

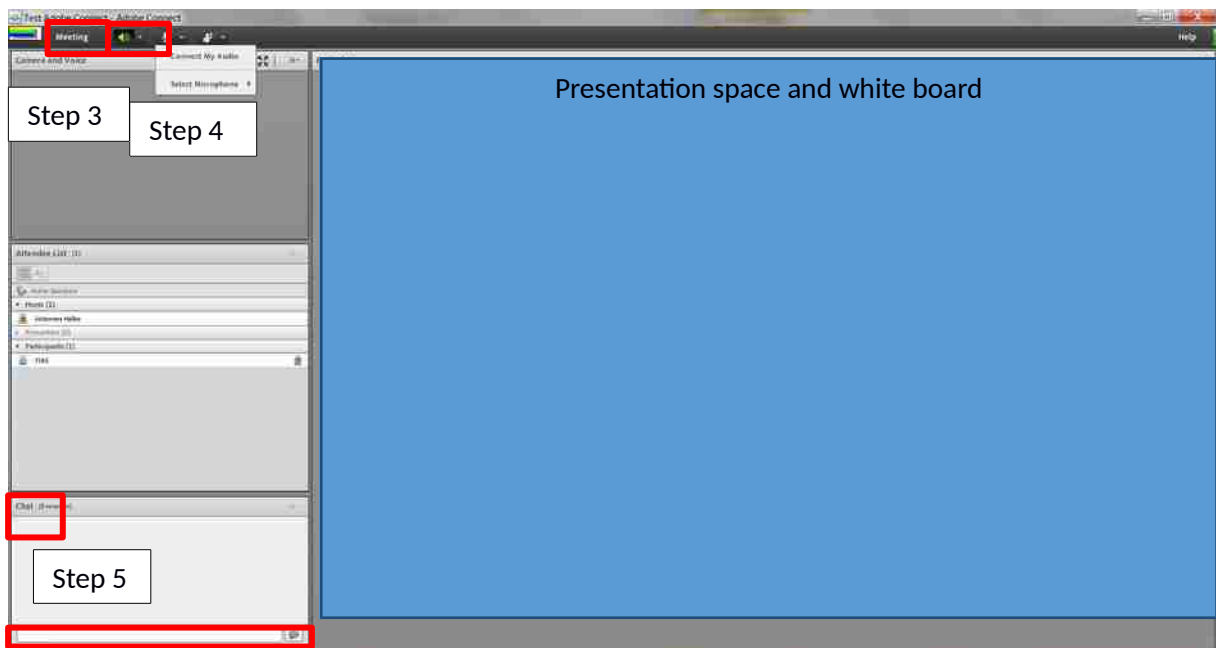
Important Technical information for participating in a TIAS webinar

General information:

- **Software:** Webinars are hosted on Adobe® Connect™. The meeting room can best be accessed with the following browsers: **Firefox, Explorer or Safari**. **We advise not using Chrome as your browser.** Although the Adobe Connect indicates compatibility with Chrome, this browser software requires an add-in from Adobe Connect which is not always possible to install.
- **Meeting Room:** The meeting room will be open 30 mins before the webinar begins. Participants are encouraged to **enter the meeting room at least 10 mins in advance** to ensure the software works and to **test your audio** (see instructions below). **Participants will not require a microphone** because questions and comments will be taken via the **“Chat” function**. Once you are comfortable that everything works you can step away but stay logged into the room.
- There will be periods of silence before the webinar formally begins.

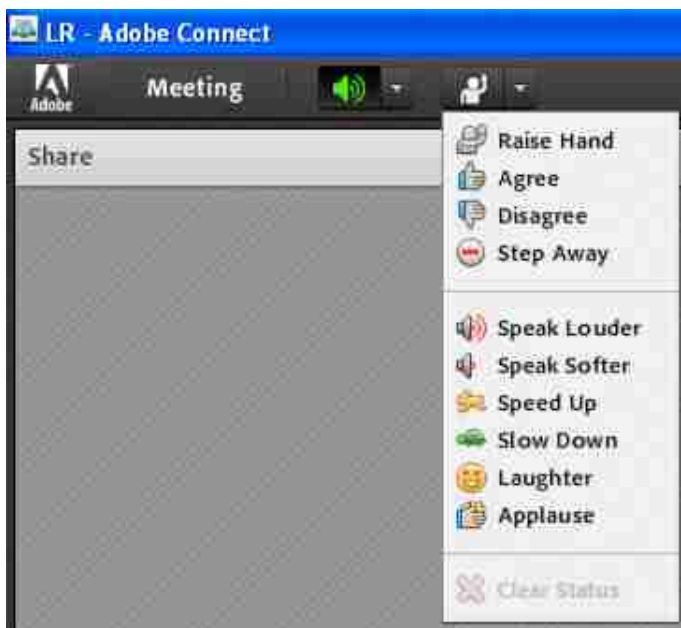
Before the start of the meeting:

1. Test your software (**Adobe Flash Player**) and connection speed using this link: https://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm
This page also contains **troubleshooting** tips.
2. Enter the meeting room using the provided link (<https://webconf.vc.dfn.de/tiassdg/>). Adobe Connect will start automatically. You enter the room as a “guest”: Type your name where prompted (no password is needed). You will now see a screen that is similar to the one below. In the “Attendee list” you can see who is online. Also you should see your own name in the participants list.
3. **To verify or set up your audio:** Be sure that your speakers are connected. Then go to the **“Meeting”** drop-down menu in the upper left of the screen and select **“Audio Setup Wizard...”** to set your audio settings. Most important is that you can hear the test sound. *(Participants will not require a microphone. This is required by presenters and hosts only.)*



During the meeting:

4. **Adjusting volume:** Once you have done the audio (sound) check you will be back in the meeting room. You can switch on and adjust your audio by clicking on the **Audio icon (speaker icon)** at the top to the right of the "Meeting" menu. On this drop down menu you can adjust the volume of your speaker or mute it if needed. When the audio is activated this icon should appear **green**.
5. **To pose questions or make comments** after the presentations or during discussions: go to the **chat** area - bottom left of screen - and type in your question/comment in the space provided and hit enter. The host will then (selectively) pose the question or comments to the presenter for you, after any earlier posed questions have been responded to. Because of the large number of participants it may not be possible to respond to all questions/comments.
6. Throughout the webinar you can make use of **symbols on the drop-down menu under the "hand-raised" icon** to the right of the Audio/Speaker icon (e.g. convey applause or to communicate that you wish the presenter to speak louder - *Note that you can also adjust your own speaker volume as needed during the webinar - see step 4 above*).



If you cannot enter the room or experience problems:

- It could be that your computer is not equipped with the most recent version of the required software, Adobe Flash Player (v. 13 for Apple and Windows Computers, and 11.2 or higher for Linux Computers). If this is the case, you can easily and quickly download a new version at: <http://get.adobe.com/flashplayer/>
- It is also possible that your organisation's firewall may be preventing access to the meeting room. If this is the case, please consult your administrator.
- See also Troubleshooting: https://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm
- In case of **technical difficulties**, you can call us: Tel. +49 541 969 2505 or email info@tias-web.info

