

Some tips on using Adobe Connect

Adobe Connect is user friendly. You need to download the app prior to first use. When you log on to the EPIC meeting room by clicking on this link:

<https://columbia.adobeconnect.com/epic>

You will probably be asked to download the Adobe Connect application. Agree to the download and the app will automatically install on your machine. Here are a few things that you can do to make sure you have the best online experience. **NEED HELP:** contact epic@columbia.edu

1 Test Adobe Connect before the first session.

Log onto this URL and enter the meeting room as a "Guest" by typing in your name:

<https://columbia.adobeconnect.com/epic>

2 It is best if you use a headphone or set of earphones or earbuds.



Even if you have great hearing, online programs often have echos, feedback, background sounds and other disturbing noises problems that disturb the class. Also -- you will be able to hear the lecturer and other students much better with a headset. This equipment is inexpensive.

EACH TIME YOU ENTER ADOBE CONNECT YOU MUST ENSURE THAT YOUR SYSTEM IS SET UP FOR YOU TO HEAR AND SPEAK.

Once you are connected to a class session, a microphone icon will appear at the top of the window. Click the down arrow next to the mike and choose the headset/earbuds if you are using them. Then click on the camera icon next to it if you want to be seen on screen.



3 Close any applications you don't need to keep open

If you are having trouble with your connection, you may have other applications running that are competing for computer memory and internet bandwidth. Close all other programs (like Facebook) while you are attending the seminar. If there are other users on your network connection, you can ask them to avoid downloading movies, playing online video games, etc. while you are online.

4 Cable connections

If you are still having trouble with your connection, you can try connecting directly with a LAN cable to your router instead of using Wi-Fi. You can also check with your internet service provider to make sure that you have a fast connection.

5 Finally - reboot!

Online programs sometimes have glitches. If you have problems with getting your audio going, or entering the classroom -- whatever -- reboot your computer! (Sometimes your machine just likes a little extra attention!) Rebooting usually takes care of most connection problems. **MAKE SURE YOUR HEADSET IS PLUGGED IN WHEN YOU REBOOT!**