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Get Answers for Meeting Participants

Issue	Solution
Meeting Access	
I can't find my meeting URL	If you cannot find the URL for your meeting, try one of the following tasks: 1. Check the email invitation for the URL to the meeting that the meeting host may have provided to you. 2. Contact the host directly for further assistance.
Login or password does not work	Participants do not have to create a username and password. Participants of a meeting can enter the meeting as a guest. 1. First direct your browser to the meeting URL that was provided to you by the meeting host. (For example http://HunterCollege.acrobat.com/ COURSE NAME) Adobe® Acrobat® Connect™ Pro Meeting **Meeting test for TTLG** ⊙ Enter as a Guest Type your name: [ ] [Enter Room] ○ Enter with your login and password Image for step 1 2. Then enter the online meeting as a Guest by selecting **Enter as Guest**. 3. Then type your First and Last name and click **Enter Room**
I cannot get into the meeting	If you cannot get into the meeting, try one of the following tasks: 1. Enter the online meeting as a Guest by clicking on **Enter as Guest**. You will then be prompted to type their First and Last name in order to join. (see above) 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.

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I cannot get into the meeting (continued)	3. The meeting may be on **Hold**. If this is the case, a notifier is displayed. 4. The Host may tell you to click on 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 the requirements to participate in the meeting. If you do not pass, the test gives you explicit instructions for what you need to do. Image for step 4 5. Your popup blocking software should be disabled. For further assistance with this, please contact the helpdesk at studenthelpdesk@hunter.cuny.edu . 6. 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**. Finally, clear browser cookies, close all browser windows and attempt to re-enter the meeting.
Audio and Video	
I cannot hear using Voice-over-IP	The issue may be occurring on the host's computer or the participant's computer. Try these tasks: 1. Ensure the **Hands-free (Lock)** button and either **Voice On - Multiple Speakers** or **Voice On - One Speaker** is selected. 2. Make sure your computer microphone is not muted.

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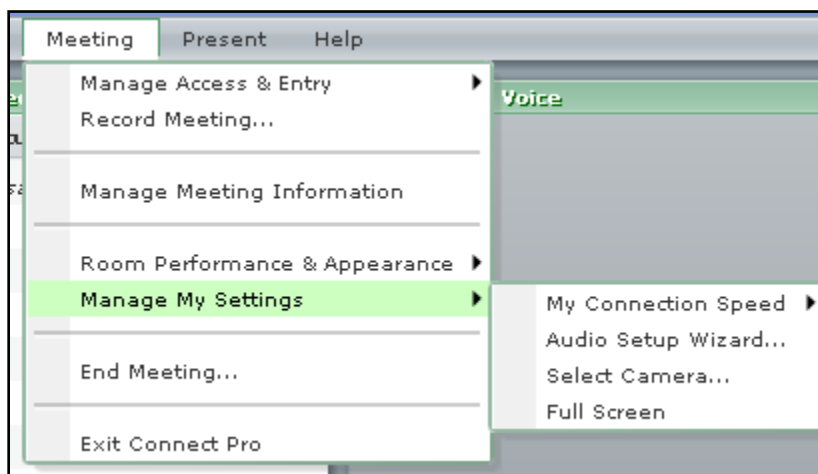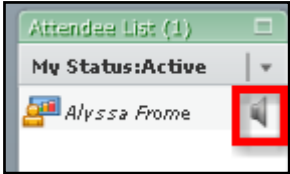|	
I cannot hear using Voice-over-IP (continued)	3. Check that the computer speakers are on and the computer's volume is at an audible level. Since you cannot hear the host, it may be best to test this in chat or using a note pod with the host. 4. The participant who is speaking should run through the **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. Image for step 4 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.
My video does not appear when I share my camera	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

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	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.
Meeting participants cannot share their voice or camera	By default, Connect Pro only allows meeting hosts and presenters to share their voice and webcam. However, if the meeting host grants you permission you can share your voice and webcam with the meeting, as designated by the host. 1. Once the host has granted you these permissions the selected participants will receive a prompt notifying them that they can begin sharing their voice and a microphone icon appears next to their name in the **Attendee List**. Image for step 1
Screen Sharing	
There is a delay between the time the host performs an action on screen and when I see it	If there is not enough bandwidth available while screen sharing, participants may experience lag time. Try one or more of the following strategies: 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. *For assistance on how to configure your screen resolution or monitor colors, please contact the helpdesk at studenthelpdesk@hunter.cuny.edu
The screen image is fuzzy or illegible during screen sharing	Other 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: 1. Click the **Full Screen** button in the Share Pod. Clicking this makes Share Pod contents fill the entire meeting window for participants.

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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. 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.

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 studenthelpdesk@hunter.cuny.edu

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