Best Practices for Adobe Connect Meetings

Hardware Recommendations

Some meetings will use a telephone conference for audio, but we strongly recommend that if you are required to communicate using the voice over IP function in Adobe Connect, you acquire and use a headset with an attached microphone.

A suitable device that is available at the UNL Computer store is the Logitech ClearChat Comfort USB Headset, but just about any similar headset will sufficiently prevent the audio from your computer speakers from being sent back into the meeting causing an echo.

If you have a built-in microphone on your computer, simply using headphones or ear buds should be enough to prevent echo in the meeting.

If you find wearing headphones impractical or uncomfortable an echo cancelling microphone/speaker such as the Plantronics Callisto P420 is recommended. This device is available from the UNL Computer store as well.

Browser Recommendation

Internet Explorer, Firefox and Safari are all recommended,

Google Chrome currently has a bug preventing the Connect Add-In from being downloaded. Please do not use Chrome for this reason.

Audio Setup

Your computer must have a microphone, a headset with a microphone or a camera with a built-in microphone, connected to be able to send audio using VoIP. If you don’t you will introduce echo into the meeting room. Follow these 3 Steps to set up your microphone:

Step 1. Use a headset, headphones, ear buds (see above) or an echo canceling speaker/mic like the ClearOne Chat 50. This is essential.

Step 2. Select Your Microphone in you Operating System.
• Make sure your device is plugged in to the appropriate jacks or USB
• Make the mic and speaker default in your operating system first

In OS X: open **System Preferences** and choose **Sound**
You must choose your preferred device in both **Output** (speaker) and **Input** (microphone).

In Windows: **Right Click** on the speaker icon in the bottom right hand corner of your desktop, next to the date.
Find the device you’ll be using here, highlight it and make it Default in both Playback (speaker) and Recording (microphone) tabs. Then hit OK.

Step 3. Audio Setup Wizard

You can test your audio device to make sure it is turned on and set up for maximum performance in a meeting with the Audio Setup wizard. In the "Meeting" menu select "Audio Setup Wizard".

Follow the step-by-step on-screen directions and complete the activities as the wizard leads you through the audio setup. Please be cautioned that the wizard will allow you to continue on even if your computer fails a test. It is critical that
you follow each instruction and complete each test every time you enter a Meeting Room, it only takes 30 seconds but it will save you lots of frustration.

Press the Meeting button in the upper left hand corner of your Meeting Room

Select Audio Setup Wizard

Follow each step carefully, especially recording your voice, do not skip steps.

The first time you run the Audio Setup Wizard, you may be asked if you want to install the Connect Add-In, please do-it will automatically download and install a very small application that will enhance the performance of Adobe Connect.
Select the device you wish to use here in Step 2, you may have several options choose the correct one.

Record your voice and listen back to make sure it is audible. This step will automatically adjust your mic’s output volume.

Complete the Wizard and press the Microphone Icon at the top of your Meeting screen.
Allow access.

You are now sending your voice into the Meeting room.
Video Setup

Setting up a video camera in Connect is much simpler than setting up audio.

• Select the camera that you want to use from the drop down menu.

• If this is the first time during the meeting that you have selected to send video, you will see a window pop up on the screen asking you to allow your video to be send – click “Allow.”
• **Note:** If no camera is connected, a “No Camera Found” message appears instead of the Camera pop-up menu. Make sure that you have a camera either plugged in to a USB port or that the built-in camera is functioning properly.

Try opening another program such as Skype or Photo Booth on your computer to see if it is recognized there, if it is not, you may need to check for updated video drivers from the camera’s manufacturer.

Be sure to close Skype, Photobooth or any other video application you may have opened in testing before you open your Connect meeting again. If your camera is being used by another application it will not be available in Connect.

• Click "Close."

You should now see a Preview of your video image, you may use this to "compose" the shot by adjusting the camera position. Try to position the camera to be more or less level with your face.
You are now sharing your webcam.
Technical Troubles?

If you find that your audio and video become choppy or lags during class, or you feel there is a delay, you may wish to try these items:

• Make sure you are connected directly to the internet and not using a wireless or satellite connection. Disable your wireless connection if you’re not sure
• Close any unnecessary applications on your computer
• Restart your browser and re-enter the Connect meeting room
• Pause other video feeds. To do this, hover over a video image and click on the Pause icon in the bottom right corner
  • This will pause the image on your end only
  • To resume camera playback, click on the Play button in the bottom right corner

Note: The Host (Instructor) should avoid pausing cameras as it may affect the recording.