Adobe Connect

CONTACT NORTH NORD — Online Learning Apprentissage en ligne

What's New Adobe Connect:

new Countdown Timer
Doorbell Connect
anticipated May 2020 version upgrade
workarounds PowerPoint display discrepancies
YouTube Video Player inconsistencies

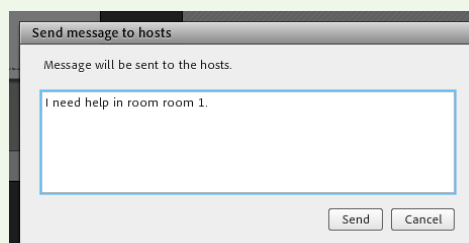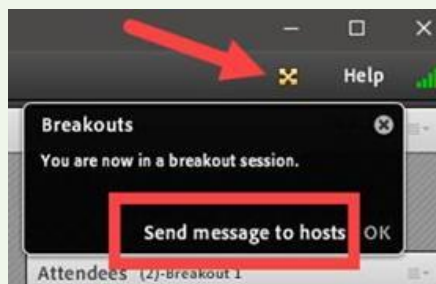## Two New Tools Added: Countdown Timer and Doorbell Connect

Countdown and Doorbell are third-party apps hosts can add to their layouts. Like HandsUp, Countdown and Doorbell can now be found in the Extra Pods folder. Mobile users don't see Countdown or Doorbell as with other pods these are greyed out or show as *Unsupported Content*.

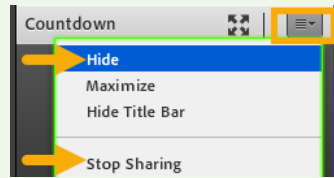### Video tutorial: How to add Countdown and Doorbell to your Adobe Connect session

- **Countdown** is a counting down timer hosts can use to indicate how long until the session starts, time remaining for break, or time remaining for an exercise.

- **Doorbell** chimes when an enrolled participant – computer or mobile - enters the session or a guest attendee is accepted into the session. Doorbell is a helpful tool during online office hours and similar to Saba Meeting's Audible Alert – the host doesn't need to continue to watch the Attendees pod to see if anyone joined. Doorbell also provides a quick visual list of who joined the session and when (details also available in your session's Attendance Report).

  If there is too much ringing, the host can put an empty pod above the *Ring for Service* section or move the Doorbell pod to the Presenter Only Area thus not visible to students.

Doorbell does not ring across breakout rooms. A student needing your assistance in another breakout room should continue to use the *Send message to hosts* option:

Like other pods, the host can *Hide* or *Stop Sharing* to discontinue use of Countdown or Doorbell:

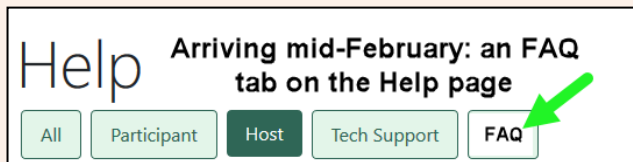## **Anticipated** May 2020 Version Upgrade to Adobe Connect Version 10.5 or 10.6

Contact North | Contact Nord anticipates an Adobe Connect version upgrade by end of May 2020 and will provide further upgrade information.

Adobe Connect versions 10.5 and 10.6 have the same in-session interface as our current Adobe Connect version 9.8 – you *will not* be surprised, your session will look the same ☺ !

Both of these new versions have provided better PowerPoint upload and conversion. PowerPoints having display issues or ejecting participants in our current Adobe Connect version did not have the same issues in versions 10.5 or 10.6

Workarounds for PowerPoint Display Discrepancies and YouTube Video Player Inconsistencies

An **FAQ** tab will be added to our Adobe Connect **Help** page to answer commonly asked questions and provide workarounds or suggested alternatives until a future version upgrade.

Two common questions are around [PowerPoint display discrepancies](#) and [YouTube Video Player inconsistencies](#).

Please see our new workaround bulletins for suggested alternatives (hyperlinks in images):

Past versions of *What's New Adobe Connect* can be found [here](#)

Contact North Technical Helpdesk
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We welcome your feedback to e-classes@contactnorth.ca

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