



UNIVERSITY OF
LEICESTER

Attend an online conference

Using Adobe Connect

Table of contents

Install or choose the Adobe Connect program	3
Download the app on a Windows PC	3
Test your connection	4
Resolve problems with a private internet connection	5
Join the meeting.....	5
During the meeting - participants	6
Screen layout and pods.....	6
Enlarge chat font	6
Sound	6
Status and actions	7
Chat and Q&A	7
Q&A (Questions and answers)	7

Install or choose the Adobe Connect program

If you are attending a conference, you do not need a microphone. You can listen to the conference using a headset or built in speakers.

On a PC or Mac we recommend that you download the Adobe Connect desktop app before the conference.

- [Requirements to attend virtual sessions on various devices](#)

Windows:

- [Download setup file on a Windows PC or laptop](#) (opens and downloads in your browser)

See detailed instructions below for more help.

Mac:

- [Download setup file on a Mac](#)

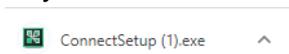
Other device

- Click the meeting link to join with the Adobe Connect web app

On an iPad or other device, we recommend using the web app on Safari or Chrome. Your browser must have Flash enabled. There is a mobile app, but this is not as usable as the web app.

Download the app on a Windows PC

1. Click the download link or paste it into your browser
<http://www.adobe.com/go/Connectsetup>
2. In your browser click on the **ConnectSetup.exe** file and choose **Open**

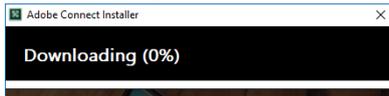


3. The Adobe Connect Installer will open, click Install

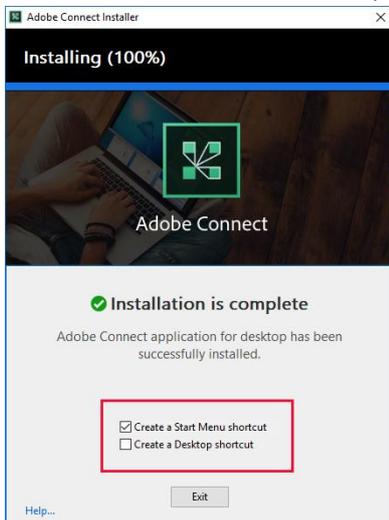


- The install should take a few minutes

- Don't worry if it shows 0% for a while, it is working in the background



4. Wait until it reaches 100%
5. Choose which to shortcut(s) to add to your computer then click **Exit**



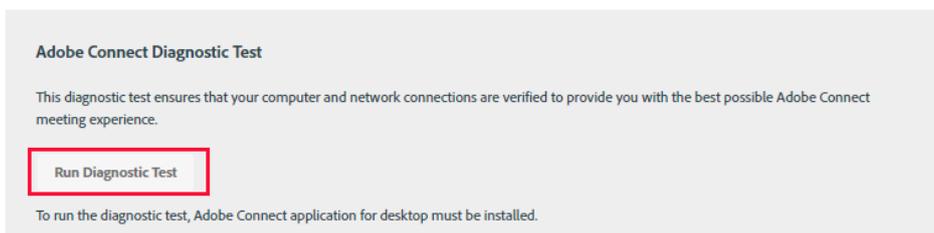
Test your connection

Once you have installed the desktop app you can test your meeting connection.

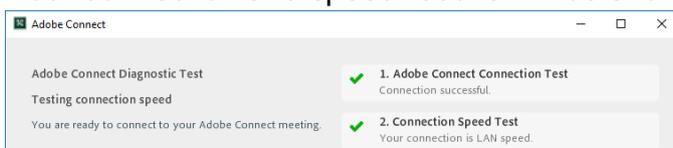
- Use the PC you intend to use for the conference
- To improve performance disconnect from VPN (Virtual Private Network) if you are using it

1. Go to the [Adobe test page](#)
2. Click **Run Diagnostic Test**

ADOBE CONNECT™



3. Your connection and speed results will be shown



- You may also want to test the link provided by the conference organiser, you should be able to join and see a holding page or waiting room prior to the conference

Resolve problems with a private internet connection

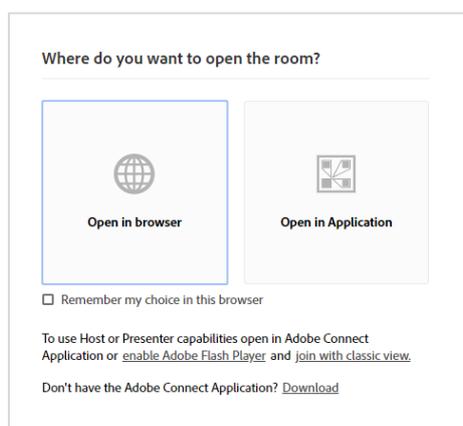
- Try the test again, when other members of your household are not connected to the internet
- Search the internet for an “internet speed test”
- Consider using a wired connection to your router

Join the meeting

1. To improve performance disconnect from VPN (Virtual Private Network) if you are using it
2. Click the link provided by the conference organiser
3. Type your full name as it appears in the booking, this will be used for any chat conversations
4. Click **Enter room**



5. If you have installed the desktop app click **Open in Application**, if not click **Open in Browser**



During the meeting - participants

Screen layout and pods

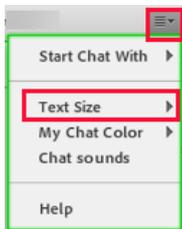
The screen is divided into different parts known as pods. The conference host may change the layout during the conference, making new pods available.



To enlarge a pod, click the **Full screen**  button. This is only available for some pods, such as the presentation and presenter video screens.

Enlarge chat font

In the general chat pods, click the menu and choose **Text Size** to select a suitable size.

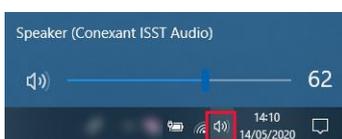


Sound

Click the arrow next to the speaker button to change the meeting volume settings.



Click the speaker button in the system tray in the bottom right of your screen to change the volume on your PC.



Status and actions

Meeting status and requests are available but in a large conference, the presenter may not be able to respond to these.



- Step away can be used to indicate that you have temporarily left the meeting room
- Speak louder/softer Speed up/slow down are requests, they won't affect the sound

Chat and Q&A

There may be more than one Chat pod, for different topics of conversation.

- To participate in a chat, type your message in the box and press **Enter** on the keyboard or click **Send**



Q&A (Questions and answers)

Any pod labelled Q&A is a moderated chat.

- You can send a question but it won't be seen by other participants unless a host or presenter responds to it.

Copyright © 2020 University of Leicester

This document has been checked for accessibility. Where screenshots have been used to illustrate the steps described above or below, the image has been marked as decorative.

V01