First time setup for CSU staff as Participants

Equipment, Internet access and Computer requirements

Testing your system

Enter your room

Help from within the Adobe Connect room

General Information

Equipment, Internet access and Computer requirements

To Participate FULLY in an Online Meeting (Adobe Connect) you need:

- **Headset (headphones and microphone)** – same as desktop videoconferencing. Headsets can be purchased from the [CSU Computer Shop](http://www.csu.edu.au/division/dit/services/service-catalogue/internet/browser-support) or retail outlets.

- **Internet Access – Broadband (minimum 512 Kbps)**
  We recommend **Networked** rather than wifi.

- **Computer requirements**
  - **Windows**
  - **Mac**
  - **Adobe Flash Player 11** or above (*to install the Add-in needed to screen share*)
  - Check your browser is compatible. See [Browser information](http://www.csu.edu.au/division/dit/services/service-catalogue/internet/browser-support) for Mac and PC. Firefox, Internet Explorer, Safari and Google Chrome enable full hosting, including screen sharing.

Please note:

- No *Adobe Connect Add-in support for Mac OS X 10.5 (Leopard)*
- Mobile devices do not allow full POD functionality.

Testing your system


For full Online Meeting (Adobe Connect) functionality you need 4 ticks:

- Your version of Flash Player is supported
- Adobe Connect Connection Test
- Connection Speed Test
- Adobe Connect Add-in test; as shown in the following screen grab.
1. Before entering any Online Meeting room, connect your microphone headset (and webcam if available). Connecting a microphone headset ensures that there are no feedback issues when you are talking. Please turn off external speakers and, if needed, seek assistance with this task.
2. Go to [http://connect.csu.edu.au/staffsetup](http://connect.csu.edu.au/staffsetup) (Note this is a test site not your meeting site). Make sure your headset is connected to your computer before you start the setup.
3. Follow the instructions to run the Audio Setup Wizard. It is recommended you run the Audio Setup Wizard a few days before your first Adobe Connect meeting in case you need to resolve any audio problems.
4. Install the Adobe Connect Add-In (this is essential IF you want to share your screen, word documents or spreadsheet files during a meeting). We recommend you install it – If you are on a desktop you may need to [obtain installer’s rights](http://isww01/installer/installer.aspx)

**Enter your room**

You can access your Online Meetings from the:
1. link your Meeting Host has provided
   
   **Please Note:**
   - If you enter the Online Meeting (Adobe Connect) as a guest please enter your full name.
   - If necessary you can edit your information by selecting the:
     - drop down in top right hand of the Attendee pod
     - “Edit My Information”
   - or
   
   2. one link ([https://connect.csu.edu.au](https://connect.csu.edu.au)) where participants:
i. are encouraged to enter with user name Adobe Connect password
ii. select ‘Forgot your Password’ (as Adobe Connect is a different password from CSU password)

Figure 2: Online Meeting room login screen grab with “Forgot Your Password” highlighted

iii. follow the prompts and provide your email;
iv. check your email for Adobe Connect email and use link to set password
v. return to Login
vi. Select ‘Enter with your login and password’

Figure 3: Screen grab of Online Meeting room login

vii. enter CSU user name in the Login box
viii. type Adobe Connect password;
ix. select ‘Enter Room’.
**Audio Setup Wizard**

Each time you enter the Online Meeting room please take time to:

1. run the Audio Setup Wizard

   ![Figure 4: Screen grab of menu bar with “Audio Setup Wizard” as 1st “Meeting” dropdown.](image)

2. watch the relevant ‘**Tips for using Adobe Connect for Participants**’

   ![Figure 5: Screen grab of Tips for Using Adobe Connect for participants with highlight explaining CSU options for connecting with voice](image)

   **Please Note:** CSU has options 3 and 4 available and is not providing phone connections mentioned in the Integrated Audio Conferencing Participant tip.

3. connect your microphone if your Host has given “Audio Rights for Participants.”
4. mute your microphone unless you are talking.

**Talking**

1. To talk you must connect your microphone (Microphone icon< “Connect My Microphone”). See ‘How do I talk as a Participant?’

2. It is good protocol to:
   - ✓ mute your microphone unless you are talking.
   - ✓ raise your virtual hand when you wish to speak.

   See ‘How do I talk as a Participant?’

**Your meeting may be recorded**

Please note that your host may:
- record the session;
- edit the recording to anonymize attendees to protect their privacy;
- provide a recording link so attendees and others not present can review.
Help from within the Adobe Connect room

- Access specific help for each of the pods from the Help option located in the dropdown at the top right hand side of each pod.

![Figure 6: Screen grab of Share pod help](image)

- Access the general Help drop down in the top right hand of the Online Meeting room menu bar as shown in the following screen grab.

![Figure 7: Screen grab of top Online Meeting menu bar with Help](image)

Then choose from the options available.

Online Self Help

- Adobe ConnectPro [https://www.youtube.com/user/AdobeConnectPro](https://www.youtube.com/user/AdobeConnectPro)
- CSU Online Meeting help (Adobe Connect) [https://www.csu.edu.au/division/student-learning/home/technologies-for-learning-and-teaching/online-meeting](https://www.csu.edu.au/division/student-learning/home/technologies-for-learning-and-teaching/online-meeting)

General information

Troubleshooting


- going to Install Software [https://www.csu.edu.au/division/dit/services/faqs/software-installation](https://www.csu.edu.au/division/dit/services/faqs/software-installation) on your CSU computer
- or
Full computer (and mobile device) requirements for Adobe Connect 9 are listed at http://www.adobe.com/au/products/adobeconnect/tech-specs.html

If Adobe Connect does not work well in your browser:

- try using another browser
- clear the cache by taking the following steps:
  - open the help menu in your browser;
  - type the words clear the cache; and
  - start the search to locate step by step instructions.

- turn pop-up blockers off in browser and added Google toolbar.
  If you are having problems installing the Add-In after upgrading your version of Flash check that your pop-up blockers are turned off.
  If you have a pop-up blocker enabled the dialogue box for downloading the Add-in will not appear:
  - open the help menu in your browser;
  - and search for pop-up blocker to locate step by step instructions for disabling/turning it off.

If you are having problems on your personal computer check if your security/antivirus software has pop up blockers turned on, if so turn it off so you can download the Add-In then turn it back on again – search the help for instructions).