



## Welcome to Adobe Connect

As a web conferencing tool, Adobe Connect can be a resource intensive application. While the system works across a wide variety of computer types and network speeds, in general, newer computers and faster connections make for a better Connect experience. Here are a few general guidelines for using Adobe Connect.

## Computer and Network Requirements

Please check to make sure your computer and Internet connection meet the minimum requirements.

Computer	Network
<p><b>Windows:</b></p> <ul style="list-style-type: none"> <li>1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP, Vista or Windows 7</li> <li>512MB of RAM (1GB recommended) for Windows XP or Windows 7; 1GB of RAM (2GB recommended) for Windows Vista</li> <li>Microsoft Internet Explorer 6, 7, 8, or 9; Mozilla Firefox 3.x or higher; Google Chrome</li> <li>Adobe® Flash® Player 10.1 (or later) for all users</li> </ul> <p><b>Mac:</b></p> <ul style="list-style-type: none"> <li>1.83GHz Intel Core™ Duo or faster processor</li> <li>Mac OS X v10.4, 10.5, 10.6 (Intel)</li> <li>1GB RAM</li> <li>Mozilla Firefox 3.x or higher; Apple Safari 4.x or higher; Google Chrome</li> <li>Adobe Flash Player 10.1 (or later) for all users</li> </ul> <p><small>*As of August 2011, Lion (10.7) is not yet officially supported. Users may experience bugs using this OS.</small></p> <p><b>Bottom Line:</b> Most computers made in the last four years should meet these minimum requirements. Make sure to download the latest version of your browser and close all unnecessary programs.</p>	<p><b>Bandwidth:</b> 512kbps recommended</p> <p><b>Connection:</b> Cable/DSL wired connection recommended  (To determine your connection, contact your service provider.)</p> <p><b>Firewall:</b> Many businesses, schools and hospitals run restrictive firewalls on their networks. A firewall may slow or even stop Connect data from traveling back and forth on the network. Make sure to test your connection prior to the meeting date.</p> <p><b>Bottom Line:</b> Use a wired, not wireless connection. Do not use a dial-up connection. Avoid public areas such as hotels and coffee shops. Make sure to test your connection prior to the first meeting date.</p>

## Headphone / Webcam

In order to get the most out of your Adobe Connect experience, we encourage users to wear headphones with a built in microphone. Speakers, especially turned up loud, will cause feedback. Most any modern web camera will work with Adobe Connect. If your webcam is separate, make sure to install the software and test the webcam on your computer before trying to use it in Connect.

## Configuring your Microphone and Webcam in Adobe Connect

By default, participants cannot use their microphone or webcam. The meeting host must grant users access to these functions. Meeting hosts and meeting presenters will automatically have access to these features.

### To configure your microphone:

- Select "Meeting."
- Select "Audio Setup Wizard."
- Go through the step-by-step instructions where you will test your microphone, speakers and "silence level" of the room.

### To test out your microphone (once it is configured):

- Select the microphone icon at the top of the screen.
- If your microphone icon turns green, you are live. Try speaking. You should see a microphone next to your name in the attendance list while you are speaking.
- If you are having trouble or people don't seem to hear you, use the text chat to ask for help.

### To test out your webcam:

- Select "Start My Webcam"
- Give Adobe Connect permission to use your webcam.
- Select "Start Sharing" to allow others to see you.
- You may click "Stop Sharing" at any time.

## Best Practices for Using Connect

- Directly connect to the fastest Internet available, wireless not recommended.
- Use a headset, no speakers.
- Shut down any VPN connections.
- Close all programs not being used, including chat and email.
- If possible, upload content (PowerPoints or other documents) to Connect before beginning the session.
- Require users to attend a rehearsal meeting to test connections and troubleshoot problems.
- If you are not speaking, mute your audio to avoid background noise.