Home

About Adobe Connect

- What is Adobe Connect?
- NEW! Adobe Connect 9.5.3
- Tips for Getting Started
- Terms of Service
- Frequently Asked Questions (FAQs)
- Adobe Connect Mobile

Help with Adobe Connect

- Online Tutorials
- User Guide
- Tech Specs & System Requirements

About Adobe Presenter

- What is Adobe Presenter?
- Frequently Asked Questions (FAQs)
- Quick Start Guide: Learn how to import and record audio, add quiz questions, publish your presentation, and more!
- Product Documentation

How Do I...

- Login
- Enter a Meeting Room as a Guest or Registered User
- Test My Connectivity
- Check the version of Flash Player and Adobe Connect Meeting Add-In
- Create a Meeting Room
- Select a Layout
- Set Up Meeting Room Access
- Request Meeting Host Privileges
- Manage Attendees
- Optimize Meeting Room Settings
- Upload files and share documents
- Use Adobe Connect Pods
- Delete Share Pod Content
- Record a Meeting
- Setup and Configure an Audio Conference
- Set Up and Use the Audio Function

Uses for Adobe Connect (Use Case Scenarios)

- Virtual Classroom
  - Faculty Lecture
  - Guest Lecture
- Online Meetings
  - Staff Meeting
  - Ad-Hoc Collaboration
- Other Uses

Frequently Asked Questions (FAQs)

- Adobe Connect
- Adobe Presenter
- Elluminate FAQ - Curious about Elluminate Live?
Known Issue

- Adobe Connect Known Issues
- Recent Known Issues:
  - Adobe Connect and Mac OS X 10.9 (aka Mavericks)
  - Remove sandbox restrictions from your Safari player
  - Mac OS X 10.9 (Mavericks) and Adobe Connect 8/9
  - "No authorization" message when you try to change recording access type
- Issues Resolved

Relevant Pages

- Adobe Connect 9.5 What's New
- Adobe Connect 9.3 (Previous Version)
- Adobe Connect 9.1 (Previous Version)

Still need help?
After reviewing the contents of this site, if you still need assistance please e-mail connectsupp ort@jhu.edu.

Adobe Connect Maintenance for Tuesday, April 10th 5-6AM
Connect Administrator posted on Apr 06, 2018

In order to accommodate some planned Primary SIP server maintenance on Wednesday, April 11th, we will need to configure Adobe
Connect to use JH's Secondary SIP registration point. We have scheduled our change for Tuesday, April 10th 5-6AM (Eastern). Meeting audio may be interrupted during this maintenance.

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**Update Adobe Connect Add-In Now**

Connect Administrator posted on Sep 10, 2017

As of Sunday, Sept 10th, we’re seeing meeting loading issues from customers who have not updated the Adobe Connect Add-in. Please downloaded and install the latest Adobe Connect Add-in from the Downloads and Updates page now.


under the section “Adobe Connect Add-in”

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**New Adobe Connect Add-in is available – Adobe Connect Maintenance Announcement**

Connect Administrator posted on Aug 11, 2017

We've received a Bulletin from the Adobe Connect Team about an expiring certificate in their code base. In order to ensure uninterrupted service, they recommend updating to the latest version of the Adobe Connect Add-in (version 11.9.980.387) which can be downloaded from the Downloads and Updates page now.


under the section “Adobe Connect Add-in”
Adobe Connect: Planned Maintenance on July 13, July 18, and July 20, 2017
Connect Administrator posted on Jul 10, 2017

Please be aware there is upcoming maintenance planned for July that will affect the availability of Adobe Connect services. Thursday, July 13th 12:00 AM - 6:00 AM (Eastern) Change CHG0038778 There is a planned IT@JH infrastructure change beginning at midnight. Adobe Connect will not be available during this period. This is the first part of the change, the second part will be on following Thursday.

Adobe Connect: Planned Maintenance on June 26, 27, and 29
Connect Administrator posted on Jun 21, 2017

Please be aware there is maintenance planned for the week of June 26th that will affect the availability of Adobe Connect. Monday, June 26 12:00 AM - 6:00 AM (Eastern) Change CHG0038240 There is a planned IT@JH infrastructure change beginning at midnight. Adobe Connect will not be available during this period. This is the first part of the change, the second part will be on Thursday.

Recently Updated
Adobe Connect Maintenance for Tuesday, April 10th 5-6AM
about 8 hours ago • created by Connect Administrator
Audio Conference Options
Mar 14, 2018 • updated by Connect Administrator • view change
Adobe Connect Known Issues
Feb 12, 2018 • updated by Connect Administrator • view change

Check the version of Flash Player and Adobe Connect Meeting Add-In
Dec 12, 2017 • updated by Connect Administrator • view change

Update Adobe Connect Add-In Now
Oct 24, 2017 • updated by Connect Administrator • view change

Terms of Service
Oct 13, 2017 • updated by Connect Administrator • view change

Recording a Meeting
Sep 27, 2017 • updated by Connect Administrator • view change

New Adobe Connect Add-in is available – Adobe Connect Maintenance Announcement
Aug 11, 2017 • created by Connect Administrator

Adobe Connect: Planned Maintenance on July 13, July 18, and July 20, 2017
Jul 18, 2017 • updated by Connect Administrator • view change

Adobe Connect: Planned Maintenance on June 26, 27, and 29
Jun 28, 2017 • updated by Connect Administrator • view change

URGENT: Adobe Connect required restarts after midnight tonight (5/16/17)
May 16, 2017 • created by Connect Administrator

Enable Flash for Google Chrome 56 or later
Apr 06, 2017 • created by Connect Administrator

Audio Troubleshooting
Oct 21, 2016 • updated by Connect Administrator • view change

Adobe Connect: issue with toll-free calling - resolved
Sep 27, 2016 • updated by Connect Administrator • view change

Issue with Adobe Connect Audio Bridge calls
Aug 31, 2016 • updated by Connect Administrator • view change

indicates a link that will navigate you away from this help site.