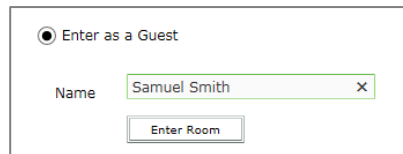


## Participating in Adobe Connect Live Web Sessions

### Joining your Adobe Connect Session

- When the session time arrives, click on the link provided in the email you received.
- When the login screen appears, select “Enter as Guest” and provide your first and last names then select Enter Room.
- If the host has not yet arrived to the session or security requires the host to approve your attendance, you will be placed in a waiting room.
- Once the host accepts you into the session, the meeting room interface appears.

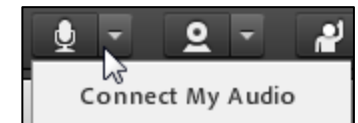
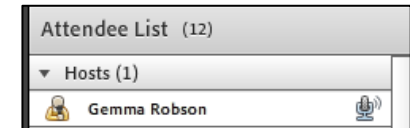


Enter as a Guest

Name

### Adobe Connect Session Audio

- You can hear session audio through your computer speakers, when Voice-over-IP (VoIP) connection is used. If an attendee is speaking using VoIP, you will see a microphone icon next to their name.
- If you have a microphone you may be given the ability to broadcast your voice using VoIP. In this instance, ensure to activate the Microphone Icon in the Application bar by selecting “Connect My Audio” .
- The Microphone Icon should be green once your audio is activated.
- Select the icon again to Mute your Audio.

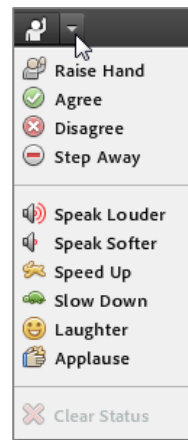


## Interacting with others

### Changing your Status

You can change your status to provide information and feedback to the facilitator and other attendees.

- To change your status, select the arrow on the Status Options dropdown list on the Application Bar and select your desired status option.
- When you set your status, an icon appears next to your name in the Attendees pod.



### Asking verbal Questions

You may have the opportunity to ask verbal questions during your Adobe Connect Session. If you will be doing this via VoIP, please ensure you have followed the instruction in the [Adobe Connect Session Audio](#) section above.

### Chat

To send a message to everyone, simply type your message in the chat pod and hit enter or click the send icon (speech bubble icon).



## Trouble Shooting

Issue	Solution
<b>I cannot get into the meeting</b>	<p>If you are having trouble joining a session try the following:</p> <ul style="list-style-type: none"> <li>➤ Enter the session as a Guest user by entering your First and Last Name in the Guest field.</li> <li>➤ Make sure popup blocking software is not blocking your meeting window.</li> <li>➤ You may be using a proxy server. To resolve this in Internet Explorer, select Tools &gt; Internet Options &gt; Advanced tab. 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.</li> </ul>
<b>I cannot hear any audio</b>	<ul style="list-style-type: none"> <li>➤ Verify that your computer speakers are on and your computer's volume is at an audible level.</li> <li>➤ Run through the Audio Setup Wizard. To do this, select <b>Meeting&gt; Audio Setup Wizard</b>.</li> </ul>
<b>I have been granted rights to speak, but no one can hear me</b>	<p>If you are having trouble sharing your voice try the following tasks:</p> <ul style="list-style-type: none"> <li>➤ Make sure your computer microphone is not muted.</li> <li>➤ Run through the Audio Setup Wizard. To do this, select <b>Meeting&gt; Audio Setup Wizard</b>. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.</li> <li>➤ 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.</li> </ul>
<b>The host is sharing their screen, but it is fuzzy</b>	<p>If you are having trouble seeing a hosts screen, try the following:</p> <ul style="list-style-type: none"> <li>➤ Click the Full Screen button on the top of the Share pod.</li> <li>➤ View the full resolution by using the pod options menu in the top right hand corner of the pod to select Change View &gt; Zoom In.</li> </ul>