

Adobe Connect Participant Guide


This class is being conducted as an e-learning course using Adobe Acrobat Connect Pro. It requires an internet connection and a computer with speakers to hear the audio from the classroom.

Logging in to the Virtual Classroom

To log in to the virtual classroom,

- Go to <http://uwmedical.adobeconnect.com/edgh>
- Under the “Enter as a Guest” option. This is the name that will be visible to all other class participants.
- Press “Enter Room”.
- On the notice screen, press “OK” to accept the terms of use.
- The event will launch in a new window.


Text chat

- You will be able to interact and ask questions by typing in the chat box, just type your message and hit “Enter” on your keyboard or click  to the right of the text box.
- You can use this feature to ask questions, make comments, or answer questions from the presenter.

Chat etiquette

- If you are participating as a group from the same computer, you should coordinate beforehand who will be responsible for typing in the chat box and talk about the best way to make sure everyone has a chance to contribute and can do so quickly and easily.
- Also, since the meetings are being recorded, all of the chat messages will be contained in the chat recording. Any messages will be visible to those viewing the recording.
- Please be aware that the presenter may not be able to respond immediately to your question or comment.

Sending private chat messages

- To send a private message to either the presenter or to any class attendee, click the menu icon  in the upper-right corner of the Chat pod. Choose “Start Chat With”, and then select “Hosts”, “Presenters”, or specific attendees.
- At the bottom of the Chat pod, tabs appear that let you view different conversations.

Troubleshooting Technical Problems for Participants

Logging In

If you are having trouble logging in

- Make sure you have the latest version of Flash installed. You can test this by going to the Adobe Connect meeting test link:
https://admin.na5.adobe.com/common/help/en/support/meeting_test.htm
- Make sure browser can accept cookies.
- If you have the Adobe Connect Add-in, it will launch the meeting in a separate window—make sure you can locate and maximize that window.

Sound problems

If you are having audio problems

- Are the problems intermittent or consistent?
 - If intermittent, then the problem is almost certainly network related.
 - If consistent, can they hear any sound at all?
 - If they can't hear any sound, did they hear the music at the beginning?
 - If no, check audio settings on the computer and make sure that the speakers are properly connected, not muted, and at a sufficient volume.
 - If they could hear the music but not the audio, then it is most likely network related.
- If the problem is constant echoing sound:
 - Check the attendee list and see if you have been logged in twice (which can happen sometimes in the case if your connection is interrupted and a new virtual classroom window is opened). Closing the second room instance will solve the problem.
- If the problems are deemed to be network related:
 - Check Adobe Connect room settings: Under Meeting > Manage My Settings > Connection Speed, it should be set to "modem." A higher setting will increase the amount of bandwidth they are consuming from the source.
 - Check latency (found by clicking on the green button in the upper right corner). High latency is more than 1000 ms and is not fixable in-session.