

What is Connect?

Connect is a desktop video conferencing program that facilitates meetings between remote parties. It includes audio, video, and screen content sharing.

How do I request a Connect meeting?

Go to <http://essconnect.uchsc.edu> and follow the on-screen instructions.

Who should I call if this FAQ doesn't answer my question?

Betty Charles (303) 724-1558

What kind of webcam(s) and/or microphone(s) is/are recommended?

Logitech Quickcam Orbit MP has an echo canceling microphone built in. Also included is a headset/microphone \$120



Logitech QuickCam Pro 5000 also with a headset/microphone \$80



Polycom Communicator - C100S Average cost \$130.00

Polycom Communicator gives you the ultimate hands-free Skype experience. The Polycom Communicator delivers high-fidelity wideband voice quality that sounds like you are in the same room with the people you're calling. Two high-quality microphones provide excellent range for group conversations with up to four participants. Polycom's Acoustic Clarity Technology eliminates echoes and feedback, maximizing your Skype experience.



What should I do if I have jerky video?

First, try lowering the bandwidth of your meeting by selecting “meeting” from the menu, then, “optimize room bandwidth” (hosts) and “my connection speed” (presenters and participants). You might also want to get with your computer professionals to get them to fine tune your network card for maximum performance. Many times they can set your NIC (network card) through the network connections control to be hard set for the speed of your network rather than using "auto negotiate" or "hardware default" to get much better performance. If you are familiar with this setting you can try it yourself but if you need assistance you should contact your computer support people.

What should I do if my audio is breaking up?

Try doing the same things as the suggestions for jerky video. They are both caused by bandwidth limitations.

How can I turn up the volume?

Use the volume control on your speakers. If this doesn't work, try the volume control on the taskbar of your PC (loudspeaker icon). You may also want to ask if other participants in the meeting are having difficulty hearing the presenter. If this is the case, you may want to ask the speaker to speak louder or closer to the microphone. As a last resort you can over-ride the microphone setting by running the audio setup wizard, clicking on advanced, and manually increasing the volume level, but this can cause feedback problems.

Where can I access Connect?

You can access Connect from anywhere. If you are hosting it, you will probably have a better experience if you are on our Health Sciences Center network than if you are off campus but it can be done from anywhere. Your connection bandwidth will be much better if you are not going across commodity internet especially as the host or presenter.

Do I need to do anything special to access Connect from off-campus?

Normally you do not but if you are at an institution that has a very strict firewall policy (like VA) you may have to have them open up some ports or you will get very slow interaction. If you are hosting the meeting it would be very good to make sure your firewall is open for ports 1935 and 443 as well as port 80 which is usually open. The following url will help you determine if you can communicate on all preferred ports and troubleshoot connectivity issues:

<http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=f83a452b>

Click on **Port Test:** www.macromedia.com/go/16466

You will get a report that looks like this if all your ports are connecting:

```
WIN 9,0,16,0
RTMP DEFAULT Success
RTMP 80 Success
RTMP 443 Success
```

RTMP 1935 Success
HTTP Tunneling DEFAULT Success
HTTP Tunneling 80 Success

I accidentally got rid of the Pod with my PowerPoint presentation. How do I get it back?

Click on “Pods” and you should see the name of your presentation. This will bring the previously loaded pod back onto the desktop.

Connect can't access my camera. What should I do?

Disconnect USB cable from camera, wait a few seconds and plug it back in.

My sound isn't working. What should I do?

Exit the meeting and re-join it.

What do I need to do so participants can see my mouse pointer?

Only other hosts and presenters can see your mouse unless you use the built in pointer. You can activate the pointer by clicking on its button which is located in the lower right hand corner of the share pod to the right of the "full screen" button.

What should I do if I am experiencing audio feedback (echo)?

Move microphone away from speakers (even if echo canceling microphone is used). You can also use a headset, or turn down your speaker volume.

What should I do if my meeting runs over the allotted time?

While the meeting will not automatically end until you click on the meeting menu (at the top of the meeting window) and end the meeting using the pull down menu, it is very important that you notify Wanda Landry if you think you may run over your allotted time. We have a limited number of licenses and this could prevent other people from accessing their meetings. Please see our policy page for details on the charges and penalties for not obtaining authorization.

Can I login early and practice?

Yes. Please practice. Have someone join you as a participant so you can get some interaction. Practice as much as you can. It takes time to get used to using the pointer and it is very good to upload your presentation ahead of time as it can take a while.

Can I show video clips?

Not easily. Video clips may be embedded in a published presentation, but they must first be converted into shockwave flash format, and embedded into a PowerPoint presentation. You need special “Adobe Presenter” software loaded onto your PC, and a converter or video editor such as Adobe Flash Studio. This is not a trivial task. Typical PowerPoint animations usually run without any problems.