



Be The Cause

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## Adobe Connect 8: inviteCHANGE Online Delivery Platform

Welcome! We are excited to provide this state of the art resource so that our experiential learning design for professionals is available anywhere an Internet connection may be accessed.

This guide provides a step-by-step process to ensure you have the right technology set up to have an easy and productive experience from the very start.

### Tips for Easy & Productive Participation

#### Step #1 Check Your Equipment & Connectivity

Follow these instructions **one time** before your course begins and, again if you purchase or choose to access the platform from, a different computer.

**See page 2 for specific action steps.**

#### Step #2 Test Your Computer Before the First Session

Follow these instructions **one time** before your course begins and, again if you purchase or choose to access the platform from, a different computer.

**See page 3 for specific action steps.**

### At the Start of Each Session\*

Follow these instructions **every time before** a session begins.

1. Close any application on your computer that accesses the Internet
2. Securely plug in your equipment to your computer
3. Open your Web Browser and enter the Course Room URL.
4. Choose, **Enter as a Guest** and **Type in a first and last name**
5. Click **Enter Room**
6. Complete **Audio Set Up Wizard**
7. Start Your **Microphone**
8. Start Your **Web Camera**

**[\*NOTE: More detailed instructions begin on page 4]**

## Step #1 Check Your Equipment & Connectivity

Participation in an Adobe Connect 8 session requires that you have the following technology resources:

### Internet Connectivity

#### Minimums required for Online Course Participation

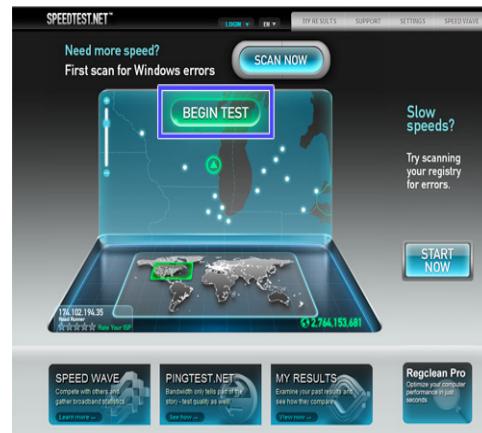
○ Download speed of at least 3.0-5.0 mbps and Upload speed of at least 3.0 – 5.0 mbps. *The higher the better*

○ Test your connection.

1. Access this web site:

[www.speedtest.net](http://www.speedtest.net)

2. Follow the steps and write down the download and upload speed



○ If your connection speeds are lower than the recommended minimums, ask your Internet Service Provider what is required to increase service.

○ A wired, DSL or Cable connection is required and LAN connection is even better.

• *Wireless connection is not suitable for course participation and will negatively impact all participants. If this is the only option, audio listening features will be permitted and no web camera access will be allowed.*

### Operating System

#### Minimums required for Online Course Participation

• **Windows (for PC);**

1.4 GHz Intel Pentium 4 or faster processor (or equivalent)

for Microsoft Windows, XP or Windows 7

2GHz Intel Pentium 4 or faster processor (or equivalent) for Windows Vista

- Windows XP Home or Professional with Service Pack 2;
- Windows Vista Home Premium, Business, Ultimate or

Enterprise; or Windows 7 Home Premium, Professional or Ultimate (32-bit edition, or 64-bit editions with 32-bit browser)

- 512 MB of RAM (1GB recommended) for Windows XP or Windows 7; 1GB RAM (2GB recommended) for Windows Vista

- **Mac OS**

500 MHz PowerPC G3 or faster or 1.83 GHz Intel Core Duo or faster processor

- Mac OS X v 10.4-10.6 (Intel); Mac OS X v 1.4 (Power PC)
- 512 MB of RAM (1GB recommended)

## A Web Browser

### Minimums required for Online Course Participation

- **Windows (for PC)**

Internet Explorer 6.0 or higher, or Mozilla Firefox 2.x or 3x, or Google Chrome

- **Mac OS**

Mozilla Firefox 2.x or 3x, or Safari 2.x or Google Chrome

## Adobe Flash Player Version 10.1 or later

- You will be prompted to download this application when you access the Connect 8 platform the first time; please allow the download

## Headset with Microphone

There are many products on the market in a variety of price ranges. Find something comfortable to wear and, having a “mute” function is also helpful. Most people find the products from **Logitech** very reliable.

If you shop online, we recommend going to the [www.skype.com](http://www.skype.com) store or to [www.amazon.com](http://www.amazon.com) If you prefer to shop at a store, Best Buy tends to have the most inventory, knowledgeable staff and good prices.

## Web Camera

Built in or attached by USB (wireless is not recommended); Logitech products are also very reliable and inexpensively priced.



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If you have no idea what anything on the list above means, you may want to consult with the store in which you purchased your computer equipment. Your computer also has a lot of this information stored:

You will find an *About this PC* or *About this MAC* selection on your computer that will display the information about your Operating System.

You can check your Browser by reviewing your Control Panel (PC) and/or your Applications (PC or Mac).

If Adobe Flash Player is not already in your Applications file, you will be prompted in the steps a bit later in this guide to download the Adobe Flash Player; it is free and easy to download.

You are welcome at any time to schedule a 1:1 session with our Participant Services Manager; Debbie Roadruck @ 866-228-2622 ext 101 to confirm that you do have the necessary equipment and connectivity.

Please send an email requesting an appointment to [admin@invitechange.com](mailto:admin@invitechange.com)

## **Step #2 Test Your Computer Before Your First Session**

1. Be sure that you close your email application as well as any other application that uses Internet access, e.g. Skype or an instant messaging application. **This is an important best practice anytime you want to initiate a Connect Pro session.**

2. Plug your headset into your computer, and web camera if not built in, before you continue with this test.

3. Access the link below in order to conduct a Meeting Connection Diagnostic. This diagnostic will ensure that your computer and network connections are properly configured to provide you the best possible Adobe Connect session experience. The diagnostic test checks for the following:

- Clear connection to Adobe Connect
- Bandwidth availability
- Latest Adobe Connect Add-In (Adobe Flash)

[http://invitechange.adobeconnect.com/common/help/en/support/meeting\\_test.htm](http://invitechange.adobeconnect.com/common/help/en/support/meeting_test.htm)

**If you pass all the steps of the test, then you are ready congratulations!**



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4. We set up a course room especially for you to enter, refine your settings and begin to get comfortable with the online course room. The course room is entitled “Self Service Test Site” and you can access via this link:

<http://invitechange.adobeconnect.com/r87477474>

5. OPTIONAL: For an overview of the ConnectPro system select the link below.

<http://www.adobe.com/products/acrobatconnectpro/demo>

### Step #3 At the Start of Each Session

1. Close any applications on your computer that accesses the Internet:

- Be sure to “quit” [Mac Users] or “close” [PC Users} email, instant messaging or Skype
- Be sure that any setting you have for automatic updates to your computer or software, anti-virus scans or automatic back up routines are not running during the time you are participating in a session.

2. Securely plug in your equipment to your computer

- Headset with microphone (*with a USB connector*)
- Web Camera; unless it is built into your system

3. *Open your Web Browser and enter the Course Room URL.*

You will receive an email invitation from your course instructor with the correct link to access your session.

The format of the access link is a URL address and will always have the format provided here PLUS in the blank section, specific characters that identify your specific course.

You can select the link or copy and paste the URL into your favorite web browser. The meeting login screen will display.

[http://invitechange.adobeconnect.com/\\_\\_\\_\\_\\_/](http://invitechange.adobeconnect.com/_____/)

4. Choose, **Enter as a Guest** and **Type in a first and last name**

5. Click **Enter Room**.

- The meeting launches in your browser with the "lobby" meeting room interface appearing on your display.
  - Notice in the upper left hand corner that there is a section (these are called Pods) labeled, **Attendee List**.
  - You will see your name, as you entered it during log in, displayed on this list along with the other attendees who have arrived in the course room.
6. Complete **Audio Set Up Wizard**.
- Access the Meeting tab in the upper left of your screen. Select the menu option, Audio Set Up Wizard.
  - It is essential to complete EVERY step, **including testing silence**



7. Start Your Microphone;
- The Microphone control is located on the top of the screen and it is identified by a symbol of a microphone.
  - Access the drop down menu and select, "Start My Audio;"
  - Once the microphone is started the symbol at the top of the display will be lit up in **Green**.
  - When you are talking you will see **Green** colored "Sound Waves" next to the microphone AND a little mini microphone next to your name identifying that the user is broadcasting audio.
  - You may also access the drop down menu to Mute and Un-mute the microphone (very helpful if you need to sneeze or a phone is ringing!)

8. Start Your **Web Camera**

- In the center of the **Video Pod** you will see a button labeled "**Start My Webcam.**"
- Select the symbol and your webcam will start allowing your video image to appear in the Pod.
- The first image you see will be a "Preview" of what your camera is sharing. This will allow you to position the camera and confirm the image being captured.
- Once you are ready to share the image, click the "Start Sharing" button.
- Your name will appear underneath your image.
- Once the web camera is started the symbol at the top of the display will be lit up in **Green**.

## Troubleshooting

### If you are not being heard by others:

1. Make sure the Microphone icon is **Green** (not Grey-ed out) and that when you speak you see green sound waves next to the microphone AND a little mini microphone *flashing* next to your name *when you talk*.
2. Make sure your computer and/or head set microphone is not muted.
3. Run through the Audio Setup Wizard.
4. You may have elected to deny the Adobe Flash Player access to your computer's microphone. To verify this, right click anywhere in the meeting window and choose **Settings** to view your Flash Player settings.
5. In the dialog box, choose **Allow**.
6. Verify that the Flash Player recognizes the correct microphone by right clicking in the meeting window and selecting the Microphone Tab.
  - a. Check that your microphone is selected in the dropdown; this will be the one labeled, "built in".
7. If none of these steps correct the difficulty ask for assistance from the instructor through a Private Chat message.

### If you cannot hear others:

1. Make sure the Speakers icon is **Green** (not Grey-ed out). If it is Grey, then access the drop down menu and select "Unmute My Speakers" and "Adjust Speaker Volume."

### If you are not transmitting a video image:

1. Make sure the Web Camera icon is **Green** (not Grey-ed out).
2. Double check that you are connecting to the Internet via a wired connection.
3. From the drop down menu next to the Web Camera symbol, select "Preferences". Set Video Settings on medium to reduce the resolution and therefore the bandwidth required to transmit your video image.
4. If at any time during a session you experience poor sound quality or lag, select "Stop My Webcam," count to three and select "Start My Webcam."
5. If none of these steps correct the difficulty ask for assistance from the instructor through a Private Chat message.