

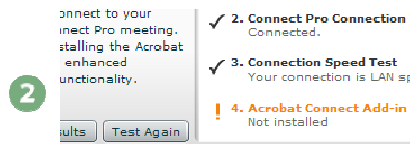
Participate in a SWIFT Web class

SWIFT web classes are powered by CGS and Adobe Acrobat Connect Pro Meeting, a web conferencing solution that allows users to conduct live meetings and presentations over the internet. This Quick Start Guide provides you with the basics of Connect Pro to ensure that your SWIFT web classes are productive and pain-free.

Pre-Session: Test Your Computer

1. It is recommended that you test your computer prior to attending a web class. You can do this by going to https://admin.adobe.acrobat.com/common/help/en/support/meeting_test.htm.

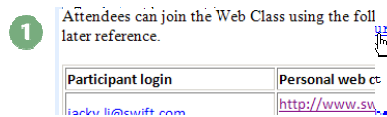
2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the **first three steps** of the test, then you are ready to participate in a meeting.



Tip: The fourth step of the **Connection Test** is for the **Acrobat Connect Add-In** which is only required for Meeting Hosts and Presenters. Installing the Add-In is not required, but doing so enhances your meeting experience.

Join a SWIFT Web class

1. You have received an email invitation with web class access information. When the meeting time arrives, click on the link or enter the URL into your favorite web browser.



2. The authentication screen appears. Type the e-mail address used for registering to the class, on the next screen type your first name and last name, and click Login.



3. The web class launches in your browser. If the SWIFT instructor has not yet arrived to the web class, you will be placed into a waiting room.



Required Software to Participate

Connect Pro only requires that you have an internet connection, a web browser, and Adobe Flash Player Version 8 or later to attend a web conference. Connect Pro supports nearly any operating system including Windows, Macintosh, Linux and Solaris, as well as the most widely used browsers including Internet Explorer, Firefox, and Safari.



Web class Audio

SWIFT web classes are conducted using Voice-over-IP (VoIP).

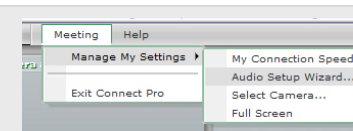
You can hear meeting audio through your computer speakers. If an attendee is speaking using VoIP, you will see a speaker icon next to their name.



In some cases, SWIFT instructors may give you the ability to broadcast your audio using VoIP. When this is the case, a microphone icon appears next to your name in the Attendee List and a **Talk** button appears at the bottom of the meeting window. To speak, hold down **Talk** button and speak into your computer's microphone.

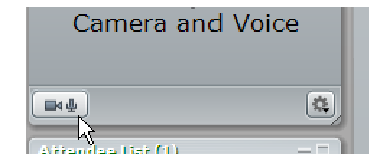


Tip: If you are having issues with using VoIP, it is recommended that you run through the **Audio Setup Wizard** to optimize your experience. To do this go to **Meeting > Manage My Settings > Audio Setup Wizard** and complete the requested steps.



Share Webcam Video

The SWIFT instructor may ask you to share webcam video. When this is the case, a button allowing you to share your webcam appears in the Camera and Voice pod. To share your camera, make sure your webcam is plugged in, and click the **Share my Camera and Voice** button. Your webcam video appears.



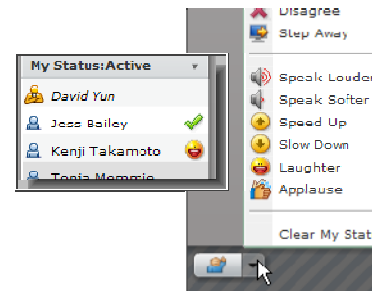
Change Your Status

Within a web class; you can change your status to communicate with other attendees.

To change your status, open the **Change Status** menu and select the desired status option.

If you select options above the line such as **Raise Hand** or **Step Away**, your status remains until you choose **Clear My Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself.

When you set your status, an icon appears next to your name in the attendee list.



Tip: If you need to get up from your computer during the course of the class, change your status to **Step Away**. When you do this, an icon appears next to your name letting other attendees know that you are away.

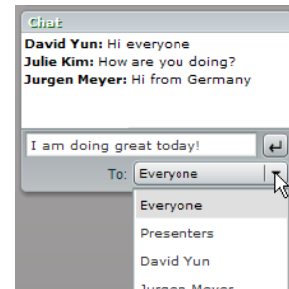
Chat with Other Attendees

If the SWIFT instructor enables this feature, you can chat with other attendees.

To do this, simply type a message in the Chat Pod as you would in any instant messaging program. Then type **Enter** or click the **Send Message** button to send your message.

You can choose to send your message to all attendees, instructors and presenters, or if the host enables this, to specific attendees.

In some instances, the Chat Pod serves as an area for you to ask Questions. If this is the case, any messages you submit are sent to instructors and presenters and do not immediately appear in the Chat Pod.



Having Trouble?

Issue	Solution
I cannot get into the web class	<p>If you are having trouble joining a web class try the following:</p> <ol style="list-style-type: none"> 1. Click the Help link on the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do. 2. Make sure popup blocking software is not blocking your meeting window. 3. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.
I cannot hear any audio	<ol style="list-style-type: none"> 1. Verify that your computer speakers are on and your computer's volume is at an audible level 2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.
I have been granted rights to share my voice, but no one can hear me	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> 1. Ensure that either the Hands-free (Lock) button is selected or that you are holding down the Talk button while you are speaking. 2. Make sure your computer microphone is not muted. 3. Run through the Audio Setup Wizard. To do this, select Meeting > Manage My Settings > Audio Setup Wizard. The wizard guides you through five steps in which your computer is tuned for optimal VoIP. 4. You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow. 5. Verify that the correct microphone is being recognized by the Flash Player by right clicking in the meeting window and selecting the Microphone Tab. Check that your microphone is selected in the dropdown and that the Record Volume is at an appropriate level.
The host is sharing their screen, but it is fuzzy or there is a long delay	<p>If you are having trouble seeing a host's screen, try the following:</p> <ol style="list-style-type: none"> 1. Click the Scroll button in the Share Pod. This will show the host's screen at its full resolution and follow the host's cursor. 2. The host may have enabled a Full Screen button. Clicking on this displays shared content in the entire meeting window. 3. Adjust your connection speed by selecting Meeting > Optimize Room Bandwidth and choose DSL or Modem. The Meeting menu is located at the upper left of the meeting room.

