

Adobe Acrobat Connect Pro @ UoL

-- 2010-2013 pilot project --

What is Adobe Acrobat Connect Pro and why would I use it?

Adobe Acrobat Connect Pro is an online conference and collaboration application. You could think of it as a more advanced and functional version of various current instant messaging services such as Skype, MSN, Yahoo Messenger, etc.

Adobe Connect uses any web browser that has the Flash plug-in, which makes it possible to use it on any device that supports Flash and has an Internet connection, on the University of Leeds campus or elsewhere. Moreover, there is also a free Android, iPhone, iPod and iPad application which enables device holders to watch and interact with the online session.

So far, colleagues at our University have used this application very successfully - and you can watch a 25-minute session delivered on this topic at the ALT-C 2011 conference by Alina Secara – Centre for Translation Studies -, Neil Morris – Faculty of Biological Sciences -, and Dragos Ciobanu – Staff and Departmental Development Unit – here: <http://adm-leeds.adobeconnect.com/p4oenxpphy4/>. Among their uses:

- record their lectures (voice and PowerPoint) in order to produce additional revision materials for their students;
- live lecture subtitling (to be piloted in the Centre for Translation Studies at first)
- use the Adobe Connect annotation functionalities to highlight, explain or expand on issues/concepts/formulae/graphs/schemas as they appear on their slides or desktops
- engage students in face-to-face lectures by allowing them to submit questions anonymously using their mobile devices which support Adobe Connect
- invite overseas speakers to talk to their students and peers and answer questions live online, without worrying about travel and accommodation costs
- invite overseas speakers to share with conference participants knowledge and experience without leaving their offices
- collaborate with colleagues from other institutions on research projects, presentations, etc., without wasting valuable time and money on travel and accommodation
- conduct ad-hoc online meetings and discussions between students and external markers
- produce teaching materials by recording live demonstrations on screen with additional narration and screen annotation
- conduction live online open days and showing off University of Leeds facilities to overseas prospective students and enabling them to talk to lecturers and researchers
- much more – Adobe Acrobat Connect Pro is a versatile online communication tool

Important! Copyright and performance rights information

1. By taking part in this pilot project, you agree to allow the University of Leeds to use the resources you create and record for educational purposes.
2. It is your responsibility to make sure any resources you upload into Adobe Acrobat Connect Pro (e.g. PowerPoint presentations) or share using Adobe Connect do not break any copyright laws (e.g. all images are properly referenced and are not in breach of copyright; the same applies to videos, as playing a video on your computer and sharing it during an Adobe Connect session may count as re-broadcasting/publishing that video - if in doubt, please refer to [this University of Leeds Copyright guidance](#) and contact the University of Leeds Library Team for more information).
3. It is also your responsibility to obtain the approval of any individuals (students, staff, and external participants) you invite and record using Adobe Acrobat Connect Pro.
4. In addition, you are also encouraged to consult [this guide from the JISC Legal Service](#) which deals specifically with lecture capture.

What local support is available to me?

From the 1st of September, 2012, and until further notice, the pilot project will be supported through online resources such as this one, as well as a community of users - please direct your questions to the [University of Leeds Learning Technologists Network](#).

Moreover, each Faculty has been assigned five Adobe Connect licenses and the Faculty Pro-Deans for Student Education will be able to prioritise your requirements and arrange local support if appropriate.

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This is a long manual. Is Adobe Connect that complicated?

No, it is not. Once you have used Adobe Connect a few times, you will find its functionalities very intuitive. However, this manual contains detailed steps and numerous screenshots meant to help any user with any level of prior knowledge about computers. Don't be intimidated by its length therefore and use the **Table of contents** above to jump to sections which are relevant to you.

You are also welcome to use / print / distribute with attribution the **Quick guides**: at the end of this manual for reference.

Is there any other help available apart from the online guidance?

Yes. Adobe have an online user community you may want to get involved with: <http://www.connectusers.com/>

You will also find it very useful to join the Learning Technologists @ Leeds Network - <http://www.sddu.leeds.ac.uk/sddu-lt-learning-technologists-leeds-network.html> - and ask the network questions (quite a few of the members are Adobe Connect users now).

If you Tweet, follow the #adobeconnect hashtag – lots of useful resources and training coming through from all over the world: <http://twitter.com/#!/search/%23adobeconnect>.

For very good video tutorials from Adobe, please visit this website: <http://tv.adobe.com/show/learn-adobe-connect-8/>. **NB**: at the time of updating this guide, version 9 of Adobe Connect had not been released, but it was not far away either. If you are using v9 therefore when reading this manual, please refer to the appropriate Adobe training space: <http://tv.adobe.com/show/learn-acrobat-9/>

Moreover, we also have a University of Leeds area on our blog: <https://elgg.leeds.ac.uk/connectpro/weblog/>. You can sign in with your ISS username and password and request to be added to the community. There is already a wealth of tips and tricks shared by the current members of the pilot project which you may find relevant.

Where can I use Adobe Acrobat Connect Pro and on which devices?

As already stated, you can use Adobe Connect in any lecture theatre, office or room within and outside our University, on a wide range of devices which have a stable Internet connection.

The following requirements regarding using mobile devices with Adobe Connect can be found on the Adobe website

- “Apple devices running iOS 4 or 5; compatible with iPhone 3GS, iPhone 4 and 4 S, iPad, iPad 2, and iPod touch (3rd or 4th generation recommended)
- Android™ devices running Android 2.2 or later with Adobe AIR® 2.7 or later for Android; compatible with HTC EVO 4G, HTC Flyer, Motorola Atrix, Motorola Droid X, Motorola Xoom, and Samsung Galaxy Tab (7-inch) and Samsung Galaxy Tab 10.1
- BlackBerry devices running BlackBerry® Tablet OS (QNX) 1.0.6 or later with AIR 2.7 or later for BlackBerry; compatible with BlackBerry PlayBook”¹

¹ <http://www.adobe.com/uk/products/adobeconnect/tech-specs.html>

Should I install anything before connecting?

If connecting from a desktop/laptop:

Adobe Connect is a browser-based solution which will automatically detect whether you have the necessary plug-ins in your browser and prompt you to install the plug-in when appropriate.

However, for expedience and **especially important if using an Apple device**, please download and install the latest appropriate plug-in for your system from the Adobe official website:

<http://www.adobe.com/support/connect/downloads-updates.html>. You should not need Admin rights to perform this installation on a University of Leeds computer. However, if you do get error messages, please log a call with ISS and request the installation of the Add-In.

If connecting from a mobile/tablet device:


Find and install the Adobe Connect Mobile app from your relevant App Store, then type in the address of the online classroom you want to connect to.

How do I connect to my online room?

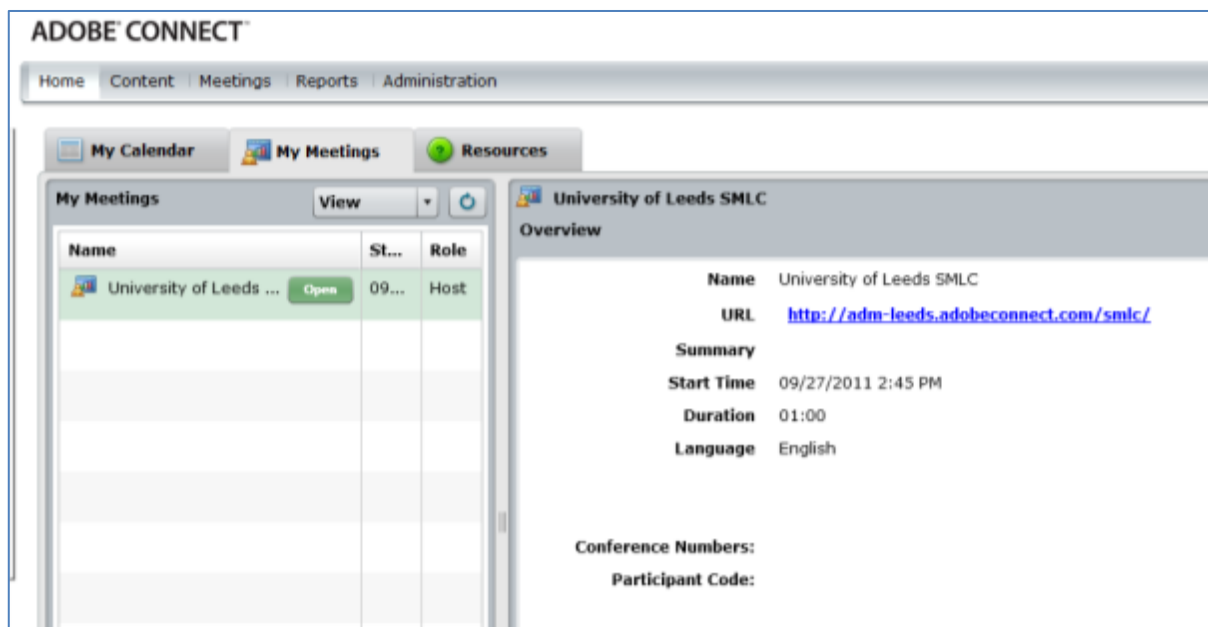
If you joined the pilot project before September, 2012, you will have received a username and a password for Adobe Connect. Keep them in a safe place.

If you have not received a username and a password, please enquire with your Faculty Pro-Dean for Student Education about the possibility of using one of the Faculty licenses or about being supported by a Faculty Learning Technologist.

1. In your web browser, browse to the following address: <http://adm-leeds.adobeconnect.com>
2. When prompted, enter the credentials you received previously.



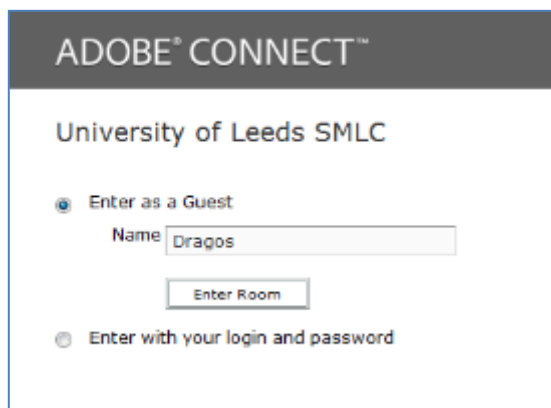
3. You will immediately see your **Home** area, and you will also see the names of your meeting rooms, as well as links to them. Either click on the **Open** button, or on the **URL** link to open the room.



That address is in this format: <http://adm-leeds.adobeconnect.com/aaa/>, where **aaa** is the suffix of your online room. One of the SDDU online rooms, for instance, has this address: <http://adm-leeds.adobeconnect.com/sddu/>.

How do I invite my students/collaborators to my online room?

Simply send them the URL to your room (remember the <http://adm-leeds.adobeconnect.com/aaa/> format mentioned above) and ask them to log in as **Guests**.



Depending how your room is set up:

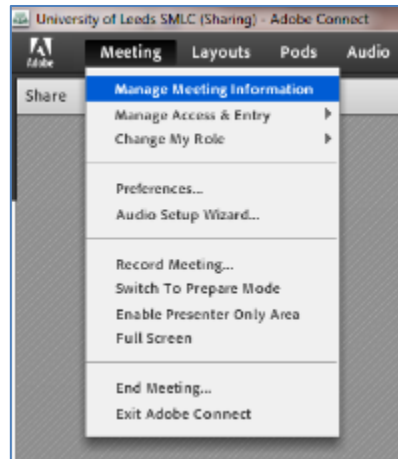
1. anyone with the URL can connect;
2. you manually need to approve every connection request (the default setting);
3. only participants who have accounts on the Adobe Connect server can log in.

NB: to change these restrictions, perform the following few quick steps:

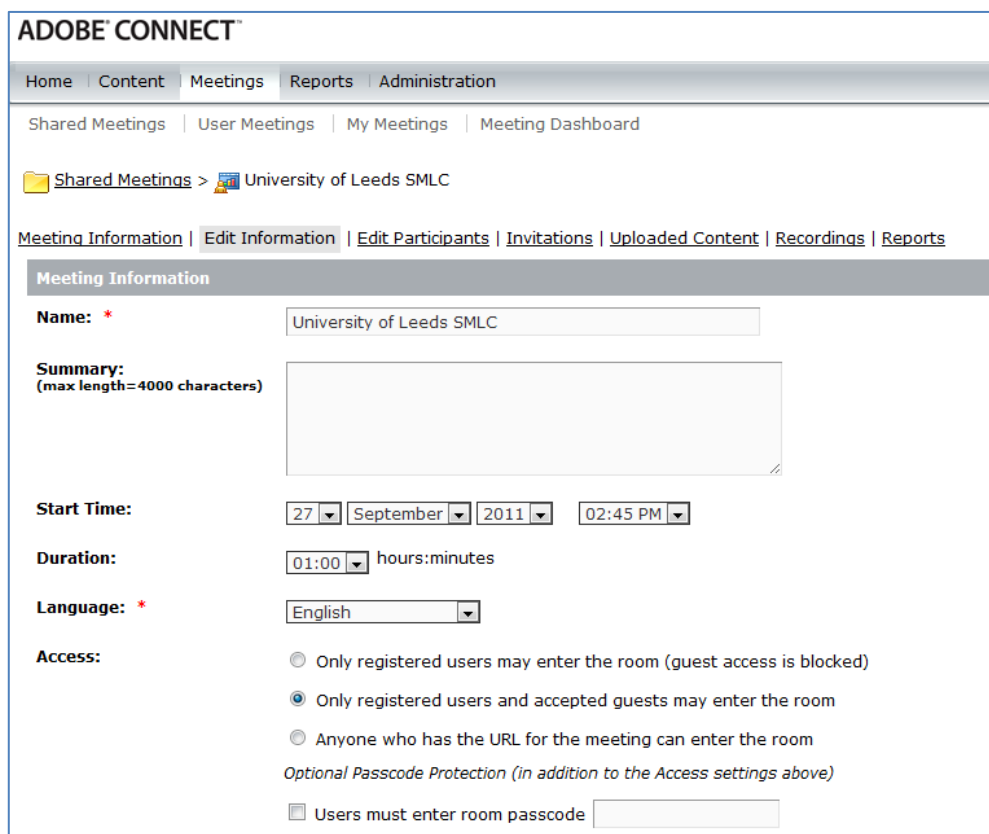
How do I change the access settings for my online room?

Once you are inside your Adobe Connect meeting:

1. Click on the **Manage Meeting Information** menu item.

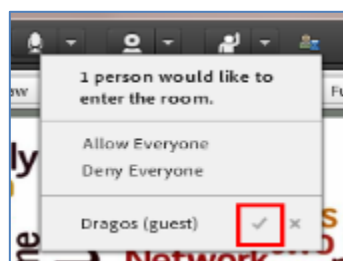


2. In the new window, click on the **Edit Information** link, and then make the changes you require.



How do I know when participants connect to my online room?

By default, every time a guest tries to connect to your room, you will see a pop-up message on your screen and you will need to authorise the guests in order to let them see what you are presenting.

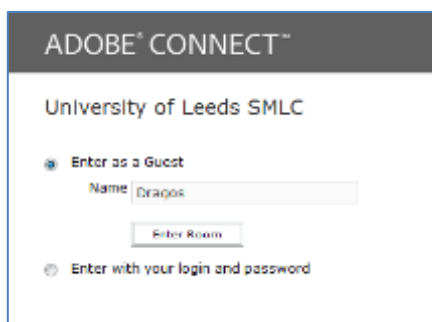


Note: each online room can hold up to 100 participants. If anyone logs in with several devices, all those devices will count as individual log-ins, so one device/participant (except for presenters, who may need to check things regularly on several machines) is a good rule of thumb.

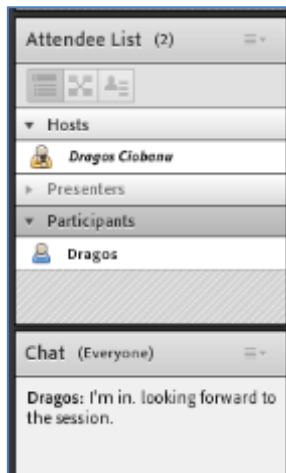
What will my guests see? How will they join the online meeting?

Once your guests click on the URL you have sent them, they should now see the name of your online room and two options for entering: one as **Guest** and the other one **With your login and password**.

Unless you have created separate usernames and passwords for them, they need to choose the former, type in their name or an alias, and click on **Enter Room**.

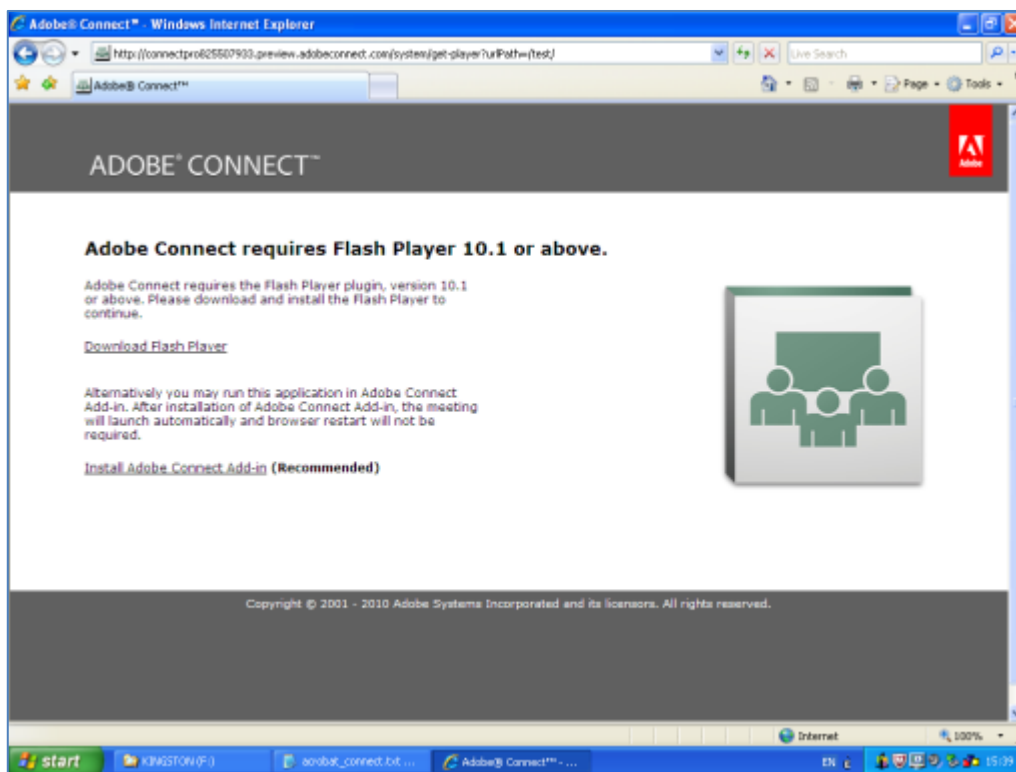


As soon as they have connected and you have allowed them to join the meeting, participants can see the Share pod and any PowerPoint file / Desktop you may be sharing, as well as use the Chat pod if available on your Layout to ask questions or share information.

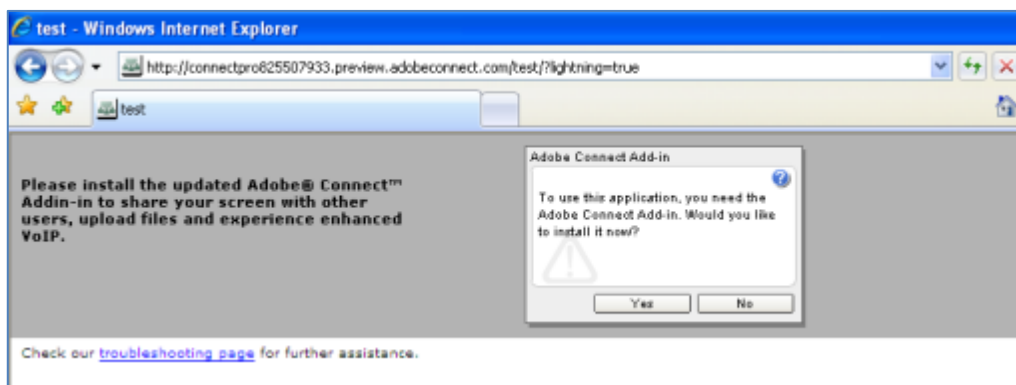


The web browser says that I need to install the Adobe Connect Add-In

If you have not been successful installing the Add-In as mentioned in the section **Should I install anything before connecting?** above, when you open a web browser and type in the address of your room, you may see the following message:



Choose the second option in order to run your session: **Install Adobe Connect Add-in**. Next, you will see this screen:



Click on **Yes**. You do not need Admin rights to install this Add-in and the installation takes a few seconds.

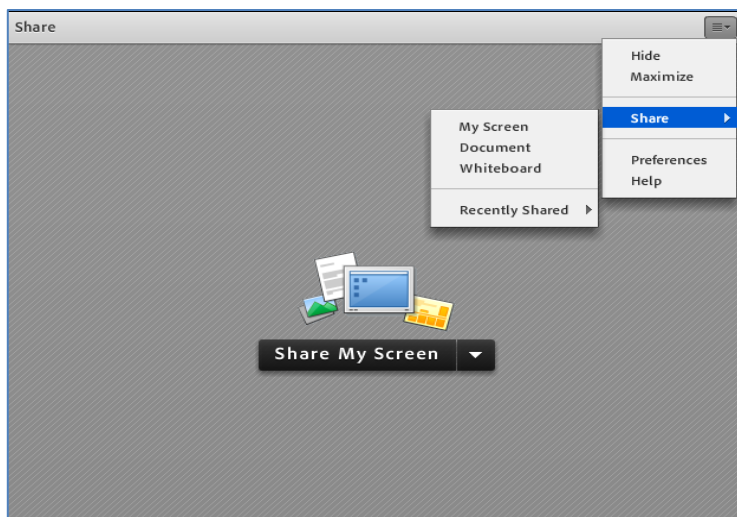
Troubleshooting: If you do not see any of these screens and you cannot use the online room after you type in its address in your favourite browser, download and install the Adobe Connect Add-In for version 8 or later manually. As already mentioned, this is particularly important for Apple users. At the time of writing this guide, the support page with the downloads is: <http://www.adobe.com/support/connect/updaters.html>

I'm connected: what am I looking at?

You are looking at a **Layout** in Adobe Connect terminology – you could think of it as a stage. Each Layout is made up of a number of **Pods** – you could think of them as props or elements on your stage.

Confused? You don't need to be, as things are quite simple: this entire application is built on the idea of modularity. The smallest functioning component is the **Pod**. It is like a prop in theatre if you like. There are individual pods for individual functionalities - e.g. a Camera and Voice pod, a Chat pod, a Share pod, a Notes pod, a Web Links pod, a File

Share pod, a Poll pod, etc. Pods can be hidden, resized and repositioned at any point by the room host. Below you can see a Share pod with the Options menu on its top right-hand side open.



You can mix and match these pods when working with Adobe Connect to suit your needs. You can position them wherever you need within your Layout. To avoid overcrowding your Layouts, as a Host you could create several Layouts to be used at specific times in your presentation: e.g. one layout with a Share pod to share a PowerPoint presentation with the online audience; one layout with several Poll pods to ask questions and make sure the audience follows you; a different layout with a different Share pod to share a Whiteboard and work on an ad-hoc mindmap, for instance, or ask the audience to work collaboratively on a brainstorming task. The possibilities are endless.

There are separate menus for **Layouts** and **Pods** within the Adobe Connect room menu. Feel free to explore.



What do I need to record the audio of my lecture?

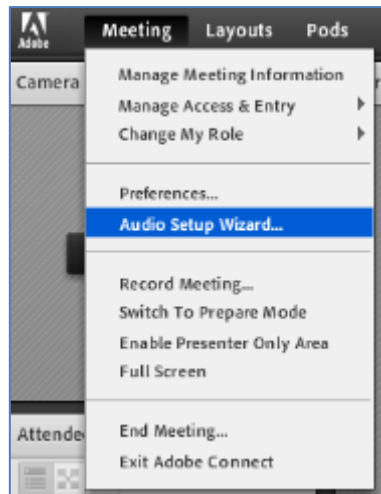
You will need a microphone. Some lecture theatres have lapel microphones that feed into the computer – you can use them. Otherwise, you will need an external microphone – USB ones are better; some colleagues use Samson C01U microphones, some have other preferences – I personally get along just fine with a Microsoft LifeCam Studio Full HD which can be found for under £50, has a very good microphone, very good image, and can also be fixed to a tripod, which opens up a few more possibilities. In addition, being a Microsoft product, you don't need to worry about driver conflicts on our campus machines (touch wood).

Please see this JISC online session for a more detailed discussion of hardware:

<http://www.jiscdigitalmedia.ac.uk/surgery/session/2011-01-19>

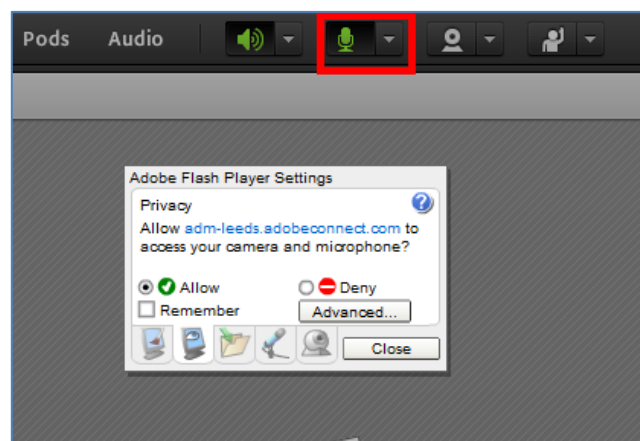
If you are conducting online sessions from your office, a normal microphone headset will be sufficient.

1. Take a minute (it actually takes less than a full minute) to configure the **Audio Setup Wizard** from the **Meeting** menu. **Important:** don't press the **Cancel** button during the set-up or your changes will not be stored. Advance by using the **Next** button and end with **Finish**.

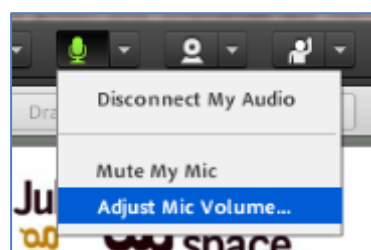


2. Click on the microphone button to activate it. Click **Allow** in the Adobe Flash Player Settings pop-up if prompted. If the microphone is active, the button is green and whenever the microphone picks up any sound, there is an animation of green bars next to it.

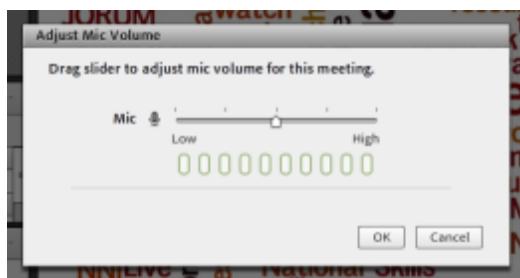
NOTE: If there is no animation, then Adobe Connect does not know which microphone to use. You need to run the **Audio Setup Wizard** again, make sure you go through all the steps, and end with clicking on the **Finish** button.



NOTE: If the sound picked up by the microphone is quite low (this is indicated by only one animated bar next to the microphone icon when you speak rather than all three), you may wish to use the **Adjust Mic Volume** option.



The default setting will be medium, but you can drag the slider closer to the **High** setting to make the microphone more sensitive. After you have done that, click **OK** and see how many animated bars you can see now next to the active microphone button.



I would like to share my webcam



Version 8 of Adobe Acrobat Connect Pro comes with an intermediary step that you need to be aware of. Clicking on the **Camera** icon to the right of the **Microphone** icon and accepting the Flash sharing warning does not broadcast your webcam. It rather initiates the **Preview** mode which is no bigger than a thumbnail and is only visible on your computer. **IMPORTANT:** a webcam in **Preview** mode will **not** be shared with participants, or recorded if you record the session.

To broadcast your webcam and have it in the session recording, too, you need to also click on the **Start Sharing** button – see the screenshot above.

Once the webcam is shared, it will take over the entire **Camera and Voice** pod and you will also be able to see the **Stop My Webcam** button, as well as the **Settings** one to its right (see screenshot below).



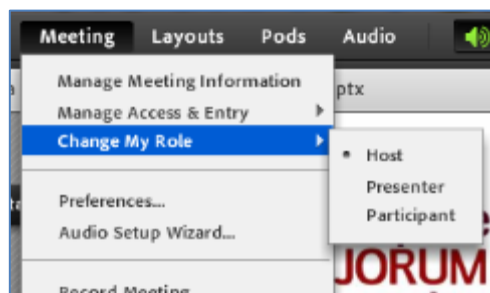
I would like participants to share their webcams and make voice contributions

This is the stage at which we need to talk about levels of permissions in an Adobe Connect online classroom. The three levels are:

1. **Guest**
2. **Presenter**
3. **Host**

NOTE 1: Do not forget to remind your participants/presenters that they need to **Start Sharing** their webcams rather than leave them in **Preview** mode (see explanation above).

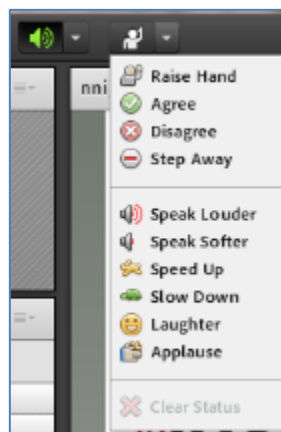
NOTE 2: As a **Host**, you can always use the **Meeting / Change My Role** menu to experience for yourself what participants with other levels of access can see and do.



In short:

Guest view – privileges: minimal

- view the presentation as controlled by the presenter and / or the host
- use the Chat area
- set up audio in case the Guest is asked to speak
- raise hand to indicate you would like to use the microphone or select other actions from the drop-down menu next to the **Raise hand** button



Presenter view – privileges: medium

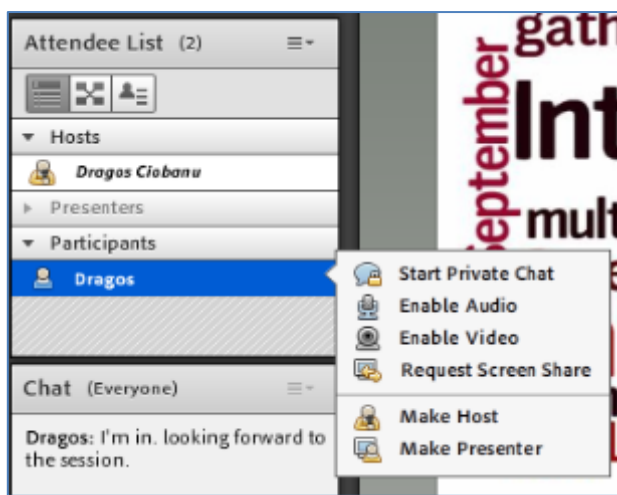
- set up audio
- share audio and video via Webcam
- control and deliver a presentation, share the presenters' computer screen, or bring up a whiteboard
- operate the pods currently being displayed without the ability to resize/hide/move them

Host view – privileges: absolute

- set up audio
- share audio and video via Webcam, presentations, documents, computer screens,
- fully control pods (resize, move, hide, show)
- switch between layouts
- upgrade/revoke user privileges

Changing participants' privileges

As a **Host**, you are able to click on anyone's name in the **Attendee List** pod and grant them additional privileges or revoke them - this is helpful to just grant or revoke **Audio** / **Video** rights to individual participants.



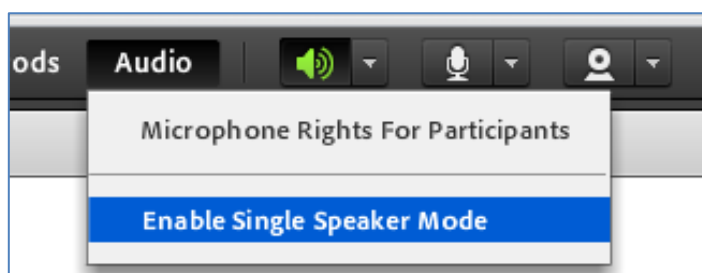
I have enabled audio for my participants, but there is a lot of feedback

First of all, you need to encourage all your participants to go thoroughly through the **Audio Setup Wizard**.

Secondly, encourage everyone to use a microphone headset. If participants are using desktop speakers and a separate microphone, it is very likely that the microphone will pick up and feed back any sounds that come out of the speakers.

Thirdly, encourage participants to switch off their microphone whenever they are not using it.

Fourthly, you can both **Enable Microphone Rights For Participants**, but you can also **Enable Single Speaker Mode** which will prevent anyone else using their microphone unless the current speaker switches off his/hers.

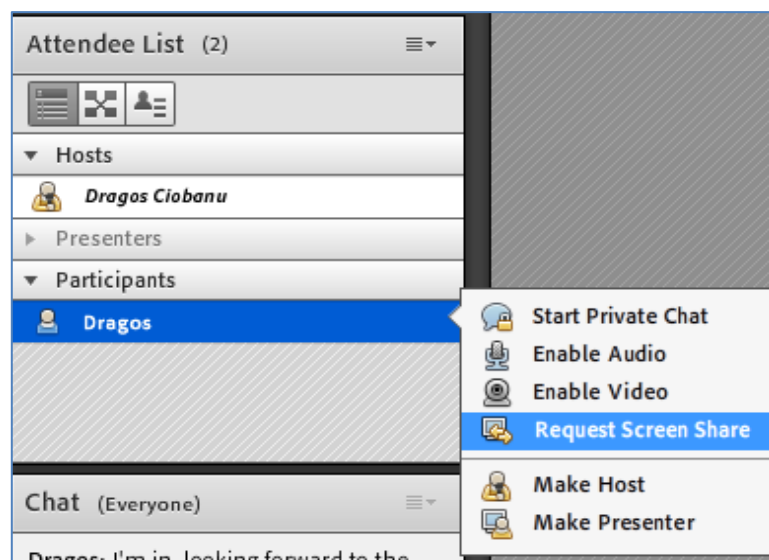


I would like to be able to take over and control the participants' screens

Let's say you are demonstrating a particular piece of software. You have shared your screen and the participants follow you online in real time as you show them how to use that software. Then you give them a task to complete on their own machines and some participants are having problems. Giving them microphone rights and using the chat is not effective in solving the problem.

In this case you could click on the participant's name in the **Attendee List** and **Request Screen Share**. Once the participant has agreed to give you control, you will be able to solve the problem and also show all the other participants at the same time how to solve this problem.

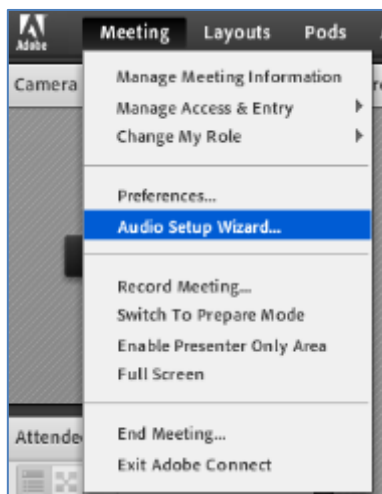
NOTE: you can only control one participant's screen at a time. While you operate it, whatever you do will also be displayed to the other participants (as well as recorded if you are recording the session), so this is not an effective method if the participant in question has confidential information on his/her screen.



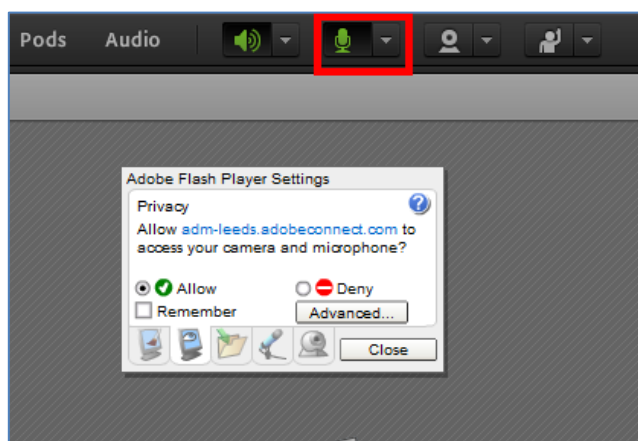
Recording sessions

What are the steps for recording an online session?

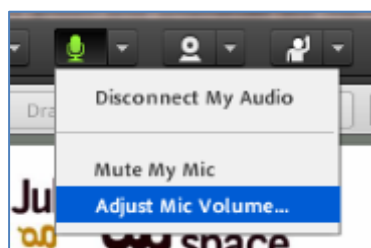
1. Take a minute (it actually takes less than a full minute) to configure the **Audio Setup Wizard** from the **Meeting** menu. **Important:** don't press the **Cancel** button during the set-up or your changes will not be stored. Advance by using the **Next** button and end with **Finish**.



2. Click on the microphone button to activate it. Click **Allow** in the Adobe Flash Player Settings pop-up if prompted. If the microphone is active, the button is green and whenever the microphone picks up any sound, there is an animation of green bars next to it.
NOTE: If there is no animation, then Adobe Connect does not know which microphone to use. You need to run the **Audio Setup Wizard** again, make sure you go through all the steps, and end with the **Finish** button.



NOTE: If the sound picked up by the microphone is quite low (this is indicated by only one animated bar next to the microphone icon when you speak rather than three), you may wish to **Adjust the Mic Volume**



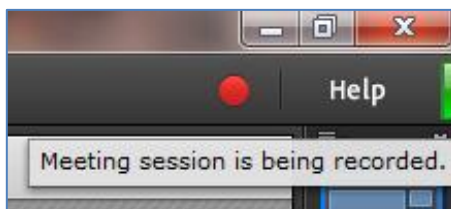
The default setting will be medium, but you can drag the slider to **High** to make the microphone more sensitive. After you have done that, click **OK**.



3. Select **Record Meeting...** from the **Meeting** menu, then give it a name in the following screen.

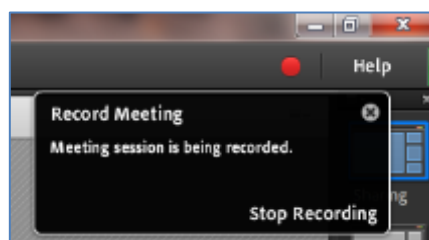


4. You will see a red button appear on the top right-hand side.



How do I stop the recording?

1. Click on the red button on the right-hand side, then click on **Stop Recording**.



2. The red button will then disappear.

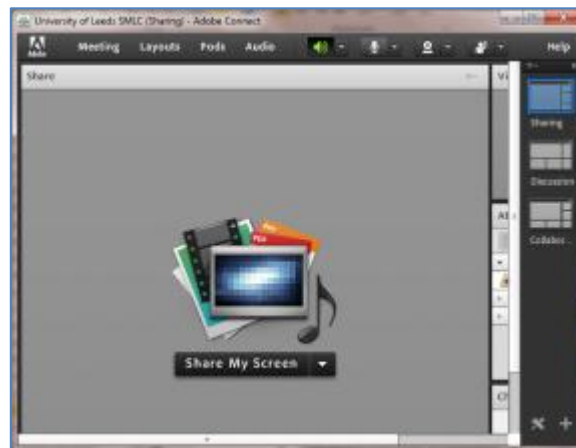
What do I record?

You can:

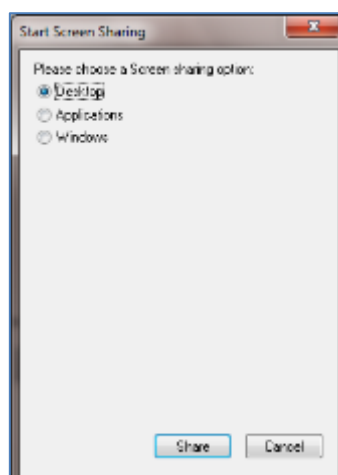
- record your screen if you feel more comfortable working in that environment
NOTE1: this is the best option for working with whatever applications you are used to. Adobe Connect will record everything on the screen while you drive your PowerPoint slides, document, etc. However, the size of the recording will be significantly larger than if you were to import your slides into Adobe Connect first. Moreover, you would also need to create the recording menu manually (an option available on in Adobe Connect 9 or later).
NOTE2: Adobe Connect is not great at recording video as you play it on your screen (and you are very likely to be breaking copyright by re-recording and thus re-publishing video anyway), so please do not break copyright.
- bring your PowerPoint file within Adobe Connect.
NOTE: this is the best option for creating a searchable menu with your presentation (all versions of Adobe Connect have this functionality). Adobe Connect will create bookmarks and associated menu entries each time you change a slide, so that your viewers can skip around the recording with ease.

How do I share and record my screen?

1. In the **Share** pod, simply click on the **Share my Screen** button.



2. When prompted, share the **Desktop** for convenience.



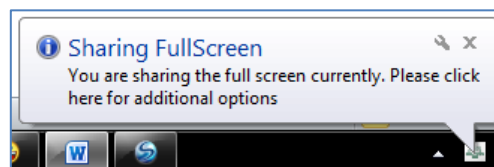
3. Adobe Connect will minimise to the taskbar and you will have full control of your Desktop.

How do I stop sharing my screen?

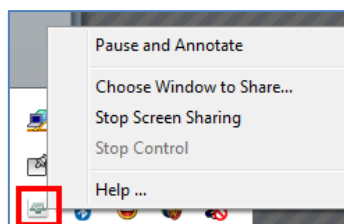
1. Bring up the Adobe Connect window.
2. Click on the **Stop Sharing** button.



Alternative method:

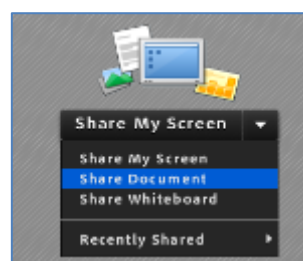


1. In order to **Stop** the desktop sharing or to annotate over a screenshot, click on the small icon at the bottom of your screen:

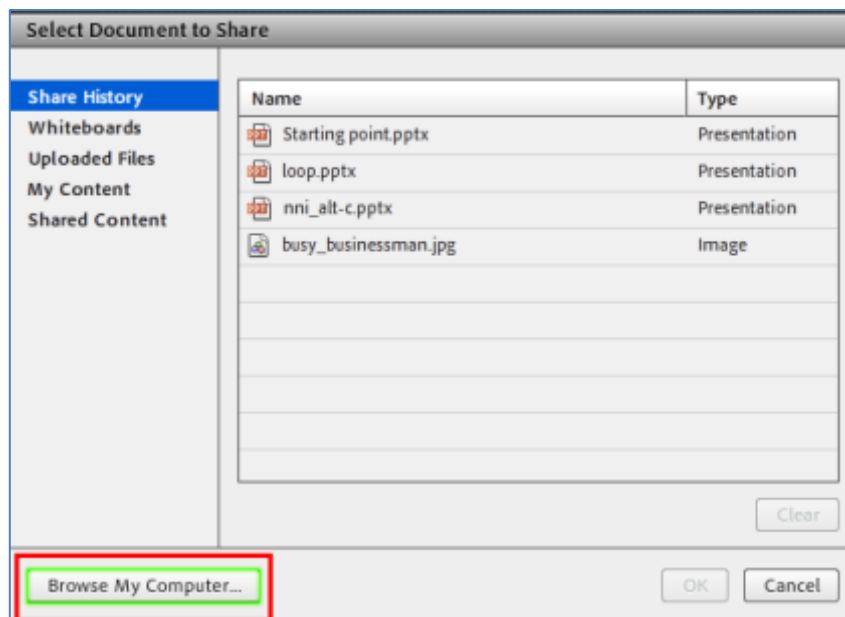


How do I bring a PowerPoint presentation into the Adobe Connect interface?

1. Upload a PowerPoint presentation into Adobe Connect or reuse one which you have already uploaded (to do that, click on the arrow to the right of **Share my Screen** to see all the options. For PowerPoint, PDF, Word documents, use **Share Document**).

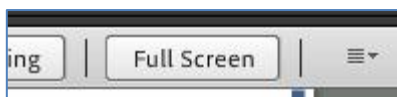


In the following screen, use the **Browse my Computer** button to locate the file on your machine or select from the files already uploaded.

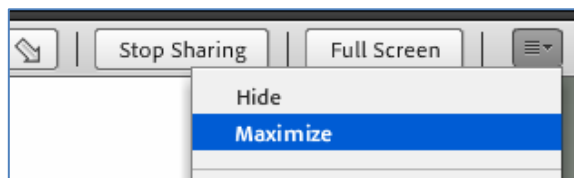


My PowerPoint is in Adobe Connect. Why isn't my presentation in full screen?

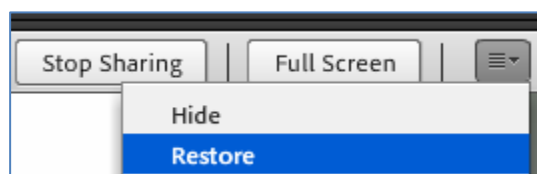
The most you can do in Adobe Connect is click on the **Full Screen** button to increase the space taken up by the PowerPoint slides within Adobe Connect. However, be aware that you will need to come out of Full Screen view at regular intervals to see what comments or questions are being posted to the Chat pod.



Another option you have is to **Maximize** the Share pod displaying your PowerPoint presentation. However, be aware that, if you do that, you will be hiding the Chat pod from the recording and your participants, and they will not be able to ask questions through that medium anymore.



To bring the pod back to its initial size, you can click again on the top right-hand side drop-down menu and choose **Restore**.



How do I control my PowerPoint once it's in Adobe Connect?

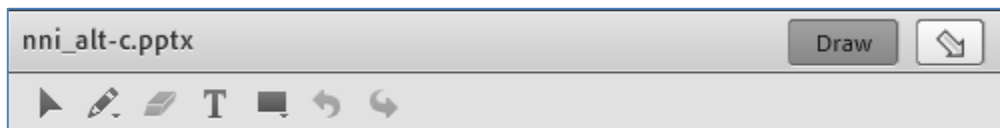
Use the keyboard left and right arrows to advance / go back in your presentation. Alternatively, click on the arrows

at the bottom left of the Share pod:



How can I annotate my slides?

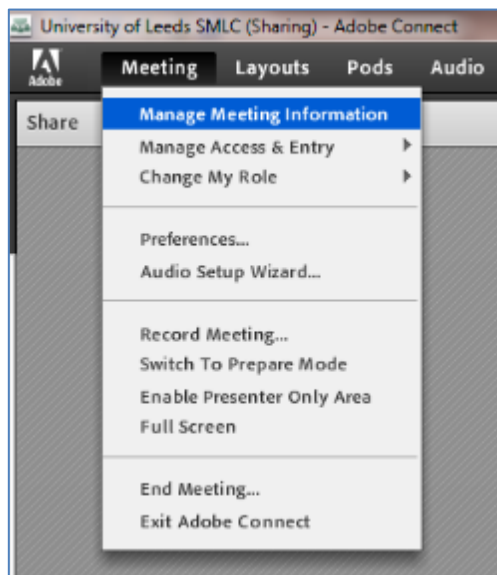
Adobe Connect makes it really easy to annotate your slides while you are delivering the session. Just click on the **Draw** button and you will have access to pen, shape and textbox tools, together with Undo and Redo buttons and an eraser.



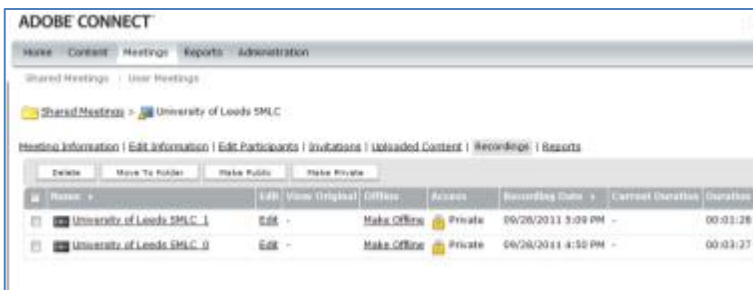
NOTE: If you are planning on using handwriting for slide annotation, writing with the mouse will not be very easy. Some of the lecture theatres have touch-screen monitors with digital pens which will make life a lot easier for you in terms of slide annotation. It's worth finding out where these monitors are and testing them.

I have recorded a meeting. How do I make it available to my students?

3. Click on the **Manage Meeting Information** menu item.

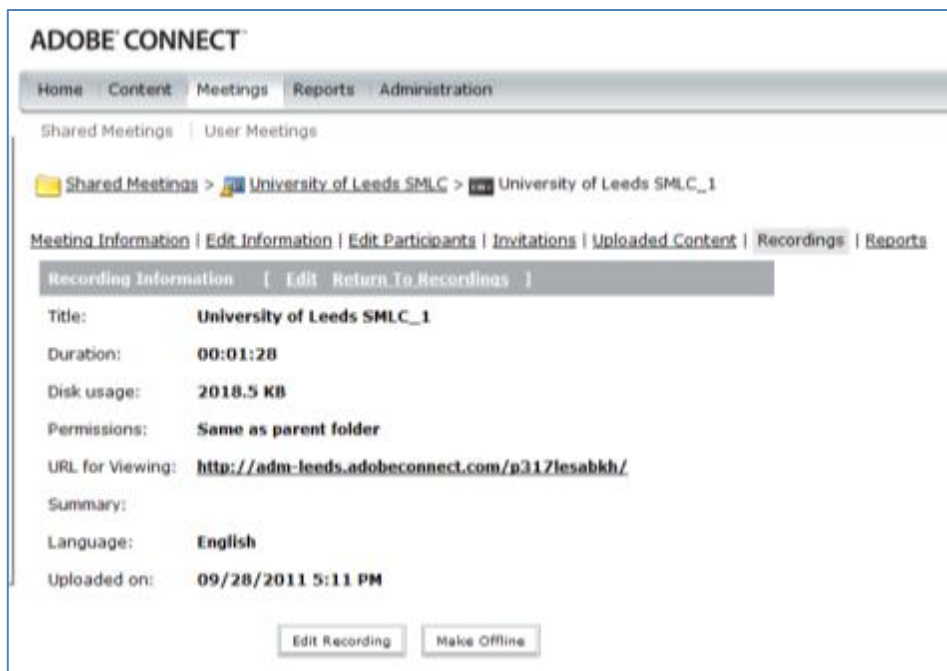


4. In the new window, click on the **Recordings** link, and then you will see a list of all the recordings available. You can **Edit** them in order to cut out passages that are not needed. You need to tick the checkbox next to the desired recording, then choose to **Make Public** unless the list of your students has been uploaded to Adobe Connect and they have been given rights to your room (in which case they will be able to view the link to the recordings without the need for you to make the recordings public).



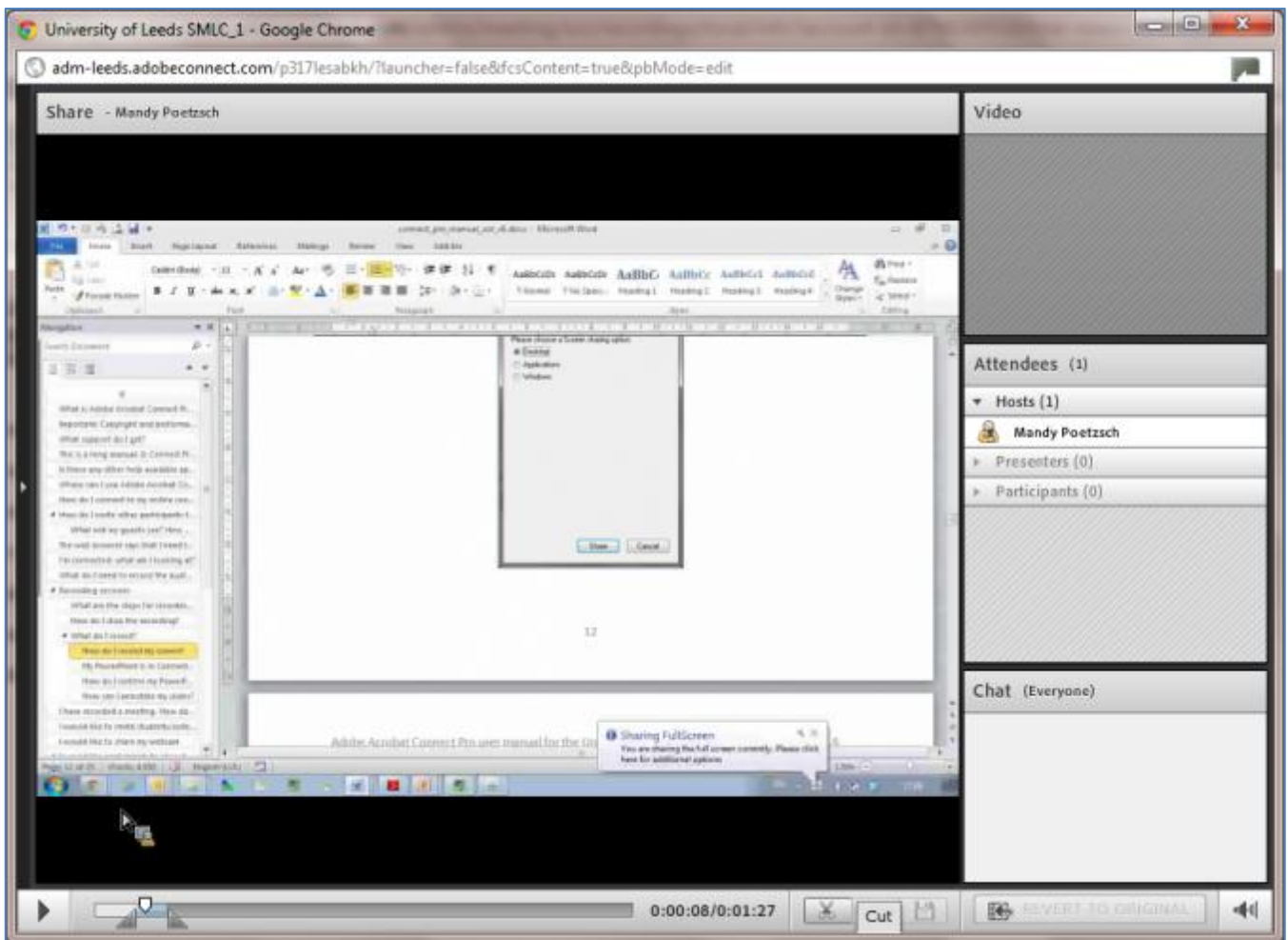
5. Lastly, you need to click on the **Name** of the recording, then copy the **URL for Viewing**. You can embed this link into the VLE, or distribute it to your participants using other preferred methods. Putting the link in the VLE will ensure that the likelihood of any non-authorized person accessing the recording is significantly diminished.

Once your participants have access to the link to the recording, they only need to click on it and watch it on a device that is Flash-enabled and has an Internet connection. They are also able to use the player bar at the bottom of the recording window to **Pause, Play** and skip backwards and forwards.



Can I edit recordings?

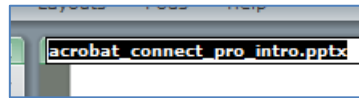
1. Click on **Edit Recording**,
2. Drag the sliders at the bottom around the area you need to cut out.
3. Click on the **Scissors** icon
4. Repeat for any other passages you need to cut
5. Click on the **Save** icon.
6. If you make mistakes, you can always click on the **Revert to original** button.



Tips and tricks

How to: rename Pods

Instead of preserving the default names of the pods, you can double-click on the pod titles in order to change them, thus making it easier to identify and retrieve them at a later date.

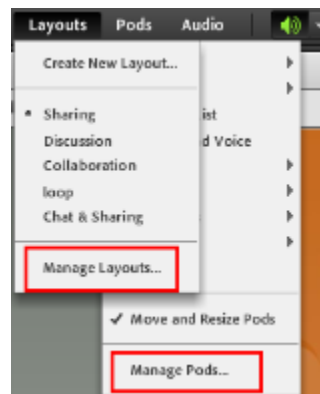


Note that you could use the same type of pod for different purposes. For instance, you could use one Share pod to display throughout the lecture a high quality photo of yourself in a corner of the layout to personalise the session a bit more. This is preferable to using poor quality video from the webcam. At the same time, you can also use another instance of the Share pod to share presentations and documents with your audience.

How to: delete Pods and Layouts

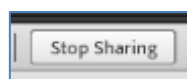
If you feel that, as the project progresses and you experiment more, it is very difficult to distinguish between the pods or layouts you have created, not that there is an option to **Manage Layouts** and **Manage Pods** in the two relevant menus.

You can use these options to delete superfluous pods and layouts.

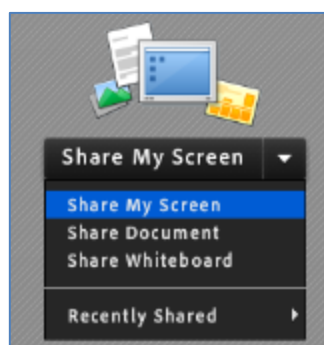


How to: stop sharing a Power Point and share your desktop

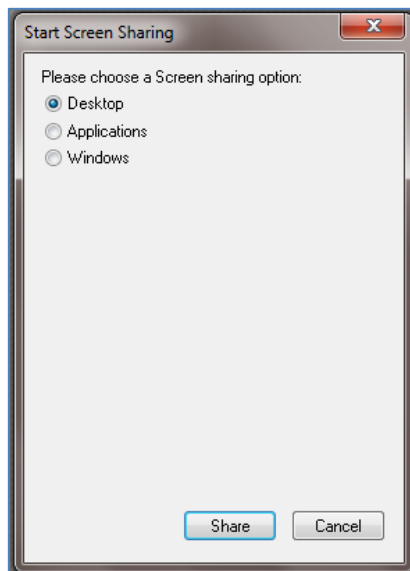
- click on the **Stop Sharing** button at the top of the Share pod displaying your PowerPoint



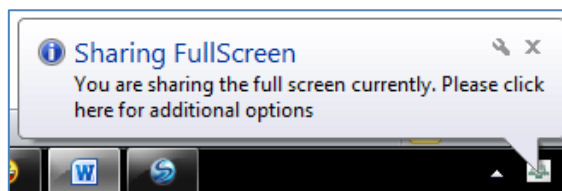
- In the **Share My Screen** menu, select **Share My Screen**



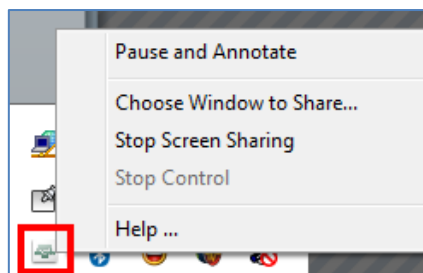
- when prompted, choose a relevant option – e.g. Desktop



- Adobe Acrobat Connect Pro will take you out of the online classroom and onto your desktop and a notification message will appear briefly



- In order to **annotate** over a screenshot or to **Stop** the desktop sharing, click on the small icon at the bottom of your screen



How many webcams can I have running at the same time?

Essentially as many as your Internet connection supports. By default, **Participants** cannot share a webcam, but you can grant them additional privileges by clicking on their names in the **Attendee List**.

How do I access the Settings menu?

In version 8 of Adobe Connect, the Settings are in the **Preferences** menu. You can access it either from the **Meeting** menu or from the top right drop-down menu of every pod.

Engaging students

Adobe Acrobat Connect Pro enables you to engage your participants using quite a few choices.

1. annotating your presentations and sharing your screen are good ways to keep your participants' interest levels high
2. the Chat pod is a good way to ask for opinions and feedback during the presentation (although you might want to keep an eye on it just in case things don't get out of hand)
3. asking students to contribute to Whiteboards using their own laptops or computers can also be an effective approach
4. you can also use Poll pods to create surveys in order to engage the audience at different stages in your presentation (this assumes the majority of participants are online)
5. if you are running an online sessions with a significant group of participants, you can create breakout rooms and assign individual group tasks to each room.

Using the Adobe Connect iPhone and Android apps

There is an iPhone app, as well as an Android one, which are freely available at the moment and which students can use to connect to the online classroom.

However, you should know that at this stage the iPhone app has limited functionality compared to the desktop version, so it is advisable that you test all the functionalities you need before asking your students to join your sessions.

A few tips and tricks for effective presentations:

1. do not use video from a webcam unless it is essential for your session and you have a high-bandwidth connection. Sharing a high-resolution photograph of yourself and having that display in a visible place on your layout will make the sessions sufficiently personalised while saving both on bandwidth and the adverse effect that using small and poor quality video might have on your viewers.
2. upload PowerPoint files into your online classroom before the session (doing so in the session is likely to take a long time if the file size of the presentations is large)
NOTE1: if you use the same presentation several times, make sure you remove the annotations before the next delivery. Also remember to reposition the start point of the presentation in the Share pod.
NOTE2: if you annotate the PowerPoint presentation, as well as use a Whiteboard, as long as you do not immediately remove the annotations, you will be able to print out those annotations on returning to your office or anywhere you have a computer linked to a printer
3. clear the Chat areas before your next session
4. keep exploring the application and post any questions you may have to the University of Leeds [Learning Technologists' Network](#). Chances are the functionality you require is there and a colleague will be able to suggest effective ways of making the most of it.

Troubleshooting

Some of my PowerPoint elements have not been imported by Adobe Connect

Symptom: At the time of writing this guide, Adobe Connect would not import PowerPoint Smart Art or equations written with the PowerPoint Equation Editor.

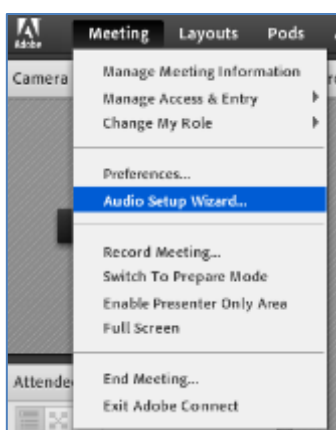
Solution 1: once the SmartArt or Equation element has been created, take a screenshot of it and replace it with that screenshot. Adobe Connect does not have any problems importing images.

Solution 2: rather than import the PowerPoint presentation into Adobe Connect, select the **Share my Screen** option, and then run the slideshow from within PowerPoint. **Remember** to start the session recording before launching the PowerPoint slideshow.

I did press the microphone icon in my session, yet there is no audio in my recording

Explanation: Adobe Connect automatically selects a microphone connected to the PC for the source of audio. However, if there are several audio input devices connected to the PC – e.g. an external USB microphone, a USB camera that also has a microphone and a lapel microphone in the lecture theatre – the microphone device selected by Adobe Connect may not be the one you need.

Solution: Configure the **Audio Setup Wizard** from the **Meeting** menu.

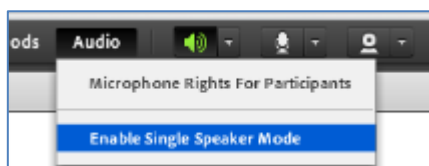


If you have already tried that and there is still no audio, download and install the latest appropriate plug-in for your system from the Adobe official website: <http://www.adobe.com/support/connect/downloads-updates.html>.

There is a lot of echo and feedback

Encourage everyone to use a microphone headset. If participants are using desktop speakers and a separate microphone, it is very likely that the microphone will pick up and feed back any sounds that come out of the speakers.

Encourage participants to switch off their microphone whenever they are not using it. You can both **Enable Microphone Rights For Participants**, but you can also **Enable Single Speaker Mode** which will prevent anyone else using their microphone unless the current speaker switches off his/hers.



Quick guides:

Quick instructions for lecturers

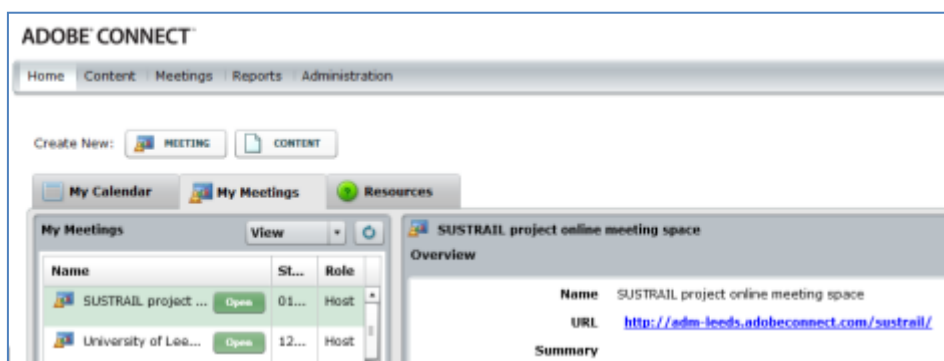
IMPORTANT: if you are using an Apple desktop/laptop, download and install the latest appropriate plug-in for your system from the Adobe official website: <http://www.adobe.com/support/connect/downloads-updates.html>. You should not need Admin rights to perform this installation on a University of Leeds computer. However, if you do get error messages, please log a call with ISS and request the installation of the Add-In.

If connecting from a mobile/tablet device: Find and install the Adobe Connect Mobile app from your relevant App Store, then type in the address of the online classroom you want to connect to.

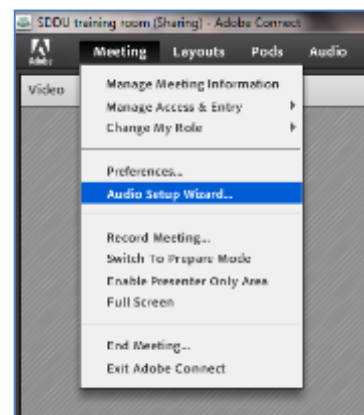
STEPS:

1. Plug any webcams / microphone headsets into the computer you are planning on using
2. Log into <http://adm-leeds.adobeconnect.com> with your username and password provided by the pilot project coordinator (d.i.ciobanu@leeds.ac.uk)

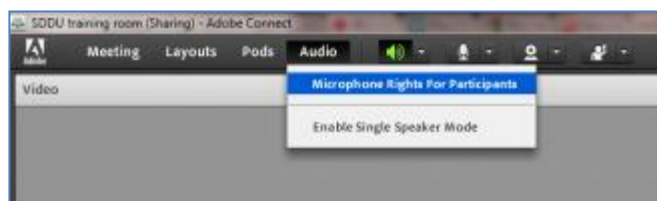
3. Click on the URL of your online classroom which will appear in the **Home** tab, in the **My Meetings** area (or click on the **Open** button next to the name of your room)



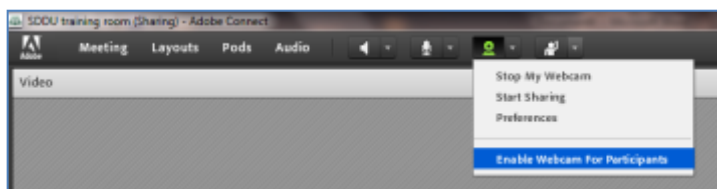
4. Distribute the URL to anyone that needs to take part in the meeting and instruct them to log in as **Guests**.
5. Once in the online room, run the Audio Setup Wizard to ensure a quality meeting. Install the Adobe Connect Add-In if prompted to do so.



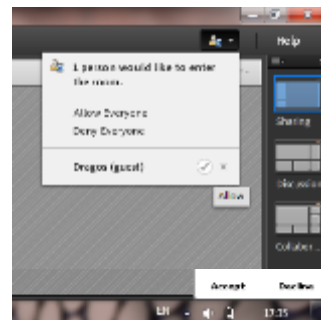
6. If necessary, enable audio rights for all your participants from **Audio /Microphone Rights for Participants**



7. If necessary, enable Webcam right for all participants from the option in the drop-down list next to the webcam icon



8. Accept your participants' requests to enter the room.



9. Activate your headphones, microphone and webcam by clicking on their icons – they should be green and not grey.



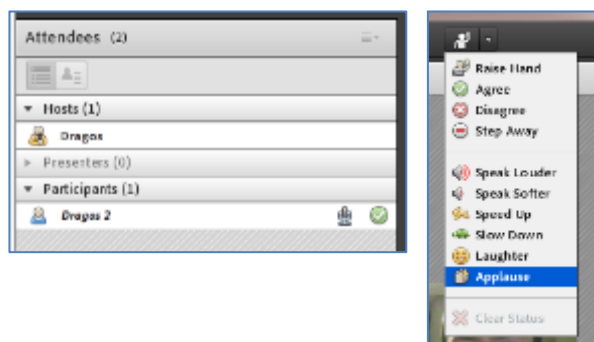
NOTE 1: Your webcam will first show a **Preview**. You will need to click on **Start Sharing** in order to broadcast your webcam.

NOTE 2: If the quality of the audio is poor, with lots of feedback and echoing, please switch off your microphone when you are not using it and try to use a microphone headset rather than separate desktop speakers and microphone.

10. Inform the class if the lecture is being recorded.

11. At the start of the lecture, on the meeting menu click **Record meeting**.

12. Keep an eye on the Attendees pod in case your students are communicating via the Interaction drop-down list:



13. At the end of the lecture click the red circle in the top right corner of Connect, and choose **Stop recording**.
14. Back in your office log back into Connect, and in the meeting menu choose **Manage Meeting Information** from the **Meeting** menu. After that, select **Recordings**, and click on the name of the recording you are interested in. You can **Edit** the recording to cut out any unwanted passages.
15. Copy the URL of the recording and paste it into the appropriate area of the VLE as an external link. **Make sure to select the 'open in a new window' option, otherwise the link will not work from the VLE.**
16. Please refer to the other sections of this user manual (available at http://www.sddu.leeds.ac.uk/uploaded/learning-teaching-docs/tech/connect_pro_manual_uol.pdf) in order to change the layout and components of the online room (you can integrate webcams, live chat, screen sharing, electronic voting, whiteboards and more).

(many thanks to Clare Would – School of Geography, University of Leeds - for contributing to this quick guide)

Quick instructions for students

IMPORTANT: if you are using an Apple desktop/laptop, download and install the latest appropriate plug-in for your system from the Adobe official website: <http://www.adobe.com/support/connect/downloads-updates.html>. You should not need Admin rights to perform this installation on a University of Leeds computer. However, if you do get error messages, please log a call with ISS and request the installation of the Add-In.

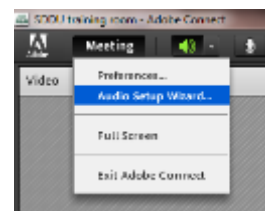
If connecting from a mobile/tablet device: Find and install the Adobe Connect Mobile app from your relevant App Store, then type in the address of the online classroom you want to connect to - you can ignore the following **Steps**.

STEPS:

1. Plug any webcams / microphone headsets into the computer you are planning on using
2. Click on the web link to access the online meeting
3. Log in as a **Guest**, then click on **Enter Room**



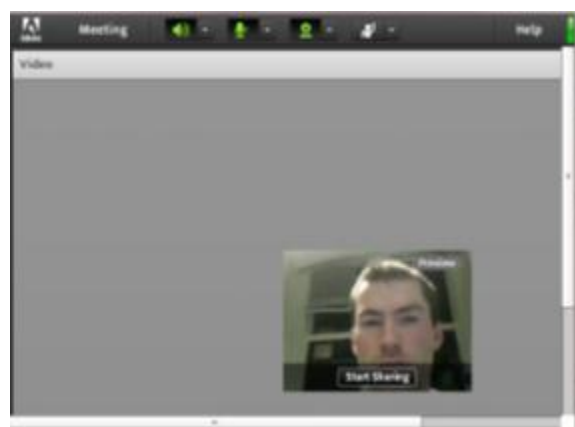
4. Once in the online room, run the Audio Setup Wizard to ensure a quality meeting. Install the Adobe Connect Add-In if prompted to do so.



5. Activate your headphones, microphone and webcam by clicking on their icons – they should be green and not grey.

NOTE 1: Your webcam will first show a **Preview**. You will need to click on **Start Sharing** in order to broadcast your webcam.

NOTE 2: If the quality of the audio is poor, with lots of feedback and echoing, please switch off your microphone when you are not using it and try to use a microphone headset rather than separate desktop speakers and microphone.



6. Make use of the tools available in the interaction drop-down menu to communicate with your tutor.

