Setup and Training Guide

cPLTL

A. Required Computer Software

1. First you want to make sure you have Adobe Flash Player installed on your computer. Visit www.adobe.com/software/flash/about.
    a. You should see a video playing on the web page and there should be a box on the page that shows what version of Adobe Flash you have installed.
    b. If you see these things, this means you have Adobe Flash installed, but you must make sure you have at least version 10.3.
    c. If you do not have Adobe Flash installed or do not have at least version 10.3, click on the *Player Download Center* link further down on the web page and follow the directions for installation.
    d. Check that no pop-up blockers prevent your installation from proceeding. You can always return to the URL above to check that your installation was successful.

## B. IPEVO Document-web Cam/Presenter Software

1. To facilitate collaboration, some cPLTL implementations use a USB document camera called IPEVO. The IPEVO camera mounts to a base via an extension arm. The extension allows the camera to be positioned over workbooks or worksheets. The camera image is then relayed to a share pod in the Adobe Connect room. This functionality allows students to display written work in real-time to other students within the Connect room.
    a. Before connecting your USB IPEVO camera to your computer, you need to install the set-up program. The location of this file will be given to you by your Peer Leader or program coordinator.
    b. The set-up program will install the Presenter application which will allow you to see the camera's video feed and to make adjustments.
    c. After the install is complete, plug the IPEVO camera into an available USB port on your computer.
    d. Position the IPEVO camera at the top of your page or workbook, with the camera pointed downward at the page.
    e. At first run of the Presenter program, it will be necessary to orient the camera correctly. To do this, select the H(horizontal) and V(vertical) mirror option. See screen shot below:
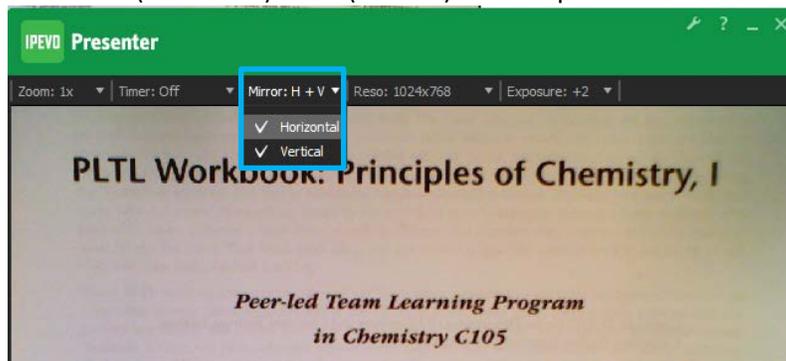
    f. In low light conditions, it may be beneficial to set the Exposure level to +1 or +2. See below:
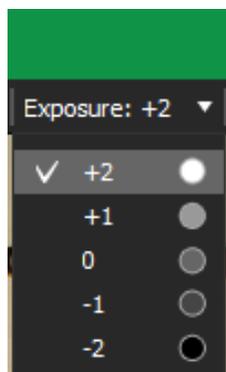
g. Once the IPEVO camera is configured, leave the Presenter application running in **Full Screen** mode while you work in the Connect room. Be sure to sure to have the Auto-Focus switch set to the S (single focus) option on the camera body instead of C or continuous focus. Furthermore, it is recommended that the camera resolution be set at 1024x768 in the Presenter software for best camera performance.
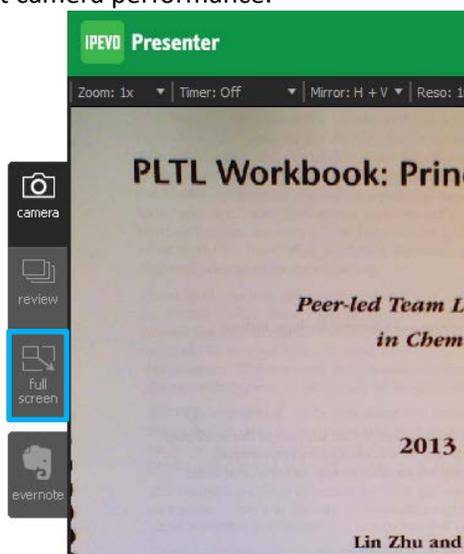
C. Setting Up Your Webcam & Headset

Note: some cPLTL implementations may choose to only use microphones forgoing the use of a dedicated webcam for the student's image.

The webcam and headset set up is usually very simple. If you have a laptop with a built-in webcam then you can skip this section.

1. After removing the webcam from the box, plug the USB adapter into an available USB port on your computer.
2. Your computer will recognize the webcam and may ask to install any necessary drivers.
      Follow your computers prompts to install any necessary drivers.
      Note: the use of the installation CD in the box is not necessary and is discouraged unless you are comfortable using such software.
3. Once your computer recognizes the camera your webcam will be ready to use.

4. Plug the microphone and headphone plugs from the headset into the correct jacks on your computer.

D. Audio Input & Output Devices

> ***Note:*** *The instructions in this subsection are very important and will have an important role in ensuring proper and effective communication with others in your workshop. Please follow these instructions carefully, but realize that you may need to visit these instructions again to make necessary adjustments. It is strongly suggested that you test these settings on your own. You may need to adjust settings differently depending on your individual computer setup.*

The instructions below are operating system dependent. Follow the step that relates the operating system on your computer. Your computer may be slightly different, but these instructions should still help you complete this section.

Windows Vista, Windows 7, or Windows 8:
1. Click on the Start button and type "Sound" in the Start Search box.
2. Click on Sound when it appears and when the Sound window opens, click on the Recording tab found at the top of the window.
3. Locate the Microphone device: SoundMAX Integrated Digital Audio (or equivalent)
4. Select this device and click Set Default
   a. Double click on this device to open the Microphone Properties window.
   b. Click on the Levels tab in the Microphone Properties window and set the microphone level to 80.
5. Click OK for both windows.

Windows XP:
1. Navigate to Control Panel and open Sound and Audio Devices.
2. Click on the Voice tab and click on Volume (found under Voice Recording)
3. Make sure that the Microphone volume is set to the second or third highest notch.

Mac OS X:
1. Open System Preferences and navigate to Sound.
2. Click on the Input tab and make sure that Internal Microphone is selected.
   a. Set the input volume to either the second to last or last notch to the right.
   b. Check the box for using Ambient Noise Reduction
3. *Note: Apple computers cannot use the microphone on the headset because it is not a line-level microphone. You must use the Internal Microphone.*
4. Close System Preferences.

The Adobe Connect Learning Environment

The Adobe Connect learning environment is where workshops will actually be held and conducted. You will share your computer desktop so that others can see your work and help you as needed. The webcam will be used so that you can see others in your workshop and so that they can see you. The headsets will be used so that you can communicate well with others in your group. All of these components are important for making your online workshop effective.

It is also important for you to understand the environment and know how to operate within it. This section will introduce you to the Adobe Connect workshop rooms, teach you how to access them, and how to ensure that the different components for audio and video are properly activated.

A. Introduction to the Pods

1. **The Share Pod**

    The Share Pod is the most commonly used part of the Adobe Connect environment. You will use this pod to share your desktop and your workshop manual.

    There are two buttons in this Share Pod that you will need to remember to use:

    1. The initial Share My Screen…
    2. And, when viewing content via a share pod, the Full Screen and Zoom buttons will become essential.
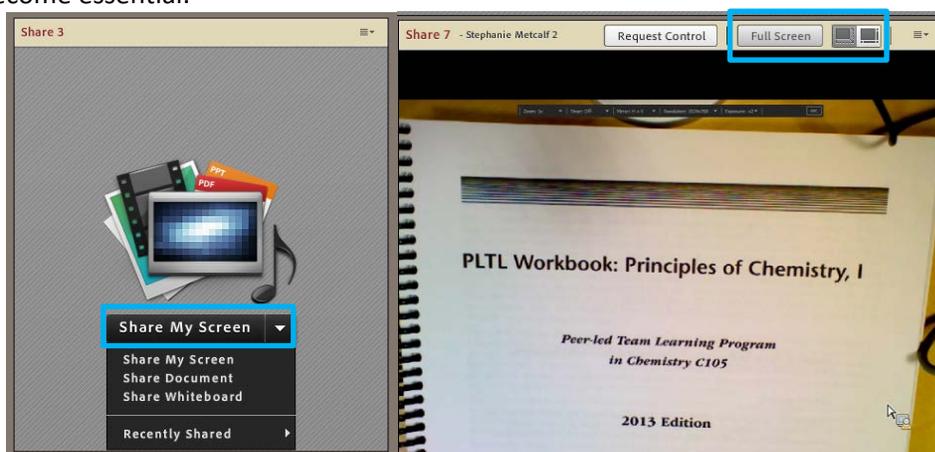

    The Share My Screen… button is found in the middle of the pod and the Full Screen and Zoom buttons are found at the upper right-hand corner of the pod.

    You will click on the Share My Screen… to initiate the sharing of your desktop (Note: Mac users should share "Application" instead of "Desktop") and workshop manual (via the Presenter software and IPEVO camera) during your workshop.

You will use the Full Screen button to make the pod full screen for easier viewing of the manual of your peers. You may also use the Zoom button to enlarge the manuals of your peers. *Note: Using the Full Screen button within a pod will enlarge that pod in the environment but only for you*. To make the pod smaller again, you must click the Full Screen button again. To zoom out click the Scale to Fit button.

2. **The Whiteboard Pod**

   The Whiteboard Pod allows for writing in the environment and is very similar to the Share Pod but it shows different tools. The tools are used for writing and drawing. This pod is <u>infrequently</u> used but is available if needed.
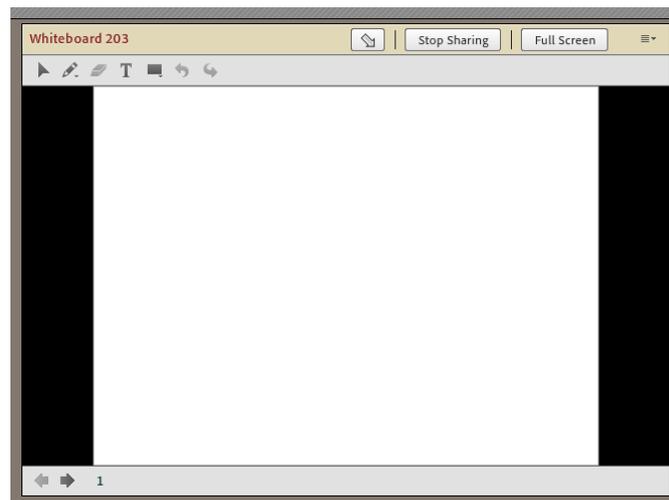
3. **The Camera and Voice Pod**

   This pod is used to show your video via your webcam and enable your audio. The first image is what the pod looks like when it is not in use at all.

   To start your camera, click on the button in the middle of the Camera and Voice pod. You may be prompted to allow camera and microphone access. If so, click the 'Allow' button. (***Note: Mac users will need to turn off Face Time as this will cause camera selection conflicts.)***
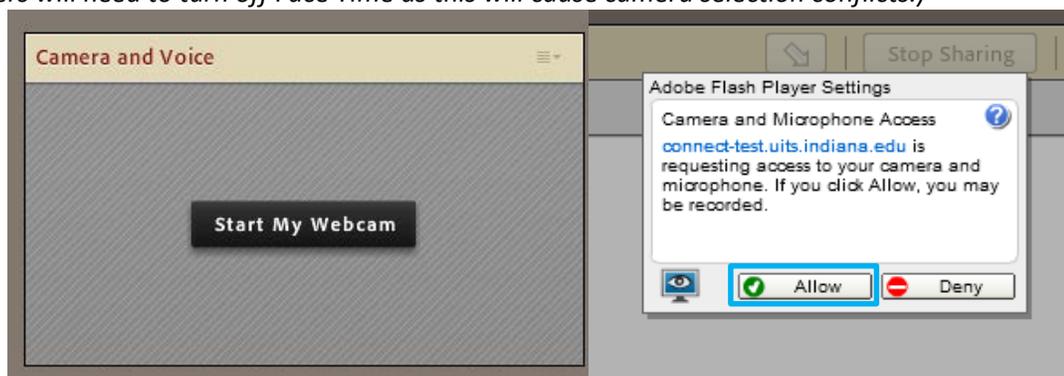
At this point your camera will automatically start. You will see a preview of your image, allowing you to get your shot set before displaying your image in the meeting room. Click the 'Start Sharing' button in the Camera and Voice pod to share you camera image with the other participants in the room. Note: Everyone's camera image will be shown in this pod so the image size will change as more people are added.


The image below indicates the basic microphone options. Clicking on the green microphone image will toggle the microphone off and on.

The right-most button gives you the option to add an emoticon or alert next to your name in the attendance pod.

4. **The Chat Pod**

This is what the chat pod looks like and it may be used for sending text chat to members in the group. It is primarily used by the peer leader for instructions but may also be necessary if the audio is temporarily not working properly.
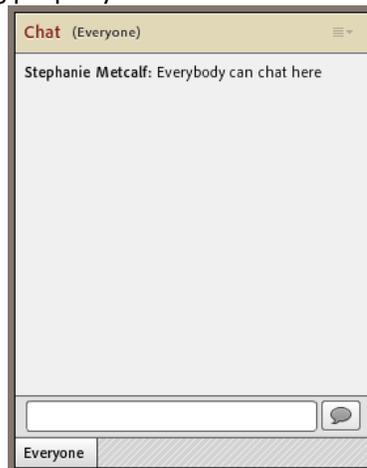

B. Accessing the Adobe Connect Workshop

Your instructor, coordinator or Peer Leader will provide links that will allow you access to Connect rooms used for cPLTL.

Typically, workshops will start in a main room and you may be asked to move to the group rooms as the workshops progress. To access the room, simply click on the link provided and the room will begin to load. You will automatically be logged into the room.

> *Note: If you are using Internet Explorer and asked to display items that are not secure, select agree. If you do not, the room will not load properly.*

The first time you access any of the rooms you will see this image appear usually in the upper right hand corner:
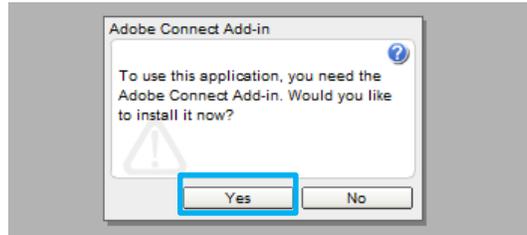
You need to click on Install and follow the instructions for installation of the Adobe Connect Add-In. Once the installation is complete, the room will most likely open again in a new window. If it does not and the installation is complete, then click on the link again from within Oncourse.

C. Sharing Your Screen within Adobe Connect

To share your screen and your workshop manual, locate an available Share Pod (see above section regarding the Share Pod)
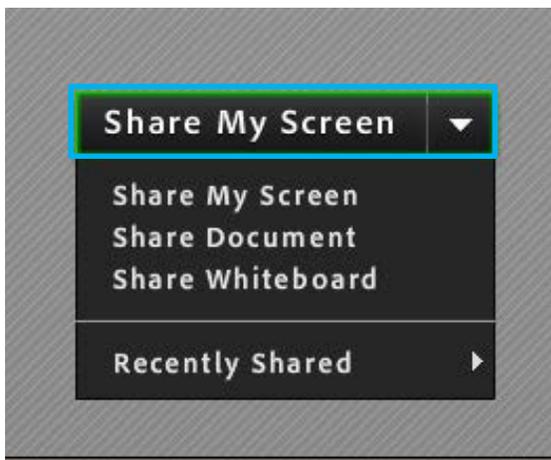
1. Click on "Share My Screen…" in the Share Pod and the window below will be displayed.

2. Make sure Desktop is selected in this window

3. Click Share at the bottom of the window

The Share Pod that you are using to share your desktop and workshop manual will look like this:

D. Optimizing Your Audio and Video

When you enter a room for the first time, you must run the Audio Setup Wizard in order to optimize your audio. Failure to do this can result in improper audio volumes and/or poor audio quality.

1. Click on Meeting at the top left-hand corner of the room window and select the **Audio Setup Wizard….** option


2. Follow the prompts through the wizard. When you need to select a microphone make sure to select one of the following options:
    a. Windows users: SoundMAX Integrated Digital Audio or Intel Integrated Audio if you are using a Windows computer.
    b. Mac users: Built-In Microphone if you are using an Apple Computer.

    Note: do not select a microphone that pertains to a USB webcam as this will result in extremely bad feedback and poor audio quality.

3. If you try to start your camera in the Camera and Voice Pod and it does not show your video:

   a. Click on the upper right corner menu ⬚ and then click on Select Camera…
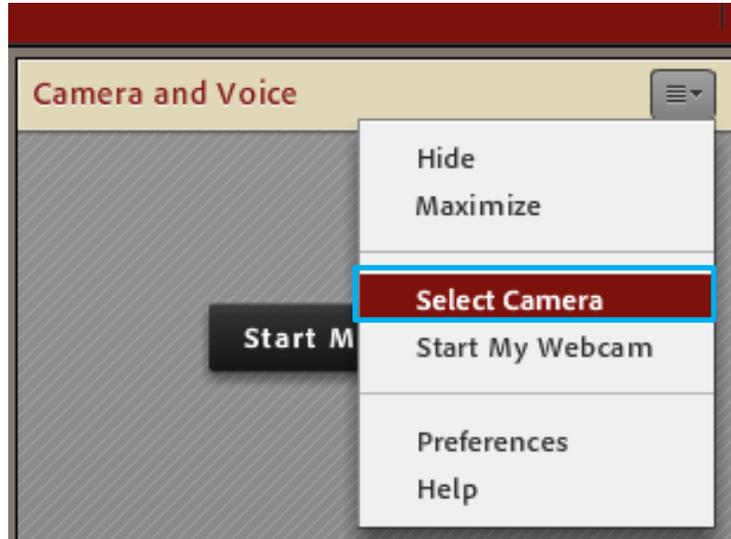
   b. Select USB Video Class Video and press Close.
   c. Restart your Camera and Voice Pod.

I. Correcting Your Adobe Flash Player

If the Flash Player is not working correctly, it may have encountered a problem during installation. The following steps may help resolve the issue.

1. http://kb2.adobe.com/cps/141/tn_14157.html to download the proper uninstaller for your computer
2. Close all browsers and other applications
3. Run the uninstaller to remove the Adobe Flash Player from your computer
4. After the uninstaller completes, open Your Browser and go back to your workshop's Main Room.
5. It should give you a warning that you need at least Adobe Flash Player 8 or higher.
6. Close all browsers and applications.
7. Reinstall Adobe Flash Player 10.
8. After the installation is done, open Your Browser and go back to your workshop's Main Room
9. Right-click anywhere in the room and ensure that it says "About Adobe Flash Player 10"

II. Resolving Webcam Issues

1. *Mac only* - Close other applications (if you see a blue sphere under the application in your Dock then the application is still open. You need to click on that application and press Cmd+Q or Apple+Q to quit the application).
2. Make sure that you do not have another webcam plugged into your computer.
3. Please open Your Browser and go back to your workshop's Main Room.
4. In the top right-hand corner of the camera and voice pod, click on settings menu option

    and then click on Select Camera…
5. Make sure it says USB Video Class Video
6. Try re-starting your camera again.

III. Resolving Audio Issues

Please refer to Section I Part D and Section II Part B of this training guide. You will find these sections the most helpful. Make sure that any other applications that use microphones such as Skype are shutdown (not simply running as a background service in system tray). Also, make sure you have analog microphone and headphone connections plugged into the correct jacks.

IV. Tips for Peer Leaders

- For cPLTL implementations that require subgroups, Peer Leaders should establish multiple Connect rooms with pre-configured layouts for each subgroup and prompt participants to enter the new meeting rooms at the appropriate time. Alternatively, Peer Leaders may wish

to use the breakout room feature of Adobe Connect. ***Note: breakout rooms cannot be recorded.***

- For multiple Connect room configurations, it is recommended that Peer Leaders turn off their microphone in each room and only enable audio in the room when they need to address those participants. Un-muting all audio in all rooms will allow Peer Leaders to address all participants in all rooms.
- It is recommended the cPLTL Peer leaders and students use the latest versions of Firefox and Internet Explorer. Google Chrome has been known to have issues in the past so if Peer Leaders or students are having trouble then try switching the browser.
- cPLTL users will have the best experience when using the Adobe Connect Add-in. By using the Speex CODEC option (under room settings→audio), participants will be forced to install the Connect add-in when sharing microphones and screens.
- As a safety net for poor audio in the Connect environment, Peer Leaders should consider linking a phone via Universal Voice the Connect meeting room—find instructions on how to configure this capability at https://kb.iu.edu/data/bakr.html.
- If insurmountable issues occur during the meeting, Peer Leaders or students should consider calling the video help desk at 812-856-2020
- If non-urgent technical assistance with the Connect environment needed, send an email to cthelp@indiana.edu
- If users experience problems installing camera drivers or viewing camera feeds (either webcam or iPevo P2V doc cam), consider re-installing each camera independently, one-at-a-time, while keeping the other camera unplugged. After each camera has been installed independently, re-plug in both cameras.