Using
ADOBE® CONNECTNOW

Contents

Chapter 1: What can you do with Adobe ConnectNow?

Conducting online meetings with ConnectNow

Adobe® ConnectNow gives you access to a secure, personal online meeting room. Use your meeting room to collaborate with others on the web in real time. With ConnectNow, you can share and annotate your computer screen, send chat messages, and communicate using integrated audio. You can also broadcast live video, share files, capture meeting notes, and control an attendee's computer remotely.

ConnectNow meeting rooms contain display panels called *pods*, each with its own function. The pods are Screen Sharing, Chat, Shared Notes, Webcam, Files, Whiteboard, and Attendees. As the host, you can customize the size and arrangement of the pods in the room for each meeting.
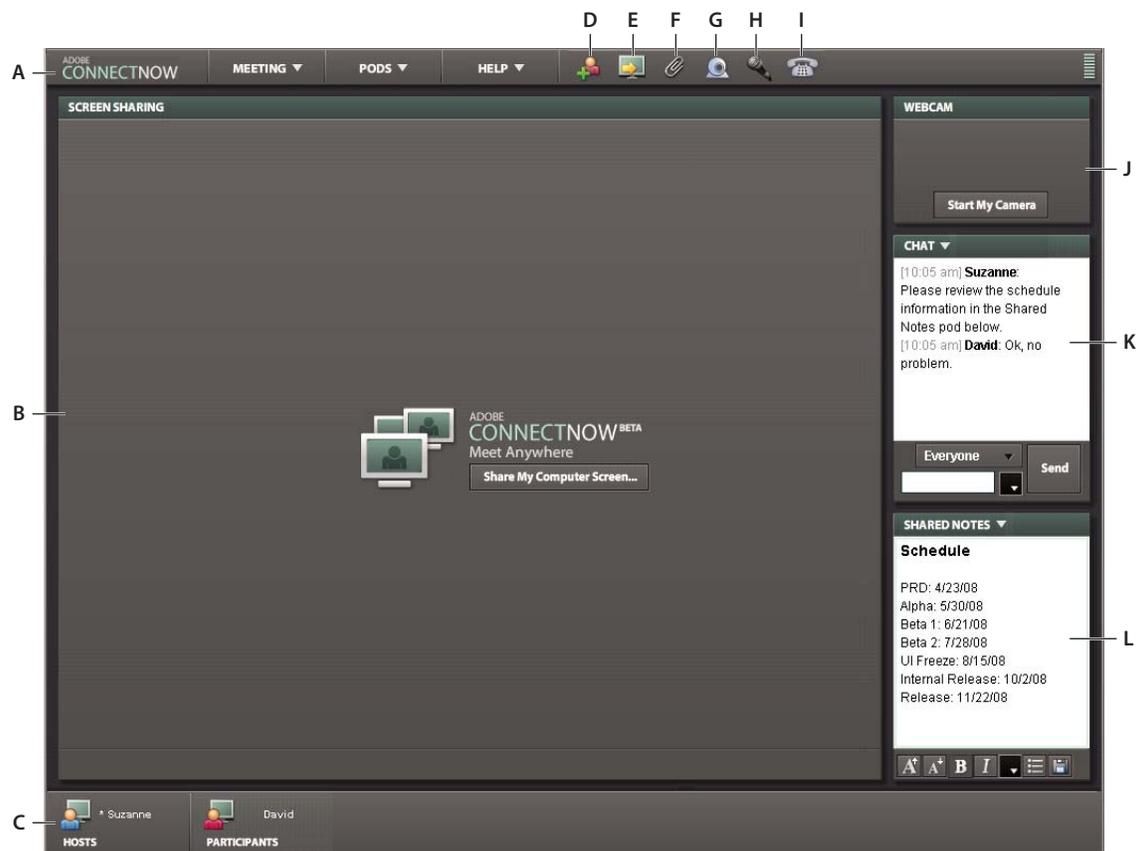
Meeting room overview
A. Menu bar B. Screen Sharing pod C. Attendee List D. Invite Participants E. Share Screen F. Upload A File G. Share Webcam H. Share Microphone I. Set Up Phone Conferencing J. Webcam pod K. Chat pod L. Shared Notes pod

You can access meeting room features in different ways. For example, use the menus and icons on the menu bar or click the arrow icon on a pod title bar to view a menu. You can also right-click on some pods to display a menu.

Menu bar

At the top of the meeting room, the menu bar contains menus and icons for common tasks such as inviting participants and uploading a file.

Screen Sharing pod

The large area in the center of the room displays your screen when you are sharing.

Attendee list

The list at the bottom of the meeting room lets you see who is in your room. As the host, you can click names in the list to change attendee roles. You can also ask attendees to share their screen, request control of another screen, and remove attendees from the meeting.

Webcam pod

Hosts and participants can broadcast live video to all attendees.

Chat pod

Any attendee can send chat messages to other attendees unless the host disables chat.

Shared Notes pod

Display notes to all attendees as the meeting is in progress.

Host your first meeting

Your meeting room is available 24 hours a day. As a host, you can hold scheduled or spontaneous meetings.

Follow these few steps to host your first ConnectNow meeting:

1 Log in to your meeting.

Open your web browser and type your meeting room URL. (When you set up an Acrobat.com account, Adobe sends an e-mail message containing information about your account, including the meeting room URL.) Alternatively, while in Adobe® Buzzword® or the Acrobat.com Organizer, click the Meet button. In Adobe® Acrobat® 9 or Adobe® Reader®, click the Collaborate button in the toolbar and select Share My Screen. You can also enter your meeting room by navigating to http://www.adobe.com/go/acrobat_com_en and clicking the ConnectNow panel.

2 Invite attendees.

In your meeting room, click Invite Participants 👥. The URL for your meeting room is displayed. Send an invitation by clicking Compose E-mail, or cut and paste the URL into an e-mail message or instant message. When people receive the invitation, they can join the meeting by clicking the URL. (Remember, as the host, you must be logged into your room before others can enter.)

3 Share your screen.

Click the Share My Computer Screen button to share information on your screen, such as a document or spreadsheet.

Share your screen in a meeting room

When you share your screen, attendees see everything that happens on your computer screen, including pointer movement and all visible windows and applications. You can use the Annotate feature to pause screen sharing and draw on the screen. While another attendee is screen sharing, you can request control of that person's computer.

When you first enter the room, the large area in the center, called the Screen Sharing pod, shows the Share My Computer Screen button. When you are ready to share, click the button. If you do not have a supported version of the ConnectNow Add-in, you see a dialog box asking you to install the add-in. The ConnectNow Add-in is a version of Flash® Player with additional features that enable hosts and participants to share their screen. Click Yes to download the ConnectNow Add-in. After the add-in is installed, click Share in the confirmation dialog box that appears.

Note: Consider closing your e-mail and instant messaging programs before sharing your screen so others do not see private information.
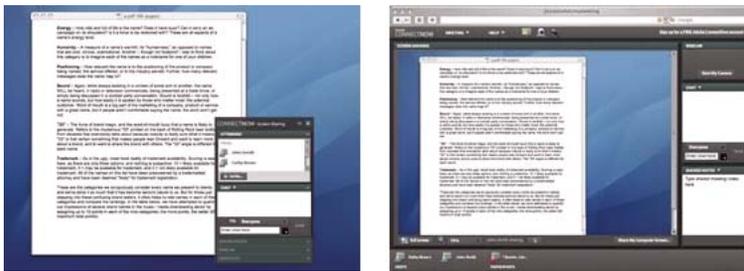
What you see when you share your screen (left), and what others see (right).

When you share your screen, you control the meeting from the Sharing palette, which is always available when you are sharing. The palette shows the Attendee List, Chat pod, Shared Notes pod, Webcam pod, and Annotate feature. You can minimize the Sharing palette so it is not in your way as you share your screen. When you are sharing, attendees see your screen in the Screen Sharing pod of the meeting room. Attendees also continue to see the other features in the meeting room, such as pods and menus. Attendees do not see the Sharing palette.
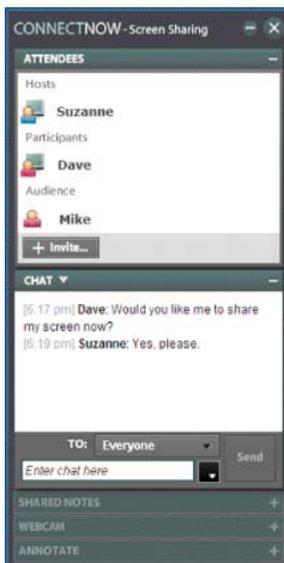
The Screen Sharing Palette lets you control the meeting while sharing your screen.

When the host or participant sharing their screen is using Microsoft® Windows® the Sharing palette is invisible to attendees. In Mac OS®, the palette appears as a white box with gray lines. To stop screen sharing, click the close (X) button in the upper-right corner of the Sharing palette. (If you have minimized the Sharing palette, open it again so you can click the X button.)

Annotate a shared screen

The annotate feature pauses screen sharing and allows you and attendees to draw on the current screen using the whiteboard tools. For example, you can add arrows, shapes, and text comments. Annotating is useful if all attendees must review an item or document collaboratively. When you finish, you can save a copy of the annotated screen in PNG format. See "Draw on the screen using the whiteboard" on page 12.

Take control of a computer remotely

While screen sharing, you can let another host or participant control your computer remotely. Alternatively, a host or participant can ask for control of another attendee's computer. Requests for control appear in a message, and control is not granted until the request is accepted. The owner of the computer can take back control at any time.

Note: If you grant control of your computer, the person with control has access to your entire computer system.

Remote control has numerous, important uses. For example, you can ask a customer experiencing a computer problem for control so that you can fix the problem.

These features make it easy to collaborate using remote control:

- Move your mouse to move the pointer on the remote desktop.

- Type with the keyboard, as usual.

- The computer owner can still control the keyboard and mouse, even after granting control to another attendee. In this way, the computer owner can help the person controlling the computer, for example, by quickly navigating to files instead of explaining their location.

For more information, see "Control another attendee's screen" on page 10.

Collaborate in your meeting room

In a meeting room, hosts and participants can share their screens. All attendees can collaborate regardless of differences in operating system or installed software. In your room, you can chat with others, distribute files, take notes, and draw on a document together. You can also share your webcam, set up a phone conference, or use the voice over Internet protocol (VoIP) for voice communication over the web.

Chat

Use the Chat pod to send text messages to another attendee, to all hosts in the meeting, or to all attendees. As the host, you can disable private chatting. When private chat is disabled, attendees can send chat messages to all hosts or to everyone, but not to individual attendees. See "Send chat messages" on page 10.

Distribute documents and files

Hosts and participants can distribute documents and files from within the meeting room to meeting attendees. Distributing documents is an effective way to immediately share content and information such as documents, spreadsheets, and PDF files. See "Share files in a meeting" on page 12.

Take notes

Hosts and participants can use the Shared Notes pod to post an agenda and take meeting notes. Audience members can read, but not write, text in the Shared Notes pod. See "Take notes in a meeting" on page 10.

Use the whiteboard

Hosts and participants use the virtual whiteboard just like a physical whiteboard by drawing flowcharts, organizational charts, and any other type of diagram or information. A variety of whiteboard drawing options are available, including the highlighter pen, shapes, arrows, and text. See "Draw on the screen using the whiteboard" on page 12.
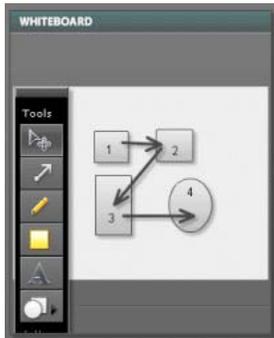
Broadcast your webcam

Hosts and participants can broadcast live video from their webcams. The video appears in the Webcam pod within the meeting room. Multiple attendees can share their webcams at the same time. Audience members can view webcams. See "Broadcast a webcam" on page 8.

Communicate by phone or use VoIP

A phone conferencing number is included with your ConnectNow account. You can use the number provided or customize the phone conferencing number displayed in your meeting room. Another audio option is voice over Internet protocol, or VoIP. With VoIP, hosts and participants use microphones and headsets (recommended) to transmit voice conversations over the Internet. Audience members cannot speak but are able to listen through their headsets or speakers. For more information, see "Use phone conferencing" on page 9 and "Use voice over Internet protocol (VoIP)" on page 9.

Note: When you use Adobe phone conferencing, regular long-distance rates apply.

Roles and permissions

Roles are a way of assigning permissions and determining the activities attendees can carry out during a meeting. Hosts have the highest level of permissions. There are three roles for meeting room attendees:

Host

The host is the owner of the meeting room or an attendee who has been promoted to the host role. Hosts can design the meeting room layout, specify the features that are available during a meeting, and invite and manage attendees. Hosts can also control access to the room, share their screens, share files, control other attendees' computers (after receiving permission), and use the whiteboard. Hosts set phone conference options, broadcast video, control webcams, change chat settings, write shared notes, and change attendee roles. The host must be present for the meeting to start.

Participant

Participants can share and annotate their screens, share files, and draw on the whiteboard. They can also take notes, set their microphone and speaker properties, broadcast live video and audio, and send chat messages. By default, all incoming guests enter a meeting as participants. The host can change this setting (in Meeting > Preferences > Room Management) so that attendees enter as audience members instead.

Audience

Audience members can view the shared screen of a host or participant, view any shared webcams, and listen to meeting audio. They can also download shared files, view meeting notes and the whiteboard, and send chat messages. Audience members cannot share their screens, use a microphone in VoIP conferences, broadcast live video, or take notes.

Chapter 2: How do you use Adobe ConnectNow?

Manage meeting rooms

Customize the layout of a meeting room

You can rearrange or resize pods before a meeting begins to prepare the room, or make pod changes during a meeting, as required.

❖ Do any of the following:

- Use the Pods menu to choose which pods are displayed in the meeting room.

- Rearrange pods by clicking their title bars and dragging them to a new location in the meeting room.

- Resize pods by dragging an edge or corner.

- To return to the original meeting room layout at any time, click Pods > Reset To Default Layout.

Limit attendee access to meeting features

By default, all incoming guests enter a meeting as participants and have all participant rights. To limit attendee access to features such as screen sharing, the whiteboard, and notes, you can have all attendees enter as audience members instead.

1 Click Meeting > Preferences > Room Management.

2 Under Default Attendee Role, select Audience.

Note: If you do not want to change the entrance setting, you can change attendee roles at any time during a meeting. Click a name in the Attendee List and select Role.

Control who enters a meeting room

When you are logged in to your meeting room and someone attempts to enter, a notification window appears. (If automatic entry is enabled, the notification window does not appear.)
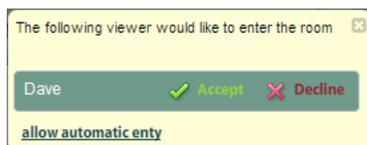
A notification message also appears in the lower-right corner of your screen if you have installed the ConnectNow Add-in. This notification window is visible even if other windows hide the meeting room. If multiple people are attempting to enter, the notifications show a list of all the attendees who want to enter the meeting.

❖ To refuse entry to an incoming attendee, click Decline in one of the notification windows.

When denied entry, attendees receive a message stating, "This room is private. Your request to enter was denied."

Automatically accept requests to enter a meeting

By default, attendees joining a meeting request approval to enter the room and the host approves their request. You can skip this step and have attendees enter automatically.

1 Click Meeting > Preferences > Room Management.

2 Select Automatic Entry.

Note: Alternatively, while attendees are attempting to enter, click Allow Automatic Entry in the notification window.

Enlarge the shared screen

❖ Attendees can do the following to increase the size of a shared screen:

- Click Full Screen to maximize the Screen Sharing pod on their screens. (To minimize the screen again, attendees can click the Escape button on their keyboard.)

- Use the Zoom tool to view the shared content at several zoom levels.

Note: If you are the host, maximize the window you are sharing. For example, if you are sharing a document, maximize the application window containing the document. Maximizing the window makes the document as large as possible for attendees. (Attendees can then use the Zoom tool or Full Screen button to size the document further.)

End a meeting

❖ Select Meeting > End Meeting

To open the meeting room again, click the Start Meeting button that appears on the closing screen.

Collaborate in meetings

Broadcast a webcam

Meeting hosts and participants use the Webcam pod to broadcast live video from their webcams. Hosts and participants can share, pause, or stop their cameras at any time during the meeting. If needed, the host can also stop or pause other host or participant cameras. Audience members can view webcams.

Note: Broadcasting live video works best with high-speed broadband connections. Attendees with slower connections could experience irregular or choppy display. By default, video is broadcast at high bandwidth. The host can change this setting by clicking Meeting > Preferences > Webcam.

When you share your camera, your live video appears in the Webcam pod. The video images are automatically arranged and resized as other hosts and participants share or stop their cameras. The video images are also resized if the host changes the size of the Webcam pod.

1 Open the Webcam pod by clicking Pods > Webcam.

2 In the Webcam pod, click Start My Camera.

If Flash Player displays a prompt requesting access to your camera, click Allow. If you are using the built-in camera on a Macintosh®, you may need to select USB Video.

3 Click Pause or Stop in the upper-right corner of your video feed as necessary.

4 (Optional) If you are a host, you can pause or stop another attendee's camera. When you pause another attendee's camera, the camera temporarily stops broadcasting in your Webcam pod. The camera continues to broadcast in the Webcam pods of other attendees. When you stop another attendee's camera, the broadcast is stopped for all attendees in the meeting.

Use phone conferencing

An Adobe phone conferencing number and host ID is included with your account. Also included is a participant ID that attendees can use to phone in to your online meeting.

Note: When using Adobe phone conferencing, regular long-distance rates apply.

1 Click Meeting > Preferences > Phone Conferencing.

2 Choose from the following options:

Display Phone Conferencing Information To Participants Displays a notification message with detailed phone information and a phone conference button in the meeting room menu bar. The message appears when attendees enter the meeting room. The Phone Conference button is available during the meeting. If this option is not selected, the notification message does not appear and attendees do not see the Phone Conference button in the menu bar.

Adobe Conferencing Displays the ConnectNow phone conferencing number and participant ID to meeting attendees. As the host, you also see a host ID that is specific to your account.

Other Conferencing Select Other Conferencing to display an alternative phone conferencing number to attendees. For example, you can enter a conference telephone number or numbers, such as a domestic and international number. You can also enter a Host ID, and Participant ID, depending on the phone conferencing features offered by your provider.

Use voice over Internet protocol (VoIP)

You can use VoIP for audio in ConnectNow meetings. VoIP is an alternative to using the Adobe phone conferencing number and host ID included with your account. With VoIP, hosts and participants use microphones and headsets (recommended) to transmit voice conversations over the Internet. Audience members cannot speak but can listen through their headsets or speakers.

When using VoIP for audio, you can change your audio preferences, including setting and testing your microphone and speakers.

1 Click Meeting > Preferences > Microphone And Speakers.

2 Use the microphone menu to select a microphone. (All microphones available on your computer are listed.)

3 Use the slider to set a microphone volume level.

4 Click Test Microphone to check that the microphone is working properly.

5 Click Test Speakers to check that your speakers are set to an appropriate volume level.

Control another attendee's screen

While screen sharing, you can give control of your computer to another host or a participant. A host or participant can also ask for control of another computer. Remote control requests must be accepted or declined. Computer owners can take back control at any time.

1   While sharing your screen in a meeting, click a name in the Attendee List pod.

2   From the pop-up menu select Give This User Control Of My Computer.

3   To regain control, click the Cancel Control button.

Take notes in a meeting

Hosts and participants can use the Shared Notes pod to take meeting notes or show agendas and other meeting information. Audience members can't take notes, but they can read them. Text remains visible in the Shared Notes pod throughout the meeting or until the host or a participant clears the note.

1   Start typing in the Shared Notes pod.

2   (Optional) Use the text formatting options. You can change the font size, create bulleted lists, make text bold or italic, and change the text color.

3   (Optional) To save the notes as a Microsoft Word file (.doc), click Save in the formatting bar before the meeting ends. (Notes are automatically erased when the meeting ends.)

Note: Participants can save notes only if they used the ConnectNow Add-in to attend the meeting. Audience members can't save notes, but they can copy the contents of the Shared Notes pod and paste them into another program such as Notepad or Microsoft Word.

Send chat messages

You can send a chat message to another attendee, to all hosts in the meeting, or to all attendees. When you receive a chat message, your Chat pod shows the sender name and the message. If the message was sent only to you, the message also contains "(privately)."

ConnectNow supports the following emoticons in the Chat pod:

Key combination	Icon
:-) or :)	
:(or :-(	
;) or ;-)	
:D or :-D	
:p or :P or :-p or :-P	
X-(or X(	
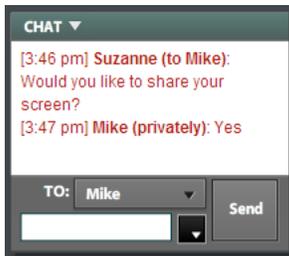
1 (Optional) Choose a custom font color for your chat messages by using the Color Picker in the Chat pod.

   Note: The private chat font color is always red. Messages sent only to the host are always blue. These colors apply even if you change your chat font color.

2 Type your message in the Enter Chat Here box.

3 Click Send.

Add timestamps to chat messages

If the host has enabled timestamps for chat messages, the time appears next to the sender name in each message.

1 Click Meeting > Preferences > Chat.

2 Select Show Timestamps On Chat Messages.

3 Select AM/PM or a 24-hour clock.

Disable private chat

Private chat enables attendees to send chat messages to individual attendees without the host or other attendees seeing the chat message.

1 Click Meeting > Preferences > Chat.

2 Deselect Allow Private Chat Between Attendees.

Save chat text

You can save chat text as a Microsoft Word file (.doc).

1 In the Chat pod title bar, click the down arrow and select Save As.

2 Select a location for the file and click Save.

Draw on the screen using the whiteboard

Hosts and participants can use the whiteboard to draw concepts, flowcharts, user interface mockups, annotations, and other basic diagrams. Audience members can view the whiteboard.

1 Select Pods > Whiteboard.

2 In the Whiteboard pod, select a tool, such as the text tool or the arrow tool, and click in the whiteboard.

3 (Optional) You can drag the whiteboard toolbar to a different location in the Whiteboard pod if it is in the way.

Write on the screen while screen sharing

While screen sharing, hosts and participants can pause the screen display and annotate it using the whiteboard drawing tools. Audience members can watch the screen being annotated but cannot participate.

1 In the Screen Sharing palette, click Start in the Annotate pod. The shared screen is displayed in the Screen Sharing pod, along with a set of annotation tools.

2 Use the tools to mark up the shared screen by adding arrows, shapes, and text comments. If you want to save the annotated screen as a PNG file, click Save in the toolbar.

3 When you finish annotating the shared screen, click Stop in the Annotate pod.

Share files in a meeting

As a host or participant, you can use the Files pod to easily share files with other attendees. For example, if you are hosting a meeting and want to distribute a spreadsheet, add the file to the Files pod. Hosts and participants can upload, rename, and remove files in the Files pod. Any attendee can download and sort files from the Files pod. When a meeting ends, all uploaded files are deleted from the Files pod. The next time a meeting is started in the same room, attendees do not see the files from the previous meeting.

1 Select Pods > Files.

2 To add a file, click Upload A File, select the file, and click Open.

3 Once the file is in the Files pod, right-click the filename to delete the file, if necessary.

4 (Optional) Attendees can download the file by selecting the file in the pod and clicking Save Selected File.

Manage your account

Change account settings

You can manage your ConnectNow account from your meeting room.

❖ From within a meeting room, click Help > Account Settings.

Available options include changing name, password, e-mail address, meeting URL, display image, and display language.

Customize a meeting room URL

When you set up an Acrobat.com account, Adobe sends an e-mail message containing information about your account, including the meeting room URL. If you are already logged in to your meeting room, you can see the meeting room URL by clicking Invite Participants ![icon]. You can change your meeting room URL, for example, if you want the URL to include your name or a project name.

1 From within a meeting room, click Help > Account Settings.

2 Next to Meeting URL, click Change.

Upload an image for use as display image

Registered Acrobat.com users (attendees who enter a meeting room with a user name and password) can customize their display image in the Attendee List.

1 From within a meeting room, click Help > Account Settings.

2 Next to My Image, do one of the following:

- Click Upload New, navigate to an image file, and click Open.

- Click Take Snapshot to use your webcam to take a picture. Click Capture and if you are satisfied with the picture, click Upload New. You can also click Take Snapshot to try again.

Bandwidth and meeting diagnostics

Change attendee connection speed

By default, ConnectNow detects the connection speed of each attendee in a meeting. Adobe recommends that attendees leave the automatic connection speed detection setting on. If necessary, though, attendees can manually configure their connection speeds. Changing individual connection speed is useful, for example, if attendees are experiencing a time lag with a shared screen or choppy video in the Webcam pod.

❖ Attendees can do one or both of the following:

- Select Meeting > Preferences > Connection and choose either LAN, DSL/Cable, or Dial-Up Modem.

- Click Calculate to have ConnectNow recalculate connection speed. (Recalculating is useful, for example, if an attendee is using a laptop and moves from a wired to a wireless connection.)

Test computer and network connections

Test computer and network connections using the ConnectNow meeting connection diagnostic test. This diagnostic test quickly analyzes your computer and network connections to ensure they are properly configured to provide you with the optimal meeting experience. The diagnostic test checks your Flash Player version, connection to the ConnectNow Service, bandwidth availability, and the presence of the ConnectNow Add-in on your computer. Your meeting room does not have to be open to run the diagnostic test.

❖ Open a web browser and navigate to http://www.adobe.com/go/connectnow_meeting_diagnostic.

Chapter 3: ConnectNow tips

How many people can attend my meeting?

Up to three people, including the host, can attend a ConnectNow meeting. If a fourth tries to enter the meeting room, ConnectNow sends that person a message. The message states that the meeting room has reached capacity and asks the person to contact the meeting host.

Do attendees need a ConnectNow account?

Meeting attendees can attend your meeting as a guest without signing up for their own ConnectNow account.

Do attendees need to download any software to attend a meeting?

Meeting attendees are not required to download any software to attend your meeting if they have the latest version of Adobe Flash Player installed. ConnectNow requires Flash Player 9 (r47or later), which is already installed in the majority of browsers worldwide. If attendees would like to share their screen, they are prompted to install the ConnectNow Add-in. (For more information about the ConnectNow Add-in, see "Share your screen in a meeting room" on page 3.)

Is my ConnectNow meeting room secure?

All ConnectNow communications are protected using Secure Sockets Layer (SSL v3) with 128-bit encryption. Encryption provides a layer of security for data, voice, transactions, and account management interactions.

I can't get into the meeting

- Ensure that you are connected to the Internet.
- Check that you meet the system requirements. For a complete list of the most current systems requirements, see http://www.adobe.com/go/acrobatconnect_systemreqs.
- Disable pop-up blocker software.
- Clear the browser cache.
- Try connecting from another computer.
- Ensure that you are entering the correct URL.
- Try joining the meeting as a registered user.
- Try joining the meeting as a guest.

• Confirm that you are using the correct password.

I've logged in, but nothing is happening.
If the meeting host hasn't made the meeting public, you need approval to enter the room. When you try to enter, the host gets an approval request. It can take several minutes for the host to respond to your request.

My company proxy server is blocking access to ConnectNow.
Being behind a proxy server can affect your ability to access ConnectNow. Try the following:

1 Within Internet Explorer, select Tools > Internet Options. Click the Advanced tab.

2 Enable the setting Use HTTP 1.1 Through Proxy Connections and click OK.

3 Close all browser windows. Then open one browser window to try connecting to the meeting again.

Can I change meeting room text to a different language?

ConnectNow supports English, French, German, and Japanese. To change the text in the ConnectNow user interface to a different language, select Help > Account Settings. Next to Display Language, use the menu to select a language and click OK. Close your browser window and login again to see text in the new language.

How can I improve my meeting room performance?

Many network factors affect the performance of the ConnectNow application for attendees. Network factors include the meeting room bandwidth setting, the individual attendee connection speed setting, and the activities taking place in the meeting. For example, broadcasting live video requires higher bandwidth than sending chat messages.

By default, ConnectNow detects the connection speed for each attendee and, based on that information, automatically sets the room bandwidth. In most cases, it is best to use the automatic bandwidth detection setting.

If necessary, the meeting host can specify the bandwidth setting at which the meeting is broadcast. Changing the setting can be useful if attendees have problems such as slow performance when sharing a screen, audio dropout, or jerky video. In your meeting room, select Meeting > Preferences. Click Room Bandwidth and select Automatic, LAN, DSL/Cable, or Dial-Up Modem. When you choose a setting, the Webcam pod, Screen Sharing pod, and voice controls adjust their bandwidth production to the value you selected. For example, if you select DSL/Cable, the components do not generate more than 400 kbps of total bandwidth.

Note: Consider asking attendees to check their individual connection speeds before you change the bandwidth setting for the meeting room. In some cases, having attendees adjust their speeds solves an issue. For example, attendees using a fast connection sometimes experience some webcam lag. The lag could happen if they previously connected using a modem and ConnectNow detected their connection speeds at that point. It is a good idea to ask attendees to check their own connection speeds and have ConnectNow automatically set the speed for the room.

I'm having trouble sharing my screen

I can't share my screen.

Download the ConnectNow Add-in to share your screen. When you try to share your screen and are prompted to download the ConnectNow Add-in, click Install. (To check if you already have the ConnectNow Add-in installed, use the meeting connection diagnostic test: http://www.adobe.com/go/connectnow_meeting_diagnostic.)

I don't see the option for sharing my screen.

Check the Attendee List to be sure that you are a host or participant. If you are an audience member and want to share your screen, send a message to the meeting host asking for participant status.

When I share my screen others in the meeting room cannot see my screen clearly.

If the other meeting room participants are using fast connections, you can change to high fidelity screen sharing. Click Meeting > Preferences > Screen Sharing and select Enable.

I'm having password problems

I don't have a password.

Try entering as a guest. You don't need a password to enter a meeting as a guest. Click the guest option and enter your name. The host receives a request from you to enter the room.

My password doesn't work.

On the Acrobat.com login page, click the ConnectNow panel and then click Forgot Your Password. Follow the instructions to set a new password.

I forgot my password.

On the Acrobat.com login page, click the ConnectNow panel and then click Forgot Your Password. Follow the instructions to reset your password. Passwords are case-sensitive.

Why can't I broadcast my webcam?

My image doesn't show up when I choose Share My Webcam.

Ensure that your webcam is plugged in and recognized by the computer before entering the meeting. If the webcam is not recognized, try installing or updating camera drivers. Also, when you try to share your webcam and are prompted to grant webcam access permissions to Flash Player, click Allow.

Audience members can't access their webcams.

Promote audience members to participants. Also, have participants check their camera connection and update drivers.

Attendees can't hear audio

If you're the person speaking, ensure that your microphone is set to an adequate volume level and is not muted. In the Flash Player control panel, use the Advanced Volume Control settings to make adjustments.

How do I search the ConnectNow documentation?

You have two ways to search for terms. If you want to confine the search to the product help, keep the option This Help System Only selected. If you want to broaden the search to include blogs, forums, and other websites, deselect this option. If a term is used in multiple products, you can narrow the search to just your product by appending the product name to the search term. For example, to see information about setting up meetings using ConnectNow, type **meetings+connectnow** in the search box.

How do I obtain information about ConnectNow on the web?

For more information about ConnectNow, select Help > Visit Discussion Forum.

I'm having trouble using Linux Flash Player

Flash Player for Linux® does not include support for RTMPS, and RTMPS is required for ConnectNow.

To update Flash Player and enable RTMPS support, see "Linux Support for Acrobat.com" on the Adobe website at http://www.adobe.com/go/flashplayer_linux_support_en.