



PINEMAP Webinar/Web Conference Adobe Connect Participant Instructions

As of July 1, 2012, PINEMAP is using Adobe Connect for all webinars and web conferences. This document outlines basic instructions and tips for using Adobe Connect.

Checking System Requirements

- Test your computer prior to attending a webinar by going to http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm.
- The Connection Test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.

Tip: The 4th step (Adobe Connect Add-in Test) is only required for hosts and presenters who are sharing their screen.

Tip: Adobe Connect only requires that you have an internet connection, a web browser, and Adobe Flash Player version 10.1 or greater to attend a web conference. Adobe Connect supports nearly any operating system including Windows, Macintosh, Linus, and Solaris, as well as most widely used browsers including Internet Explorer, Firefox, Safari, and Chrome.

Joining a PINEMAP Webinar on Adobe Connect

- To join a webinar, click on this link: <http://ufifas.adobeconnect.com/pinemap/>, select “Enter as Guest,” type your name in the box provided, and click “Enter Room”

Setting up Your Audio

- Once in the session, go to “Meeting” in the top menu and select “Audio Setup Wizard” to set your audio volumes.
- Once you’ve completed the audio setup wizard, click on the microphone or speaker button and select “Connect Audio” to connect your mic and speakers to the session.
- Your microphone and speaker on/off buttons are located on the top menu.

- When Speakers and Microphone are **on**, the buttons will look like this:



- When speakers and microphone are **off**, the buttons will look like this:

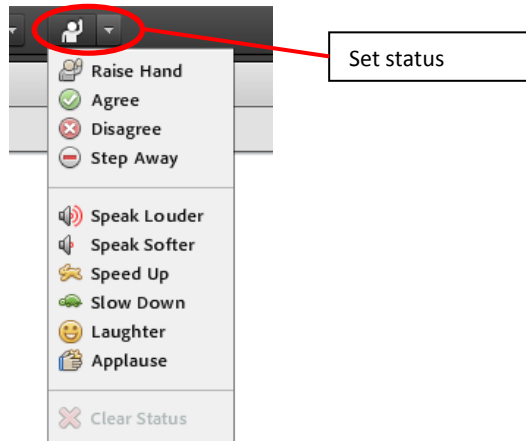


Tip: For best audio quality, please keep your microphone muted unless you are speaking.

- To adjust the Microphone or Speaker volume during the session, click on the arrow to the right of the button and select “Adjust Speaker Volume” or “Adjust Microhone Volume”.

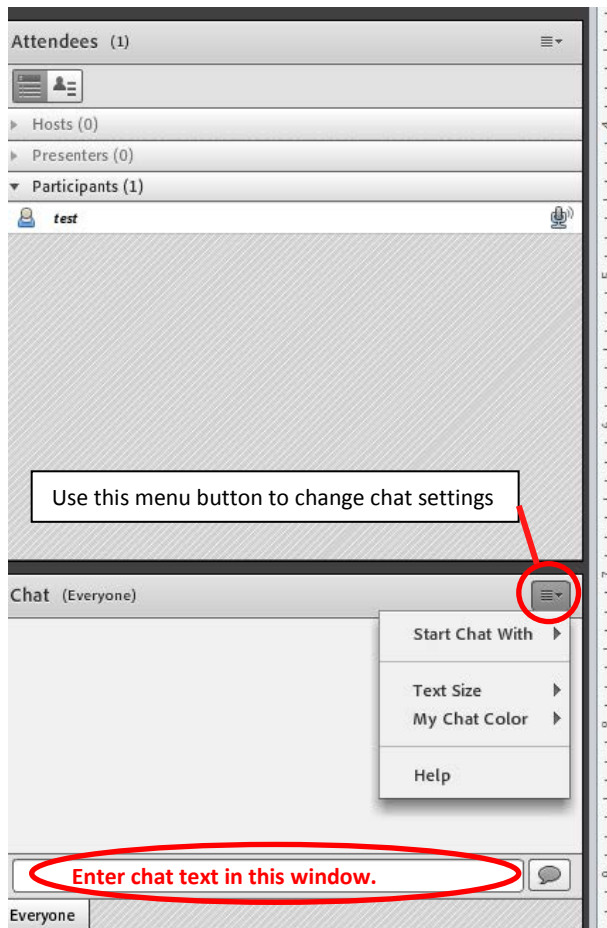
Changing Your Status

→ Use the “Set Status” button on the top menu to raise your hand or use various emoticons during the session:



Using the Chat Window

→ To participate via chat, simply type text in the chat window. If you want to change your chat settings (i.e., chat with a specific individual or only with hosts/presenters or change chat color/text size), click on the menu box on the upper right hand of the chat box:



Learning More

- To view a short participants video tutorial, go to <http://tv.adobe.com/watch/learn-adobe-connect-8/attending-a-meeting/>.
- Additional resources are available at www.connectusers.com.

Troubleshooting Tips

Issue	Solution
I cannot get into the meeting	<p>If you are having trouble joining a meeting try the following:</p> <ol style="list-style-type: none">1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.2. Click the Help link on the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do.3. Make sure popup blocking software is not blocking your meeting window.4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.
I cannot hear any audio	<ol style="list-style-type: none">1. Verify that your computer speakers are on and your computer's volume is at an audible level.2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.
I have been granted rights to speak, but no one can hear me	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none">1. Make sure your computer microphone is not muted.2. Run through the Audio Setup Wizard. To do this, select Meeting > Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.3. You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow.
The host is sharing their screen, but it is fuzzy	<p>If you are having trouble seeing a hosts screen, try the following:</p> <ol style="list-style-type: none">1. Click the Full Screen button on the top of the Share pod.2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select Change View > Zoom In.