



KNOWN ISSUES WITH ACROBAT CONNECT PRO MOBILE

Version 1.0

Chat

- Attendee List always displays in the mobile client, even if it is hidden in the Presenter Only area, or not displayed in the current layout on the desktop client.
- All Chat Pods in the current layout are available to the mobile client, including any Chat pods displayed in the Presenter Only area. Presenters should select the 'Presenters' drop-down list group in the Chat pod to keep Presenter-only messages private from the mobile audience.
- Attendee pod does not indicate the connection type of users. The host has no indication whether some users are attending from Connect Pro Mobile.
- Timestamps in the Chat Pod do not show on the mobile client.
- Text and URLs in the Chat pod cannot be copied.
- Public and Private Chat are limited on the mobile client. Mobile users can send and receive public Chat including Q&A submissions. Mobile users can receive private Chat messages. Mobile users cannot send Chat messages to directed individuals, or to groups of individuals such as Presenters only.

Camera

- Camera and Voice pod may appear active on device, after it has been closed in the meeting.

Screen

- Screen Sharing font and text quality when desktop sharing are not as sharp on the mobile client as on the regular desktop client.
- PDF Screen Sharing limitations exist on mobile client. Some pages in PDFs may not convert correctly. When the PDF is rotated by the presenter, it may not rotate on the mobile client.
- Presentations with Adobe Presenter Quiz Questions are not supported. When sharing a PowerPoint that contains quiz questions, the mobile user cannot input answers and move through the quiz questions.
- Share 'Pointer' and Whiteboard Markup not supported on mobile. The green arrow pointer and whiteboard markup objects are not sent to mobile users.
- Sharing multiple Share pods in a single layout is not recommended. Connect Pro Mobile uses the following logic to determine which of multiple Share pods to display to the mobile user:
 - ▷ When joining the meeting, if there is more than one active Share pod:
 - ▷ Look for a Share pod set to fullscreen mode
 - ▷ If there are no fullscreen Share pods, look for an active screen Share
 - ▷ If there are no active screen Shares, look for the largest active Share pod

- During the meeting, the Share pod that is displayed to the mobile user changes if:
 - ▷ the presenter clicks on the title bar of a Share pod
 - ▷ the presenter makes a Share pod fullscreen
 - ▷ the presenter changes the page on a shared PDF/PowerPoint
 - ▷ the presenter activates the 'Pointer' on a shared PDF/Powerpoint (note that the arrow itself is not displayed to the mobile user)
- Sharing FlashPaper is not supported.
- Sharing Adobe Captivate content is not supported.
- MP3 duration displays incorrectly. In some cases duration does not display at all.

Telephony

- Join teleconference dialing causes the mobile app to quit. When the user logs in to the meeting to take advantage of the 'Join teleconference' option, accepting the conference call closes the Connect Pro Mobile app. The user must join the meeting again once connected to the conference call.
- iPhone default Phone status bar does not display in Connect Pro Mobile. When a user is connected to both a telephone conference call and Connect Pro, the default green bar displayed on the iPhone to show and access Phone status options is not displayed. The user must use the telephone icon in Connect Pro to manage call audio and hang up to avoid exiting the mobile app.
- If the meeting host is using conference calling that is not fully integrated, the iPhone user will have no call control capability while in the meeting. The user must exit the meeting to access Phone controls.
- User cannot use iPhone 'Phone' controls to mute/un-mute line. Mobile users must use the telephone icon provided in Connect Pro Mobile to mute and un-mute the microphone. If the user exits Connect Pro and returns to Home or the Phone app, the user must join Connect Pro again to resume meeting activities.
- Telephone 'mute' settings may not be properly reflected in the desktop client's Attendee list. Mobile device users appear muted in the desktop meeting Attendee list, even when they appear un-muted on the iPhone device. The mute/-un-mute status on the iPhone is properly displayed to the iPhone Connect Pro Mobile user.
- Cancel dialing does not always succeed. If 'Hang up' is tapped after a request to dial the phone has been initiated, dialing is not always cancelled.

Connectivity and Power

- Connect Pro Mobile cannot be opened from a URL. Users who attempt to click a URL to enter a Connect Pro meeting will be directed to the device browser, and will not successfully enter the meeting. Users must copy and paste or type the meeting URL from the invitation into the 'Enter meeting URL' field in the Connect Pro Mobile app.
- iPod touch may see the Connect Pro app quit after 30 minutes of activity if the devices are not connected to a power source.
- When connectivity is lost, the app may close. The user is not warned or informed. The app does not automatically reconnect if the connection is lost.

Other

- Block Incoming Attendees is not supported on Connect Pro Mobile. If host selects the option to Block Incoming Attendees, mobile participants will be denied access, rather than given an option to Request Entry.
- Breakout Rooms are not supported on the mobile client. Mobile attendees remain in the 'main' room, and all Chat and Camera activity across all breakouts are available for the mobile user.
- Recording notice is not provided. Mobile users are not informed when the meeting is being recorded.
- A limited number of Connect Pro accounts are listed. For users who have access to multiple differentiated Connect Pro accounts, the list of accounts to choose from displays only 10 lines. The list may also display with some overlapping text.
- Compliance notices are not supported and not displayed on the mobile client. Compliance notices must be disabled for mobile users to attend meetings.
- Mobile users are not removed from 'on hold' meetings. If the meeting is placed 'On hold' while in progress, mobile users do not go into a holding area, but stay in the meeting. Mobile users who attempt to enter a meeting that is on hold will be denied access.

