Participate in Adobe Connect Meetings

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning and webinars used by leading corporations and government agencies. This guide provides you with helpful information to get up and running with Adobe Connect.

Attend an Adobe Connect Meeting

1. First, it is recommended that you test your computer prior to attending a meeting. Test your computer at https://meeting.psu.edu/common/help/en/support/meeting_test.htm

2. The Diagnostic Test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.

3. Note: The fourth step of the Diagnostic Test is for the Adobe Connect Add-in, which is only required for Meeting Hosts and Presenters who need to share their screen. Installing the add-in is not required, but may enhance your meeting experience. The plug-in is more efficient and will reduce any stutter in the video and audio feeds.

4. If you do not pass the test, perform the actions suggested in the diagnostic tool and run it again.

Meeting@PennState

Adobe Connect Diagnostic Test

Test Results

We recommend installing the Adobe Connect Add-in for enhanced performance and functionality.
If you plan to use video, plug in your web camera now.
If you plan to use Voice Over IP (VoIP) audio, plug in your microphone now.

- 1. Flash Player version Test
  - Your version of Flash Player is supported.
- 2. Adobe Connect Connection Test
  - Connected.
- 3. Connection Speed Test
  - Your connection is LAn speed.
- 4. Adobe Connect Add-in Test
  - Add-in Not installed

Install Add-in
Installing the Add-in

To install the Adobe Connect Add-in:

1. Click “Install Add-in”. You should see this window pop up. Click “Yes”

2. At this point, you may need to enable your Adobe Flash Player. Do so, click “Allow” in the dialogue box that pops up.

3. Once the Add-in has been downloaded, refresh your page and the checklist should look like this:

4. The Add-in should open an Adobe Connect session in another window. Once open, you can close all Connect tabs in your browser.
Join a Meeting

1. Use the link http://meeting.psu.edu/coil to get to our Adobe Connect site.

2. If you do not have a Penn State access account, choose "Enter as a Guest". Type in your first and last name into the dialogue box, then click “Enter Room”.

3. The meeting will then open in your browser or launch the Adobe Connect Add-in. If you are early in arriving to the meeting, you will be placed in a waiting room.

4. Roughly fifteen minutes prior to the event, the host will “open the room” and the meeting room interface will appear.
Meeting Audio

Meeting hosts have control over how the audio portion of your meeting is conducted. COIL currently uses only Voice-over-IP (VoIP) in our meetings.

Voice-over-IP

With Voice-over-IP, you can hear meeting audio through your computer speakers. When a meeting attendee is speaking, you will see a microphone icon next to their name.

In some cases, meeting hosts may give you the ability to broadcast audio during the meeting. When this is the case, a dialog will alert you that you have the rights to use your microphone. Clicking the Speak Now link will activate the microphone icon in the Application Bar at the top of your screen. That icon needs to be green in order for your voice to be heard. If it is not green, click on the icon.

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 Application Bar (typically at the top of your screen) and select your desired status option. If you select an option above the line such as “Agree” or “Step Away”, your 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 number of seconds. When you set your status, an icon appears next to your name in the Attendees pod.

Chat

To engage in the discussion with all the virtual attendees, simply type your message in the chat pod and hit enter or click the send icon. If you would like to send a more private message, you can also send messages to a specific attendee or group within the meeting.

To do this, use the Attendees pod to hover over the name of the attendee you’d like to chat with, and select Start Private Chat from the options that appear. Alternatively, you can use the Pod Options menu in the top right hand corner of the pod to select an individual or group by clicking “Start Chat With”. Private chat messages show up in additional tabs to make it easy to distinguish between private and public chat.
I cannot get into the meeting
If you are having trouble joining a meeting try the following:

1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.
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 you will be given instructions for what you need to do.
3. Make sure popup blocking software is not blocking your meeting window.

I cannot hear the audio
If you are having trouble hearing audio within the meeting try the following:

1. Verify that your computer speakers are on and your computer’s volume is at an audible level.
2. Check that the speaker icon near the top of the your screen is green. If not, try clicking on it.
3. If you still do not have audio, click on the Meeting menu and then the Audio Setup Wizard. Follow the prompts.

The host is sharing their screen, but it is fuzzy
If you are having trouble seeing a hosts screen, try the following

1. Click the Full Screen button on the top of the Share pod.
2. View at full resolution by using the pod options menu in the top right hand corner of the pod to select Change View > Zoom In.

The video or audio are stuttering or dropping out
If you are having trouble with the quality of your video or audio stream, it is almost always a bandwidth issue. To minimize the issue, try the following:

1. Be certain you are connected to the strongest internet connection available. Public wifi is often too slow for streaming video.
2. Reduce your bandwidth needs by pausing the video feed. To do so, hover over any video feed and click on the pause symbol that appears.
3. Close any other applications that may be running in the background.

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