A Guide to using Adobe Connect Pro for Students

Adobe Connect Pro (or “Adobe Connect” for short) is a web-based program which allows meetings and classes to be held online. Some of the optional inclusions: teacher’s voice, students’ voice, teacher’s webcam, students’ webcam, Powerpoint slides, typed chat, flash games, links to handouts, polls and breakout rooms. Each teacher will use a different combination of these. Webcam and student microphone use are kept to a minimum to save bandwidth.

What you will need
Internet
Headphones/microphone optional
Adobe Flash software (free) [http://get.adobe.com/flashplayer](http://get.adobe.com/flashplayer)
Adobe Connect Add-in for Webconf (select either Install Windows, Install Macintosh or Install Linux)

You can also get a version of the Add-in from inside the classroom – click on Help-Troubleshooting, or you may even see a pop-up in the top right corner of your online classroom asking if you want the Add-in. Go ahead and Install.

If you don’t have access to a computer you may be able to use one at your nearest TAFE or other library.

Most types of headsets will work – USB or ones with pink/green or pink/orange cords, or cordless.

Accessing the online classroom
Your teacher will tell you the web address for the online classroom. Some online classrooms can be entered anytime, so you can check your settings, re-read the chat or obtain handouts. Some teachers do lock their online classroom – this could be by accident, so check with them what their policy is.

Enter the room as a guest. Most teachers like their students to type their name as firstname, town (e.g. Tom, Armidale).

Audio Setup Wizard
Before each class you should run your Audio Setup Wizard. Enter your online classroom and click Meeting – Audio Setup Wizard. You will be asked to test your headphones, and microphone if you have one. For most questions you just click “Next”, but try to make sure your headset is selected, not your laptop’s internal mic, etc. If your headset (headphones/microphone) failed the setup test check the following:

- Plugged in properly? In case the plug hole is faulty try the plug holes around the back of the computer/other side of the laptop. If you don’t have a USB headset have you put the mic cord in the mic hole and the headphone cord in the headphone hole?

- Muted?
Double-click on the speaker symbol at the bottom right of your computer screen or open the Control Panel-Sound. Make sure the speaker and microphone don’t have a tick in the Mute boxes or make sure your headset is selected.

If you are still having trouble you can click Options-Properties in the Speaker box or just Properties in the Sound box.

Sometimes if you are having trouble hearing the teacher you may need to close the online classroom and enter it again.

**Internet speed**

Slow Internet speed means you may have trouble accessing the room or you may drop out of the room repeatedly.

It’s recommended you don’t use a USB modem, but use a landline wherever possible.

If you are experiencing a very slow connection check you haven’t exceeded your Internet allowance for the month. If you have, things should speed up again when the next month comes around.

**Troubleshooter**


You will probably then know if you are missing the Adobe Flash software, the Add-in or if your Internet speed is not fast enough.
Smartphones
If you have a Smartphone you can obtain a free Adobe Connect app from iTunes or your app marketplace. You will be able to view the chat, the main screen or the teacher’s webcam. To access the room from within the app don’t forget to put https:// in the web address.

Accessing the recordings
Most classes are recorded in case you miss them. Your teacher will tell you the web address for the recorded lessons. They may do this by typing them into the Adobe Connect classroom or by email, wiki, Moodle or some other way.
If you cannot get access to the Internet your teacher may be able to make an off-line version of the recording, but they are very large files – too big to email.
You should not be asked for a password to access a recording. If you are, the teacher has forgotten to make the recording public.

Problems?
If you are having problems please ask your teacher for help. If they don’t know the answer they will contact the Learning Technologies Officers or ICT Helpdesk to get an answer for you.

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