

TECHNICAL ORIENTATION WORKBOOK

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TECHNICAL ORIENTATION WORKBOOK

Please read this information and take any recommended action prior to attending the “Technical Orientation” for your upcoming Real Estate Champions online class. While we cannot control the stability of the Internet or your personal computer or device, the recommendations below will put you in the best position for successful participation. Please print this reference guide and have it available during your “Technical Orientation”.

TECHNOLOGY RECOMMENDATIONS

For the best learning experience using the Adobe Connect, it is recommended that you:

- Have a strong Internet connection AND a headset with a microphone.
- Enable the most recent version of Adobe Flash Player

Please note: It is not required, but we recommend also connecting with a webcam so you can visually interact with your instructor during your sessions.

TECHNICAL SUPPORT – HELP DESK

For technical issues and/or questions please call the Adobe Connect Technical Support Team at: **888-523-8445**

You will need to provide them with the following URL information:
realestatechampions.adobeconnect.com.

***Refer to your welcome email from
Real Estate Champions***

Example:

1. Go to <https://realestatechampions.adobeconnect.com/example>


ADOBE® CONNECT™

Real Estate Champions Training

Enter as a Guest

Name

Enter with your login and password (Required for hosts, recommended for registered users)

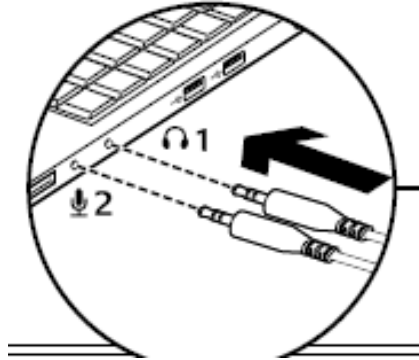


2. Enter your name
3. Click the Enter Room button
4. For technical issues, please call Adobe Connect Help Desk at 888-523-8445

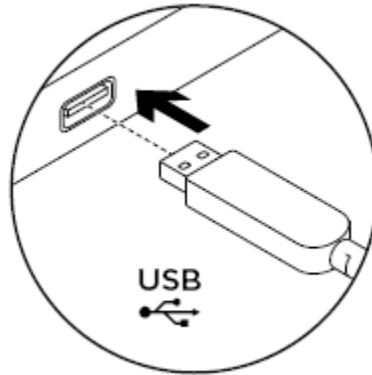
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CHECKING YOUR AUDIO FOR PC

Check that your headset jack is securely plugged into your computer correctly



Or if you are using an USB headset



CHECKING YOUR AUDIO FOR MAC USB

After plugging your USB headset into your computer:

1. Go to System Preferences
2. Go to the Sound Panel (preference pane)
3. For the OUTPUT – Select the USB headset
4. For the INPUT – Select the USB headset

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VIRTUAL CLASSROOM AUDIO SET UP WIZARD

When you enter your Virtual classroom for the first time please follow these instructions for setting up your headset.

1. Click on Meeting. On the drop down chose "Audio Setup Wizard".

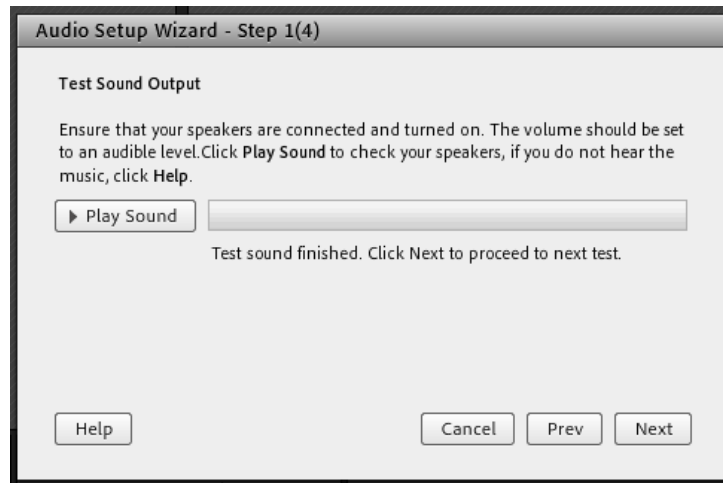


2. On the Audio Setup Wizard welcome screen click "Next".



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3. On the Step 1 screen click “Play Sound”. If you do not hear the music click “Help” for suggestions on your setup. If you hear the music click “Next” to proceed.



4. On Step 2 use the drop down arrow to select your microphone installed on your computer. After selection click “Next” to proceed.

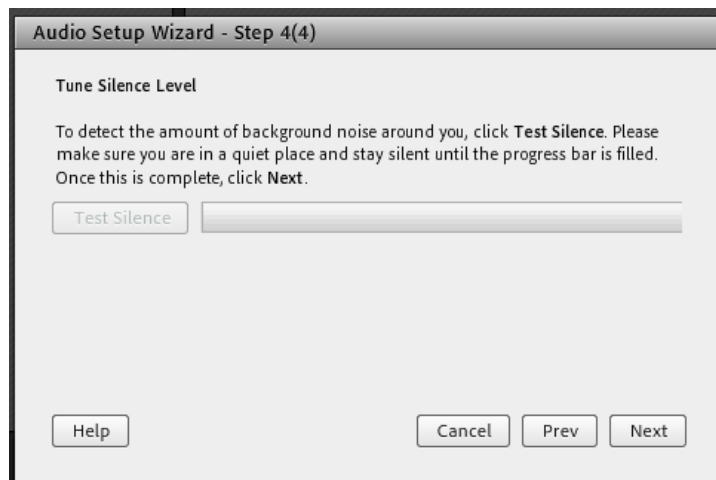


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5. On Step 3 click “Record” and read the provided sentence. Click “Stop” when done and then click “Play Recording” to hear it. Click “Next” to proceed.



6. On Step 4 click “Test Silence”. Click “Next” to proceed.



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7. Your Headset should now be working. Your host will also retest this during the first session

