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.acrobat.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.