

1. Begin by selecting the person to be removed as shown with Donald Duck.

2. Click the Pod Options button indicated by the Gray arrow, a drop-down menu will open.

3. Click the **Remove Selected User** link indicated as shown. The user will be removed from the room.

Only Hosts have this ability but it applies to anyone in the room, even another Host.
Upload a file

HOSTS

One task you will perform on a regular basis is the file upload. This is central to getting your PowerPoint agenda or other supported document uploaded into Adobe Connect. Here are the easy steps for conducting a file upload in Adobe Connect.

1. From the main Share Pod, click the drop-down arrow shown by the green arrow.

2. Click the “Share Document” link highlighted in blue.

3. The Select Document to Share dialog window will open with the “Share History” highlighted.

   You will see a list of files that were uploaded previously. To remove any files listed, see item #8 below.

4. Continue the upload process by clicking the Browse My Computer button (brown arrow).
5. A Windows Explorer window will open giving you the opportunity to navigate to the file on your computer or network.

6. Select the file and click the Open button. This will initiate the file upload.

Permitted file formats are: JPG, PNG, SWF, PPT, PPTX, PDF, FLV, MP3, MP4, F4V, & ZIP.

7. Once your file upload is complete, it will automatically display in the Share Pod.

8. If you wish to delete previously uploaded files, do the following

9. Highlight the file you wish to delete, then click the Clear button (orange arrow) .

The file will be deleted from your meeting room.