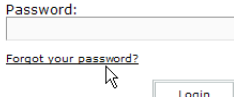
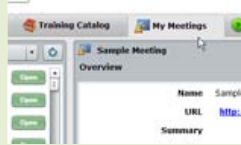
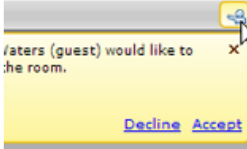
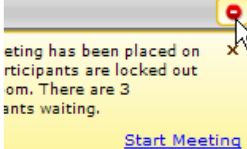
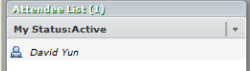

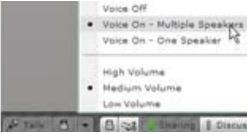
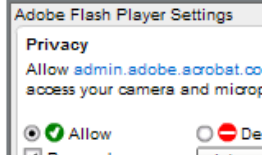




## Acrobat Connect Pro Meeting Troubleshooting Guide

Issue	Solution
<b>Meeting Access</b>	
<b>Login or password does not work</b>	<p>Click <b>Forgot your password?</b> on the Connect Pro login page and follow the instructions to reset your password.</p> 
<b>I can't find my meeting URL</b>	<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"> <li>1. If you were invited to a meeting you did not create, check the invitation email for the URL.</li> <li>2. Login to Connect Pro Central. On the homepage, click the <b>My Meetings</b> tab, find the meeting you are looking for, and click <b>Open</b> to enter the room.</li> <li>3. If you created the meeting, click on the <b>Meetings</b> tab in Connect Pro Central. Then click on the meeting name to get to the Meeting Information page where you will find the URL.</li> <li>4. 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 <b>Seminar Rooms</b> tab, find your seminar room and click on the room name to find the URL.</li> </ol> 
<b>An attendee cannot get into the meeting</b>	<p>If attendees cannot get into the meeting, try one of the following tasks:</p> <ol style="list-style-type: none"> <li>1. If the attendee is not a Connect Pro user, instruct them to enter as a Guest using their First and Last name.</li> <li>2. Attendees may be waiting for host approval to enter the 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 host can accept or deny the attendee access.</li> <li>3. The meeting may be on <b>Hold</b>. If this is the case, a notifier is displayed. Mouse over the notifier and click <b>Start Meeting</b> to let attendees into the meeting room.</li> <li>4. Tell attendees to click on the <b>Help</b> link on the Meeting Login page. This takes them to the <b>Test Meeting Connection</b> 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.</li> <li>5. The attendee's popup blocking software should be disabled.</li> <li>6. The attendee may be using a proxy server. To resolve this in Internet Explorer, select <b>Tools &gt; Internet Options &gt; Advanced tab</b>. Then enable the setting <b>Use HTTP 1.1 through proxy connections</b>. Finally, clear browser cookies, close all browser windows and attempt to re-enter the meeting.</li> </ol>  
<b>I'm supposed to be a host but I'm logged in as a participant</b>	<p>To enter the meeting as host, you must be logged in to the same Connect Pro account you created the meeting with. 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.</p> 
<b>I need to remove an attendee from the meeting</b>	<p>Click on the attendee's name in the Attendee List, and choose <b>Remove Selected User</b> from the Pod Options menu. The selected user is completely expelled from the meeting.</p> 
<b>Audio and Video</b>	
<b>Attendees cannot hear my voice using Voice-over-IP</b>	<p>The issue may be occurring on your computer or the attendee's computer. Try these tasks:</p> <ol style="list-style-type: none"> <li>1. Ensure the <b>Hands-free (Lock)</b> button and either <b>Voice On - Multiple Speakers</b> or <b>Voice On - One Speaker</b> is selected.</li> <li>2. Make sure your computer microphone is not muted.</li> <li>3. Instruct attendees 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.</li> <li>4. The attendee who is speaking should run through the <b>Audio Setup Wizard</b>. To do this, select <b>Meeting &gt; Manage My Settings &gt; Audio Setup Wizard</b>. The wizard guides you through five steps in which your computer is tuned for optimal VoIP.</li> <li>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 <b>Settings</b> to view your Flash Player settings. In the dialog box, choose <b>Allow</b>.</li> <li>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 <b>Microphone</b> Tab. Check that your microphone is selected in the dropdown and that the Record Volume is at an appropriate level.</li> </ol>  



**Issue** | **Solution**

**Audio and Video, cont.**

**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 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**

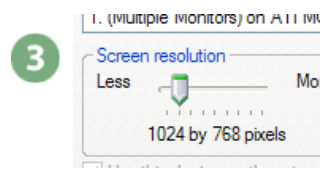
- By default, Connect Pro only allows meeting hosts and presenters to share their voice and webcam. However, you can allow meeting participants to share their voice and webcam without changing their user role.
1. To allow a single participant to share their camera and voice, hover over their name in the Attendee 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 Attendee List.
  2. To allow *all* participants to share their voice, open the Attendee 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 Attendee List, open the Pod Options menu, and choose **Change Enhanced Participant Rights**. Then in the dialog, enable **Camera and Voice**.



**Screen Sharing**

**There is a delay between the time I perform an action on screen and when attendees see it**

- If there is not enough bandwidth available while screen sharing, attendees 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 to **1024 x 768** or less.
  4. Change your 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.



**The screen image is fuzzy or illegible for meeting attendees during screen sharing**

- Attendees 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 *all* attendees.
  2. **Enable the Full Screen toggle for participants** from the **Full Screen** dropdown menu. After doing this a **Full Screen** button appear for each attendee, 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 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.
  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 attendees. 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 attendees are on fast connections, select **Meeting > Room Performance & Appearance > Optimize Screen Sharing** and change the setting to **Fast Images** or **High Quality**.



**Additional Resources**

You can find additional resources by visiting the Acrobat Connect Pro Resource Center at [www.adobe.com/resources/acrobatconnect](http://www.adobe.com/resources/acrobatconnect) and by joining the Acrobat Connect Pro user community at [www.connectusers.com](http://www.connectusers.com).