

Adobe Connect - Questions and Answers

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to:
http://connect.liu.edu/common/help/en/support/meeting_test.htm
2. The Connection 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. If you do not pass the test, perform the suggested actions and run the test again.

Problems running a meeting

http://connect.liu.edu/common/help/en/support/meeting_test.htm#Problems

I'm supposed to be a presenter but I logged in as a participant

If logging in as a guest, exit the meeting and log in as a registered user. If you are designated as a presenter for the meeting you must log in with your Adobe Connect account to receive the proper permissions. If after logging in as a registered user you still do not have presenter permissions, contact the meeting organizer or Adobe Connect account administrator.

Participants are not seeing my actions

Check the attendee list to make sure that you are a presenter. Also, make sure you're not in Preparing mode, since actions are not visible to participants in this mode. Send a message to the host asking for presenter status or try logging in as a registered user.

One thing to be aware of is participant requests may not be seen by the presenter. Hosts and presenters should pay attention to the status and menu bars and choose to accept sign-on requests. Another possible scenario is that a meeting has been placed on hold; if this is the case, participants will be shut out of the meeting until it's started again.

I cannot share my screen

You must download the Adobe Connect Add-in to have this ability. Be sure to click "Install" when prompted to download the Adobe Connect Add-in.

Another thing to be aware of when sharing an application, rather than the entire screen, is that the shared application must be visible on your screen at all times. If a non-shared application is opened and covering the shared application on the sharing presenter's screen, meeting attendees will not see portions of the shared application covered by the non-shared application but will instead see a blue-checked pattern.

What if I have content issues?

http://connect.liu.edu/common/help/en/support/meeting_test.htm#Content

Content is not appearing in the meeting

You may not have uploaded the content into the meeting room. Click the arrow besides “Share my screen” button to open more sharing options. Select “Share document and either go to one of the content library folders displayed on the left or click “Browse My Computer”. Browse to the file that you would like to display in the room, select the file and click Enter.

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Unable to show content such as Word documents and Excel spreadsheets, or web pages

Ensure that you are a host or presenter and have the Adobe Connect Add-in installed. Presenters must share their screen in order to show this type of content.

To share web pages use the Web Links pod, which will allow all participants to launch the web page in a separate browser window.

Unable to upload content or use the screen sharing feature in Internet Explorer

Make sure that you have a supported version of Microsoft Internet Explorer installed. To check the latest requirements, please visit the Adobe Connect System Requirements site. If it is not possible to update to a supported version of Internet Explorer, and you have an older version such as Internet Explorer 5, make sure the browser certification is current. Check the Windows Update site, for Root Certification Update under the operating system section.

What if I have trouble broadcasting webcam and voice

http://connect.liu.edu/common/help/en/support/meeting_test.htm#Camera

My image will not show up when I choose “Start My Webcam”

Ensure that your camera is plugged in and recognized by the computer before entering the meeting. If not, camera drivers might need to be updated or installed. Also be sure to grant access permission to Flash Player for the camera and microphone in the dialog box that appears when starting the broadcast.



Participants cannot access their camera

Promote selected participants to presenter or grant participants access to the video by selecting “enable video” for the selected participants using attendee options in the attendee pod. Also have participants check their camera connection and update drivers.

Participants cannot hear audio

Be sure the microphone level on the presenter’s PC is not muted and is set at an adequate volume level. Use the Advanced Volume Control settings in the Flash Player control panel to adjust settings. We recommend that all first-time users run the Audio Setup Wizard under the Meeting menu, located on the upper-left corner of the Adobe Connect meeting interface. To avoid distraction presenters will not be able to hear themselves speaking in a meeting.

For more troubleshooting solutions and help go to:

http://connect.liu.edu/common/help/en/support/meeting_test.htm