WebEx to
ADOBE® CONNECT™ 8
Transition Guide

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Contents

Adobe Connect terminology:

1. An Adobe Connect meeting is a virtual synchronous gathering of people and resources in a unique online meeting room.

2. An Adobe Connect Meeting room is the virtual environment in which a meeting, learning event, or webinar takes place.

3. A pod is an area of the screen where information is displayed, where data is transferred, or in which interactions take place. Pods include chat, file sharing, presentations, notes, and Q&A, among others.

4. A layout is a specific arrangement of pods. There are pre-configured layouts. Layouts may be easily customized.

5. Hosts, presenters, and participants are the user roles within a meeting. They are identified by the following icons:

 Host   *Presenter*   *Participant*

6. A host sets up the meeting, invites participants, prepares content for display and sharing, and can make participants into presenters or hosts.

7. A host can share his or her computer screen, share documents such as PowerPoints, broadcast live video and interact with participants in Q&A.

8. A participant can view the Presenter's content, communicate with others in chat, and ask questions. When enabled by the host, participants can speak to the meeting, interact with content, and share screens and whiteboards.

1. Getting started

Lesson overview

Topics covered in this lesson:
- Introduction to WebEx and Adobe Connect
- System requirements

About this guide

This guide is designed to help you transition from a WebEx environment to the Adobe Connect environment. The WebEx method for working is described on the left-hand page, while the Adobe Connect process is displayed on the right-hand page. While this guide should help smooth your transition, it is not intended as in-depth training.
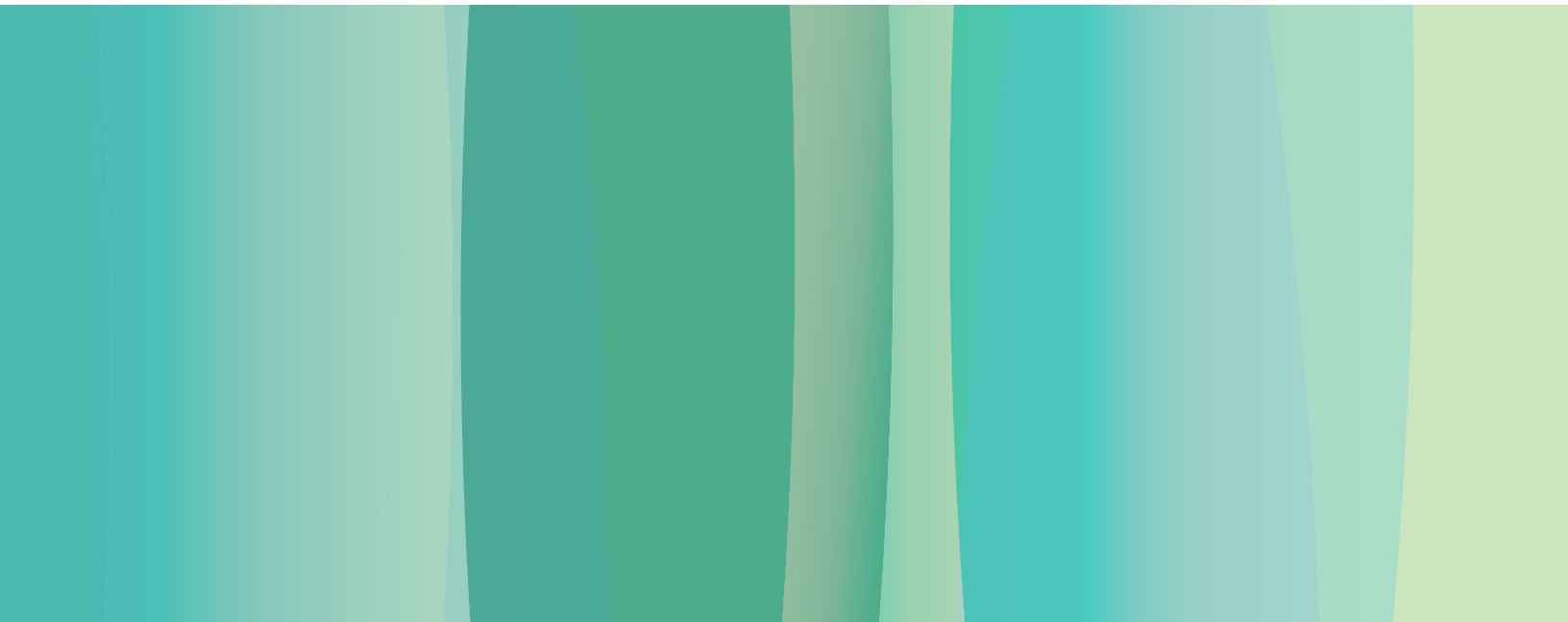
Introduction to WebEx

WebEx meetings run on WebEx's global network of servers as hosted accounts. There is no option for internal hosting on your own servers. The software is delivered to each user's computer by the WebEx Meeting Manager, which must be downloaded to your PC whether you are hosting or participating in a WebEx session.

WebEx comes in several versions:

- **Meeting Center**—Creates online, interactive meetings for presenting information, sharing applications, and collaborating on projects
- **Training Center**—Creates structured curricula and courses for online synchronous training; includes stored tests, quizzes, and polling; tracks student performance
- **Event Center**—Manages events with comprehensive tools to handle pre- and post-event details

Introduction to Adobe Connect

Adobe Connect is a Flash technology powered online synchronous and asynchronous content delivery and collaboration system, which may be licensed to your servers, hosted on Adobe Systems' servers, or hosted by a managed services provider offering full control over compliance and security.

Because Adobe Connect is based on Adobe Flash technology, which is already installed on virtually all Internet-connected computers, participants do not need to install any software to take part in an Adobe Connect session. Hosts and presenters only require a seamless Adobe Connect Add-in.

Adobe Connect is used for:

Web Meetings—Adobe Connect for Web Meetings enables you to significantly improve collaboration, both inside and outside your own organization's firewalls. You can use Adobe Connect for a full range of online meeting needs, from simple screen sharing all the way to mission-critical, real-time collaboration. Adobe Connect allows your teams to work more efficiently and effectively, and drive to better outcomes while reducing operating expenses.

Key benefits of Adobe Connect for Web Meetings

- Ensure easy meeting access and intuitive experiences for all participants.
- Enable rich, highly collaborative interactions so your teams can complete work faster.
- Manage meetings and content more effectively.
- Meet your organization's security and compliance requirements.
- Integrate with your existing systems and extend core Adobe Connect capabilities to meet specific needs.
- Optimize scalability, performance, and usage.

Webinars—Adobe Connect for Webinars enables organizations to increase attendance, boost response rates, and generate more interest through rich and engaging, highly interactive, and impactful online events.

Key Benefits of Adobe Connect for Webinars

- Ensure easy webinar access and maximize attendance.
- Capture audience attention and keep participants engaged.
- Reach thousands with the Adobe Connect Webcast option.
- Utilize event management services to ensure success.
- Enable self-registration of participants.

eLearning—Adobe Connect for eLearning provides novices and experts alike with the capabilities needed to easily create and deliver compelling self-paced online courses, conduct highly interactive virtual classes, and efficiently manage training programs.

Key benefits of Adobe Connect for eLearning

- Rapidly create high-impact training.
- Deliver engaging virtual classes and on-demand courses.
- Manage participation, track progress, and assess course effectiveness.
- Enhance training sessions by integrating Adobe Connect with third-party systems.

webex

System requirements

System setup for WebEx

Meeting Manager is a software program that you install on your computer, and one that you must use when participating in a meeting. Meeting Manager lets you share information, send messages, send and receive live video, take notes, and record a meeting. If you do not install Meeting Manager, your Meeting Center website will automatically install it for you.

System requirements

Your system must meet these requirements for installing Meeting Manager:

PC Environment

· Operating System – XP Service Pack 3, Vista, Windows 7

· Minimum CPU Speed 1.8 gHz

· Minimum RAM 2 GB

· Internet Explorer 8

· Javascript and cookies enabled in the browser

MAC Environment

· Any current operating system

· Minimum CPU Speed 1.3 gHz

· Minimum RAM 1 GB

· Safari 4 or better

· Java 5 installed

System requirements

System setup for the Adobe Flash Player

Any computer with Flash Player installed can participate in an Adobe Connect session. Hosts and presenters in Adobe Connect have added capabilities which are enabled by a lightweight plug-in: the Adobe Connect Add-in. The first time you're called upon to host or present in Adobe Connect, you'll be asked to install the Add-in.
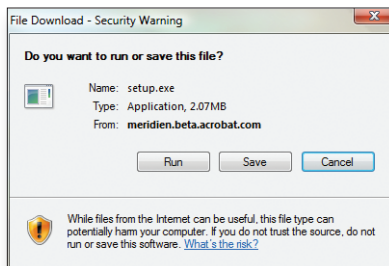
Adobe Connect Add-in executable file
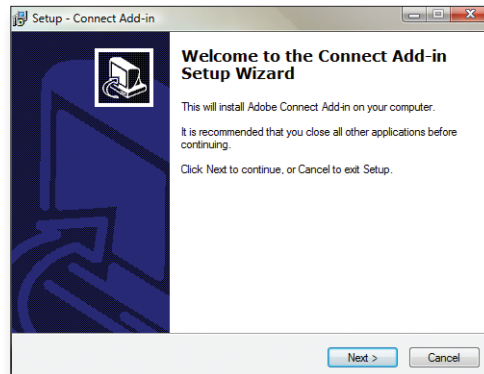
Adobe Connect Add-in Install Wizard

Choose "Run" when you agree to install the add-in and then follow the installer instructions on the screen. Your firewall software may ask if you wish to continue. Please choose "Yes", "Continue" or "Run" should these options appear.
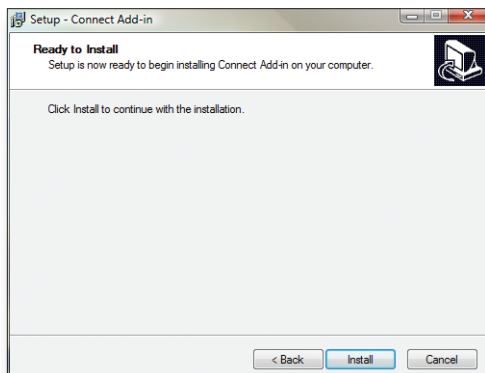
Click Install
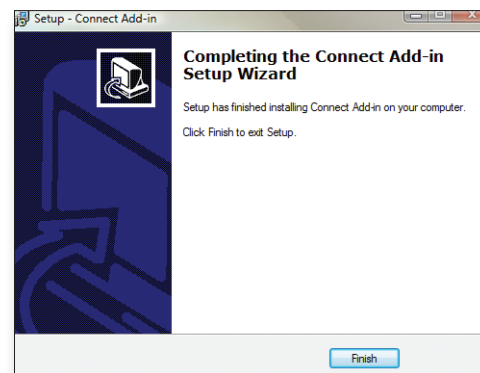
Finished install

System requirements

Your system must meet these requirements in order for you to be a meeting participant:

• Adobe Flash Player for the browser (version 10.1 or higher)

• Minimum bandwidth requirement is DSL/Cable (wired connection recommended)

• Minimum 1 GHz processor recommended when sharing your desktop or an application

2. Web meetings

Lesson overview

Topics covered in this lesson:
- Logging into a web meeting
- Creating a web meeting
- Managing a web meeting
- Recording a web meeting
- Managing the web meeting library

Logging into a web meeting

Logging into a WebEx meeting

1. Open a web browser.

2. Browse to the URL provided by the host, or click the URL in your meeting invitation email.

3. Enter any requested information on the Information page.

4. Click **Join Now.**

Logging into a web meeting

Logging into an Adobe Connect meeting room

1. Open a web browser.

2. Browse to the URL provided by the host, or click on the URL in your web meeting invitation email.

3. Under **Enter as a Guest**, type your name.

4. Click **Enter room**.

Enter as a Guest

webex

Creating a web meeting

Overview of user roles in a meeting room

Each participant in an online WebEx meeting has one of the following roles: host, presenter, panelist (Training Center only), or attendee. These roles determine which options are available to you in the WebEx user interface.

- **Host**—WebEx works with named hosts. That is, the account is set up in the name of an individual who can schedule and start a meeting; control audio and video functions; control quizzes and polls during a meeting; and pass control of the meeting to presenters, panelists, and attendees.
- **Panelist** (Training Center only)—A panelist has presenter rights at the same time as a host, but cannot control audio or video functions or start polls or quizzes. A panelist can present slides, share his or her desktop, and share applications.
- **Presenter**—When the host passes control to an attendee in any of the WebEx environments, the attendee becomes a presenter. Presenters can share content, share applications, control meeting options like polling and quizzes, transfer files, and use live video.
- **Attendee**—Attendees view content displayed by presenters. Depending upon privileges set by the host, attendees can use the chat window to converse publicly or privately, use icons to interact with hosts and presenters, have their audio connection turned on so they can ask questions or make comments, and record the meeting if granted permission by the host.

To Start or schedule a WebEx meeting

1. Log on to your Meeting Center website.

2. On the left navigation bar, click **Host a Meeting.**

3. Click **Schedule a Meeting.**

4. Click the link in the title bar to choose the type of meeting you would like to schedule.

5. On the Scheduler page, enter the specific details about your meeting.

6. Click **Start Now** to start your meeting.

Creating a web meeting

Overview of user roles in a meeting room

Adobe Connect allows you to create online meeting rooms where your web meeting, eLearning course, or webinar takes place. You can reuse a meeting room and the content you place in a meeting room remains there until you remove it, so you can store work in progress in each room and pick up immediately where you left off previously.

There are three different types of web meeting attendees:

- **Host**—A host sets up meetings, invites guests, approves guests, puts rooms on hold, adds/edits layouts, changes the status of attendees, switches modes, shows content, screen shares, broadcasts audio and video, and controls participant audio and video feeds.
- **Presenter**—A presenter shows content, screen shares, chats, answers questions, and broadcasts live audio and video.
- **Participant—**A participant views and participates in web meetings, views all content, hears and sees all audio and video broadcasts, and if given permission, can broadcast their own audio and video or share their desktop, documents, and applications.

To schedule an Adobe Connect web meeting

1. Browse to Adobe Connect Central. If you are logging in for the first time, enter your login and password and click the **Login** button.

2. From the home page, click the **Meeting** button next to **Create New**.

3. Follow the Meeting Wizard steps. Only the **Name** field is required.
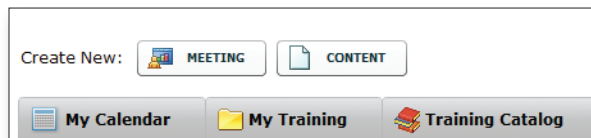
Create New Meeting

Note: Any number of participants can be made hosts or presenters simultaneousy in Adobe Connect.

Note: You should have received your login and password in an email from the Adobe Connect server or your Adobe Connect administrator.

Note: A meeting room exists until you delete it. The duration of a meeting is only displayed at the time of the initial invitation and is displayed in your Connect dashboard. No additional setup is required to schedule additional meetings in existing meeting rooms.

webex

Managing a web meeting
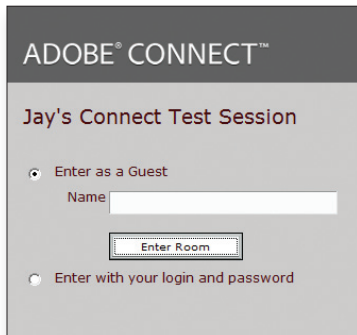
Navigating within a meeting room

1. Log on to your Meeting Center, Training Center, or Event Center website.

2. Click the **My WebEx** tab to view your previously scheduled meetings.

3. Click **Start Now** to go to your meeting room.

4. Once in the meeting room, you will see panels on the side of the page. You can view participants and use the chat window. Other panels are available by clicking icons above the Participants list such as **Video** and **Notes**. The panels can be undocked, resized, and moved around the screen.

5. A menu bar across the top gives you access to features such as document, screen, whiteboard, and application sharing, as well as control over the options and permissions of an action, such as recording.

6. Viewing icons at the bottom left allow you to switch all participants to full-screen mode or resize your display once a document such as a PowerPoint presentation has been loaded into the session.

7. In full-screen mode, a separate menu appears at the bottom right to allow access to panels such as the Attendee List and Chat.

Managing a web meeting

Navigating within a meeting room

If you are an invited attendee and you are responding to an email invitation to join an Adobe Connect session, after clicking the email link you will be directed to a login screen where you will enter your name and then click **Enter room**.
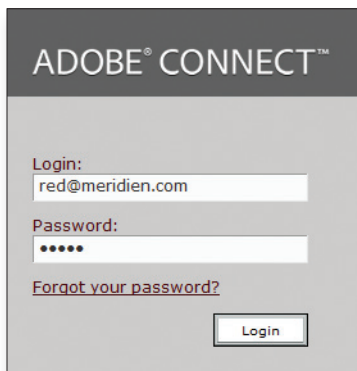

Attendee login

However, if you are a host, you have several choices:

- Hosts may use the email link, select the **Enter with your Login and Password** radio button and then click **Enter room**.

Host login

• Hosts may also go to your Adobe Connect Central site and enter your login ID and password. The resulting screen lists the meetings you or other hosts in your organization have created. You can start a meeting by clicking the **Open** button in the left pane or its URL in the right pane.
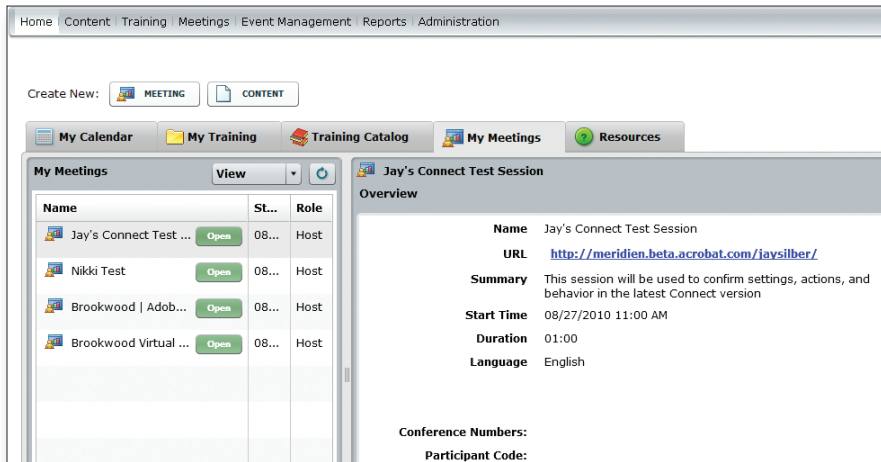
My Meetings at Adobe Connect Central

As an Adobe Connect host, you have menu choices at the top of the screen that participants do not see. Under the **Layouts** menu option, select **Discussion** and examine the pod layout.
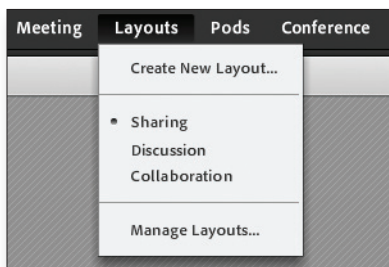
Layouts menu

Also under **Layouts**, select **Collaboration** and examine the pod display.

Select **Sharing** under the **Layout** menu choice and explore the pod layout.

Click the remaining menu items at the top of the screen—**Meeting, Pods** and **Audio**—and explore the available options.

Hosts have two icons in the menu bar—one connects the host's audio and the second starts the host's webcam and enables participants' webcams. Experiment with each of these.

Audio and video controls

Managing access to a meeting room

If you invite attendees to a meeting when scheduling it, Meeting Center automatically sends invitation email messages containing information and URLs that your invitees need to join the meeting. If you would like to invite attendees during a meeting, you can do that either by email or SMS text messages:

- Email—In the Meeting window, choose the **Participant** tab. Click **Invite**. Click **By Email**. Now you may choose your own local email system or WebEx's email service.

- SMS—If you choose **SMS,** a dialog box appears where you can enter the phone number of the attendee's mobile device and a text message with the meeting URL. Mobile users may also connect to the audio portion of the program by itself.

Managing access to a meeting room

In order for others to join your meeting, they need to be invited, have a meeting room URL, and have access to the room. In a public meeting, everyone is automatically granted access. In a private meeting, registered attendees must enter with a login and be approved by the host; guests may or may not be allowed depending on host-determined settings.

Meeting room access options are set in Step 1 of the Meeting Wizard at the Adobe Connect Central website.
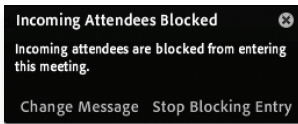
Accept/decline guest

Inviting attendees during a meeting:

You have the option of sending the invitations via email as previously mentioned. You can also invite participants during a meeting by following these steps:

1. Select **Meeting**.

2. Click **Manage Access and Entry**.

3. Click **Invite Participants**.

4. Click **Compose Email**.
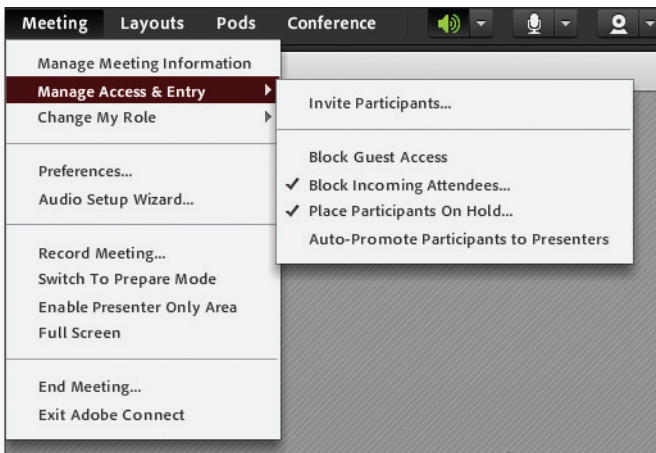
Manage Access & Entry

Note: When an attendee attempts to enter a blocked conference, the host sees a notification in the lower right corner of the screen. The host can accept the attendee, decline the attendee, or close the notification box. If closed, it will not appear again.
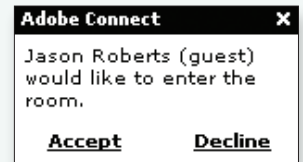
Attendees blocked

Note: To open access to a meeting on hold, click the **Start Meeting** text on the lower right of the participants On Hold message.
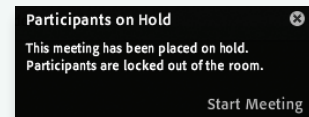
Participants On Hold message

Securing the meeting

Once all required or invited attendees have joined a meeting, the host can "lock" the meeting by restricting access to it.

Restricting access to a meeting prevents anyone else, including invited guests who have not yet joined, from joining it.

To lock a meeting:

• Choose **Restrict Access** from the **Meeting** menu.

• To restore access, choose **Restore Access** from the **Meeting** menu.

Mobile support in meetings

Access to meetings from different mobile systems is available in WebEx.

Devices WebEx supports include:

- • iPhone and iPad
- • BlackBerry
- • Galaxy (Android™ operating system)

Securing the meeting

Hosts can **Block Incoming Attendees**, **Block Guest Access,** or **Place Participants on Hold**.

Blocking incoming attendees:

 • Select **Meeting > Manage Access & Entry > Block Incoming Attendees.**

Blocking guess access:

 • Select **Meeting > Manage Access & Entry > Block Guest Access.**

Placing participants on hold:

 • Select **Meeting > Manage Access & Entry > Place Participants on Hold** > click **OK**.

Adobe Connect will display the appropriate messages for the host, presenters, and participants.

Mobile support in meetings

Mobile users may join Adobe Connect meetings. Adobe Connect works with:

 • Google Android

 • iPhone

 • iPad

 • iTouch

 • Variety of other Adobe Flash technology enabled phones

Managing attendees

Once a meeting starts, all attendees automatically receive privileges. If the host previously specified privileges, then an attendee will receive those. Otherwise, all attendees receive the default privileges.

To specify attendee privileges before a meeting:

1. On the navigation bar, click **Host a Meeting.**

2. Click **Schedule a Meeting.**

3. Choose **Attendee Privilege.**

To grant or change privileges during a meeting:

1. From the **Participant** menu, choose A**ttendee Privileges.** The **Attendee Privileges** dialog box appears.

2. You can assign privileges to an individual or to all attendees. Privileges are divided under two tabs: **Communicate** and **Participants**. To assign privileges to an individual participant, select the participant's name and then choose each privilege to be assigned or unassigned. You may also select or deselect the **Assign All Privileges** checkbox. Click the **Assign** button to complete the process.

Attendee communication privileges are:

- Chat privately with:
  - Host
  - Presenter
  - Other participants
- Chat publicly with everyone

The **Participant** tab allows privileges in the following categories:

- Document
  - Save
  - Print
  - Annotate
- View
  - Participants list
  - Any document
  - Thumbnails
  - Any page
- Meeting
  - Record a meeting
  - Share documents
  - Control shared applications, web browser, or desktop remotely

You may select or deselect the **Assign All Privileges** checkbox. Click the **Assign** button to complete the process.

- You may also click the **Reset to Meeting Defaults** button.

Managing attendees

Once a meeting starts, all attendees automatically receive privileges. If the host previously specified privileges, then an attendee will receive those. Otherwise, all attendees receive the default privileges.

To specify attendee privileges before a meeting:

1. Browse to the URL for your meeting in Adobe Connect Central.

2. Click the **Meetings** tab.

3. Click **New Meeting**.

4. In Steps 2 and 3 of the Meeting Wizard, you can select participants, assign privileges, customize email invitations, and link the meeting to enterprise calendar systems.
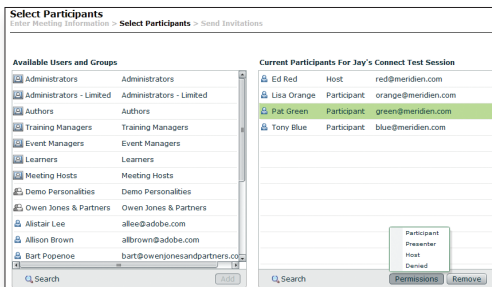
Add Attendees and assign roles
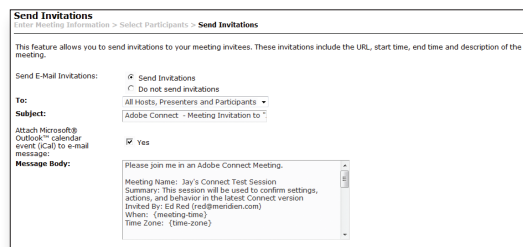
Send Adobe Connect Meeting Invitations

Hosts, presenters, and participants can join Adobe Connect meetings from Microsoft Outlook or IBM®

Lotus Notes email and calendar. To change privileges during a meeting:

Tip: If you want to change the attendee roles for multiple users at the same time, you can do this by holding down the Control key while selecting the users' names. Once the desired users are selected, the rollover functions will apply to all of them. You can also drag and drop attendees from one role to another.
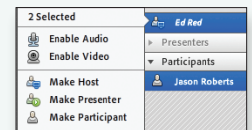
Multiple rollover selections

You can use the rollover feature in the Attendee pod to manage attendees.

1. Roll over the attendee's name in the Attendee pod.

2. Choose from the following options:

• Start Private Chat

• Attendee's name appears as a tab in the Chat pod.
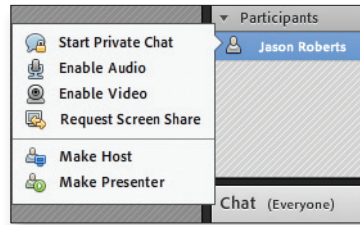
Host's Participant Rollover Menu
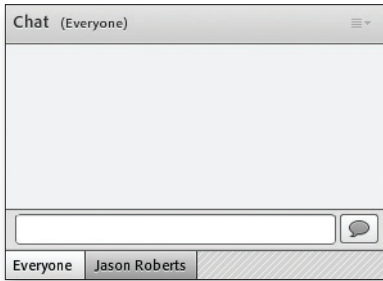
Chat pod with tabs for private chat

• Enable audio

• Attendee receives message he/she may now speak.

• Audio may be disabled with the rollover function.

• Enable video

• Participant's webcam appears in video pod. Multiple webcams may be viewed. Video may be disabled with the rollover function.

• Request Screen share

• Participant receives a request to share his/her screen and then chooses to share a document, an application, or the desktop.

• Participant has a screen share option to pause, annotate, and stop screen sharing.

• Screen share may be revoked with the rollover function.
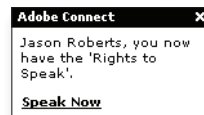
Participant rights to speak pessage
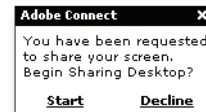
Participant's screen-share request message
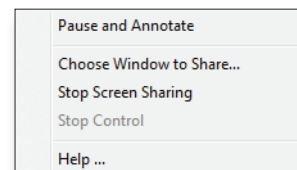
Screen-sharing system tray icon options

Managing participants

WebEx provides the presenter with an "attention indicator" (WebEx Training Center only) that looks at whether attendees have their keyboard focus in the Meeting window. This feature is useful in compliance training.

The **Participants** list can display a registration lead score and/or company name next to attendee names. This feature allows the presenter to give preferential treatment to certain clients if they choose to do so.

The host may highlight an attendee's name in the **Participants** list in the **Participants** menu to:

· Change the attendee's role to presenter, host, or panelist (panelist appears only in Training Center)

· Find a participant (useful with large groups of attendees)

· Expel an attendee

In WebEx Meeting Center, participants may "raise their hands" but only the participant can clear a raised hand. In WebEx Training Center emoticons are available and they may be cleared by the host and panelists.

Managing participants

Managing Adobe Connect attendees with pod options

The **Attendees Pod Options** menu, available from the upper right **Pod Options** drop-down, is another way of managing attendee rights and privileges.

Highlight an attendees' name by selecting it. When you select **Attendee Options** from the resulting drop-down menu, you'll be able to:

· Edit the attendee's user info, e.g., edit the user's name.

· Start a private chat, i.e., put the attendee's name on a convenient tab at the bottom of the chat window.

· Enable the attendee's audio.

· Enable the attendee's video/webcam.

· Request that the attendee share his/her screen.

· Clear an individual attendee's emoticons by selecting **Clear Attendee Status**.

· Enable the attendee to control certain pods by selecting **Enhanced Participants Rights**. For example, you might give an attendee control over the Notes pod to take meeting notes for later reference.

· Remove the selected user.

· Clear all emoticons from the attendee pod by selecting **Clear Everyone's Status**.
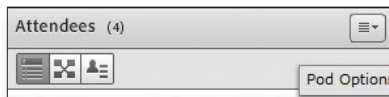
Attendee Pod Options Icon
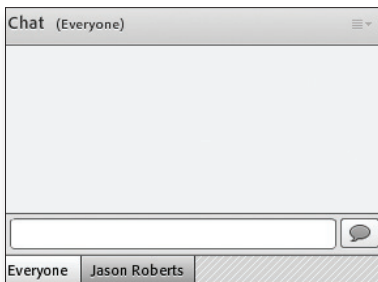
Chat pod with Private Chat tab

The **Meeting** menu also has attendee management functions. In addition to sending invitations and controlling attendee entry, the host can select **Auto-Promote Participants to Presenters**. This is a useful function for Adobe Connect sessions in which team collaboration is important.

Enhanced Participant Rights Checkboxes
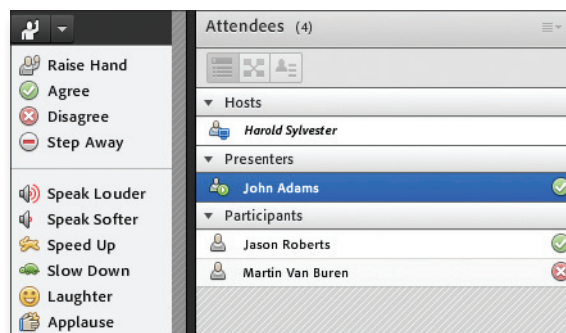
Emoticons selected from the drop down list appear by each attendee's name.
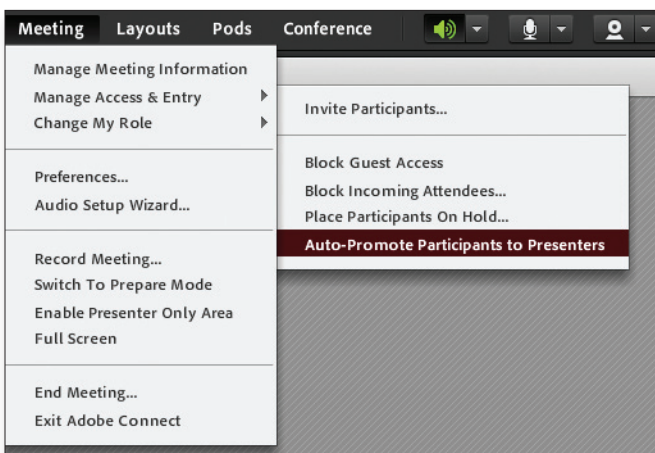
Auto-Promote Participants to Presenters

Recording a web meeting

Recording a web meeting

The WebEx Recorder can create a video and audio recording of your meetings, including annotations and mouse movements.

To record an online meeting using WebEx Recorder:

1. Choose **Recorder Settings** from the **Meeting** menu.

2. You can choose to **Record on This Computer** or record on the WebEx server by choosing **Record on Server.**

3. If you click **Record on This Computer** you'll be asked for a file name and location where the file should be saved. Files stored on the server are found under **My Recorded Meetings,** which is located in the left navigation pane of your WebEx website. URLs for recordings on the server may be emailed. Anyone who has downloaded and installed the WebEx Player from WebEx's website may view and hear a recording.

4. Click **Save**.

5. Click **Record**. The **Recorder Panel** appears on the screen unless you have chosen to hide the panel—a choice found under **Recorder Settings > Recorder Panel**.

6. If you are using VoIP as the conference audio method, all audio will automatically be recorded. Your voice will be recorded through your microphone and headset.

7. If you're on a telephone conference, a telephone recording adapter must be connected to the audio input of your computer from your telephone system.

8. Pressing the **Stop** button on the **Recorder Panel** or **Ctrl + Alt + P** when the Recorder Panel is hidden will stop the recording. Ending the meeting will also stop the recording.

Recording a web meeting

Recording a web meeting

In Adobe Connect, you can record a meeting. Anyone can view a recording if they have a URL for viewing and permission to view it.

To record a meeting:

1. From inside a meeting room, select **Meeting**.

2. Click **Record Meeting**.
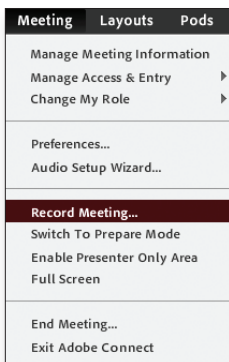
Meeting menu recording choice
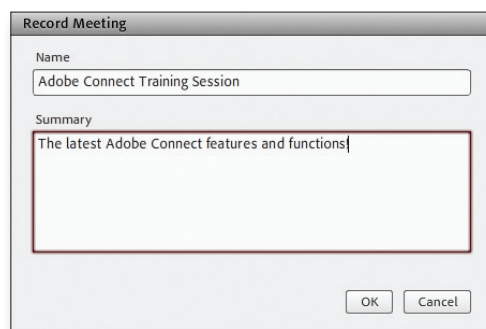
Recording name dialog box

3. A dialog box will appear allowing you to name the recording and write a brief description. Click **OK,** and the recording will begin.

4. A message window will appear in the upper right corner of your screen that has a **Stop Recording** button. This window can be closed without affecting the recording. As long as the red recording icon is visible in the upper right corner of the menu bar, the session is being recorded.

5. To stop the recording, you may open the **Meeting Menu** and deselect the **Record Meeting** choice.
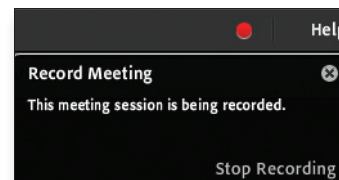
Red icon and message box confirms recording

6. Once a recording has been started, everything that happens visually in a session will be recorded.

7. Meeting audio is automatically captured during a recording regardless of whether you or your attendees are using a telephone audio conference or VoIP connection. Adobe Connect Universal Voice streams telephone conference audio to VoIP participants and to the recording itself.
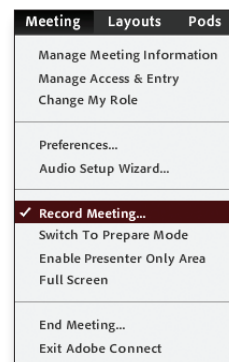
Deselect record meeting

Locating and editing meeting recordings

The WebEx Recording Editor can be downloaded from your WebEx home page. It is found under
Support > Downloads > Recording and Playback page.

1. Start the Recording Editor and select **File > Open** and locate the recorded file, in WRF format for PCs or Macs.

2. In the WebEx Recording Editor, you may move a timeline bar to any point in the recording and mark it as an in point. Then you move the bar to a point later in the timeline and mark it as an out point. The two points define a segment. The Recording Editor allows you to delete a segment, copy a segment, and paste a segment.

3. Once editing is completed, WebEx users normally save the edited file with a different name than the original and store it where others may view it. WebEx allows you to create a URL that streams the content to users.

4. If, however, you send direct links to the file or forward the recorded file, viewers will have to download the WebEx Player to see the program.

Locating and editing meeting recordings

After you record a meeting, it is archived in the Meetings Library associated with the meeting room.

To view and edit meeting recording information:

1. Return to Adobe Connect Central.

2. Click the **Meetings** tab.

3. Click the link to your meeting room.

4. Click the **Recordings** link.

5. Click the link for your meeting session recording.

6. Choose **Edit**.

7. The recorded program will begin playing. It can be paused with the Pause/Play button. To the right of the Pause/Play button, there's a split triangle.

8. Use your mouse to move the right half of the triangle to an out point.

9. Drag the left half of the triangle to an in point. The section in between can be removed by clicking the **Scissors** icon.

10. There's an **Undo** icon that can be clicked to reverse an edit action, and there's a **Revert to Original** just in case an editor changes his or her mind about the process.

11. Click the recording name in the left pane of the recordings page, and then select **Make Offline**. This will create a video for Adobe Flash Player on your computer's hard drive that you can edit with a video editor such as Adobe Premiere Pro®.
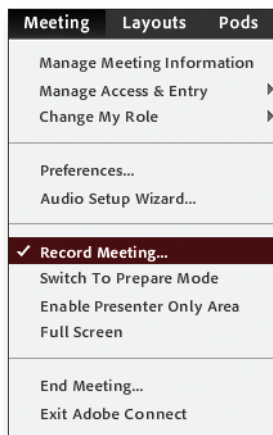
Deselect Record Meeting
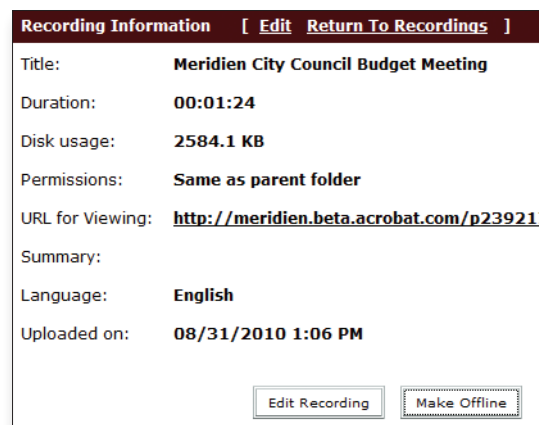
Recordings can be edited online or made offline

Edit tools

Viewing recordings

- Virtually all Internet-connected computers have Adobe Flash Player installed, which is the only software needed to view an Adobe Connect recording.

Playing meeting recordings

If the WebEx Player has been installed on your computer, you can double-click any WebEx recording (ending with the WRF file extension) and it will open the player and begin playing. Alternatively, you can open the Player, click **File > Open** and select the file you wish to play.

If the recording is on a website, simply click on the recording URL. The player opens automatically.

The WebEx Player console provides navigation controls that allow you to control your viewing experience.

Playing meeting recordings

In Adobe Connect, you can play meeting archives in any web browser.

To play a meeting archive:

• All hosts can simply click the URL located on the specific meeting recording page in Adobe Connect Central.

• All others can view it if they are given the URL and if they have permission to view the meeting archive.

To grant permission to play a meeting archive, choose from the available options:

• Make the meeting recording public.

• Move the recording to the Content Library and manage permissions.

• Make the recording offline by selecting **Make Offline**. This creates an FLV file which you can share on any website after publishing with Adobe Flash Professional.

When viewing a meeting recording, you can navigate to various points in the recording by moving the cursor in the play bar or by using the **Index of Meeting Events**.

To navigate or playback a meeting archive by the Index of Meeting Events:

1. Click the small white right-facing arrow in the middle of the left-hand border of the **Connect** screen.

2. A list of indexed events is displayed. Navigation may be filtered by:

　• Layout changes

　• Chat messages

　• Slide changes

　• Users joining or leaving the attendee list

　• Camera pod

3. Select one of the above events.

　• Playback moves to that event

　• Selected event is shown in green

Retrieving meeting recordings

Opening a meeting recording in WebEx

Any meeting that is recorded using the WebEx Recorder can be opened later. WebEx recordings stored on a local hard drive have a .wrf file extension. Recorded WebEx files stored on the WebEx server have an .arf file extension and play when double-clicked.

To open a locally stored recording, you must download the WebEx Player from the **Player-Recorder** page found under **Support** at your WebEx website. Once the Player is installed, open it and:

1. Click **File** on the toolbar.

2. Choose the recording you wish to open.

3. Click **Open**.

4. Click the **Play** button.

5. Navigation is available from a time-indexed play bar.

Retrieving meeting recordings

Downloading a meeting recording

After a meeting has been recorded, it can be downloaded as an FLV file to your computer.

To choose a recording and download it:

1. Click the **Make Offline** link next to the recording you wish to download.

2. The download plays the whole recording and records it on your computer.

3. The recording launches in a Connect Meeting.

4. A dialog box appears. Select the **Proceed with Offline Recording**.

5. The **File Save** box appears where you can name the recording and choose a folder in which to save it.

To search meeting archives in Adobe Connect Central:

1. From Connect Central, enter a keyword in the **Search Content** field.

2. All Adobe Connect content is searched, not just meeting archives.

3. You may filter your search choice by selecting the drop-down box under **Optional Filters**.

You may choose:

- **All Types**
- **Courses Only**
- **Recordings Only**
- **Presentations Only**

You can further define your search by clicking the **Titles and Descriptions** button.

The **Show** filter searches by:

- All
- Content
- Training
- Meeting
- Seminar

The **Field** filter searches by:

- All
- Name
- Description
- Author
- Type
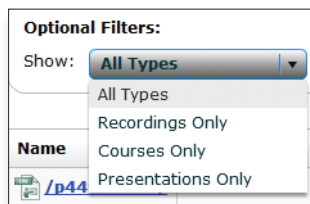
Optional Filters drop-down menu
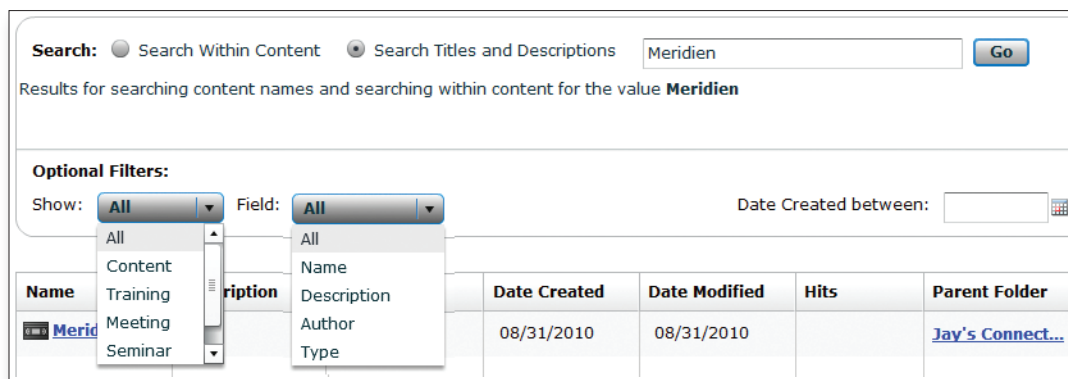
Optional titles in descriptions search

Note: The downloading process will take as long as the original meeting. You will be notified when the process is complete.

Note: The FLV file will not launch by itself. You must embed it in the Adobe Media Player or other similar product to play your meeting recording. It can also be imported to Adobe Flash Professional and published as an SWF file.

Managing the web meeting library

Understanding the web meeting library

Understanding the Meeting Calendar:

The public **Meeting Calendar** on your Meeting Center website provides information about all listed meetings that are either scheduled or in progress.

To open a calendar view of all scheduled meetings:

1. On the left navigation pane, click **My Meetings** to view a list of meetings by date.

2. Click one of the following tabs: **Today**, **Daily**, **Weekly**, or **Monthly**. There are many options to view meetings on the calendar within each of these layouts. You may view past meetings, meetings that you host, and meetings you've been invited to, and you can search for meetings on specific dates. You may also search for text in meeting names.

The calendar view in WebEx:

By default, meeting lists on the Meeting Calendar are sorted by hours in ascending order. However, you can customize the way you sort your meetings to fit your needs.

1. Open the **Meeting Calendar**.

2. In a list of meetings on the **Today**, **Daily**, **Weekly**, or **Monthly** tab on the **Browse Meetings** page or the **Register for a Meeting** page, click the column heading by which you want to sort your meetings. You can sort by **Time**, **Topic**, **Host**, or **Duration** in ascending or descending order.

3. The calendar view also shows you how many people have requested permission to join meetings, how many requests have been accepted, and how many requests have been rejected for each meeting.

Managing the web meeting library

Understanding the web meeting library

1. Select **Meetings** from the menu bar at Adobe Connect Central.

2. From the **Meetings** page, hosts with appropriate permission can select:

   • **Shared Meetings**

   • **User Meetings**

   • **My Meetings**

   • **Meeting Dashboard**
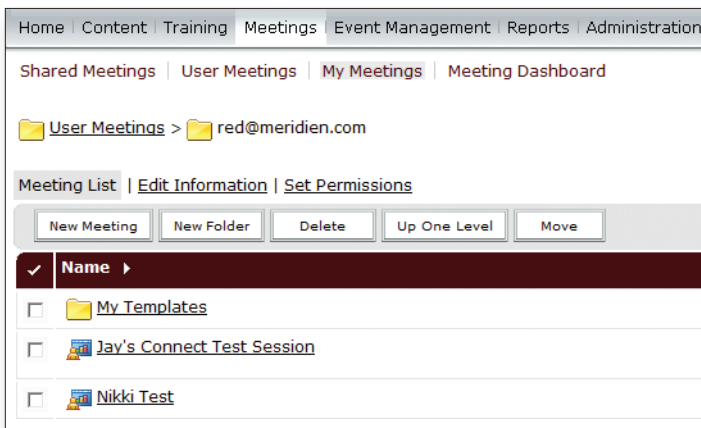
Meeting Library overview menu

Note: It isn't necessary to schedule meetings for specific times because Adobe Connect rooms are persistent.

By default, hosts can manage meetings on the **My Meetings** page or on the **Shared Meetings** page.

Administrators can manage all meetings on all pages. Anyone else can also manage and/or create meetings if an administrator gives them Manage permissions for a meeting page.
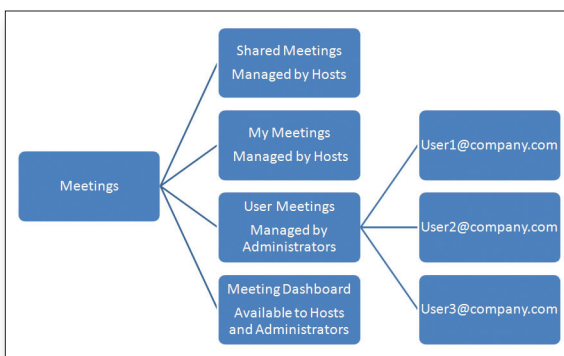
Library organization chart

The calendar view on the Adobe Connect Central home page:
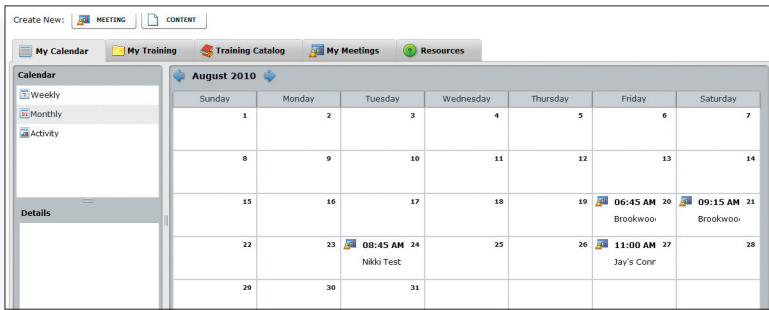
Calendar view

It is possible to have a calendar view of all of your meetings in Adobe Connect.

The Meeting Dashboard:

You have access to the Meeting Dashboard from the main Meetings tab. It contains three graphs:

• Most Active Meetings Over Last 30 Days

• Most Participant Meetings Over Last 30 Days

• Most Viewed Recordings Over Last 30 Days
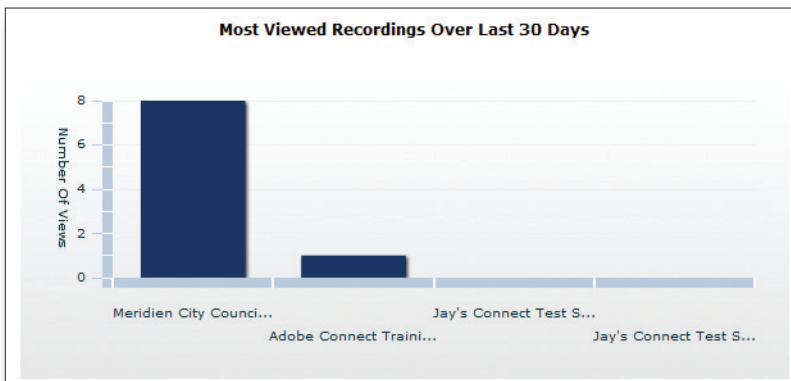
Adobe Connect Meeting Dashboard—Most Viewed Recordings

Organizing and editing

My WebEx is an area on your Meeting Center website in which you can access your user account and personal productivity features. The following features are available, depending on the configuration of your site and user account:

• Personal list of meetings

• One-click meetings (optional feature)

• Personal meeting room (optional feature)

• Access anywhere (optional feature)

• File storage

• Address book located under **My Contacts** on the **My WebEx** page

• User profile located under **My Profile** on the **My WebEx** page

• Personal conference numbers (optional feature) located under **My Audio** on the **My WebEx** page

• Website preferences

• Usage reports (optional feature)

To view your personal list of meetings:

1. Click **My WebEx** on your Meeting Center website.

2. Choose **Daily**, **Weekly**, **Monthly**, or **All Meetings** to navigate through your meetings. In the drop-down menu, you can choose **The Meetings You are Invited To** or **Show Past Meetings** to display on your list.

Organizing and editing

To rename content folders:

1. Navigate to a folder.

2. Click the **Edit Information** link.

To set folder permissions:

1. Navigate to a folder.

2. Click the **Set Permission** link. You can view current permissions on the right side.

3. Select groups and/or users on the left side.

4. Click the **Add** button.

5. Select users and/or groups on the right and click **Permissions**.

6. Select permission: **Manage** or **Denied**.

To create new folders:

1. Navigate to any folder in which you have **Manage Permissions**. By default this will be your user folder or the shared folder.

2. Choose the **New Folder** button.

3. Enter a folder name.

4. Select **Save**.

Additional tips on organizing meetings:

• In your personal folder, create meeting rooms that only you will use.

• Organize the majority of meetings in folders in the **Shared Meetings** folder (recurring meetings, meetings with similar content but different participants, or meetings for which you want to archive content).

• To edit meeting information, click the meeting that you want to make changes to. Then click the **Edit Information** tab or the **Edit Participants** tab and select one of the links to edit or manage information.

Note: Only you and administrators can assign permissions for your personal meeting folder.

Managing content

To manage personal folders, documents, and files:

1. Click **My WebEx** on your Meeting Center website.

2. Click **My Files**.

3. Click **My Documents**. Locate the folder in which you want to store the file(s).

4. Under **Action** for the folder, click the **Upload** button for the folder in which you want to store the file.

5. Click **Browse**. Select the file you want to upload.

6. Click **Open**.

7. Click **Upload**.

8. Click **Finish**.

To share files on your personal meeting room page:

1. Go to the **My WebEx Files** page.

2. Under **Name**, locate the folder in which you want to share files. (If the folder is closed, click to open it.)

3. Click the **Properties** icon for the folder in which you want to share files. The **Edit Folder Properties** page appears. Specify the sharing options.

4. Click **Update**.

To download files to your computer or local server:

1. Click **My WebEx** on your Meeting Center website.

2. Click **My Files**.

3. Click **My Documents**. Locate the file you wish to download.

4. Under **Action**, click the **Download** button.

5. Follow instructions from your web browser or operating system for downloading.

Managing content

To manage uploaded content:

1. Navigate to a meeting folder.

2. Choose the **Uploaded Content** tab. This will display all items that you have uploaded into your meeting room.

If you are a member of the authors group:

• You can use the same file in more than one meeting room to avoid having multiple copies on the server.

• You can move content uploaded in a meeting room to the Content Library. However, once you move it out of the Meetings Library, you cannot move it back.

• You are allowed to add other types of files to the Content Library besides PPT, JPG, FLV, and SWF.

• You can move meeting room content to the Content Library by selecting the specific files and clicking the **Move to Folder** link.

Viewing meeting reports

If your user account includes the reports option, you can view the following types of reports:

• **Usage Report**—Ability to search for meetings by date or topic. Displays the meetings in date order, start time order, by topic, or alphabetically.

• **Summary Usage Report—**Click **Display Report** to view the search results. A summary containing information about each meeting including the topic, date, start/end time, duration, number of Attendees invited, number of invited Attendees who attended, and type of voice conference used will be displayed.

• **Export Report—**Generates a comma-delimited (CSV) version of a report for spreadsheet purposes.

• **Session Detail Report**—Click on **Details** in the audio column of the report to see information about the host, start/end times, type of audio conference, and number of Attendees. This type of report may be printed.

• **Access Anywhere Report**—Shows information about the computers you access remotely, including the date and start/end times for each session.

Viewing meeting reports

Meeting reports are available in different locations:

Reports tab—To view reports, click the **Reports tab**. You have access to many different reports including content, course, curriculum, virtual classroom, meeting, learner, system usage, and saved queries reports. Manager reports are also available if you choose the **Manager Reports** button in the upper right corner.

To run a report:

1. Choose the **Meetings** section from the Reports tab.

2. Choose either **Meeting room Summary Report** or **Individual Meeting Session Report**.

3. Select a meeting from the list of meetings and click **Next**.

4. Filter your search by choosing the appropriate user group, date, and data field.

5. Choose **Create Report**. The report is displayed.

Individual meeting report

Meeting Reports—You can also view individual reports by clicking the **My Meetings** link.

1. Click the link for your meeting room.

2. Click the **Reports** tab to show reports **By Summary**, **By Attendees**, **By Sessions**, or **By Questions**.

3. Once you choose a type of report, you can download it.

   · Click the **Download Report Data** button.

   · Get data in a comma-separated value (CSV) file.

   · Data can be viewed with Microsoft Excel or other spreadsheet programs.
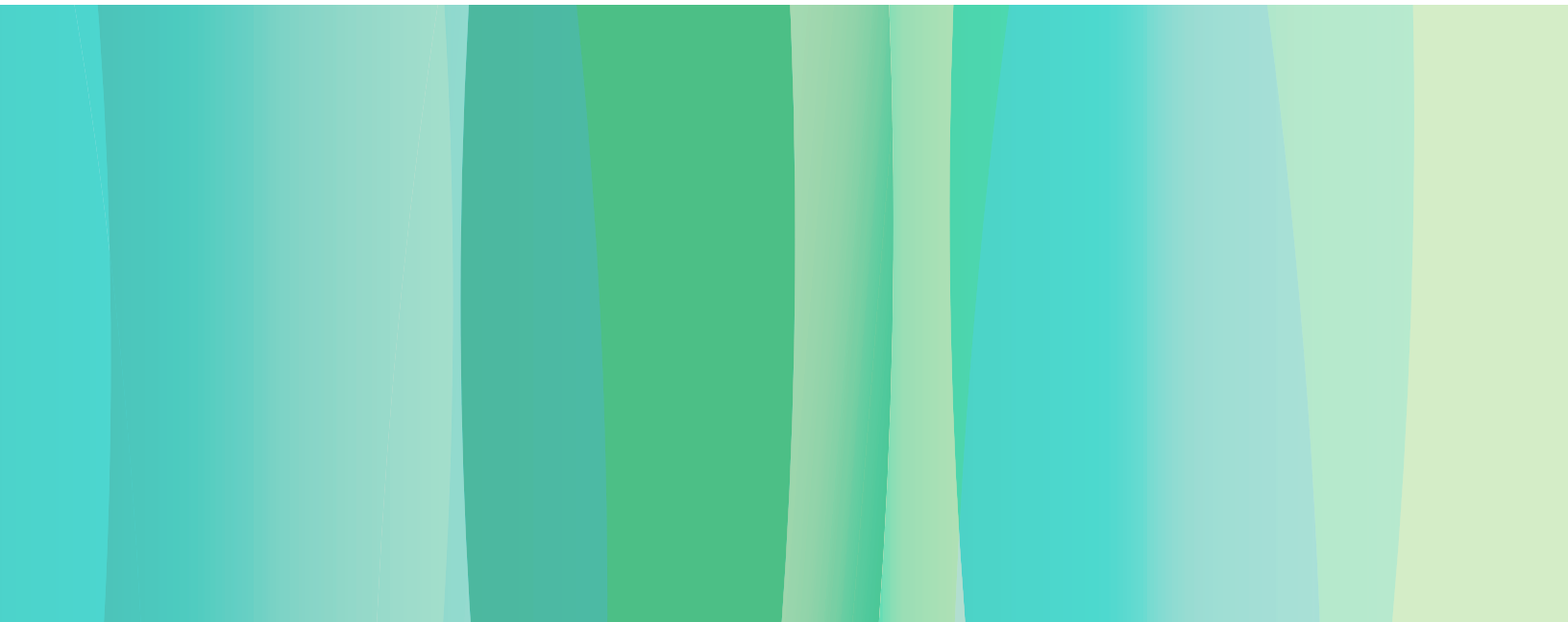
Reports downloading for spreadsheet analysis

3. Webinars

Lesson overview

Topic covered in this lesson:
- Creating and managing webinars

Creating and managing webinars

Overview of WebEx events

Content Viewer

WebEx Event Center allows you to share documents, presentations, and applications in real time. The Event Center provides tools to manage pre- and post-event tasks.

To participate in an event, you must setup Event Manager software on your computer. Once you schedule, start, or join an event for the first time, your event service website starts the setup process automatically.

Creating and managing webinars

Overview of Adobe Connect webinars

Adobe Connect for webinars enables you to:

• Build highly interactive and dynamic web events

• Qualify prospects and develop marketing information on registrants

• Track which marketing campaigns lead to registration

• Include corporate or product logos in notifications and registration pages

• Manage marketing data with reports

• Reach thousands with the Adobe Connect Webcast option

Adobe Connect for Webinars can serve as a "wrapper" for other content. When using the Adobe Connect Event Management module, you can attach meetings from the Adobe Connect server to an event, you can build profiles of registrants, qualify prospects, and define notifications based on registration information. Reporting in Adobe Connect Event Management allows you to explore and filter the data resulting from an event.

Note: An important distinction is that Adobe Connect for webinars supports pre-event and post-event management, while meetings, seminars, presentations, courses, curricula, and virtual classrooms are the events.

Event information page

The features of Adobe Connect for Webinars are:

• **Registration management**—You can create custom online registration forms and enable self-registration through attendee registration approval and confirmation.

• **Attendee qualification**—You can track registration form answers to qualify attendees and approve or deny attendance to events for up to 80,000 attendees.

• **Branding**—You can create and brand customer-facing webinar pages, including registration pages and webinar-listing pages.

• **Reporting**—You can track and report webinars before, during, and after they occur.

• **Notification management**—You can automatically send customized invitations, registration confirmations, approvals/denials, reminders, and post-webinar communications.

Performing pre-event tasks

1. Prepare content such as slides and/or documents that will be used during the presentation.

2. Prepare your poll questionnaires before the event starts.

3. Decide if you will use application sharing (share one or more applications at a time) or desktop sharing (share your entire desktop with multiple applications) during the presentation.

4. Run through a practice session with your team (host, presenters, panelists, and polling coordinators) in order to make sure the event will run smoothly. Choose Start Practice Session from the Event menu.

5. Send a reminder email to all invited participants.

Performing in-event tasks

1. Record meetings for future playback.

2. Synchronize all displays by clicking Sync Displays For All on the bottom of the content viewer.

3. Stop the recorder after the event ends but before the presenter closes the Event window.

Performing post-event tasks

1. Obtain the event reports:

    a. Click **My WebEx** on your Event Center website.

    b. Click **My Reports**.

    c. Chose the type of report you wish to generate.

    d. Click **Display Report**.

2. Publish the event if you chose to record it:

    a. Click **My WebEx** on your Event Center website.

    b. Click **My Files**.

    c. Choose **My Event Recordings**.

    d. Click **Add Recording** to upload the event you wish to publish.

    e. Click **Publish**.

    f. Click **Save**.

Performing pre-event tasks:

1. Prepare content and upload it to the meeting room.

2. Prepare your poll questionnaires before the webinar starts.

3. Decide if you will use application sharing (share one or more applications at a time) or desktop sharing (share your entire desktop with multiple applications) during the presentation. Desktop sharing is more efficient but you may not want all attendees to see your desktop during the webinar.

4. Select **Meeting URL** and launch.

5. Select Invitations under Meeting to send a reminder, or copy and paste the URL and send an email.

Performing in-event tasks

1. To activate the presenter-only area select the **Enable Presenter Only Area** choice from the **Meeting** menu. You can now see pods off the stage of the virtual room. This area is not visible to participants; is designed for presenters and hosts to work "behind the scenes" during a live session.

2. Record meetings for future playback.

3. Use the **Chat Pod Options** menu to create a Presenter tab to alert presenters or hosts of problems. Remember, once you've selected this tab and write in the chat window, it is only visible to presenters and hosts.

4. Use the **Q&A** pod, if needed, and make sure questions are not missed. The Pods menu is where you can add a Q&A pod if it isn't already present in your current layout.

5. If you want to reuse a customized meeting layout as a template for other webinars, move it to a Shared or User template folder.

Managing post-event content and information

1. Check the **Meeting Dashboard**. The **Meeting Dashboard** shows activity over the past 30 days.

2. Make the recordings accessible:

   a. Click the **Meetings** tab of your Adobe Connect Central home page.

   b. Click the name of a meeting.

   c. Click the **Recordings** link of the **Meeting Information** bar.

   d. Click the check box next to the recording you wish to make accessible.

   e. Move the recording to the content folder by clicking the **Move to Folder** button.
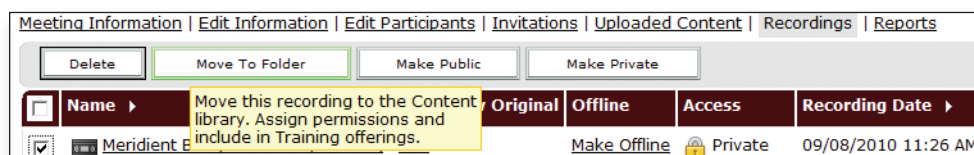
Move Recording to Folder

3. Create an on-demand Adobe Connect webinar from a recorded live webinar:

   a. Create a new webinar.

   b. Set the **Start Time** equal to the **End Time** for an on-demand meeting.

c. Set the **Presentation as Present Content** from the Content Library.

d. Choose your recording as the content.

e. Use **Registrant Reports** and/or **Attendee Reports** to see who has attended the on-demand webinar.

4. View the Webinar Reports:

a. Go to the **Webinar Information** page.

b. Click **Reports**. (You will automatically see a display of the types of available reports.)

Reports can be based on:

• Content

• A course

• A curriculum

• A virtual classroom

• A meeting

• A learner

• Saved report queries

• You can filter a report by checking off the query properties.

• You can save a report so you can run it with the same filters again.

• You can download a report to a CSV file.
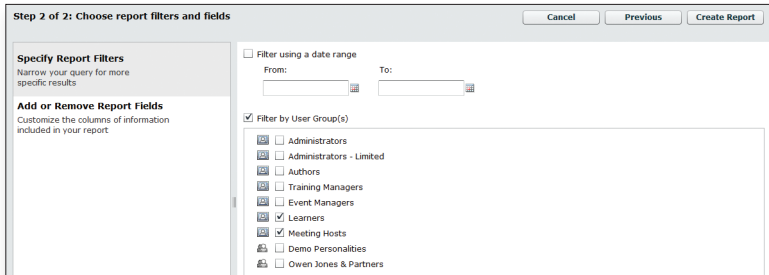
Filtering reports

5. Follow up with all attendees and those that were absent. You can choose whether to thank attendees or send notices when you set up email options for the webinar. Notices are automatically sent 12 hours after the webinar.

Best practices for creating webinars
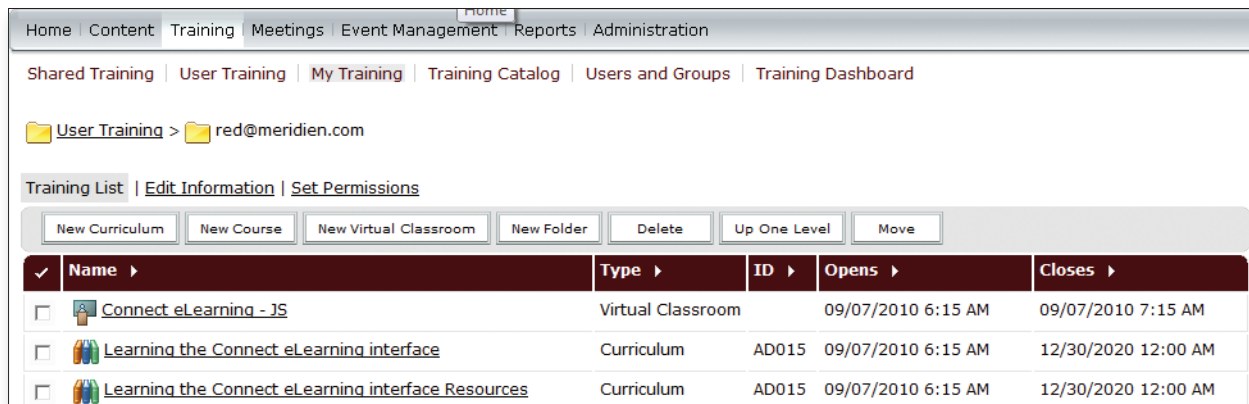
1. Use folders to organize webinars logically.

• Create public and private folders.

• Use public folder webinar listings to encourage self-registration.

2. Use Adobe Connect for webinars to handle email notifications even if the content provides its own notification mechanism (in courses). If new participants are added after the webinar is published, they will automatically receive a confirmation email.

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4. eLearning

Lesson overview

Topic covered in this lesson:
· Creating and managing an eLearning course

Training Home Page

Creating and managing an eLearning course

Understanding training courses

WebEx training

The WebEx Training Center enables online training to employees, customers, and partners through live and on-demand training sessions.

To participate in a training session, you must set up Training Manager software on your computer. Once you schedule, start, or join a training session for the first time, your Training Center website starts the setup process for Training Manager.

Using Training Center, you can set up a scheduled, instant, or audio-only training session. When setting up any type of training session, you can specify that it is either listed or unlisted. A listed training session appears on your Training Center website calendar and your Personal Meeting room page. An unlisted training session does not appear on any pages on your Training Center website. Attendees must provide the session number to join an unlisted meeting, which will help prevent unauthorized access to the training session.

The three types of training sessions are:

Scheduled—A training session that you schedule for a specific date and time. You may:

- Set recurrence patterns
- Schedule and start sessions for another user who has given you permission
- Specify voice conferencing options
- Send invitations to participants
- Require registration for participants as well as set up other security measures
- Choose privileges for Attendees
- Allow Attendees to join the session before the start time
- Choose a presentation or document to share immediately once an Attendee joins the session

Instant—A training session that you set up and start immediately.

Audio only—A training session that is a stand-alone teleconference.

Creating and managing an eLearning course

Understanding training courses

The Adobe Connect for eLearning solution consists of courses, curricula, and virtual classrooms.

In Adobe Connect, you are able to:

• Specify course start and end date

• Invite and register participants

• Send notifications and reminders

• Track student statistics

• Generate detailed reports on learners, courses, and results

• Place the course in a curriculum with other learning items

• Bring presentations into virtual classrooms and track quiz results

• Train a number of concurrent learners (the number is set by the type of license you have)

There are three main elements to Adobe Connect for eLearning:

Courses—Contains any items from the Content Library

  • Can be administered independently or as part of a curriculum or virtual classroom

  • Can generate reports to track the learning progress of learners and restrict the number of attempts that learners have to complete the course

  • Have a resume function that allows learners to view part of the course, close the course, and open it later in the same spot where they left off

Curricula

  • A group of courses, meetings, and classrooms designed to move learners along a particular learning path

  • Consists primarily of asynchronous courses but can include other items such as live training sessions

  • Can assign prerequisites, tests, and completion requirements

  • Can generate reports to track the learning progress of learners

Virtual Classrooms

  • Added to curricula

  • There are three access levels:

      • Enrolled learners only

      • Enrolled learners and accepted guests

      • Anyone that has the URL

Note: Training courses and curricula have three attendance permissions:

Enrolled: A learner whom a Training Manager placed in a course or curriculum.

Denied: A user who is denied access to a course or curriculum.

Pending Approval: A user awaiting approval from a Training Manager for a particular course or curriculum.

Beginning your training session

Setting up a scheduled training session:

1. Log on to your Training Center website.

2. On the navigation bar, click on **Host a Session** to view the available links.

3. Click **Schedule Training.**

4. In the **Session and Access Information** section, enter your specific information.

5. In the **Teleconference** section, make your specific selections.

6. Go to the **Date and Time** section to set the date, time, duration, time zone, and occurrence pattern for your training session.

7. In the **In Session Hands-On Lab** section, you may select to use a hands-on lab, check the availability, and set up additional computers. This is completely optional.

8. Scroll down to the **Registration** section to specify whether attendees must register and what information they must provide at registration and/or choose to approve registration requests automatically.

9. Go to the **Invite Attendees** and the **Invite Presenters** sections. Enter the names of the attendees and presenters that you wish to invite to your training session. You may also enter the number of attendees and presenters you are inviting.

10. Continue to **Session Options** and make your selections.

11. Scroll down to **Email Options** to select the email you wish to send to participants and when you wish to send it.

12. On the **Session Information** page, you may choose to type an agenda for the session, upload a photo, or automatically show a document or presentation to the attendees once they join the session. You will also choose whether the **Quick Start** page will appear when attendees join the training session.

13. Under **Course Material**, you can add files for your training session.

14. Scroll to **Tests**. If you plan to use tests during your session, you need to make sure that registration is enabled. Tests may be created and saved in the Test Library.

15. Click **Schedule**, or click **Start** if you wish to start the session immediately.

Scheduling an instant training session

1. Log on to your Training Center website.

2. On the navigation bar, click **Host a Session** and then choose **Instant Session**.

3. Enter the specific details for your training session.

4. Click **Start Session**.

5. If you wish to send email invitations to your attendees, move your mouse over Invite on the participants panel and choose **By Email**. You may also invite participants by phone or by SMS text messaging. You may also use the **Invite** choice in the **Participants** menu.

Beginning your training session

Scheduling a virtual classroom:

1. Start the Virtual Classroom Wizard:

   • On the Adobe Connect Central home page, click Create New: **Virtual Classroom**.
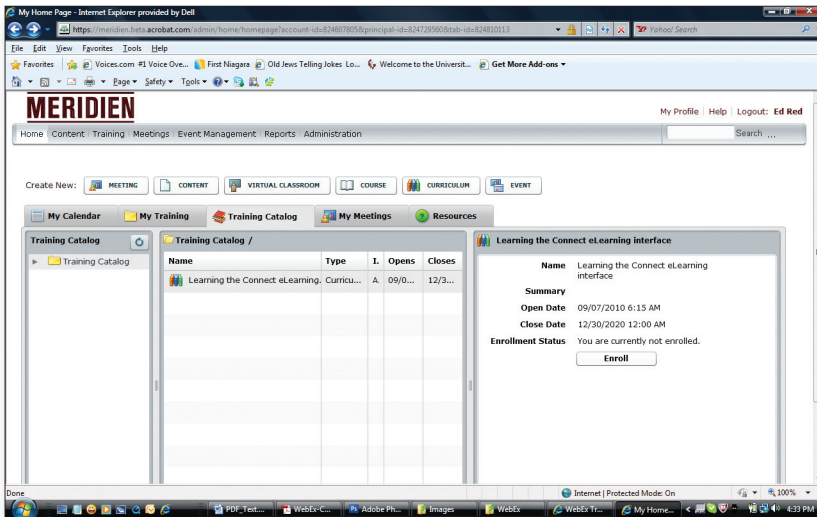
Create New Virtual Classroom

2. On the first page of the Virtual Classroom Wizard, enter the details about your virtual classroom including name and brief summary.

3. Enroll your learners into your virtual classroom during the next phase of the Virtual Classroom Wizard.

4. Set up notifications and reminders (optional) to send to your enrolled learners.

To view virtual classroom information:

1. Click the **Training** tab.

2. Navigate to the folder that contains your virtual classroom.

3. Select the name of your virtual classroom.

Setting up an instant training session

Go to the meeting information:

1. Copy and paste URL in email or IM.

2. Accept participants.

Virtual Classroom URL

Note: Once created, a training room and any associated content is persistent and can be reused without any additional setup.

webex

Viewing training course reports

There are four types of reports:

- **Live Training Usage Report**—Detailed information about each training session and each participant from those sessions.

- **Access Anywhere Usage Report**—Detailed information about the computers that you access remotely and about your Access Anywhere session.

- **Recorded Training Access Report**—Detailed information about recorded training sessions on your Training Center website, including how often they are viewed.

- **Registration Report** —Contains registration information on any of your live sessions.

To view a report:

1. Log on to your Training Center website.

2. On the navigation bar, click **My WebEx**.

3. Click **My Reports**. Specify what type of report you wish to view, a range of dates for which you want to review the report, and how you want the information sorted.

4. Click **Display Report**.

Viewing training course reports

There are several ways to view training reports in Adobe Connect:

1. Click the **Meeting** tab.

2. Navigate to the meeting or virtual classroom.

3. Click the **Reports** link.

4. Click **Reports**. You will automatically see a display of the types of available reports.

    Reports can be based on:

    • Content

    • A course

    • A curriculum

    • A virtual classroom

    • A meeting

    • A learner

    • Saved report queries

• You can filter a report by checking off the desired query properties.

• You can save a report so you can run it with the same filters again.

• You can save, print, or download a report to a CSV file.

5. Web meeting, webinar, and eLearning room options

Lesson overview

Topics covered in this lesson:
- Sharing presentations
- Customizing your viewing experience
- Using whiteboards
- Whiteboard overlay
- Screen sharing
- Chat messages and questions
- Q&A
- Audio and video
- Sharing files, polls, and web links
- Breakout rooms

Sharing presentations

How to view a presentation

The content viewer

Attendees can view shared presentations in the content viewer without the need for the applications in which they were created. A presenter can open a document or presentation after a meeting starts without having to load it beforehand.

In the Content Viewer you can share:

· Documents

· Whiteboards

· Your desktop

· Your web browser

· Software applications

To share a presentation:

1. From the **Share** menu, click **Presentation**.

2. Select the presentation or document you wish to share.

3. Click **Open**.

Sharing presentations

How to view a presentation

The Share pod

In an Adobe Connect web meeting, webinar or eLearning session, the Share pod can be used to share several types of documents:

• Application files:

  • PowerPoint (PPT and PPTX)

  • Images (JPG)

  • Content for Adobe Flash technology (SWF)

  • Videos for Adobe Flash technology (FLV)

  • Audio (MP3)

  • PDF

  • Zip files with acceptable content

• Whiteboards

• Your desktop

• Your web browser

• Software applications

To share a presentation:

1. Open the drop-down menu at the right of the **Share My Screen** button in the Share pod.

2. Choose **Share Document** from the drop-down list, which also includes **Share My Screen** and **Share Whiteboard**.
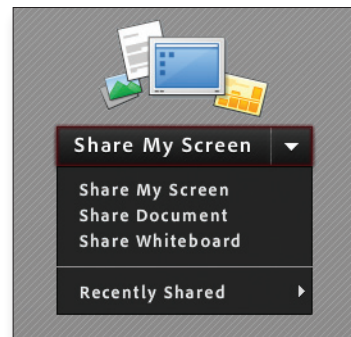
Share My Screen drop-down menu in Share pod

3. You may choose previously uploaded content or content stored in libraries you have access to, or you may click the **Browse My Computer** button to search for a new document to present in the Share pod. The document must be in one of the compatible formats listed above.
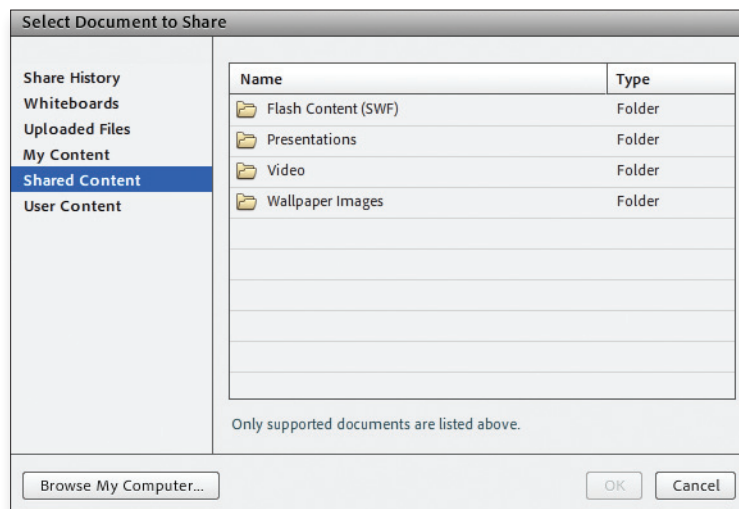
4. Select the document and click **Open**.

Possible sources of content for sharing

Presentation tools

Using content viewer tools

The vontent viewer tools allow you to perform actions and easily share presentations, documents, and whiteboards.

The Content Viewer annotation tools include:

• Pointer

• Text

• Line

• Rectangle

• Highlighter

• Color

• Eraser

Navigating through presentations using the toolbar:

Each presentation or document being shared appears in a tab at the top of the content viewer.

1. In the content viewer Meeting window, select the tab for the presentation or document you wish to share.

2. Click the **Next** tab button if there are more tabs than can appear at one time.

3. On the toolbar, click the **Front Arrow** or **Back Arrow** button to change the page or slide you are viewing. The **Page Down** and **Page Up** keys on your keyboard may also be used to navigate through presentations.

4. To display a specific page, click the arrow for the drop-down list. If you are sharing PowerPoint slides, you will also see the name of the slide in the drop-down list.

5. The **PowerPoint notes** icon above the **Attendee List** may be clicked by the presenter and notes from the PowerPoint slide will appear only to the presenter.

Presentation tools

Whiteboard and pointer tools

The whiteboard is a real-time, interactive way to share text, diagrams, and free-form drawings. It is available from the Share pod.

The whiteboard tools include:

• Pointer

• Text

• Line

• Rectangle

• Annotation color

• Eraser

• A pointer tool located at the top of the Share pod

Whiteboard tools

This is a demonstration of the text tool, the line drawing tool, and the rectangle tool (with opacity at 25%).
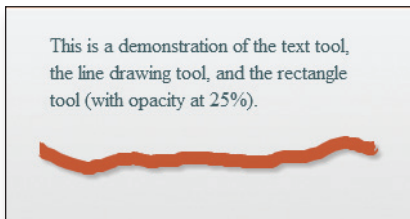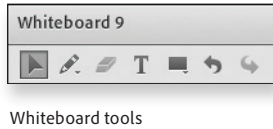
Whiteboard annotation samples

To use a presentation pointer:

A presentation pointer is a green arrow that is used to point to items during a presentation or when sharing a whiteboard.

1. Click the **Pointer** button to display it in the pod.

2. Click somewhere in the pod.

3. Click and drag the **Pointer** to a new place as desired.

4. Click the **Pointer** button again to toggle it off.
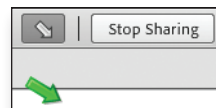
Pointer tool

Advancing slides automatically

1. Select the tab for the presentation or document you wish to advance.

2. From the **View** menu, select **Automatically Advance Pages**.

3. In the resulting dialog box, choose a time interval to advance the slides.

4. Click **Start**. The dialog box remains on the screen, but it can be closed by clicking the **X** in the upper right corner without affecting the advancement of pages.

To stop automatic advancement of pages or slides:

1. On the View menu, select **Automatically Advance Pages**.

2. Click **Stop**.

Changing a participant's view

To synchronize an attendee's view of a page or slide:

1. From the **View** drop-down menu, click the **Synchronize to All** menu choice.

Adding images

Adding text or images in the content viewer

Content stored in Clipboard memory may be added as a new page to the content viewer.

1. In the content viewer, select the tab of the presentation or document in which you wish to add an image.

2. From the **Edit** menu, choose **Paste as New Page**.

3. If the content viewer is displaying a whiteboard, stored images may be pasted directly onto the board (PC: CTRL + V, Mac: CMD + V). Stored text however, may not be pasted into a WebEx Meeting Center whiteboard.

Advancing slides automatically

1. Select the **Show Presentation Playbar** from the **Share Pod Options** drop-down menu located at the top right of the Share pod.

2. Click the **Play/Pause** button in the control bar.

3. Click the **Play/Pause** button again to stop the automatic advancement of slides.
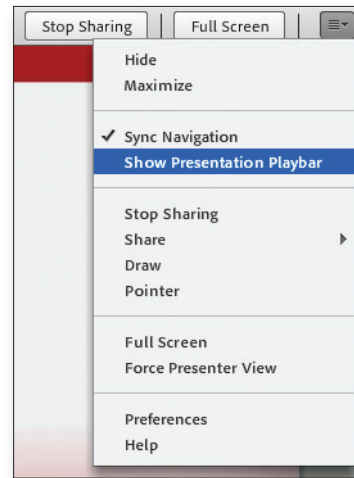
Show Presentation Playbar

Changing a participant's view

There are two ways to change how participants view the presentation:

1. Make the sidebar visible by selecting the **Sidebar icon** at the bottom left of the Share pod:

Sidebar icon

- Select **Show Sidebar to Participants** check box at the bottom of the sidebar.

- Participants view only the **Outline** and **Notes** panes and they can switch back and forth between them.

- Participants cannot use the outline to navigate.

- Participants can read the slide notes.

2. Desynchronize the presentation:

- Allow participants to navigate through the presentation independently of the host or presenter.

- Click the **Sync** button in the Share pod or deselect **SyncNavigation** in the **Share Pod Options** menu.
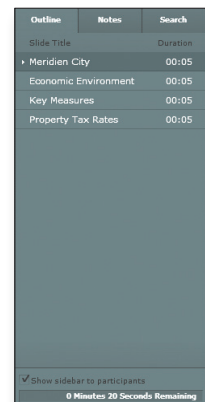
Show Sidebar to Participants

Note: Display is synchronized by default.

Adding images in the Share pod

In addition to presentations, you can also load images into a Share pod. You can load images such as speaker photos, logos, and product photos.

1. Click the **Down Arrow** to the right of **Share My Screen** and choose **Share Document**. Then click **Browse My Computer**.

2. Select an image file.

3. Click **Open**.

Note: To load images into the Share pod, you use the same process as loading presentations. However, select a JPG file to upload the image. The image must be a JPG file.

Customizing your viewing experience

Maximizing your view

A full-screen view of pages and slides replaces the normal meeting room view. To view full screen:

1. As a participant, you can click the **Full-Screen view** button on the toolbar and change the view on your individual screen.

2. To return to a normal view, click **Return to Main Window** on the floating icon tray.

3. When a host clicks the full-screen icon, all participants see a full screen, but they may click **Return to Main Window** as noted above.

4. The floating icon tray allows participants to bring up undocked panels such as the Attendee List and the Chat panel while in the full-screen mode.

Customizing your viewing experience

Maximizing your view

Hosts and presenters have the ability to maximize every pod within a Connect web meeting, webinar, or eLearning session. The maximize option is available for hosts and presenters. If a host or presenter maximizes a pod, participants will see the change.

In order for a participant to maximize the Share pod while viewing content:

1. Use the **Full Screen** button to enlarge the pod so that it takes the entire space within the meeting room.

Participants Full Screen Share pod button

2. Click the **Full Screen** button again to restore the pod back to its original size. This functionality is only available if **Force Presenter View** has not been selected by hosts or presenters.

When the Share pod is maximized within the application window, the size of the application window does not change. The participant will be viewing the meeting in a browser window. The size of the open browser window does not change when the host or presenter maximizes the pods.

Allowing participants to enable full screen

1. If a host or presenter deselects **Force Presenter View** in the Share pod option's drop-down menu, participants will then have a full screen toggle option button available at the top of their Share pod.

2. Inform participants that they have control to enable **Full Screen** for a better viewing experience.

3. In full screen mode, participants can press **Ctrl+F** (PC) or **Cmd+F** (Mac) to see the taskbar. Press **Alt+Tab** (PC) or **Cmd+Tab** (Mac) to switch to other applications.

Using whiteboards

Accessing a whiteboard

1. From the **Share** menu, choose **Whiteboard**.

2. When displaying a whiteboard, you can share it in a thumbnails view, zoomed in or out, or in full-screen view.

3. Clicking **Standard View** on the toolbar displays the whiteboard in the normal view.

4. Clicking **View Thumbnails** on the toolbar displays thumbnails (or miniatures) of the whiteboard content. Click **Standard View** to return to normal view.

5. Clicking the **Zoom In/Out** button on the toolbar and then clicking on the specific whiteboard page you wish to view changes the magnification.

6. Clicking **Full-Screen View** on the toolbar displays the whiteboard on the entire computer screen. Press ESC on the keyboard to return to the normal view. Participants may click the **Return** button on the floating menu bar. Hosts will have a **Stop** button on the floating menu bar.

Using whiteboards

Using a whiteboard

A whiteboard is a type of Share pod with a selection of line, text, drawing, and pointer tools. A whiteboard is efficient if you need to quickly create a drawing or diagram during a meeting or if you want to mark up documents.

The operation modes are:

• One artist (host or presenter only)

• Multiple artists at the same time (all attendees or individual attendees)

The types of whiteboards include:

• A clean whiteboard with multiple pages

• Whiteboard overlay on top of content in a Share pod (like slides)

Accessing a whiteboard

Among the predefined layouts in the **Layout** tab, the Collaboration layout appears with a whiteboard in the top middle of the screen. In the **Sharing** and **Discussion** layouts, whiteboards can be added via the **Share My Screen** drop-down menu.

1. Click the **Down Arrow** to the right of the **Share My Screen** button in the Share pod. Choose **Share Whiteboard**.

2. You can also create a new whiteboard from the Share pod's options drop-down menu at the top right of the pod. From the **drop-down menu**, choose **Share** and then click **Whiteboard**.

3. Similarly, from the Pods tab at the top of the screen, you may select **Share** and see previously created whiteboards, which may contain information previously posted.
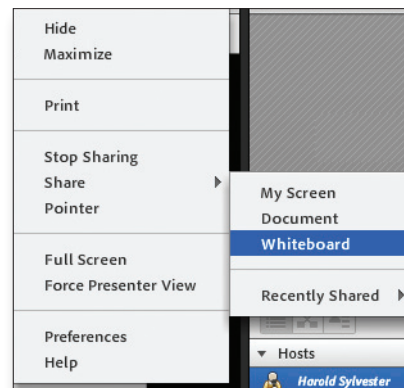
Accessing a new whiteboard from the Share pod options drop-down

Manipulating a whiteboard

To add multiple pages to a whiteboard:

1. In the content viewer, select the tab for the whiteboard.

2. From the **Edit** menu, choose **Add Page**.

To close a shared whiteboard:

1. In the content viewer, select the tab for the whiteboard.

2. From the **File** menu, choose **Close**.

3. If necessary, choose to save any changes on the message that appears.

Manipulating a whiteboard

To add multiple pages to a whiteboard:

1. Click the **right-facing** arrow at the bottom left of the whiteboard.

2. You can navigate to any page with the navigation arrows.

The whiteboard tools from left to right are the:

Selection tool—select any item on the whiteboard so you may change its properties.

Drawing tool–This can either be a pencil or a highlighter. When selected, a color chooser appears on the screen so you can select which color in which to draw. A drop-down menu also appears that allows you to choose the width of lines created by the drawing tool.

• It is easiest to set the properties before using a tool.
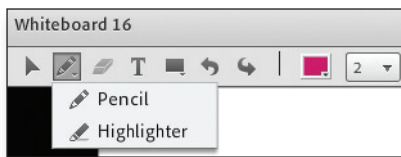
Drawing tool choices

Text tool—Select the text tool, click anywhere on the screen, and begin typing. Once you click the whiteboard with the text tool, you'll see a font drop-down menu, a font size drop-down menu, and a color selector.

Text tools menu

Rectangle tool—Select the rectangle tool, and then select the width of its borders from a drop-down menu, choose the fill color of the rectangle, and choose its color and opacity. Other shapes are available from a drop-down menu under the rectangle tool.

Rectangle tool

You can change an object's properties after it is created. Use the **selection** tool to select it and then change the properties from the choices at the top of the whiteboard.

Note: You may have multiple pages with independent content. Setting properties on one page or on one object does not affect properties on another page.

Collaborating on a whiteboard

To grant or remove Attendee privileges for sharing in the content viewer:

1. In the **Meeting**, **Event**, or **Training** window, choose **Assign Privileges** on the **Participant** menu.

2. In Meeting Center you may perform one of the following tasks:

   • Select **All Attendees**.

   • Expand **All Attendees** and then choose a particular Attendee.

3. Click the **Participants** tab.

4. Under **Document**, select the checkboxes of the sharing privileges you wish to grant or remove. **Annotate** is the privilege that allows a participant to collaborate on the Whiteboard.

5. Click **Assign**.

In the Training Center, you cannot assign specific privileges to an individual. You can assign specific privileges to **All Attendees**. Assigning **Annotate** privileges to all attendees allows all attendees to collaborate on the whiteboard.

Collaborating on a whiteboard

Hosts and presenters can always draw on the whiteboard at the same time. As a host or presenter, you can enable participants to draw on the whiteboard by:

Granting an individual permission

Granting permission to everyone

To grant individual participants control of the whiteboard pod:

1. Click the attendee's name in the **Attendee List**.

2. Click the **Attendee List Pod Options** button.

3. Click **Attendee Options**.

4. Click **Enhanced Participant Rights**.

5. In the box that appears, choose **Share Pod**.

6. Click **OK**.
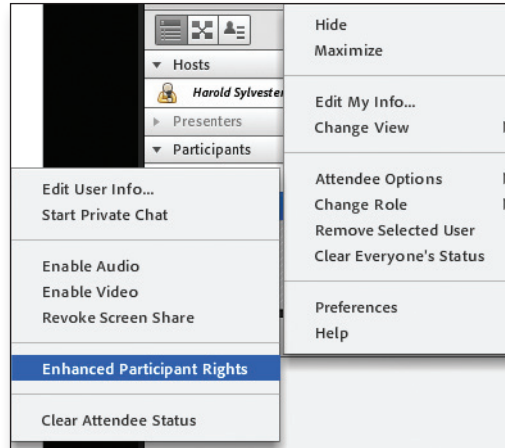
Enhanced Participant Rights menu

Pod rights options dialog

To remove enhanced rights:

1. Click the participant's name in the **Attendee List** to highlight it.

2. Roll your mouse over the highlighted attendee's name to activate the rollover menu.

3. Click **Revoke Screen Share**.

To grant permission of the whiteboard to all participants:

1. Select the Meeting tab and click **Manage Access & Entry**.

2. In the submenu, select **Auto-Promote Participants to Presenters**. This process can be reversed by highlighting groups of individual attendee names using **Shift + Down Arrow** (PC) or **CTRL + Click** (PC). The rollover menu allows you to change the selected names from attendees to participants.

Watching the whiteboard:

As a host or presenter, you can use the host cursors to see who is doing what. You can make the host and presenter mouse cursors visible to others as they are moved around the screen. The visible host cursor applies to the entire screen, not just the whiteboard. The host's and presenter's names are displayed next to the mouse cursor. The mouse cursors are only visible when the mouse is being moved.

Note: An attendee with enhanced rights has an icon next to his or her name indicating the enhancement.

Saving and printing a whiteboard

Saving a whiteboard

To save a whiteboard that appears in the content viewer:

1. From the **File** menu, select **Save**.

2. Select **Document**.

3. Choose a location to save the file.

4. Type a name for the file in the **File Name** box.

5. Click **Save**.

Printing a whiteboard

The Meeting Manager prints the content on the whiteboard.

To print a whiteboard from the content viewer:

1. In the content viewer, select the tab for the whiteboard you wish to print.

2. From the **File** menu, choose **Print**.

3. Select **Document**.

4. Click **Print**.

To change the status of host cursors:

By default, hosts can see one another's cursors as they move them. To change the default setting:

1. Select the **Meeting** tab, then choose **Preferences**. Host cursor choices appear as part of **General** preferences.

2. Choose from the available options:

   • Off

   • Show only to other hosts

   • Show to all attendees

   • Show to all attendees when using a whiteboard

Host Cursors
- ○ Off
- ○ Show only to other hosts
- ○ Show to all attendees
- ⦿ Show to all attendees when using a whiteboard
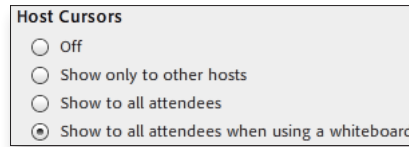
Host Cursor Preferences

Saving and printing a whiteboard

Saving a whiteboard as a PDF

If you have Adobe Acrobat® installed, you may save a whiteboard by selecting Adobe PDF as your printer choice.

1. From the **Whiteboard Pod Options** menu at the top right of the whiteboard, select **Print**.

2. Select **Adobe PDF** as your printer choice.

3. Click **Print**.

Note: It is important to remember that whiteboard content, like other pod content, remains until you explicitly delete it.

Printing a whiteboard

With whiteboard content, you have the option to print individual whiteboard pages one at a time:

1. Navigate to the specific whiteboard page.

2. From the **Whiteboard Pod Options** menu, select **Print**.

3. Select the appropriate printer.

4. Click **Print**.

This is a test of the Whiteboard printing functionality in Adobe Connect 8
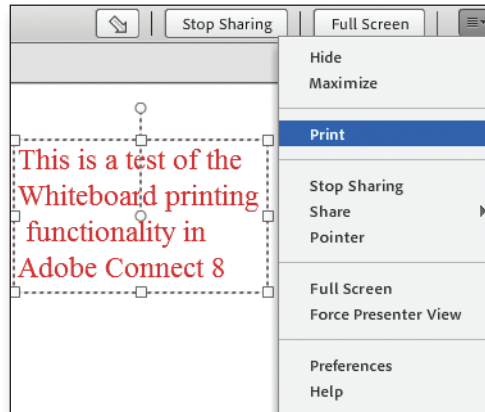
Print choice from Whiteboard Share Pop Options menu

Note: You can stop sharing a whiteboard, or switch to a new whiteboard. The content on the original whiteboard will still be there.
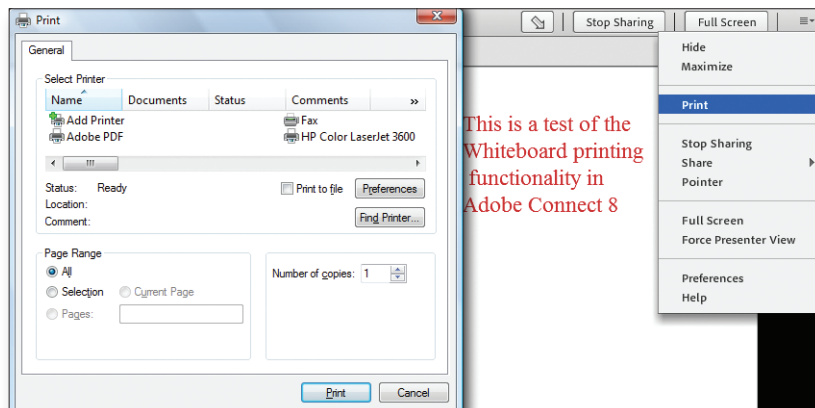
Selecting a printer for whiteboard content

Whiteboard overlay

Using a whiteboard overlay

1. Open a PowerPoint file in the window for attendees.

2. Use the whiteboard tools to annotate the presentation.

Screen sharing

Understanding screen sharing

Screen sharing enables you to broadcast a real-time display of your desktop or open applications to the meeting participants.

You can use screen sharing to share:

- Web content
- Your web browser
- Your desktop
- A single application or window
- Multiple applications or windows

Screen sharing is commonly used to:

- Perform software demonstrations
- Watch someone perform a problem-solving technique
- Give someone remote control of your computer or ask for access to their computer

Whiteboard overlay

Using a whiteboard overlay

You can use whiteboard tools to annotate any document in a Share pod.

To annotate a presentation, at the top of a Share pod containing a presentation, click the **Draw** button.

The annotation tools appear at the top left of the Share pod allowing you to draw, add text, add rectangles, and erase annotations.

The annotation tools remain available as you page through the slide presentation. They will remain available until the **Draw** button is clicked off.

To remove the annotation tools:

1. From the top of the Share pod, click the **Draw** button again.

2. The annotation tools and annotations are removed. However, clicking **Draw** again will restore any annotated content.

Screen sharing

Understanding screen sharing

Screen sharing enables you to broadcast a real-time display of your desktop or open applications to meeting room participants.

You can use screen sharing to share:

- Web content
- Your web browser
- Your desktop
- A single application or window
- Multiple applications or windows

Screen sharing is commonly used to:

- Perform software demonstrations
- Watch someone perform a problem-solving technique
- Give someone remote control of your computer or ask for access to their computer

Sharing your desktop

To share your desktop:

1. From the Share menu, choose **Desktop**.

2. Your desktop will appear in a sharing window on all participants' screens.

To stop desktop sharing:

Choose one of the following from the floating menu bar at the lower right of your screen:

1. Click **Pause** to freeze what your attendees are seeing from your desktop.

2. Click the **Stop** button on the floating menu bar in the lower right corner of your screen. You'll return to the Meeting Manager (or Training Manager in Training Center).

Sharing your desktop

To begin sharing your screen, you will need to use the Share pod. To begin, either:

1. Select the **Down Arrow** at the right of the **Share My Screen** button in the Share pod, **or**

2. Select the drop-down menu from the **Pod Options** icon in the upper right.

In both cases, your choices are:

- • My Screen

- • Document

- • Whiteboard

To share your desktop:

1. Select **My Screen**.

2. From the subsequent dialog box, choose **Desktop** to make everything running on your computer available to all attendees to view.

To stop sharing your desktop:

1. Select the **Stop Screen Sharing** option from the Adobe Connect system tray icon.

   - • This is the most efficient way to stop screen sharing.

   - • This action does not require you to return to the meeting room.
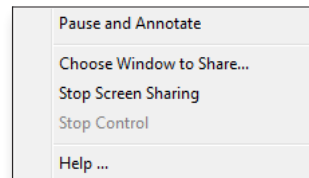
Screenshare system tray icon menu choices

2. You may also select the **Stop Screen Sharing** option from the **Share Pod Options** menu.

   - • This option is not preferred because it exposes your meeting room to all participants if you have shared your desktop.

Administrators can configure a system-wide list of "authorized" applications to share while screen sharing. Secured desktop sharing works with Windows and Mac systems and allows users to prevent a breach before it occurs.

To create a secure "white list" for desktop sharing:

1. Click **Administration**.

2. Click **Compliance and Control.**

3. Click **Share Settings**.

4. Create the white list in the provided boxes of application processes that are authorized for sharing.

To find a process name on Windows:

1. Open the **Applications** menu.

2. Open **Task Manager**.

3. View the Process tab. e.g.: acrobat.exe, EXCEL.EXE, firefox.exe, POWERPNT.EXE.

To find a process name on Mac:

1. Open the **Applications** menu.

2. Open the **Activity Monitor**.

3. View process names. e.g., Acrobat, Microsoft Excel, Safari, Microsoft PowerPoint.

Controlling the screen share view as a participant

Attendees have limited control over how they view shared content.

To control your view:

1. At the right of the floating menu bar at the lower right of your screen, click the **drop-down arrow**.

2. Click the **View** option.

3. Then, choose an option for viewing the shared content.

Controlling the screen share view as a participant

The Share Screen Pod Options drop-down menu allows participants to control the display to compensate for different screen resolutions and visual acuity.

1. **Change View > Scale To Fit**

   • This is the default view. The presenter's screen is scaled to fit inside the pod on the participant's screen The presenter's screen is scaled to fit inside the pod on the participant's screen.

2. **Change View > Zoom In**

   • "Pan and scan" mode (scrolling is necessary).

   • The presenter's screen is displayed inside the Share pod at its natural resolution.

   • Content is not scaled to fit. It will be larger than the pod.

   • The pod will have to be scrolled to show content on different parts of the screen.
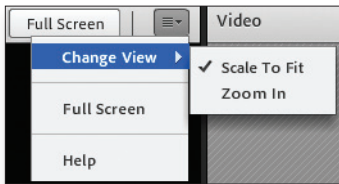
Share screen view options

The **Full Screen** toggle button at the top right of the Share Screen pod expands the Share Screen pod, eliminating other pods such as Chat, participant, and presenter webcam.

Clicking the **Full Screen** button again restores the layout.

Sharing an application

Application sharing is useful for editing documents or demonstrating software. Attendees do not need to run the software application that is being shared on their computers.

To share an application:

1. Choose **Application** from the **Share** menu.

2. If the application is currently running on your computer, then select it on the list and click **Share**.

3. If the application is not currently running, click **New Application**. Select an application and click **Share**.

4. Your application will appear in a Sharing window on attendees' screens.

Sharing an application

Application sharing is useful for editing documents or demonstrating software. Attendees do not need to run the software application that is being shared on their computers.

To share an application:

1. Click the **Down Arrow** to the right of **Share My Screen** in the middle of the Share pod.

2. Choose **Share My Screen** from the drop-down list.

3. Select the **Applications** button.

4. Choose which application you would like to share with participants.

How application sharing differs from desktop sharing:

• Application window size matters. If the application window does not take up your full screen, it will not take up the entire Share pod on broadcast.

• Application focus matters. If you are sharing an application and you give focus to another application, any area of the shared application covered by another application will be obscured for participants.

To stop sharing an application:

1. Select the **Stop Screen Sharing** option from the Adobe Connect system tray icon menu.

2. Select **Stop Screen Sharing** from the application.

3. From the meeting room, click the **Stop Sharing** button in the Share pod.

4. Select the **Stop Sharing** option from the drop-down menu in the middle of the Screen Share pod.
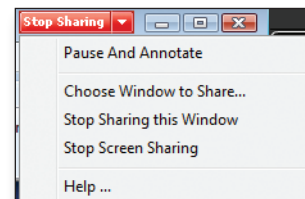
Stop Sharing

To switch to another application:

Instead of stopping the screen sharing, you may switch to sharing a different application.

Do one of the following, either:

1. In the Stop Sharing drop-down menu click the **Choose Window to Share** button, or

2. Select the **Choose Window to Share** option from the Adobe Connect system tray icon menu.

Either way, the **Start Screen Sharing** dialog box appears.

3. Then check the box next to the application(s) you wish to share.

4. Click **Share**.
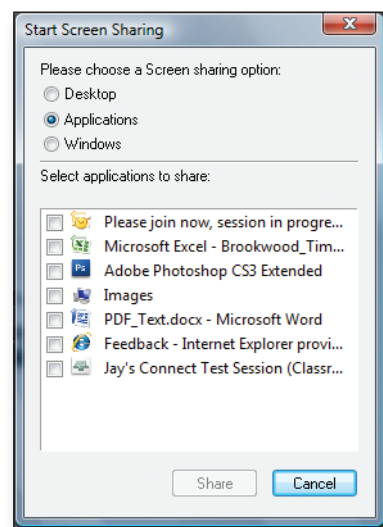
Start Screen Sharing dialog box

Note: While you can share your desktop, it is a best practice to share one or more applications or windows instead.

Note: The Adobe Connect icon is added to the system tray (PC) or the icon bar (Mac).

Note: You will get a notification that you are sharing part of your screen. You will also get a **Stop Sharing** button in the upper right corner of the application window.

Sharing multiple applications or windows

To share additional applications:

1. On the floating menu panel at the lower right of the screen, click the third icon from the left (the **Select Content to Share** icon), and it will open a menu that includes the **Share Application** choice. The choice is already checked because you're sharing at least one application, but when you roll your mouse over the choice, it will list applications that are open on your computer. You can select any one of them.

2. When any one application is being shared, all applications open on your computer will have a **Share** button next to a status tab. If the status tab says "not shared," you can click the **Share** button to begin sharing the application. The button now reads **Stop**, and it can be clicked to stop sharing.

3. If you wish to share an application that's not currently open on your computer, use the **Select Content to Share** icon on the floating menu bar. Roll over the **Share Application** choice, and from the resulting menu, select **New Application**. Select the application and click **Share**.

In addition to the **Stop** button on each application, you can use the **Select Content to Share** icon on the floating menu bar to stop sharing applications:

1. When you roll over the **Share Application** choice on the menu, the list of applications will appear. Shared applications will be selected with a checkmark. You can deselect the checkmark to stop that application's sharing.

2. To stop ALL application sharing, click the **Stop** button on the floating menu bar.

Sharing multiple applications or windows

To share multiple applications or windows, select multiple checkboxes under **Applications**.

When you start sharing multiple applications or windows, the focus switches from the Adobe Connect Meeting window to one of the applications. Each application (if possible) will get a **Stop Sharing** button.

To share an application:

1. Click the **Share My Screen** button on the Share pod.

2. Select the **Applications** button.

3. Select multiple applications.

To selectively stop sharing one or more applications:

1. Click the **Stop Sharing** button at the top right of each application window you no longer wish to share.

2. Alternatively, click the **drop-down arrow** to the right of the **Stop Sharing** button and choose from:

   • Pause And Annotate

   • Choose Window to Share

   • Stop Sharing this Window

   • Stop Screen Sharng

   • Help
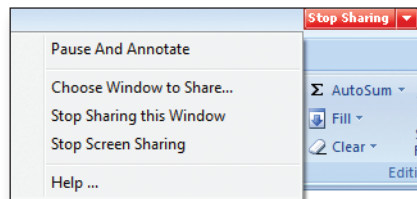
Stop Sharing button

Annotating your screen

As a host, you can make annotations on the applications you are sharing. If you are a participant, you can annotate if you have previously been granted permission by the host.

To start annotating shared software:

• Click the **Annotate** icon on the floating menu at the lower right of your screen. An annotation toolbar appears from which you may choose a pointer to draw or insert text, lines, shapes, checkmarks and "**X**" marks. You may choose the eraser tool to erase one or all annotations or pointers. Clicking the **Eraser** tool again turns it off.

To stop annotations:

• Click the either the "**X**" at the top right of the toolbar, or click the **Annotate** icon on the floating menu bar.

Annotating your screen

If you are sharing your desktop, applications, or windows, you may choose to pause your screen sharing and annotate.

The following will occur if you decide to annotate your screen:

• Takes a snapshot of the screen share.

• Returns you to the meeting room.

• Displays the snapshot with a whiteboard overlay so you can mark it up.

To pause and annotate:

Select **Pause And Annotate** from the Adobe Connect system tray icon menu or the drop-down menu next to the Stop Sharing button at the top right of the shared application.

Adobe Connect takes a screen shot, then returns you to the meeting room with a Whiteboard Overlay on the image.

To leave the Pause and Annotate mode:

• Resume screen sharing—Click the **Resume** button at the top of the Share pod. Focus is returned to a shared application.

• Stop screen sharing—Click the **Stop Sharing** button at the top right of the application you're sharing, or select **Stop Sharing** from the Adobe Connect system tray icon.

Chat messages and questions

Sending chat messages

Examples of using the Chat panel:

• Attendees can have a discussion during a meeting.

• Send a private message to another participant.

• Send information to all participants or a specific group of participants.

• Attendees can ask a question so as not to interrupt the presenter during a meeting.

Chat messages may be sent to:

• To Everyone, excluding the host and presenter

• To Everyone

• Privately to a participant, host, or presenter

To send a chat message:

1. Open the Chat panel in the **Meeting** window.

2. Type a message in the Chat box.

3. In the **Send** drop-down list, select the recipient of the message.

4. Click **Send**.

Saving chat messages

You can save chat messages that appear in the Chat panel as a TXT file.

To save new chat messages:

1. Click on the **File** menu in the **Meeting** window.

2. Click **Save**.

3. Click **Chat**.

4. Specify a location to save the file.

5. Type a name for the file.

6. Click **Save**.

Chat messages and questions

Sending chat messages

Examples of using the Chat pod:

• Attendees can have a discussion during a meeting.

• Attendees can ask questions of a subject expert so as not to interrupt a meeting.

• Attendees can ask the presenter questions during a one-to-many presentation.

Chat messages may be sent:

• To hosts and presenters

• To everyone

• Privately to a participant, host, or presenter

To send a message from the Chat pod:

1. Type your message in the blank text box.

2. Press the **Down Arrow** and choose whom you want to send the message to.

3. Choose one of the following:

    • Press the **Send** button (lower right corner)

    • Press the **Return/Enter** key on your keyboard.

Saving chat messages

As a host, you can email the chat history to yourself. To do so:

1. Select the **Pod Options** button in the Chat pod.

2. Select **Email Chat History**. The chat history will automatically be emailed to your email address.
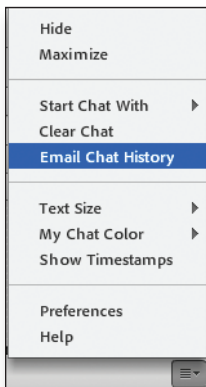
Email choice on Chat Pod Options menu

The Q&A panel

Understanding the Q&A panel

WebEx Training Center has a separate Q&A panel available for hosts and panelists to present to all participants. It is activated by clicking on the Question Mark icon at the top right of the WebEx interface.

Questions typed into the panel by participants are time stamped. Questions may be answered by panelists directly in the panel or by audio commentary.

In other WebEx interfaces such as Meeting Center, the Chat panel may serve as a Q&A forum.

The Chat Viewer displays chat messages exchanged between participants:

- You can send and receive chat messages to and from meeting participants. All chat messages that you send or receive appear on the Chat panel in the Meeting window.

Chat is useful if you want to:

1. Communicate with other participants during a meeting that does not include an audio conference

2. Send a private message to another participant

3. Send brief information to all participants or a specific group of participants

4. Ask a question but do not want to interrupt the presenter

To answer a question in the Q&A panel:

1. Select the question by clicking on it with your mouse. The question you have selected appears highlighted.

2. Type an answer in the box and click **Send**.

3. Your answer appears below the question in the Communications Viewer.

To answer a question privately:

1. Select the question by clicking on it with your mouse. The question you have selected appears highlighted.

2. Click the **Send Privately** button.

3. Type an answer in the box above the **Send** button.

4. Click **Send**.

The Q&A pod

Understanding the Q&A pod

Adobe Connect hosts and presenters can open a Q&A pod that enables attendees to pose questions outside the chat window.

1. Under the **Pods** tab, select **Q&A**. The Q&A pod will appear to all, and hosts and presenters may resize and/or move the pod to any location on the screen.

2. Participants may enter questions.

3. By clicking on the question, hosts or presenters can assign those questions to specific hosts or presenters to be answered.

4. Send the answer by choosing one of the following icons on the right side of the Q&A pod:

   • To everyone

   • To the person who submitted the question

To assign questions to specific hosts or presenters:

1. Select a question.

2. Select a **Host** or **Presenter** in the **Assign To** drop-down menu.

Q&A pod options allow a host or presenter to:

   • Show the submitter's name next to a question

   • Show the presenter's name next to an answer

   • Export the Q&A pod contents as an RTF file or as an email
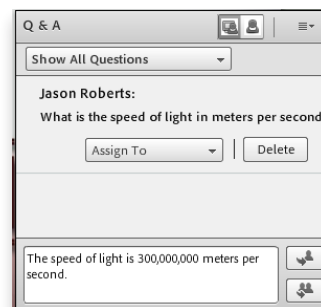
Assigning questions to others in the Q&A pod

Selecting and answering questions

The presenter can assign high, medium, or low priorities to questions. This makes it easier for moderators to read questions that the speaker wants to answer during a presentation.

From the Q&A Panel, the presenter can:

· Assign priorities

· Assign who is to answer each question

· Mark questions to indicate which ones were answered

Selecting and answering questions

The presenter can select and answer questions specifically.

The presenter should:

1. Select a question in the Q&A pod.

2. Write an answer in the text field at the bottom.

3. Choose to send the answer to everyone or just to the person who submitted it by choosing the **Send Privately** icon or the **Send to Everyone** icon on the right side of the Q&A pod.

To manage the questions:

1. Click the drop-down menu in the top right corner of the Q&A pod.

2. From this menu, you can choose to:

   • Show all questions

   • Show only your questions

   • Show open questions

   • Show answered questions

   • Export the Q&A log as either an RTF file or email

3. When a host or presenter clicks on a question, they can assign it to another person to answer, or they may delete it. This is a useful function if the question lacks relevance.

Note: A host or presenter can choose to answer the individual who submitted the question or respond to everyone.

Note: A host or presenter can assign questions for others to answer.

Audio and video

Using audio

In WebEx meetings, events, and training sessions, presenters or hosts can broadcast audio.

Options for talking to participants:

- Audio only
  - Essentially a teleconference.
  - Can send invitations to attendees.
  - To schedule an audio-only meeting:
    - On your Meeting Center website, click **Host a Meeting**.
    - Click **Audio Only**. Enter details.
    - Click **Schedule Meeting**.
  - Phone-only option for participants.
  - Mobile users can listen to the audio portion of a meeting on their cell phone by clicking on the link sent by the host via text message (SMS).
  - Provides on-screen identity of phone-only participants.
- Teleconferencing
  - Used for many-to-many meetings.
  - All attendees have the ability to talk.
  - No microphones, headsets, or tuning required.
- Voice Over IP (VoIP)
  - Ideal for one-to-many meetings.
  - Can be used for many-to-many meetings.
- Mixed-mode audio
  - Uses standard phone plus VoIP in the same session.

Audio and video

Using audio

In Adobe Connect web meetings, webinars, and eLearning sessions, presenters or hosts can broadcast audio. In addition, you can test sound output, select a microphone, tune the microphone, and tune the silence level.

Options for communicating and recording:

Universal Voice

- Streams audio from both telephone conferences and VoIP to recordings.

- Allows telephone conference attendees and VoIP attendees to communicate with one another.

- Combines telephone conference and VoIP audio for broadcast to all listeners.

Advanced audio integration with Adobe Connect integrated telephone conferencing partners

- Used for small and many-to-many meetings.

- All attendees have the ability to talk.

- No microphones, headsets, or tuning required.

- Icons next to the attendee's name indicate audio and connection status.

- Audio follows attendees into breakout rooms.

Voice Over IP (VoIP):

- Ideal for one-to-many meetings where only the host or presenter talks.

- Can be used for many-to-many meetings.

Using teleconferencing

You have several options when it comes to using teleconferencing during a meeting, event, or training session. You can set up a personal teleconference account, request a teleconferencing number for you and your attendees to use, or use the teleconferencing service of your choice.

WebEx Teleconferencing Service—You can choose to have the attendees call in or for the attendees to receive a call back from the teleconferencing service.

Personal Conference Number—Available only if your user account includes the Personal Conference Number option. Select this option to use your Personal Conference Number (PCN) account for the teleconference. With a PCN account, you can use the same conferencing numbers for all your meetings and set the access codes that you want to use to start the teleconference and the access codes that you want attendees to use to join the teleconference.

Other Teleconferencing Service—Select this option if you want to use another teleconferencing service provider or an internal teleconferencing service.

Telephone conferencing

To enable telephone conferences:

1. Log into Adobe Connect Central.

2. Click **My Profile** at the upper right of the screen.

3. Click **My Audio Profiles**.

4. Click **New Profile**.

5. Select a phone conferencing company that an administrator has made available to you.

6. Enter a **Profile Name**.

7. Click **Save**.

8. Create a new meeting or update an existing one.

9. Click **Edit Information**.

10. Select **Include This Audio Conference with This Meeting** under **Audio Conference Setting,** and select the profile you created earlier.

11. Alternatively, you may click **Include Other Audio Conference with This Meeting** and type the call-in number and passcodes.

Audio profile dialog box

Audio Conference Settings on Meeting Information page

Using VoIP

You can use integrated VoIP in addition to, or instead of, a teleconference. Like with teleconferencing, your user role determines your level of participation. The use of VoIP was determined when the meeting was scheduled.

As a host, you can:

- Set conference options by clicking the **Audio** tab and choosing **Integrated VoIP** and then **End Conference**, **Volume,** or **Options**. Follow directions in the message box to specify your settings.

- Allow a participant to speak by clicking on the **Participants** panel, choosing the name of the participant you want to speak, and clicking **Pass Mic**.

- Mute or unmute participant microphones by clicking on the **Participants** panel, choosing the name of the participant you would like to mute or unmute, and clicking **Mute** or **Unmute**.

- Mute or unmute your microphone by clicking on the **Participants** panel, choosing your name and clicking **Mute** or **Unmute**.

As a participant, you can:

- Join or leave a conference by clicking on the **Communicate** menu, choosing **Integrated VoIP,** and clicking either **Join Conference** or **Leave Conference**.

- Mute or unmute your microphone by clicking on the **Participants** panel, choosing your name, and clicking **Mute** or **Unmute**.

- Ask to speak during the presentation by clicking on the **Participants** panel and choosing either the **Raise Hand** or **Lower Hand** icon.

If you are a current speaker in an Integrated VoIP conference, the method by which you speak depends on the speaker setup option that is currently selected for your integrated VoIP session. Before you join the meeting, you can use the Audio Setup Wizard to select your speaker/headset and microphone settings.

Using VoIP

If you choose **Do Not Include Any Audio Conference with This Meeting** in the Meeting Wizard, VoIP will be the only audio source available.

There are several options when broadcasting audio using VoIP:

· A single speaker

· Multiple speakers simultaneously

· Multiple speakers taking turns one at a time

· Turn voice off

· Allow or disable participant broadcast

Host Audio Controls:

Microphone Icon menu

· Connect my audio

· Disconnect my audio

· Mute My Mic
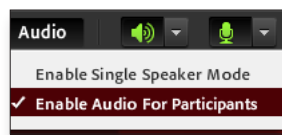
The Host's Audio Menu

Once a host's audio is connected and his or her microphone is enabled, all attendees on a VoIP conference will hear the host.

To use the Audio Setup Wizard to set up your microphone and headset:

1. Select the **Meeting** menu.

2. Click **Audio Setup Wizard**.

There are four steps in the Audio Setup Wizard:

1. Test sound output.

2. Select microphone.

3. Test microphone.

4. Tune silence level.

To broadcast audio from a meeting:

· A host may choose **Enable Single Speaker** mode or **Enable Participant's Audio** from the host's audio menu.

· Individual attendees, including hosts and participants, may now selectively connect their audio and open or mute their microphones via the **Microphone** icon at the top of the screen.

Broadcasting presenter video

A presenter's video is broadcasted through the Video panel.

There are a few options for broadcasting video:

· Presenter-only broadcast
· Multiple video broadcasts (limit 6)
· Turn video off

There are three operation modes for broadcasting video:

· **On:** The live video is running.
· **Pause Video:** Attendees can pause their live video during a meeting by pressing the **Pause** button.
· **Stop Video**: Presenters can stop their live video at any point in a meeting.

You must connect a webcam to your computer to broadcast live video. You can connect the webcam before or during a meeting. The Meeting Manager will automatically detect your webcam. Generally, the Meeting Manager is compatible with any webcam that connects to your computer.

To broadcast video from the Meeting window:

1. Open the Video panel.

2. Click **Send Video**.

To stop video broadcast:

1. Open the Video panel.

2. Click **Stop Video**.

To close the Video panel:

1. Click the **Down Arrow** located to the right of the panel icons at the top right of the screen. Select **Manage Panels**.

2. In the resulting left/right panels, you'll see the active panels on the right and the inactive panels on the left. Click the **Video Panel** to highlight, and then click the **Remove** button.

You can view live video in a floating window, which you can place anywhere on your screen. It allows you to view video during a meeting, even when you are not viewing the Video panel.

To view live video in a floating window:

1. Open the Video panel.

2. Select the **Undock** button. Undock is only active if the number of video displays is limited to one.

Broadcasting host or presenter video

Presenter video is broadcast using the Video pod.

Host, presenters, or participants with enabled video rights may click **Start My Webcam**:

• A preview appears.

• From the **Pod Options** menu, you can choose a different camera or video source.

• You can choose to **Share My Webcam**.

You must have your camera(s)connected before you enter the meeting room.

To stop a video broadcast:

1. Click the **Pause** icon at the lower right of the Video pod to send only a frozen image from the webcam.

2. Click the **Stop My Webcam** button to stop sending a video broadcast (button at top of Video pod).

From the Video Pod Options menu:

1. **Start My Webcam**—Camera is turned on but is not yet broadcasting.

2. **Start Sharing**—Broadcasts your webcam.

From the Video Pod Options menu, you can choose:

1. **Select Camera**—Choose a camera from those connected to your computer.

2. **Start Sharing**—Available if you've started the camera from the button on the Video pod.

3. **Stop My Webcam**

4. **Preferences**—Allows hosts to set video resolution based on bandwidth capabilities.

From the Video icon at the top of the screen you can choose:

1. **Start My Webcam**

2. **Enable Participants Webcams**

3. **Start Sharing**

4. **Preferences**—Allows hosts to set video resolution based on bandwidth capabilities.

Note: Adobe Connect enables users to view an unlimited number of video broadcasts during a meeting.

Note: All participants can pause any video broadcast on their own computer by clicking the **Pause** icon in the lower right corner of their Video pod. It reduces individual bandwidth loads. A still camera image is displayed when a viewer stops receiving the video feed.

Note: If you have more than one meeting room open, the camera will work only in one of the rooms.

Video options

You can specify certain options when sending a live video broadcast from the Meeting window. On the Video panel, click the **Tool** icon to **Set Video Options**.

From the **Session Options** tab, you can choose:

• **Bandwidth**—How much of the data stream your video will occupy

From the **Personal Options** tab, you can choose from the following:

• **Video Frame Rate**—How "fast" images appear to participants.
• **Video Resolution**—Higher resolution uses more bandwidth.
• **Capture Device**—Choose a certain camera or video source if multiple cameras are attached to your computer.

Selecting **Advanced Options** lets you manage technical settings for your video source.

In addition, you can specify other video options during a meeting such as:

• Turning the video option on or off
• Choosing single-point or multipoint video

To set these options:

1. Open the **Session** tab.

2. Open the **Communications tab**.

3. Choose **Session Options**.

4. Select your options.

5. Click **OK**.

Viewing multiple videos

You have the ability to view up to 6 video images at one time on the Video panel.

To select participants for multipoint video:

1. Make sure the video option for the video is set to multipoint.

2. Display the **Video** panel.

3. Click the icon for the number of videos you wish to display. (up to six at one time)

4. In the drop-down list below each video image, select a **Participant**.

5. Ask the participant to click **Send Video** on his or her **Video** panel.

To stop video broadcast of multipoint videos:

1. On the **Video** panel or floating window, click **Stop Video**.

2. Each participant stops his or her own video.

Broadcasting multiple videos

You have the ability to view multiple videos in an Adobe Connect meeting. When displaying multiple videos, you may want a larger Video pod.

Adobe Connect does not have any limit to the number of cameras it can display. You have the option to:

· **Use other pre-built layouts**—Click the **Layouts** button in the navigation bar and choose one of the available options. The **Analysis** layout is a good choice when you are streaming multiple videos.

· **Change the pod sizes and/or create new layouts**—Click the **Layouts** button in the navigation bar and choose the appropriate option.

To end the broadcast of multiple videos:

· Everyone can end their own broadcast.

  · Click the **Stop My Webcam** button at the top of the Video pod.

· Any presenter can end anyone else's broadcast.

  · The presenter can place his or her mouse cursor anywhere on the Video pod and click the "**X**" that appears in the upper right corner of the video display.

  · Any host or presenter can end all broadcasts by placing a mouse cursor on the video to be stopped and clicking the resulting "**X**".

  · A host can disable a participant's video from the **Video** icon menu at the top of the screen or from the rollover menu in the Attendee pod.

Sharing files, polls, and web links

Sharing files

Hosts or presenters can publish files that reside on their computers during a meeting. Meeting attendees can download these files to their local servers or their individual computers.

To publish files during a meeting:

1. In the **Session** window, click the **File** menu.

2. Choose **Transfer**.

3. Click **Share File**.

4. Select the file that you wish to publish.

5. Click **Open**. The file appears in the **File Transfer** window.

To stop publishing during a meeting:

• In the title bar of the **File Transfer** window, click the "**X**" to close the window. The File Transfer window closes in each attendee's **Session** window.

The File Transfer dialog box automatically appears in your **Meeting** window when the host or presenter publishes a file.

To download the files during a meeting:

1. In the File Transfer window, select the file that you want to download.

2. Click **Download**.

3. Choose a location to save the file.

4. Click **Save**.

5. Click the **Close** button.

Sharing files, polls, and web links
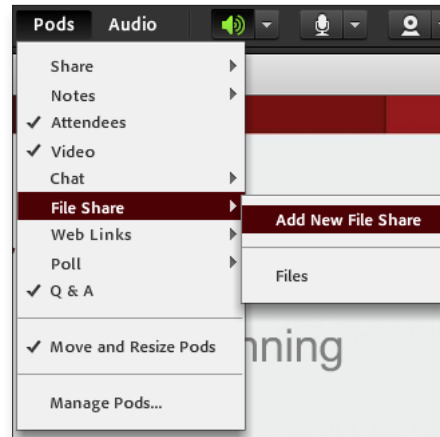
Sharing files

In Adobe Connect, you can use the File Share pod to distribute files to participants from the meeting room. To load files, you need the Adobe Connect Add-in, which enables host and presenter functions.

If a file share pod isn't already part of your layout you can add one by choosing:

Select **Pods** > **File Share** > **Add New File Share**

To add files to a File Share pod:

1. Navigate to a File Share pod.

2. Click the **Upload File** button at the bottom of the Share pod.

3. You can upload any file type from your computer or select a file from the Content Library. After you upload files to the File Share pod in a meeting room, those files are associated with your meeting in the Meetings Library.

Pod menu: Adding a new File Share pod

Downloading files from a File Share pod

Once a file has been uploaded to a File Share pod, a **Save To My Computer** button appears at the bottom of the pod. Attendees can click it and save the file to a location on their hard drives.
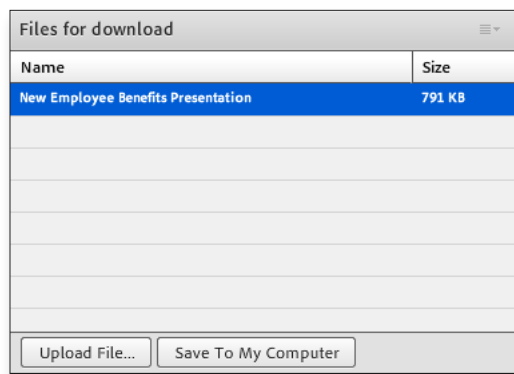
File Share pod

Presenting and collaborating on PDF files

Users are able to present and collaborate on PDF files in the meeting using the Share pod. Presenters and hosts can synchronize the navigation as well as use the whiteboard overlay. The PDF documents are available to share from the desktop or the Adobe Connect Content Library in the same way as all other supported file types including PPT, SWF, FLV, MP3, JPG, etc.

If presenters and hosts choose to operate in a non-sync mode, then participants can download a shared PDF directly from the Meeting window by selecting the Share pod option menu at the upper right of the participant's Share pod view, and selecting **Save As**. A new window appears on the user's computer, allowing the user to select a download location.
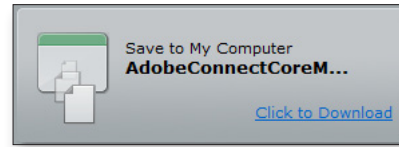
Attendee's download message for Share pod PDF files.

There are two ways to desynchronize:

1. Click the **Sync** button at the bottom right of the Share pod, **or**

2. Deselect the **Sync Navigation** choice in the **Share Pod Options** menu. This option is selected by default.

Using the Share pod to present PDF files is more efficient than screen sharing.

Benefits include:

• Better and higher fidelity viewing experience for participants

• Lower bandwidth requirement for presenters as well as participants

• Easier presentation in case of multiple presenters

• Documents can be preloaded and organized in the meeting room

• Easier to collaborate and annotate using the whiteboard

All PDF Viewer events are preserved when a meeting is recorded.

Sharing polls

Features of WebEx polls:

• An interactive way to gather, view, and track attendee feedback from within a meeting room.

• A poll questionnaire is used to ask attendees questions.

• Can add multiple questions to each poll, but cannot have multiple Polling panels.

• Can display a timer during polling.

To create and open a poll questionnaire:

1. Open the Polling panel.

2. In the **Question** section, select the type of question you wish to ask—**Multiple Choice** or **Short Answer**. Check **Record Individual Responses** if you'd like a record of users' answers.

3. Click **New**.

4. Type a question in the box that appears.

5. In the **Answer** section, click **Add**.

6. Type an answer in the box that appears.

7. If you wish to type another answer, click **Add**.

8. The questions and answers will appear in the **Poll Questions** area.

9. Click **Open Poll** in the Polling panel.

Polls can be created in advance and opened from the **File Open** icon at the top of the Polling panel.

Sharing polls

Features of Adobe Connect polls:

• Polls are a real-time, interactive way to gather, view, and track attendee feedback from within a meeting room.

• A Poll pod can be used to ask attendees a question.

• It is important to create only one question per poll because it will affect Adobe Connect object tracking.

• You can have multiple polls.

• You should set up the poll before you start the meeting.

To create and open a poll question:

1. Navigate to a Poll pod by selecting either an existing poll or a new Poll pod from the Pod menu.

2. The Prepare button is selected by default.

3. Select the question type.

4. Enter the question and answers. When you are preparing a poll, nothing is broadcast to participants.

5. Click **Open Poll**. When you open the poll, the question is broadcast to all attendees.

6. By selecting **Broadcast Results** Participants will be able to view the percentages in the responses.
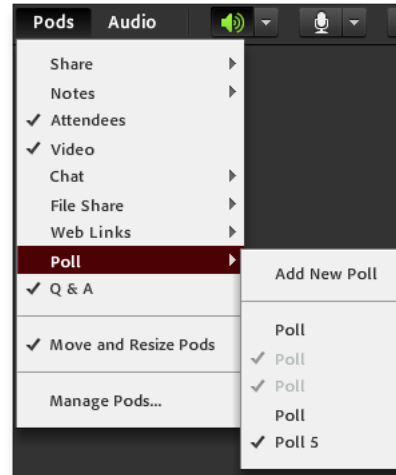
Pod menu: Selecting a poll or adding a new one
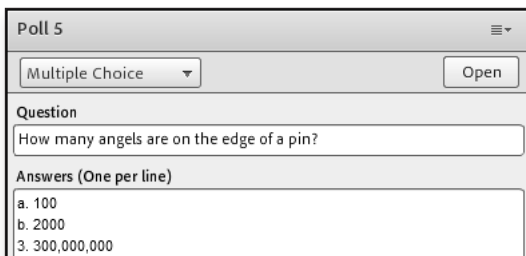
Presenter's view of a poll
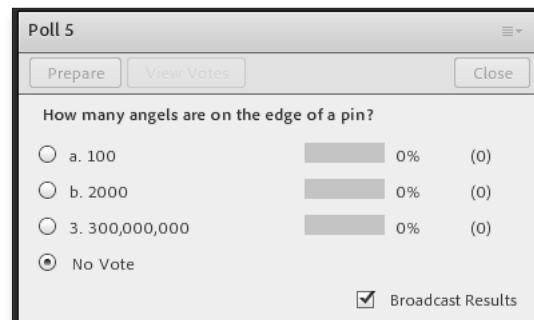
An open poll awaiting attendee responses

To close and save poll results:

1. Click **Close Poll** when you are ready. You must first close a poll before you can share or view the poll results.

2. From the **File** menu, choose **Save**.

3. You can separately save **Poll Results** and **Poll Questions**.

4. Choose a location to save the results.

5. Type a name for the file.

6. Click **Save**.

Poll results can also be saved by clicking the **Save** icon in the Poll panel.

To view poll results:

1. Double-click the saved file.

2. The file will open in your default text editor.

3. For each question, the poll results show the number and percentage of attendees who chose each answer and the total number of attendees in the meeting.

To close and save poll data:

• Click the **Close Poll** button at the top of the Poll pod.

Using multiple polls:

When creating multiple poll questions, you must create multiple Poll pods. Each Poll pod can have only one associated question.

If you are using multiple pods, you have two options:

1. Have multiple pod polls displayed at once.

2. Have one single Poll pod and switch the poll displayed in it.

   • Choose **Select Poll** from the **Poll Pod Options** menu.

   • All Poll pods, are displayed and the visible ones have a checkmark next to them.

   • Select the desired Poll pod.

   • You can have as many polls open as you want, but you must close the poll for the data to be saved.

To name a poll:

When you create a new Poll pod, it is given a default name:

   • Poll 1

   • Poll 2

   • Poll 3, etc.

To rename a Poll pod:

1. Double-click the name of the pod and edit accordingly, or

2. From the **Pod** menu at the top of the screen choose **Manage Pods**.

3. Click **Rename**.

To view poll results:

1. Navigate to your meeting room in Adobe Connect Central.

2. Click **Reports**.

3. Click **By Questions**.
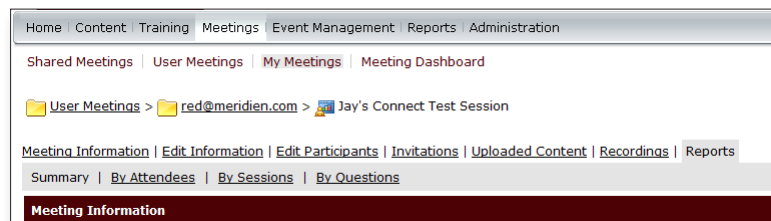
Poll results at **Meetings > Reports > By Questions**

To view the results by answers, click **View Answer Distribution** next to the question.

To view the results by users, click **View User Responses** next to the question.

Poll reports by answer distribution or user response

Sharing web pages

A presenter can share web pages with all attendees through web browser sharing.

To share a web browser:

1. On the **Share** menu, choose **Web Browser**. Your default web browser opens.

2. Go to the web page you wish to share by typing in the web address in the address bar.

You can also share web content with attendees. However, unlike web browser sharing, this feature does not allow the presenter to guide participants to other web pages.

To share web content:

1. On the **Share** menu, choose **Web Content in Page**.

2. In the **Address** box, enter the URL for the web content you wish to share.

3. In the **Type** box, select the type of web content you would like to share.

4. Click **OK**.

To stop sharing a web browser:

1. On the title bar of the browser that you are sharing, click the **Stop** button at the top right of the browser display.

2. To stop sharing web content in a page, click **File** and **Close**.

Sharing web pages

Using the Web Links pod, hosts and presenters can force automatic browsing of web pages on attendee computers.

Important benefits of using the Web Links pod:

• Allows attendees to browse websites without typing the URL themselves

• Saves time and avoids mistakes

To create a new Web Links pod:

1. Click **Pods**.

2. Choose **Web Links.**

3. Click **New Web Links Pod.**

To add a web page to the Web Links pod:

1. Select **Add Link** from the **Pod Options** menu.

2. Enter the URL path and assign it a name.

3. Click **OK**.
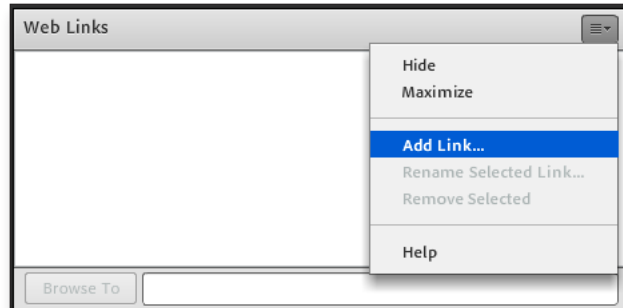
Web Links Pod Options menu

To open a web page:

1. Highlight the name of the web page by clicking it in the Web Links pod.

2. Click **Browse To** in the Web Links pod.

3. The web page will open in a new browser window, and the active link will also be displayed in the Web Links pod on the participant's computer.

Once the link is pushed, participants have full control over the window. Use screen sharing if you wish to share a web browsing experience.

To remove, add, or modify links:

1. Click the **Web Links Pod Options** button.

2. You may choose **Add Link, Rename Selected Link**, or **Remove Selected**.
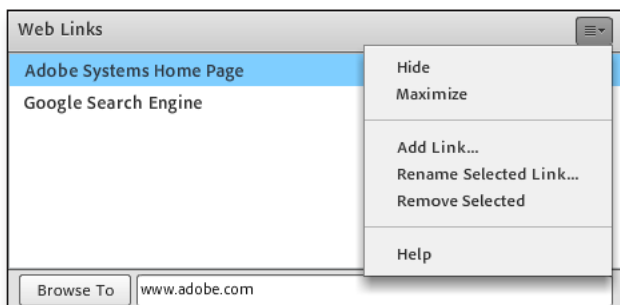
Modifying Web Links pod content

Breakout rooms

Breakout sessions

Breakout sessions allow you to brainstorm and collaborate in small private groups away from the main training session.

Features of the Breakout room:

1. Participants can share information, chat, annotate, and communicate via teleconference or VoIP.

2. In the main training session, information from breakout sessions can be shared with everyone.

Creating a Breakout session:

1. On the Breakout sessions panel, click **Create Session**.

2. Click **Breakout Assignment**.

3. Type a topic title in the **Topic** box.

4. To place participants in a breakout room, highlight the participant's name, and click the **Add** button. Participants can also be added automatically by selecting the automatic assignment checkbox.

5. Click **Start** on the Breakout session panel. The Breakout session starts.

Breakout rooms

Breakout rooms

In an Adobe Connect meeting, the host has the opportunity to take advantage of Breakout rooms to break a larger group into several smaller groups without actually leaving the meeting room.

Features of the Breakout room:

- Hosts can create up to 5 separate Breakout rooms.

- Hosts can assign and move attendees to different rooms.

- Hosts can jump from room to room.

- Hosts can display pods from every Breakout room in the main meeting room or any other Breakout room.

- Hosts can return everyone to the main meeting room.

- Hosts can reset Breakout rooms.

- Hosts can clear all Breakout rooms.

- Hosts can begin and end Breakout sessions.

To launch Breakout rooms:

- Breakout rooms are created from the attendee panel. In the upper left of the panel are three icons. The default view is the Attendee List. Clicking the **Breakout room** icon presents you with a default of three breakout rooms. You can add another breakout room by clicking the **Plus Sign** icon.

Assigning attendees:

- By rolling a mouse cursor over an attendee's name, hosts can move the attendee into breakout rooms or back to the main meeting room.

- With large groups, hosts may choose to use the Evenly Distribute icon, to the left of the Plus icon, to connect attendees to breakout rooms.

- The Breakout room inherits the layout and the content from the main meeting room at the time the breakout room is created.

Communicating in a Breakout room:

- If audio is VoIP, then the VoIP splits into separate VoIP rooms in each breakout room.

- If audio is a conference call, certain audio integration partners will allow for the call to split into separate conference calls for each breakout room and then back again to the main meeting room.

- Hosts can jump to different breakout rooms and back to the main meeting, assigning themselves to the room when they roll their mouse cursor over their names.
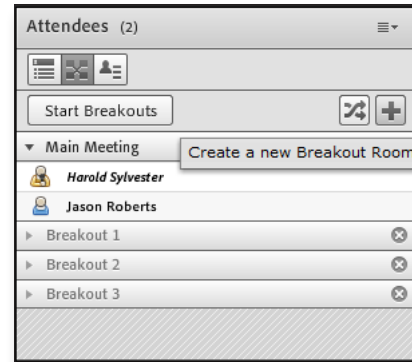
Host start Breakout rooms
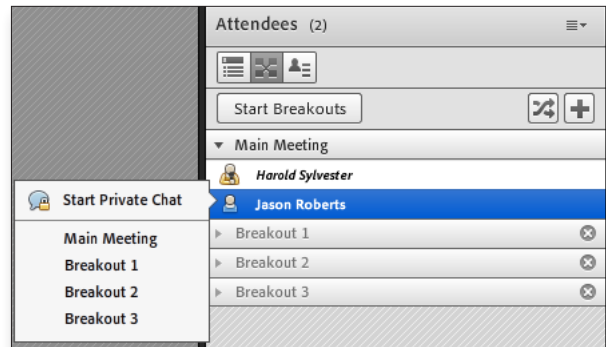
Hosts assign attendees to Breakout rooms individually
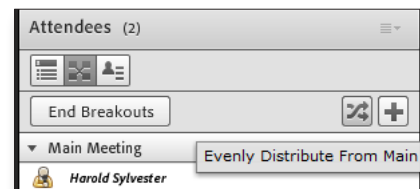
Hosts can automatically distribute all attendees evenly to all Breakout rooms

Communicating in a session:

Once you join a breakout session, communication is exclusively with other participants in that session. You can use chat, annotations, or communicate by phone or VoIP (depending on how you joined the main training session).

However, if you do need assistance from the main session presenter, just click the **Ask for Help** button and a prompt will be sent.

1. On the Breakout Session panel, click the **Ask for Help** button. A **Help** icon appears next to your name in the main session as well as a text alert.

2. Click **Raise Hand** on the Participant panel. A **Raise Hand** icon appears next to your name on the Participant panel in the Breakout session.

Sharing content in the main session:

Once back in the main session, the discussion can continue. If shared documents were saved on exiting the breakout session, then those documents can be shared in the main session.

1. Select **Breakout** > **Share Breakout Session Content**. The last presenter for each breakout session will be listed with the topic of his or her session.

2. Choose a **presenter** and click **OK**. The chosen presenter is sent a request to share breakout session content.

3. The breakout session presenter selects a content item and clicks **OK**. The content appears in the content viewer of the main training session.

Communicating in a session:

• Hosts can send notification messages to all rooms by selecting **Broadcast Message** from the **Attendee Pod Options** menu.

• Attendees can send messages to hosts through a chat dialog box at the bottom of the Breakout room participants list.

• Breakout rooms work just like the main meeting room without additional layouts.

• Participants are promoted to presenters in the breakout rooms.

• Hosts can move attendees to different breakout rooms or back to the main meeting.

• Hosts can open Breakout room pods from other breakout rooms for participants to view only by selecting **Breakout rooms** from the **Pods** menu and then the specific room to view.
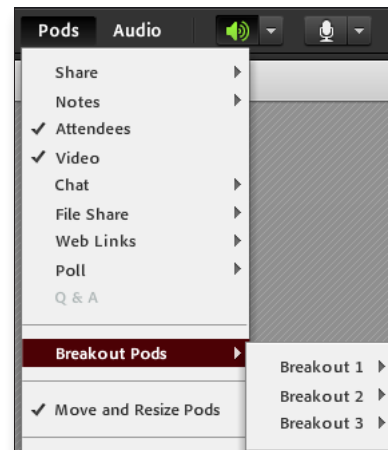
Sharing content in the main session:

Once back in the main session, the discussion can continue. If shared documents were present when the breakout session was closed by a host, then those documents can be shared in the main session.

1. Select **Pods > Breakout Pods >** your breakout room number and then either the chat window content or the share window content from the breakout room can be displayed.

2. Select the content you want share in the main meeting room.

To End a breakout session:

Click the **End Breakouts** button at the top of the attendee panel.

  • From the attendees perspective, they are all back in the main meeting room.

  • Attendees remain assigned to their breakout rooms until moved, even if the breakout sessions have ended. To remove their Breakout room assignments, the host rolls a mouse cursor over their name in the Attendee List and selects **Main Meeting**, or the host can reassign the attendee to a different meeting room.

  • Breakout rooms maintain their state until changed.

  • Breakout rooms can be removed by selecting **Remove All rooms** from the **Attendee Pod Options** menu.
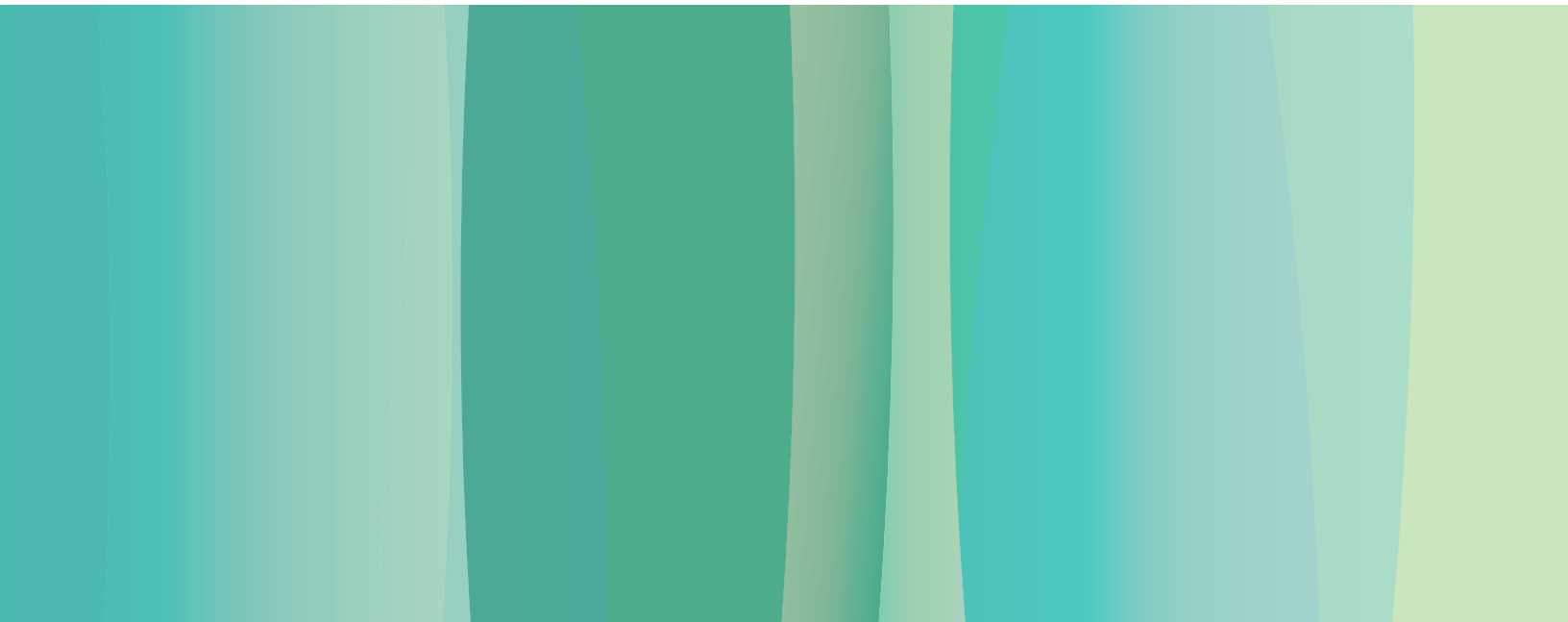
Host can bring a Breakout room into the main conference
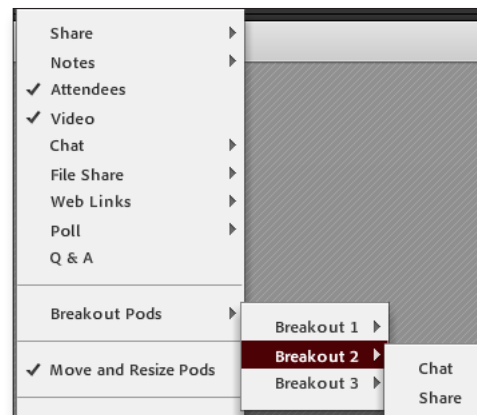
After Breakout rooms are closed, hosts can bring Breakout room Share pods or Chat pods into the main conference.

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6. Additional features of Adobe Connect

Lesson overview

Topics covered in this lesson:
- Connection properties
- Sharing content for Adobe Flash technology

Setting and viewing connection properties

Hosts have the ability to set meeting room connection and display properties that provide the best viewing opportunities for all attendees and that take attendee bandwidth connections into consideration.

Select **Meeting > Preferences > room Bandwidth** to set a bandwidth value that's consistent with those participating in the session. For example, selecting **LAN** would be appropriate for an internal organization meeting where everyone is connected on the organization's intranet. **DSL/Cable** is a good choice if it's not clear what bandwidth attendees are using. A modem would be used if you know some attendees are connected through a dial-up system.

Select **Video** from the **Preferences** menu and you can increase video quality or reduce it depending upon bandwidth considerations.

Select **Screen Share** to optimize attendees experience when viewing presenter and host presentations of desktops and applications. Adobe Connect provides the flexibility to choose the appropriate frame rate and quality parameters to suit the content being shared. Higher frame rate and quality lead to an increased bandwidth requirement for attendees. Depending upon the type of content being shared and bandwidth considerations, you can choose appropriate values for the best experience. For sharing a slide show, a lower frame rate and high quality can be used, while presenting a demo where exact mouse movements need to be captured, a higher frame rate with a lower quality setting would be better.

A host or a participant can check the connection status by looking at the following room status indicators located in the upper right corner of the meeting room:

• Green = Good connectivity

• Green half bar = Weak signal strength

• Gray twirly icon = Network disconnect

Clicking the **Connection Status** icon will produce an on-screen notification indicating the exact connection parameters.

Attendees may also select **Help > Troubleshooting**. A connection test web page opens that will advise attendees about the bandwidth of their connection.

![Adobe Connect logo] **ADOBE® CONNECT™ 8**

Sharing content for Adobe Flash technology

Sharing Adobe Presenter content

Adobe Presenter is an add-in that works directly with Microsoft PowerPoint to turn ordinary slide presentations into multimedia self-running presentations in Flash SWF format. With Presenter, non-technical subject matter experts can create meaningful learning content for delivery in Adobe Connect eLearning courses, web meetings, and webinars.

The Presenter Add-in to Microsoft PowerPoint allows content developers to add narration to slides; add time narration to animated slide content; add video from webcams or other sources; and create interactive quizzes, tests, and surveys. Courses created in Presenter may be tracked in Adobe Connect's Learning Content Management System, and they are also SCORM and AICC compliant for integration with most Learning Management Systems.

Sharing video for the Adobe Flash Player

Adobe Connect can display video for the Adobe Flash Player (FLV files) in a meeting, event, or training room. FLV is a video format that can be played back by the Adobe Flash Player.

Adobe Flash Player lets you easily put video on a web page in a format everyone can view. There are no additional plug-ins or software that are needed.

Adobe Flash Player gives you the ability to:

• Build custom video players that match your site design

• Integrate the video with other Flash features like animation, text, and interactivity

To load FLV files:

1. Select an **FLV** file to share in the Share pod.

2. When the FLV is loaded, a video control bar appears for the host or presenter.

There is a FLV control bar. FLVs do not begin playing automatically.

If the FLV file has audio, it is broadcast to all participants.

FLV files always have synchronized navigation. You cannot disable it because there is no Share pod Sync button.

Note: FLV files are loaded at different speeds for different computers.

Sharing content for Adobe Flash technology

Adobe Connect is a Flash technology powered environment. As result it handles SWF files seamlessly. To upload a SWF, treat it as any document stored on your hard drive that can be displayed in Adobe Connect. SWF files are imported by clicking **Share My Screen** in the middle of the Share pod and then selecting Share Document. The document may also be located on the Connect Library.

All the interactive features you've built into your SWF file are available to hosts and presenters. Movies for the Adobe Flash Player that were built using the Adobe Collaboration Builder Software Developer's Kit allow all interactive Flash features to be independently available to each attendee in a meeting whether they are participants, presenters, or hosts.

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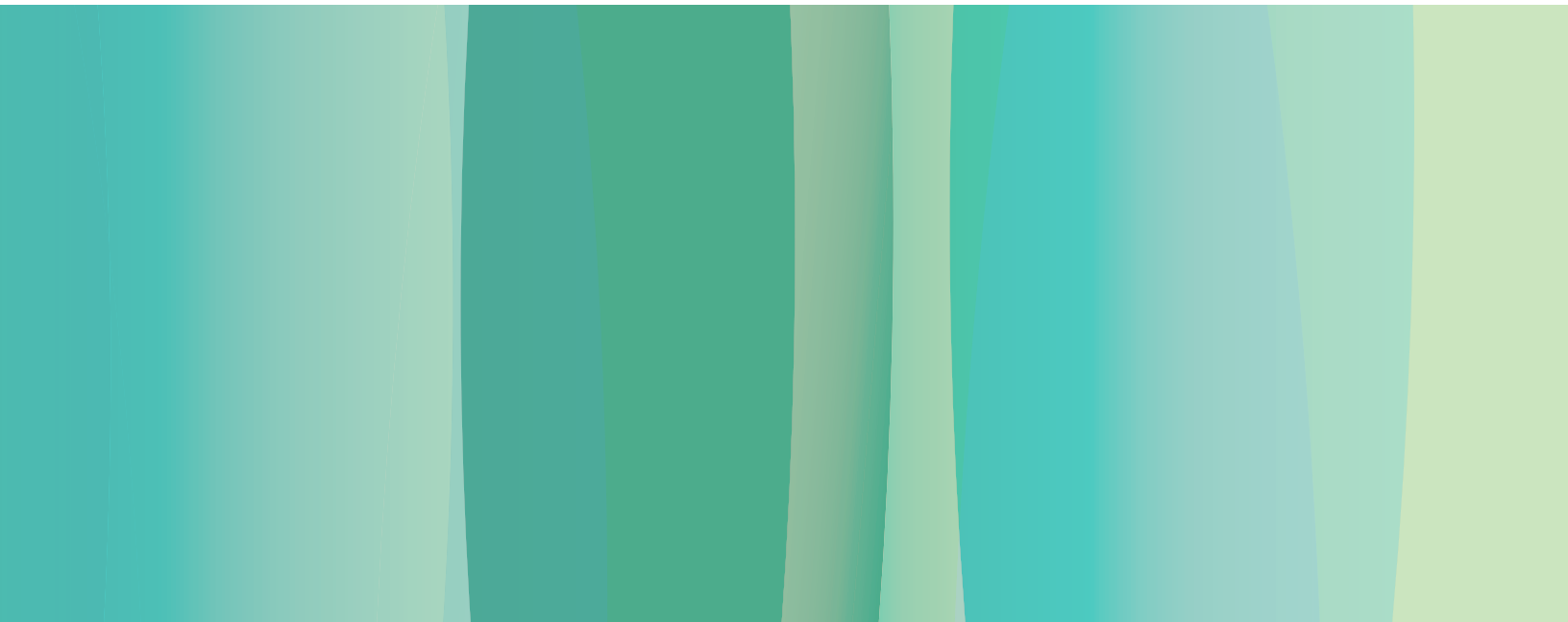
7. What's new in Adobe Connect 8

Lesson overview

Topics covered in this lesson:

- Easier to use
- Better collaboration
- Richer audio and video experiences
- Improved access and extensibility
- Increased security and enterprise support

Easier to use

A primary focus of Adobe Connect 8 is usability. With a new simplified interface featuring enhanced layouts and better organized controls, accessibility functions, and one-click sharing, Adobe Connect is now more powerful and easier to use. New usability features include:

• **Simplified user experience**—Use Adobe Connect more intuitively. With the new user interface, you can easily discover all available functions and features through better organization and prominent display of the most important and frequently used controls and capabilities.

• **Enhanced audio and video controls**—Access audio and video controls centrally. Audio and video controls are prominently displayed and logically organized at the top of the meeting bar. All related capabilities are now centralized and easily accessible directly from each control.

• **Unified attendee management—**Access all participant management functions from the Attendee pod. Hosts can change participant roles using simple drag and drop and assign video, audio, or screen-sharing rights using mouse-over controls. Presenters can quickly get the vote count using the new status view and easily control breakout sessions using the new breakout view.

• **Optimized screen use**—Size your screen area for optimum viewing. The meeting interface rescales intelligently to provide optimum viewing experiences for any screen size or resolution. Presenters can now size their own version of the presenter-only area individually without impacting the view of other presenters.

• **Improved accessibility—**Navigate the Adobe Connect 8 interface completely via keyboard. Several hot keys are also supported for direct access to important functions and capabilities. Significant improvements in screen reader compatibility include JAWS and Win-Eyes support and accurate focus-location tracking by screen magnification software.

Better collaboration

To collaborate effectively, dispersed teams need to be able to share ideas and communicate freely, as well as capture decisions and results. With Adobe Connect 8, collaboration capabilities are now more flexible and robust, enabling teams to drive better results. New collaboration features include:

- **Advanced chat**—Organize chat into separate tabs for public and private conversations and reduce errant chat messages. Participants can choose the color and text size of their chat messages. Hosts can control whether private chats are allowed in a meeting room.

- **Rich Notes pod**—Use rich formatting capabilities in the Notes pod, such as bold, italics, multiple colors, and bullets. The Notes pod also includes productivity and accessibility improvements like support for keyboard shortcuts. Hosts can save notes as an RTF file on their local drive and then email them to multiple participants directly from the Notes pod interface.

- **Simplified Q&A pod**—Easily manage questions between multiple presenters during meetings. Presenters now have their own view for managing and answering questions and can assign/reassign questions, see who is answering, and answer the question privately or publicly. Participants have a separate view to ask questions and see answers.

- **Enhanced whiteboard**—Collaborate more effectively with enhanced whiteboard tools. In addition to the standard shapes available, you can create custom shapes and add text to shapes with just a double-click. The whiteboard can also be used in the overlay mode on top of a shared document to zoom and pan along with the document.

Richer audio and video experiences

Adobe Connect 8 allows you to provide rich multimedia experiences to your participants with integrated audio and video conferencing. New features include:

- **Two-way universal voice**—Bridge the audio from virtually any audio conferencing provider into an Adobe Connect room and provide two-way communication between VoIP and telephone audio to deliver richer experiences for all participants.

- **Video conferencing integration**—Leverage existing investments in video conferencing solutions by integrating your video telephony devices supporting SIP/H.264 with the Adobe Connect platform (for on-premise deployments only). With this new feature, meeting hosts now have the option of bringing a live audio/video broadcast stream directly into an Adobe Connect meeting room.

Improved access and extensibility

Busy professionals working on multiple projects with global teams need the ability to track down key people, instantly collaborate, and come up with responses quickly to meet project milestones. The optional Adobe Connect desktop client allows workers to do just that. Plus, new and enhanced plug-ins for Microsoft Outlook, Adobe Creative Suite® 5, and Microsoft Communication Server clients improve productivity, as does an enhanced collaboration SDK. Access and extensibility features include:

• **New optional desktop client**—Set up and manage meetings more easily with the new optional Adobe Connect Desktop Adobe AIR® client. Invite participants to meetings right from their desktop. You can also instantly search for archived Adobe Connect sessions and download and playback recordings offline.

• **New and enhanced plug-ins**—Use the Microsoft Outlook add-in to schedule meetings from your Microsoft Outlook contacts based on their Exchange Free/Busy time. Using Microsoft Office Communicator, you can see when contacts are online and available, then invite them to meet using their existing IM clients, or via the Adobe Connect desktop AIR client.

• **Enhanced collaboration SDK**—Write to more than 100 Adobe Connect APIs to customize the user interface, extend security features, or add virtually any functionality to Adobe Connect you desire. The new SDK also supports Flex, Adobe Flash technology, and Adobe ActionScript® 3 for richer, more dynamic interactions and even more engaging online collaboration.

Increased security and enterprise support

Adobe Connect 8 is web conferencing for the enterprise. With strengthened security capabilities and improved support for virtualization and meeting resiliency, Adobe Connect is even more suited for enterprise deployments. New features include:

- **Passcode-protected meeting rooms**—Set and manage passcodes over some or all meeting rooms to better manage participants and control meeting access. Hosts can set and reset passcodes that participants are required to enter upon login, protecting sensitive information.

- **Session management**—Manage meeting session length for strengthened security and finer grained control of user sessions. Allow users to hold sessions for as long as necessary, while ensuring that idle sessions time out, reducing the risk of unwanted meeting access.

- **Thin-client support**—Provide rich-media collaboration in virtualized environments with support for Citrix XenApp 6. Improved delivery and performance of Adobe Connect 8 on Citrix XenApp 6 enables organizations to deploy rich, engaging web conferencing software throughout the enterprise while enjoying the lower TCO and increased agility of thin-client virtualization.

- **Ubuntu 10 add-in**—Experience full-featured meeting host capabilities with a new add-in for Ubuntu Linux® users. Now Linux users have the same capabilities Windows and Mac users do when hosting meetings.

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