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Adobe Connect

– Best Practices

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Adobe Connect – best practices

This document contains some of the best practices for using Adobe Connect that can help in execution of the project. Even if this is for Adobe Connect most tips can be applied to any software, not only Adobe Connect. List of best practices you can find at the address <https://helpx.adobe.com/adobe-connect/kb/best-practices-hosts-presenters-using.html>. The most important practices are:

- Install and use Adobe Connect Meeting Application - using this application will produce best video/audio result. Application can be downloaded from <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html>
- Test your system - test page for our Adobe Connect installation can be found at https://connect.srce.hr/common/help/en/support/meeting_test.htm. Here you can test if you have Flash installed and if your network is set up so you can access our system
- Don't use Wi-Fi - even if you have great wireless signal use wired network for your presentation. It's not the bandwidth issue, problem is that Wi-Fi can have latency problems. big latency can cause problems like drops in audio communication, broken audio/video sync and disconnection from the system. You can check connection status in a meeting room by clicking on a signal bars next to the Help menu in upper right corner of the screen https://helpx.adobe.com/content/dam/help/en/adobe-connect/using/meeting-basics/jcr_content/main-pars/image_2/me_inmeeting_connection_status.png. Latency of over 200-250 msec can cause audio problems so try to arrange a network that will give you sufficient performance
- Close any VPN connections - VPN can also generate latency problems
- Use best available microphone that you can - conference system like the one FSB is using (gooseneck microphones) is the best solution for a bigger audience. These microphones can be linked so you can configure as many microphones as you need. They have a speak button so that there is no noise problems as you only send sound when you need to. Also, try to use a good sound system also. In a single speaker configuration don't use speakers. Use a headset. Using speakers causes most audio problems that we have on our meetings. When having conference in a classroom, use good sound system that can eliminate echo and other sound artefacts. If you have your classroom set up for audio conference like FSB there will be no problems. Using central audio system like Jabra speaker can be OK but you must keep in mind several factors: central microphone like that will pick up much more noise then gooseneck microphone so limit the noise in the room; try to have all presenters at the same distance from the device and that you all speak loud, clear and in direction of a device so that there is no volume problems. If you have remote presenter speaking and you use Jabra speaker or something similar, mute your microphone while remote speaker is talking. Also, run an Audio Setup Wizard (from Meeting menu) for every new PC where you connect to meeting room. In Audio Setup Wizard you can test your audio equipment and set it up
- Use camera with good auto focus - even if most web cameras today have auto focus, they are good only at short distance from the camera. If you sit in front of a PC web cam should be OK, but if you want to see an entire classroom, use some better camera. If you have camera with pan and zoom function, that will be even better as you can easily control it
- You can use multiple computers - for example you can have one computer connected to audio/video system and one used for presentation. You can login in the same meeting room multiple times with the same user account
- Close mail and IM programs - you don't want sensitive data to be seen and recorded while sharing screen
- Since we have several locations using microphones please make sure you mute your mics when you're not talking. Leaving all mics turned on all the time will make noise for sure. You can mute the mic on your equipment or inside Adobe Connect