Adobe Connect FAQs

Does Adobe Connect require a download?

No. Adobe Connect runs off of Adobe Flash Player. Flash is installed 99.8% of internet connected PC's. Flash is the #1 software downloaded in the world, if you've used Facebook or YouTube, you have Flash.

Does Adobe Connect have mobile capabilities?

Yes. You can download the free 'Adobe Connect' from your App store.

Can we share a single license amongst our team of 6?

No. Each individual Named Host has the ability to host a meeting with up to 100 total attendees. A Named Host may create an unlimited number of meeting rooms, however, the Named Host can only use one of their rooms at any one time and rooms cannot be accessed unless the Named Host is present. Named Hosts must be individuals, not groups or generic logins, and a Named Host license cannot be shared between more than one individual.

Can I record my Adobe Connect meetings?

Yes, you can begin recording your meetings at any time.

What format is my meeting recording in?

Adobe Connect provides recordings in FLV format. A MP4 option is available as a premium service.

How many web-cams can be displayed in the room?

However many participants you have, but it really comes down to as many as your bandwidth can handle. The more you have, the resolution won't be as great because the display will be so small, but if the room holds 100 you could essentially have 100.

What can affect the performance of my webinar?

Your webinar's performance can be affected by your computer's connection to the internet, your internet service provider, and the overall internet traffic in your area.

How many Hosts & Presenters can be in the same room?

However many the room holds based on the room size purchased.

Can I use the same URL for my meetings?

Yes you can, or you can create a new meeting room URL.

Do I have to upload content every time I open my room?

No. You can save it to the shared content folder.

What happens if a Host logs out of the room?

The session ends 5 minutes after host logs out.

Do you have breakout rooms & how many are available?

Yes. Up to 20 with MeetingOne's integrated Audio are available.

Does the audio travel with the breakout rooms?

Yes, if using VoIP only or AudioOne only. If utilizing Universal Voice (UV), which allows both VoIP and AudioOne participants to interact with one another in the main conference room, VoIP and AudioOne participants are unable to interact with one another in sub-conference rooms. A MeetingOne customer service representative can discuss functionality details with you.

How does MeetingOne audio work with Adobe Connect?

MeetingOne Audio (integrated audio/VoIP) integrates into Adobe Connect allowing you to monitor and control participants from the Adobe Connect interface (mute, unmute, breakout rooms, etc.).

Does it matter if my attendees are spread around the world?

No. We have international audio rates available. We encourage international participants to ALWAYS use the audio feature vs. the VoIP as connectivity can be delayed and spotty so if someone is on VoIP the conversation will be delayed.

How can I prepare for my meeting?

- Schedule ahead of time – Schedule the meeting in advance so you can have time to organize all the necessary material and information you will be sharing.
- Upload the day before – upload your presentation and supporting documents the day before so you can preview it without time constraints.
- Inform your audience – Notify your participants in advance with e-invites or emails with the meeting time, conference number and Adobe Connect Meeting URL.

What if I need help managing a web conference?

We offer an additional service where you can arrange to have an operator assist or facilitate your conference.

What additional services do you offer?

Event Facilitations, Premium Support packages, Branded Adobe Connect Login page, Bulk Upload service, ScheduleOne, Custom usage reporting, Custom development

How can I get help if I'm experiencing an issue during a web conference?

You can contact customer support by dialing 888.523.8445 or dial *0# from your phone (if using integrated audio) to bring a MeetingOne service representative directly into your meeting.

Why should I choose MeetingOne as my partner for Adobe Connect?

MeetingOne is your all inclusive Virtual Conferencing provider, meaning we can give you Audio AND Web conferencing services AND we can facilitate your Events.

How do I integrate my MeetingOne number with Adobe Connect?

Online instructions are available on our website's AudioOne Support section.

Are there tutorials on how to use Adobe Connect?

Yes, Adobe has weekly live webinars as well as on demand webinars on how to use Connect.

What browsers are supported?

Internet Explorer, Mozilla Firefox, Google Chrome, and Safari.