



Quick Guide for INSTRUCTORS

VIDEO CONFERENCING: FACULTY

1

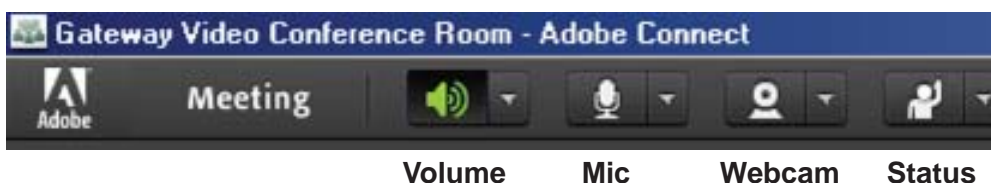
With your webcam already plugged in, click on the link (typically in Blackboard or sent via e-mail) to enter the conference room.

2

Log in with your E-MAIL ADDRESS, then click ENTER ROOM. Note: Students will enter as GUESTS (no password).

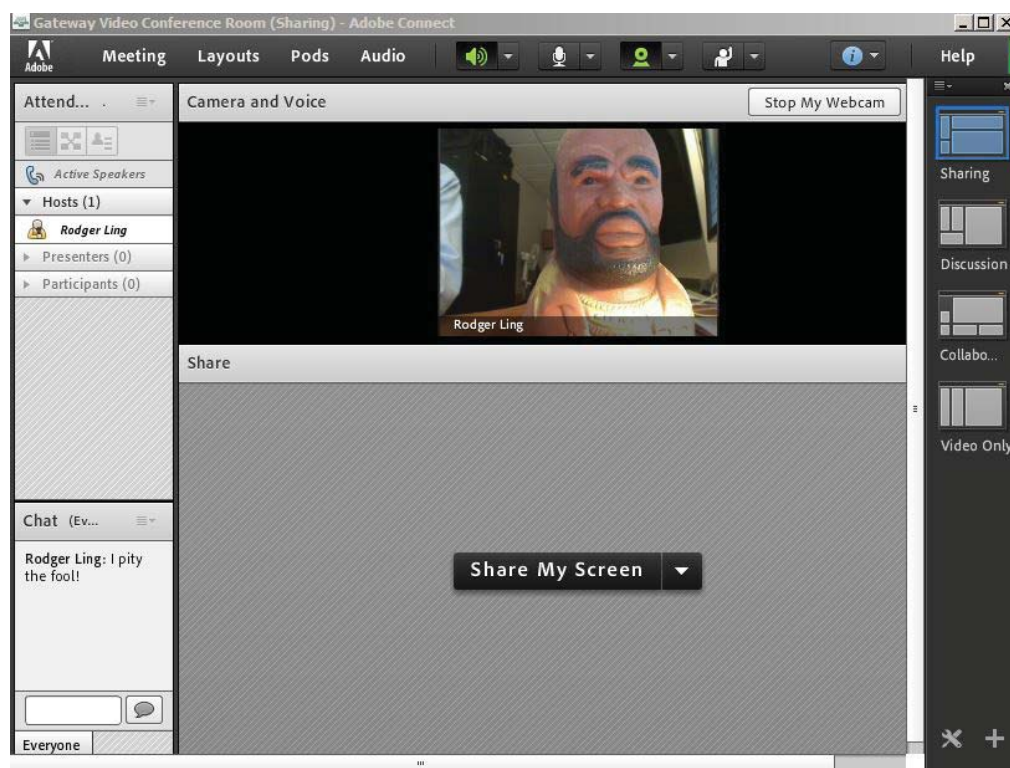
3

The conference room will open. Pay special attention to the icons in the top bar of the Window:



Students will not see the MIC or WEBCAM icons until you (or another host) arrive. Connect early so they can fix any issues before the conference begins.

First Conference or Audio Problems? Click MEETING (upper left of screen), then AUDIO SETUP WIZARD and follow the instructions to check your speaker and microphone levels.



Layout

To switch quickly between one screen arrangement and another, simply click a layout at any point during the conference. For example, if you are not sharing a document, choose the VIDEO ONLY layout to increase the size of the webcam area.



The **chat area** is especially helpful if you encounter audio/video difficulties.

4

Click the **WEBCAM** button in the top bar of the window (or “Start My Webcam” if visible), then **click ALLOW** if prompted. *Don’t see a webcam icon? Contact Rodger at 423-240-6689*



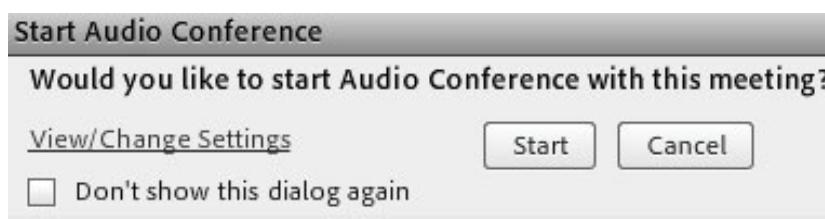
5

Click **START SHARING** to share your webcam. Your webcam will not be seen by others until you click on Start Sharing.



6

If telephone conferencing is available for your room, you may be prompted to start audio conferencing. (This is a per-minute service used by some areas such as DNP.)



If you don’t get prompted or wish to use computer audio, follow instructions below on the **LEFT** for computer audio. To use telephone audio (when available), follow instructions below on **RIGHT**.

Computer Audio



To speak, click the **MICROPHONE** icon in the top bar of the window.

IMPORTANT: Having more than two microphones enabled may cause audio issues. **Click on the mic icon to mute your microphone when not speaking.**

When your mic is on, the icon in the top bar is **GREEN** and sound waves radiate from it as you speak. When muted, the microphone will be green with a green bar through it (and likewise barred in the attendee list).

Telephone Audio

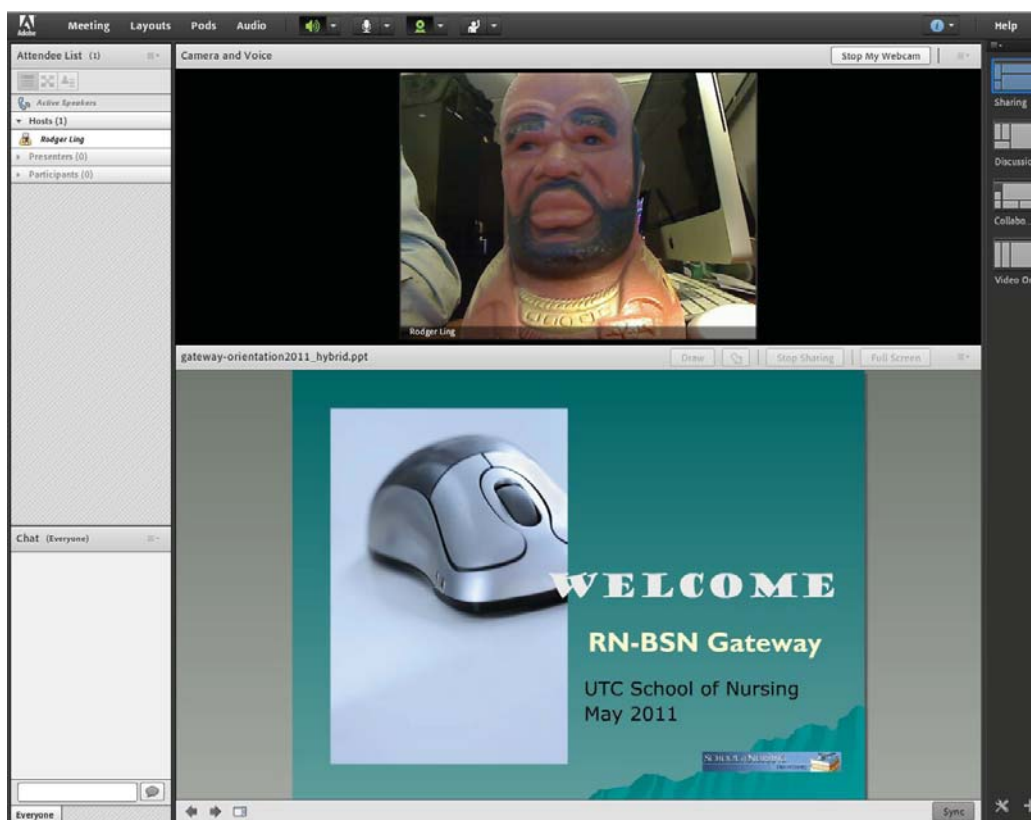
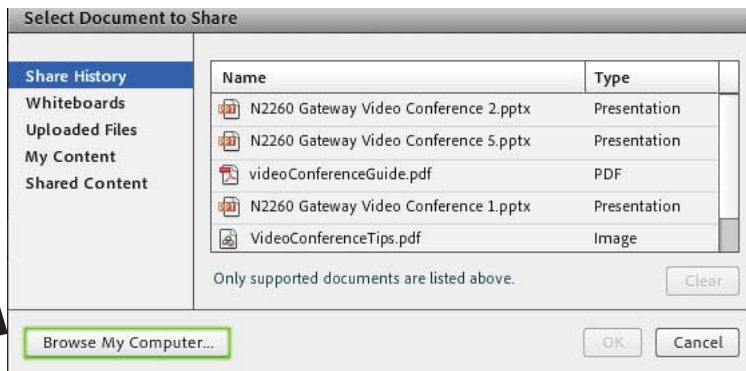
The easiest way to use this is by entering a “dial out” number when prompted. Type **your telephone number** into the box. When you click **JOIN** the system will call you at that number to join the conference.



If you choose “Using microphone(computer/device) follow instructions at left.

Showing Powerpoint, PDFs

1. Click the DOWN ARROW to the right of SHARE MY SCREEN (do not click "Share My Screen" itself). *No Share Screen? Click "Sharing" layout on far right of screen.*
2. From the drop-down list, click SHARE DOCUMENT.
3. Click BROWSE MY COMPUTER and navigate to the file,



Sharing MS Word or Websites

MS Word, Excel, and websites such as Blackboard can be shared by clicking "SHARE MY SCREEN" rather than "Share Document," but doing so can be confusing. If you have two monitors, you can display the conference on one monitor while you manipulate the shared application in the other. You may want to connect a laptop as a "guest" in the room so you can see what the students are seeing.

Troubleshooting Adobe Connect

Any Issue - Try a Different Browser

Close out the old browser completely, then try a different browser (Firefox, Internet Explorer, Chrome, etc.)

When all else fails, try restarting the computer.

No icons for MIC or WEBCAM

Your name should appear in the participant list as a HOST. If not, call Rodger at (423) 240-6689.

AUDIO

Others cannot hear you.

Run the AUDIO SETUP WIZARD (click MEETING at upper left), which tests both your speakers and your microphone. Disconnect from the meeting room and then reconnect. This often cures both video and audio disconnects. If you're still not able to be heard, use the text chat to communicate.

You cannot hear anyone.

Check that your speakers are turned on and the volume in the computer is turned up. Click MEETING at upper left to run the AUDIO SETUP WIZARD to be sure you can hear the sounds there. If sound works in the Setup Wizard, disconnect from the meeting room and then reconnect. This often cures both video and audio issues.

Sound Fades in and out.

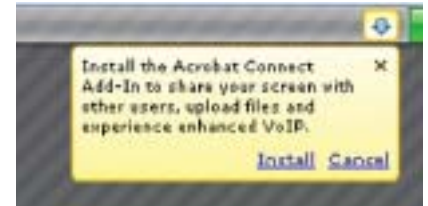
Inconsistent sound usually means poor connectivity in your home network or elsewhere on the Internet. A wired connection is preferred over wireless. If you must use wireless, try to get as close as possible to the access point or router. Sometimes it helps to disconnect and then reconnect to the conference.

Echo, squeal, etc. A "feedback loop" results when a microphone re-broadcasts sounds from nearby speakers. You can help prevent this by wearing headphones or earbuds. Sound quality is best when only one person has an active microphone at a time.

Problems? Call Rodger Ling at x5626 or 423-240-6689 (cell).

General Performance Issues

Click HELP at upper right and choose TROUBLESHOOTING. A wizard will check your connection speed, Flash version, and Connect Add-in status. Unless using Chrome, install the Add-in if you do not already have it. A wired Internet connection is preferable to wireless.



VIDEO

No video: Black or Gray Screen

Disconnect from the meeting room and then reconnect. This often cures both video and audio problems. If not, try rebooting the computer. No other applications (for example, Skype or Google Video Chat) should be using the webcam. If so, you may get a black preview window and broadcast an empty black screen. Close out all other applications you are running; if necessary restart the computer.

Others cannot see you: No webcam

Most webcams will light an indicator to show they are "on the air." If your light is not on, the camera may not be detected by the computer. Unplug the camera and plug it back in, then exit the browser and re-enter the video conference. If that fails, restart the computer and/or run the setup software for your webcam.

Hosting Hints

Headphones or earbuds can help avoid echo and feedback issues.

You can record a meeting by clicking MEETING (at left in top bar), then RECORD MEETING. A red dot appears at upper right. Click the dot when you want to stop or pause. To view a recording, contact Rodger Ling for the link.