Bridgit Software

The Bridgit Conferencing Software enables users to share their desktop. Users must be within the DEC intranet to join or create a bridgit meeting.

Let’s Play

In pairs work through creating and joining a Bridgit meeting.

CREATE A NEW MEETING using Bridgit

1. Login to the DEC portal
2. Select My Applications
3. Select Bridgit
4. Select “Click her to launch Bridgit (in Internet Explorer)
5. Select RUN
6. Select RUN
7. Select the Create New Meeting tab
8. Enter a name for your meeting
9. Enter a password for your meeting (this is optional)
10. Select Create New Meeting
11. Now you are ready for others to join the meeting.

JOIN A MEETING using Bridgit

1. Login to the DEC portal
2. Select My Applications
3. Select Bridgit
4. Select “Click her to launch Bridgit (in Internet Explorer)
5. Select RUN
6. Select RUN
7. Select the arrow pointing down to identify the meeting you will join. You may need a password, the password is ALWAYS set by the person who has created the meeting.
**Connected Classrooms Technology**

The Bridgit Conferencing Software complements the Interactive Classroom functionality by facilitating instant and remote collaboration. The connected classroom technology is used to offer or participate in online meetings and professional learning activities. Users participating in professional learning activities are usually required to use all the technology in the connected classroom as listed below:

**Connected Classroom Equipment**

- TV and TV remote
- Polycom Camera and Polycom remote
- Data Projector remote
- IWB (Interactive Whiteboard)
- Computer
- DEC Portal > My Applications > Bridgit Software

**Troubleshooting technical issues**

- TV Remote, Data Projector Remote
  - Check batteries, change if necessary

- Polycom camera
  - Ensure camera is turned on
  - Using the TV remote, ensure the correct input is selected
  - As a last resort reset the CODEC

- My computer won’t display on the IWB
  - Ensure the data projector is turned on
  - Ensure there are no loose cables from the IWB to the computer
  - Using the data projector remote select source or source

**Support for Interactive Classrooms**

For immediate technical assistance for VC and all other components of the IC, pick up the (ICH) handset, in or on top of your IC equipment cabinet, and follow the voice prompts.

- School and corporate staff: call 1300 32 32 32
- Support Documentation:
Adobe Connect
Adobe Connect is a web conferencing platform for all staff and students in DEC schools. It allows computer users in various locations to share events such as meetings and classes. It allows users to participate in interactive, collaborative environments from their school, home or workplace.

Why Adobe Connect?
Participants can join a session anytime anywhere without being in the DEC intranet. Non-DEC participants and/or presenters can join a session. Recorded sessions/presentations can be shared instantly using the URL automatically assigned to the session by the adobe connect system. All recordings are stored on the adobe connect server.

What equipment do I need to use Adobe Connect?
Adobe Connect does not require any specialist software. You only need:
- Internet-connected web browser
- Adobe Flash Player (version 13.1 or higher)
- Speakers or headphones to listen plus a microphone if you want to speak.

You can test your computer’s readiness for participating in Adobe Connect by using this link: http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm

Recommended Headsets
You only need earphones to join and listen in an Adobe Connect session; however, if you would like to speak as well you will need headset/earphones with a microphone. USB headsets are best and the driver for the USB headset will need to be installed on your computer. This may or may not be automatic, depending on the permissions you have for your computer.

Notes
Adobe Connect Room – Introduction & Demonstration by Facilitator

1. **Web Browser & Adobe Connect Add-in**
   If you have never hosted an Adobe Connect meeting before, you will be prompted to install Adobe Connect Add-in. This is a one off installation, select install and follow the instructions.

2. **Menu**
   ![Menu Image]

3. **Attendees**
   - Host
   - Presenter
   - Participant

4. **Room Layouts**
   There are three standard room layouts, **Sharing, Discussion, Collaboration**. Layouts are used to organise meeting activities, layouts let you control the selection, placements, and size of pods and content.

5. **Audio Setup Wizard**
   Run the audio setup wizard every single time you join a session. The audio setup wizard synchronises your headset to the Adobe room. If you don’t initially see your headset from the dropdown menu your computer may still be installing the driver.

6. **Pods**
   Little windows for different types of activities in your room, you can close them, add them, resize and position them anywhere in your room. Each pod includes a menu (top-right) with associated parameters enabling the host easy management of the pod.

7. **Recording**
   The recording function allows meetings to be recorded and saved in the Adobe Room’s Folder on the Adobe Server. All recordings are initially set to private and need to be made public if the host wishes to share the recording with others.

8. **Presenter Only Area**
   Coordinate your presentations with a private backstage area. Hosts can enable or disable this for all presenters and hosts.

9. **Share My Screen**
   - Share My Screen
   - Share Document
   - Share Whiteboard
# Let's Play

<table>
<thead>
<tr>
<th>Activity</th>
<th>Completed Y/N</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Open Internet Explorer and navigate to:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2. Login using your DoE username and password.</strong></td>
<td></td>
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</tr>
<tr>
<td><img src="image" alt="Adobe Connect Login" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3. While you are waiting read through the wizard “Tips for using Adobe Connect”</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Adobe Connect Tips" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4. Plug-in your headset and run the Audio Setup Wizard</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Select Meeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Select Audio Setup Wizard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Work through the wizard, this will synchronize your headset with the adobe connect room.</td>
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</tbody>
</table>

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<table>
<thead>
<tr>
<th>Activity</th>
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</thead>
</table>
| 5. The HOST explains the audio function highlighting:  
  - an enabled speaker icon is green  
  - use drop-down arrow to adjust speaker volume | | |
| ![Audio Function](image1.png) | | Note: if you are having audio issues see pages 11 – 12 in this guide. |
| 6. The HOST explains the microphone function highlighting:  
  - an enabled microphone icon is green  
  - use drop-down arrow to adjust microphone volume | | |
| ![Microphone Function](image2.png) | | Note: participants provided with microphone rights by the host will see this icon. |
| 7. The HOST explains the user status  
  - Use the drop-down arrow and note the various status options, have a play with the different status options | | |
| ![User Status](image3.png) | | |
| 8. The HOST explains the Chat Pod  
  - Public chat  
  - Private chat  
  - Chat colour  
  - Chat text size  
  **Let’s Play**  
  - Contribute towards the public chat  
  - Start a private chat | | |
<p>| <img src="image4.png" alt="Chat Pod" /> | | |
| 9. The HOST explains the difference between a Host, Presenter and Participant. | | |</p>
<table>
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</table>
| 10. The HOST explains the three standard room layouts  
  - Sharing  
  - Discussion  
  - Collaboration | | |
| 11. The HOST explains the “Share My Screen” options. | | |
| 12. The HOST explains the files pod and demonstrates uploading a file and describes how to download the file. | | |

Notes

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Extension Activity
Participants with webcams share your webcam and check your webcam preferences from the Video pod options menu, or select Meetings > Preferences > Video.

Support for Adobe Connect
Email: AdobeConnect.Support@det.nsw.edu.au

Support Documentation

OTHER Resources
Bridgit

Connected Classrooms

Adobe Connect

Video Conferencing Etiquette (PDF 1.9 MB, Connected Classrooms Program)
https://detwww.det.nsw.edu.au/it/learnsyssupport/collaboration/bridgit/resources.htm
Adobe Connect Quiz

1. What software do I need to join/host an Adobe Connect session?

2. List the three standard room layouts.
   2a. 
   2b. 
   2c. 

3. I need internet access to join an Adobe Connect session. True / False

4. Participants can only join an Adobe connect session from school? True / False

5. Adobe Connect will work from anywhere anytime? True / False

6. Personnel from outside DoE (without DoE accounts) can participant in an Adobe Connect? True / False

7. Identify the advantages and disadvantages of each system.

<table>
<thead>
<tr>
<th>System</th>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridgit Software</td>
<td></td>
<td></td>
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<tr>
<td>Connected Classroom Technologies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adobe Connect</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. Participants, Presenters and Hosts often experience audio and microphone technical issues.

Describe several strategies you would recommend for a user to troubleshoot their audio and/or microphone issues.

9. Explain the difference between a HOST, Presenter and Participant.

<table>
<thead>
<tr>
<th>Attendee</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Presenter</td>
<td></td>
</tr>
<tr>
<td>Participant</td>
<td></td>
</tr>
</tbody>
</table>

10. Describe the purpose for the options in “Share My Screen”

<table>
<thead>
<tr>
<th>Share My Screen</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share My Screen</td>
<td></td>
</tr>
<tr>
<td>Share Document</td>
<td></td>
</tr>
<tr>
<td>Share Whiteboard</td>
<td></td>
</tr>
</tbody>
</table>
Troubleshooting Tips

Headset Issues
If you are having difficulty with your headset try:

1. Run the audio setup wizard and ensure the headset is listed in the dropdown menu when prompted to select the headset.

2. I have run the audio setup wizard and my headset is not listed in the dropdown menu. In this case check if your headset software driver is still being installed on your computer. To do this, select the arrow (bottom-right) on your monitor, you should now see a similar menu as per the screenshot below. If you see an icon spinning, this means the software driver for your headset is still being installed, wait for this process to finish and run the audio setup wizard again.

3. I have run the audio setup wizard and my headset is not listed in the dropdown menu. I have selected the menu as per the screenshot above and there is no spinning icon.

   In this case, try plugging the headset in a different USB port and note if there are any sounds when you plug the headset back into your computer.

4. I have run the audio setup wizard and my headset is not listed in the dropdown menu. I have select the menu as per the screenshot above and there is no spinning icon. I have tried plugging my headset in another USB port.

   In this case, try using another headset to determine if it is the headset or computer.

Echo Issues
If there is an echo please check you haven’t accidently logged into the adobe session twice. To check locate your name in the room and ensure you can’t see your name twice.

If you can see your name twice this means you have join the session twice, therefore, there is an echo. Simply close one session.

You may need to close your browser completely and all programs and start again.
**Sound Issues**
Having difficulty with your sound? Try:

1. Run the audio setup wizard and ensure the headset is listed in the dropdown menu when prompted to select the headset. Follow the instructions in the wizard to test the sound.

2. Ensure the speaker icon is **GREEN**.

3. I have run the audio setup wizard but still can’t hear anything. Try:
   
   a) Adjusting speaker volume within the Adobe Connect Room

   ![Adjust Speaker Volume](image)

   b) Adjusting speaker volume on your computer

   ![Check Controls](image)

   b) Check controls on your headset, ensure you haven’t accidently hit the mute or pause button.

**Microphone Issues**
Having difficulty with your microphone? Try:

1. Run the audio setup wizard and ensure the headset is listed in the dropdown menu when prompted to select the headset. Follow the instructions in the wizard to test the sound.

2. I can’t see the microphone icon in the adobe connect room. The reason is you are not host and the host controls who has microphone rights. Ask the host to give you microphone access by hovering over your name and selecting enable microphone.

3. Ensure the microphone icon is **GREEN**.

4. Adjust microphone within the Adobe Connect Room

5. Check controls on your headset, ensure you haven’t accidently hit the mute button.