

Entering the Webinar is as easy as 1-2-3!

1. Obtain a Friends of Penn State (FPS) Account:

You will need a Penn State Access Account or a “Friends of Penn State” (FPS) Account to participate in the webinar and to test your connection. FPS account is free and takes only a few minutes to set-up. Go to <https://fps.psu.edu>, click on “Create an Account”, enter information (only last name, email address, password and reminder question are required), and follow the instructions contained in the email that will be sent to the email address you provided. ***This will be your log-in for this and future CMTOC webinars.***

2. Test Your Connection:

Testing your connection takes less than 30 seconds. Go to https://breeze.psu.edu/common/help/en/support/meeting_test.htm and follow the instructions. ***Note your connection speed*** (Modem, DSL/Cable, or LAN) for use in the meeting room. *If you have any questions or problems entering the test meeting room, help is available by emailing breeze@psu.edu or calling the Help Desk at (814) 863-2494, if your need is immediate. Press 1 to speak to a consultant. Your Friends of Penn State or Penn State Access account number is your Penn State ID number.*

3. Meeting Location: <https://breeze.psu.edu/cmtocwebinar/>

Click on the above meeting location or copy and paste it into your browser, then log-in using the log-in obtained in step 1. ***If you cannot receive the audio through your computer speakers***, dial into the ***teleconference number*** at ***866-208-4552, Participant Access Code 5412486*** for audio through your phone.

Adobe Connect:

General Recommendations, Resources, and Troubleshooting Guide

General Recommendations:

- We strongly recommend using ***hard wired*** computers and phones instead of wireless networks and cell phones.
- Directly connect to the fastest internet connection available.
- Update your Web browser and Flash Player to the most recent version available.
- Consider closing Email/IM, VPNs, and any programs NOT being used for the webinar.

- Use the connection speed identified during the connection test (above). Once the webinar has started, go to **Meeting > Manage My Settings > My Connection Speed** to select your speed.
- Give feedback on the webinar using **emoticons** (raise hand, step away, speak louder/softer, laughter, applause, etc.) in the Attendee pod by clicking the **My Status** bar at the top of the **Attendee List** pod.

In addition to the above, if you will be presenting and/or speaking we recommend the following:

- **Minimize distracting background noise during the webinar.** Use mute when not speaking, turn off phones, pagers, wrist watch alarms, close the door to your office and/or place a sign on the door. Mute or turn off microphone in Connect (talk button on bottom left hand of screen) when not in use.
- **Use a headset with a microphone or a quality handset.** We can provide one, if needed. *Use of the built-in computer microphone is not recommended for web conferencing presenters.*
- Run the **Audio Setup Wizard** upon entering every meeting (go to **Meeting > Manage My Settings > Audio Setup Wizard** and follow the steps presented). This assures that your speaking audio quality is at its best.
- **Turn off computer Sleep mode**, especially if a re-login is required.

Additional Resources

- Get a quick overview: <http://meeting.psu.edu/checklist>.
- Visit the tutorial on the use of Participant Pods (less than 8 minutes): <https://breeze.psu.edu/participantpods/>
- Other resources from Adobe, if you'd like to learn more: <http://www.adobe.com/resources/acrobatconnect/>

Troubleshooting Guide:

Issue	Solution
Meeting Access	
<i>Cannot get to the webinar log-in screen or cannot find my meeting URL</i>	<ol style="list-style-type: none"> 1. Verify that you are connected to the internet by connecting to another page. 2. Check the invitation email (see #3 the top of this email) for the web address/URL and check to make sure it's been entered correctly in the browser.
<i>Cannot enter the webinar</i>	<ol style="list-style-type: none"> 1. Verify your log-in and password – was it changed recently? 2. Is Caps Lock on? Note: <i>Passwords are case sensitive. Reset your password at https://fps.psu.edu, or follow the “Enter as a Guest” link from the log-in page, if needed.</i> 3. Did you test your connection? See #2 at the top of this email. This will take you to the Test Meeting Connection page where you can verify that the computer meets the requirements to

	<p>participate in the meeting. If it does not pass, the test will give you explicit instructions for what to do next.</p> <ol style="list-style-type: none"> 4. Clear the browser's cache. 5. Disable popup blocker software. 6. Try connecting from another computer. 7. Are you connecting through a proxy server? If so, see the next issue. 8. You may be awaiting host approval to enter the meeting or the meeting may be on hold. Call us (see #9 below) if this lasts for more than a few minutes. 9. Click on the Help link on the Meeting Login page. This will take you to the Penn State Adobe Connect Community Help/FAQ page or call (814) 863-2494 and Press 1 to speak to a consultant if you still cannot enter the webinar room. Note: Your Penn State Access or your Friends of Penn State account number is your Penn State ID.
<p><i>My company uses a proxy server to control internet access.</i></p>	<p><i>Connecting from behind a proxy server may affect your ability to access Connect Pro. Try the following:</i></p> <ol style="list-style-type: none"> 1. Within Internet Explorer, select Tools > Internet Options > Advanced tab. 2. Enable the setting Use HTTP 1.1 through proxy connections and click OK. 3. Clear browser cookies, close all browser windows and re-open before trying to connect to meeting again.
<p>Audio and Video</p>	
<p><i>Can enter the webinar, but are having difficulty</i></p>	<p>Did you test your connection? See #2 at the top of this email.</p> <p><i>If you are still having difficulty, use Chat to Presenter or other designated technical help as directed:</i></p> <ol style="list-style-type: none"> 1. Go to the Chat pod on-screen. 2. Choose Presenters (or other designated tech help) from the drop down menu next to where it says To: 3. Enter your question or comment in the blank box at the bottom of the chat dialog box by clicking anywhere in the box and typing your question or comment. 4. Click the enter button next to your question (or press the Enter button on your keyboard) to submit your question.
<p><i>Audio and/or video is choppy</i></p>	<p><i>Downgrade your connection speed:</i></p> <ol style="list-style-type: none"> 1. Under Meeting > Manage My Settings > My Connection Speed, click the next lowest connection speed. 2. If this does not work, chat to the presenter to see if the meeting room connection can be downgraded or the presenter's connection speed can be downgraded – especially if other participants are having the same difficulty.
<p><i>I cannot hear the audio using Voice-over-IP</i></p>	<p>If you can usually hear the audio through your computer speakers or headphones, you should be able to hear the webinar. Check all mute buttons –</p>

	<ol style="list-style-type: none"> 1. Check that the speaker icon on the bottom right hand side of the screen does not have a red circle with a line through it (if so, click on it, click to uncheck the mute box), and check that volume levels are audible. 2. Check mute features on your headset, if using one. 3. Ensure the Hands-free (Lock) button on either Voice On – Multiple Speakers or Voice On – One Speaker is selected. 4. Run the Audio Setup Wizard; under Meeting > Manage My Settings > Audio Setup Wizard (follow the steps). You may need Administrative privileges to do this. <p>If you cannot hear through your computer speakers, dial into the teleconference at the number provided for audio (see #3 at the top of this email). Call center help is available at 814-865-4700.</p>
<i>I'm hearing feedback</i>	<p>There is a second microphone picking up audio – find the second microphone and turn it off. This could be a speakerphone, computer microphone, headset, etc. and it could be located at any computer with microphone privileges.</p>
<i>Presenter Screen Sharing (if sharing applications)</i>	
<p>Allowed file types include Power Point (.ppt), JPEG (.jpg) images, (.swf) flash paper files, (.flv) flash video, (.mp3) audio files. Word or .pdf files can be turned to flash paper files at https://breeze.psu.edu/admin/home/homepage/FlashPaper.exe</p>	
<i>Shared screen general information</i>	<ol style="list-style-type: none"> 1. Preload files to make sure they launch appropriately and check for readability as some file types cannot zoom in. 2. Click on whiteboard icon in the bottom right hand corner of the share pod to overlay a white board to illustrate specific points. 3. If all meeting attendees are on fast connections, select Meeting > Room Performance & Appearance > Optimize Screen Sharing and change the setting to Fast Images or High Quality. 4. Sync allows the presenter to pass controls from themselves to participants in Powerpoint presentations.
<i>I cannot share my screen</i>	<ol style="list-style-type: none"> 1. You must download the Acrobat Connect Add-in to have this ability. Go to http://meeting.psu.edu/checklist under #4. Be sure to click "Install" when prompted to download the Acrobat Connect Add-in. You may need Administrative privileges to do this. 2. You may need the host to upgrade your permissions.
<i>Participants are reporting that they cannot see all or part of a file that I am sharing.</i>	<ol style="list-style-type: none"> 1. Keep in mind that sometimes items in the share pod may wrap off the screen – you can see it but others cannot. Moving the item within the share pod or logging in as a participant on another computer (you will need a second log-in name and password to do this) will allow for a participant's view. 2. Click the Full Screen button in the Share Pod. Clicking this makes Share Pod contents fill the entire meeting window for <i>all</i> attendees.

	<ol style="list-style-type: none"> 3. Enable the Full Screen toggle for participants from the Full Screen dropdown menu. After doing this a Full Screen button appears for each attendee, giving individuals the option to view Share Pod content full screen. 4. Share only desired applications or windows rather than your entire desktop. 5. Lower your screen resolution to 1024 x 768 or less. 6. Instruct attendees to click the Scroll button in the Share Pod. This displays your desktop at your monitor’s resolution for this meeting attendee 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. 7. 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 attendees. To resolve this issue, either move the non-shared windows out of the way, start sharing these windows, or share your entire desktop.
<p><i>Participants cannot hear audio</i></p>	<ol style="list-style-type: none"> 1. Check that talk is enabled by host (microphone next to presenters name appears). 2. Check to see that Presenter has their talk button on hands free (bottom left-hand on webinar screen). 3. Check that all mute features are off, and volume is adequate. You may need to check your Control Panel settings under Sounds and Audio Devices. 4. All first-time users should run Audio Setup Wizard under the Meeting menu, located on the upper-left corner of the Connect Pro meeting interface. Note: <i>To avoid distractions, presenters will not be able to hear themselves speaking in a meeting.</i>