

CarmenConnect Quick Start Guide

Before the meeting

Google Chrome has been known to have issues with CarmenConnect. We suggest you use another web browser (Internet Explorer, Firefox, or Safari).

If you have never logged into CarmenConnect before from a particular computer, please go to https://carmenconnect.osu.edu/common/help/en/support/meeting_test.htm to run the Adobe Connect Connection Test.

Join the meeting

Click on the link you were given for your CarmenConnect session.

You can either log in with your OSU username and password or as a guest. Please try your OSU account first.

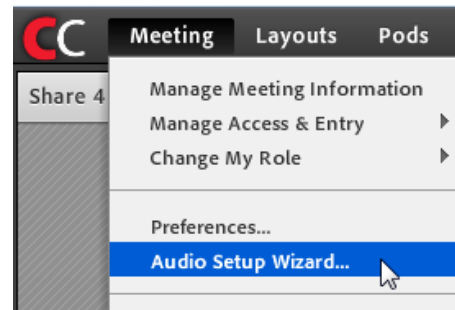


Run the Audio Setup Wizard

After entering the room, click on Meeting (top left of the screen) and run the Audio Setup Wizard.

The Audio Setup Wizard has four main steps:

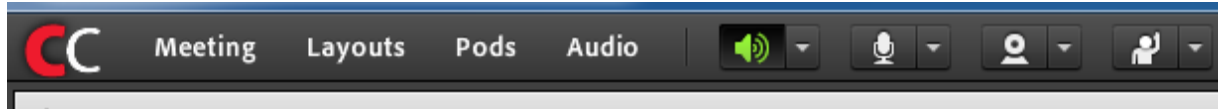
1. Make sure you can hear a test sound from CarmenConnect.
2. Choose what microphone you want to use. (If you are using a USB headset, make sure to choose that.)
3. Record a sample of your voice and make sure it plays back properly.
4. Record a sample of silence and adjust audio levels based on any background noise.



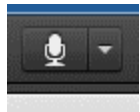
You may skip steps 2-4 above if you do not plan on speaking while in the CarmenConnect room.

We suggest you run the Audio Setup Wizard each time you “connect” to CarmenConnect. It only takes a moment and helps ensure you can hear and be heard during the session.

Audio and video during the meeting



Check and make sure the speaker icon (on the top of the screen) is green. If it's not, simply click on this icon to unmute your speakers.



If you are going to speak, press the microphone icon (next to the speaker icon) to turn on your mic. Press it again to mute the mic.

Note: In some cases, the microphone icon may not be visible. This is because the meeting host hasn't enabled microphone use for participants.

If you are going to use your webcam during the meeting, simply click on the webcam icon and follow the prompts to turn on, preview, and share your video. This icon may not be visible if the meeting host hasn't enabled video rights for participants.



There is also a "Set Status" icon to the right of the microphone and webcam icons. Click on it to raise your hand. This will get the attention of the meeting host. Click on it again to lower your hand.

Further resources and questions

Check out <http://resourcecenter.odee.osu.edu/carmenconnect> for more information about CarmenConnect from the Office of Distance Education and eLearning.

If you have any further questions, please email CON-InformationTechnology@osu.edu.