



Getting started with
Adobe Connect virtual classrooms



BEFORE THE MEETING

Information that is good to know before entering an Adobe Connect meeting:

Download application

For the best experience, we suggest that you install the Adobe Connect app, instead of using an internet browser.

Click the relevant link to install the app.

Windows

<https://www.adobe.com/go/Connect11AppStandalone>



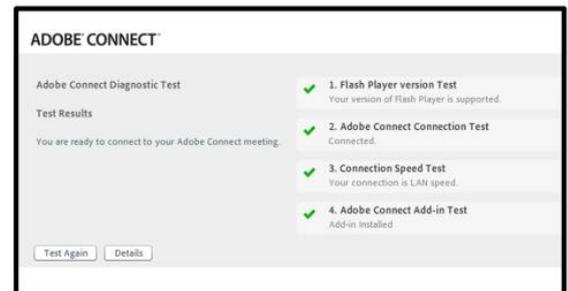
MAC

<http://www.adobe.com/go/ConnectSetupMac>



Software:

Your 'Virtual Classroom' will take place online and to ensure that your hardware and software are ready for using Adobe Connect 11 you should run the diagnostic test, which you can find [here](#).



Internet connection:

An internet speed of 512-1024 KPS is sufficient to run Adobe Connect 11. Check your available bandwidth [here](#).

If your internet connection is slow make sure you close all programmes and apps that are connected to the internet and (if possible) ask your colleagues to disconnect their computers from the internet or at least close their streaming services.



In addition, we recommend you to:

1. Use a wired internet connection for optimal connectivity.
2. Make sure that you have the latest version of Adobe Flash Player.
3. Make sure you connect your headset before entering the meeting room.
4. Visit the MBCarsUK [Adobe Connect Test Room](#) to test your sound prior to a scheduled meeting.

ACCESS THE MEETING

LINK IS NOT WORKING

1. Check that the link to the meeting room is correct.
2. The first part should always be `mbcarsuk.adobeconnect.com/`



LOGIN PROBLEMS

1. Click the link to the meeting room, which is in your GTLS course information.
2. You will get to the login screen to the Adobe Connect meeting room.
3. Make sure you log in as a guest.
4. Write your full name in the text box.
5. Click 'Enter Room'.
6. You are now directed to the meeting room.
7. If the meeting is private, the host will have to accept your request for joining the meeting before you are let in to the meeting room.

Guest Registered User

Name

Type here

By entering a Name & clicking "Enter Room", you agree that you have read and accept the [Terms of Use](#) & [Privacy Policy](#)

Enter Room

Note: You are not required to have a username or password to participate in meetings in Adobe Connect.

KICKED OUT OF ROOM

If you are repeatedly being 'kicked out' of an Adobe Connect meeting room, it is usually because of unstable internet connectivity.

To **improve your connectivity**, please make sure that you:

1. Use a wired connection (cable instead of WIFI).
2. Run the [Adobe Connect Diagnostic Test](#).
3. Quit all other programmes using the internet (browsers, email, skype, etc.)
4. If you share the internet connection with other colleagues, ask them to limit their use.

AUDIO

REMEMBER

1. Always connect your headset *before* entering the meeting room.
2. Make sure that the sound is not muted on your computer.
3. Always use a headset that you are sure is working (e.g. in skype)



TEST YOUR SOUND

You can test your audio and microphone by running the '**Audio Setup Wizard**'.

1. Click the '*Meeting*' menu in the top left corner.
2. Choose '*Audio Setup Wizard*' in the drop down menu.
3. Test your headset sound in the '*Wizard*'.
4. If your sound is working, proceed to the following steps of the '*Wizard*'.
5. If you cannot hear the music when testing the audio, follow the guidelines below.



Note: You can always test your audio and microphone in the open [Adobe Connect Test Room!](#)

NO SOUND?

QUICK FIX

1. Make sure that you are using the Adobe Connect application, and not the internet browser.
2. Exit the meeting room and close all of your browsers.
3. Make sure that your headset is plugged into your computer.
4. Re-enter the meeting room.

Note: If you are using a headset that has not previously been connected to your computer, your computer may need to install the drivers.

MICROSOFT WINDOWS

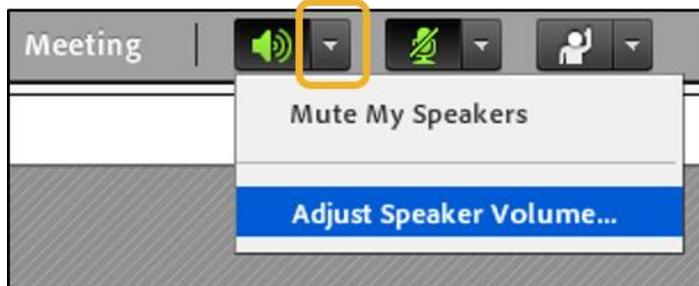
If you use Microsoft Windows, make sure that your headset is selected as your default playback device in your computer settings.

1. Right-click the small speaker icon in the bottom right corner of your desktop.
2. Make sure that your headset is selected and if not, select it from the drop down menu.
3. Close the meeting room and re-enter.

ADJUST VOLUME

If the sound from the meeting is very high or low, it may help to adjust the speaker volume.

1. Click on the arrow next to the speaker icon in the top bar.
2. Select '*Adjust Speaker Volume*'.
3. Adjust the volume by dragging the slider towards '*Low*' or '*High*'.
4. Click on '*OK*'.
5. Run the '*Audio Setup Wizard*' again to test the volume of your audio.



BREAKING SOUND

Breaking sound is usually due to unstable internet connectivity.

To ***improve your connectivity***, please make sure that you:

1. Use a wired connection (cable instead of WIFI).
2. Run the Adobe Connect Diagnostic Test.
3. Quit all other programmes using broadband (browsers, email, skype, etc.).
4. If you share the internet connection with other colleagues, ask them to limit the use of broadband.

INTERACTION

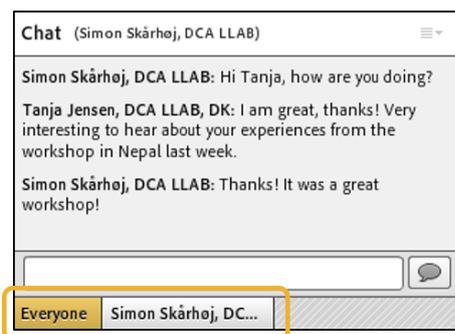
CHAT

CHAT WITH EVERYONE

1. If you have a message for everyone in the meeting, you can use the '*Everyone*'-chat.
2. Write your message in the text box in the chat and press enter.

PRIVATE CHAT

1. Click on the name of the participant with whom you want to start a private chat.
2. Then click '*Start Private Chat*'.
3. A new tab appears next to the '*Everyone*' tab in the chat.
4. Click the new tab to start your private chat.
5. Navigate between the '*Everyone*'-chat and your private chats by clicking the respective tabs in the bottom of the chat.
6. When a new message is posted in one of the other chats its tab will turn yellow.



EMOTICONS

1. Use the emoticons for ***non-verbal expressions***.
2. You can find the list of emoticons by clicking the little arrow next to the icon of a person raising his/her hand, in the top bar.
3. Select an emoticon from the drop-down menu.
4. The selected emoticon will appear next to your name in the 'Attendee' pod.
5. It will also replace the 'raised hand'-icon in the top bar.
6. You can clear your emoticon by clicking the emoticon icon in the top bar, or by selecting 'Clear Status' in the emoticon drop-down menu.

