

PowerPoint Workarounds in Adobe Connect



Issues

Uploaded PowerPoint does not display as designed; corrupted PowerPoint kicks attendees out of the Adobe Connect session.

The User Sees / Experiences

- o columned content no longer aligned, bullets and fonts not properly displayed, blank / white slides
- o attendee(s) kicked out of session when PowerPoint loads or host moves to layout with corrupt PowerPoint

Background

PowerPoints with heavy animations, layers of templates, unique fonts, inter slide transitions, or WordArt can have file conversion errors when uploaded into Adobe Connect's Share pod or can eject attendees.

Status: Known Issues, Solution Anticipated with Version Upgrade in spring 2020

In initial testing of Adobe Connect versions 10.5 and 10.6 PowerPoint properly uploaded, converted, and displayed as designed.

Suggested Alternatives

o PowerPoint creation...

- ✓ create your slides in **PowerPoint** not Mac Keynote or Google Slides
- ✓ use recognized fonts like Arial, Tahoma, Verdana, Calibri, Courier New, Georgia
- ✓ minimize the use of templates, animations, layers

o After uploading PowerPoint is not displaying properly...

- ✓ save PowerPoint as **.pptx PowerPoint Picture Presentation** and upload using **Share Document** (*links on any slides will not be live)
- ✓ or, save PowerPoint as a **.PDF** and upload using **Share Document** (*removes animations)
- ✓ or, **open the PowerPoint on your computer** and share using **Share My Screen**

o Attendees kicked out of Adobe Connect – corrupt PowerPoint file...

- ✓ if possible, as soon as you get in session click a different layout, **Hide the Share Pod**, or **Stop Sharing**
- ✓ **Clear** the corrupt PowerPoint from Share History

