

ADOBE® ACROBAT® CONNECT™

COMMUNICATE AND COLLABORATE INSTANTLY THROUGH INTERACTIVE ONLINE PERSONAL MEETINGS

Q: What is Acrobat Connect?

A: Adobe Acrobat Connect software enables live online meetings, allowing business users to effectively communicate and collaborate instantly with up to 15 people. Acrobat Connect provides essential communication tools, including one-button screen sharing, teleconferencing, and whiteboarding. Using the rich media advantages of Adobe Flash® technology, Acrobat Connect delivers an engaging, interactive, easy-to-use online communication experience.

Q: Who should use Acrobat Connect?

A: Anyone who wants to communicate and collaborate instantly with anyone—from colleagues to customers, one on one or in small groups (up to 15 people).

Q: What software do I need to attend an Acrobat Connect meeting?

A: You need Adobe Flash Player, which is already installed on over 97% of Internet-connected desktops. Acrobat Connect meetings can be attended by anyone, regardless of platform, who has Macromedia® Flash Player 8 or Adobe Flash Player 9. For more detailed system requirements, go to www.adobe.com/products/acrobatconnect/productinfo/systemreqs.

Q: What are the host and participant system requirements for Acrobat Connect online meetings?

A: Please review the Acrobat Connect system requirements at www.adobe.com/products/acrobatconnect/productinfo/systemreqs.

Q: How do I start an Acrobat Connect meeting?

A: That's easy. You can click Send e-mail in Acrobat Connect, copy and paste your personal Acrobat Connect URL into an e-mail and send it to contacts, or click the Start Meeting button in Adobe Reader® or Adobe Acrobat software. If you have a copy of Adobe Acrobat, you can also initiate a meeting by clicking the Start Meeting button from within any of the Microsoft Office applications, provided that you chose to install this optional feature when you installed Acrobat.

Q: What are always-on personal meeting rooms?

A: With Acrobat Connect, you can set up a custom URL that stays the same. So it's easy to remember for you and your contacts—and you can make it an indispensable part of your e-mail signatures and business cards, just like your phone number and e-mail address.

Q: What forms of interactivity does Acrobat Connect support?

A: Acrobat Connect meeting participants can interact through screen sharing as well as through chats and dynamic whiteboarding. If you want to enable individual participant interaction with Adobe Presenter presentations and Adobe Captivate™ simulations played during meetings, including the ability for audiences to take embedded quizzes or surveys, you must upgrade to Acrobat Connect Professional (www.adobe.com/products/acrobatconnectpro).

Q: Can I control who attends an Acrobat Connect meeting?

A: Acrobat Connect has multiple levels of security available to help ensure the privacy of your meeting. Optionally, you can also make a meeting public and enable any user to enter the meeting.

Q: Can everyone see everything on my screen at all times?

A: No, the meeting host has to enable screen sharing, and can turn it off at any time. Also, when sharing your screen, you can choose between sharing the entire desktop or only a particular window. Meeting attendees have no ability to access applications or manipulate content or files on the host's desktop while screen sharing.

Q: Can meeting participants other than the host share their desktops as well?

A: Yes, the host can invite other participants to share their screens as well as remove this ability at any time.

Q: Can I use rich media content in my Acrobat Connect meetings?

A: Acrobat Connect supports the use of streaming video. To use rich media content such as animations, simulations, or multimedia presentations, you must upgrade to Acrobat Connect Professional.

Q: Is Acrobat Connect scalable?

A: Acrobat Connect meetings enable you to communicate and collaborate with up to 15 people in real time. For larger meetings, you must upgrade to Acrobat Connect Professional.

Q: Is Acrobat Connect secure?

A: All transaction- and account management-related interactions use Secure Socket Layer (SSL) encryption. For a future release, we are considering enabling SSL for video/data streams as well for subscribers. This would result in slightly slower performance, so it will be an individual preference whether a customer chooses security at the expense of performance. Acrobat Connect is also DCTS JITC certified.

Q: Does Acrobat Connect support teleconferencing?

A: Yes, every account includes free telephone conferencing (reservationless) for up to 15 meeting participants for the same flat monthly or annual fee.

Q: Can Acrobat Connect meetings be recorded?

A: No. If you want to be able to record your online meetings, you must upgrade to Acrobat Connect Professional.

Q: Can I expect overages or hidden charges with my Acrobat Connect service?

A: No, there are no hidden charges. Our flat-rate pricing means that you pay the same amount every month or annually.

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