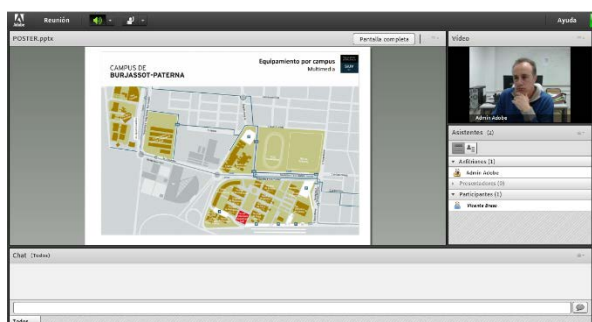# Participant's resource guide
Adobe Connect

This quick guide orientates us about how to participate in a videoconference organised by the Universitat de València. The host of the videoconference will inform us about the URL of the virtual room assigned for the event and the day and hour of connexion.


It might be that the room is activated before the event (hours or even days before), in case the host decides to access to check the connexion, audio or video.

We have to consult with the administrator if previous checks are going to take place in order to become familiar with the platform.

Requirements or recommendations to participate.

- We must ensure that our computer has properly installed and configured the sound card, webcam and microphone.

- We will use a web browser different to Google Chrome (since problems have been detected) and will make sure that it has updated our Flash Player.

- We can perform a test that will check whether our computer is prepared for the video conference by clicking in the following link:
  http://admin.adobeconnect.com/common/help/es/support/meeting_test.htm
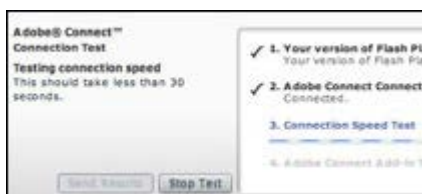
This **connection test** analyses our computer to make sure that our system meets the necessary requirements. If we positively pass the test, our computer is ready to participate in the conference. If we do not pass the test, we must solve the problems marked as suggestions and repeat the test until the result is positive.

- It is recommended the use of headphones (not speakers) to avoid echo and noises during the video conference.

- If any participant is going to use portable devices (iPad, iPhone, Smartphones with Android and Blackberry), we must inform that the corresponding App must be installed in its operating system. You may find all the information in http://links.uv.es/avirtual/connectportatiles

Access the webconference

The organiser of the event is the first one that has to access this virtual room, so that the rest of participants can also have access to it.

1. We must introduce the URL provided to us by the organiser.

   An example of room may be http://reunion.uv.es/nombredelasala (this URL does not exist)

2. As participants, we must access the room as "Invidado" (Guest) and we will click the button Enter.

Aspect of the video conference virtual room.

Once the server accepts our access, the meeting room will appear automatically. In the following example the organiser of the event entered previously in the room and uploaded the presentation.
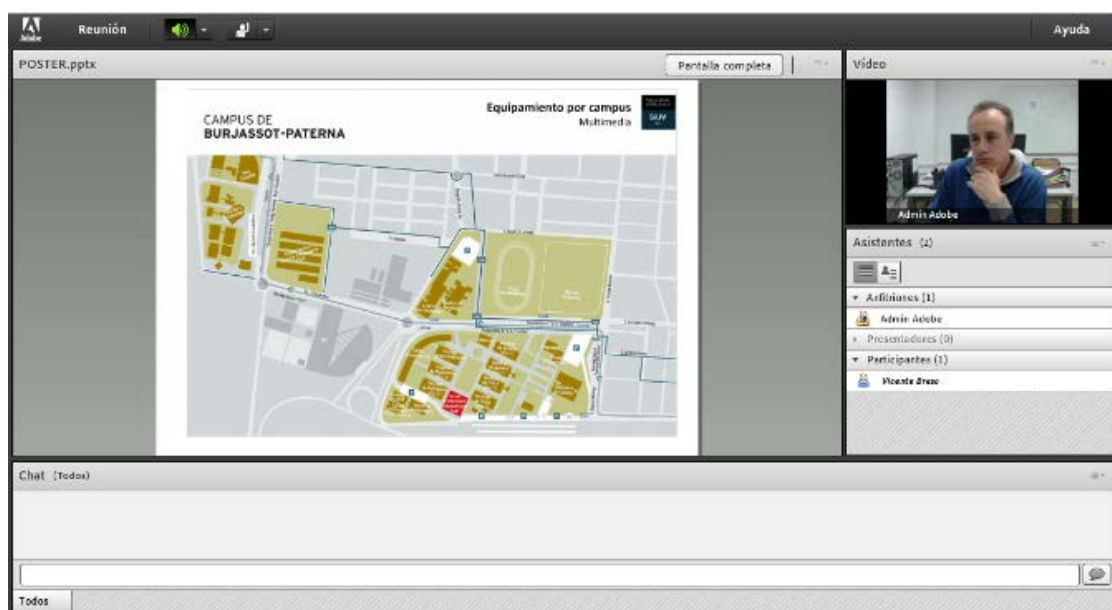
We can see that the screen is composed by several parts:

- **Video:** Is where the cameras of the attendees appear.
- **Chat**: In this window we can chat with all the participants and the host.
- **Attendees:** This is where appears the list of participant users and of the organisers in that moment.
- **Preview window:** where the documents shared in the event appear.

If our name appears in the attendee window as Participant, we can only exercise as listener in the meeting or event (our audio and video will not work), and it will only allow us to use the chat window and the icon "raise your hand" to call the attention of the organiser.
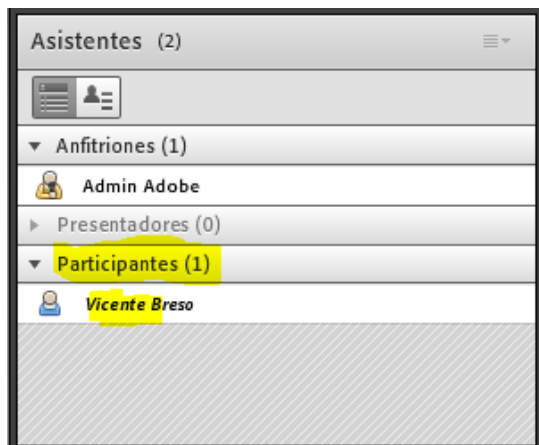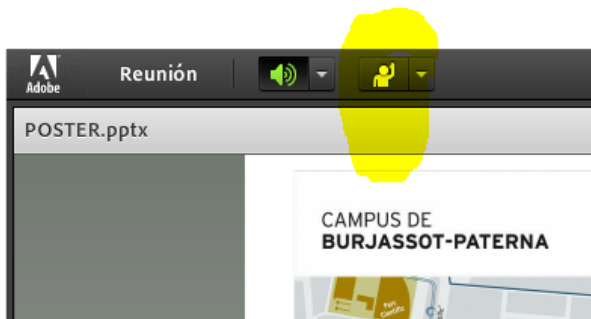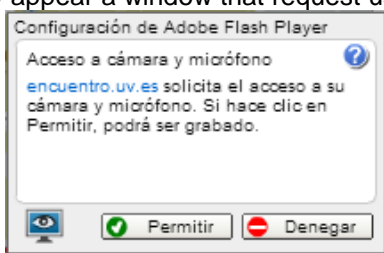
Attendees window

Icon to raise your hand

Once the host has given us permissions to activate our webcam and microphone, the corresponding icons will appear at the top of our screen:

Icons that activate our microphone and webcam

When we click on these icons it may appear a window that request us access to use these devices.

From this moment on we will be heard in the videoconference (clicking on the microphone button) and we will be seen if we click on "Iniciar uso compartido" (Start Sharing) in the video window.

Frequently asked questions

Do I need to be connected via Wi-Fi or only with a cable?

It is recommended to be connected via cable because the speed is usually higher. Although all the tests using Wi-Fi were successful, even using the Eduroam of the UV at peak hours.

Can I participate in a meeting with my tablet or smartphone?

Of course. It is necessary to have previously installed the Connect Mobile software for our operating system. It is freely available for iOS, Android y Blackberry.

We have to bear in mind that it will work better or worse depending on the connection conditions of the contract, or on the Wi-Fi network we are using.

Which user and password should I use to access the meeting?

If we are staff of the University we will use our user and password of the institution to access. If we do not have a user and password of the University will will access as a Guest, unless the host provide us a user name and a password.

**What do I do if an error like this appears?: Error: FMS Server did not return correctly?**

This error might appear if the user has the 1935 port closed in his/her firewall or in the firewall of the company, which has to be opened. It is common in places with a lot of security restrictions.

Documented by Adobe: Error: FMS Server did not return correctly! This error is sometimes seen on County networks or other networks with strict firewall policies. To resolve this, open up port 1935 for the meeting. Request the Connect server IP address if necessary.

How can I select an audio/video device different to the one by default in Connect?

We will click on the top icon of the video window and we will chose "Selecionar cámara" (Select camera). A Flash Player window will be opened that will allow us to chose a different camera or microphone with two icons of the bottom. Once we did this, we can click on the menu "Reunión – Asistente para configuración de audio" (Meeting – Audio setup wizard) in order to check the audio of the new selected microphone.
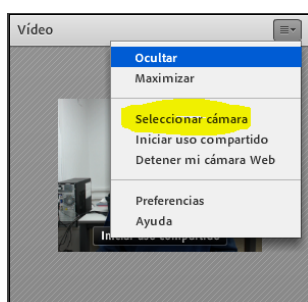
For any additional questions please contact the organiser of the event or by email to connect@uv.es.