Weekly Webinars

Every week we run a *Weekly Webinar* on Fridays between 12pm-1pm. There is a different topic each week.

If you are new to online webinars using Adobe Connect, here are some some simple instructions. You may want to print this sheet so you can read the instructions whilst using your computer to connect.

Technical Requirements

You will need a reliable, high speed internet connection and sound (such as inbuilt speakers or a headset) that will enable you to hear audio. All UniSA computers should be sufficient. You can test your connection here (note: the test will start automatically). If you are asked to install any Connect Add-ins or plugins please do so, they will not harm your computer. We find that Mozilla Firefox is the best browser, although Internet Explorer works well too. Sometimes the Chrome browser is a little touchy in Adobe Connect, so stick with one of the other two browsers. Safari browser for Mac users is also fine to use.

If you have any problems during the test, please contact learnonline help via email or phone 8302 0900.

How do I access the online webinar?

On the Friday plan to connect to the online webinar at least 5 minutes before the session commences. The webinar will be open from 11:45am.

Important: If you will be using a headset please plug this in first, before you start.

1. Select this link Weekly webinars to connect.
2. You can choose to enter as a guest by entering your name and selecting **Enter Room**, or login using your UniSA id.
3. Please turn over the page to see how to check your settings.
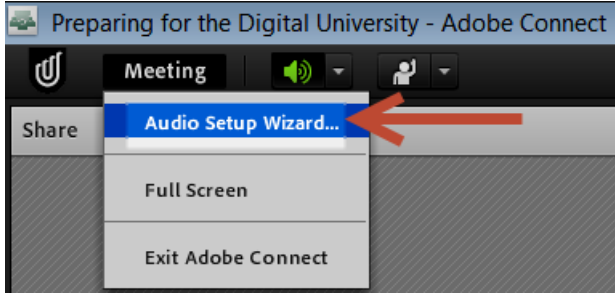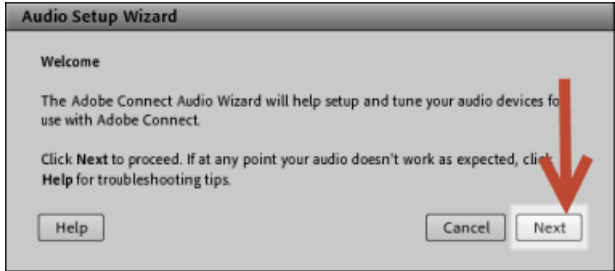
How do I interact during the online webinar?
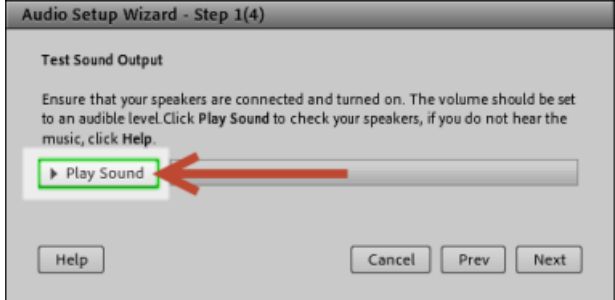
Depending on how many participate online you are welcome to use the audio feature to speak. You must have a headset to do this though, as talking through the speakers inside your computer creates an echo.

If we have too many people online, or you're not using a headset, you can use the General Chat tool. Just enter something like you were talking. The image on the right shows what the chat tool looks like.

There's also a Trouble Chat below this one if you're having problems.

Check your settings once you have entered the webinar

This is a little wizard that steps through a few short screens and should have you connected in no time.

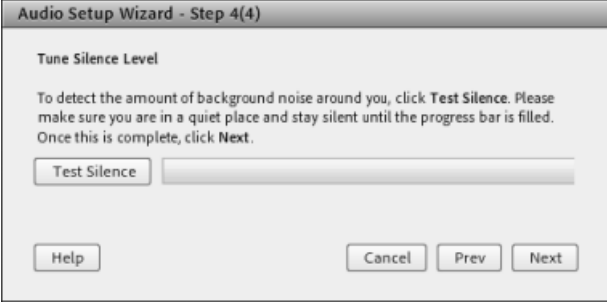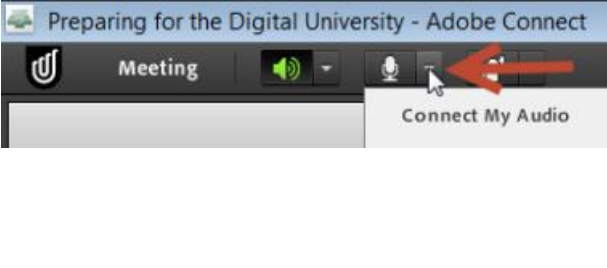|		
1.	Preparing for the Digital University - Adobe Connect **Meeting**	Select **Meeting** in the top left corner of your screen
2.	Preparing for the Digital University - Adobe Connect **Meeting** Share **Audio Setup Wizard...** **Full Screen** **Exit Adobe Connect**	In the drop down menu select **Audio Setup Wizard**
3.	Audio Setup Wizard — Welcome. The Adobe Connect Audio Wizard will help setup and tune your audio devices for use with Adobe Connect. Click Next to proceed. If at any point your audio doesn't work as expected, click Help for troubleshooting tips. Help — Cancel — Next	In the pop-up window select **Next**. Note: <u>Don't</u> use the Help button – if you run into problems see Trouble shooting below.
4.	Audio Setup Wizard - Step 1(4) — Test Sound Output. Ensure that your speakers are connected and turned on. The volume should be set to an audible level. Click Play Sound to check your speakers, if you do not hear the music, click Help. ▶ Play Sound — Help — Cancel — Prev — Next	Select **Play Sound**. You should hear music playing either through the computer speakers or your headset. No sound? Check your computer speakers aren't muted. Select **Next**.
5.	Audio Setup Wizard - Step 2(4) — Select Microphone. To broadcast audio using Adobe Connect, choose a recording device below. Microphone (6- High Definition Audio Device) ▼ — Microphone (6- High Definition Audio Device) — Microphone (Logitech USB Headset) — dobe Connect will choose audio, click Cancel to quit the wizard. Help — Cancel — Prev — Next	Select the drop down menu and choose your audio. 6-High Definition is your computer speakers, or USB Headset if you are using this Select **Next**.
6.	Audio Setup Wizard - Step 3(4) — Tune Microphone Volume. To ensure that your microphone is working properly, click Record, and read the following sentence into the microphone. Click Stop once you are done and click the Play Recording button to hear your recording. ● Record — ▶ Play Recording — Help — Cancel — Prev — Next	<u>Only test this if you are using a headset.</u> Select **Record**, speak for 5 sec, then select **Stop**. Select **Play Recording**. Select **Next**. No sound? Go to <u>troubleshooting</u> below. If the following message appears, select **Allow**.

7.		You can ignore this screen. Select **Next**.
8.		Select **Finish**.
9.		<u>Only do this if you are using a headset.</u> Select **the microphone drop down** in the top left corner of your screen. Select **Connect My Audio**. The microphone icon should now appear green.

What do I do now?

Most people will be entering the webinar room between 11:45am and 12:00pm. Once you finish the audio wizard, let us know how things are going by answering the poll question. It will help us to know when everyone is ready.

Whilst we wait for other people to connect, you can say "Hi" in the General Chat room.

If you are using a headset and want to speak we recommend using the "hands-up" approach. As we can't see each other online, this helps avoid too many people trying to talk at once. Once you raise your hand we will signify when it's your turn to ask a question or comment. To raise your hand, select the drop down menu as shown in the image below. You'll see there are more status icons in this drop down you can use. They're pretty obvious, feel free to use them throughout the session.
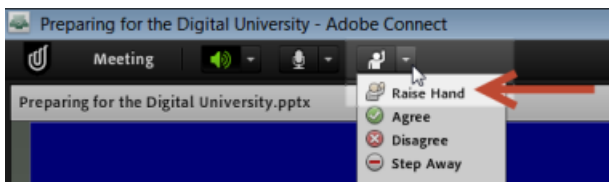
We aim to kick-off at 12pm; but, we're anticipating some online attendees who may be new to the webinar experience. We ask for your patience whilst we get everyone connected.

Trouble shooting

I'm using a <u>headset</u> and can't hear any audio	1. Is the speaker icon in the top left of your screen green? If not select the drop down menu next to it and choose Unmute My Speakers 2. In the same drop down menu you can also adjust your speaker volume 3. Check your headset and make sure it doesn't have a mute button 4. Ensure you plug in your headset BEFORE connecting to the webinar. If you didn't, try closing the webinar window and coming back in again. Run the audio wizard and the system should find your headset, as per <u>step 5</u> above. 5. If you have a headset with pink and green plugs, maybe they're plugged in the wrong way around? Pink goes in the microphone port while the green goes in the headset port.
I'm using the <u>computer speakers</u> and can't hear any audio	1. Make sure your computer's speaker is not muted. The speaker icon is in the very bottom right corner of most computers (near the clock) where you can adjust your speaker volume.
I can hear OK but my mic isn't working	1. Is the microphone icon in the top left of your screen green? If not select the drop down menu next to it and choose Connect My Audio 2. In the same drop down menu you can also adjust your microphone volume 3. Check your headset and make sure it doesn't have a mute button 4. If you have a headset with pink and green plugs, you may not have a microphone or it won't work very well. A USB headset is preferred.
I can hear an echo coming through the computer speakers	This can occur on devices which have an inbuilt microphone. You will need to select the drop down menu for the microphone icon in the top left of your screen and choose Disconnect My Microphone. You will still be able to hear but you will not have audio to speak. See you in the General Chat box.
I want to mute my microphone	1. Select the drop down menu next to the microphone icon in the top left of your screen and choose Mute My Microphone. 2. Some headsets have an inbuilt mute button, often along the cord. Remember to unmute your microphone before speaking again otherwise it will sound like we're all ignoring you ☺
I keep dropping out of the webinar	1. Before you try to come in again, make sure you are using a wired internet connection. 2. If you're on wireless, then your connection will be subject to the quality of that wireless router.
My webcam isn't working	We won't enable webcam for participants as it may consume too much bandwidth and affect connectivity.