ADOBE® CONNECT™ ENTERPRISE

USER GUIDE

IPR2026-00424
Zoom Communication, Inc. Ex. 1016
Page 1 of 259

© 2006 Adobe Systems Incorporated. All rights reserved.

Adobe® Connect™ Enterprise User Guide for Windows® and Macintosh

If this guide is distributed with software that includes an end user agreement, this guide, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. Except as permitted by any such license, no part of this guide may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Adobe Systems Incorporated. Please note that the content in this guide is protected under copyright law even if it is not distributed with software that includes an end user license agreement.

The content of this guide is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Adobe Systems Incorporated. Adobe Systems Incorporated assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this guide.

Please remember that existing artwork or images that you may want to include in your project may be protected under copyright law. The unauthorized incorporation of such material into your new work could be a violation of the rights of the copyright owner. Please be sure to obtain any permission required from the copyright owner.

Any references to company names in sample templates are for demonstration purposes only and are not intended to refer to any actual organization.

Adobe, the Adobe logo, Acrobat, Adobe Captivate, Adobe Connect, After Effects, Authorware, Breeze, Contribute, Flash, Flash Player, FlashPaper, Flex, PDF, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Mac OS and Macintosh are trademarks of Apple Computer, Inc., registered in the United States and other countries. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

RealDuplex™ Acoustic Echo Cancellation is Copyright © 1995-2004 SPIRIT.

Notice to U.S. Government End Users: The Software and Documentation are "Commercial Items," as that term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §§227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein. Unpublished-rights reserved under the copyright laws of the United States. Adobe agrees to comply with all applicable equal opportunity laws including, if appropriate, the provisions of Executive Order 11246, as amended, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 (38 USC 4212), and Section 503 of the Rehabilitation Act of 1973, as amended, and the regulations at 41 CFR Parts 60-1 through 60-60, 60-250, and 60-741. The affirmative action clause and regulations contained in the preceding sentence shall be incorporated by reference.

Adobe Systems Incorporated, 345 Park Avenue, San Jose, California 95110, USA.

Contents

Chapter 1: Before you begin
Resources 1
What's new 2
Using Adobe Help 2

Chapter 2: Connect Enterprise basics
Adobe Connect Enterprise 5
Enterprise Manager How To Topics 6
Adobe Connect Enterprise Manager 7
Managing permission access for library folders and files 13
Managing library folders and files 17
Managing content in the Content library 21

Chapter 3: Adobe Acrobat Connect Professional meetings
Acrobat Connect Professional How To topics 29
Adobe Acrobat Connect Professional basics 29
Acrobat Connect Professional work area 33
Working with meeting room templates 39
Creating and attending meetings 42
Updating existing meetings 46
Viewing data about meetings 52
Sharing content during a meeting 53
Managing attendees 63
Using audio conferencing in a meeting 66
Recording and playing back meetings 69
Taking notes in a meeting 73
Chat options in a meeting 75
Broadcasting audio and video 81
Polling attendees 86

Chapter 4: Adobe Connect Training
About Adobe Connect Training 6 88
Working with Courses 91
Working with Curriculums 99

Chapter 5: Adobe Acrobat Connect Professional Seminars
About Adobe Acrobat Connect Professional Seminars 116

Chapter 6: Adobe Connect Events
About events 126
Creating and editing events 129
Managing events 144

Chapter 7: Adobe Presenter
Creating Presentations 147
Editing Presenter Presentations 153
Audio in Presentations 164
Adding quizzes and questions 174
Designing presentations 197
Publishing and viewing in Connect Enterprise Server 205
Troubleshooting presentations 215

Chapter 8: Managing the Adobe Connect Enterprise Account
The Adobe Connect Enterprise account 217
Account reports 225
Connect Enterprise permissions 229
Group permissions 233
Creating and managing users and groups 237
Account modification 246

Index 251

Chapter 1: Before you begin

Begin here to get information about Help documentation for Adobe® Connect™ Enterprise. You can also find out about the tools Adobe offers to help you get started, find system requirements for your software, and get an overview of resources available at Adobe.com.

Resources

Help components

Help The documentation is available in Help, browser-based content you access through the Help menu of your Adobe product. For information about Help and its accessibility features, see Using Adobe Help.

How To topics The How To topics provide a brief overview of the most common tasks. If you need more information, just click the links in the How To topic.

PDF version of Help To view all the Help topics in a single PDF document, open the PDF file in the Help folder where the application is installed (for licensed customers) or on the Documentation Center at www.adobe.com/go/connect_documentation_en.

Adobe Connect Enterprise resources

More information is available from the following sources:

Quick Start Adobe offers Quick Start demos for Connect Enterprise. These short demos show you visually how to do common tasks. To view Quick Start demos, select Help > Quick Start from a Connect Professional meeting room.

Resource Center This site, at www.adobe.com/go/resources_connect_en, is updated regularly with tutorials, simulations, best-practices information, and links to procedures.

Support Center This site, at www.adobe.com/go/support_connect_en, contains current support information, including technical notes, helpful presentations, and support program details.

Developer Center This site, at www.adobe.com/go/devnet_connect_en, is updated regularly with tutorials and articles about extending Connect Enterprise.

Documentation Center This site, at www.adobe.com/go/connect_documentation_en, contains documentation for all Acrobat Connect products, answers to frequently asked questions, articles about specialized topics, and presentations.

System requirements

The most complete listing of system requirements for Connect Enterprise can be found at www.adobe.com/go/connect_sysreqs_en.

Adobe.com

These resources are available on the Adobe website:

Adobe Design Center Offers articles, tips, and tutorials in various formats, including video, Adobe PDF, and HTML. The content is authored by industry experts, designers, and Adobe publishing partners, and new content is added

monthly. You'll also find Adobe Studio Exchange, where users download and share thousands of free actions, plugins, and other content. Adobe Design Center is available in English, French, German, and Japanese.

Adobe Developer Center Provides information for advanced users, including software and plug-in developers. You'll find tutorials, SDKs, scripting guides, and sample code, in addition to forums, RSS feeds, online seminars, and other technical resources.

Communities Features forums, blogs, and other avenues for users to share technologies, tools, and information; ask questions; and find out how others are getting the most out of their software. User-to-user forums are available in English, French, German, and Japanese; blogs are posted in a wide range of languages.

What's new

New features in Adobe Connect Enterprise

Here are some of the new features in Connect Enterprise:

Enhanced support for integrated audio conferencing Acrobat Connect Professional now offers enhanced support for accounts with an audio conference bridge installed, to enable synchronized telephonic audio conferences as part of Acrobat Connect Professional meetings. For meetings with international attendees, Acrobat Connect Professional can now display multiple dial-in numbers, so that attendees in each country can see the dial-in number they should use. Hosts can also block incoming attendees, and can turn on or off notifications when attendees enter or exit an audio conference.

Improved audio conference recording You can now start and stop audio recording when you are recording a meeting (if your Acrobat Connect Professional account has an audio conference bridge installed). This makes it possible to test the audio recording, then restart the recording, or to record only selected segments of the audio during a meeting.

Ability to turn Connect Event guests into users If you invite guests to your Adobe Connect Events, you now have any easy method for turning those guests into full users. Once guests are full users they can have custom field values in reports and they can access administration pages.

Adobe Presenter audio quality You now have the option to compress audio in presentations created with Adobe Presenter. Compressing the audio reduces the size of audio files. To retain settings in high-quality audio, you can choose to keep the audio uncompressed.

Custom fields in User reports In Connect Enterprise user reports, you can now include up to eight custom fields for individual users. This feature enables you to track information about users that is important to your organization.

Using Adobe Help

Browse Help topics

1 In the navigation pane, do one of the following:

- To browse by topic, click Contents.
- To browse alphabetically, click Index, and then click a letter.

2 Expand items in the navigation pane until you reach the desired topic.

3 Click items in the navigation pane to view content in the reading pane.

Search Help topics

1 In the navigation pane on the left, click Search.

2 Type one or more words in the text box, and click the Search button.

Topics matching the search terms appear in the navigation pane, listed in order of relevance.

Search tips

These tips can help you improve your search results in Help:

- If you search using a phrase, such as "screen sharing," put quotation marks around the phrase. The search returns only those topics containing all words in the phrase.
- Make sure that search terms are spelled correctly.
- If a search term doesn't yield results, try using a synonym, such as "web" instead of "Internet."

Navigate Help

❖ Navigate Help by doing any of the following:

- Expand items in the navigation pane until you reach the desired topic. To view a topic, click its title, either in the navigation pane or the reading pane.
- Click the navigation links that appear above the topic title in the reading pane.
- Click Previous or Next in the reading pane.
- Click Back or Forward on the toolbar.

You can also navigate Help using accessible keyboard shortcuts.

Adobe Help and accessibility

Adobe® Help Center is designed so that it is accessible to people with disabilities, such as mobility impairments, blindness, and low vision. Adobe Help supports standard accessibility features and alternative keyboard shortcuts for toolbar controls and navigation.

Supported accessibility features

Adobe Help supports the following standard accessibility features:

- Standard HTML tags define content structure.
- Style sheets control formatting (no embedded fonts).
- Each frame has a title to indicate its purpose.
- Graphics without captions include alternate text.
- If link text doesn't match the title of the destination, the title is referenced in the Title attribute of the Anchor tab. For example, the Previous and Next links include the titles of the previous and next topics.
- Content supports high-contrast mode.
- Text size can be changed with standard context menu commands or standard menu commands for Mac OS.

Keyboard shortcuts for toolbar controls

Each control in the toolbar for Adobe Help has a keyboard equivalent in Windows:

Back Alt-left arrow

Forward Alt-right arrow

Print Ctrl-p

Keyboard shortcuts for navigation

To navigate Adobe Help, use the following keyboard combinations in Windows:

- To move between the navigation pane and the reading pane, press Control-Tab and Shift-Control-Tab.
- To move through links within a pane, press Tab or Shift-tab.
- To activate a selected link, press Enter.

Chapter 2: Connect Enterprise basics

Adobe® Connect™ Enterprise Server 6 is associated with a suite of applications for hosting and managing online meetings, seminars, presentations, training, and events. Your organization may have purchased the entire system or a subset of these applications. If certain functionality is not available to you, your organization may not have purchased that application, or your administrator may not have granted you the necessary permissions.

Adobe Connect Enterprise

About Connect Enterprise applications

The Adobe Connect Enterprise system is composed of the core Adobe Connect Enterprise Server 6 and four applications.

Adobe Connect Enterprise Server 6 offers scalability, with support for single server or clustered environments, and it provides reliable redundant deployment that supports thousands of concurrent users. Adobe Connect Enterprise is designed as an open platform and can be extended and integrated with other systems through a comprehensive set of APIs.

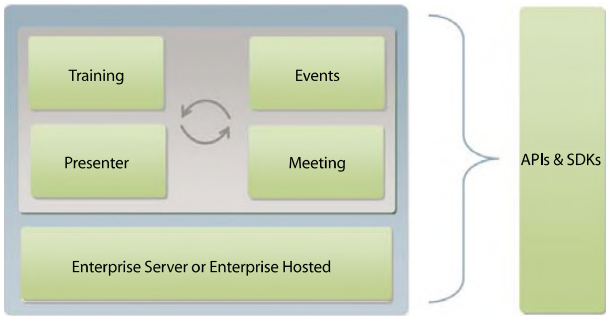
The four associated applications give a full range of functionality:

Adobe Acrobat Connect Professional lets users conduct online meetings, events, and seminars in which hosts can show multimedia presentations, share their screens, and broadcast live audio and video to attendees in real time.

Adobe Presenter is a plug-in application for Microsoft PowerPoint that lets users create rapid e-learning prototypes, e-learning content, and on-demand presentations. The finished presentations are AICC and SCORM compliant.

Adobe Connect Events 6 lets users manage the full life cycle of events, from event registration and invitations, to reminders and generating event reports.

Adobe Connect Enterprise Manager is the web-based application that lets users manage account-related information and content. It is the primary interface where users create meetings, manage presentations, create curriculums and events, customize applications, and more.



Adobe Connect Enterprise Server 6 works together with other Connect Enterprise applications

Connect Enterprise terms and concepts

If you are new to Connect Enterprise, you may find the following definitions helpful.

Meetings and seminars

An Acrobat Connect Professional *meeting* is an online real-time meeting in which a presenter can show slides or multimedia presentations, share pages, chat, and broadcast live audio and video. A meeting takes place in an Acrobat Connect Professional *meeting room*, a Macromedia® Flash® from Adobe® application that you run in a browser window by using Adobe Flash® Player. The meeting room continues to exist even after the meeting is over.

In addition, depending on the pricing model your organization has chosen, you may or may not be able to enter a meeting if the meeting is not live. In some cases, only the host can enter the meeting room when the meeting is not live. In other cases, you can enter the meeting room when the meeting is not live if enough meeting room spaces are available across the system at the moment you enter.

You create the meeting room with Enterprise Manager. In Enterprise Manager, all meeting rooms are contained in the Meeting library.

A Connect Enterprise *seminar* is a unique kind of meeting, with its own licensing requirements and attributes. A seminar room is comparable to a meeting room, that is, it's a Flash application that runs in a browser window. The difference is that at least one seminar presenter or host must be in the room in order for others to enter, even if the seminar is public. A seminar ends if all the presenters and hosts exit the room. Because of their unique requirements and format, seminars have a dedicated Enterprise Manager tab named Seminar Rooms, as well as their own Seminar library.

Connect Enterprise content

Any file or folder that is stored in the Content library is referred to in Connect Enterprise as *content*. Content is synonymous with information and accessed from the Content tab of Enterprise Manager.

The Content library is associated with Connect Enterprise authors, the only users who can upload files to this library.

Connect Enterprise events

In Connect Enterprise, the term *event* means a large-scale web meeting, presentation, seminar, or training that requires registration and has unique reporting requirements. As such, the Connect Enterprise Event Management functionality contains special features that are exclusive to events.

Connect Enterprise reports

You can create diverse types of reports in Enterprise Manager for information about individual meetings, courses, curriculums, seminars, and users, among others. You can add report filters to streamline report information, and if you are a manager, you can view reports for your team members.

Enterprise Manager How To Topics

Content

- "Managing content in the Content library" on page 21
- "Searching the Content library" on page 13
- "Move a library folder or file" on page 17

Training

- "Creating a course" on page 91
- "Creating a curriculum" on page 100
- "Accessing the Training library" on page 88

Seminar Rooms

- "Creating a seminar" on page 118
- "Pre-seminar tasks" on page 117

Event Management

- "Creating an event" on page 129
- "Change an existing event" on page 133

Administration

- "Managing content in the Content library" on page 21
- "Searching the Content library" on page 13
- "Move a library folder or file" on page 17

Adobe Connect Enterprise Manager

About Enterprise Manager

Enterprise Manager is a web application that acts as an access and control point for all Connect Enterprise applications. Enterprise Manager allows you to set up and manage meetings, seminars, and training courses and curriculums, as well as manage content that can be shared through meetings, presentations, training courses, and events.

In addition, the user management component of Enterprise Manager enables you to set access permissions for both the users of this content and the content itself.

Note: *Not everyone can use all the Enterprise Manager features. The features you can access depend on your Connect Enterprise configuration and your permissions.*

Enterprise Manager users

You use different features of Enterprise Manager depending on your user needs. Users are divided into the following groups:

Meeting Hosts This group includes administrative assistants, managers, and everyone in an organization who can create meetings in Connect Enterprise Manager. You do not need Enterprise Manager to attend such a meeting; all you need is the meeting URL. However, in many cases, you can enter a meeting from Enterprise Manager as well.

Authors An author is anyone who uploads content to the Connect Enterprise Server. Content can include files created in Presenter, Adobe® Captivate™, or any other content uploaded to the Content library.

Training Managers This group includes anyone developing courses and curriculums.

Seminar Hosts This group includes individuals who present seminars. A seminar is a special kind of meeting with its own attributes and licensing structure.

Event Managers This group includes anyone who organizes events. An event can be any meeting, presentation, course, curriculum, or seminar that requires registration and generates reports with participant tracking information.

Administrators This group consists of the users who manage Connect Enterprise applications for the entire organization. As such, administrators are responsible for customizing the appearance of these applications for their organization and managing all aspects of accounts. This includes performing any task pertaining to account and user management, such as creating custom user groups, and assigning users to custom user groups and to built-in groups.

Start Enterprise Manager

Every Connect Enterprise user receives an organization-specific Enterprise Manager URL, along with a user name and a modifiable password, in an e-mail sent out by their organization's Connect Enterprise administrator. You access Enterprise Manager by typing this URL in a browser window, and then logging in, as described below.

1 In a browser window, enter the URL provided by your administrator or included in the Welcome e-mail.

2 On the Login page, enter your user name and password.

3 Click Submit.

See also

"Logging out" on page 13

About starting Enterprise Manager in Internet Explorer

Microsoft has released an update that changes how Internet Explorer manages active content, including content viewed in certain Adobe products. Active content embedded in HTML may not work properly until the user clicks to either activate or continue loading the active control.

If you have installed the Microsoft update and do not have the JavaScript option in Internet Explorer selected, you may need to activate (by clicking) an object so that Enterprise Manager can start. This activation step may be necessary because Enterprise Manager is launched from an Internet Explorer window.

Determine the version number

Knowing your version number can be useful, especially when contacting the Connect Enterprise support team for help or when reporting any issues with an application. There are two ways to find your version number.

Determine version number on login page

1 Start Enterprise Manager.

2 On the login page (the page where you enter your login and password) move your cursor over the Help link. The version number appears.

Determine version number by viewing version.txt file

1 Start Enterprise Manager.

2 In the web browser address field, edit the address so it reads http://<adobe connect url>/version.txt. For example, if your server is named "server1," the address would read http://server1.mcompany.com/version.txt.

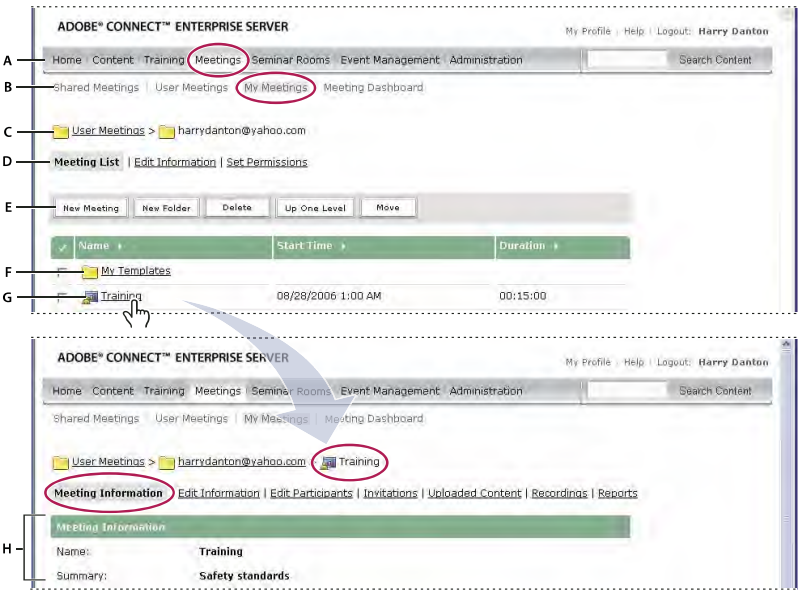
3 Click Enter on your keyboard.

The version.txt file appears listing your Connect Enterprise version number.

Overview of the workspace

Enterprise Manager is the web application that enables users to manage content and create meetings, events, courses, and much more.

The full Enterprise Manager application user interface consists of seven tabs (also called *pages*), each associated with a particular function and application, as the following illustration shows.



Navigating the workspace
A. *Tabs (pages)* ***B.*** *Links* ***C.*** *Navigation trail* ***D.*** *Navigation bar* ***E.*** *Navigation buttons* ***F.*** *Folder* ***G.*** *Click an item (file) to go to the information page for that item* ***H.*** *Information about the item*

Connect Enterprise Manager icons

Enterprise Manager uses icons to represent meetings, seminars, presentations, courses, and curriculums.

Content Content includes files such as Adobe PDF files or Microsoft Word documents that are used with Connect Enterprise meetings, seminars, presentations, or training.

Course A presentation that is associated with a group of enrolled learners with tracking for each individual. The course can be used independently or as part of a curriculum.

Curriculum A group of courses and other learning content that guides students along a learning path. Curriculum can include Connect Enterprise content, presentations, meetings, seminars and external content such as classroom sessions and reading lists.

Event A Connect Enterprise event includes registration, invitations, reminders, and reporting. Events usually involve a large number of participants and are built upon a Connect Enterprise meeting, seminar, presentation, or training.

Meeting An online real-time meeting in which a host or presenter can show slides or multimedia presentations, share screens, chat, and broadcast live audio and video.

Seminar A seminar is similar to a Connect Enterprise Professional meeting, but seminars are usually conducted for one-time or infrequent meetings that have at least 50 participants and involve little audience participation or interaction.

Archive A recorded Connect Enterprise Professional meeting or seminar, which users can view at their convenience.

Authorware content Files created in Macromedia Authorware from Adobe, a visual authoring tool for creating e-learning applications that can be delivered on corporate networks, CDs, DVDs, and websites.

Adobe Captivate content Files created in Adobe Captivate, an application that automatically records all onscreen actions and instantly creates an interactive Flash simulation.

External training In a curriculum, training that occurs outside of Connect Enterprise, such as classroom training.

Flash Video file (FLV) A video file that users can access just as they access other Connect Enterprise content.

HTML file File defining the structure and layout of a web document using a variety of tags.

Image file (JPEG, GIF, PNG, BMP) Image files can be drawings, photographs, charts, graphs, icons, or any other type of graphics.

MP3 file An audio, sound, or music sequence that is compressed to a small file size.

Presentation A presentation created using the Adobe Presenter Plug-in for Microsoft PowerPoint. These presentations have not been converted into Adobe Presenter presentations.

Presentation A presentation created with Adobe Presenter, a plug-in for Microsoft PowerPoint that lets users add audio, quizzes, and visual features to a PowerPoint presentation.

Shockwave file (SWF) A multimedia animation file that can be viewed in a web browser.

Enterprise Manager tabs

The tabs at the top of Enterprise Manager represent the Connect Enterprise applications. Your organization may have purchased some or all of the applications. If you cannot access an application through a tab, your organization may not have purchased the application or your administrator may not have granted you access to that application.

Home tab Used to perform various tasks related to individual user accounts. This is the only tab accessible to all Enterprise Manager users.

Content tab Used to manage content for presentations, training, meetings, and seminars. From the Content tab you access the Content library, a set of content folders and files. Users who create content are called *authors*. However, the Content tab is available to all users with appropriate access permissions.

Training tab Used to work with courses and curriculums. If you use this tab to create courses and curriculums, you are a *training manager*.

Meetings tab Used to create and manage meetings. If you can create meetings that appear on this tab, you are a meeting *host*.

Seminar Rooms tab Used to create and manage seminars, a special type of meeting with its own requirements.

Event Management tab Associated with events, which can be any meeting, training, presentation, or seminar that has registration and special reporting requirements. *Event managers* use the Event Management tab to create and manage events.

Administration tab Used by administrators to add new users, assign permissions, customize the interface, and perform other management functions. Although visible to all users, the Administration tab is accessible only to administrators.

See also

"Adobe Connect Training" on page 88

"About Acrobat Connect Professional meetings" on page 29

"About Adobe Acrobat Connect Professional Seminars" on page 116

"About events" on page 126

"Managing the Adobe Connect Enterprise Account" on page 217

About the Home tab

No matter what functions you use, if you have a Connect Enterprise account, the Home tab (also called the Home page) is always available to you. Displayed when you log in, this Home page is your base of operations. From here, you join any meetings or events for which you are scheduled, create any meetings or events for which you have permission, locate information and resources, and manage your account.

Below the Enterprise Manager tabs is a row of links that take you to lists with information relevant only to you. When you display one of these lists, you can often perform additional actions.

My Home Page
***A.** Tabs (pages) **B.** My links **C.** Shortcut links to creating new items **D.** Information for My Home Page*

My Training

My Training leads to a complete list of training courses or curriculums in which you are enrolled. To get details about any item, click its name. To see a list of completed classes, click Training I've Completed.

My Scheduled Meetings

My Scheduled Meetings leads to a complete list of your current, future, and expired meetings and your role in those meetings. Click the Enter link to enter the meeting room, where you can join a live meeting or view a presentation from a past meeting. Click the meeting name to display the meeting details, and then click Enter Meeting Room to join the meeting.

Note: *The same information is displayed in list form on the Home page, but without expired meetings. Clicking the More link below the list has the same effect as clicking My Scheduled Meetings.*

My Scheduled Events

My Scheduled Events leads to a list of all the events for which you are registered, as well as all your expired events. Click Enter to view an event.

Manager Reports

The Manager Reports link applies only to users who are managers. (Managers are defined here as people or staff managers, not training or system managers.) If you are a manager, use this link to display a list of all your direct reports. You can also select links to the training, meeting, and event reports for each of your reports. From Manager Reports, you can click the link for a report type to see a list of all reports for this team member for this report type. You can then click the link for a given report to see the report information, and depending on the report you selected, you can click another link to see more specific information.

In addition, if any of the users you manage also has subordinates, you can click the direct report's name to display a list of that person's direct reports and the corresponding training, meeting, and event reports for each of them. In this way, you can view reports for all of the people who report to you either directly or indirectly.

Create menu

On the left side of the Home page is a Create menu for creating new meetings, new content, new events, and so on.

Learn menu

On the left side of the Home page is a Learn menu with links leading to useful information.

Viewing and changing your profile

Clicking the My Profile link displays information about your account, as well as links for changing your password, editing your preferences, and so on. Displayed information includes:

User Information The information displayed may vary, depending on the information your administrator has defined for user profiles, but usually your first and last names and your e-mail address are listed. In addition, the following information also appears:

Audio Conference Settings Audio conference settings include telephone access information (your moderator code and client ID) for dialing into meetings. Your manager's name (if applicable) and your team members' names (if applicable) may also appear.

Note: *The client ID is the customer identification number assigned by Premiere Conferencing. If your company uses another provider, this field has another name.*

The following links appear at the top of your profile page:

Change My Password Click here to change your password. When you do, you are prompted once for your current password, and then twice for your new password.

Edit My Preferences Click here to change your time zone and audio conference settings.

Group Memberships Click here to display a list of all the groups to which you belong, including built-in groups.

Organization Click here to display your manager's name and the names of all of your team members, if applicable.

Logging out

You can log out of Enterprise Manager at any time.

1 Click Logout [your login name] in the upper-right corner of Enterprise Manager.

The Enterprise Manager login page appears.

2 Close the login page to quit Enterprise Manager.

See also

"Start Enterprise Manager" on page 8

Searching the Content library

You can enter keywords at the Search Content link to search the Content library for presentations, as well as meeting and seminar archives.

Note: *The presentations themselves must be searchable for the Search feature to be operable. In addition, you must have permissions to view the content you are searching for.*

To use Search Content, enter a keyword and click Search Content. You can also click Search Content without entering a keyword to set the search parameters to refine your search.

Managing permission access for library folders and files

About libraries

The Content, Training, Meetings, Seminar Rooms, and Event Management tabs in Enterprise Manager each contain a library with files organized into a directory of folders. Files that you store in the Training, Meetings, Seminar Rooms, and Event Management libraries are available for activities in those respective tabs only. Files in the Content library can be accessed from all tabs in Enterprise Manager.

Administrators can set permissions to determine what tasks each user can perform in the libraries. Tasks include creating, editing, moving, adding, removing, and managing files and folders.

With the exception of the Seminar library, each Connect Enterprise library has two high-level folder directories: Shared folders and User folders.

- Shared folders: When Connect Enterprise is installed, only the administrator has access privileges to the Shared folders. Administrators can assign permissions for the Shared folders in any way appropriate. However, although Manage permissions for a Shared folder can be assigned to any Connect Enterprise user, only members of the Built-in group associated with that library can create new functions (meetings, events, and so on) in the folder. For example, in the Meetings library, any user with Manage permissions for a specific Shared Meetings folder can manage this folder, but only meeting hosts can create new meetings in it.
- User folders: When a user is assigned to a specific Built-in group, Connect Enterprise creates a user folder for that individual in the associated library. For example, any user assigned to the meeting host group automatically receives his or her own folder in the User Meetings folder in the Meetings library. It is this folder the user sees when accessing the Meetings tab. Users can manage their own user folders, including setting permissions that give other users access privileges to the folders, but users can do this only for their own folders.

Libraries
A. *Shared* ***B.*** *User* ***C.*** *My items* ***D.*** *Dashboard*

Seminar library folders have a different structure. In the Seminar library, there are no user folders; instead, each folder represents a different seminar license that your organization purchased. When a user is assigned to the Seminar Host group, this user automatically has Manage permissions for all Seminar Rooms folders; such a user can add and delete seminars, and assign Manage permissions to other users. Only a seminar host can create new seminars in this folder.

About library permissions

You can set permissions on library files and folders to determine the level of access that users or groups have to the items.

These permissions are available for users and groups in the Content, Training, Meetings, Seminar Rooms, and Event Management libraries:

Manage Users or groups with a Manage permission setting for a folder or file can view, delete, move, and edit the file or folder, view reports for files in that folder, set permissions for the file or folder, and create new folders. However, they cannot publish to that folder.

Denied Users or groups with a Denied permission setting for a folder or file cannot view, publish, or manage this folder or file.

These additional permissions are available for users and groups in the Content library only:

Publish Users or groups with a Publish permission setting for a folder or presentation can publish, update, and view presentations, as well as view reports for files in that folder. However, these users must also be members of the built-in Author group, as well as have Publish permission, to publish content to this folder.

View Users or groups with a View permission setting for a folder or file can view any content in the folder, or can view the individual file.

About permissions for Built-in groups

Connect Enterprise recognizes seven default permission groups, each associated with a different Connect Enterprise library. Each member of a Built-in group has an individual user folder in the corresponding library. You cannot change the permissions for these groups, but you can extend them by assigning individuals or groups to more than one Built-in group. In addition, the administrator can create custom groups and assign these groups permissions for specific library folders. There are seven Built-in groups:

- Administrators
- Meeting Hosts
- Training Managers
- Seminar Hosts
- Event Managers
- Authors
- Learners

Note: *For the Events library, users who belong to the Administrators group can view all events and folders. Users who belong to the Event Hosts group can view all events and folders in the Shared Events folder and in their My Events folder. Event permissions apply to all events in a folder. You cannot set permissions for individual events.*

See also

"About Built-in groups" on page 233

Viewing options for content files and folders

You can make content files public or private, as follows:

Public Anyone can view a public content file if they have its URL.

Private Only Connect Enterprise users with View, Manage, or Publish permissions can view private content. To do so, they must first log in with a Connect Enterprise user name and password.

If you publish or upload a file to a folder that has its permissions set to allow public viewing, the content file is also available for public viewing by default. Similarly, if the parent folder has a custom permissions profile that allows only certain groups to view or manage it, the content file by default has the same profile.

You can customize the permission settings of a content file or folder by using the following options:

Allow public viewing Make the content file or folder available publicly, even if the parent folder permissions are not set to allow public viewing.

Set a custom permission profile for users and groups Add users or groups to the profile and set the access for each to Denied, View, Publish, or Manage. User and group permissions that you set for the file or folder take precedence over the permissions that are set for the parent folder.

Reset to parent Set the content file permissions back to the permissions of the parent folder.

To set permissions for content files or folders

To customize the permissions list for a file or folder, you must be an administrator or a user with Manage permission for that library folder.

1 Click the Content, Training, Meetings, Seminar Rooms, or Event Management tab.

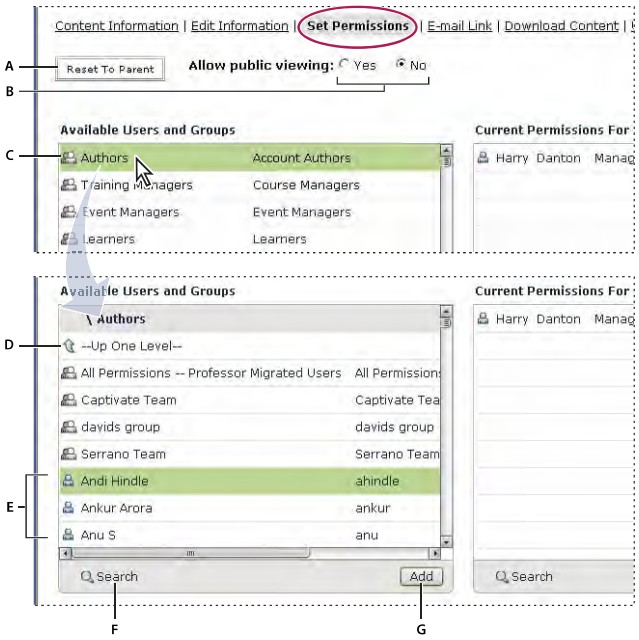
2 Navigate to the folder or file and click its name to open it.

3 Click Set Permissions on the navigation bar.

4 Click Customization. (If the permissions for this item have been modified before, the Customization button does not appear. Proceed to the next step.)

The Available Users and Groups pane displays users and groups for whom you can define permissions for the library item. The Current Permissions pane displays users and groups who already have permissions for the library item. You can change the existing permissions if desired.

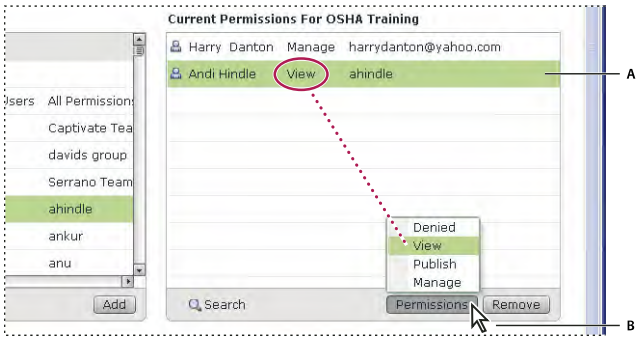
5 To add a user or group to the Current Permissions pane, select the name in the Available Users And Groups list and click Add.



Setting permissions and navigating Available Users and Groups
A. *Click to set folder or file permissions to be the same as the parent folder permissions* ***B.*** *Choose a viewing permission* ***C.*** *Double-click a group name to view the users in that group* ***D.*** *Double-click the Up One Level icon to go up one folder level* ***E.*** *Users* ***F.*** *Click the Search button to open a text box for searching* ***G.*** *Click Add to move a selected user or group to the Current Permissions list*

6 To set the permissions for a user or group, select the name in the Current Permissions list and click Permissions.

7 Select the appropriate permission setting from the pop-up menu: Manage, Denied, View (for Content library only), or Publish (for Content library only).



Current permission settings
A. *Selected name* ***B.*** *Click the Permissions button to select a permission setting. The setting is displayed next to the name.*

8 To remove a user or group from the Current Permissions list, select the name and click Remove.

9 To reset permissions for the entire library folder or file to be the same as those of the parent folder, click Reset to Parent.

10 For Content library only: Select Yes for Allow Public Viewing to make this folder publicly viewable, even if the parent folder is not publicly viewable. Select No to make the folder inaccessible to the public.

Managing library folders and files

Create a folder

Administrators and users with Manage permission for a specific folder can create folders and subfolders within it.You cannot create a new folder in the Seminars library.

1 Click the Content, Training, Meetings, or Event Management tab at the top of the Enterprise Manager window.

2 Navigate to the location where you want to add the new folder.

3 Click New Folder on the menu bar above the folder list.

4 Enter the name of the new folder on the new page that appears.

5 Click Save to create the new folder.

Move a library folder or file

You can move a folder or a file in a library. When you move a folder, all of the items within the folder also move to the new location. You can move folders and files in the Content, Training, Meetings, or Event Management libraries using the Move button. You can move folders and files in these libraries and in the Seminar Rooms libraries using the Up One Level button. In Seminar Rooms libraries, you can choose to move uploaded content or recordings that are saved with a seminar.

1 Click the Content, Training, Meetings, Seminar Room, or Event Management tab at the top of the Enterprise Manager window.

2 Navigate to the folder or file that you want to move.

3 Select the check box to the left of the item that you want to move. For a seminar, choose Uploaded Content or Recordings if you want to move either of those types of items saved with the seminar.

4 Do either of the following:

- Click Up One Level to move the item up one level in the library folder directory.
- Click Move (this option is not available for the Seminar Rooms tab). Select a folder in the folder directory tree, or click Up One Level. Click Move and then click OK to apply the change.

Delete a library folder or file

When you delete a library folder or file, it is permanently removed from the library and cannot be retrieved. Be careful to delete only those items you are sure you will not need again. If you delete items from the Content library that are linked to meetings, events, seminars, or courses, the deleted content is unavailable from them. When you delete an item, Enterprise Manager indicates whether the item is linked and allows you to cancel the deletion. In Seminar Rooms libraries, you can choose to delete uploaded content or recordings that are saved with a seminar.

Note: *For the Training library, if you delete a training folder containing a course that was part of a curriculum, the deleted course is still listed on the Curriculum information page as a course item. However, the course is no longer available.*

1 Click the Content, Training, Meetings, Seminar Room, or Event Management tab at the top of the Enterprise Manager window.

2 Navigate to the folder or file.

3 Select the check box to the left of the item that you want to delete. For a seminar, choose Uploaded Content or Recordings if you want to delete either of those types of items saved with the seminar.

4 Click Delete on the menu bar above the content list.

5 Click Delete again to permanently delete the selected items, or click Cancel to cancel the deletion.

Edit library folder or file information

You can edit the title or name of a library item and other information, using the Edit Information button.

Note: *If you are editing a Seminar library folder, you can view information about the Seminar license for that folder. This is a quick way to see how many users and meetings are available for a specific Seminar folder. In the navigation bar next to the Editor Information link, click License Info. Information that appears includes title, summary, start date, end date, number of concurrent users, and number of concurrent meetings.*

1 Click the Content, Training, Meetings, Seminar Room, or Event Management tab at the top of the Enterprise Manager window.

2 Navigate to the folder or file.

3 Click the Edit Information link in the navigation bar below the navigation trail.

4 Edit the title, name, or other properties that you want to change.

5 Click Save.

Download Content library files (except presentations)

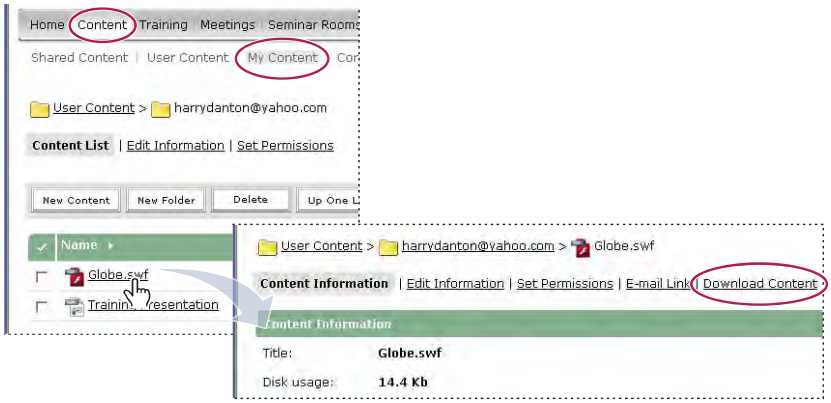
Users who have access (the correct permission level) to an item can download Content library files to their computers. You can download any type of content. If the content is composed of more than one file, it is packaged into a ZIP file.

1 Click the Content tab.

2 Navigate to the content file that you want to download.

3 Click the name of the content file.

4 Click the Download Content link on the navigation bar.



The Download Content link is on the information page for the item to be downloaded

5 Under Download output file(s), click the content file name.

6 Click Save.

7 Navigate to where you want to save the file. If necessary, replace the default filename.

8 Click Save.

9 When the download is complete, click Close.

Download presentations from the Content library

Users who have Manage permissions can download a presentation to deploy it intact on an intranet or distribute it on a CD. It is downloaded as a ZIP file, which the user then extracts.

1 Click the Content tab.

2 Navigate to the presentation and click its name.

3 Click the Download Content link on the navigation bar.

4 Click the Download Output File link.

5 In the Save As dialog box, navigate to where you want to save the file.

6 Click Save in the File Download dialog box.

Download presentation source files from the Content library

You can download the source files associated with any type of content. If the content is composed of more than one file, it is packaged into a ZIP file.

Downloading source files can be helpful if you no longer have your source PPT and PPC files for an Adobe Presentation. You must save the PPC file in the same folder in which you saved the PPT file, and you must give it the same name as the PPT file, but with the .ppc extension, to maintain any audio or timings in the presentation. Thus, you should have both the PPC and PPT files in your folder, with the same name but with different file extensions. It's critical that you do not overwrite the PPT file extension with a PPC extension; if you do, the file may become unusable

Note: *The only source files available for download are files that have been uploaded. For example, Adobe Presenter and Adobe Captivate give users the option to upload or not upload source files. If the option to upload source files is not selected, those files will not be available for download later.*

1. Click the Content tab.
2. Navigate to the presentation and click its name.
3. Click the Download Content link on the navigation bar.
4. In Download source files, click the PPT or PPC file.
5. Click Save in the File Download dialog box.
6. Navigate to where you want to save the file in the Save As dialog box.
7. Click Save.
8. In Download output files, click the zip file.
9. Click Save in the File Download dialog box.
10. Navigate to where you want to save the file in the Save As dialog box.
11. Click Save.

Navigate in a library

If you are an administrator, a host, or a user with permissions to manage a specific library folder, you can navigate in a library.

To open a folder

1. Click the Content, Training, Meetings, Seminar Room, or Event Management tab located at the top of the Enterprise Manager window.
2. Click the name of the folder.

The folders and files within that folder appear, and the name of the selected directory appears in the navigation links at the top of the browser window.

To move up one folder

❖ Click the Up One Level button on the navigation bar above the folder list.

The folders and files within the parent folder appear. The name and location of the parent folder appear in the navigation links list at the top of the browser window.

To return to any folder

Above the functional links is a list of navigation links called the navigation trail, which indicates your current location in the directory structure. You can move to any parent (higher) folder shown in the navigation trail.

❖ Click the name of a parent folder in the navigation trail.

The folders and files in the higher parent directory appear. The name and location of the parent folder appear in the navigation links at the top of the browser window.

To edit a seminar folder name or description

To edit a seminar folder name and description you must have Hosted Manager access.

1 Click the Seminar Rooms tab at the top of the Enterprise Manager window.

2 Navigate to the folder and click its name.

3 Click the Edit Information link above the seminar list.

4 Enter the new name for this folder in the Title text input box and, if desired, a description in the Summary text input box.

5 Click Save.

Managing content in the Content library

Content library supported file types

All content in the Content library must be one of the following types

- A single PDF file
- A single PPT file
- A single SWF file
- A single HTML file
- A single Adobe Captivate SWF file
- Captivate content published through the Adobe Captivate application
- Adobe Presenter content published through the Presenter plug-in
- Presenter content packaged as a ZIP file
- An old Macromedia Breeze 4.1 presentation packaged as a ZIP file (downloaded for a 4.1 server) (Breeze is now Adobe Connect.)
- A ZIP file that contains multiple SWF files and extra files (images, XML files, and so on) and one file called index.swf that will be loaded first
- A ZIP file that contains simple Authorware content (one HTM file, one AAM file, and extra Authorware files
- A ZIP file that contains multiple HTM or HTML files and extra files (images, SWF, and so on) and one file called index.htm or index.html
- An Adobe Flash video file (FLV file)
- A single image (JPEG, GIF, or PNG)
- A single audio file (MP3)

Each file type is represented by a separate icon in the Content library.

Upload files from Connect Enterprise Manager

Only members of the built-in Authors group with Publish permissions for a specific Content library folder can upload files to that folder.

1 In Enterprise Manager, do either of the following:

- On the Home tab, select New Content from the Create menu.
- On the Content tab, click the New Content button.

2 Under Select Content File, click Browse to locate the file, click its name, and then click Open.

3 Enter a title for the new content file (required) and a summary (optional) in the Enter Content Information text boxes.

4 (Optional) Enter a custom URL (if you do not assign a custom URL, the system automatically assigns one).

5 Click Save.

The file is uploaded to the server and appears in the content folder.

Note: *If you attempt to upload a file of an unsupported file type, the Enter Content page reappears with the message "Invalid file format selected."*

Note: *If you have Adobe Presenter or Adobe Captivate installed, you can also use the Publish option within those applications to upload content to the Content library.*

Upload new version of existing file from Connect Enterprise Manager

You can upload new versions of content that already exist in the Connect Library.

1 On the Home tab, click Content.

2 In the Content List, click the content file you want to update.

3 Click Upload Content.

A message appears stating "Please select the location of the content to upload. The content should be in the following format: *.xxx."

4 Click Browse to locate a file in the format specified in the message, click the file's name, and then click Open.

5 Click Save.

The new version of the content is upload to the Content library. To check that the process was successful, find the file in the Content List and check the Date Modified. You can also go to the Content Information page, click the URL, and view the new version of the content.

About AICC content

To upload Aviation Industry CBT Committee (AICC) content into the Content library, you must zip up the files into a content package and upload it through the New Content interface in Enterprise Manager.

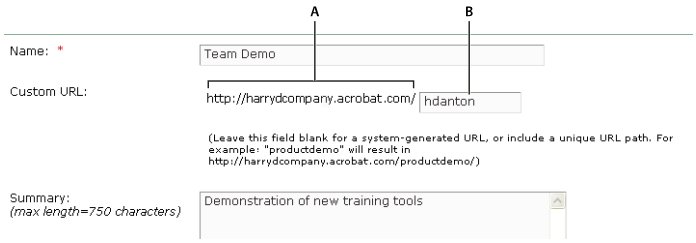
Note: *Content should be AICC compliant if the content contains quizzes or data that can be scored and you want Connect Enterprise to keep track of the scores.*

Keep the following in mind when you create AICC content:

- The content must be able to report either "complete" or "passed" to indicate that the user has finished interacting with the content.
- The content package must have a file named index.htm or index.html that the server relies on to launch the content.
- Content must report "Incomplete" on all communications until the user has finished interacting with the content.

Creating custom URLs

When you add a new piece of content, a new meeting, a new course or curriculum, a new seminar, or a new event, you can include a custom URL. This URL is unique across the entire Connect Enterprise account and should have a meaningful name. For example, the custom URL could be your name or the name of your organization.



Adding a custom URL
A. *Uneditable portion of URL set by your administrator* ***B.*** *Customizable portion of URL*

Custom URL use

A custom URL can be associated with only the specific item in which it is included, and you cannot use it for any other Connect Enterprise function. For example, if you assign the custom URL */yourname* to a piece of content, you cannot assign that URL to another piece of content or to a meeting, nor can any other user who shares your account assign that URL to anything. If you delete the content that includes the custom URL, however, the custom URL becomes available for re-use.

If another user is currently using the custom URL, you receive an error message when you enter the URL. In this case, depending on the circumstances (for example, if another user is using your full name as a custom URL), you can check with your administrator to see who is using the URL.

Custom URL rules

- You cannot edit a custom URL after you create it.
- You cannot use digits (0 to 9) at the beginning of a custom URL.
- Custom URLs cannot contain any punctuation, spaces, or control codes.
- If you enter any uppercase letters, they are automatically converted to lowercase letters to conform to URL case-sensitivity conventions.
- Do not use any of the following reserved keywords in your custom URL.

account	content	idle	report
acrobat	course	info	sco
adobe	cs	input	search

admin	cs2	livecycle	seminar
administrator	curriculum	macromedia	send
api	data	meeting	service
app	default	metadata	servlet
archives	download	monitor	soap
breeze	event	open	source
builder	fcs	output	src
close	flash	photoshop	stream
com	gateway	presenter	systems
common	go	producer	training
connect	home	public	user
console	hosted	publish	xml

View Connect Enterprise content from the Content library

You can open content for viewing from within Enterprise Manager after you browse to it in the Content library.

1 Click the Content tab at the top of the Enterprise Manager window.

2 Browse the Content library, and click a filename to view the associated Content Information page.

3 Click the file's URL For Viewing link.

A new browser window displays the selected file or presentation.

View Connect Enterprise content in a browser window

You do not have to open Connect Enterprise content from within Enterprise Manager. When you have the URL for viewing the file, you can also browse to it directly from any browser window.

1 Open a browser window.

2 Enter the URL for viewing the content in the browser URL address text box or click a link received in an e-mail.

Send a content URL by e-mail

Every content file in the Content library has a unique URL that lets users view the contents of the file. You can send this URL to other people by e-mail from within Enterprise Manager.

Enterprise Manager creates a unique version of the URL for each e-mail recipient. Compared to pasting the URL in an e-mail, using Enterprise Manager has these advantages:

- You can request that a return receipt be sent to you when an e-mail recipient clicks the web link. You can track who viewed the contents because a unique URL was created for each recipient.
- Recipients can view the content without having to log in with a Connect Enterprise user name and password, even if the permissions for the content file in the Content library are not set for public viewing.

1 Click the Content tab at the top of the Enterprise Manager window.

2 Navigate to the content file and click its name.

3 Click E-mail Link on the navigation bar.

4 Enter the e-mail addresses for all recipients in the To text box on the E-mail Link page.

If necessary, separate multiple e-mail addresses with commas to create a unique URL for each e-mail recipient.

5 Edit the Subject and Message Body text boxes as needed.

Note: *Do not delete the information in the braces ("{tracking-url}") in the message body. This is a placeholder that is replaced with the content URL in the generated e-mail message.*

6 Select Generate a Return Receipt When Presentation Is Viewed to receive an e-mail notification when a recipient views the content file; otherwise, clear the check box.

7 Click Send.

About the Content Dashboard

The Content Dashboard provides a graphical representation of statistical data about your content. The data reflects all of the content in your My Content folder and appears in four bar graphs.

Most Viewed Content Over Last 30 Days The number of views.

Most Effective Presentations Over Last 30 Days Determined by percentage of slides viewed across all viewers.

Most Recently Viewed Content Over Last 30 Days In list format, shows the name, content type, number of views, and last time this content was viewed. The most recently viewed is listed first.

Aging Content In list format, shows the name, content type, and last time this content was viewed. The most recently viewed is listed last.

Click any item in these displays to view the corresponding Content Information page.

The bar graphs appear in the Enterprise Manager Content tab window. However, you can also export the Dashboard to a printable browser window. To do so, click Printable Version on the left, above the display.

Viewing content reports

The Reports feature of Enterprise Manger lets you create reports that show you a given piece of content from different perspectives.

1 Access the information page (for example, the Content, Meeting, Course Information page, and so on) for the file whose reports you want to set.

2 Click the Reports link above the Content Information title bar. This displays other links that let you define the kinds of report information you can see for this content. The links are as follows:

Summary The first report type that appears when you access the Reports feature. The Summary provides the content name, the date that the content was last modified, and the number of times this content was viewed.

By Slides Applies to presentations only. A bar graph lists each slide in the presentation by slide number and the number times it was viewed; below the graph is a table with the same information, which also includes the last time each slide was viewed.

By Questions A bar chart shows each question, color-coded as correct or incorrect, and the number of respondents to the question. Click a question in the bar to display a pie chart with a table that provides the answer key and answer distribution. The answer key lists all possible answers for the selected question and their corresponding answer number or letter. The answer distribution lists all of the answer choices selected for this question, flags the correct answer, and shows the number of users who selected each answer, as well as what percent of the total each number

of users represents. Finally, the chart totals the users by number of users and percent of users. Below the graph is a table that provides an overview of all questions, listing each question by number, name, number of correct answers, number of incorrect answers, percentage of correct, percentage of incorrect, as well as the score.

By Answers A table provides the maximum possible score, the passing score, the average score, and the high score for the quiz. For each question, the table also shows the question number, the question itself, and the answer distribution; that is, how each question was answered, if at all. Click the View Answers link to display a pie chart with a table that provides the answer key and answer distribution. The answer key lists all of the possible answers for the selected question and their corresponding answer number or letter. The answer distribution lists all of the answer choices selected for this question, flags the correct answer, and shows the number of users who selected each answer, as well as what percent of the total each number of users represents. Finally, the chart totals the users by number of users and percent of users.

Note: *Connect Enterprise resets content scores for quizzes and surveys each time the user accesses the content. This means that if a user closes the quiz or survey without completing it, then returns to it later, all of the previous answers are lost. If you do not want the score to reset, and you have access to the Training tab, you can create a new course and select the content in question as the course content. This way, you have turned the content into a course.*

The Hide Answer Distribution/Show Answer Distribution button is a toggle for showing and hiding the distribution of answers for each question.

About content report filters

Where appropriate, you can restrict the information you see on a report by specifying report filters. When the filters are in effect for a given report, the Report Filters link appears above the report display. You can set any or all of the following criteria to refine your reports:

Time period A date range for the information in that report. For example, if you select a date range for the By Slides report, it shows only the slides that were viewed within that time frame.

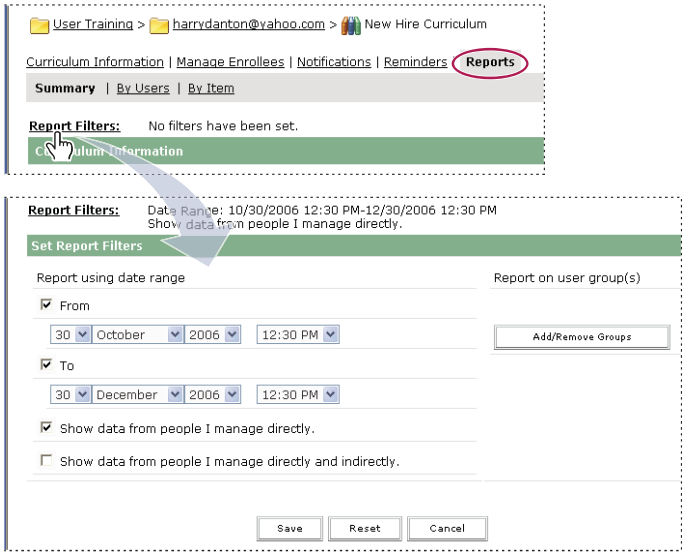
Team members (for managers only) The data on the report applies only to the people who are the manager's subordinates, either as direct reports or all reports (including both direct and indirect subordinates). This distinction depends on which option was selected: Show Data From People I Manage Directly or Show Data From People I Manage Directly And Indirectly.

Groups The data on the report applies only to the members of a specific group that participated. You can select more than one group, and then deselect any group.

Any filters you set apply to *all reports* that you create, both for the specific report and for any other Connect Enterprise functionality. For example, if you create a training report after you set filters for a content report, the filters you set apply not only to the content report but also to the training report. This rule applies to any date range you specify. If you do not clear a date range filter that you set for one report, all reports are filtered by that date range as well.

Note: *Report filters are only saved for the current session. If you set report filters, click Save, then logout of Connect Enterprise, when you log in again the report filters you previously set are not retained.*

To clear filters you have set, click Reset on the Set Report Filters page.



The Set Report Filters options for a curriculum

Set content report filters and generate reports

You can set report filters and download reports whenever necessary.

Set report filters

1 Access the information page (for example, the Content, Meeting, Course Information page, and so on) for the file whose report filters you want to set.

2 On the information page, click the Reports link above the Content Information title bar.

A set of report links appears above the title bar, with Summary highlighted, and the Summary report for this meeting appears below the information heading.

3 Click the report type for which you want to set filters.

The data for the report type you selected appears in the Enterprise Manager window.

4 Click the Report Filters link, to the right of the No Filters Have Been Set label.

5 Set one or more of the following filters:

- To set the date range filters, select the From and/or To check boxes and the start and/or end dates and times.
- To set filters for groups, click the Add/Remove Groups link and select the check box for the groups you want to track in your report.
- To select team members, click either Show Data From People I Manage Directly or Show Data From People I Manage Directly And Indirectly.

6 Click Save at the bottom of the Set Report Filters page.

The report page reappears with the filters you set, above the display bar.

Download reports

1 Access the information page (for example, the Content, Meeting, Course Information page, and so on) for the file whose report you want to download.

2 On the information page, click the Reports link above the Content Information title bar.

3 Click a report type, for example, By Slides or By Questions.

4 Click the Download Report Data button.

This exports all the report data to a comma separated values (CSV) file. You can either save or open the report. If you are running Enterprise Manager in an Internet Explorer browser and choose to open the report, Windows automatically opens it in Microsoft Excel. In this case, you must double-click each cell to see its information.

Another option is to save the CSV file to your desktop, select Notepad from the Accessories menu (select Start > Accessories > Notepad), and open the file from Notepad, which makes it easier to read.

In addition, if the Printable Version button appears for a report, you can click the button to export the report to a browser window and print the report.

Remove report filters

1 Access the information page (for example, the Content, Meeting, Course Information page, and so on) for the file whose report filter you want to remove.

2 On the information page, click the Reports link above the Content Information title bar

3 Click a report type, either By Slides, By Questions, or By Answers.

4 Click the Report Filters link.

5 In the Set Filters page, do either of the following:

- To clear all filters, click Reset.
- To clear a specific filter, deselect the check box and click Save; if it's a group, click Add/Remove Groups, deselect the group check box, and click Save.

Chapter 3: Adobe Acrobat Connect Professional meetings

Acrobat Connect Professional How To topics

How To topics for Hosts and Presenters

- "Creating meetings" on page 42
- "Meeting room layouts and the layout navigation bar" on page 35
- "Start or stop an audio conference call" on page 66
- "Sharing a computer screen, document, or whiteboard" on page 53
- "View or change an attendee's role" on page 65
- "Add a note to a Note pod" on page 74
- "About the Chat and Q & A pods" on page 75
- "Record a meeting" on page 70

How to topics for Participants

- "Join a meeting" on page 45
- "Join a conference call or mute your phone" on page 69
- "Set up audio broadcasting" on page 81
- "Set up video broadcasting" on page 83
- "Sharing a computer screen, document, or whiteboard" on page 53
- "Send a chat message" on page 76
- "Play back a recorded meeting" on page 71

Adobe Acrobat Connect Professional basics

About Acrobat Connect Professional meetings

An Adobe Acrobat Connect Professional meeting is a live online conference for multiple users. The Acrobat Connect Professional meeting room is an online application that you use to conduct a meeting. The meeting room consists of various display panels (pods) and components. You can choose from several prebuilt meeting room layouts, or customize a layout to suit your needs. The meeting room enables multiple users, or meeting attendees, to share computer screens or files, chat, broadcast live audio and video, and take part in other interactive online activities.

Once you create a meeting room, it exists until you delete it. Its location is a URL, assigned by the system when the meeting is created. When you click the URL, you start the Adobe Flash application in your browser and enter the virtual meeting room that Flash constructs for you. A meeting room can be used over and over for the same weekly meeting. The host can leave the meeting room open or closed between scheduled meetings. If a meeting room is open between meetings, attendees can enter the room at any time to view content.

To take part in a meeting you must have a browser, a copy of the Adobe Flash Player 7 or higher, and an Internet connection. Your capabilities in a meeting depend on your assigned role and permissions.

Meeting roles and permissions

Your capabilities for sharing, broadcasting, and other activities in an Acrobat Connect Professional meeting are determined by your role. There are three roles for meeting room attendees: host, presenter, and participant.

The creator of a meeting is designated as the host by default. The host can specify each attendee's role, including selecting other attendees to be hosts for the meeting. Permissions for each role are as follows:

Host Hosts can set up a meeting, invite guests, add content to the library, share content, and add or edit layouts in a meeting room. They can promote other participants to the role of meeting room host or presenter, or give enhanced permissions to a participant without promoting the participant. They can also perform all the tasks that a presenter or participant can.

Presenter Presenters can share content already loaded into the meeting room from the library and share content from their computer, including Acrobat Connect Professional presentations, slides (PPT files), Flash application files (SWF files), Flash Video files (FLV files), and images (JPEG files). They can share the screen, showing it on the Stage of all attendees, and they can chat, and broadcast live audio and video.

Participant Participants can view the content that the presenter is sharing, hear and see the presenter's audio and video broadcast, and use text chat.

See also

"About attendee names" on page 64

"Managing the Adobe Connect Enterprise Account" on page 217

"Assigning enhanced participant rights" on page 66

About audio in meetings

There are two ways to use audio in a meeting: integrate with an audio conference call or broadcast audio using VoIP (Voice over Internet Protocol.)

- Audio conferencing. A host can integrate a meeting with an audio conference call. This lets you control the audio conference from the Attendee List pod in the meeting room.

To integrate an audio conference call with a meeting, you must have an Acrobat Connect Professional account with an audio conference bridge installed. Acrobat Connect Professional has partnerships with third-party companies, including Premiere and Avaya, to provide conferencing solutions that integrate with Acrobat Connect Professional. To find out if your account has an audio conference bridge installed, contact your Acrobat Connect Professional administrator.

To integrate an audio conference call with a meeting, you must specify audio conference information (such as the telephone number) in the Meeting Information page in Acrobat Connect Enterprise Manager, when you create the meeting or when you edit the meeting information.

If you have an audio conference bridge installed, you can record an audio conference call when you record a meeting. If you don't have an audio conference bridge installed, you can use the microphone on your computer system to record the audio from your speakerphone.

- VoIP. You can use the Camera And Voice pod to broadcast audio in a meeting using Voice over Internet Protocol (VoIP) and the microphones on attendees' computer systems.

To use VoIP with a meeting, attendees must have microphones connected to their computer systems. Attendees set up their microphone using the Audio Setup Wizard. With VoIP, audio is recorded automatically when you record a meeting.

Enter or leave a meeting room

You enter a meeting from its Acrobat Connect Professional login page. When you log in, you can enter as a registered Acrobat Connect Professional user or as a guest.

- If you are a registered user, you can provide the user name and password for your Acrobat Connect Professional account (created by an administrator) to enter the meeting room. If you are a host or presenter, you must enter as a registered user.
- Any attendee can log in as a guest. If the meeting's creator designated the meeting as public, your guest login name is automatically accepted. If the meeting creator designated the meeting as private, the meeting host receives your request to enter and can accept or decline it.

Log in to an Acrobat Connect Professional meeting

1 To access the login page, do one of the following:

- From the Home page in Acrobat Connect Enterprise Manager, under My Scheduled Meetings click the Enter button for the desired meeting.
- From the Meeting Information page in Acrobat Connect Enterprise Manager, click Enter Meeting Room.
- Click the meeting URL in the e-mail invitation that you have received.
- Enter the meeting URL in your browser.

2 Log in to the meeting room as either a guest or an Acrobat Connect Professional user:

- Select Enter As Guest. Type the name to be used as your identifier in the meeting, and click Enter Room.
- Select Enter with Your Acrobat Connect Professional Password. Enter your login name and password, click Enter Room.

If the meeting has started, your browser immediately displays the meeting room. If the meeting has not started, you receive this message: "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait."

Leave a meeting room

❖ Click the Close (X) button in the upper-right corner (Windows) or upper-left corner (Mac OS) of the meeting room window, or choose File > Meeting > Exit Acrobat Connect.

Note: *If your meeting room view is set to full screen, the Close button is not visible. To view the Close button, resize your meeting room. In Windows, press Esc to enable resizing.*

About meeting registration

Depending on the type and purpose of a given meeting, the meeting host may want to have the guests register. If so, the host must have access to the Event Management capabilities in the Acrobat Connect Enterprise Manager application, since registration for any meeting, training, presentation, or seminar can be done only through the Event Management tab.

The Event wizard lets the host select and invite users, select and customize registration questions, and send invitations, even to large e-mail lists.

See also

"Creating meetings" on page 42

About bandwidth and performance

Many network factors affect the performance of the Acrobat Connect Professional application for attendees, including the bandwidth setting for the meeting room, the connection speed setting for each individual attendee, and the type of content being shared and activities being performed in the meeting.

For example, higher bandwidth is required to share a recorded video than to share a text document, and higher bandwidth is required to broadcast live video than to send chat messages.

Optimize Room Bandwidth The meeting host can specify the bandwidth setting at which the meeting is broadcast. Options are Modem, DSL/Cable, and LAN. You should match the room bandwidth to the connection speed available to attendees. For example, only use LAN if all your attendees have access to LAN. If attendees are on a variety of connection speeds, it is best to choose the slowest speed that attendees are using. If a number of attendees are using Modem connection, set the room bandwidth to Modem.

Attendee Connection Speed Each attendee can choose My Connection Speed from the Meeting menu and select Modem, DSL/Cable, or LAN. Attendees should choose the connection speed that matches their Internet connection type. If attendees experience latency in receiving an audio or video broadcast, they should reduce their connection speed setting.

The following general guidelines are recommended for room bandwidth settings. Actual speeds may vary according with each network environment:

- Modem: One presenter can generate around 26 kbits/second of data. Attendees need around 29 kbits/second for a good connection. Having more than one presenter with the Modem setting is not recommended. Screen sharing with the Modem setting is not recommended.
- DSL/Cable: One presenter can generate around 125 kbits/second of data. Attendees need around 128 kbits/second for a good connection. If screen sharing is used, attendees should have 200 kbits/second.

- LAN: One presenter can generate around 250 kbits/second of data. Attendees need around 255 kbits/second. If screen sharing is used, attendees should have 400 kbits/second.

See also

"Creating meetings" on page 42

About the Meetings library

The Meetings tab in Acrobat Connect Enterprise Manager contains three panes for accessing meetings: Shared Meetings, User Meetings, and My Meetings, which each contain folders and files with meeting content and recordings. Users can create and manage content in the My Meetings pane that appears when they are logged into Acrobat Connect Enterprise Manager. Access to content in the other panes is determined by the meeting library permissions set for each user by the Acrobat Connect Enterprise Manager administrator.

Content that you place in the Meetings library is available only for use in meetings. If you would like the content to be available for other activities initiated in Acrobat Connect Enterprise Manager (such as events, seminars, or training), you can upload the content to the Content library, or move content from the Meetings library to the Content library.

See also

"Managing permission access for library folders and files" on page 13

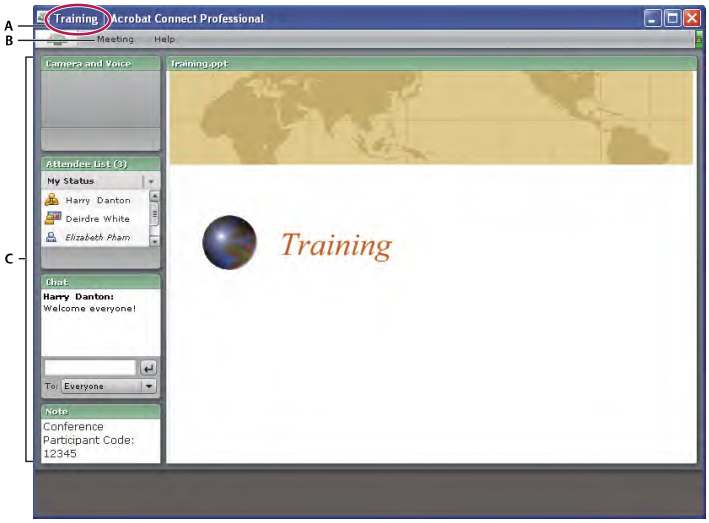
"Managing library folders and files" on page 17

Acrobat Connect Professional work area

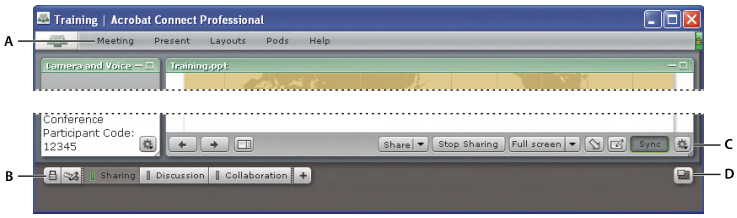
Inside an Acrobat Connect Professional meeting room

Content in a meeting room is displayed in *pods*, panels that contain various types of media, including slides, video, whiteboards, shared applications, polls, and messages to meeting attendees. The menu bar at the top of the meeting room window displays meeting information and contains controls for managing the room.

The meeting room *Stage* is the area of the presenter's screen that participants see in a meeting. The Stage contains the pods that display various types of content, such as slides, video, or shared windows or applications.



A participant's view of the Stage
A. *Meeting name* ***B.*** *Participant menu bar* ***C.*** *Pods*



The meeting Host's view
A. *Host menu bar* ***B.*** *Layout navigation bar* ***C.*** *Sharing options* ***D.*** *Show/Hide Presenter Only Area*

The Acrobat Connect Professional meeting room window has a second display area, the *Presenter Only area*, which borders the Stage and is visible only to hosts and presenters. Hosts and presenters can use the Presenter Only area to prepare content to be shared with attendees or to view confidential content that is not shared with attendees.

The meeting name appears at the top of the meeting room window.

Meeting room pods

A meeting room usually contains a number of display panels, called *pods*, each with its own function. When hosts set up a meeting room, they determine the number, types, size, and position of pods that participants see. The following pods are available:

Share pod Displays shared content from the presenter's computer (including windows, applications, or the entire desktop), documents, or whiteboards.

Attendee List pod Displays the name, role, and status of each attendee, and allows the host to change an attendee's role or permissions.

Chat pod Allows attendees to send chat messages to other attendees.

Q & A pod Linked to Chat pod. Redirects questions from the Chat pod to appropriate presenters.

Note pod Displays text messages from hosts or presenters to all attendees.

Camera And Voice pod Allows hosts, presenters, and participants with appropriate permissions to broadcast live audio and video to all attendees.

File Share pod Allows hosts and presenters to post files which can be downloaded by attendees.

Poll pod Allows hosts and presenters to conduct polls or ask questions of attendees.

Web Links pod Lets host post a web link and force all attendees to browse to that link.

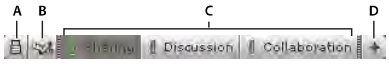
Meeting room layouts and the layout navigation bar

The layout navigation bar at the bottom of the meeting room window is visible only to hosts. A host can use the navigation bar to switch to a new layout. It contains the names of meeting room layouts.

By default, a new meeting room contains three prebuilt layouts: Sharing, Discussion, and Collaboration. The pods in these layouts are selected and arranged to facilitate sharing of content, discussion of topics, or collaboration with colleagues.

You can switch from one meeting room layout to another by clicking its name in the layout navigation bar. You can also create your own meeting room layouts.

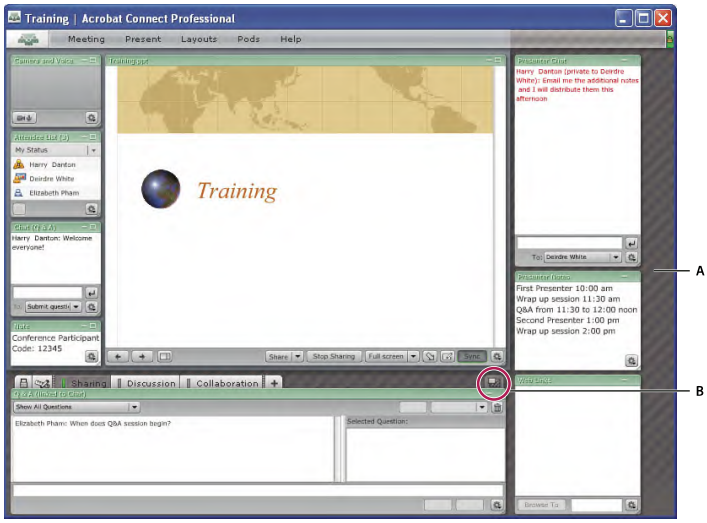
When a host clicks a different layout on the layout navigation bar, the new layout is displayed on every attendee's screen. In contrast, a host in Preparing mode can navigate between meeting room layouts without affecting the participants' view. This makes it possible for a host to edit or prepare meeting room layouts while another attendee is presenting.



Layout navigation bar
A. *Turn Off Move and Resize Pods* ***B.*** *Turn on Preparing Mode* ***C.*** *Prebuilt layouts* ***D.*** *Add new layout*

Presenter Only area

A host can place pods offstage—that is, anywhere that is not taken up by the Stage, menu bar, or layout navigation bar. Participants don't see pods placed offstage, in the Presenter Only area. Only other host or presenters can see those pods. Presenters can use these private pods to exchange notes, text messages, and so on, that they don't want participants to see. Any pod in a meeting can be placed in the Presenter Only area.



Meeting room with Presenter Only area
A. *Presenter Only area (striped)* ***B.*** *Show/Hide Presenter Only area*

The Presenter Only area is also useful if a host wants to prepare new content before making it available for viewing. To show new content, the host can drag it onto the Stage from the Presenter Only area. For more information on organizing and creating your own meeting room layouts, see "Working with meeting room templates" on page 39.

Meeting room menu bar

The menu bar contains several menus: a host sees the Meeting, Present, Layouts, Pods, and Help menus; a presenter or participant sees only the Meeting and Help menus. All attendees see the meeting room connectivity indicator.

In the right corner of the menu bar, the colored bar indicates the connection status of the meeting room. Messages and warnings also appear in this corner. A red circle in the menu bar indicates that the host is recording the meeting.

The menu bar
A. *Click the Acrobat Connect Professional logo to go to the Adobe website* ***B.*** *Meeting menu* ***C.*** *Indicates meeting is being recorded* ***D.*** *Secure Sockets Lock* ***E.*** *Meeting room status indicator with status shown*

Using the menu bar, you can access the following features:

Meeting menu Lets you switch between the original size and a full-screen view of the meeting room and (if you're running the Acrobat Connect Add-in) exit a meeting. By selecting the Audio Setup wizard, you can test your speakers and set the volume levels for your microphone. A host can use this menu to invite participants to a meeting, record a meeting, or stop the current meeting, as well as change room background, set room bandwidth and screen resolution, manage the meeting room using Acrobat Connect Enterprise Manager, and allow all participants to enter the room as presenters.

Present menu Lets hosts show and hide the Presenter Only area; change the attendee type to host, presenter, or participant; enter Preparing mode; and change the display of the host cursor.

Layout menu Lets hosts customize the meeting room's layout (for example, to view, add, delete, move, or resize pods).

Pods menu Lets hosts add pods and content to a layout, and organize and lock existing pods.

Help menu Lets you test the type of Internet connection you have, and access help and troubleshooting information. Hosts, presenters, and participants have access to all Help menu commands.

Meeting room status Indicates the connection status of the meeting room. A green bar means that the room connection is optimal. A gray bar with a twirling icon indicates that you have been disconnected, and Acrobat Connect Professional is trying to reestablish your meeting connection. Roll over the twirling icon to view a tooltip with a link to a Troubleshooting page, if reconnection is not successful.

Secure Sockets Lock Indicates that the meeting is connected over a secure socket (verifying the host server's identity).

Setting up a meeting room

You create a meeting room using the Acrobat Connect Enterprise Manager web application. You select a meeting room template and then specify a meeting room name and description, meeting time, access type (open to anyone, or to registered users only), and attendees to invite. You can also select the language for the interface, and add information on audio conferencing (such as the telephone number.) The application generates a meeting room for you. You can choose a custom URL for accessing the meeting, or use the automatically generated URL. You can use the URL to enter the meeting room at any time. The creator of a meeting is designated the host by default.

Invite attendees and grant or deny access

While in the meeting room, hosts can invite people to attend a meeting. A host can choose to block access to a meeting, and can allow or disallow requests to enter a blocked meeting.

Invite attendees while a meeting is in progress

Hosts can invite people to a meeting from the Acrobat Connect Professional meeting room.

1 Do one of the following:

- In the menu bar, select Meeting > Invite Participants.
- In the Attendee List pod, click the Pod Options button in the lower-right corner and select Invite Participants.

2 In the Invite Participants dialog box, do one of the following:

- Click the Send E-Mail button to open your default e-mail application and send invitees an automatically generated e-mail message with the meeting URL.
- Copy the meeting URL from the Invite Participants dialog box into an e-mail or instant message and send the message to invitees. Return to the meeting room and click Done to close the dialog box.

Block incoming attendees

1 In the menu bar, select Meeting > Block Incoming Attendees.

2 To allow incoming attendees to request entry to the meeting, select Incoming Attendees Can Request Entry. Deselect this option to disallow requests to enter the meeting.

3 In the text box, enter a message that will be displayed to incoming attendees.

4 Select Save Message to save the message for future use.

5 Click OK.

Put a meeting on hold or end a meeting

A host can put participants on hold to block access to the meeting room temporarily. Hosts and presenters can still enter a meeting room and perform activities there while participants are on hold. Audio conference calls are placed on hold.

A host may put a meeting on hold to allow presenters to enter a meeting room while the meeting is not in session, so that they can prepare materials for the meeting. A Stop Meeting icon appears at the right of the menu bar when a meeting is on hold.

A host can remove everyone from a meeting and end the meeting to deny everyone access to the meeting room, including hosts, presenters, and participants. Audio conference calls are disconnected. Hosts may end a meeting if the Acrobat Connect Professional account is billed by the minute, to prevent charges while the meeting is not in session. When a host has ended a meeting, a message appears indicating that the meeting has ended.

A button for restarting the meeting appears to hosts. The host can view a notification window to see how many attendees are waiting to enter the meeting room. Attendees who log into a meeting that is on hold will automatically enter the meeting when it resumes.

Hosts can send On Hold or Meeting Ended messages to inform attendees of the meeting status.

Place participants on hold

1 In the menu bar, select Meeting > Place Participants On Hold.

The Message For Viewers text box displays the message "This meeting has been placed on hold. The host will resume the meeting shortly. Thank you."

2 Revise the message if you wish, and click OK to put the meeting on hold and display the message to participants.

To find out how many participants are waiting to enter a meeting you have placed on hold, place the pointer over the Stop Meeting icon at the right of the meeting room menu bar.

End a meeting

1 In the menu bar, select Meeting > End Meeting.

The Message For Viewers text box displays the message "The host has ended this meeting. Thank you for attending."

2 Revise the message if you wish, and click OK to end the meeting and display the message to participants.

Compose an On Hold or End Meeting message without interrupting the meeting

1 In the menu bar, select Meeting > Place Participants On Hold or Meeting > End Meeting.

2 Revise the message in the Message For Viewers text box. Then click Save Message to save the message for future use and return to the meeting.

Resume a meeting that is on hold or ended

❖ Click the Start Meeting button in the message of the Stop Meeting icon.

Working with pods

Hosts can show and hide, add, delete, rearrange, and organize pods. For all pods except the Attendee List pod and the Camera And Voice pod, you can have more than one instance of a pod displayed in a meeting at one time.

Show or hide a pod

1 In the menu bar, select Pods and select the name of the pod to show. A check mark appears next to the name of pods that are currently visible in the meeting. To hide a pod, select the pod name again, or click the Hide button (the minus sign) on the right side of the pod title bar.

2 For pods that can have multiple instances (all pods except the Attendee List and the Camera And Voice pods), to show or hide a specific instance of the pod, select the instance name from the pod submenu.

Add a pod

1 In the menu bar, select Pods and select the name of a pod.

2 From the pod submenu, select New *[pod name]*.

Move and resize pods

1 In the menu bar, select Pods > Move And Resize. A check mark appears next to the option when it is selected.

2 To move a pod, drag it by its title bar. To resize a pod, drag the lower-right corner.

Display a pod at full screen size

1 At the right side of the pod title bar, click the Full Screen button (the screen icon).

2 To restore the pod to its original size, click the button again.

Organize pods

1 In the menu bar, select Pods > Organize Pods.

2 Do one of the following:

- To delete pods, select the pods in the pane on the left and click Delete.
- To rename a pod, select the pod in the pane on the left and click Rename. Enter a new name in the Rename Pod dialog box and click OK.
- To locate all unused pods, click Select Unused.

3 Click Done when you finish.

Working with meeting room templates

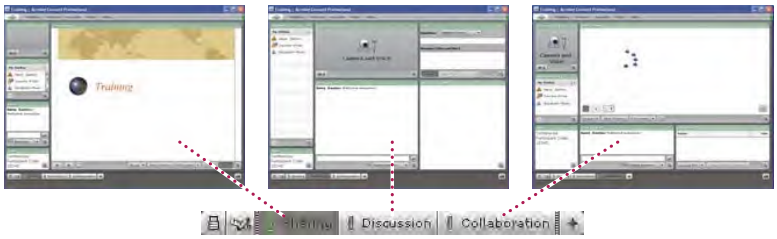
About templates

A *template* is simply a prepopulated meeting room. It can contain one or several layouts with different display panels, or pods, configurations, and content. You can optimize each layout for a specific task, such as presenting slides or collaborating with peers. You can leverage existing layouts and content, reducing repetitive customization each time you create a new meeting. You can create your own templates or use the default templates included with Acrobat Connect Professional.

To help you quickly create a meeting room, Acrobat Connect Professional offers three built-in templates: Default Meeting, Default Training, and Default Events. When you create a meeting by using the New Meeting wizard in Acrobat Connect Enterprise Manager, you simply select one of these three templates for your meeting room, add your content, and start your meeting.

When you create a meeting room from a template, the latest version of the content is added to your room. If you edit the source file for the embedded content, the changes do not affect the content in your room. To update the content in your meeting room, you must upload the revised file to the server and then replace the existing content in the meeting room with the revised content on the server.

Default Meeting template General template for meetings. It contains three layouts: Sharing, Discussion, and Collaboration. The Sharing layout is optimized for sharing content (Microsoft PowerPoint presentations, video, Adobe FlashPaper™, and so on). The Discussion layout is optimized for discussing issues interactively and taking notes. The Collaboration layout is optimized for annotating content and drawing freehand on content.



Default Meeting template layouts

Default Training template Used for online collaborative instruction. It contains three layouts: Lobby, Classroom, and Analysis. The Lobby layout is a place to exhibit a self-running presentation or display other preliminary content. You can leave the Lobby layout open so that attendees can browse its content while waiting for the meeting to begin. From the Classroom layout, you can present PowerPoint slides, share your screen, or share a whiteboard. With the Analysis layout you can collaborate with students, provide files to download and links to browse, and use a whiteboard for instruction.

Default Events template Used for meetings or seminars with a large audience. It contains three layouts: Lobby, Presentation, and Questions And Answers. The Lobby layout is a place to play music, exhibit a self-running presentation, or display other preliminary content. You can leave the Lobby layout open so that attendees can browse content while waiting for the meeting to begin. From the Presentation layout you present PowerPoint slides, share your screen, or show a whiteboard. The Questions And Answers layout facilitates an open Q & A session with participants.

Information preserved in a template

A meeting room converted to a template is a duplicate of the original room. Layouts, pods, and most contents and room information are preserved in the template, including the following:

- Layouts with name, order, and starting (selected) status
- Pods with name, size, position, and settings for full-screen toggle
- Pod content
- Page number in FlashPaper and position of the seek bar in Flash Video (FLV file)
- Whiteboard overlay contents
- Poll state (Prepare, Open, Close), questions, answers, and broadcast results

- Questions and answers, Chat pod link, and status (Open, Answered, All)
- Text in Notes pod
- Camera and voice settings
- Room on hold (Yes, No)
- Value for guest entry
- Messages to be displayed to users when a meeting is on hold or ended
- Room background, screen resolution, and bandwidth
- Presenter Only area status

Certain information is not saved to the template. Audio conference settings, Audio Setup wizard settings, and the content of a Chat pod are not saved to a template.

Apply a template to a new meeting

❖ In the Meeting Information Page in Acrobat Connect Enterprise Manager, select a template from the Select Template menu. By default, the Default Meeting template is selected.

See also

"Creating and attending meetings" on page 42

Convert a meeting room to a template

If you are a host, you can create a template in Acrobat Connect Enterprise Manager. From the Meetings tab in Acrobat Connect Enterprise Manager, move the meeting room to one of two template folders: Shared Templates (in the Shared Meetings folder) if you want others to be able to access the template, or My Templates (in your user meeting folder) if you are the only one who will use the template.

1 From the Meetings tab in Acrobat Connect Enterprise Manager, navigate to the meeting room that you want to convert.

2 Select a meeting room from the list below the navigation bar.

3 Click Move on the navigation bar.

Two columns are displayed in Acrobat Connect Enterprise Manager. The name of the meeting room is displayed in the left column. In the right column, under the heading Move To This Folder, Shared Meetings > Shared Templates is selected by default. If this is the folder you want to use, go to step 5.

4 Navigate to and select a template folder.

5 Click Move at the bottom of the column.

Your meeting room now resides in the template folder that you selected. The template is added to the list in the appropriate folder, either Shared Templates or My Templates.

When you are creating a new meeting with the New Meeting wizard, you can select the new template from the Select Template pop-up menu. You can customize this room just like any other to meet your needs. Once the meeting is created, you cannot apply a new template to it. Instead, you must create a new meeting by using the new template.

To add a meeting room to the Shared Templates folder, you must have Manager permissions for the folder. By default, you have full control over meetings and templates in your user meeting folder.

Creating and attending meetings

Creating meetings

You create a meeting in Acrobat Connect Enterprise Manager.

If you want to incorporate registration as part of your meeting, you must have the Event Management tab as part of your Acrobat Connect Professional installation; see "About meeting registration" on page 32.

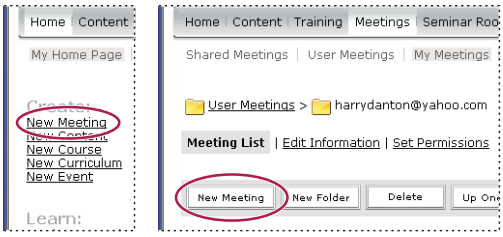
You can create a personal meeting room that you return to repeatedly for your own use, and leave persistent content in the meeting to refer to whenever you need it. When creating a personal meeting room, set the start time of the meeting far enough in the future that the meeting room will be available whenever you need it (for example, you can set the start time as late as 2010 to ensure that the meeting room will be available for the forseeable future).

Creating a meeting

You create a meeting using the Meeting wizard, which guides you through the tasks of creating a name and summary, selecting participants, and sending invitations to participants.

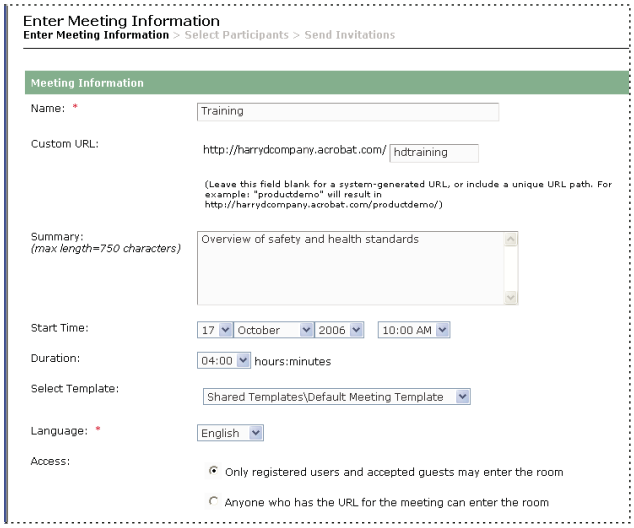
1. Start the Meeting wizard

You have two options for starting the Meeting wizard. To create the meeting in your individual My Meetings folder, click New Meeting under "Create" on the Home tab. To create your meeting in another folder for which you have Manage permission, navigate to that folder in the Meetings library and click the New Meeting button. In either case, the Enter Meeting Information page appears.



2. Enter meeting information

On the first page of the Meeting wizard you enter details about the meeting, such as a name, summary, date, duration, custom URL, language, access restrictions, and audio settings. Only the name and language are required. The other information is relevant only if you plan to use the application to send e-mail invitations to the meeting.



3. Select meeting participants

Use the Add button in the Available Users And Groups list to add participants. You add participants in order to assign permissions and to send e-mail invitations. You can search for them by name and expand groups to select individuals in the group. If you wish, you can assign roles by selecting participant names and clicking Permissions from the bottom of the participants list. You can then proceed to the final step of sending invitations or exit the wizard to send invitations later.

4. Send invitations

The wizard guides you through two separate processes, depending on whether the meeting is open to registered users only or to anyone. If the former, you select Send Invitations, select a group to invite (for instance, hosts only), and edit the text that will appear in the e-mail. You have the option of including a Microsoft Outlook Calendar appointment. If the latter, you click Send E-Mail Invitations, which opens your e-mail application, and add invitees to the distribution list of your e-mail message.

Get information about a meeting

If you want to see a list of all the meetings you are invited to or (as a host) all the meetings you have scheduled, go to My Scheduled Meetings on the Home tab in your Acrobat Connect Enterprise Manager window. If you have more scheduled meetings than can appear on the Home tab list, click the More button at the bottom of the list to view them. Alternatively, you can display your list of scheduled meetings by clicking the My Scheduled Meeting link at the top of the page.

❖ Click the meeting name under My Scheduled Meetings on the Home tab.

The Meeting Information page appears with the following details:

Meeting name The meeting's title.

Summary A brief description of the meeting.

Start time The date and time that the meeting begins.

Duration The projected length of time of the meeting.

URL The web address where the meeting is to occur (the meeting room's virtual location).

Status The current state of the meeting; for example, number of participants in the room.

Language The language in which the meeting will be conducted.

Telephony information The telephone number for participants who call in to this meeting and the code that they must enter (necessary only when the meeting is in progress).

From here, you can click the Enter Meeting Room button to join the meeting.

Set meeting room bandwidth

The host sets meeting room bandwidth to determine the speed (kilobits/second) at which data from the meeting is sent to attendees. The host should choose a room bandwidth that matches the connection speed used by attendees. If attendees are using a variety of connection speeds, choose the lowest speed that attendees may be using. For example, if some attendees are using modems, choose Modem for room bandwidth to ensure that all attendees have a good connection.

❖ Choose Meeting > Optimize Room Bandwidth and choose Modem, DSL/Cable, or LAN.

About starting a meeting

When you are host, starting a meeting is as simple as logging in to your meeting room and then inviting others to do the same. You can send your meeting room URL to attendees in an e-mail or instant message, and frequent guests can bookmark the URL for future use. Meetings can be spontaneous, or you may have prearranged groups who log into your meeting room at the same time every week.

When you have entered the meeting room, you can perform tasks to set the meeting up for attendees, such as the following:

- Specify phone conference information if attendees will be phoning in to the meeting.
- Resize or rearrange the meeting room pods.
- Type meeting notes or other information for attendees.
- Invite attendees and accept or decline requests to join your meeting.

Start a meeting from any web browser

As the host, you can access the meeting room login screen from a web browser.

1 Type your meeting URL in the address bar of a web browser.

The first time you visit your meeting room, bookmark it for quick access the next time you want to start a meeting.

2 Type your Acrobat Connect login and password, and then click Enter Room.

Start a meeting using the Start Meeting button

The Start Meeting button is included in software applications such as Adobe Acrobat®, Adobe Reader®, and some Microsoft Office programs. As a meeting host, you can use the Start Meeting button to access your meeting room login screen or to set up a new Acrobat Connect Professional account.

1 Click the Start Meeting button.

2 If the Welcome To Start Meeting dialog box appears, click Create Trial Account to set up a new account or click Log In if you already have an account.

3 In the Start Meeting Log In dialog box, type your meeting URL, login, and password, and click Log In.

Note: *In Acrobat or Reader, your meeting preferences determine how much login information you need to enter, or whether this dialog box appears at all, before your meeting room opens. To change your Acrobat or Reader meeting preferences, select Edit > Preferences (Windows) or Acrobat > Preferences or Reader > Preferences (Mac OS), and then select Meeting on the left.*

Join a meeting

You can join a meeting as a guest or as a registered user, depending on the parameters chosen by the meeting host.

You can join a meeting by entering the meeting URL into a browser and then entering information as a registered user or guest. In addition, if you have Microsoft Outlook and have accepted the invitation, the meeting appears on your Outlook calendar. If you have been invited to a meeting by someone in your organization (someone using the same account), the meeting name appears on the list under My Scheduled Meetings on the Home tab in your Acrobat Connect Enterprise Manager window.

When you join a meeting, check the date and time shown to determine whether it is in progress. (If the date is in the past, the meeting appears on your meeting list under expired meetings.)

If your connection to the server fails, Acrobat Connect Enterprise Manager displays an error message and provides a link to the Acrobat Connect Enterprise Manager Connection test wizard, which leads you through a series of steps to test your connection status.

Note: *If the administrator for your meeting has activated client-side certificates, the Select Certificate dialog box appears when you attempt to enter a meeting, prompting you to select a certificate to verify your identity.*

1 On the Home tab under My Scheduled Meetings, scroll to the name of the meeting that you want to attend.

Alternatively, you can click My Scheduled Meetings in the navigation bar to display a longer list, and select the name from there.

2 Click Enter.

The meeting room is downloaded to a browser window.

Set your connection speed

Each attendee can choose their connection speed for connecting to a meeting. Attendees should choose the connection speed based on the type of Internet connection they have. For example, attendees who connect to the Internet via DLS should choose DSL/Cable for their meeting connection speed. This ensures that data from the meeting will be delivered at a speed appropriate for their system.

- Choose Meeting > My Connection Speed and choose Modem, DSL/Cable, or LAN.

Updating existing meetings

View a meeting summary and update meeting information

For hosts, the Meeting Information page in Acrobat Connect Enterprise Manager is your starting point for viewing and changing any information about a meeting. This page appears when you click the meeting name in the Meeting List. The Meeting Information page displays a profile of the meeting and provides links to pages with more detailed information that you can review or manipulate.

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the name of the meeting in the meeting list.

4 Click Edit Information.

The Meeting Information page appears. Update the information as needed.

View and modify a participant list

If you have Manage permissions for a meeting, you can view a list of all invited attendees for each meeting room. However, if this meeting is presented as an event, you must view and manage participants in the Event Management tab. For more information, see "Adobe Connect Events" on page 126.

If you are an administrator or have Manage permissions for this meeting's folder, you can add or remove attendees and change an attendee's permission setting (host, presenter, or participant).

Removed attendees don't receive any notification, and they can't enter the meeting unless the meeting's access setting is changed to allow entry to anyone who has the meeting URL.

See also

"Creating users and groups" on page 237

View a meeting participant list

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

The Meeting Information page appears.

4 Click the Edit Participants link on the navigation bar.

The names of invited participants and groups appear.

Add meeting participants

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

5 In the Available Users And Groups list, do one of the following to select the users or groups:

- Control-click or Shift-click to select multiple users or groups.
- To expand a group to select any individual members, double-click the group name; when you finish selecting names, double-click Up One Level in the list to restore the original list.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

6 Click Add.

The names you selected appear in the Current Participants list.

7 For each new participant user or group that you added, select the appropriate permission type (participant, host, or presenter) from the Set User Role menu at the bottom of the Current Participants list.

The user role you assigned for this user appears next to this user's name in the list.

8 Click a link in the navigation bar to perform the next task or return to the Edit Information page.

Remove meeting participants

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

5 In the Current Participant list, do either of the following to select users or groups:

- Control-click or Shift-click to select multiple users or groups.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

6 Click Remove.

The name no longer appears in the Current Participants list.

7 Click a link in the navigation bar to perform the next task or return to the Edit Information page.

Change a participant's meeting permission

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

5 In the Current Participants list, do either of the following to select the users or groups whose meeting permissions you want to change:

- Control-click (Windows) or Command-shift (Macintosh) or Shift-click to select multiple users or groups.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

6 For each name, select the new user role (presenter, participant, or host) from the Set User Role menu at the bottom of the Current Participants list.

7 Click a link in the navigation bar to perform the next task or return to the Edit Information page.

View and manage uploaded content

You can view uploaded content at any time. You can also move uploaded content to the Content library or delete uploaded content.

View a list of uploaded content

If you have Manage permissions for a meeting folder, you can view a list of all content that has been uploaded to the server from a meeting room within that folder.

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Uploaded Content link on the navigation bar.

A list of all uploaded content appears. From here, you can do any of the following:

- To see the information about a specific item in the list, click the item's name.
- Move uploaded content to the Content library.
- Delete uploaded content.
- To determine if the content is still being used in the meeting room, view the Reference column. A Yes indicates that it is still being used. An empty column indicates that it is not.

5 Do either of the following, as needed:

- To change the title or summary for the piece of uploaded content, click Edit, make your changes on the Edit page, and click Save.
- To return to the uploaded content list, click Return To Uploaded Content.

Move uploaded content to the Content library

To move uploaded content to the Content library, you must be an administrator or a user with permissions to manage the specific Meetings library folder that contains this meeting.

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Uploaded Content link on the navigation bar

5 Click the check box to the left of each file you want to move.

6 Click the Move To Folder button on the navigation bar.

7 Navigate to the folder location in the Content library where you want to move the content file by clicking the folder titles or the Up One Level button.

8 Click Move.

9 Click OK.

Delete uploaded content

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Uploaded Content link on the navigation bar.

5 Click the check box to the left of each file that you want to delete.

6 Click the Delete button above the list.

7 Click the Delete button on the confirmation page to permanently delete the selected content.

View a list of recorded meetings

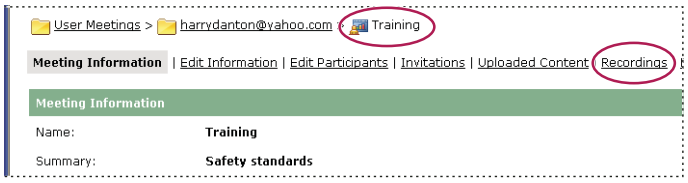
If you are an administrator or have Manage permissions for a meeting folder, you can view a list of all recordings that have been created from a meeting room.

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Recordings link on the navigation bar.



Navigating to the Recordings link

A list of all recordings for the meeting room appears. From here, you can do any of the following:

- To see the information about a specific item in the list, click the item's name.
- To move this content to the Content library, see "Move meeting recordings to the Content library" on page 72.
- To delete this content, see "Delete a meeting recording" on page 72.

5 To change the title or summary of a recording, select the item and click Edit, make your changes on the Edit page, and click Save.

Edit meeting information

If you are an administrator or a user with Manage permissions for this meeting folder, you can modify the meeting properties on the Meeting Information page.

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Information link on the navigation bar.

5 Edit the meeting information.

6 Click Save.

The Meeting Information page reappears with the new information.

Options in the Edit Information page

Name A required field that appears in the meeting list, the meeting login page, and in reports.

Summary A meeting description that appears on the Meeting Information page, and is included in meeting invitations by default. A meeting summary can be 750 characters long.

Start time The month, day, year, and time that the meeting starts.

Note: *Some Acrobat Connect Professional pricing models ignore meeting start dates and allow attendees to enter meetings before the designated start date. Depending on the meeting pricing model your organization uses, if you change the meeting start date to a future date, participants and presenters might still be able to enter the meeting room any time after you create the meeting. When you are logged in to a meeting room, you can stop participants from entering the room between meetings.*

Duration The meeting's length, in hours and minutes.

Meeting Access There are two options:

- **Registered users only and accepted guests** With this option, the meeting room is accessible only to those who have been invited as registered users, and to guests who are accepted into the meeting room by the host.

Registered users must enter their user name and password to enter the meeting room. Accepted guests are accepted into the room by the host. Acrobat Connect Professional can generate an individual attendance report for each registered user in the meeting. Accepted guests are added to the total number of meeting attendees on meeting reports, but no individual attendance report is available.

Note: *For some Acrobat Connect Professional accounts, a host must be present in a meeting in order for attendees to enter.*

- **Anyone** Anyone who receives the meeting URL. Click Send E-mail Invitations to create an e-mail invitation in your own e-mail application. The new message contains a prepopulated subject (Acrobat Connect Professional Invitation) and a prepopulated message (containing the meeting date, time, duration, location, and summary) that you can edit.

Audio Conference Settings Whether audio conference settings are necessary for this meeting, and if so, the telephone number, moderator code, and participant code for the guests who are calling in.

Note: *If you did not add audio conference settings when you initially created the meeting, and you want to add them while you are in the meeting itself, you can use the preceding procedure to create them in Acrobat Connect Enterprise Manager. In this case, however, you must first ask all users to log out of the meeting, add the telephony information, and wait five minutes.*

Update information for any items linked to this item Select this check box to update any items linked to the meeting with the revised meeting information.

Send meeting invitations for an existing meeting

You can send invitations for a meeting that has already been created if you are the meeting host, an administrator, or have Manage permissions for this meeting's folder.

A meeting invitation is an e-mail invitation informing participants of the date, time, duration, summary, URL, and audio conference information. You can also choose to attach a Microsoft Outlook calendar event to the e-mail message. This enables attendees to add the meeting to their Outlook calendar.

The way that invitations are sent depends on the type of meeting:

Registered guests If your meeting is for users only, you create a custom e-mail message from within Acrobat Connect Enterprise Manager. You can send the e-mail invitation to all hosts, participants, and presenters; presenters only; or participants only. You can customize the subject and message body.

Anyone If your meeting is open to anyone who receives the meeting URL, click Send E-mail Invitations to create an e-mail invitation in your own e-mail application. The new message contains a prepopulated subject (the meeting name) and a prepopulated message (containing the meeting date, time, duration, URL, and summary) that you can edit.

Send invitations to registered guests only

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting for which you want to get information; for more information, see "Navigate in a library" on page 20.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Invitations link on the navigation bar.

5 From the To menu, select the group to invite: hosts, participants, and presenters; presenters only; or participants only.

6 Edit the subject and the message body as appropriate.

7 To attach an Outlook calendar event to the e-mail, select the check box next to Attach Microsoft Outlook Calendar Event (iCal) To E-mail Message; otherwise, clear the check box.

8 Click Finish.

Send invitations to a meeting open to anyone

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting; for more information, see "Navigate in a library" on page 20.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Invitations link on the navigation bar. You see the Invitations page with the meeting details.

5 Do either of the following as appropriate:

- Click Send E-Mail Invitations to automatically display a new blank message in your e-mail application.
- Manually create a new e-mail message, then copy and paste the meeting URL (shown in the meeting details) into the message.

6 Type the e-mail addresses of the invitees or add them from your address book.

7 Edit or type, as appropriate, the e-mail subject and message.

8 Send the e-mail invitation.

Viewing data about meetings

About the Meeting Dashboard

The Meeting Dashboard provides a graphical representation of statistical data about your meetings. To see the Dashboard, click the Meeting Dashboard link under the tab bar, at the top of the Meetings window. The data, which reflects all the meetings you have created, appears in three bar graphs; clicking in any of these brings up the Summary Report for the meting.

Most Active Meetings Over Last 30 days Determined by the number of sessions.

Most Participant Meetings Over Last 30 Days Determined by the number of participants. This feature counts only registered attendees; guest attendees are not included in the count. However, guest attendees are included in the data reported in the Summary Report for each meeting.

Most Viewed Archives Over Last 30 days Determined by the number of views (that is, the number of times each archived meeting has been viewed).

The bar graphs appear within the Acrobat Connect Enterprise Manager Meetings tab. However, you can also export the Dashboard to a browser window to print. To do this, click the Printable Version button on the left, above the display.

Meeting reports

The Reports feature of Connect Enterprise Manager lets you create reports that show you a given meeting from different perspectives. To use this feature, open the Meeting Information page and then click the Reports link above the Meeting Information title bar. This displays links that let you define the following information that you can see for this meeting:

Summary The first report type that appears when you access the Reports feature. The Summary shows you aggregate meeting information, which includes: name; viewing URL; Unique Sessions (a single instance in which a given user has joined and exited the meeting); the last time that any invitee entered the meeting room (Most Recent Session); number of people invited; number of those who attended; and the greatest number of people who entered the room at any one time (Peak Users).

By Attendees Lists the name and e-mail address of each meeting participant, as well as the time they entered the meeting and the time they left it.

By Sessions Lists the start and end time of each session, the session number, and the number of attendees. Clicking on the session number displays the participant list for this session, including participant name and entry and exist times for each participant.

By Questions Lists each poll by session number, number, and question. You can drill down to two separate views by clicking the appropriate link under the Report column:

- “View answer distribution” displays a pie chart in which each answer is color-coded with a unique color.
- “View user responses” provides an answer key that lists each answer for this poll and its corresponding answer number; these numbers map to the pie chart. This option also shows a list of all the participants who responded in this poll and the number of the answer they selected (if the poll question allowed multiple responses, these are all shown for the user).

Sharing content during a meeting

Sharing a computer screen, document, or whiteboard

Hosts and presenters can share a variety of content with participants in a meeting.

Hosts and presenters use the Share pod to display content to attendees, such as the following:

- Selected items on your computer screen, including one or more open windows, one or more open applications, or the entire desktop. See "Share your screen or control of your screen" on page 53.
- A document, such as a presentation, an FLV file, a JPEG, or other file format. See "Share a document" on page 57.
- A whiteboard with a variety of writing and drawing tools. You can share a stand-alone whiteboard, or a whiteboard overlay that appears on top of other shared content. See "Share a whiteboard" on page 58.

Documents shared in the Share pod can be viewed but not downloaded by attendees. In order to enable attendees to download documents, a host or presenter must upload the documents to the File Share pod.

When you share content in the Share pod, attendees see your pointer move in the Share pod window. All activities you perform in shared window, application, or document are visible to attendees.

Presenters and hosts must install the Add-in the first time they attempt to upload content or share a screen. The Add-in is a special version of Flash Player with additional features for hosts and presenters. The Add-in provides support for uploading files to the server and sharing screens during a meeting. It also provides additional audio support.

Note: *If you have a pop-up blocker enabled in your browser, the dialog box for downloading the Add-in will not appear. To correct this problem, temporarily disable the pop-up blocker.*

For more information on screen sharing, see Screen Sharing Best Practices.

Note: *In a meeting, choose Help > Quick Start to view short demos about sharing content.*

Uploading a document

To enable attendees to download a document, a host or presenter uploads the document to the File Share pod. Hosts and presenters can upload files from their computer or from the Content library. Meeting participants cannot upload files; however, the host can change a participant's role or rights to allow uploading of files. See "Upload and manage files using the File Share pod" on page 61.

Share your screen or control of your screen

As a host or presenter in a meeting, you can share windows, applications, or your entire desktop with participants in a meeting.

When you share anything on your computer screen, actions you take in the shared region are visible to all participants in the meeting. Your viewers follow the progress of your pointer as you move it across your screen.

The region or regions that you share must be visible on your desktop in order to be visible in the Share pod to other participants. Overlapping windows on the desktop appear as a blue cross-hatched pattern in the Share pod.

You can also display a whiteboard over a shared screen to enable attendees to add annotations.

Note: *When you share a screen with participants who use the Macintosh OSX operating system, a system error sometimes enables those participants to view the Presenter only area, even though they do not have Presenter status.*

See also

"Share a whiteboard" on page 58

Share your computer screen

1 With a blank Share pod open in a meeting, do one of the following:

- Click the My Computer Screen button in the middle of a blank Share pod.
- Click the Share button on the Share pod control strip, and select My Computer Screen from the pop-up menu.

The Start Screen Sharing window appears.

2 Do one of the following:

- Select Desktop to share your entire desktop. If you have more than one monitor connected to your computer, a desktop appears for each monitor. Choose the desktop that you want to share.
- Select Windows to share one or more windows that are open on your computer. Choose the window or windows that you want to share.
- Select Applications to share an application and all its related windows that are open on your computer. Choose the application or applications that you want to share.

3 Click the Share button at the bottom of the Start Sharing window to begin sharing.

Share control of your screen with another presenter

While screen sharing, you can pass control of the shared desktop, window, or application to another presenter. The presenter must request control before you can hand over your shared screen to them.

1 Start sharing your computer screen in a meeting.

When another presenter requests control of your screen, you see a request message in the upper-right corner of the meeting room window.

2 Do one of the following:

- Click Accept to grant control of your screen to the requesting participant.
- Click Decline to deny control of your screen to the participant.

Request control of a shared screen from another presenter

❖ Click the Request Control button on the Share pod control strip.

If the request is accepted, a message informs you that you have been granted control of the screen. The Request Control button becomes a Release Control button. You can now take control of the shared screen.

Release control of a shared screen

❖ Click the Release Control button on the Share pod control strip to return control of the shared screen to the original presenter.

Preview your shared screen in the meeting room

When sharing an application, window, or desktop on your computer, you can select the Preview option to show the same view that participants see in their Share pod.

❖ Click the Pod Options button of the Share pod and select Preview In Pod While Screen Sharing, or click the Preview button (the eyeglasses icon).

Share content in the Share pod

The Share pod controls let hosts and presenters share content in various ways. You can display the pod at Full Screen size to make contents larger. You can enable attendees to toggle between Full Screen and Normal display size. You can choose to display changes in the presenter's pod to all attendees, so that the presenter can control the pod size for viewers. You can share content that is already loaded into the meeting room but is not currently displayed. When content is displayed in the Share pod, you can use a pointer to call attention to particular areas.

Change the content displayed in a Share pod

1 Click the Share button on the Share pod control strip.

2 Select My Computer Screen, Documents, or Whiteboard and select the item you want to share from the submenu.

Display and enable the Full Screen mode

1 To display the Share pod at full screen size, click the Full Screen button in the Share pod control strip. Click the button again to return to normal display size.

2 To change the attendees' Share pod display size when you change your own, click the triangle next to the Full Screen button and select Enable Full Screen Toggle For Participants. (When this option is turned off, attendees control the size of their own Share pods.)

Note: *When you enable full screen mode, use Alt + Tab to go to the window that you want to share.*

Display changes in the presenter's pod to all participants

❖ Click the triangle next to the Full Screen button and select Presenter's Changes Affect Everybody from the submenu.

Turn off sharing but keep the Share pod open

❖ Click Stop Sharing on the Share pod control strip.

Redisplay Share pod content that has been closed

❖ Do one of the following:

- Select Share > Documents or Share > Whiteboard from the control strip at the bottom of the Share pod, and select the shared document or whiteboard by name from the submenu.
- Select Pods > Share and select the Share pod by name from the submenu.

Use a pointer in a Share pod

❖ Do one of the following:

- Click the Pointer button on the Share pod control strip.
- Choose Show Pointer from the Share pod options menu.

Share presentations in the Share pod

For hosts or presenters who share a presentation in the Share pod, special controls are available for navigating and displaying the presentation. A presentation layout has the following areas:

Presentation The main part of the window, which displays the presentation slides.

Presentation sidebar An area on the right side (default location) of the browser window that shows the name of the presentation, the presenter information, and the Outline, Thumb, Notes, and Search tabs (if the tabs were including when the Presentation was created).

Presentation toolbar A control bar at the bottom of the presentation that gives you control over the presentation playback, audio, attachments, and screen size. This is visible to hosts only, unless a host chooses to display it to participants.

Use the presentation Outline tab

Most presentations have an Outline tab on the sidebar. The Outline tab lists the title and duration of each slide. You can use the Outline tab to display information and to move to a specific slide in the presentation. The current slide is highlighted with a glow color, which you can change in the theme. You can choose to display the highlight outline to all attendees or to hosts and presenters only.

1. Click the Outline tab in the sidebar at the right.
2. To move to a slide in the presentation, click its title in the Outline tab.
3. To show the slide title, move the pointer over the title.

Use the Presentation Thumb tab

Presentations can have a Thumb tab on the sidebar. The Thumb tab shows a small picture of each slide, the slide title, and the slide duration. The current slide is highlighted with a glow color, which you can change in the theme. You can use the Thumb tab to see the contents each slide quickly and to move to a specific slide in the presentation.

Note: *If you upload your presentations directly from your computer and into a meeting, the Thumb tab is not displayed. Adobe recommends adding presentations to a meeting from the Content library.*

1. Click the Thumb tab in the sidebar at the right.
2. To move to a slide, click its title in the Thumb tab.
3. To show the slide title, move the pointer over the title.

View Presentation slide notes

When creating a presentation in PowerPoint, you can enter notes for individual slides. If any slide notes exist, they can be displayed in the presentation. Slide notes appear on the right side of the presentation window. You cannot change the size of the slide Notes tab.

❖ Click the Notes tab in the sidebar on the right side.

The complete notes text is displayed. The text is unformatted and cannot be edited directly on the tab.

Search for text in a presentation

1. Click the Search tab in the sidebar on the right side.
2. Type the text to search for directly into the text box.
3. Click the Search button.

Search results are displayed below the text box. Click any slide title in the results list to display that slide.

Presentation toolbar options

You can control the presentation appearance and playback by using the toolbar located at the bottom of the presentation.

Play/Pause button Pauses and resumes play of the current slide.

Back button Moves to the previous slide in the presentation.

Forward button Moves to the next slide in the presentation.

Slide progress bar Shows and controls the playback location within the current slide. The position marker moves as the slide plays. You can drag the marker arrow forward or back in the current slide to change your playback location. You can also click a specific location on the progress bar to move the slide marker position and slide playback there.

Current slide number Shows the number of the currently displayed slide and the total number of slides (for example, slide 2 of 10).

Status Shows the status of the current slide, such as Playing, Stopped, No audio, or Presentation complete.

Time Shows the current slide time and the total slide time as the slide plays (for example, 00.02/00.05).

Audio volume Shows the volume level that is set for the slide.

Attachments Displays a small window showing any attachments (for example, documents, spreadsheets, images, URLs) that have been added.

Show/Hide sidebar Shows or hides the sidebar.

Share a document

A host or presenter can share documents that have been uploaded to the Content library, or share documents directly from your computer.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the document is still part of the meeting room and can be displayed again. If you delete a Share pod, the document is deleted from the meeting room. (If you uploaded it to the Content library previously, it is still available there.) To edit a shared document, you must edit the source document and reload it into the meeting.

Share documents from the Content library

A host or presenter can load presentations, SWF files, JPEG files, MP3 files, or FLV files from the Content library on the server into a Share pod in a meeting. In the Content library, you can select documents from a shared content folder or from a user folder, either your own or another user's. The Content library is available in the Acrobat Connect Enterprise Manager application. (To access a user folder other than your own, the user must grant you View permission).

If you share a presentation, the Share pod displays controls for navigating the presentation.

Note: *You create presentations from PowerPoint presentations, using Adobe Presenter. Acrobat Connect Professional does not support progressive-scan JPEG files.*

1 Do one of the following:

- In the Share pod, click the Documents button.
- Select Pods > Share from the menu bar.
- Select Share > Documents from the control strip at the bottom of the Share pod.

2 Click Select From Content Library on the pop-up menu.

The Browse Content window appears.

3 Select one of the following:

- Shared Content displays uploaded content that is available to all account holders with the appropriate permissions.
- User Content displays uploaded content in individual user folders. To view the content in another user's folder, you must have View permission from that user.
- My Content displays the uploaded content in your user folder.
- Uploaded Content displays the content that has been uploaded for the current meeting.

4 Select the document that you want to share, and click Open.

The selected document appears in the Share pod. The document name appears in the title bar of the pod.

Share documents from your computer

You can load PPT, SWF, JPEG, MP3, or FLV files from your computer into a Share pod. The files are uploaded to the server. PPT files are converted to presentations.

1 Do one of the following:

- In the Share pod, click the Documents button.
- Select Pods > Share from the menu bar.
- Click Share on the control strip at the bottom of the pod.

2 Click Select From My Computer on the pop-up menu.

A Browse Content dialog box appears.

3 Select the document that you want to share and click Open.

The selected document appears in the Share pod. The document name appears in the title bar of the pod.

The document is added to the Uploaded Content folder associated with the meeting room in Acrobat Connect Enterprise Manager. An Acrobat Connect Enterprise Manager administrator can move the document to the Shared Content folder in the Content library to make the document available for other meetings. For more information on using the Content library, see "About library permissions" on page 14.

Turn off display synchronization for multiframe documents

By default, Acrobat Connect Professional synchronizes display of multiframe documents so that attendees see the frame that the presenter sees. A host or presenter can use the Sync button to turn off synchronization so that viewers can move through presentations or Flash Paper documents at their own pace.

Note: *The Sync button appears only when you have multiframe content loaded in the Share pod.*

❖ In the Share pod window, with content loaded, click the Sync button (Sync is on by default). Controls for presentation playback appear at the right of the Share pod.

Click the Sync button again to turn off synchronization and allow participants to advance through presentations at their own pace.

Share a whiteboard

A host or presenter can use a whiteboard to create collaborative text, drawings, and other annotations in a meeting.

Create and display a whiteboard

A whiteboard allows hosts or presenters to create text, lines, circles, squares, and other free-hand drawings in real time during a meeting.

You can use a whiteboard in two different ways in a Share pod:

- A stand-alone whiteboard allows presenters to create content on a white background.
- An overlay whiteboard allows presenters to create content over an existing document in a Share pod, adding annotations to and drawing on the document. You can lay a whiteboard over presentations, JPG, SWF, FLV, and FlashPaper documents.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the whiteboard is still part of the meeting room and can be displayed again. If you delete a Share pod, the whiteboard is deleted.

Whiteboard overlay
A. *Annotation added using the Pencil tool* ***B.*** *Pointer* ***C.*** *Show/Hide whiteboard overlay* ***D.*** *Whiteboard tool options* ***E.*** *Show/Hide whiteboard tools*

Create a stand-alone whiteboard in a blank Share pod

1 Do one of the following:

- In the Share pod, click the Whiteboard button.
- Select Pods > Share.
- Click Share on the control strip at the bottom of the Share pod.

2 Select New Whiteboard in the pop-up menu.

A blank whiteboard appears in the pod.

Add an overlay whiteboard over a document or a shared screen in a Share pod

❖ With the document displayed in a Share pod, do one of the following:

- Click the Whiteboard button in the Share pod control strip.
- Click the Pod Options button the lower-right corner of the Share pod, and select Whiteboard Overlay.

- In the upper-right corner of the window of the application you are sharing, click the arrow next to the red Stop Sharing button and select Pause and Annotate.
- If you are sharing your entire desktop, click the Acrobat Connect Add-in icon in the system tray (Windows) or icon bar (Macintosh) and select Pause and Annotate.

Display an existing whiteboard

1 Do one of the following:

- Select Pods > Share from the menu bar at the top of the Stage.
- Select Share > Whiteboards from the control strip.

2 Select the name of the whiteboard that you would like to display on the Stage.

Clear a whiteboard

❖ Press Control+D or press the Clear button .

Navigate between multiple whiteboard pages

A standalone whiteboard is composed of multiple pages. If you need to present multiple whiteboard pages during a meeting, you can use the forward and back arrow buttons to move between pages.

1 Click the Whiteboard Toolbar button.

The page number and next and previous buttons appear in the toolbar.

2 Do one of the following:

- Click the right-pointing arrow to display the next page.
- Click the left-pointing arrow to display the previous page.

Whiteboard drawing tools

The following tools are available to create text and drawings on the whiteboard:

Selection tool Selects a shape or area of the whiteboard. Click a shape to select it. Drag on the whiteboard or content to create a selection rectangle that selects all the shapes within the rectangle. The selection rectangle has eight control points for resizing the selected shape or shapes. Shift-drag a corner control point to maintain the aspect ratio when you resize. Select and drag a shape to move it. To add a shape to the selection, Shift-click the shape.

Pencil tool Creates a free-form line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

Marker tool Creates a free-form thick marker line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

Line tool Draws a straight line between two points. You can customize stroke color and stroke weight by using the color picker and line width pop-up menu at the lower part of the Whiteboard pod. You can create arrows by using the arrow buttons at the lower part of the Whiteboard pod. Holding down the Shift key while drawing makes the line snap every 45 degrees.

Rectangle tool Creates square and rectangle shapes. You can customize stroke color, fill color, and stroke weight by using the color picker and the stroke weight pop-up menu. You can use No Fill as a setting for stroke color and fill color; however, you cannot use No Fill for both stroke color and fill color. Drag to expand the shape. Hold down the Shift key while drawing to make the rectangle a square.

Ellipse tool Creates circle and ellipse shapes. You can customize stroke color, fill color, and stroke weight by using the color picker and stroke weight pop-up menu. Drag to expand the shape. Hold down the Shift key while drawing to make the ellipse a circle.

Text tool Creates a floating multiline text field. You can customize fill color, font face, and font size by using the color picker, font pop-up menu, and font size pop-up menu. Drag to create a text area where you can type.

Stamper tool Leaves a Check mark, Arrow, Star, or Cross on the screen. A check mark is the default stamp. You can change the stamp image by clicking the arrow, star, and carat buttons. You can customize image color and shape size by using the color picker and size pop-up menu. If your company has a licensed Connect Enterprise account, you can use a custom image for the stamp. See Custom whiteboard stamps in the Adobe Connect Enterprise Server 6 Installation and Configuration Guide.

Undo Undoes the previous action. You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the whiteboard, and changing a shape's property. There is no limit to the number of times that you can perform this operation in the pod.

Redo Repeats the previous action.

Clear Deletes everything on the whiteboard.

Print Prints the contents of a whiteboard.

Change the Share pod size when viewing content

Content displayed in the Share pod by a host or presenter appears to all meeting attendees. Participants can switch the Share pod size between full-screen and original size when a host enables this feature.

Change the Share pod size when viewing content

❖ In the Share pod, click the Full Screen button. Click it again to restore the Share pod to the original size.

Upload and manage files using the File Share pod

Hosts and presenters can upload files to share with meeting attendees either from their computers or from the Content library. Meeting participants cannot upload files; however, the host can change the participants' status to allow them to upload files. Participants who want to upload files should request the host to change their attendee role or to grant enhanced rights for the File Share pod.

Upload a file from the Content library

1 Click Upload File.

2 Click Add From Content Library.

3 Navigate to the folder that contains the file.

4 Select the file and click Open.

The filename appears in the File Share pod.

Upload a file from your computer

1 Click Upload File.

2 Click Add From My Computer.

A Browse Content window appears.

3 Navigate to the folder that contains the file.

4 Select the file and click Open.

The filename appears in the File Share pod.

Download a file

Meeting attendees can download files from the File Share pod to their computers.

1 In the File Share pod, select the file to download.

2 Select Save to My Computer.

A browser window opens, with the Save to My Computer dialog box.

3 Click the Click to Download button.

4 Navigate to the desired location.

5 Click Save.

Rename a file

This operation changes only the label that appears in the File Share pod; it doesn't change the actual filename.

1 In the File Share pod, select the file that you want to rename.

2 In the lower-right corner, click the Pod Options button.

3 From the pop-up menu, select Rename Selected.

4 Type the new name in the Name text box and click OK.

Remove a file

1 In the File Share pod, select the file that you want to remove.

2 In the lower-right corner, click the Pod Options button.

3 From the pop-up menu, select Remove Selected.

The filename disappears from the list of files.

Display web pages to attendees

During meetings, hosts or presenters may want participants to view websites. You can use the Web Links pod to force attendees' browsers to open a designated URL.

Add a new web link

1 Click the Pod Options button in the lower-right corner.

2 Select Add Link.

3 Type the URL name and URL path in the text boxes.

4 Click OK.

The URL name appears in the Web Links pod.

Display a web link to all attendees

1 Select a link in the Web Links pod, or enter a URL in the Browse To text box.

2 Click Browse To.

Meeting participants browse to the link.

Rename a web link

1 Select a URL name in the Web Links pod.

2 Click the Pod Options button in the lower-right corner.

3 Select Rename Selected Link from the pop-up menu.

4 Type the new name in the URL Name text box.

5 Click OK.

The new URL name appears in the Web Links pod.

Remove a web link

1 Select a link in the Web Links pod.

2 Click the Pod Options button in the lower-right corner.

3 Select Remove Selected from the pop-up menu.

The link disappears from the Web Links pod.

Managing attendees

About the Attendee List pod

From the Attendee List pod, attendees can quickly see who is logged in to a meeting and monitor everyone's name, role, and status. You can also communicate with the presenter by displaying your participant status next to your name.

If audio conference calling is enabled, you can view your conference call status, dial out to yourself to enter the phone conference, and mute your phone connection. A host can manage meeting attendance and participants' rights.

Using the Attendee List pod to monitor names, roles, and conference call status

See also

"About audio in meetings" on page 31

"Using audio conferencing in a meeting" on page 66

About attendee names

Adobe Acrobat Connect Professional users who logged in with a password are listed by their full name in the Attendee List pod, as it is registered in Acrobat Connect Enterprise Manager. If an attendee is logged in to a meeting as a guest, the name in the Attendee List pod is the name that the guest entered at login.

Within a role group, attendee names are organized alphabetically.

Change attendee status

By default, participant status is blank. However, participants can change their own status. When a participant selects a status, an icon appears to the right of the participant's name. Participants can clear their status at any time during a meeting. When you have responded to a message and want to clear the participant status, select Clear User Status from the Attendee List Pod Options menu.

The following table lists the status settings and icons.

Attendee status	Icon
I have a question	
Go faster	
Go slower	
Speak louder	
Speak softer	
Thumbs up	
Thumbs down	
Stepped away	

Change your status

1 Click the My Status bar in the Attendee List pod.

A pop-up menu appears with a list of the available status settings.

2 Select the status that you want to show to the presenters.

Clear a participant's status (host and presenter)

1 Select a participant's name.

2 Click the Pod Options button in the lower-right corner of the Attendee List pod.

3 Select the Clear User Status option.

View connection status

A group of bars, similar to the bars indicating signal strength on a cell phone, appear next to an attendee's name in the Attendee List pod to indicate an attendee's connection status.

When the attendee's connection falls below the current meeting room bandwidth, the number of bars in the icon decreases. A host can configure the network connection status indicators to be on or off at any time during a meeting.

1 Click the Pod Options button in the lower-right corner of the Attendee List pod.

2 Select Show Connection Status from the pop-up menu.

If you are a host, you can select Show Connection Status in the pod menu. The network connection status is enabled, and network connection status is shown for all attendees in your meeting. If the option is not selected, the connection status indicators are hidden for users in your meeting.

View or change an attendee's role

A host can change the role of any attendee in the Attendee List pod, promoting and demoting attendees as necessary.

As a host, you can also change your own role. You can demote yourself to a presenter or participant role, so that you can see what attendees with other roles are seeing in the meeting room. Although you can demote yourself in the Attendee List pod, you cannot promote yourself there; instead, you must use the Present menu.

View information about an attendee

❖ Move the pointer over each name to view the attendee's full name, meeting role, audio conference status, connection status, and enhanced rights.

Change an attendee's role

1 In the Attendee List pod, select the name of the attendee whose role you want to change.

2 Click Set User Role in the lower-left corner of the Attendee List pod.

3 From the pop-up menu, select the role to give to the selected attendee: Participant, Presenter, or Host.

The icon of the attendee changes on all attendees' screens and attendee names are re-sorted in the list according to role.

Change your own role

1 If you are a host, in the menu bar at the top of the meeting room window, click Present.

2 Select one of the following:

- Make Me a Participant.
- Make Me a Presenter.
- Make Me a Host.

Your role icon changes on all attendees' screens.

Remove a participant from a meeting

A host can remove a participant from a meeting.

1 In the Attendee List pod, select the name of the participant to remove.

2 Click the Pod Options button in the lower-right corner of the Attendee List pod.

A pop-up menu appears with a list of the available pod options.

3 Select Remove Selected User from the pop-up menu.

See also

"Managing the Adobe Connect Enterprise Account" on page 217

Assigning enhanced participant rights

A host can change the rights of a participant to give the participant control over selected pods. This is a way of enhancing a participant's rights without promoting the participant to be a presenter. To change rights for multiple participants

1 Select the name of a participant from the Attendee List pod. To change the rights for multiple participants, select multiple names.

2 Click the Pod Options button in the Attendee List pod.

3 Select Change Enhanced Participant Rights.

4 In the dialog box, select the pods that you want the participant to control.

5 Click OK.

The user has full functionality for all instances of the selected pod types.

Using audio conferencing in a meeting

Start or stop an audio conference call

In order to use the Acrobat Connect Professional audio conference calling features, the meeting creator must have an account with an audio conference bridge installed. For more information about audio conference bridge availability with your account, contact your account administrator.

If you have an audio conference bridge installed, you must enter information for the audio conference, such as call-in number and participant code, either when you create the meeting, or when you edit the meeting information. If you have an audio conference bridge and you want the conference call to be integrated with the meeting, you can select the option on the Meeting Information page labeled Select My (service name) Audio Conference with this Meeting.

You can save your audio conference call information, such as moderator code, client id, and password, in Acrobat Connect Enterprise Manager under My Profile > Edit My Preferences.

In a meeting, you initialize the conference call connection to the audio bridge by selecting Start Audio Conference in the Attendee List pod. Once the phone conference is initialized, you can dial out to yourself from the Attendee List pod or dial in. Stop Audio Conference disconnects everyone in the meeting and ends the call.

Once an audio conference is started, a dialog box appears to all attendees, inviting them to join the teleconference.

Start an audio conference

1 Click the Phone Conference Options button at the bottom of the Attendee List pod.

2 Select Start Audio Conference from the pop-up menu. When the audio conference begins, the dial-in number or numbers appear at the right side of the meeting window.

Stop an audio conference

1 Click the Phone Conference Options button at the bottom of the Attendee List pod.

2 Select Stop Audio Conference from the pop-up menu.

Include attendees in an audio conference call

Acrobat Connect Professional gives hosts several options for dialing out to include participants in an audio conference call. You can dial out to a registered participant by using the telephone number stored in his or her profile or by entering a new telephone number. To include an unregistered participant in the audio conference call only, you can enter a new name and number to dial. You can create an offline entry to dial later and a list of offline entries to dial all at once. And you can hang up on selected attendees.

Acrobat Connect Professional provides audio announcements when an attendee enters or departs from a meeting, when a meeting is ended, and when a meeting is extended.

Call out to a new telephone user

1 Click the Phone Conference Options button at the bottom of the Attendee List pod.

2 Select Call New Telephone User from the pop-up menu.

The Call New Telephone User dialog box appears.

3 Enter the participant's name and telephone number.

4 Select Call Now to call the participant immediately.

The attendee is called on the phone and the Call in Progress icon is displayed to the right of the attendee's name.

Create a list of participants to call later

1 Click the Phone Conference Options button at the bottom of the Attendee List pod.

2 Select Call New Telephone User from the pop-up menu.

The Call New Telephone User dialog box appears.

3 Enter the participant's name and telephone number.

4 Select Call Later.

The participant is added to the Attendee List pod as an offline attendee (gray participant icon with no phone icon).

Call out to a participant who is logged in to Acrobat Connect Professional

1 In the Attendee List pod, select the name of the participant to add to the audio conference.

2 Select Call Selected User from the pop-up menu.

The Call Out dialog box appears. You can either enter a new phone number or select a number from the list of numbers associated with the participant.

3 Click Call.

The participant is called on the telephone.

Call out to several listings at the same time

1 In the Attendee List pod, select the names of the attendees to add to the audio conference.

2 Select Call Selected User from the pop-up menu.

All the selected participants are called.

About audio conference status

If a host enables audio conferencing in a meeting and an attendee calls in or is called, an audio conference status icon appears next to the attendee's name.

When an attendee dials in or a host dials out, a conference call status icon appears to the right of the attendee's name, so that you can quickly see the status of the attendee's conference call.

Attendee status	Icon
On the phone	
Talking	
Dialing in progress	
On hold	
Muted	

Use Mute, Volume, and On Hold controls

From the Attendee List pod, a host can control an attendee's volume, mute the connection, and place the user on hold.

Control the volume

1 In the Attendee List pod, select the participant's name.

2 Click the Volume button (Speaker icon).

3 Slide the indicator up or down to increase or decrease the volume.

Mute a participant

1 In the Attendee List pod, select the participant's name.

2 Click the Volume button (Speaker icon).

3 Click the Mute button (No Speaker icon).

The other attendees cannot hear the participant.

Place a participant on hold

1 In the Attendee List pod, select the participant's name.

2 Click the Hold button (Hand icon).

The participant cannot be heard and cannot hear the audio segment of the meeting.

Merge two listings for the same caller in a conference call

If an attendee logs into a meeting and is then called into an audio conference, the two entries are automatically merged and only one name appears for the user. But if the attendee's phone number is not recognized, the attendee may appear twice on the list, once under Acrobat Connect Professional with a name and once under Unknown Dial In without a name. If a host knows that an attendee is listed twice, the host can use the Merge Caller ID feature to combine the listings into one.

1 In the Attendee List pod, select the name of an Acrobat Connect Professional attendee.

2 Control-click the name of an Unknown Dial In attendee.

3 Click the Merge User button in the lower part of the pod.

The two listings merge into one under the Acrobat Connect Professional users group.

Note: *For audio conference features to function in your meeting, the conference adapter must be enabled.*

Join a conference call or mute your phone

Once an audio conference is started in a meeting that you are attending, a dialog box appears inviting you to join. The dialog box enables you to enter your telephone number so that Acrobat Connect Professional can dial the number and add you to the conference.

If the meeting you are joining has multiple dial-in numbers (such as a meeting with international attendees which offers a local dial-in number for each country) you can view a list of the dial-in numbers. This list appears automatically during the first five seconds after you log into the meeting. You can also choose to view the list at any time while you are logged in.

You can also mute your connection so that you can listen to the conference call but cannot be heard.

Join the audio conference call

1 In the Join Audio Conference dialog box, enter your telephone number. If the Join Audio Conference dialog box is not visible, choose Show Teleconference Info.

2 Click Call My Phone.

You can also select Call My Phone from the My Status menu.

View the list of multiple dial-in numbers during a meeting

❖ Hover over the telephone icon in the upper right corner of the meeting room.

Use the Mute Me button

1 Click the My Status button in the upper-right corner of the pod.

2 Select Mute Me from the pop-up menu.

You cannot be heard, but you can hear the speaker.

Recording and playing back meetings

About meeting recordings

A host can record a meeting room session in case some participants missed it or want to replay it. When played back, the recording shows exactly what the attendees saw and heard during the meeting. A host or presenter can create a reference archive of meetings and make the recordings available to attendees.

The meeting recording is assigned a URL and added to the Recordings page associated with the meeting room in Acrobat Connect Enterprise Manager. To play a recording, you need an Internet connection, the recording URL, and permission to view it.

Record a meeting

If you are a host, you can select a recording option. Everything that happens in the meeting room is recorded, with the exception of the Presenter Only area. At the beginning of the recording, you enter a recording name and description. You also select the microphone input for the audio recording. You can start and stop recording at any time during the meeting, so you can decide what meeting content to record.

If you use the Camera And Voice pod to broadcast audio to meeting attendees, all audio is recorded automatically. The audio broadcast from the Camera And Voice pod is voice over IP (VoIP).

To record an audio conference call, you can use your speaker phone and your computer microphone as the recording devices. If you select the Record Audio From Speaker Phone option when your first start recording, audio broadcasts from the Camera And Voice pod are disabled. All audio input to your computer is captured and recorded but is not broadcast to participants.

If you have integrated your audio conference using an audio conference bridge, the recording includes audio from both the Camera And Voice pod and the audio conference. The Record Audio From Speaker Phone option is not available.

If you are using the Premiere audio conferencing bridge, be sure to begin your recording from within Acrobat Connect Professional (do not begin your recording by using a Premiere telephone key command).

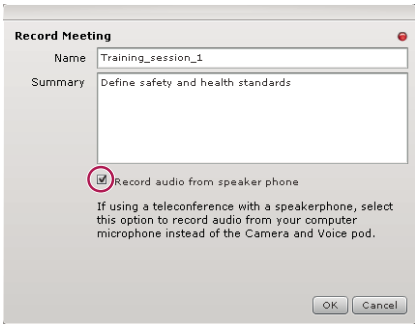
Note: *If you are using Premiere audio conferencing service, and Premiere is unable to create the audio recording when you begin recording a meeting, you will receive an error message.*

Start recording a meeting

1 From the menu bar, select Meeting > Record Meeting.

2 In the Record Meeting dialog box, enter a name and summary for the meeting recording.

3 (Optional) Select Record Audio From Speaker Phone.



4 Click OK.

A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded.

Stop recording a meeting

To stop recording a meeting, do one of the following:

- Place the pointer over the red circle in the menu bar, and select Stop Recording from the pop-up menu.
- Select Meeting > Record Meeting to remove the check mark from the menu bar.

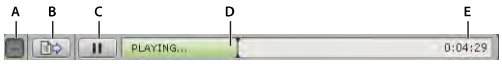
The meeting recording is saved and is available for playback at any time.

Play back a recorded meeting

A host or presenter can make a URL available so that attendees can play the recording of a meeting.

Every recording is automatically assigned a unique URL and is stored on the Recordings tab for the meeting room in Acrobat Connect Enterprise Manager. Any attendee who has access can view information about the recording, such as disk use, permissions, recording date, and duration. From this page, the meeting host can edit the recording title and summary.

When you play a recording, a recording navigation bar appears in a space below the meeting room. For optimal performance, a high-speed Internet connection is recommended for recording playback.



Recording navigation bar
A. *Hide toolbar* ***B.*** *Show/Hide archive transcript* ***C.*** *Pause/Play toggle button* ***D.*** *Status bar* ***E.*** *Elapsed time*

Play a recording from a URL

❖ Click the recording URL that the presenter sent to you.

The recording opens in your browser and is ready for playback.

Play a recording from Acrobat Connect Enterprise Manager

1 Click the Meetings tab to go to the Meetings library in Acrobat Connect Enterprise Manager.

2 In the Meetings library, click the meeting link that includes the recording.

3 Click the Recordings option.

The Recordings page appears, listing all recordings for the meeting.

4 Select the recording that you want to play.

The Recording Information page appears.

5 Click the meeting URL.

The recording is played in your meeting window.

Navigate recorded meetings

Certain events are indexed for each meeting recording, including layout changes, chat messages, slide changes, and users joining or leaving the Attendee List or Camera And Voice pod.

Each event is represented by an item in the Recording Index and is followed by a timestamp. By navigating the Recording Index for a meeting, you can filter and search recorded meetings.

1 Click the View Archive Transcript button on the recording navigation bar.

2 Expand or collapse layout folders to see the recorded events.

About managing recorded meetings

You can view all recordings made for a particular meeting, change permissions, rename, or move a recording, or view a content report for a recording. You can use a recorded meeting as content for another meeting. To view and update information about recorded meetings, click the meeting title in Acrobat Connect Enterprise Manager and click the Recordings tab.

Move meeting recordings to the Content library

To move meeting recordings (recordings associated with a meeting in a Meetings library folder) to the Content library, you must be an administrator or a user with permissions to manage that specific Meetings library folder.

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 Navigate to the meeting that has recordings you want to move.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Recordings link on the navigation bar.

5 Select the check box to the left of any recording that you want to move.

6 Click Move on the navigation bar.

7 Navigate to the folder location in the Content library where you want to move the recording by clicking the folder titles or the Up One Level button. (As you navigate, the new destination appears in the upper right of the Connect Enterprise Manager window.)

8 Click Move.

The Recordings page appears with an updated recording list.

Delete a meeting recording

To delete a meeting recording associated with a meeting, you must be an administrator or a user with permissions to manage that specific Meetings library folder. When you do delete a recording, you are deleting it from the Meetings library. (This process does not delete the recording from the Content library if you moved it there previously. To delete a meeting recording you moved to the Content library, see "Delete a library folder or file" on page 18.)

1 Click the Meetings tab at the top of the Acrobat Connect Enterprise Manager window.

2 Navigate to the meeting that has recordings you want to delete.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Recordings link on the navigation bar.

5 On the Recordings page, select the check box to the left of any recording you want to delete.

6 Click Delete above the list.

7 Click Delete on the confirmation page.

The Recordings page appears with an updated recording list.

Filter meeting events

To find and view an event, you can use the filtering feature in the Recording Index. You can show all events, a single event, event types, or any combination of events that can be indexed. Events that can be filtered include layout changes, chat messages, slide changes, and users joining or leaving the Attendee List or Camera And Voice pod.

1 Click the Select Events button at the top of the Recording Index.

2 Select an option from the pop-up menus.

A filtered list of meeting events appears in the Recording Index.

Search for a meeting event

To find a specific meeting event, you can use the search feature in the Recording Index. You enter a search term in the Find text box in the Recording Index, and all events that contain a match appear highlighted in pink. You can search the following terms in a an archive:

- Names of meeting participants
- Text in all Note pods
- Text in all Chat pods
- Text on slides shown in the meeting

1 Type a search term in the text box at the top of the Recording Index.

2 Click Find.

A list of items appears in the Recording Index.

Taking notes in a meeting

Using the Note pod

As a host or presenter, you can use a Note pod to take meeting notes that all attendees can see. Unlike a chat message in a Chat pod, the text note in a Note pod is created and displayed only by presenters. It remains visible in a Note pod throughout the meeting or until a presenter edits the note or displays a different note. A host can remove the Note pod from view, or switch to a different room layout that does not contain that Note pod.

A new meeting created from the Default Meeting Template contains three layouts. Each layout contains an instance of the same Note pod. When you type a message in one layout's Note pod, the same text appears in all three layouts. With the New Note Pod option, you can create a single instance of a Note pod that appears in only one layout.

You can use the Note pod in several ways:

- Create a single, persistent note that is visible to attendees during the entire meeting.
- Create multiple notes in a single pod.
- Create multiple Note pods to display different notes.

You can also e-mail the contents of a note pod.

Create a Note pod

A host can create and display multiple Note pods, each with its own text. You can use different Note pods for different layouts and meetings. When you create a Note pod, it is assigned a default name, such as Note 1, Note 2, and so on. You can rename the Note pod after it is created.

❖ From the menu bar at the top of the Stage, select Pods > Note > New Note pod, or choose New Note from the Note pod options menu.

A new Note pod appears on the Stage. You can move, resize, and rename the pod.

Add a note to a Note pod

A host or presenter can add or change text in any Note pod.

1 Click anywhere inside the Note pod.

2 Type the text that you want to appear in the Note pod.

Meeting attendees immediately see the new text.

Create multiple notes in a Note pod

A host or presenter can create more than one note in a Note pod, and choose which note to display.

Create multiple notes

1 Click the Pod Options button in the lower-right corner.

2 Select New Note from the pop-up menu.

Select which note to display

1 Click the Pod Options button in the lower-right corner of the Note pod.

2 Select the Select Note option.

3 Select the name of the note that you want to display from the pop-up menu.

Edit a note

A host or presenter can edit the text in a Note pod. All the text in a pod uses the same formatting. All editing changes are immediately visible to attendees.

1 Click anywhere inside the Note pod containing the text that you want to edit.

2 Modify the text.

3 To change the size of the text, click the Pod Options button in the lower-right corner of the Note pod, and then select Text Size. Next, select a text size.

4 To change the alignment of the text, click the Pod Options button in the lower-right corner of the Note pod, select Text Alignment, and choose an alignment option: left, center, or right.

Rename a note

When a host or presenter creates a note, it is assigned a default name, such as Note 1 or Note 2. If you are a host, you can rename a note. Simply double-click the name and enter a new one, or follow the procedure below.

1 Click Pods in the menu bar.

2 Select Organize Pods.

The Organize Pods dialog box appears.

3 Select the name of the Note pod that you want to change.

4 Click Rename.

The Rename Pod dialog box appears.

5 Type the new name.

6 Click OK.

The new name appears in the Organize Pods dialog box.

7 Click Done.

Delete a note

1 Click Pods in the menu bar.

2 Select Organize Pods.

The Organize Pods dialog box appears.

3 Select the name of the note that you want to delete.

4 Click Delete.

5 Click Done.

E-mail the contents of a note pod

- If you are a host, in the Note pod select Email Note from the pod options menu (the Acrobat Connect Add-in must be installed to use this option).

A new message appears in your default email client, with the subject Note and the contents of the Note pod in the message body. Edit the note if necessary, address the message to recipients, and send.

Chat options in a meeting

About the Chat and Q & A pods

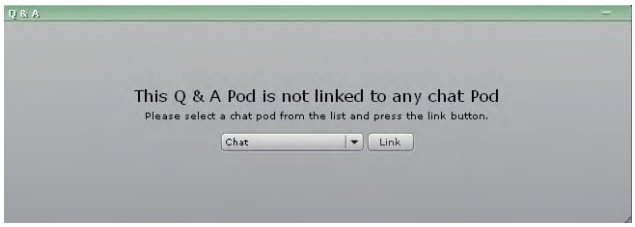
You can communicate with other attendees while a meeting is in progress, using a Chat pod to send or receive a chat message. If you have a question and do not want to disturb the meeting flow, or if you cannot speak in a meeting because sound is not enabled on your computer, you can send a chat message to the presenters or to another meeting participant. For example, when you first enter a meeting room, you can introduce yourself by sending a chat message to everyone in the room. Or you can send a chat message to the meeting organizer to ask a question about the schedule of events.

As a presenter, you can use more than one Chat pod simultaneously. You can specify the Chat pod to display content to everyone, or to presenters (and hosts) only.

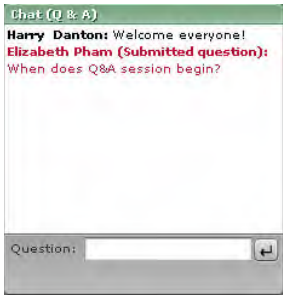
In the Chat pod, messages appear as they are submitted, and they are listed sequentially in the pod. Questions and answers are not linked, and they can appear in different locations on the list in the Chat pod. Presenters can allow participants to conduct private chats, to clear a chat, and to turn off chat notifications.

Chat pod content is persistent, and will remain in a meeting room until you delete it. If you want to preserve Chat pod content for future use, you can email it.

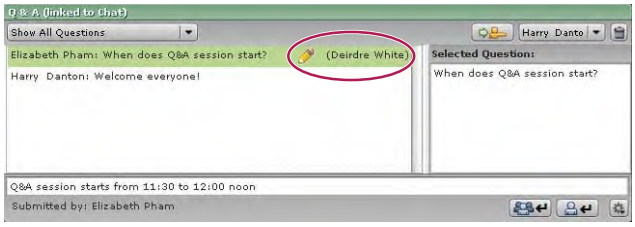
You can use a Q & A pod to answer questions posed by attendees. The Q & A pod is linked to the Chat pod. When an attendee asks a question in the Chat pod, a presenter can answer in the linked Q & A pod. When a presenter answers a question, the question and answer appear as pairs in the Chat pod.



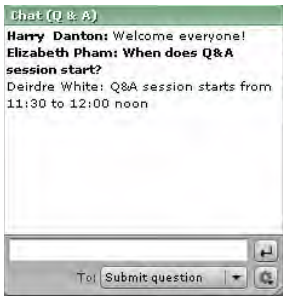
A host or presenter links the Q & A pod to the Chat pod



A participant submits a question in the Chat (Q & A) pod



The presenter selects a question and answers from the linked Q & A pod



The question and answer appear as a pair in the Chat pod

Send a chat message

You can use the Chat pod to compose a chat message and address it to a specific participant, to all presenters at the meeting, or to all attendees (participants, presenters, and hosts).

When you receive a chat message from a meeting participant, your Chat pod shows the sender's name and the message. If the message was sent to everyone, the sender's name is followed by the message. If the message was sent only to you, the sender's name is followed by "(privately)". If the message was sent only to the presenters, the sender's name is followed by "(presenters)."

1 Select one of the following options from the pop-up menu at the bottom of the Chat pod:

- The name of a participant to whom you want to send a message
- Presenters
- Everyone

2 Click the text box in the Chat pod.

3 Enter your message.

4 Do one of the following:

- Click the Send Message button next to the text box.
- Press Enter or Return.

Your name appears in the Chat pod, followed by the addressee you selected and your message.

Disable private chat between participants

By default, two participants can chat privately. When Enable Private Chat For Participants is selected, participants can send messages to individual participants as well as to presenters and to all attendees. As a host, you can disable this option and prevent private chat.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Click Enable Private Chat For Participants to disable the option. A check mark indicates when the option is enabled.

Note: *This option is not available if the Chat pod is linked to a Q & A pod.*

Clear messages from a Chat pod

When an empty Chat pod is required in a meeting, a host or presenter can clear all messages for all attendees.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Select Clear Chat.

All text is removed from the attendees' Chat pods.

Use chat notifications

If you are a host or presenter and you are using the Acrobat Connect Add-in, chat notifications let you communicate with your audience while you are presenting and the meeting window is minimized or maximized to full-screen, concealing the Chat pod. If an attendee sends you a message while you are presenting in full screen or screen sharing mode, a notification appears in the lower-right corner of the screen. You can see the sender's name and the first few words of the message in the notification window. By default, Chat Notifications is enabled. If you don't want notifications to be shown while you are presenting, you can disable them.

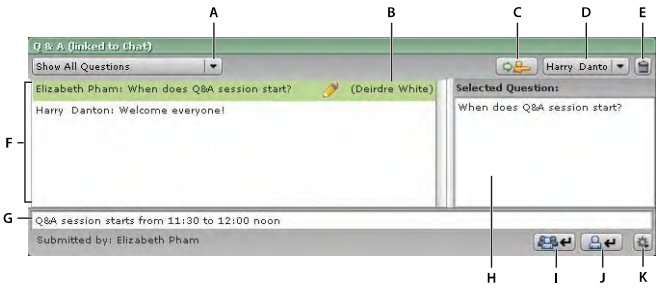
1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Select Disable Chat Notifications.

Moderating questions with the Q & A pod

If you are a host or presenter, the Q & A pod gives you additional control for managing questions and answers during a meeting. Using this pod, you can redirect a question to the appropriate presenter and place questions in a queue until you are ready to answer them.

To manage your queue of questions, you can apply a filter, so that you see certain questions while hiding others. You can select and edit a question, enter your reply, and send the answer either to all participants or just the sender. Questions and answers appear as pairs in the Chat (Q & A) pod.



***A.** Filter options **B.** Person answering **C.** Forward **D.** Presenter list **E.** Delete question **F.** Incoming message list **G.** Answer text box **H.** Preview pane **I.** Answer question to everyone **J.** Answer question to submitter only **K.** Pod Options*

You might use the Q & A pod in situations like these:

- During a product launch with more than a hundred participants, questions are added to a queue on the Q & A pod while the speaker presents. After completing the presentation, the speaker reviews the messages, applies a filter, and begins answering the questions.
- A meeting moderator answers logistical questions but forwards technical inquiries to an engineer, who is presenting.
- A meeting moderator returns certain replies to the sender only. Replies that are relevant to all attendees are sent to everyone in the meeting.

Add a Q & A pod and link it to a Chat pod

If you are a host or presenter, you can add a Q & A pod to a meeting room with an existing Chat pod. You must create a link between the two pods. After the two pods are linked, "(Q & A)" is added to the name of the Chat pod. In Q & A mode, participants can send messages only to the presenters. There can be only one Q & A pod in a meeting room.

Add a new Q & A pod to a room

❖ From the menu bar at the top of the Stage, select Pods > Q & A.

Link a Chat and a Q & A pod

1 In the Q & A pod, select the name of the Chat pod that you want to link to from the pop-up menu.

2 Click Link.

The Chat pod is linked to the Q & A pod and (Q & A) is displayed in the Chat pod name.

Submit a question in the Chat pod

Hosts can submit questions in the Chat pod.

1 From the pop-up menu at the bottom of the Chat pod, select Submit Question (this option is available only if a Q & A pod is linked to the Chat pod).

2 Enter your message in the text box, and click the Send Message (arrow) button, or press Return.

Answer questions using the Q & A pod

If you are a host or presenter, you can apply a filter to the queue of messages to quickly find the questions that you want to answer.

1 Select a question from the Incoming Messages list.

The question is highlighted and a duplicate of the question appears in the Preview pane so that you can edit it if necessary.

2 (Optional) Edit the question in the Preview pane.

3 Type your answer in the text box at the bottom of the pod.

4 Click one of the following buttons in the lower-right corner of the Q & A pod:

Answer question to everyone Sends the answer to all meeting attendees.

Answer question to submitter only Sends the answer only to the attendee who sent the question.

When a question is sent, it is deleted from the Incoming Messages list and appears in the Chat pod as a question and answer pair in the "Answered Questions" list.

Filter and forward questions using the Q & A pod

If you are a host or presenter, you can add a filter to the queue of questions in a Q & A pod so that you can see certain questions while hiding others. You can also forward a question to another presenter who might be better able to answer it.

Manage your questions with filters

1 Click the pop-up menu in the upper left corner of the Q & A pod.

2 Select a filter from the following list:

Show All Questions Displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared.

Show My Questions Displays only the questions that have been assigned to you.

Show Open Questions Displays all unanswered questions not assigned to anyone.

Show Answered Questions Displays all questions that have been answered.

Forward a question to another presenter

1 Select the question from the Incoming Messages list.

The question is highlighted, and a duplicate of the question appears in the Preview pane.

2 Click Presenter and select a presenter's name from the pop-up menu.

The presenter's name appears on the Presenter button.

3 Click Forward.

Manage questions

If you are a host or presenter, you can mark a question as open, delete a selected question, delete all questions, and select a Chat pod to link to your Q & A pod. Marking a question as open is useful if you want to make it easier for a presenter to tell which questions still require attention. You can also choose to display the submitter's name in front of questions or the presenter's name in front of answers.

Mark a question as open

1 From the Incoming Messages list, select an unanswered question.

2 Click the Pod Options button in the lower-right corner.

3 Select Mark as Open.

Delete a message

1 From the Incoming Messages list, select a question.

2 Click the Pod Options button in the lower-right corner.

3 Select Delete Question.

The selected question is removed from the list.

Delete all questions

1 From the Incoming Messages list, select a question.

2 Click the Pod Options button in the lower-right corner.

3 Select Delete All Questions.

All questions are removed from the list.

Show the submitter's name or presenter's name in front of the question or answer

1 Click the Pod Options button in the lower-right corner.

2 Select one of the following options:

- Show submitter name with answered question.
- Show presenter name with answered question.

Email the contents of a Chat pod

- In the Chat pod, select Email Chat History from the pod menu (the Acrobat Connect Add-in must be installed to use this option).

A new message appears in your default email client, with the subject Chat History and the contents of the Chat pod in the message body. Edit the message if necessary, address the message to recipients, and send.

Broadcasting audio and video

About audio and video broadcasting

Using the Camera And Voice pod in Acrobat Connect Professional, hosts and presenters can broadcast and view live audio, video, or both. To broadcast audio, the broadcaster's computer must have a microphone connected to it. To broadcast video, the broadcaster's computer must have a video or web camera connected to it. For participants to broadcast audio and video, a host must grant them enhanced rights for the Camera and Voice pod, or promote them to host or presenter.

Note: *If you have an audio conference bridge installed with your Acrobat Connect Professional account, you can use audio conferencing via telephony.*

Attendee roles and audio and video broadcast capabilities

In a meeting, your broadcast capabilities are determined by your attendee role—host, presenter, or participant. Hosts control participant access to broadcasting capabilities. The following audio and video capabilities are available for each attendee role:

The host can do the following:

- Choose settings for broadcasting audio and video
- Broadcast audio and video
- Select the broadcasts that you want to receive
- Control participant access to broadcasting capabilities
- Stop an attendee from broadcasting

The presenter can do the following:

- Choose settings for broadcasting audio and video
- Broadcast audio and video
- Select which broadcasts to receive

The participant can do the following:

- If granted enhanced rights to the Camera and Voice pod by a host, can broadcast audio and video
- If promoted by host to be a presenter, can broadcast audio and video
- Select which broadcasts to receive

Set up audio broadcasting

Use the Audio Setup wizard to quickly set up and use your audio devices. You can test sound output, select a microphone, tune the microphone volume, and tune the silence level.

You can also use Advanced Settings to make further adjustments to the ways that Acrobat Connect Professional handles audio data. Using Advanced Settings is recommended only if you have advanced understanding of audio technology.

Test audio devices and configure settings

1 Select Meeting > Audio Setup wizard from the menu bar.

The Welcome page of the Audio Setup wizard appears.

2 Click Next to begin testing your sound output.

3 On the Sound Output page, click Test.

A sound sample plays from your speakers or headphone. If you did not hear the sound sample, click Help for more information.

4 Click Next.

5 On the Select Microphone page, select your microphone type from the pop-up menu.

6 Click Next.

7 On the Test Microphone page, click Record to test your microphone.

8 If a dialog box appears requesting access to your camera and microphone, click Allow to allow Acrobat Connect Professional to access your camera and microphone.

9 Click Next.

10 On the Tune Silence Level page, click Silence. Remain silent until progress is complete.

Acrobat Connect Professional sets a microphone sound level that compensates for background noise in your environment.

Set Advanced Settings in the Audio Setup wizard (Windows only)

1 From the menu bar, select Meeting > Audio Setup Wizard.

The Welcome page of the Audio Setup wizard appears.

2 Click the Next button to advance to Step 5 of 5 in the Audio Setup Wizard.

3 Click the Advanced Settings button.

The Advanced Audio Settings panel appears.

4 Make sure Use Enhanced Audio (selected by default) is selected.

This option turns on automatic audio control, including echo cancellation, microphone volume control, silence detection, and noise suppression. You must select this option to use the other Advanced Settings.

5 For Silence Level, drag the slider to adjust the level. A higher setting results in more sensitivity to silence in an audio broadcast.

6 For Acoustic Echo Cancellation Mode, select an option to adjust echo cancellation (the Acrobat Connect Add-in must be installed to use this option):

Full Duplex Enables multiple users to speak at one time. If echo feedback results, select another option (this option is preferred for most systems).

Half Duplex Enables only one user to speak at a time. Use this option if microphones on your system are unusually sensitive (transmitting unwanted background sound) or if you have poor echo cancellation.

Headphones Optimizes audio settings for use with headphones. This option uses Full Duplex mode, in which multiple users can speak at one time.

Off Disables echo cancellation.

7 To enable the Acrobat Connect Add-In to automatically select the optimal Acoustic Echo Cancellation Mode, make sure Auto Sense Acoustic Echo Cancellation Mode (selected by default) is selected.

If this option is selected, the Add-In begins with the Mode you selected in step 6 and adjusts the mode based on information from users' systems. To disable automatic adjustment of AEC mode and use only the mode you selected in step 6, you can deselect this option.

8 To enable your microphone volume to adjust automatically in response to changes in voice level, make sure Automatic Gain Control (selected by default) is selected. Deselect this option if you experience problems with the audio volume fluctuating unpredictably. Deselecting this option will prevent microphone volume from adjusting automatically.

9 For Audio Quality, select an option to adjust a combination of all audio settings, including silence level, echo cancellation, and gain control, to provide optimized performance. A higher quality setting uses more CPU resources, and therefore slows performance, but provides better audio quality. It is recommended that you use the highest quality setting that does not cause detectable audio degradation on your system. Select one of four settings:

Fast Provides the fastest performance but the lowest audio quality. (This setting uses the fewest CPU resources. Use this option for systems with slower CPUs.)

Good Provides somewhat slower performance but better audio quality. (This is the default setting, recommended for most systems.)

Best Provides the slowest performance but the best audio quality. (Use this option for systems with very fast CPUs.)

Custom Enables you to select options for audio quality settings. Use this option if the standard settings do not provide adequate results. Proceed to step 10 to select Custom options.

10 If you selected Fast, Good, or Best in step 9, proceed to step 11. If you selected Custom in step 9, choose from the following options:

- For Echo Path, select 128 (the default setting) or 256. The higher setting provides greater suppression of audio feedback. This setting uses more CPU resources and is recommended for systems that don't use headphones.
- Select Noise Suppression (selected by default) to reduce the amount of noise that the microphone picks up. Deselect the option to make the microphone more sensitive.
- For AEC (Acoustic Echo Cancellation), select Fast for the fastest performance and poorest quality, Good for slower performance and better quality, or Best for slowest performance and best quality.
- Select Non Linear Processing (selected by default) to use non-linear processing for audio data. Deselect the option to use standard processing (and fewer CPU resources).

11 To override your selections and restore the default Advanced Settings, click Reset to Defaults.

12 To apply the Advanced Settings and return to the Audio Setup Wizard, click OK. Step 5 of the Audio Setup Wizard appears.

13 Click Finish to exit the Audio Setup Wizard.

Set up video broadcasting

You can select a camera for video broadcasting.

Note: *To use the Select Camera option, a participant must be promoted by a host.*

1 Select Meeting > Select Camera from the Menu bar.

An Adobe Flash Player Settings window opens, with the Camera tab selected.

2 Select the camera that you want to use from the Camera pop-up menu.

Note: *If no camera is connected, a No Camera Found message appears instead of the Camera pop-up menu.*