

Adobe Acrobat Connect Pro Resource Sheet

By Sheila LeGeros

TRAINING RESOURCE CENTER

This link takes you to the Adobe Connect Pro Resource Center, where there are many online tutorials and PDF files with best practices. I recommend starting at the beginning with MEETINGS.

<http://www.adobe.com/resources/acrobatconnect/index.html>

DOWNLOADABLE WIDGETS

This link will take you to Adobe Connect Pro Exchange, which has widgets you can download:

<http://www.adobe.com/cfusion/exchange/index.cfm?event=productHome&exc=14>

LOGIN

I put the LOGIN screen into my bookmarks to make it easy to find:

<https://admin.acrobat.com/system/login?domain=connectpro15711111.acrobat.com&next=%2Fadmin%3Fdomain%3Dconnectpro15711111.acrobat.com&set-lang=en>

TOLL FREE NUMBERS

Adobe Acrobat Connect Pro Telephone Numbers:

- 1-800-945-9120 (Customer Service)
- 1-800-422-3623 (Technical Help During Meeting)
- 1-800-457-6613 x2 (Sales, Clarix Technologies, ask for Joan Wiley)

I found that Adobe is a big company, with many products and many toll free numbers that are highly specialized, which makes it very hard to get to the right person on the first try. Sales to small businesses are handled by Clarix, a partner company. It's actually cheaper to buy the product as a small business from Clarix than it is from Adobe, and the technical support for small business is much better from Clarix than from Adobe. Also, it's possible as a small business to customize the tool with your colors and logo if you buy it from Clarix, but not if you buy it from Adobe.

Joan Wiley at Clarix quoted me \$500 per year for a 100 seat, single host license. If you buy it online from Adobe it is \$55 per month, or \$660 per year. Joan has spent much time with me on the phone patiently answering my questions and actually showing me live how the tool works. I've found her to be the most knowledgeable sales person I've spoken with for any virtual collaboration tool. Also, Joan is getting a good idea of how a facilitator would use the tool after talking with me.