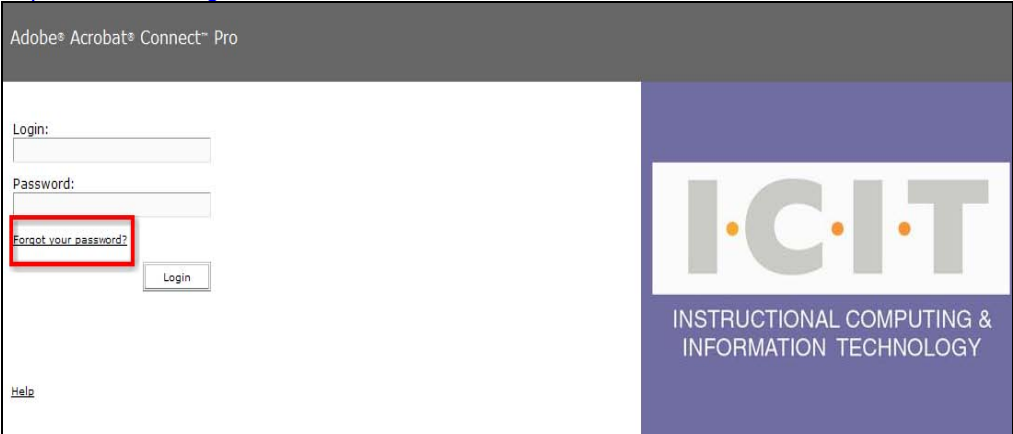
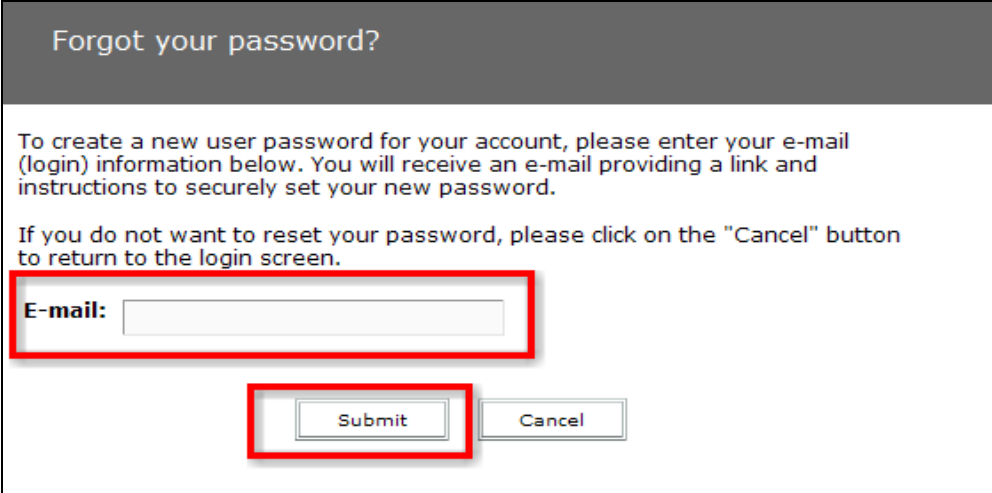




Get Answers for Meeting Hosts

Issue	Solution
Meeting Access	
<p>Login or password does not work</p>	<p>Click Forgot your password?</p> <p>1. First direct your browser to the Adobe Connect login page located at http://HunterCollege.acrobat.com.</p>  <p>Image for step 1</p> <p>2. Then you will be provided with instructions to reset your password by providing an email address. NOTE: This should be the email address that was used when you initially received your login and meeting information.</p>  <p>Image for step 2</p>
<p>I can't find my meeting URL</p>	<p>If you cannot find the URL you set up for your meeting, try one of the following tasks:</p> <ol style="list-style-type: none"> 1. Check the email invitation that the licensed administrator may have provided to you for the URL to the meeting. 2. Login to http://HunterCollege.acrobat.com . In order to find the meeting you are looking for, go to the homepage, click the My Meetings tab.



Get Answers for Meeting Hosts

I can't find my meeting URL (continued)

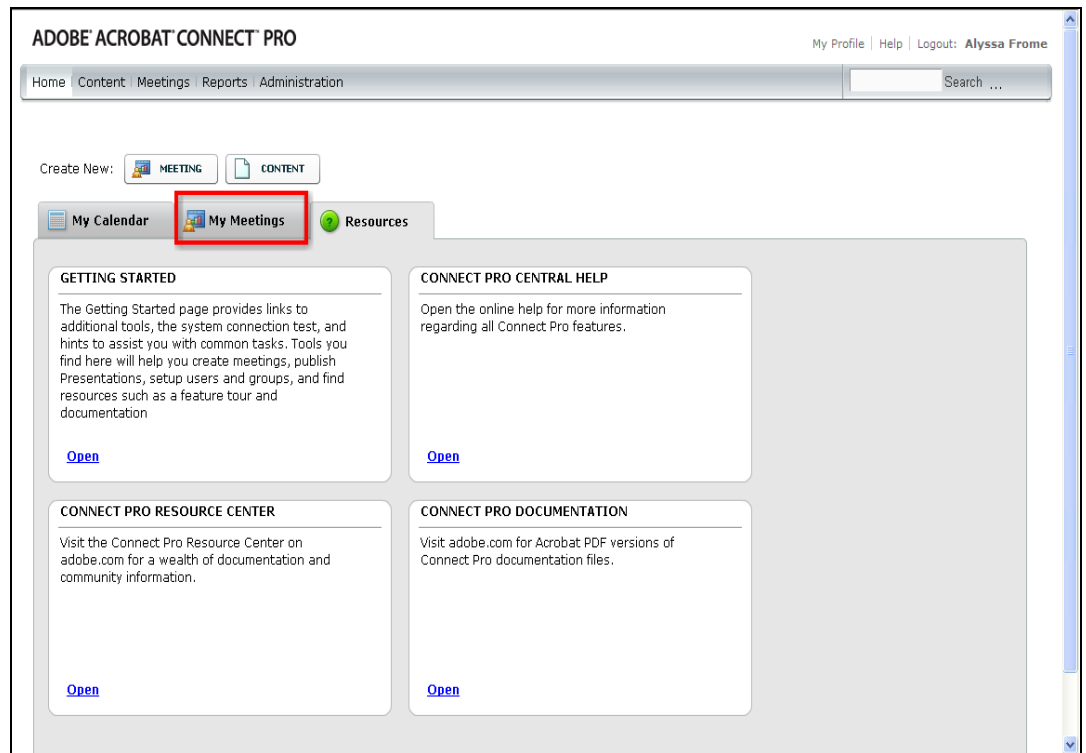
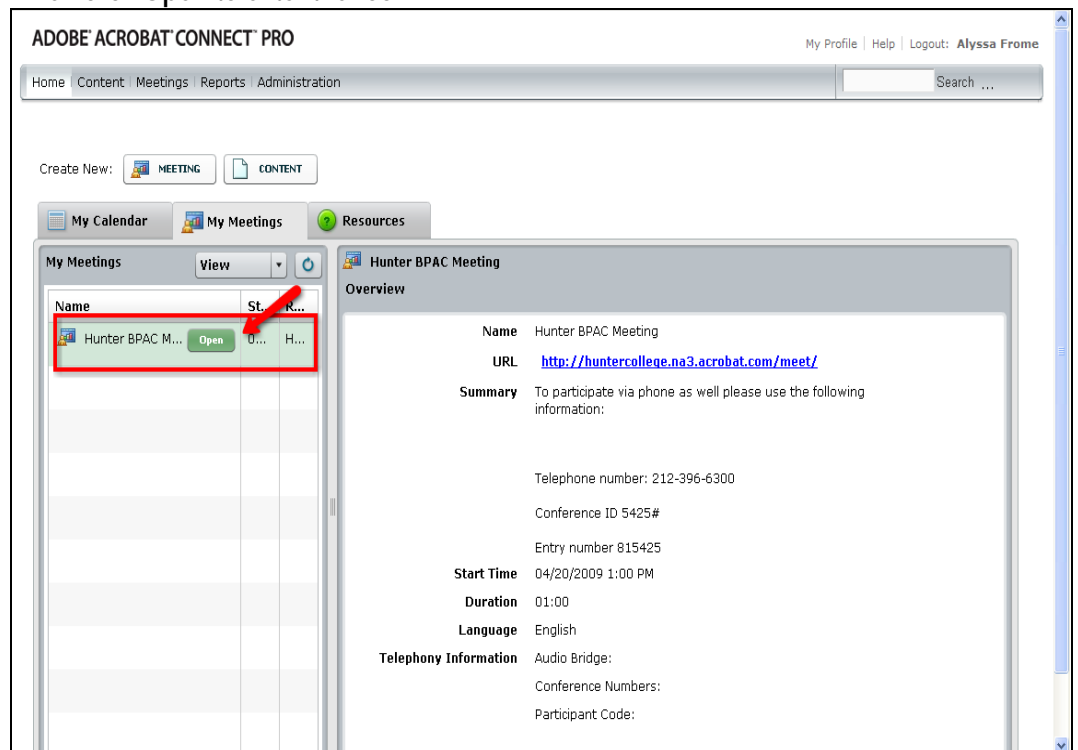


Image for step 2

3. Then click **Open** to enter the room.



4. Click on the **Meetings** tab in Connect Pro Central. Then click on the meeting name to get to



Get Answers for Meeting Hosts

<p>I can't find my meeting URL (continued)</p>	<p>the Meeting Information page where you will find the URL.</p> <p>Your meeting may be in a Seminar Room, a special meeting room used for large meetings with more than 50 people. If your meeting is being conducted in a seminar room, click the Seminar Rooms tab, find your seminar room and click on the room name to find the URL.</p> <p>NOTE: We recommend that the most successful meetings that are using both the audio and video components to conduct the virtual meeting is typically conducted with only 15 to 20 participants at a time.</p>
<p>A participant cannot get into the meeting</p>	<p>If participants cannot get into the meeting, try one of the following tasks:</p> <ol style="list-style-type: none"> 1. Instruct your participants to enter the online meeting as a Guest by clicking on "enter as guest". They will then be prompted to type their First and Last name in order to join. 2. Participants may be waiting for Host approval to enter the online meeting. If this is the case, a notifier appears in the upper left hand corner of the meeting. Moving the mouse to the notifier brings up a popup where the Hosts can accept or deny the participant access. 3. The meeting may be on Hold. If this is the case, a notifier is displayed. Mouse over the notifier and click Start Meeting to let participants into the meeting room. 4. Tell participants to click on the Help link on the Meeting Login page. This takes them to the Test Meeting Connection page where they can verify that their computer meets the requirements to participate in the meeting. If they do not pass, the test gives them explicit instructions for what they need to do. 5. The participant's popup blocking software should be disabled. For further assistance with this, please contact the helpdesk at helpdesk@hunter.cuny.edu. 6. The participant 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. Finally, clear browser cookies, close all browser windows and attempt to re-enter the meeting.
<p>I'm supposed to be a host but I'm logged in as a participant</p>	<p>To enter the meeting as hosts, you must be logged in with the same account you were provided with from the licensed administrator. If you are supposed to be a host but logged into the meeting as a participant, close the meeting and re-enter using the correct login information.</p>
<p>I need to remove an participant from the meeting</p>	<p>Click on the participant's name in the Attendee List, and choose Remove Selected User from the Pod Options menu. The selected user is completely removed from the meeting.</p>
<p>Audio and Video</p>	
<p>Participants cannot hear my voice using Voice-over-IP</p>	<p>The issue may be occurring on your computer or the participant's computer. Try these tasks:</p> <ol style="list-style-type: none"> 1. Ensure the Hands-free (Lock) button and either Voice On - Multiple Speakers or Voice On - One Speaker is selected.



Get Answers for Meeting Hosts

<p>Participants cannot hear my voice using Voice-over-IP (continued)</p>	<ol style="list-style-type: none"> 2. Make sure your computer microphone is not muted. 3. Instruct participants to check if their computer speakers are on and their computer's volume is at an audible level. Since they cannot hear you, it may be best to do this in chat or using a note pod. 4. The participant who is speaking should run through the Audio Setup Wizard. To do this, select Meeting > Manage My Settings > Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP. 5. 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. 6. Verify that the correct microphone is being recognized by the Flash Player. To do this, access the Flash Player settings dialog by right clicking in the meeting window, and select the Microphone Tab. Check that your microphone is selected in the dropdown and that the Record Volume is at an appropriate level.
<p>My video does not appear when I share my camera</p>	<ol style="list-style-type: none"> 1. Make sure that your webcam is properly plugged in. If you have plugged in your webcam after initiating the Camera and Voice Pod, stop sharing your camera and try initiating again. 2. You may need to manually select your webcam. To do this, select Meeting > Manage My Settings > Select Camera. Choose the desired webcam. 3. You may have elected to deny the Flash Player access to your computer's webcam. To verify this, right click in the meeting window and choose Settings to verify your Flash Player settings. In the dialog box, choose Allow. 4. Make sure that your webcam is not in use by another application such as iChat, Photobooth, Skype, AIM, Yahoo! Messenger, etc.



Get Answers for Meeting Hosts

<p>Meeting participants cannot share their voice or camera</p>	<p>By default, Connect Pro only allows meeting Hosts and hosts to share their voice and webcam. However, you can allow meeting participants to share their voice and webcam without changing their user role.</p> <ol style="list-style-type: none"> 1. To allow a single participant to share their camera and voice, hover over their name in the Participant List and select the Grant Microphone Rights button. The selected participant receives a prompt notifying them they can begin sharing their voice and a microphone icon appears next to their name in the Participant List. 2. To allow participants to share their voice, open the Participant List Pod Options menu and select Grant Microphone Rights to All. 3. To allow a meeting participant to share their webcam, highlight the participant's name in the Participant List, open the Pod Options menu, and choose Change Enhanced Participant Rights. Then in the dialog, enable Camera and Voice.
<p>Screen Sharing</p>	
<p>There is a delay between the time I perform an action on screen and when participants see it</p>	<p>If there is not enough bandwidth available while screen sharing, participants may experience lag time. Try one or more of the following strategies:</p> <ol style="list-style-type: none"> 1. Quit all non-essential applications such as email, chat, or iTunes. These applications consume computer resources and bandwidth, even when you are not using them. 2. Select Meeting > Room Performance & Appearance > Optimize Room Bandwidth and choose DSL or Modem. 3. *Set your screen resolution from the control panel of your computer to 1024 x 768 or less. 4. *Change you monitor color quality setting from Millions of Colors to 32 bit or 16 bit. 5. Share only desired applications or windows rather than your entire desktop. <p>*For assistance on how to configure your screen resolution or monitor colors, please contact the helpdesk at helpdesk@hunter.cuny.edu</p>
<p>The screen image is fuzzy or illegible for meeting participants during screen sharing</p>	<p>Participants may have issues seeing your screen when your screen resolution is larger than the available display area in the Share Pod. To minimize this issue, do one of the following:</p> <ol style="list-style-type: none"> 1. Click the Full Screen button in the Share Pod. Clicking this makes Share Pod contents fill the entire meeting window for participants. 2. Enable the Full Screen toggle for participants from the Full Screen dropdown menu. After doing this a Full Screen button appears for each participant, giving individuals the option to view Share Pod content full screen. 3. Share only desired applications or windows rather than your entire desktop. 4. *Lower your screen resolution to 1024 x 768 or less. 5. Instruct participants to click the Scroll button in the Share Pod. This displays your desktop at your monitor's resolution for this meeting participant and the content shown follows your mouse movements. The default option, called Scale-to-Fit, reduces your screen resolution so that the entire content of your desktop fits in the Share Pod.



Get Answers for Meeting Hosts

6. If you chose to share applications or windows, only those applications and windows are displayed. Any non-shared windows that obscure a shared window appear as a blue and white checker pattern to other participants. To resolve this issue, either move the non-shared windows out of the way, start sharing these windows, or share your entire desktop.
7. If all meeting participants are on fast connections, select **Meeting > Room Performance & Appearance > Optimize Screen Sharing** and change the setting to **Fast Images** or **High Quality**.

*For assistance on how to configure your screen resolution or monitor colors, please contact the helpdesk at helpdesk@hunter.cuny.edu