

Adobe Connect FAQ

General

Has performance been enhanced in Adobe Connect 8 over Adobe Connect 7.5? Adobe Connect 8 is now based on ActionScript 3, found in Flash Player 9, 10, and above. ActionScript 3 offers significant performance enhancements that are realized in Adobe Connect meetings as faster screen updates, smoother transitions and animations, better video performance, and several other speed improvements. The overall feel of the meeting is much more responsive in Adobe Connect 8.

What version of Flash Player is required to run Adobe Connect 8? Why is that version required? And how, if at all, does Adobe Connect 8 benefit from new functionality in the latest version(s) of Flash Player?

The minimum requirement for Adobe Connect 8 is either the latest Adobe Connect Add-in or Flash Player 10.1. There are a wealth of benefits realized from leveraging the new versions of Flash Player - improved performance, the ability to drag-and-drop files into meeting rooms from your desktop, drag-and-drop within the meeting interface to do things like attendee management, support for higher quality H.264 video, support for the Speex audio codec, etc.

Adobe Connect Desktop

What is the desktop client in Adobe Connect 8 and how will it benefit users?

Adobe Connect Desktop, based on Adobe AIR, is the first-ever desktop offering for Adobe Connect users. The optional application includes the following capabilities: Host new meetings and existing meetings already created in your "My Meetings" folder; Invite Adobe Connect contacts to meetings quickly, directly from your desktop; Browse and search for recorded meetings stored on any Adobe Connect Server; Play recordings from any Adobe Connect Server; and Download recordings to your desktop and play them locally, even when not online/connected to the server

How do users get Adobe Connect Desktop? And is it available to anyone?

Adobe Connect Desktop is an optional tool that anyone who hosts or attends Adobe Connect Meetings, or views recordings of Adobe Connect Meetings, will find valuable. When Adobe Connect 8 is released, we will also make Adobe Connect Desktop available for download on the Adobe Connect User Groups site.

What version of Adobe AIR does Adobe Connect Desktop run on?

Adobe AIR 2.0 is a system requirement for Adobe Connect Desktop.

What version(s) of Adobe Connect will Adobe Connect Desktop work with?

Adobe Connect Desktop is designed to work with Adobe Connect versions 7.x and above. The richest feature set is available when connecting to Adobe Connect 8 and above meetings and recordings.

Enterprise infrastructure

How have you improved user control and information protection in Adobe Connect 8?

Adobe Connect 8 offers meeting room password protection in addition to the comprehensive, existing meeting room access controls and registered user permissions.

How have you improved session management in Adobe Connect 8?

Adobe Connect 8 now supports meeting sessions delivered through the Citrix Xenapp thin client technology. Supporting this desktop virtualization technology allows organizations much greater session control within their network.

How have you improved meeting resiliency in Adobe Connect 8?

Adobe Connect 8 servers have been re-architected to separate internal dependencies, providing a much higher tolerance for temporary failover of server components. This ensures meetings continue despite any problems the server might encounter.

Third party audio/video

What is two-way Universal Voice and how is it implemented in Adobe Connect 8?

Two-way Universal Voice allows any user to configure their Adobe Connect meeting room to bridge computer microphones and speakers used in the meeting with virtually any telephone conferencing service. This way you can mix telephony and Voice over IP (VoIP), allowing users to leverage the most convenient or cost-effective audio communication available to them.

Mobile

Has Adobe Connect Mobile for iPhone and iPod Touch been enhanced as part of Adobe Connect 8?

Adobe Connect Mobile for iPhone , iPad, and iPod touch continues to be available for free download from iTunes. We plan to release a new version at the same time as Adobe Connect 8.

When will Adobe Connect Mobile be offered for additional mobile device platforms and devices (such as iPad, Android, RIM)?

Adobe Connect Mobile is currently available for use on the iPad. We do intend to release a new version optimized for the iPad in 2011. Adobe Connect Mobile is now available for devices running the Android OS. Users with an Android OS that supports the Froyo (Android 2.2) can install Adobe AIR and Adobe Connect Mobile and attend rich, online meetings from their mobile devices. We continue to work with other platform providers and device manufacturers, and our roadmap includes plans for a Adobe Connect Mobile solution for RIM customers in 2011.