

Lesson I: Technology toolkit

2 Communication

2.1 Synchronous communication I

What is it?

Video conferencing via the web conferencing software, Adobe Connect, will feature regularly throughout the term and is a type of **synchronous (real-time) communication**-as if we were on the phone or skypeing. The so-called 'virtual office hours' (VOH), live seminars, expert guest lectures and your collaborative group communication space will be supported by an Adobe Connect virtual meeting room. Here you can listen to a live presenter as well as ask questions and participate in conversation by writing into a chat box or by speaking if you have a microphone.



You will need speakers and a microphone or headset to participate fully. Use of a webcam for video streaming is optional.

Adobe Connect seminars and lectures will usually be recorded. VOH will not.

Your turn

Task I

Meet Christina, the programme's elearning coordinator, and hopefully a few of your peers online on **Tuesday, Sept. 17th at 6 pm (GMT)** and test your Adobe Connect virtual meeting settings at the same time.

In case you cannot join us on Tuesday try to join us at the following times in week 1:

- Wednesday, Sept. 18th (8 - 9 pm) for administrative focus with Michelle Evans
- Thursday, Sept. 19th (6 - 7 pm) for library resources focus with Marshall Dozier

1. Preparation

There are software and hardware specifications to be aware of before the meeting on Tuesday which is why you are here! Proceed as follows:

- Consult the [Adobe Connect meeting test website](#) to test your computer settings.

2. Enter the VOH meeting room

Once you have tested your settings select the URL below and enter our dedicated virtual meeting room (as a guest) on the course:

VOH meeting room: http://edinburghcrf.adobeconnect.com/itct_voh/

- Have a look around and type in 'Hello, this is your name! ' into the chat box on the bottom right so the teaching team knows you have successfully entered.
- Go through the audio setup wizard located at the top left menu bar to test your audio and microphone settings for best listening/participation quality.
- Leave the room by selecting the red 'X' at the top right corner of the window frame

This will remain the course's virtual office hour (VOH) meeting room which will also be available on the homepage from week 2. Please consult the Planner for virtual office hour times from week 3 - 12. Unless otherwise indicated times are GMT.

Help & support

- Adobe Connect is **not** supported by the UoE's IS Helpdesk.
- Consult this [Adobe Connect interface](#) screenshot to help you find your way around the Adobe Connect virtual meeting room.
- Raise general questions in Moodle in the [\(Not just for\) problems forum](#)
- Mobile device users please consult [Adobe Connect mobile](#)
- For difficult technical issues entering or within the VOH meeting room please get in touch with Adobe Connect's 24/7 help facility:
 - Help desk: +44 (0) 1452 556 226
[International telephone listing available at
<http://helpx.adobe.com/adobe-connect/adobe-connect-phone-numbers.html>]
 - Support website: <http://helpx.adobe.com/adobe-connect/connect-support.html>