User Manual

Powered by
Adobe® Acrobat® Connect™ Professional

Contents

1. Meeting Basics

About meetings

FranklinCovey's LiveClicks webinar workshops are powered by Adobe® Acrobat® Connect™ Pro and are a live online conference for multiple users. The meeting room is an online application that you use to conduct a meeting. The meeting room consists of various display panels (pods) and components. The meeting room enables multiple users, or meeting attendees, to share computer screens or files, chat, broadcast live audio and video, and take part in other interactive online activities.

The meeting room location is a URL, assigned by the system when the meeting is created. When you click the URL, you enter the virtual meeting room. A meeting room can be used over and over for the same weekly meeting. The host can leave the meeting room open or closed between scheduled meetings but will end automatically after 2 ½ hours.

To take part in a meeting you must have a browser, a copy of Flash® Player 8 or higher, and an Internet connection. Your capabilities in a meeting depend on your assigned role and permissions.

Inside a meeting room

Content in a meeting room is displayed in *pods*, which are panels that contain various types of media. Individual pods contain a list of those attending the meeting, polls, chat, files, PowerPoints, and video.

A second display area, the *Presenter Only area*, is visible to hosts and presenters, not attendees. Hosts and presenters can use the Presenter Only area to prepare content to be shared with attendees or to view confidential content that is not shared with attendees—things like the facilitator notes taken from the facilitator guide.

The menu bar contains several menus: a host sees the Meeting, Present, Layouts, Pods, and Help menus; a presenter or participant sees only the Meeting and Help menus. In the right corner of the menu bar, the colored bar indicates the connection status of the meeting room. Messages and warnings also appear in this corner.

The layout navigation bar at the bottom of the meeting room window is visible only to hosts. When a host clicks a different layout on the layout navigation bar, the new layout is displayed on every attendee's screen.

Meeting roles and permissions

Your role determines your capabilities for sharing, broadcasting, and other activities in an Acrobat Connect Pro meeting. There are three roles for meeting room attendees: host, presenter, and participant.

Permissions for each role are as follows:

Hosts. Hosts can set up a meeting, invite guests, add content to the room, share content, and add or edit layouts in a meeting room. They can promote other participants to the role of meeting room host or presenter, or give enhanced permissions to a participant without promoting the participant. Hosts are able to create and manage small group breakout rooms within a meeting. They can also perform all the tasks that a presenter or participant can.

Presenter. Presenters can share content already loaded into the meeting room from the library and share content from their computer, including Adobe® Presenter presentations (PPT files), Flash® application files (SWF files), images (JPEG files), and FLV files. They can share their screen with all attendees, chat, and broadcast live audio and video.

Participant. Participants can view the content that the presenter is sharing, hear and see the presenter's audio and video broadcast, and use text chat.

Starting a practice meeting

To get comfortable with the Adobe Acrobat Connect Pro tool you are granted a specific number of "practice" rooms. This means that you can invite a few co-workers to watch you teach the content of your meeting room and not be charged for their attendance.

1) Go to http://liveclicks.franklincovey.com.

2) Click on "Facilitator Login" and enter your e-mail address and password.

3) Click on "My Meeting Rooms".

4) Click the check box next to "Practice Room".

5) Click Start Session for the appropriate meeting room.

Starting a live meeting

When you are host, starting a meeting is as simple as logging in to your meeting room and then inviting others, through e-mail or instant message, to do the same. Meetings can be spontaneous or prearranged.

When you have entered the meeting room, you can perform tasks to set up the meeting for attendees, such as specifying phone conference information, accepting or declining requests to join the meeting, rearranging pods, and typing in notes.

1) Go to http://liveclicks.franklincovey.com.

2) Click on "Facilitator Login" and enter your e-mail address and password.

3) Click on "My Meeting Rooms".

4) Click Start Session for the appropriate meeting room.

Rejoining a meeting in progress

If, for some reason, you lose connection to your meeting room it is easy to rejoin.

1) Go to http://liveclicks.franklincovey.com.

2) Click on "Facilitator Login" and enter your e-mail address and password.

3) Click on "My Meeting Rooms".

4) Click "Join Meeting" for the appropriate meeting room.

Your browser will immediately display the meeting room.

Set meeting room bandwidth

The host sets meeting room bandwidth to determine the speed (kilobits/second) at which data from the meeting is sent to attendees. The host should choose a room bandwidth that matches the connection speed used by attendees. If attendees are using a variety of connection speeds, choose the lowest speed that attendees may be using. For example, if some attendees are using modems, choose Modem for room bandwidth to ensure that all attendees have a good connection and client computers are not overloaded. Since LiveClicks webinars will be using streaming videos, DSL bandwidth is recommended.

The following general guidelines are recommended for room bandwidth settings. Actual speeds can vary according with each network environment:

• Modem: One presenter can generate around 26 kbits/second of data. Attendees need around 29 kbits/second for a good connection. Having more than one presenter with the Modem setting is not recommended. Screen sharing with the Modem setting is not recommended.

• DSL: One presenter can generate around 125 kbits/second of data. Attendees need around 128 kbits/second for a good connection. If screen sharing is used, attendees should have 200 kbits/second.

• LAN: One presenter can generate around 250 kbits/second of data. Attendees need around 255 kbits/second. If screen sharing is used, attendees should have 400 kbits/second.

1) In a meeting room, select Meeting > Room Performance And Appearance > Optimize Room Bandwidth.

2) Select Modem, DSL/Cable, or LAN.

Invite attendees and grant or deny access

While in the meeting room, hosts can invite people to attend a meeting. A host can choose to block access to a meeting, and allow or disallow requests to enter a blocked meeting.

Contact invitees from a meeting

After starting a meeting, you can open the Invitees pod to see who is invited to the meeting and to communicate with them, if necessary. This is useful if invitees are late and you want to contact them to see if they plan to attend.

1) Start a meeting.

2) Click Contact Invitees.

3) In the Invitees Pod, select an invitee in the list, use control-click or shift-click to select multiple invitees, or click Select All.

4) Do any of the following:

• Click IM. In the Chat With Invitees pod, type the message, click , select Paste Meeting URL, and click Send .

• Click Email. Click Compose E-mail. In your default e-mail program edit the subject or message, if desired, and click Send.

5) To close the Invitees and Chat With Invitees pods, click Hide Invitee List .

Invite attendees while a meeting is in progress

Hosts can invite people to a meeting from the Acrobat Connect Pro meeting room.

1) Do one of the following:

• In the menu bar, select Meeting > Manage Access And Entry > Invite Participants.

• In the Attendee List pod, click the Pod Options button in the lower-right corner and select Invite Participants.

2) In the Invite Participants dialog box, do one of the following:

• Click the Compose E-mail button to open your default e-mail application and send invitees an automatically generated e-mail message with the meeting URL.

• Copy the meeting URL from the Invite Participants dialog box into an e-mail or instant message and send the message to invitees. Return to the meeting room and click Cancel to close the dialog box.

Block incoming attendees

1) In the menu bar, select Meeting > Manage Access and Entry > Block Incoming Attendees.

2) To allow incoming attendees to request entry to the meeting, select Incoming Attendees Can Request Entry. Deselect this option to disallow requests to enter the meeting.

3) (Optional) In the text box, edit the message for incoming attendees. Select Save Message to save the message for future use.

4) Click OK.

Work with pods

Hosts can show and hide, add, delete, rearrange, and organize pods. More than one instance of a pod (except the Attendee List and Camera And Voice pods) can be displayed in a meeting at the same time.

Show or hide a pod

1) In the menu bar, select Pods and select the name of the pod to show. A check mark appears next to the name of pods that are currently visible in the meeting. To hide a pod, select the pod name again, or click the Hide button (the minus sign) on the right side of the pod title bar.

2) For pods that can have multiple instances (all pods except the Attendee List and the Camera and Voice pods), to show or hide a specific instance of the pod, select the instance name from the pod submenu.

Add a pod

1) In the menu bar, select Pods and select the name of a pod.

2) From the pod submenu, select New *[pod name]* Pod.

Move and resize pods

1) In the menu bar, select Pods > Move And Resize. A check mark appears next to the option when it is selected.

2) To move a pod, drag it by its title bar. To resize a pod, drag the lower-right corner.

Display a pod at full screen size

1) At the right side of the pod title bar, click the Maximize Pod button (the screen icon).

2) To restore the pod to its original size, click the button again.

Organize pods

1) In the menu bar, select Pods > Organize Pods.

2) Do one of the following:

• To delete pods, select the pods in the pane on the left and click Delete.

• To rename a pod, select the pod in the pane on the left and click Rename. Enter a new name in the Rename Pod dialog box and click OK.

• To locate all unused pods, click Select Unused. Any unused pods are highlighted in the list on the left. Click Delete if you want to remove the unused pods.

3) Click Done.

Join a meeting as an attendee

Attendees join a meeting as a guest or as a registered user.

If your connection to the server fails, Acrobat Connect Pro Central displays an error message and provides a link to the Acrobat Connect Pro Central test wizard, which leads you through a series of steps to test your connection status.

If the meeting has started, your browser immediately displays the meeting room. If the meeting has not started, you receive this message: "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait."

1) Go to http://liveclicks.franklincovey.com

2) Login as a participant by entering in the required information.

3) Click Enter Meeting

If the meeting has started, your browser immediately displays the meeting room. If the meeting has not started, you receive this message: "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait."

Place a meeting on hold or end a meeting

A host can place participants on hold to block access to the meeting room temporarily. Hosts and presenters are still able to enter a meeting room and perform activities there while participants are on hold.

A host can place a meeting on hold to allow presenters to enter a meeting room while the meeting is not in session, so that they can prepare materials for the meeting. A Stop Meeting icon appears at the right of the menu bar when a meeting is on hold.

A host can remove everyone from a meeting and end the meeting to deny everyone access to the meeting room, including hosts, presenters, and participants. When a host has ended a meeting, a message appears indicating that the meeting has ended.

A button for restarting the meeting appears to hosts. A notification window tells the host how many attendees are waiting to enter the meeting room. Attendees who log into a meeting that is on hold automatically enter when the meeting resumes.

Hosts can send On Hold or Meeting Ended messages to inform attendees of the meeting status.

Place participants on hold

1) In the menu bar, select Meeting > Manage Access And Entry > Place Participants On Hold.

2) Revise the Message For Participants if you want, and click OK to place the meeting on hold and display the message to participants.

To find out how many participants are waiting to enter a meeting you have placed on hold, place the pointer over the Stop Meeting icon at the right of the meeting room menu bar.

End a meeting

1) In the menu bar, select Meeting > End Meeting.

2) Revise the message if you want, and click OK to end the meeting and display the message to participants.

Compose an On Hold or End Meeting message

You can write an On Hold or End Meeting message without interrupting the meeting. This allows you to write the message during the meeting and then send it at the appropriate time.

1) In the menu bar, select Meeting > Manage Access And Entry > Place Participants On Hold.

2) Revise the message in the message box.

3) Click Save Message to save the message for future use and return to the meeting.

Restarting a meeting that is on hold or ended

❖ In the upper-right corner of the meeting room, hover over the hold meeting icon and in the notification window click Start Meeting.

2. Sharing content during a meeting

Sharing a computer screen, document, or whiteboard

Hosts and presenters (and participants who have been given rights) use the Share pod to display content to attendees, such as the following:

• Selected items on your computer screen, including one or more open windows, one or more open applications, or the entire desktop.

• A document, such as a presentation, an FLV file, a JPEG, or other file format.

• A whiteboard with a variety of writing and drawing tools. You can share a stand-alone whiteboard, or a white-board overlay that appears on top of other shared content.

Documents shared in the Share pod can be viewed but not downloaded by attendees. To enable attendees to download documents, a host or presenter must upload the documents to the File Share pod.

When you share content in the Share pod, attendees see your pointer move in the Share pod window. All activities you perform in shared window, application, or document are visible to attendees.

Presenters and hosts must install the Add-in the first time they attempt to upload content or share a screen. The Add-in is a special version of Flash Player with additional features for hosts and presenters. The Add-in provides support for uploading files to the server and sharing screens during a meeting. It also provides additional audio support.

Note: *If you have a pop-up blocker enabled in your browser, the dialog box for downloading the Add-in will not appear. To correct this problem, temporarily disable the pop-up blocker.*

Share your screen or control of your screen

As a host or presenter in a meeting, you can share windows, applications, or your entire desktop with participants in a meeting.

When you share anything on your computer screen, actions you take in the shared region are visible to all participants in the meeting. Participants follow the progress of your pointer as you move it across your screen.

The region or regions that you share must be visible on your desktop to be visible in the Share pod to other participants. Overlapping windows on the desktop appear as a blue crosshatched pattern in the Share pod.

You can also display a whiteboard over a shared screen to enable attendees to add annotations.

Share your computer screen

1) With a blank Share pod open in a meeting, do one of the following:

• Click the My Computer Screen button in the middle of a blank Share pod.

• Click the Share button on the Share pod control strip, and select My Computer Screen from the pop-up menu.

2) In the Start Screen Sharing window, do one of the following:

• Select Desktop to share your entire desktop. If you have more than one monitor connected to your computer, a desktop appears for each monitor. Choose the desktop that you want to share.

• Select Windows to share one or more windows that are open on your computer. Choose the window or windows that you want to share.

• Select Applications to share an application and all its related windows that are open on your computer. Choose the application or applications that you want to share.

3) Click the Share button at the bottom of the Start Sharing window to begin sharing.

4) To stop, click the Stop Sharing icon on the share pod control strip.

Share control of your screen with another presenter

While screen sharing, you can pass control of the shared desktop, window, or application to another presenter. The presenter must request control before you can hand over your shared screen to them.

1) Start sharing your computer screen in a meeting.

2) When another presenter requests control of your screen (by clicking the Request Control button on the Share pod control strip), you see a request message in the upper-right corner of the meeting room window. Do one of the following:

• Click Accept to grant control of your screen to the requesting participant.

• Click Decline to deny control of your screen to the participant.

Request control of a shared screen from another presenter

Hosts and Presenters can request control of another attendees screen, but the request must be granted by the attendee; control cannot be taken without permission.

❖ Do one of the following:

• Click the Request Control button on the Share pod control strip.

• In the Attendee List pod, hover your mouse over the name of the attendee whose screen you want to control and from the pop-up menu, select Request Screen Share  .

If the request is accepted, a message informs you that you have been granted control of the screen. The Request Control button becomes a Release Control button. You can now take control of the shared screen.

Release control of a shared screen

❖ Click the Release Control button on the Share pod control strip (or in the notification window) to return control of the shared screen to the original presenter.

Preview your shared screen in the meeting room

When sharing an application, window, or desktop on your computer, you can select the Preview option to show the same view that participants see in their Share pod.

❖ Click the Pod Options button of the Share pod and select Preview In Pod While Screen Sharing, or click the Preview button . (When you are finished, click Preview again.)

Share content in the Share pod

The Share pod controls let hosts and presenters share content in various ways. You can display the pod at Full Screen size to make contents larger. You can enable attendees to toggle between Full Screen and Normal display size. You can choose to display changes in the presenter's pod to all attendees, so that the presenter can control the pod size for attendees. You can share content that is already loaded into the meeting room but is not currently displayed. When content is displayed in the Share pod, you can use a pointer to call attention to particular areas.

Change the content displayed in a Share pod

1) Click the Share button on the Share pod control strip.

2) Select My Computer Screen, Documents, or Whiteboards and, for Documents and Whiteboards, select the item you want to share from the submenu.

Display and enable the Full Screen mode

1) To display the Share pod at full screen size, click the Full Screen button in the Share pod control strip. Click the button again to return to normal display size.

2) To change the attendees' Share pod display size when you change your own, click the triangle next to the Full Screen button and select Enable Full Screen Toggle For Participants. (When this option is turned off, attendees control the size of their own Share pods.)

Note: *When you enable full screen mode, use Alt + Tab to go to the window that you want to share.*

Display changes in the presenter's Share pod to all participants

❖ Click the triangle next to the Full Screen button and select Presenter's Changes Affect Everybody from the submenu.

Turn off sharing but keep the Share pod open

❖ Click Stop Sharing on the Share pod control strip.

Redisplay Share pod content that was closed

❖ Do one of the following:

• Select Share > Documents or Share > Whiteboard from the control strip at the bottom of the Share pod, and select the shared document or whiteboard by name from the submenu.

• Select Pods > Share and select the Share pod by name from the submenu.

Use a pointer in a Share pod

❖ Do one of the following:

• Click the Pointer  on the Share pod control strip.

• Choose Show Pointer from the Share pod options menu.

Share presentations in the Share pod

For hosts or presenters who share a presentation in the Share pod, special controls are available for navigating and displaying the presentation. A presentation layout has the following areas:

Presentation The main part of the window, which displays the presentation slides.

Presentation sidebar An area on the right side (default location) of the browser window that shows the name of the presentation, the presenter information, and the Outline, Thumb, Notes, and Search tabs (if the tabs were included in presentation theme). If you cannot see the sidebar, click Show/Hide Sidebar  in the Presentation toolbar.

Presentation toolbar A control bar at the bottom of the presentation that gives you control over the presentation playback, audio, attachments, and screen size. This is visible to hosts only, unless a host chooses to display it to participants. (To see all presentation toolbar options, the presentation file should be loaded to the content library from Adobe Presenter. If you load the PowerPoint PPT file directly into the Share pod from your computer, not all presentation toolbar options are visible. You may also need to click Sync.)

Use the presentation Outline tab

Most presentations have an Outline tab on the sidebar. The Outline tab lists the title and duration of each slide. You can use the Outline tab to display information and to move to a specific slide in the presentation. The current slide is highlighted with a glow color, which you can change in the theme. You can choose to display the highlight outline to all attendees or to hosts and presenters only.

1) Click the Outline tab in the sidebar at the right.

2) To move to a slide in the presentation, click its title in the Outline tab.

3) To show the full slide title, move the pointer over the title.

View Presentation slide notes

When creating a presentation in PowerPoint, you can enter notes for individual slides. If any slide notes exist, they can be displayed in the presentation. Slide notes appear on the right side of the presentation window. You cannot change the size of the slide Notes tab.

❖ Click the Notes tab in the sidebar on the right side.

The complete notes text is displayed. The text is unformatted and cannot be edited directly on the tab.

Search for text in a presentation

1) Click the Search tab in the sidebar on the right side.

2) Type the text to search for directly into the text box.

3) Click Search .

4) Search results are displayed below the text box. Click any slide title in the results list to display that slide.

Presentation toolbar options

You can control the presentation appearance and playback by using the toolbar located at the bottom of the presentation. (To see all presentation toolbar options, the presentation file should be pre-loaded to the Content library from Adobe Presenter. If you load the PowerPoint PPT file directly into the Share pod from your computer, not all presentation toolbar options are visible. You may also need to click Sync.)

Play/Pause Pauses and resumes play of the current slide.

Back Moves to the previous slide in the presentation.

Forward Moves to the next slide in the presentation.

Slide progress bar Shows and controls the playback location within the current slide. The position marker moves as the slide plays. You can drag the marker arrow forward or back in the current slide to change your playback location. You can also click a specific location on the progress bar to move the slide marker position and slide playback there.

Current slide number Shows the number of the currently displayed slide and the total number of slides (for example, slide 2 of 10).

Status Shows the status of the current slide, such as Playing, Stopped, No audio, or Presentation complete.

Time Shows the current slide time and the total slide time as the slide plays (for example, 00.02/00.05).

Audio volume Shows the volume level that is set for the slide.

Attachments Displays a small window showing any attachments (for example, documents, spreadsheets, images, URLs) that have been added.

Show/Hide sidebar Shows or hides the sidebar.

Share a document

A host or presenter can share documents that have been uploaded to the Content library, or share documents directly from your computer.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the document is still part of the meeting room and can be displayed again. If you delete a Share pod, the document is deleted from the meeting room. (If it was uploaded as part of a pre-built LiveClicks meeting room for you, it is still available there.) To edit a shared document, you must edit the source document and reload it into the meeting.

Share documents from the Content library

A host or presenter can load presentations, SWF files, JPEG files, MP3 files, or FLV files from the Content library on the server into a Share pod in a meeting. In the Content library, you can select documents from a shared content folder or from a user folder, either your own or another user's. The Content library is available in the Acrobat Connect Pro Central application. (To access a user folder other than your own, the user must grant you View permission).

If you share a presentation, the Share pod displays controls for navigating the presentation.

Note: *You create presentations from PowerPoint presentations, using Adobe Presenter. Acrobat Connect Pro does not support progressive-scan JPEG files.*

1) Do one of the following:

• In the Share pod, click the Documents button.

• Select Pods > Share from the menu bar.

• Select Share > Documents from the control strip at the bottom of the Share pod.

2) Click Select From Content Library on the pop-up menu.

3) Select one of the following:

• Shared Content displays uploaded content that is available to all account holders with the appropriate permissions.

• User Content displays uploaded content in individual user folders. To view the content in another user's folder, you must have View permission from that user.

• My Content displays the uploaded content in your user folder.

• Uploaded Content displays the content that has been uploaded for the current meeting.

4) Select the document that you want to share, and click Open.

Share documents from your computer

You can load PPT, SWF, JPEG, MP3, or FLV files from your computer into a Share pod. The files are uploaded to the server. PPT files are converted to presentations.

1) Do one of the following:

• In the Share pod, click the Documents button.

• Select Pods > Share from the menu bar.

• Click Share on the control strip at the bottom of the pod.

2) Click Select From My Computer on the pop-up menu.

3) Select the document that you want to share and click Open.

The selected document appears in the Share pod. The document name appears in the title bar of the pod.

The document is added to the Uploaded Content folder associated with the meeting room in Acrobat Connect Pro Central. An Acrobat Connect Pro Central administrator can move the document to the Shared Content folder in the Content library to make the document available for other meetings.

Turn off display synchronization for documents

By default, Acrobat Connect Pro synchronizes display of documents so that attendees see the frame that the presenter sees. A host or presenter can use the Sync button to turn off synchronization so that attendees can move through presentations or FlashPaper documents at their own pace.

Note: *The Sync button appears only when you have multiframe content loaded in the Share pod.*

❖ In the Share pod window, with content loaded, click the Sync button (Sync is on by default). Controls for presentation playback appear at the right of the Share pod. Click the Sync button again to turn off synchronization

Share a whiteboard

A host or presenter (or a participant that has been given rights) can use a whiteboard to create collaborative text, drawings, and other annotations in a meeting.

Create and display a whiteboard

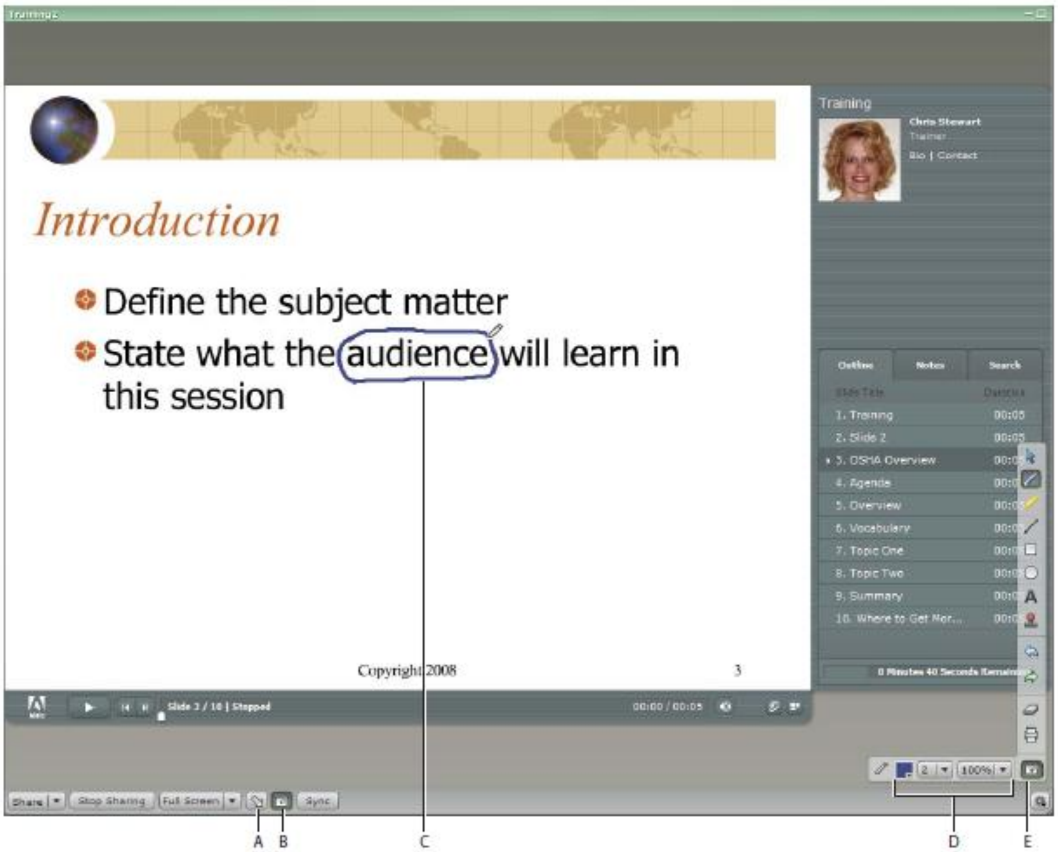
A whiteboard allows hosts or presenters to create text, lines, circles, squares, and other freehand drawings in real time during a meeting.

You can use a whiteboard in two different ways in a Share pod:

• A stand-alone whiteboard allows presenters to create content on a white background.

• An overlay whiteboard allows presenters to create content over an existing document in a Share pod, adding annotations to and drawing on the document. You can lay a whiteboard over presentations, JPG, SWF, FLV, and FlashPaper documents.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the whiteboard is still part of the meeting room and can be displayed again. If you delete a Share pod, the whiteboard is deleted.



Whiteboard overlay
***A.** Annotation added using the Pencil tool **B.** Pointer **C.** Show/Hide whiteboard overlay **D.** Whiteboard tool options **E.** Show/Hide white-board tools*

Create a stand-alone whiteboard in a blank Share pod

1) Do one of the following:

• In the Share pod, click the Whiteboard button.

• Select Pods > Share.

• Click Share on the control strip at the bottom of the Share pod.

2) Select New Whiteboard in the pop-up menu.

Add an overlay whiteboard in a Share pod

❖ With the document displayed in a Share pod, do one of the following:

• Click the Whiteboard button in the Share pod control strip.

• Click the Pod Options button the lower-right corner of the Share pod, and select Whiteboard Overlay.

• If you are sharing an application, in the upper-right corner of the window of the application, click the arrow next to the red Stop Sharing button and select Pause and Annotate.

• If you are sharing your entire desktop, click the Acrobat Connect Add-in icon in the system tray (Windows) or icon bar (Macintosh) and select Pause and Annotate.

Display an existing whiteboard

❖ Select Pods > Share > [name of whiteboard].

Clear a whiteboard

❖ Press Control+D or press Clear in the Whiteboard toolbar.

Navigate between multiple whiteboard pages

A stand-alone whiteboard is composed of multiple pages. If you need to present multiple whiteboard pages during a meeting, you can use the forward and back arrow buttons to move between pages.

The tools listed below are available to create text and drawings on the whiteboard.

1) Click the Whiteboard Toolbar button.

2) Do one of the following:

• Click the right-pointing arrow to display the next page.

• Click the left-pointing arrow to display the previous page.

Whiteboard drawing tools

The tools listed below are available to create text and drawings on the whiteboard.

Note: *If your Share pod is very small, all of the whiteboard tools may not be visible. Enlarge the height of the Share pod to see all tools.*

Selection tool Selects a shape or area of the whiteboard. Click a shape to select it. Drag on the whiteboard or content to create a selection rectangle that selects all the shapes within the rectangle. The selection rectangle has eight control points for resizing the selected shape or shapes. Shift-drag a corner control point to maintain the aspect ratio when you resize. Select and drag a shape to move it. To add a shape to the selection, Shift-click the shape.

Pencil tool Creates a free-form line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

Marker tool Creates a free-form thick marker line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

Line tool Draws a straight line between two points. You can customize stroke color and stroke weight by using the color picker and line width pop-up menu at the lower part of the Whiteboard pod. You can create arrows by using the arrow buttons at the lower part of the Whiteboard pod. Holding down the Shift key while drawing makes the line snap every 45 degrees.

Rectangle tool Creates square and rectangle shapes. You can customize stroke color, fill color, and stroke weight by using the color picker and the stroke weight pop-up menu. You can use No Fill as a setting for stroke color and fill color; however, you cannot use No Fill for both stroke color and fill color. Drag to expand the shape. Hold down the Shift key while drawing to make the rectangle a square.

Ellipse tool Creates circle and ellipse shapes. You can customize stroke color, fill color, and stroke weight by using the color picker and stroke weight pop-up menu. Drag to expand the shape. Hold down the Shift key while drawing to make the ellipse a circle.

Text tool Creates a floating multiline text field. You can customize fill color, font face, and font size by using the color picker, font pop-up menu, and font size pop-up menu. Drag to create a text area where you can type.

Stamper tool Leaves a Check Mark, Arrow, Star, or Cross on the screen. An arrow is the default stamp. You can change the stamp image by clicking the arrow, star, checkmark, and cross buttons. You can customize image color and shape size by using the color picker and size pop-up menu.

Undo Undoes the previous action. You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the whiteboard, and changing a shape's property. There is no limit to the number of times that you can perform this operation in the pod.

Redo Repeats the previous action.

Clear Deletes everything on the whiteboard.

Print Prints the contents of a whiteboard.

Upload and manage files using the File Share pod

Hosts and presenters (and participants that have been given rights) can upload files to share with meeting attendees from their computers. Meeting participants cannot upload files; however, the host can change the participants' status to allow them to upload files. Participants who want to upload files should ask the host to change their attendee role or to grant enhanced rights for the File Share pod.

Upload a file

1) If you do not have a File Share pod in your meeting room, click Pods > File Share > New File Share Pod.

2) Click Upload File.

3) Click Select From My Computer and in the Browse Content window, navigate to the folder that contains the file.

4) Select the file and click Open.

Download a file

Meeting attendees can download files from the File Share pod to their computers.

1) In the File Share pod, select the file to download.

2) Select Save to My Computer.

A browser window opens, with the Save to My Computer dialog box.

3) Click the Click to Download button.

4) Click Save.

5) Navigate to the desired location and click Save.

6) When the downloading process is complete, click Close.

7) Close the browser window that opened in step 2.

Rename a file

This operation changes only the label that appears in the File Share pod; it doesn't change the actual filename.

1) In the File Share pod, select the file that you want to rename.

2) In the lower-right corner, click the Pod Options button .

3) From the pop-up menu, select Rename Selected.

4) Type the new name in the Name box and click OK.

Remove a file

1) In the File Share pod, select the file that you want to remove.

2) In the lower-right corner, click the Pod Options button .

3) From the pop-up menu, select Remove Selected.

Display web pages to attendees

During meetings, hosts or presenters may want participants to view websites. You can use the Web Links pod to force attendees' browsers to open a designated URL.

Add a new web link

1) If you do not have a Web Links pod in your meeting room, click Pods > Web Links > New Web Links Pod. (It is not necessary to type text in the Browse To box; the text is not carried over to the URL name and path boxes in the next step.)

2) Click the Pod Options button in the lower-right corner.

3) Select Add Link.

4) Type the URL name and URL path in the text boxes.

5) Click OK.

Display a web link to all attendees

1) Select a link in the Web Links pod, or enter a URL in the Browse To box.

2) Click Browse To.

On your screen and each attendee's individual screen, the URL opens in a new instance of the web browser.

Rename a web link

1) Select a URL name in the Web Links pod.

2) Click the Pod Options button in the lower-right corner.

3) Select Rename Selected Link from the pop-up menu.

4) Type the new name in the URL Name box.

5) Click OK.

Remove a web link

1) Select a link in the Web Links pod.

2) Click the Pod Options button in the lower-right corner.

3) Select Remove Selected from the pop-up menu.

Taking notes in a meeting

Hosts and presenters use a Note pod to take meeting notes that all attendees can see. It remains visible in a Note pod throughout the meeting or until a presenter edits the note or displays a different note. A host can remove the Note pod from view, or switch to a different room layout that does not contain that Note pod.

A new meeting created from the Default Meeting Template contains three layouts. Each layout contains an instance of the same Note pod. When you type a message in the Note pod of one layout, the same text appears in all three layouts. With the New Note Pod option, you can create a single instance of a Note pod that appears in only one layout.

You can use the Note pod in several ways:

• Create a single, persistent note that is visible to attendees during the entire meeting.

• Create multiple notes in a single pod.

• Create multiple Note pods to display different notes.

You can also e-mail the contents of a note pod.

Create a Note pod

A host can create and display multiple Note pods, each with its own text. You can use different Note pods for different layouts and meetings. When you create a Note pod, it is assigned a default name, such as Note 1, Note 2, and so on. You can rename, move, and resize the Note pod after it is created.

❖ From the menu bar at the top of the Stage, select Pods > Note > New Note pod, or choose New Note from the Note pod options menu.

Add a note to a Note pod

1) As a host or presenter, click anywhere inside the Note pod.

2) Type the text that you want to appear in the Note pod.

Create multiple notes in a Note pod

A host or presenter can create more than one note in a Note pod, and choose which note to display.

1) Click the Pod Options button in the lower-right corner.

2) Select New Note from the pop-up menu.

3) Type note text.

4) Click the Pod Options button .

5) Select the Select Note option.

6) Select the name of the note that you want to display from the pop-up menu.

Edit note text

A host or presenter can edit the text in a Note pod (all changes are immediately visible to attendees). All the text in a pod uses the same formatting.

1) Click anywhere inside the Note pod containing the text that you want to edit.

2) Modify the text.

3) To change the size of the text, click the Pod Options button in the lower-right corner of the Note pod, and then select Text Size. Select a text size.

4) To change the alignment of the text, click the Pod Options button in the lower-right corner of the Note pod and choose an alignment option: left, center, or right.

Rename a note

When a host or presenter creates a note, it is assigned a default name, such as Note 1 or Note 2. If you are a host, you can rename a note.

❖ Do one of the following:

• Double-click the note name in the pod and enter a new one.

• In the menu bar, click Pods > Organize Pods. Select the name of the Note pod that you want to change, click Rename, and type a new name.

Delete a note

1) Click Pods > Organize Pods.

2) Select the name of the note that you want to delete.

3) Click Delete.

4) Click Done.

E-mail the contents of a Note pod

Hosts can e-mail the contents of a Note pod. (The Acrobat Connect Add-in must be installed to use this option.)

1) Click the Pod Options button in the lower-right corner.

2) Select Email Note.

Chat and Q&A in meetings

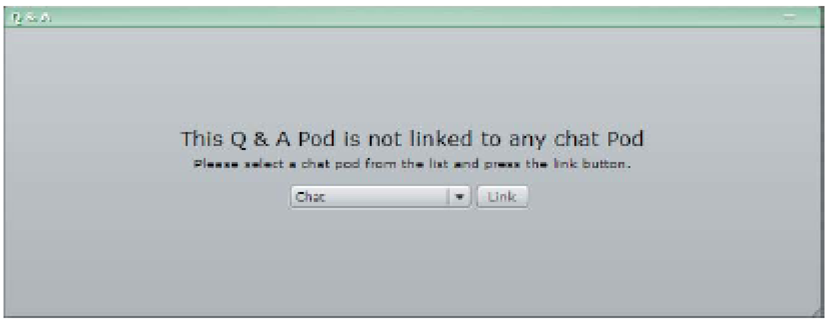
You can communicate with other attendees while a meeting is in progress, using a Chat pod. If you have a question and do not want to disturb the meeting flow, or if you cannot speak in a meeting because sound is not enabled on your computer, you can send a chat message to the presenters or to another meeting participant. For example, when you first enter a meeting room, you can introduce yourself by sending a chat message to everyone in the room.

As a presenter, you can use more than one Chat pod simultaneously. Chat pods can be set to display content to everyone or to presenters (and hosts) only.

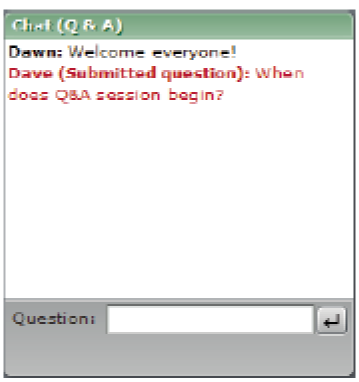
In the Chat pod, messages appear as they are submitted, and are listed sequentially in the pod. Questions and answers are not linked, and they can appear in different locations on the list in the Chat pod. Presenters can allow participants to conduct private chats, to clear a chat, and to turn off chat notifications.

Chat pod content is persistent, and remains in a meeting room until deleted. If you want to preserve Chat pod content for future use, you can e-mail the content.

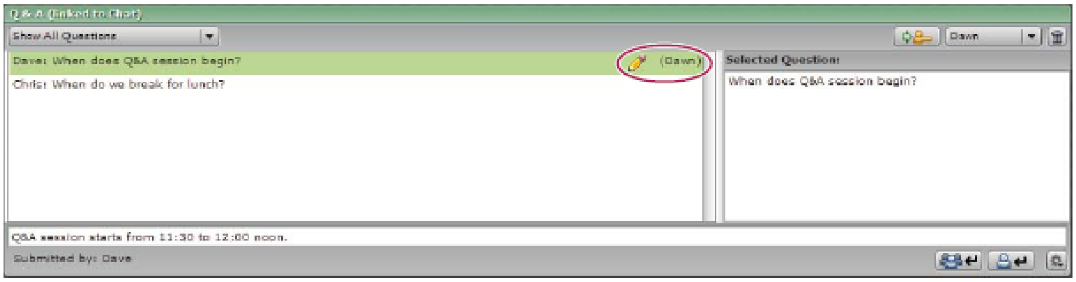
You can use a Q & A pod to answer questions posed by attendees. The Q & A pod is linked to the Chat pod. When an attendee asks a question in the Chat pod, a presenter can answer in the linked Q & A pod. When a presenter answers a question, the question and answer appear as pairs in the Chat pod.



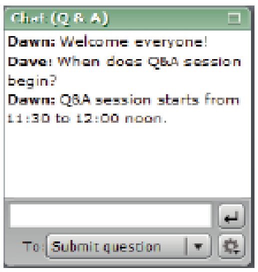
A host or presenter links the Q & A pod to the Chat pod



A participant submits a question in the Chat (Q & A) pod



The presenter selects a question and answers from the linked Q & A pod



The question and answer appear as a pair in the Chat pod

Send a chat message

Use the Chat pod to compose a chat message and address it to a specific participant, to all presenters at the meeting, or to all attendees.

When you receive a chat message from a meeting participant, your Chat pod shows the sender's name and the message. If the message was sent to everyone, the sender's name is followed by the message. If the message was sent only to you, the sender's name is followed by "(privately)". If the message was sent only to the presenters, the sender's name is followed by "(presenters)."

1) Select one of the following options from the pop-up menu at the bottom of the Chat pod:

• The name of a participant to whom you want to send a message

• Presenters

• Everyone

• Submit Question (available if a Q & A pod is linked to the Chat pod)

2) Click the text box in the Chat pod.

3) Enter your message.

4) Do one of the following:

• Click Send Message  next to the text box.

• Press Enter or Return.

Your name, the addressee name, and your message appear in the Chat pod.

Disable private chat between participants

By default, two participants can chat privately. As a host, you can disable this option and prevent private chat.

When an empty Chat pod is required in a meeting, a host or presenter can clear all messages for all attendees.

1) Click the Pod Options button in the lower-right corner of the Chat pod.

2) Click Enable Private Chat For Participants to disable the option. A check mark indicates when the option is enabled.

Note: *This option is not available if the Chat pod is linked to a Q & A pod.*

Clear messages from a Chat pod

1) Click the Pod Options button in the lower-right corner of the Chat pod.

2) Select Clear Chat.

Use chat notifications

If you are a host or presenter and you are using the Acrobat Connect Add-in, chat notifications let you communicate with your audience while you are presenting and the meeting window is minimized or maximized to full-screen, concealing the Chat pod. If an attendee sends you a message while you are presenting in full screen or screen sharing mode, a notification appears in the lower-right corner of the screen. You can see the sender's name and the first few words of the message in the notification window. By default, Chat Notifications is enabled. If you don't want notifications to be shown while you are presenting, you can disable them.

1) Click the Pod Options button in the lower-right corner of the Chat pod.

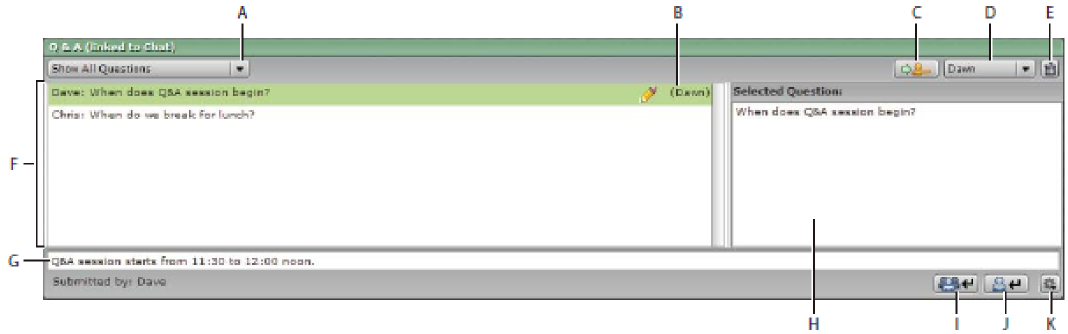
2) Select Chat Notification Options > Disable.

Note: *This option is not available if the Chat pod is linked to a Q & A pod.*

Moderating questions with the Q&A pod

If you are a host or presenter, the Q & A pod gives you additional control for managing questions and answers during a meeting. Using this pod, you can redirect a question to the appropriate presenter and place questions in a queue until you are ready to answer them.

To manage the question queue, you can apply a filter, so that you see certain questions while hiding others. You can select and edit a question, enter your reply, and send the answer either to all participants or just the sender. Questions and answers appear as pairs in the Chat (Q & A) pod.



A. Filter options B. Person answering C. Forward D. Presenter list E. Delete question F. Incoming message list G. Answer text box H. Preview pane I. Answer question to everyone J. Answer question to submitter only K. Pod Options

Following are examples of when a Q & A pod is useful:

• During a large meeting, questions are added to a queue on the Q & A pod while the speaker presents. After completing the presentation, the speaker reviews the messages, applies a filter, and begins answering the questions.

• A meeting moderator answers logistical questions but forwards technical inquiries to an engineer, who is presenting.

• A meeting moderator returns certain replies to the sender only. Replies that are relevant to all attendees are sent to everyone in the meeting.

Add a Q&A pod and link it to a Chat pod

If you are a host or presenter, you can add a Q & A pod to a meeting room with an existing Chat pod. You must create a link between the two pods. After the two pods are linked, "(Q & A)" is added to the name of the Chat pod. In Q & A mode, participants can send messages only to the presenters. There can be only one Q & A pod in a meeting room.

1) If the Presenter Only area is not displayed on your screen, click Present > Show Presenter Only Area.

2) Click Pod s > Q & A.

3) In the Q & A pod, select the name of the Chat pod that you want to link to from the pop-up menu.

4) Click Link.

The Chat pod is linked to the Q & A pod and (Q & A) is displayed in the Chat pod name.

Submit a question in the Chat pod

1) From the pop-up menu at the bottom of the Chat pod, select Submit Question (this option is available only if a Q & A pod is linked to the Chat pod).

2) Enter your message in the text box, and click the Send Message (arrow) button, or press Return.

Answer questions using the Q&A pod

1) Select a question from the Incoming Messages list.

The question is highlighted and a duplicate of the question appears in the Preview pane so that you can edit it if necessary.

2) (Optional) Edit the question in the Preview pane.

3) Type your answer in the text box at the bottom of the pod.

4) Click one of the following buttons in the lower-right corner of the Q & A pod:

Answer question to everyone Sends the answer to all meeting attendees.

Answer question to submitter only Sends the answer only to the attendee who sent the question. When a question is sent, it is deleted from the Incoming Messages list and appears in the Chat pod in the "Answered Questions" list.

Manage your questions with filters

If you are a host or presenter, you can add a filter to the queue of questions in a Q & A pod so that you can see certain questions while hiding others. You can also forward a question to another presenter to answer.

1) Click the pop-up menu in the upper-left corner of the Q & A pod.

2) Select a filter from the following list:

Show All Questions Displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared.

Show My Questions Displays only the questions that have been assigned to you.

Show Open Questions Displays all unanswered questions not assigned to anyone.

Show Answered Questions Displays all questions that have been answered.

Forward a question to another presenter

You can forward a question to another presenter to answer.

1) Select the question from the Incoming Messages list.

The question is highlighted, and a duplicate of the question appears in the Preview pane.

2) Select a presenter name from the pop-up menu.

3) Click the Forward Question To Selected Presenter button.

Mark a question as open

1) In the Q & A pod, from the Incoming Messages list, select an unanswered question.

2) Click the Pod Options button in the lower-right corner.

3) Select Mark as Open.

Delete questions

1) In the Q & A pod, from the Incoming Messages list, select a question.

2) Click the Pod Options button in the lower-right corner.

3) Select Delete Question or Delete All Questions.

Show the submitter name or presenter name in front of the question or answer

1) In the Q & A pod, click the Pod Options button in the lower-right corner.

2) Select one of the following options:

• Show submitter name with answered question.

• Show presenter name with answered question.

E-mail the contents of a Chat or Q&A pod

❖ Do one of the following:

• In the Chat pod, click the Pod Options button in the lower-right corner and select Email Chat History.

• In the Q&A pod, click the Pod Options button in the lower-right corner and select Email All Questions.

Polling attendees

Hosts can use the Poll pod to create questions, or *polls*, for participants and to view the results. Only hosts can control poll management and how polls appear to meeting participants. Hosts can also cast votes.

Polls are useful during a meeting if you want instant feedback on what is being presented. Polls can also be used at the end of a meeting to find out if participants felt the meeting, content, and presenters were high-quality.

Ask participants to respond to a poll

1) If the Poll pod is not displayed, click the Pods menu and select Poll > New Poll Pod.

2) Enter a question into the Poll pod and click Open Poll.

Close the answer period for a poll

❖ At the bottom of the Poll pod, click Close Poll. (Results are sent to the application server).

Edit a poll

1) Click Prepare in the lower-left corner of the Poll pod.

2) Edit the text.

3) Click Open Poll.

View poll results

As a host or presenter, you can view poll results. These results are updated in real time as participants continue to cast or change their votes.

1) Click the Pod Options button in the lower-right corner of the Poll pod.

2) Select Results Settings and choose an option.

The participant names and responses appear in the Poll pod. Only you, the host, can see these results.

Show poll results to participants

❖ Do one of the following:

• Click the Pod Options button in the lower-right corner of the Poll pod and select Broadcast Results from the pop-up menu.

• Scroll to the bottom of the main area and select the checkbox next to Broadcast Results.

The poll responses appear to all meeting participants.

Note: *This option appears only when the pod is not being edited.*

Navigate among polls

You can create multiple polls and navigate among them quickly and easily.

1) Click the Pod Options button in the lower-right corner of the Poll pod.

2) Choose Select Poll and select a poll name.

Clear poll answers

1) Click the Pod Options button in the lower-right corner of the Poll pod.

2) Select Clear All Answers from the pop-up menu.

Creating and managing breakout rooms

Breakout rooms are sub rooms that can be created within a meeting or training session. They are useful for splitting a large group into smaller groups that can talk or collaborate. Breakout rooms can be used in meetings and training sessions that have 50 or fewer people and hosts can create up to 5 breakout rooms for a single meeting or training session.

For example, if you have 20 people in a session, you could create 4 breakout rooms and move 5 attendees to each room. In the breakout rooms, the attendees can speak to each other (depending on the audio configuration), use the Chat pod, collaborate on a whiteboard, and share their screens. The host can visit all of the breakout rooms to assist and answer questions. When work in the breakout rooms is complete, the host can end the breakout session and return attendees to the main room. Hosts are able to share what happened in the breakout rooms with everyone. If necessary, the host can return attendees to their same breakout rooms. If you use the room again, you can also reuse the breakout room layout and content. (However, the assignment of attendees to breakout rooms is not retained.)

Audio in breakout rooms

If you so choose, manually configure your telephony breakouts (using private audio bridges) to match the online breakout rooms.

About breakout room layouts

Hosts can use the default breakout room layout or design a new layout to use specifically with breakout rooms. Create a custom breakout room layout if you want to do preparatory work before sending content and people to breakout rooms. This can help meetings go faster and be better organized.

The layout being used in the meeting or training session when you click the Begin Breakouts button is the layout that is reproduced in all breakout rooms. For example, if layout 1 is active and you begin breakouts with three rooms, those 3 rooms use layout 1. If you change the meeting or training session to layout 2 and add breakout room 4, then breakout room 4 uses layout 2.

There are cases where you may want to have different layouts for different breakout rooms. For example, you want attendees in different breakout rooms to do different exercises that require specific layouts or if you have different content for each room that requires certain layouts. In this case, you create separate layouts for the breakout rooms and ensure that the desired layout is active when you click Begin Breakouts.

If you just want different content in each breakout room, but do not require different layouts, you can prepare the rooms before attendees join the meeting or training session. Start the meeting or training session and configure the number of breakout rooms required. Click Begin Breakouts and move yourself from room to room loading the required content into each Share pod. Then, end breakouts. When attendees join and you click Begin Breakouts again (after assigning attendees to rooms), the content is ready. If necessary, you can also alter the layout and add content to breakout rooms during a meeting. After the meeting or training session starts, click Begin Breakouts, and move yourself from room to room, altering the layout and adding content. Attendees in the different breakout rooms can see your changes as you make them.

Define breakout rooms and assign members

While in a meeting or training session, hosts can create breakout rooms and send attendees into the rooms.

1) In a meeting or training session, do one of the following:

• Click Create Breakouts in the lower-right corner of the meeting room.

• Click Create Breakouts in the Attendee List pod.

• In the menu bar at the top of the meeting room, click Meeting > Create Breakouts.

For the host who created breakout rooms, the Breakout Rooms pod appears on the screen. Other hosts, presenters, and participants cannot see the Breakout Rooms pod.

2) In the Breakout Rooms pod, three breakout rooms are available by default; click Add Breakout until you have the number of rooms you want (the maximum available is 5). For example, if you have 20 attendees, you could create four breakout rooms that could each hold 5 attendees.

3) Do one of the following:

• Assign attendees to breakout rooms manually. Select an attendee name in the list (use control-click or shift-click to select multiple attendees), click Assign, and select one of the breakout rooms you created in step 2.

• Assign attendees to breakout rooms automatically. Click Assign and select Evenly Distribute From Main. All attendees in the main room are evenly assigned to the breakout rooms available. Attendees previously assigned to different breakout rooms remain where they were assigned.

4) (Optional) To move an attendee after assigning them to a room, select their name in the list, click Assign, and select a different breakout room.

5) (Optional) To create another breakout room, click Add Breakout.

6) (Optional) To remove a breakout room, click next to the room in the Breakout Rooms pod. (All of the pods and content from the breakout room are also removed.) The numbering of all subsequent rooms is adjusted to ensure continuity.

7) (Optional) To remove all rooms and save the pods, such as Whiteboard or Chat, created within the rooms, click the pod options button and select Clear All Rooms. The pods are saved under the Breakout Pods menu option. Numbering of any subsequently created rooms continues from the number of the last created room.

8) (Optional) To remove all breakout rooms, the breakout room pods, and pods saved under the Breakout Pods menu option, click the Pod Options button and select Reset Rooms. This also resets room numbering.

Begin a breakout session

After creating breakout rooms and assigning attendees to rooms, you begin the breakout session.

Note: *To hide the Breakout Rooms pod, click Hide Breakout Configurator.*

1) In a meeting or training session, define breakout rooms, and assign attendees to the rooms.

2) Click Begin Breakouts.

Attendees are placed in the breakout rooms to which they were assigned. The Begin Breakouts button changes color to green and reads Breakouts Active.

Note: *When attendees are placed in breakout rooms, they are automatically assigned the role of presenter. This gives them all presenter rights such as sharing their voice, sharing content in the Share pod, modifying whiteboards, and adding text to the Note pod. When attendees are returned to the main room, they revert to their prior status.*

Visiting breakout rooms

When breakout rooms are in use, hosts can visit different rooms, including the main room. You can determine what room you are in currently by looking in the Breakout Rooms pod for the room name highlighted in green or look for the room name at the bottom middle of the screen.

❖ To visit another breakout room or the main room, click the name of the room in the Breakout Rooms pod.

Send a message to all attendees in breakout rooms

When you have attendees in breakout rooms, you can send a text notification to everyone at once. This can be useful if you have noticed one or more rooms have a similar question. It is also a good practice to send attendees in breakout rooms a warning message a few minutes before ending breakout sessions and returning them to the main room. This allows attendees to finish speaking, loading files, and working on the whiteboard before a breakout sessions ends.

1) From the main room or a breakout room, type a message in the box next to the megaphone  .

2) To send the message, click the megaphone  .

All attendees in all rooms see the message in a colored dialog box at the top-right corner of the meeting room.

Communicate in breakout rooms using the Attendee List

For example, ask a question and ask the attendees to respond by using the status options Agree or Disagree.

Either with or without the Host present, use the options and emoticons in the Attendee List to communicate with others. For example, ask a question and ask the attendees to respond by using the status options Agree or Disagree.

Conduct a poll in a breakout rooms

Hosts can conduct separate polls in each individual breakout room by placing themselves in the room and opening a Poll pod. A new Poll pod must be opened in each breakout room.

Asking and answering questions in breakout rooms

Attendees in breakout rooms can ask the host a question at any time, whether the host is in their breakout room or not.

❖ Attendees do one of the following:

• If the host is in the breakout room and the Chat pod is available, send a chat message to Host Only. The host can then use the Chat pod to respond to the attendee only or to everyone.

• If the host is in the breakout room, use the audio provided to ask the host a question.

• If the host is not in the breakout room, type a message in box next to Contact Host and then click Contact Host . The question appears to the host in a small message box with the attendee's name. The host can respond by clicking the name of the breakout room in the message box, entering the breakout room, and using the Chat pod to respond to the questioner.

Note: *Messages sent through the Contact Host method go to all hosts in the meeting or virtual classroom.*

Chatting in breakout rooms

If the Chat pod is available in the breakout room, use chat to communicate with others in your room only. You cannot chat with attendees in different breakout rooms.

End a breakout session

Only hosts can end a breakout session. When breakout rooms are closed, all attendees are returned to the main meeting room.

❖ Click Breakouts Active.

The Breakout Rooms pod is closed.

Note: *If you click Breakouts Active to end a breakout session, attendee assignments to breakout rooms are preserved. This enables you to click Begin Breakouts again in the same meeting or training session and return attendees to the exact breakout rooms they were in earlier. If you use the Return All To Main Meeting Room option, all information about attendee breakout room assignments is deleted.*

Share breakout room content in main room

After ending a breakout session and returning all attendees to the main room, hosts can share the contents of a single breakout room with everyone in the main room.

1) In the main room, click Pods > Breakout Pods.

2) Select an individual breakout room name and then select Attendee List, Chat, Share, or Whiteboard.

The selected content appears in a new floating pod. The contents are View Only and cannot be changed or edited.

3) (Optional) Make the new pod larger by clicking Full Screen or dragging the boundaries of the pod.

4) (Optional) If you are sharing a Whiteboard, you can click Point er to make a small pointer appear that you control with your mouse. (To close the pointer, click again.)

Re-open closed breakout rooms

After ending a breakout session, you can return attendees to the breakout rooms again. The configuration of rooms and assigned users remains in place for the entire meeting.

Note: *Breakout Rooms pods remain available on the pods menu forever (just like all other pods), unless you select the Reset Rooms option.*

1) Click Create Breakouts .

2) (Optional) Make changes, such as adding a room, deleting a room, or moving attendees into different rooms.

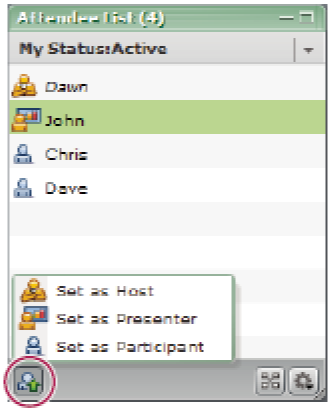
3) Click Begin Breakouts.

3. Managing attendees

Communicate with attendees using the Attendee List pod

From the Attendee List pod, everyone can quickly see who is logged in to a meeting. Hosts and presenters can monitor name, role, and status. If audio conference calling is enabled, attendees can view status and dial out to enter the phone conference.

The Attendee List pod also provides different communication options. Attendees can communicate using emoticons to raise their hand, agree or disagree to a question from the speaker, and even ask the speaker to raise or lower their voice. Also, directly in the Attendee List pod, hosts can grant attendees microphone rights to speak and request control of another attendee’s screen.



Using the Attendee List pod to monitor names, roles, and conference call status

Change attendee status

By default, participant status is blank in the Attendee List pod. However, participants can change their own status. When a participant selects a status, an icon appears to the right of the participant's name. Participants can clear their status at any time during a meeting.

The following table lists the status name, icon, and amount of time the status appears.

Attendee status	Icon	Duration
Raise Hand		Remains displayed until attendee or host clears
Agree		Remains displayed until attendee or host clears
Disagree		Remains displayed until attendee or host clears
Step Away		Remains displayed until attendee clears
Speak Louder		10 seconds
Speak Softer		10 seconds
Speed Up		10 seconds
Slow Down		10 seconds
Laughter		10 seconds
Applause		10 seconds

Change your status (participant)

When you select the Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter, and Applause statuses, the icon for the status shows in the Attendee List pod for 10 seconds. The Raise Hand, Agree, and Disagree status icons remain visible until you or the host remove them manually. The Stepped Away status icon can only be removed by an attendee themselves.

1) Do one of the following:

• Click the My Status bar at the top of the Attendee List pod.

• Click the Status Options  menu in the lower-left corner of the meeting or training session.

2) Select the status you want to show to all attendees.

Note: *If you select the Raise Hand status and then select another status, the second status appears over the Raise Hand status blocking it from view.*

Clear a participant's status (host and presenter)

1) Select a participant name.

2) Click the Pod Options button  in the lower-right corner of the Attendee List pod.

3) Select Clear User Status.

Clear all statuses

1) Click the Pod Options button in the lower-right corner of the Attendee List pod.

2) Select Clear Everyone's Status.

View attendee connection status

A group of bars, like the bars indicating signal strength on a mobile device, can appear next to an attendee name in the Attendee List pod to indicate an attendee's connection status. (This option is off by default.)

When the attendee's connection falls below the current meeting room bandwidth, the number of bars in the icon decreases. Hosts can configure the network connection status indicators to be on or off any time during a meeting.

1) In the menu bar, select Meeting > Room Performance And Appearance > Optimize Room Bandwidth.

2) Select DSL/Cable or LAN.

3) Click the Pod Options button in the lower-right corner of the Attendee List pod.

4) Select Show Connection Status from the pop-up menu.

The network connection status is shown for all attendees that have a bandwidth set lower than room bandwidth you selected in step 2. For example, if the room bandwidth is set to DSL/Cable, connection status is shown for attendees with a connection speed set to Modem. (Attendees can set their connection speed by clicking Meeting > Manage My Settings > My Connection Speed.)

View or change an attendee's role

A host can change the role of any attendee in the Attendee List pod, promoting and demoting attendees as necessary. As a host, you can also change your own role. You can demote yourself to a presenter or participant role, so that you can see what attendees with other roles are seeing in the meeting room. Although you can demote yourself in the Attendee List pod, you cannot promote yourself; instead, use the Present menu. (The Present menu is visible to a demoted presenter or participant only if they initially joined the meeting as a host.)

View information about an attendee

As a host, you can obtain information about an attendee, such as attendee's full name, meeting role, audio conference status, connection status, and enhanced rights, directly from the Attendee List hover menu.

The icon of the attendee changes on all attendees' screens and attendee names are resorted in the list according to role.

1) In the Attendee List pod, move the pointer over an attendee name.

2) On the hover menu that displays, move the pointer over the attendee name.

Change an attendee's role

1) In the Attendee List pod, select the name of the attendee whose role you want to change.

2) Click Set User Role in the lower-left corner of the Attendee List pod.

3) From the pop-up menu, select the role to give to the selected attendee: Participant, Presenter, or Host.

The icon of the attendee changes on all attendees' screens and attendee names are resorted in the list according to role.

Change your own role (host)

1) If you are a host, click the Present menu at the top of the meeting room window.

2) Select one of the following:

• Make Me a Participant.

• Make Me a Presenter.

• Make Me a Host.

Remove an attendee from a meeting

1) In the Attendee List pod, select the name of the attendee to remove.

2) Click the Pod Options button  in the lower-right corner of the Attendee List pod.

3) Select Remove Selected User from the pop-up menu.

Assign enhanced participant rights

Hosts can change the rights of a participant to give them control over selected pods. This enhances a participant's rights without promoting the participant to the presenter or host role.

1) Select the name of a participant from the Attendee List pod. To change the rights for multiple participants, select multiple names.

2) Click the Pod Options button in the Attendee List pod.

3) Select Change Enhanced Participant Rights.

4) In the dialog box, select the pods that you want the participant to control.

5) Click OK.

Ask or answer a question during a training session or meeting

Some hosts and presenters use the Acrobat Connect Pro emoticons and to ask attendees questions during a training session or meeting. For example, a host asks a question, multiple attendees raise their hand using the emoticons, the host gives voice rights to the topmost raised hand in the Attendee List, and the attendee answers the question.

When you select the Raise Hand emoticon, your name is moved to the top of the Attendee List. If multiple attendees raise their hand at close to the same time, the person who raised their hand first appears at the top of the list, then the second person, and so on.

1) In a training session or meeting, click Raise Hand in the raise hand toolbar.

The raised hand emoticon now appears next to your name in the Attendee List. All attendees can see the emoticon

Note: *If you select another status, such as Agree, the new emoticon covers the raise hand emoticon in the Attendee List.*

2) (Optional) Before a host or presenter accepts or declines your raised hand, you can lower your hand yourself by clicking Raise Hand again. This can be useful, for example, if a question is asked, you raise your hand to answer, but another attendee is selected to answer the question.

3) One of the following occurs:

• The host or presenter declines your raised hand and you receive a message.

• The host or presenter accepts your raised hand and you are given speaking rights. Alternatively, in the audio notification message you receive from the host, click Speak Now and begin talking using telephony. (If you decline the notification message or do not accept within 8 seconds, the notification message disappears.) When you are finished speaking, the host or presenter can revoke your speaking rights.

4) (Optional) If you are speaking and want to share your computer screen, ask the Host or Presenter to give you screen sharing rights. This can help you clarify a question you are asking or enable you to provide extra information to the group. When you are finished screen sharing, you press Stop Sharing.