Adobe Connect technical guide

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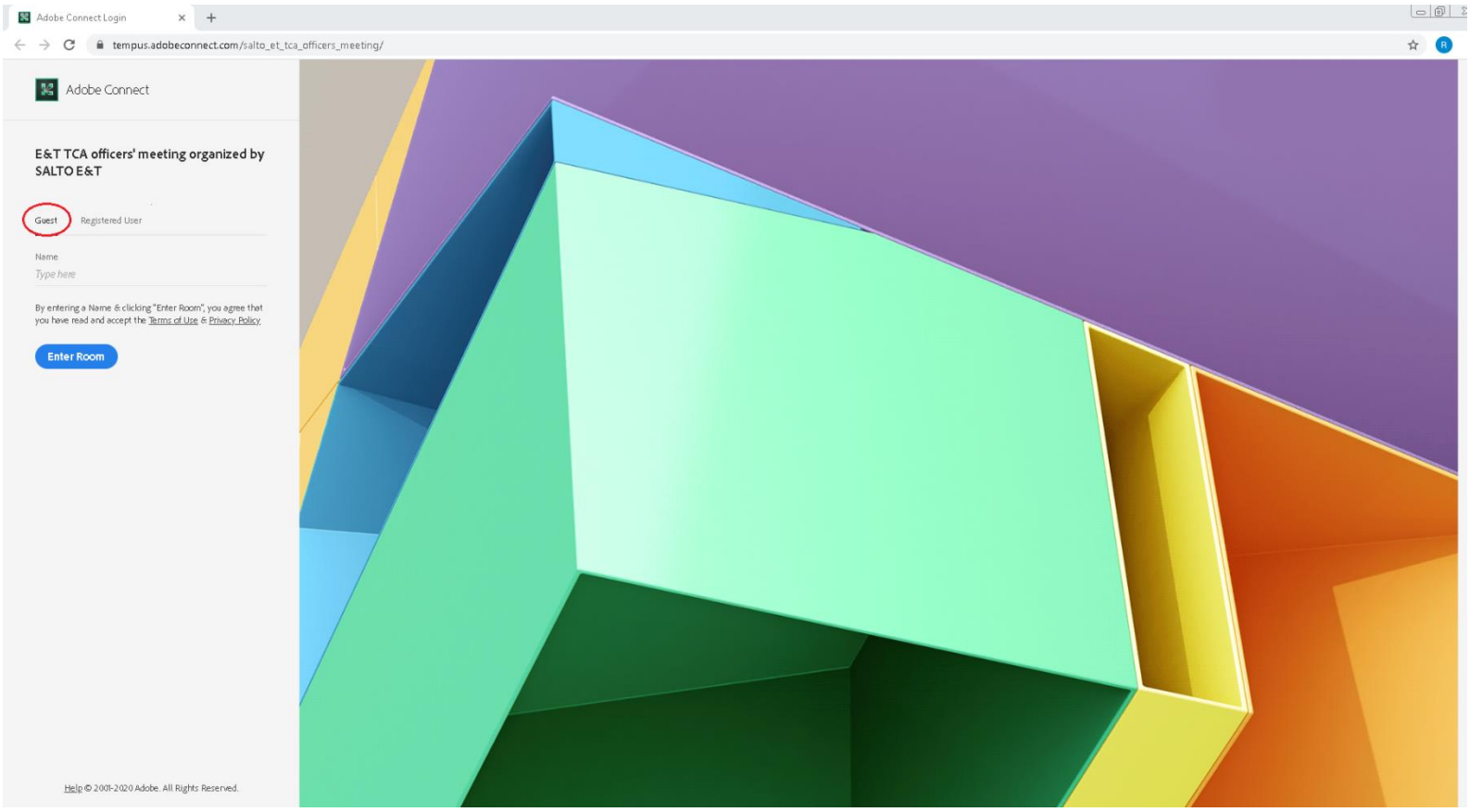
To participate in a meeting, **you must have** a **Flash-enabled browser or** the **Adobe Connect application** for desktop.

Some practical advice to use the program:

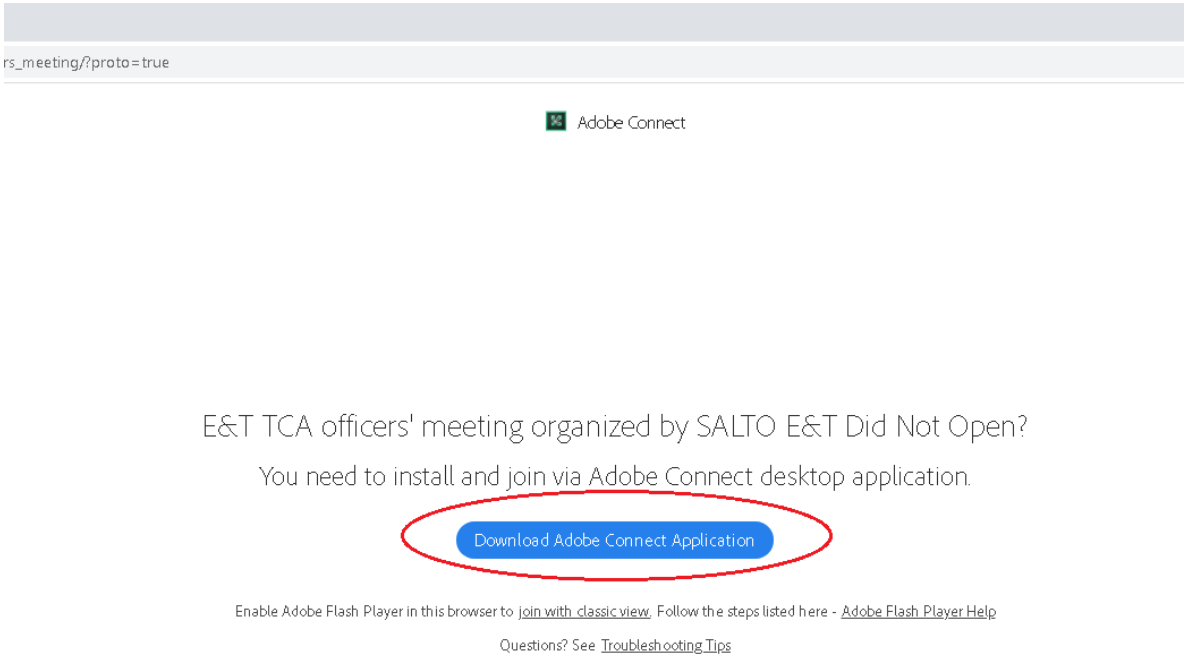
1. You need strong and stable internet connection.
2. If your connection is weak, it may help if you pause or turn off your camera.
3. If your connection is weak, or you cannot use your mic or camera (This option is available only if the Host has enabled microphone and camera rights for participants.) it may help if you try to reconnect to the meeting.
4. If you are unable to connect or install the application, please contact your IT colleagues for assistance.

Join the meeting on the first time (if you do not have Adobe Connect application)

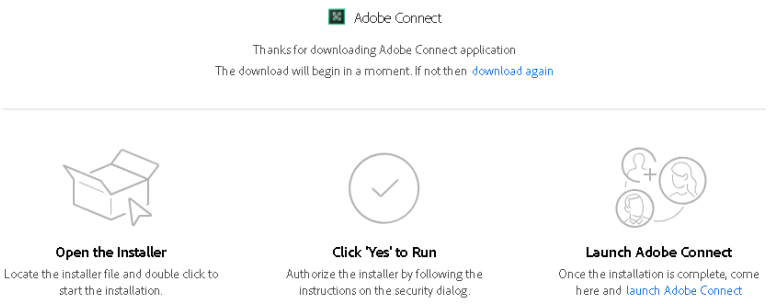
1. **Click on the link** in the email.
2. If a **pop-up window** comes up: **windows system security**, where it asks for credentials, you can **click ok without filling in**.
3. The **meeting room website** will appear.
4. On this page, **enter your full names under Guest**, then press **Enter room**:



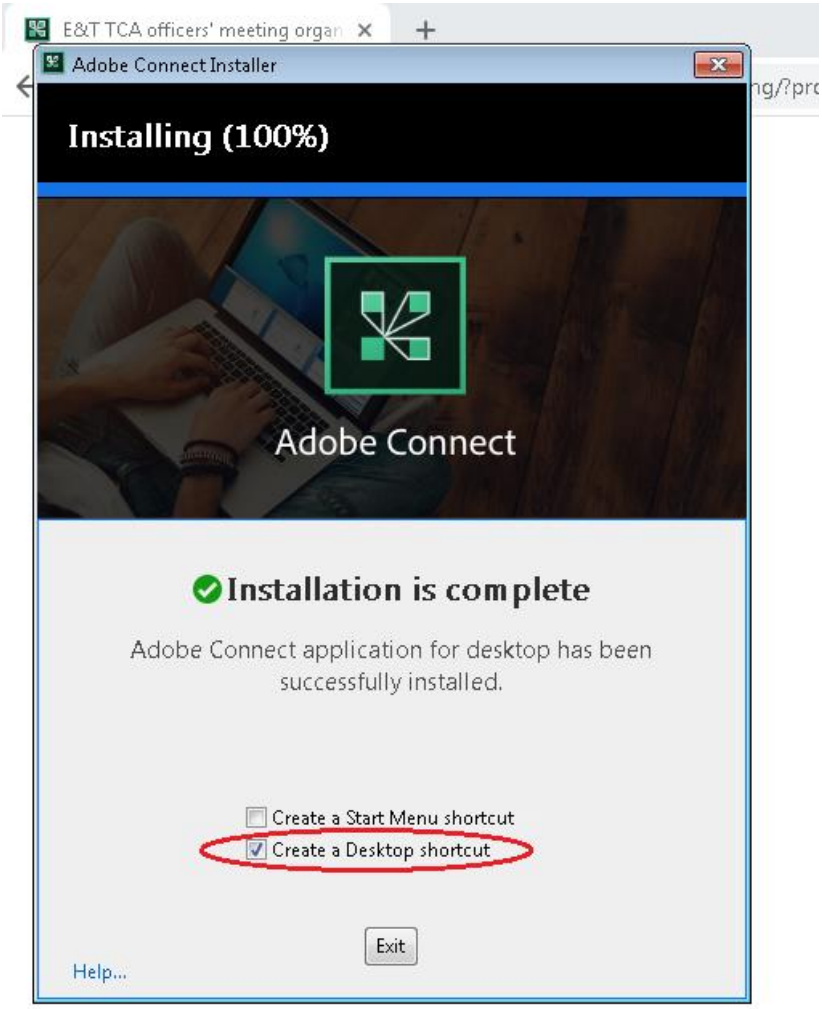
5. You will be taken to this page, **click on Download**:



6. When the **program** has **downloaded**, **click on it** and **click to Run**:

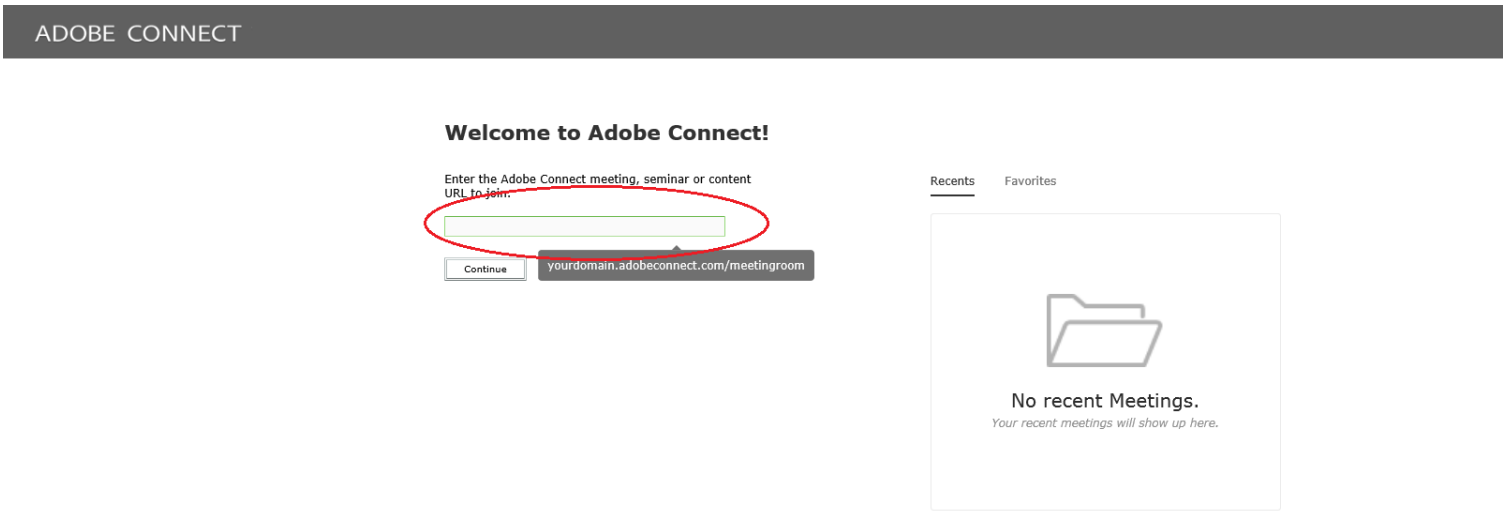


7. **Install the program**, at the end **tick the Desktop shortcut**:

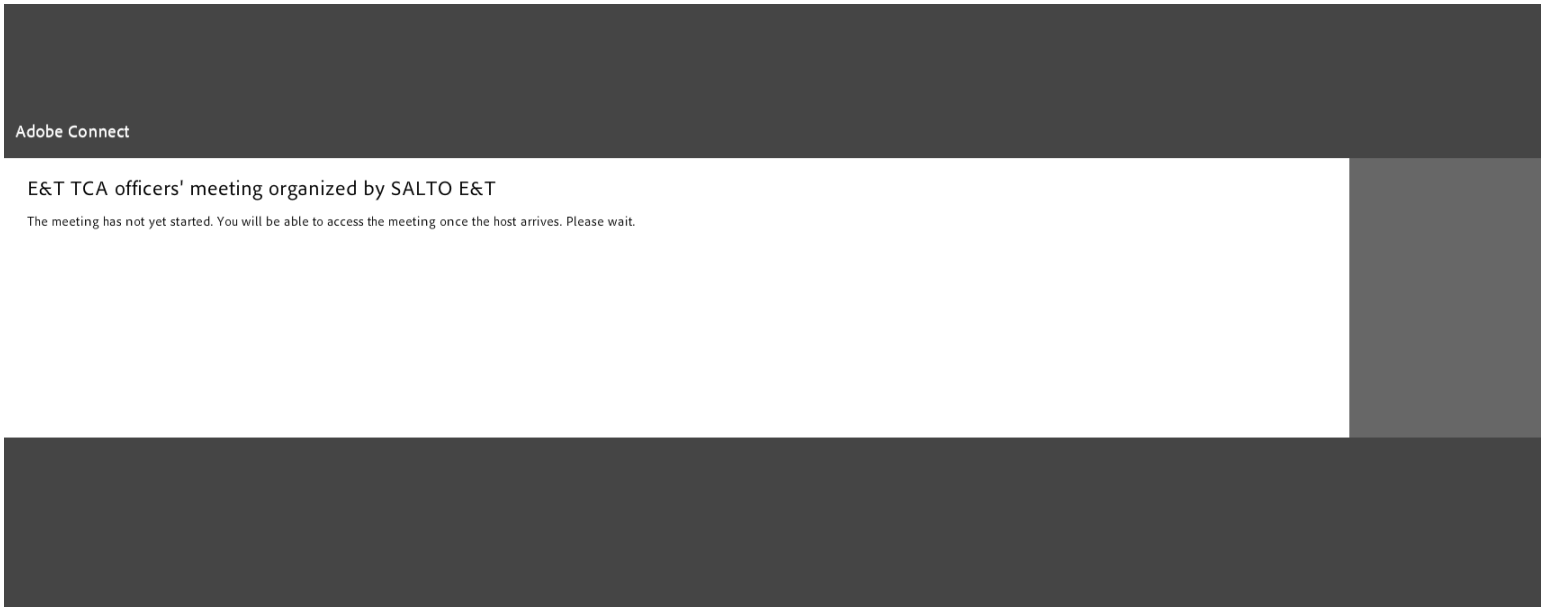


8. If all went well, the **App will appear on your desktops**:

9. **Open the application** and **copy the link** you received in the email and **press continue**:

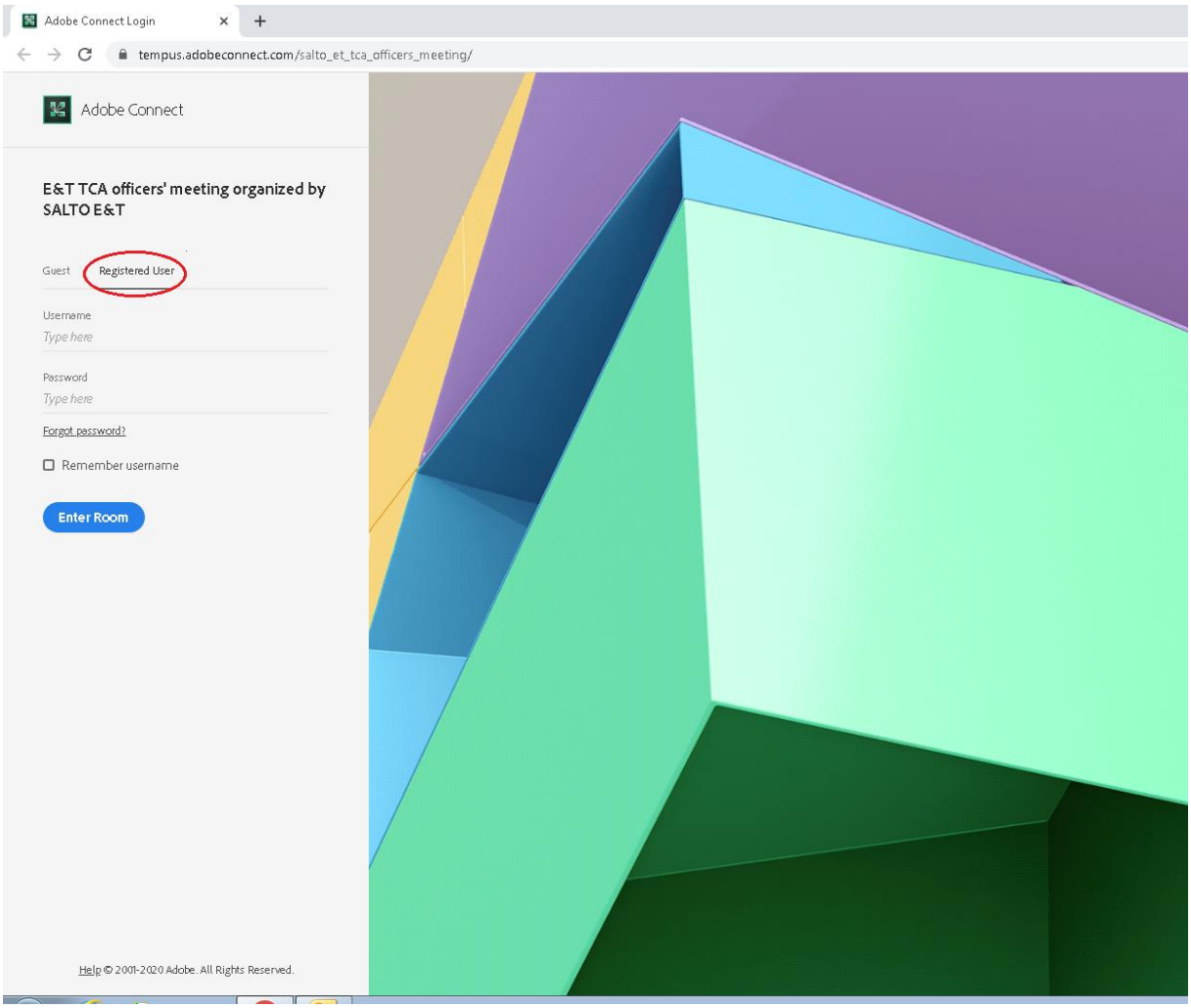


10. **Enter the full names** you have previously entered **under Guest** and **Enter room**.
11. Then, wait until the **host lets you in for the meeting**:

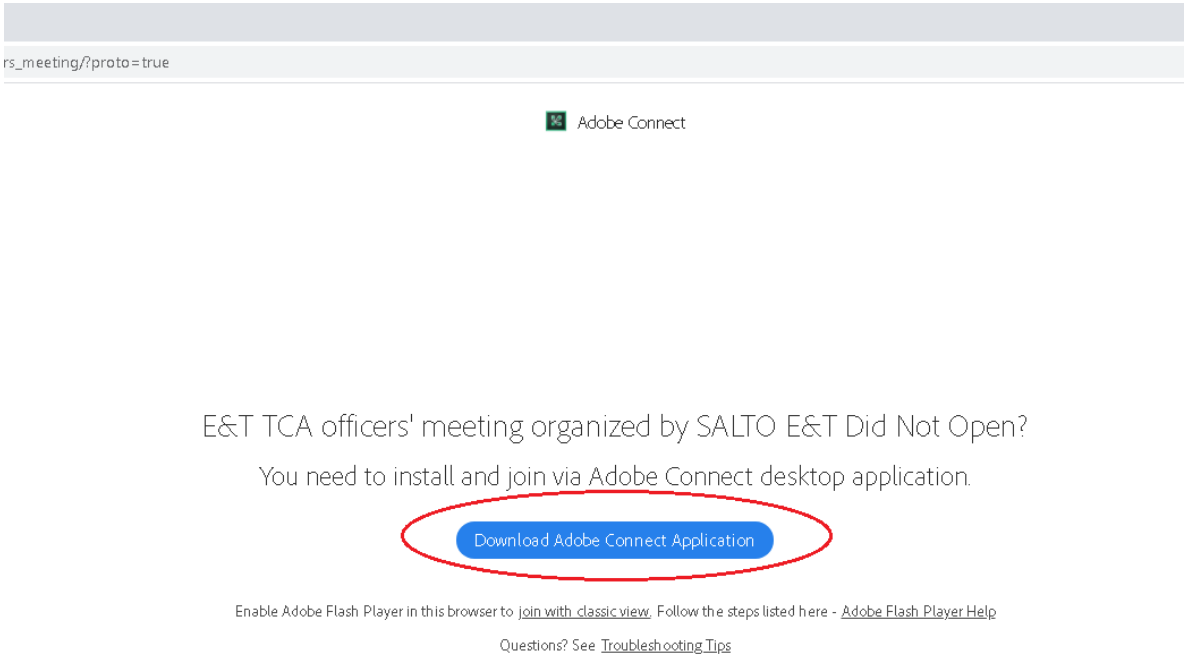


Join the meeting on the first time as a Registered user (if you do not have Adobe Connect application)

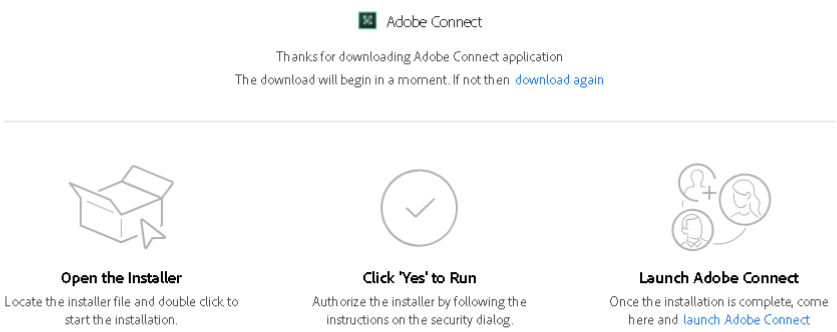
1. **Click on the link** in the email.
2. If a **pop-up window** comes up: **windows system security**, where it asks for credentials, you can **click ok without filling in**.
3. The **meeting room website** will appear.
4. On this page, **enter your username and password,** then press **Enter room**:



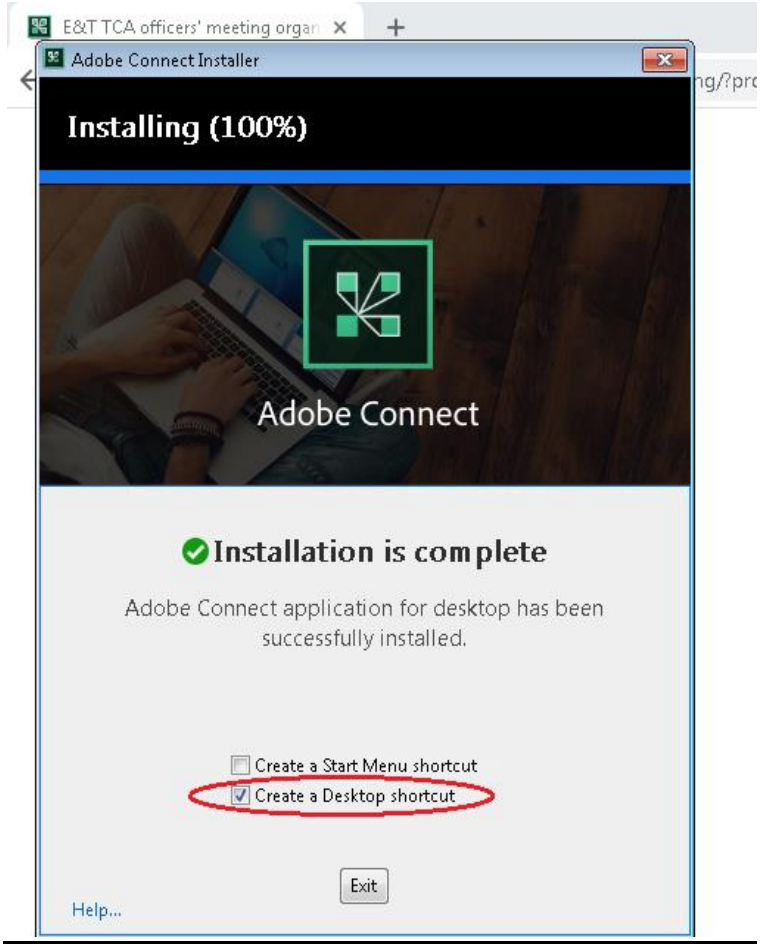
5. You will be taken to this page, **click on Download**:



6. When the **program** has **downloaded**, **click on it** and **click to Run**:

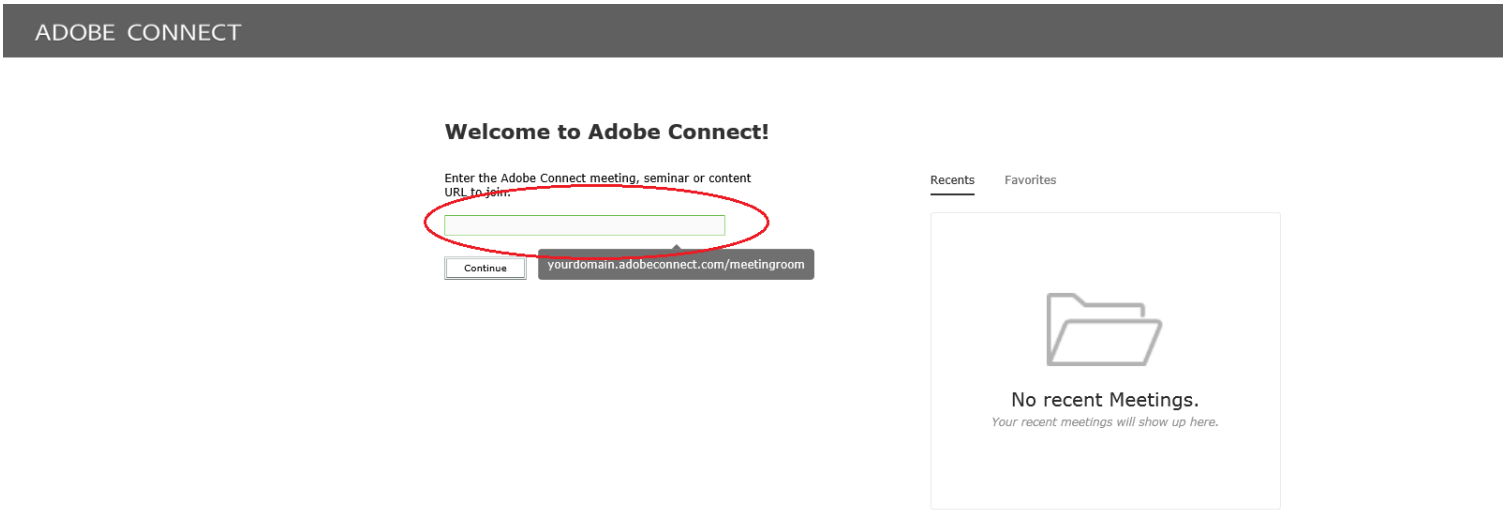


7. **Install the program**, at the end **tick the Desktop shortcut**:



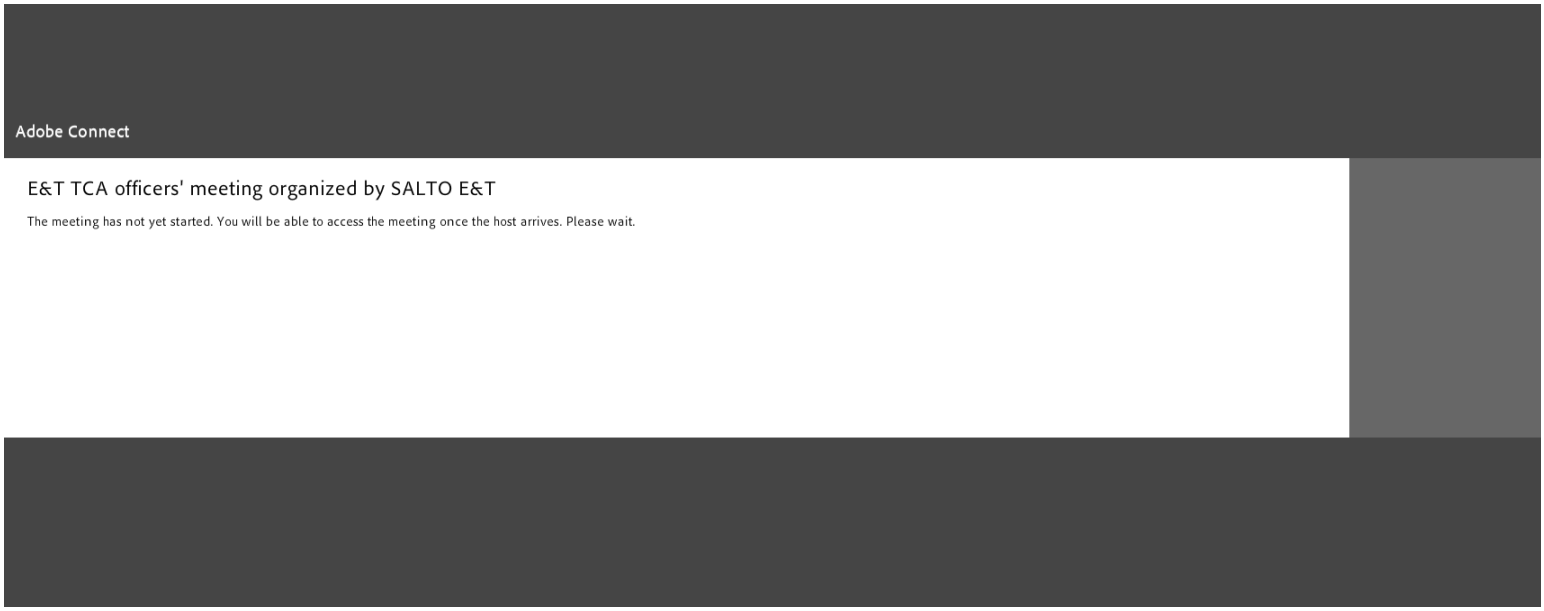
8. If all went well, the **App will appear on your desktops**:

9. **Open the application** and **copy the link** you received in the email and **press continue**:



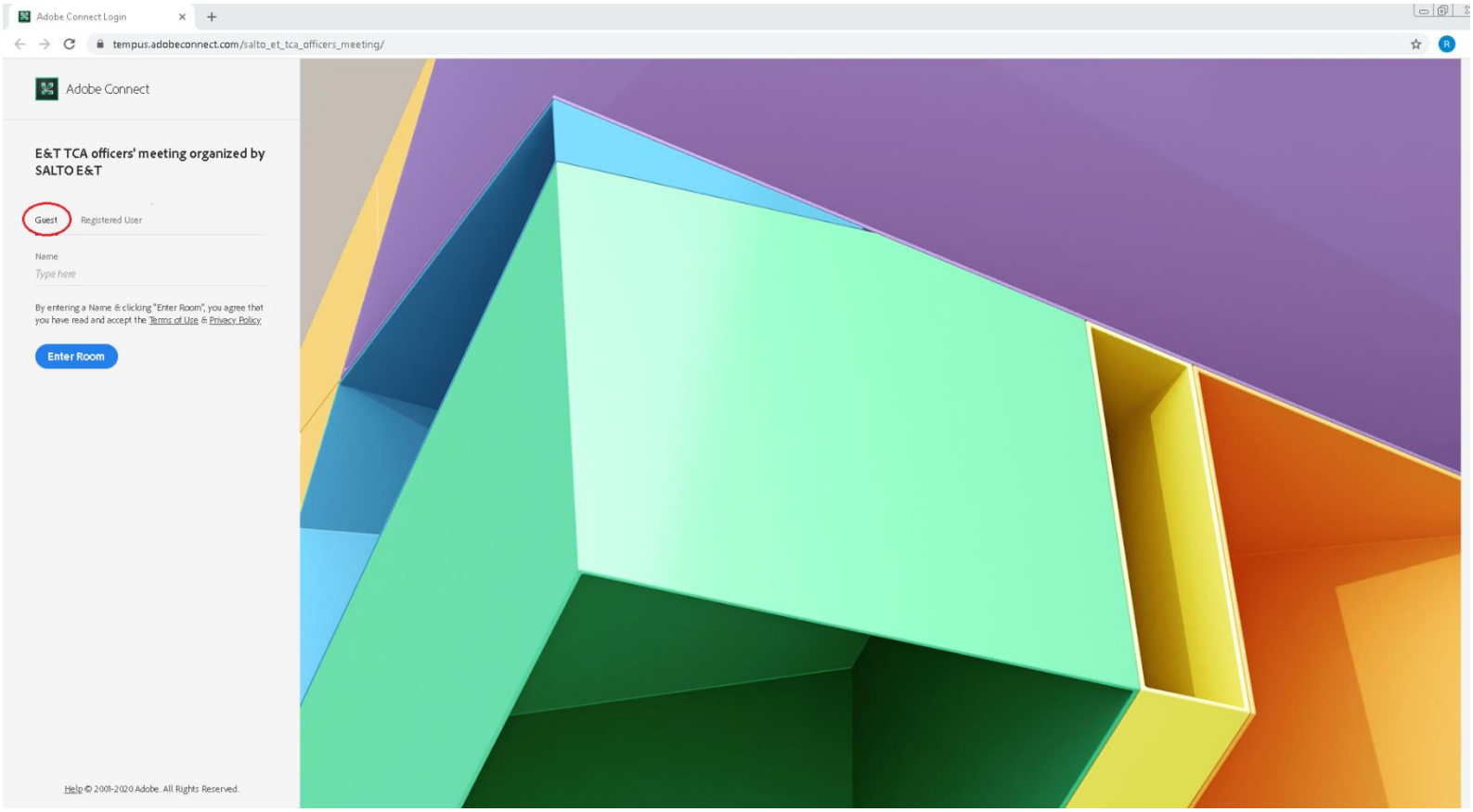
10. **Enter your username and password** you have previously entered and **Enter room**.

11. Then, wait until the **host lets you in for the meeting**:

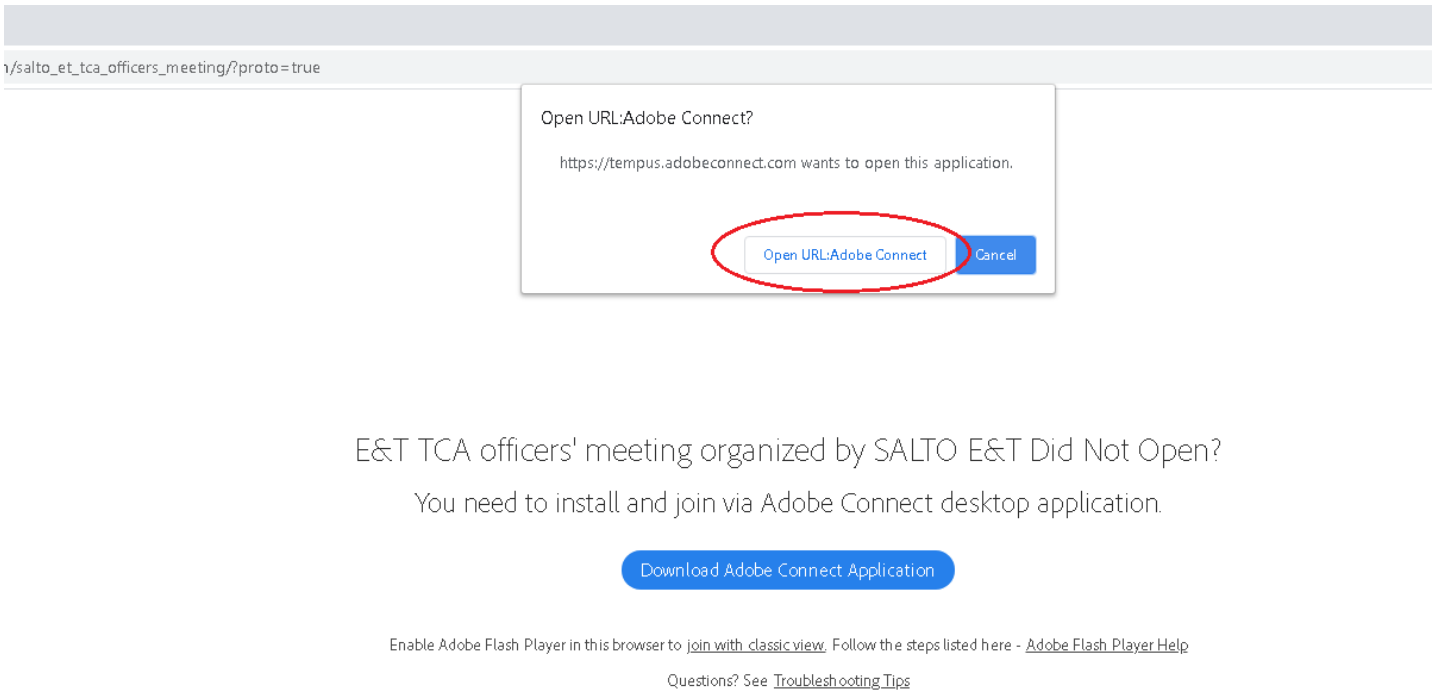


If you already have Adobe Connect app, here's how to join the meeting

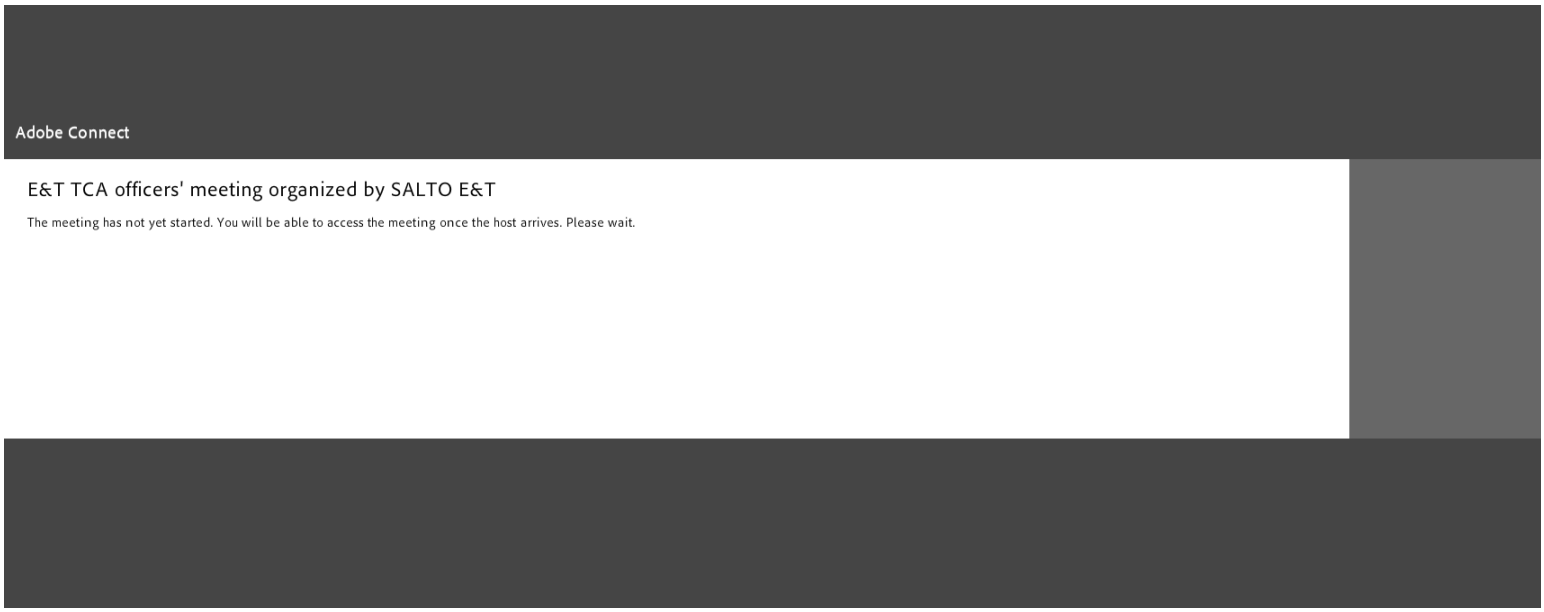
1. **Click on the link** in the email.
2. If a **pop-up window** comes up: **windows system security**, where it asks for credentials, you can **click ok without filling in**.
3. The **meeting room website** will appear.
4. On this page, **enter your full names under Guest**, then press **Enter room**:



5. Then **click on the URL open**: Adobe Connect:



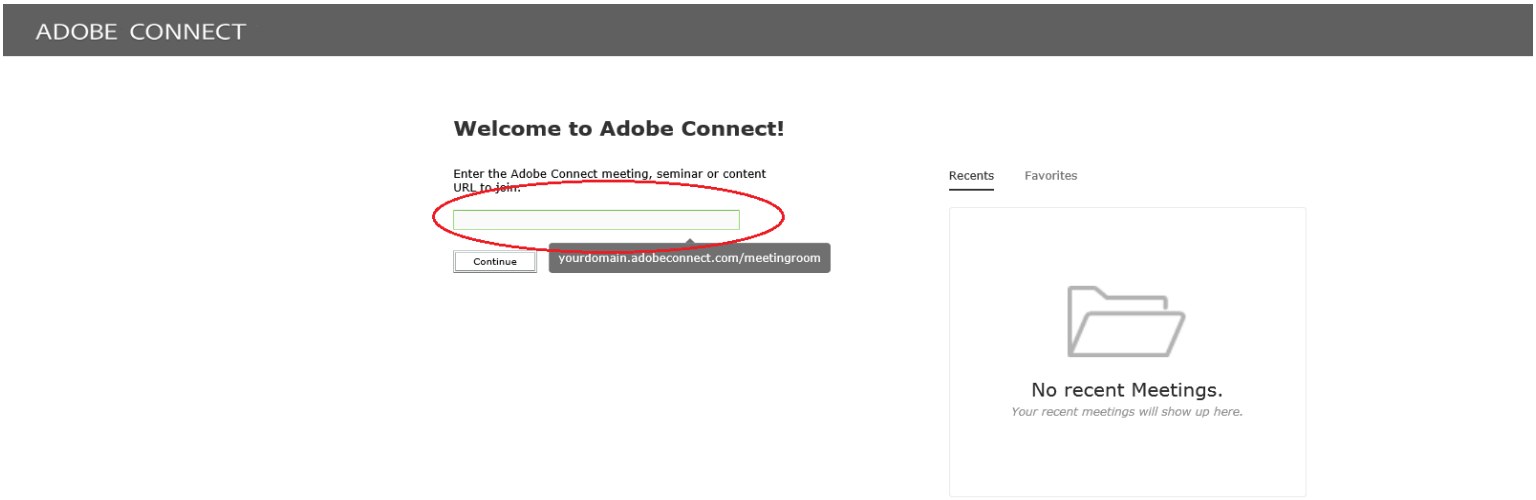
6. Then, wait until the **host lets you in for the meeting**:



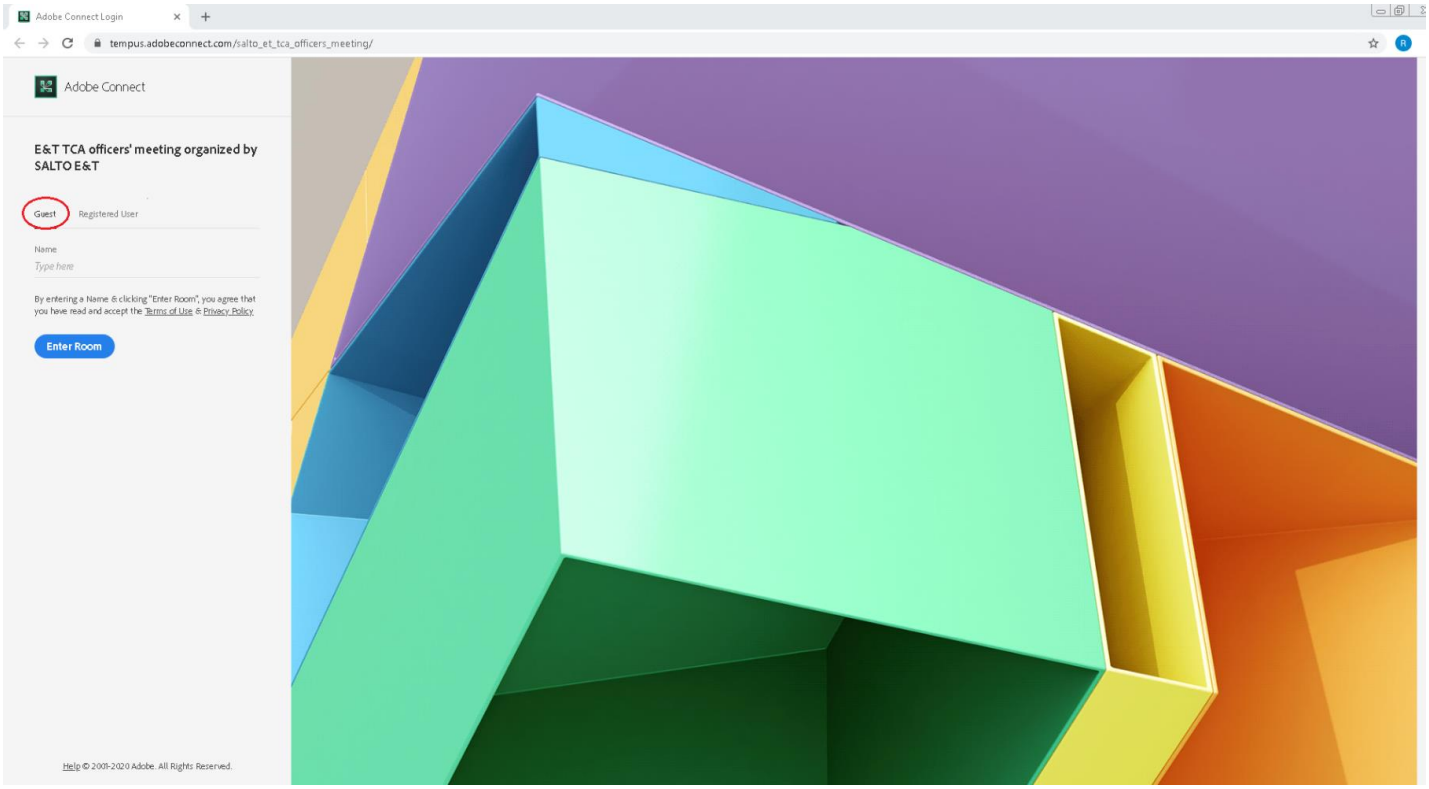
Or:

1. **Click on** the **Adobe Connect icon** on your desktop:

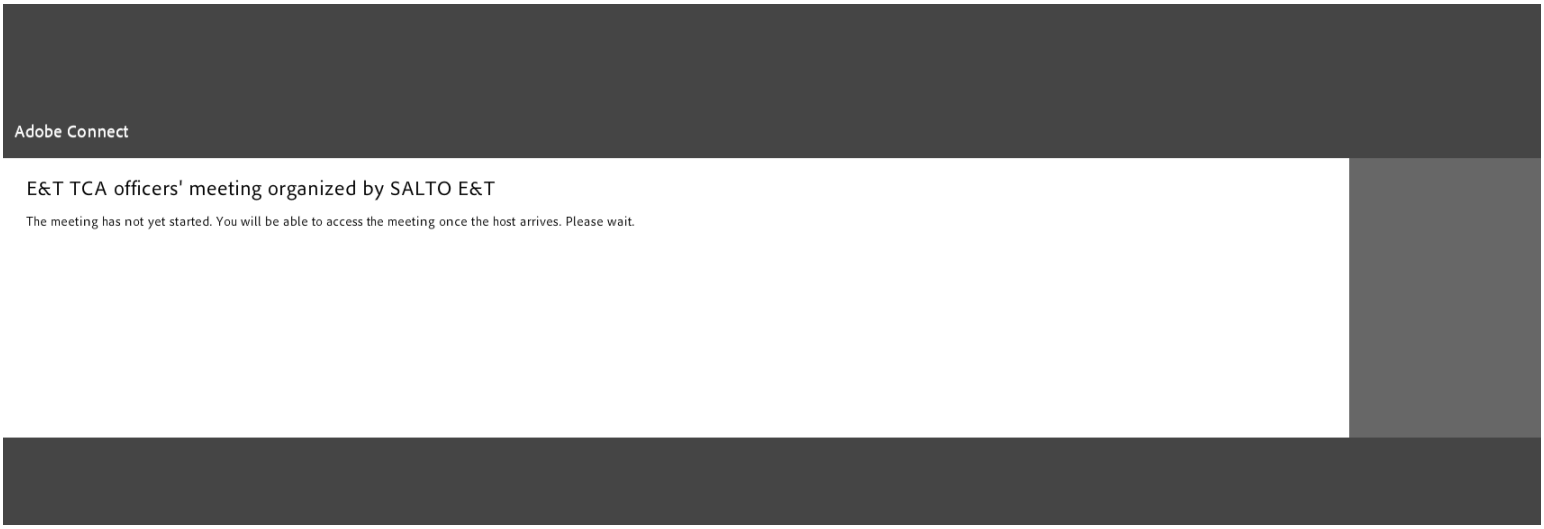
2. **Copy the link** you received in the email and **press continue**:



3. On this page, **enter your full names under Guest**, then press **Enter room**:

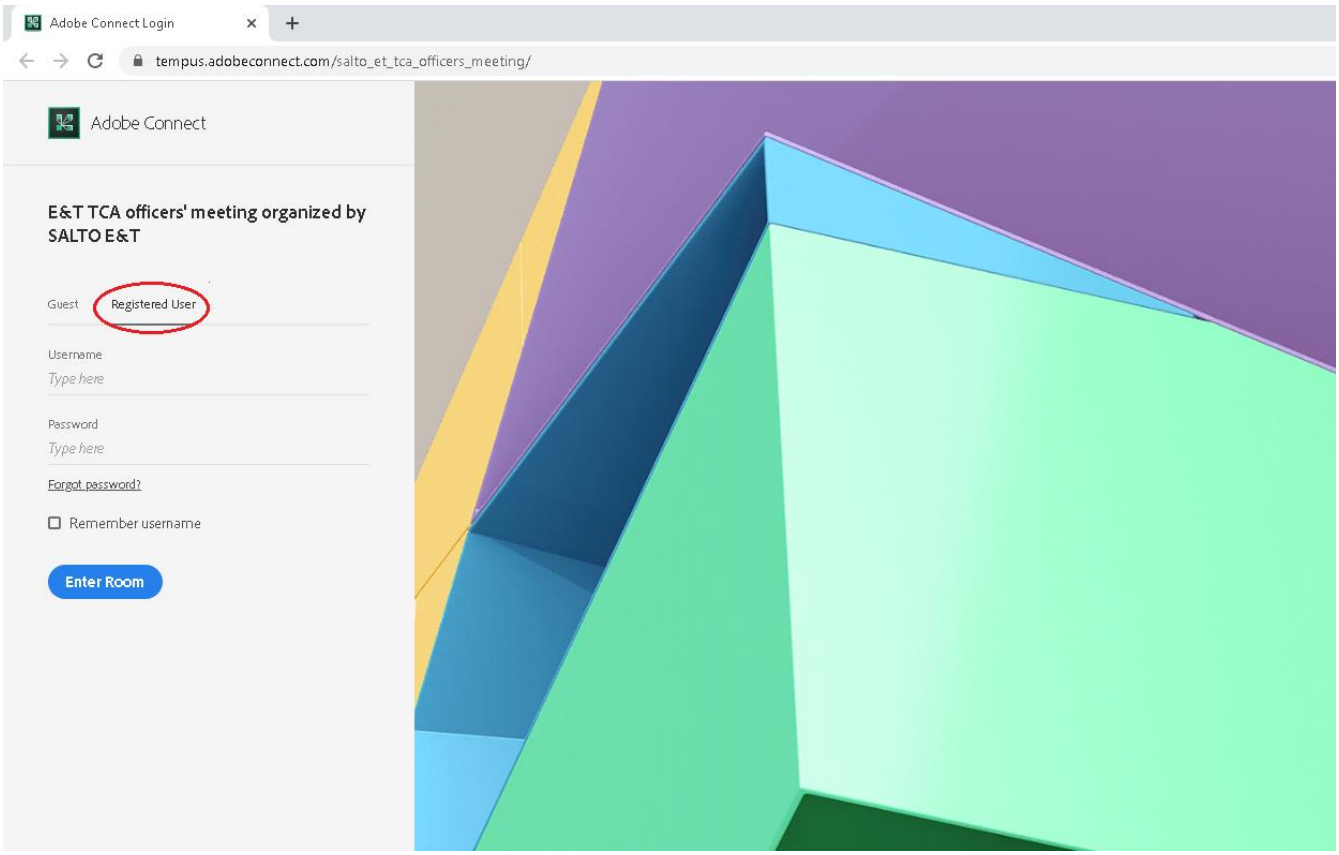


4. Then, wait until the **host lets you in for the meeting**:

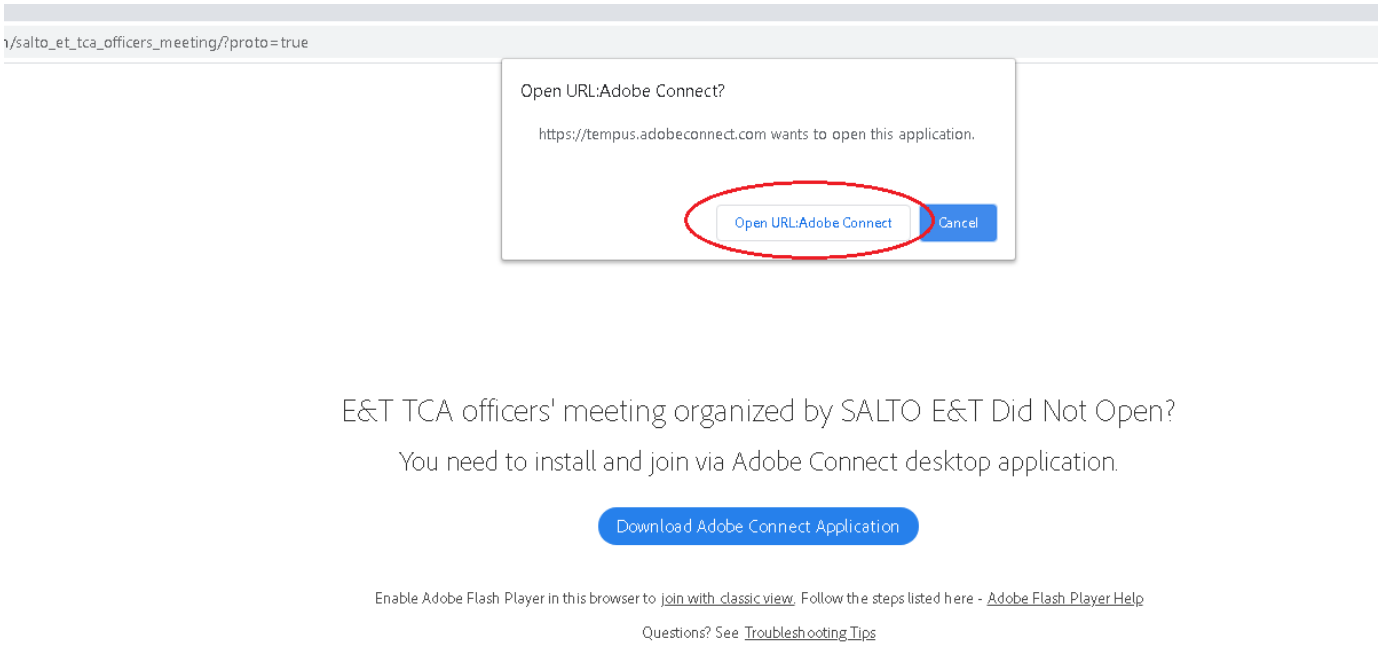


If you are a registered user and have Adobe Connect App, this is how you can join the meeting

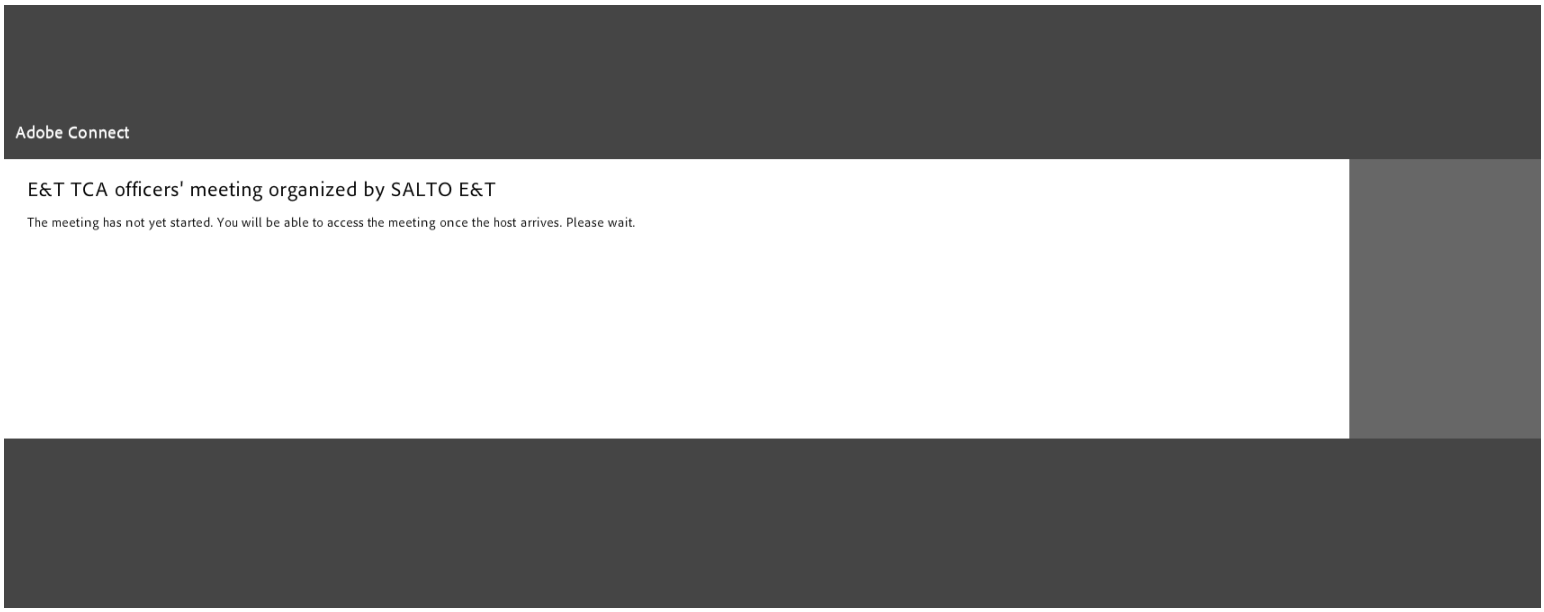
1. **Click on the link** in the email.
2. If a **pop-up window** comes up: **windows system security**, where it asks for credentials, you can **click ok without filling in**.
3. The **meeting room website** will appear.
4. On this page, **enter your username and password,** then press **Enter room**:



5. Then **click on the URL open**: Adobe Connect:



6. Then, wait until the **host lets you in for the meeting**:

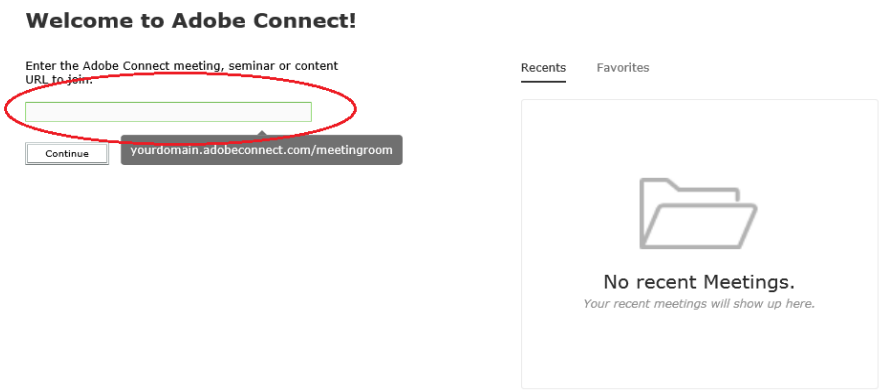


Or:

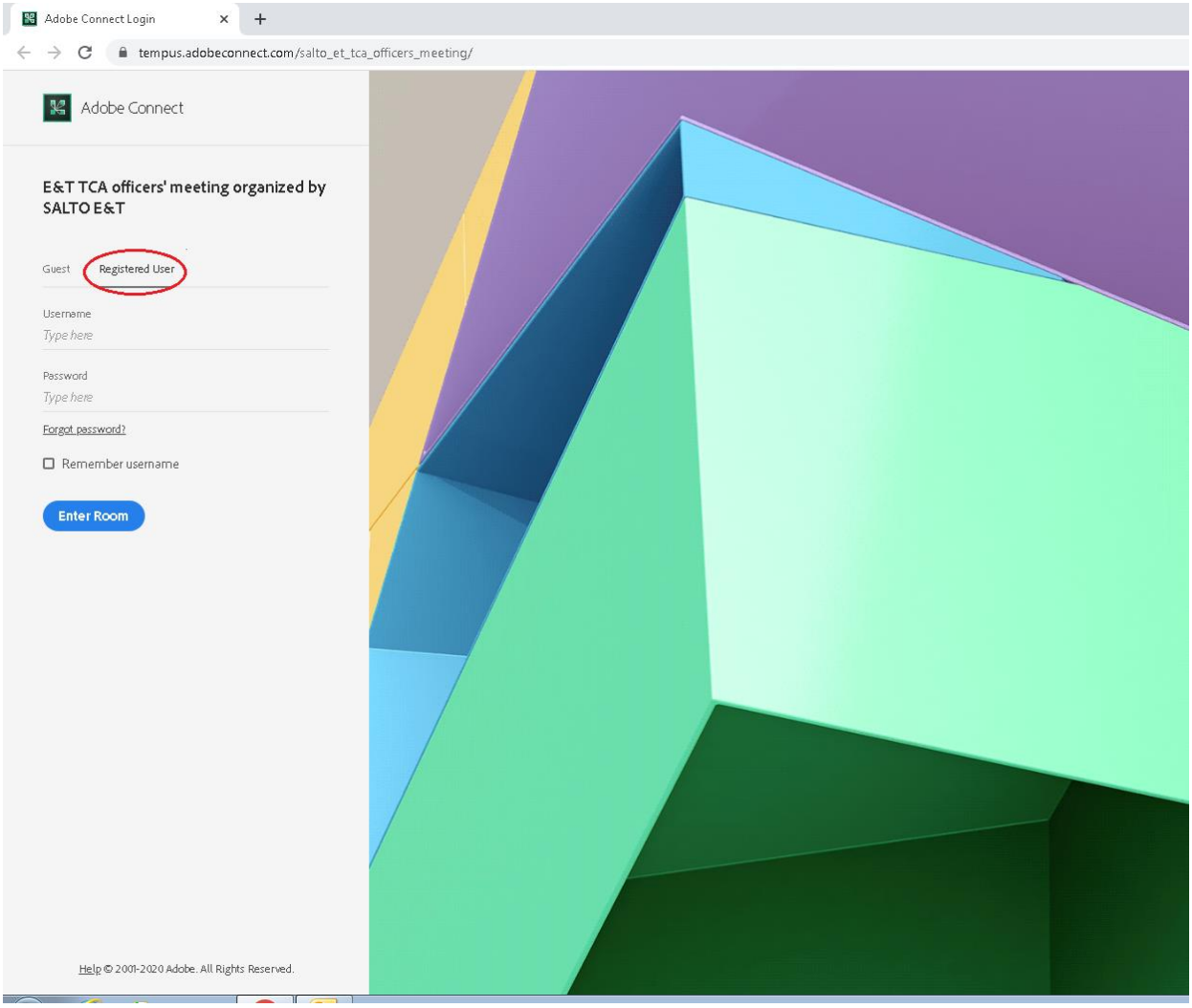
1. **Click on** the **Adobe Connect icon** on your desktop:

2. **Copy the link** you received in the email and **press continue**:

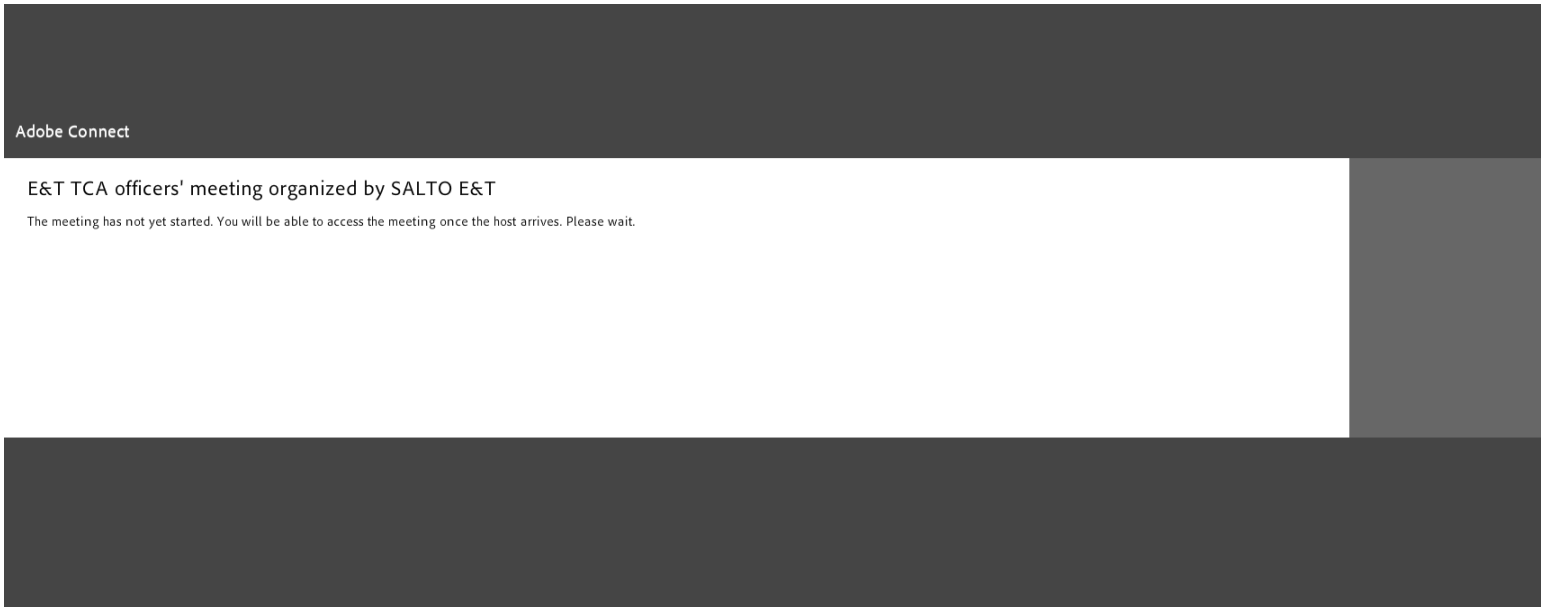
ADOBE CONNECT



3. On this page, **enter your username and password,** then press **Enter room**:



4. Then, wait until the **host lets you in for the meeting**:

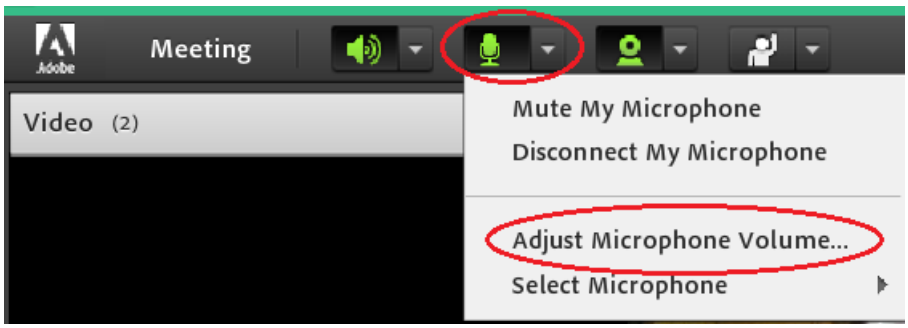


Adobe Connect for desktop Help

Participant (Guest): Guest participants can view the content that the presenter is sharing, hear, and see the presenter's audio and video broadcast, and use text chat. Participants can mute audio broadcasts on their computers.

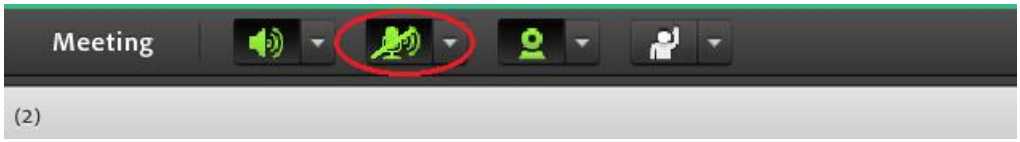
Turn on the mic

Tap and then tap Connect my Microphone. This option is available only if the Host has enabled microphone rights for participants. You can also adjust the microphone volume, if necessary. When your **microphon icon is green**, **your mic is on**.



Mute on the mic

When your microphon icon is green, your mic is on. Tap the microphone icon to mute. If the **microphone icon is crossed out in green it is muted**.



Turn on my camera

Tap to see the camera preview. Tap **Start Sharing** on your preview picture to enable others to view your webcam feed. When your **camera icon is green**, **your camera is on**.

Pause your camera

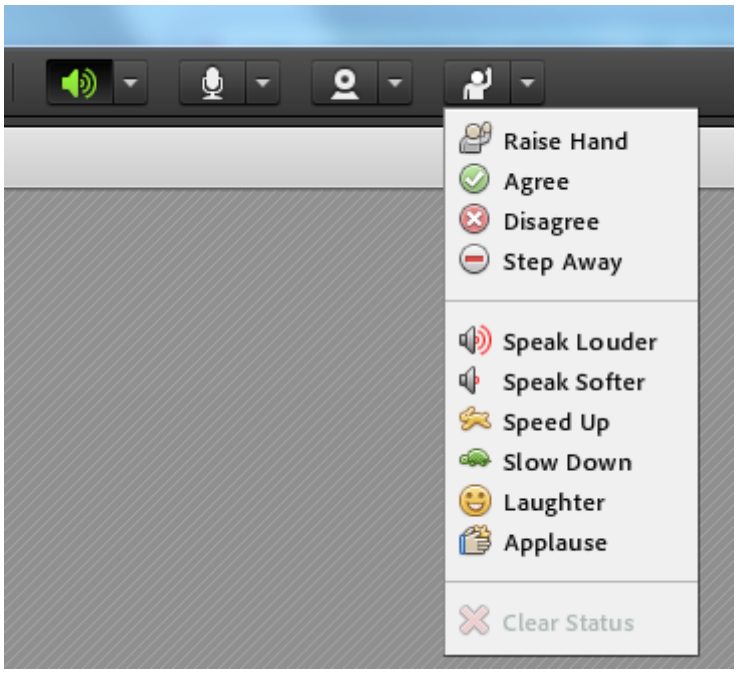
Tap the ⏸ icon in the **bottom left corner** of the **shared camera screen** to **freeze your screen**.

Change your status (participant)

When you select one of these statuses, the status icon is displayed in the Attendees pod for 10 seconds:

- Speak Louder
- Speak Softer
- Speed Up
- Slow Down
- Laughter
- Applause

The Raise Hand, Agree, and Disagree status icons remain visible until you or the host remove them manually. Attendees can remove the Stepped Away status icon themselves.



In a meeting, on the application bar, open popup menu of the statuses to access other statuses.

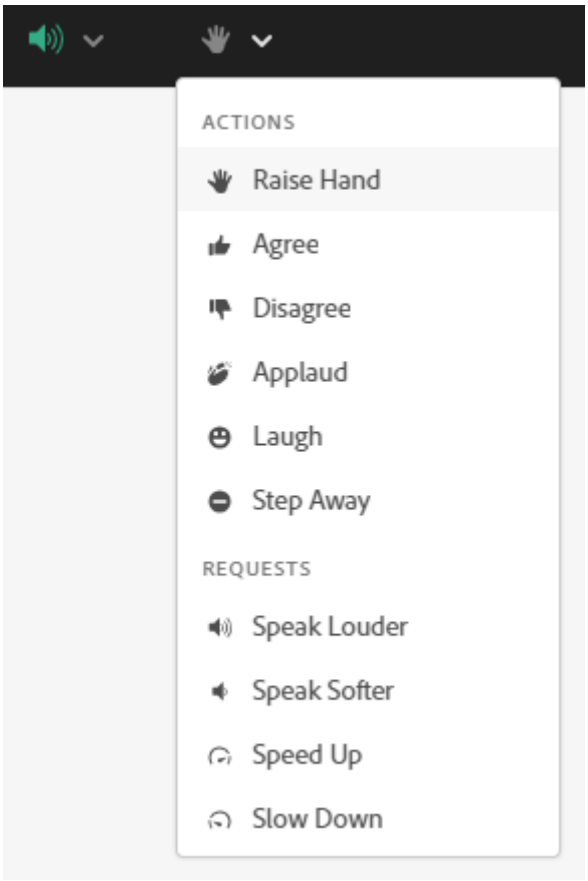
HTML client:

Change your status (participant)

When you select one of these statuses, the status icon is displayed in the Attendees pod for 10 seconds:

- Speak Louder
- Speak Softer
- Speed Up
- Slow Down
- Laughter
- Applause

The Raise Hand, Agree, and Disagree status icons remain visible until you or the host remove them manually. Attendees can remove the Stepped Away status icon themselves.



(HTML5 Client) In a meeting, on the application bar, open popup menu of the statuses to access other statuses.

- If you are attending a meeting using the HTML client, you can only share your screen with others. Currently, you do not have the option to share a document or whiteboard.
- You do not have the option to use Video pod - sharing video stream.

Capability	Flash Client	HTML Client (10, 10.2 release)	HTML Client (10.5 and 10.6 releases)	HTML Client (10.8 release)
Chat pod	✔	✔	✔	✔
Notes pod	✔	✔	✔	✔
Attendee pod	✔	✔	✔	✔
Q&A pod	✔	✔	✔	✔
Poll pod	✔	✔	✔	✔

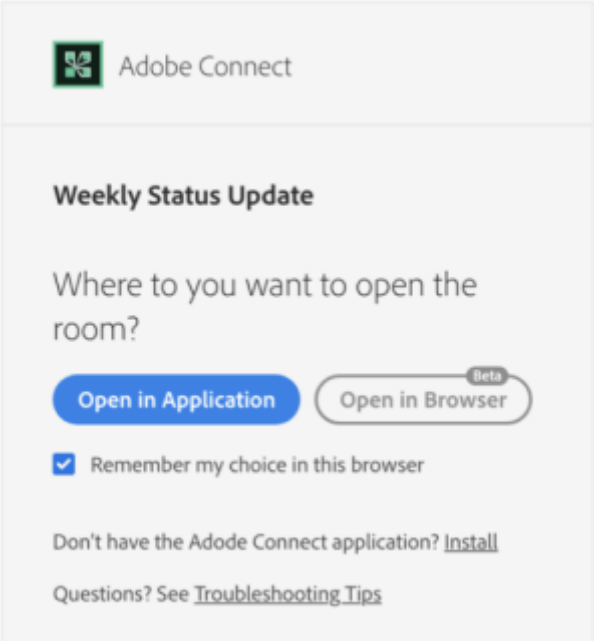
File Share pod	✔	✔	✔	✔
Web Links pod	✔	✔	✔	✔
Video pod - viewing video streams	✔	✔	✔	✔
Video pod - sharing video stream	✔	Coming Soon	Coming Soon	✔
Screen Share pod - View Screenshare streams	✔	✔	✔	✔
Screen Share pod - Share Screen	Requires Adobe Connect desktop application			
Audio Conferencing - VoIP-based	✔	✔	✔	✔
Audio Conferencing - Phone-based	✔	✔	✔	✔
User status in Meeting client App bar	✔	✔	✔	✔
Meeting room background customization	✔	✔	✔	✔
Workflow to promote participant to presenter/host*	✔	Partial*	Partial*	✔
Viewing shared content (images)	✔	✔	✔	✔
Viewing content uploaded to Adobe Connect (PPT, PDF, MP4 videos, MP3, HTML, Captivate)	✔	Coming Soon	✔	✔
Viewing shared content (Whiteboard and annotations)	✔	Coming Soon	✔	✔
Custom Pods Support	✔	Coming Soon	✔	✔
Meeting room customization	✔	Coming Soon	✔	✔
Breakout Room (Participant view)	✔	✔	✔	✔
Breakout Room (Enhanced rights for participants)	✔	Coming Soon	Coming Soon	✔
Engagement metrics	✔	✔	✔	✔

Enhanced rights for participants	✔	Coming Soon	Coming Soon	✔
User Tips and Guide Hints	✔	Coming Soon	Coming Soon	Coming Soon

Adobe Connect for mobile Help

Join a meeting on mobile devices

1. On your **phone**, after you log in as a guest or a registered user, the room launcher screen appears.



2. To open the room in a browser on your mobile, click **Open in Browser**. If you do not have application for desktop, to install it, click **Install**.

View what is being shared

Tap to view what is being shared currently. **You can view only one Share pod** at a time using a mobile device. If multiple Share pods are active at once, contents of only the active Share pod are visible. Tap in a Share pod to make it the active pod and view the contents shared in it.

Turn on the mic

Tap and then tap Connect my Microphone. This option is available only if the Host has enabled microphone rights for participants. You can also adjust the microphone volume, if necessary. When you turn on the mic, the speakers may turn off. Use a headset to hear the audio.

View a webcam feed

Tap to open the Camera pod. The number next to the icon denotes the number of feeds being broadcast. On phones, tap the arrows to browse the different feeds. All inactive feeds are paused in Adobe Connect to conserve bandwidth.

Turn on my camera

Tap to see the camera preview. Tap Broadcast to enable others to view your webcam feed.

Specify which camera to use

Tap to switch between the front and rear cameras, if your device has both.

I cannot log in

To log in as a member, enter the meeting URL, tap Next, and provide your login ID and password. If you're having problems, try the following approaches:

- Enter the meeting as a guest
- Open the meeting URL from a Web browser's address bar and enter your credentials on the Web login page. Upon successful authentication, you are redirected to the Adobe Connect for mobile.

I can't share my screen

Screen sharing is not supported on mobile devices.

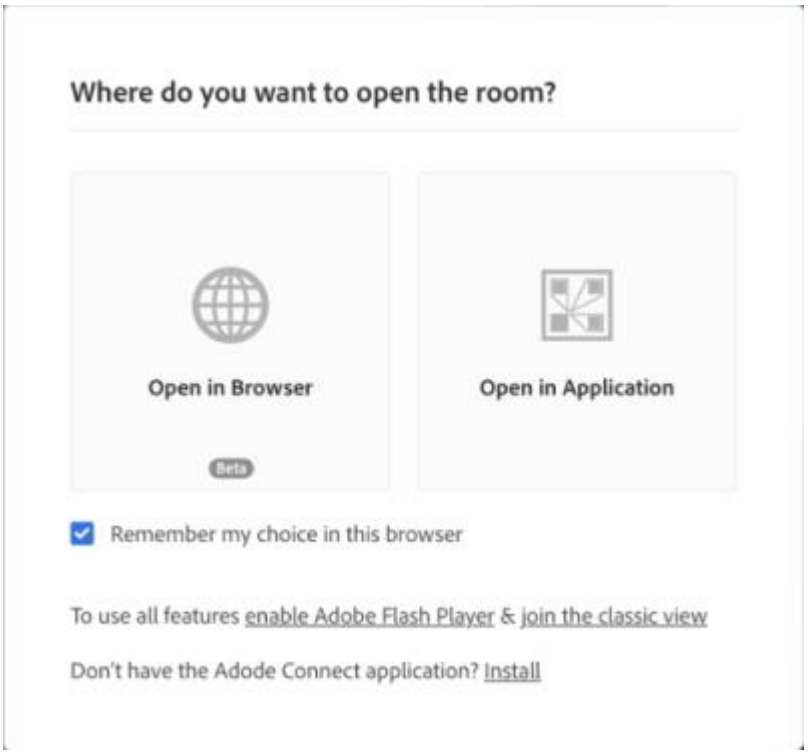
I don't see a camera option in the menu

The Camera option appears only if your device has a camera. Also, the Host must enable webcam access, so that participants can broadcast their camera feed into the meeting. If necessary, chat or speak with the Host to request the right to broadcast your camera feed.

Adobe Connect for Tablet Help

Join a meeting on tablet devices

1. On **tablets**, after you log in as a guest or a registered user, the room launcher screen appears.



2. To open the room in a browser on your tablet, click **Open in Browser**. To open the room in the application for desktop, click **Open in Application**. If you do not have application for desktop, to install it, click **Install**.

View what is being shared

Tap to view what is being shared currently. If multiple Share pods are active at once, contents of only the active Share pod are visible. Tap in a Share pod to make it the active pod and view the contents shared in it.

Turn on the mic

Tap and then tap Connect my Microphone. This option is available only if the Host has enabled microphone rights for participants. You can also adjust the microphone volume, if necessary. When you turn on the mic, the speakers may turn off. Use a headset to hear the audio.

View a webcam feed

Tap to open the Camera pod. The number next to the icon denotes the number of feeds being broadcast. On tablet devices, tap a user to view their feed. All inactive feeds are paused in Adobe Connect to conserve bandwidth.

Turn on my camera

Tap to see the camera preview. Tap Broadcast to enable others to view your webcam feed.

I cannot log in

To log in as a member, enter the meeting URL, tap Next, and provide your login ID and password. If you're having problems, try the following approaches:

- Enter the meeting as a guest
- Open the meeting URL from a Web browser's address bar and enter your credentials on the Web login page. Upon successful authentication, you are redirected to the Adobe Connect for mobile.

I don't see a camera option in the menu

The Camera option appears only if your device has a camera. Also, the Host must enable webcam access, so that participants can broadcast their camera feed into the meeting. If necessary, chat or speak with the Host to request the right to broadcast your camera feed.

Detailed information:

Getting Started guide	Tablet	Smartphone
For Participants	PDF link	PDF link

Detailed information

Application for desktop

You can download the Adobe **Connect application for desktop** from the Downloads and Updates page.

The application can be installed in two ways:

1. It can be automatically installed during a meeting via lightning download.
2. It can be installed before your meeting, using the installers below.

These installers install the Adobe Connect application for **Windows** and **Mac**.

If using **Firefox on Mac OS,** you must **right-click on the appropriate application** link below and **select "Save Page As"** to download the application.

Please note that although there is currently **no application for Linux**, can still attend, host, or present in meetings in the browser.

- For Windows: http://www.adobe.com/go/Connectsetup
- For Mac: http://www.adobe.com/go/ConnectSetupMac

Application for Smartphone or Tablet

You can also access an **Adobe Connect session** using a **smartphone** or a **tablet**.

Adobe Connect Mobile enables you to attend a meeting from your **iOS** or **Android** device. Adobe Connect Mobile is optimized for a small screen and provides a great meeting experience.

- Adobe Connect Mobile for iOS devices
- Adobe Connect Mobile for Android devices

If you need more help:

- https://helpx.adobe.com/adobe-connect/using/user-guide.html
- https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html
- https://helpx.adobe.com/adobe-connect/using/adobe-connect-application-for-desktop.html
- https://helpx.adobe.com/adobe-connect/installconfigure/install-application-for-desktop.html
- https://helpx.adobe.com/adobe-connect/adobe-connect-mobile-help.html