

Adobe Connect 12.10 Preview

What's New and Changed

This document describes the new features and enhancements added to Adobe Connect 12.10.

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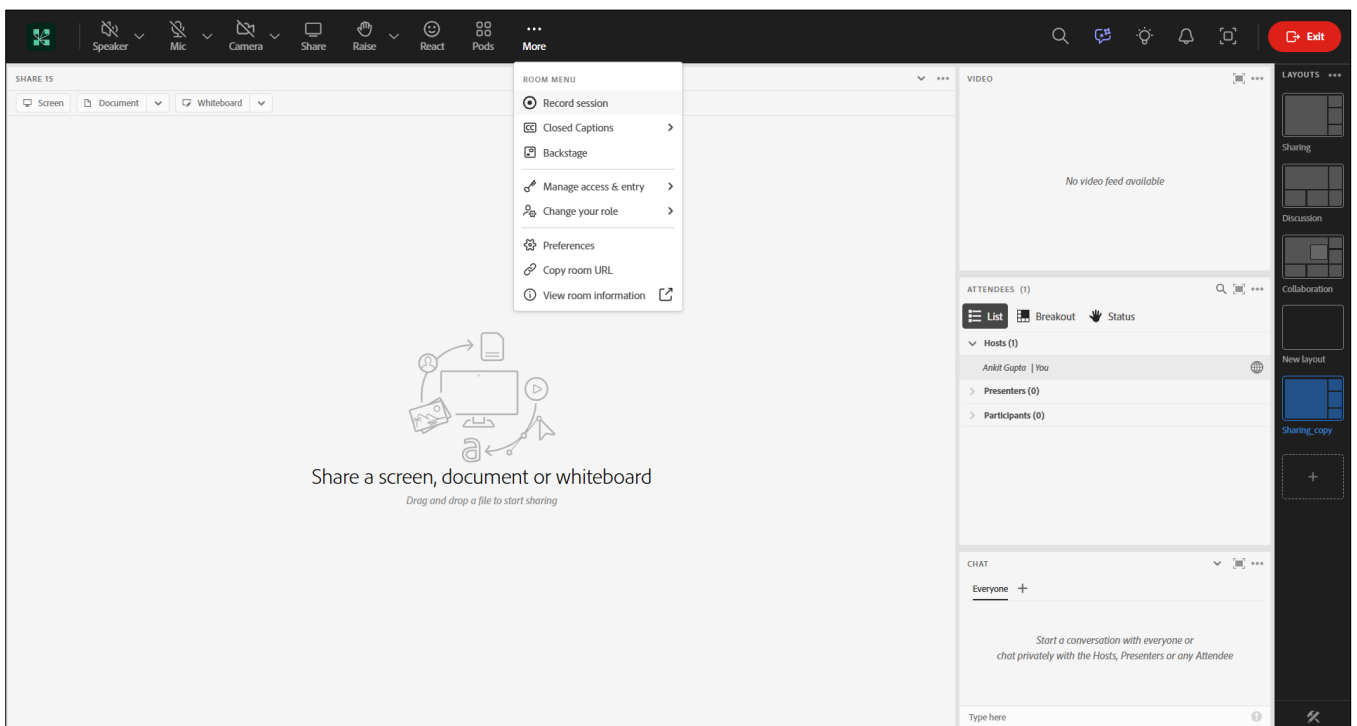
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Redesigned Room Top Bar

The top bar of the Adobe Connect room has been redesigned to improve usability, especially during time-critical live sessions, and to reduce the learning curve for new hosts. Key improvements include:

- **Optimized Placement of Controls:** Speaker, Microphone, and Camera controls have been moved to the left side of the top bar for quicker access during live delivery. Options more relevant during the session setup or preparation phase—such as Pods and the Room menu (now renamed to More)—have been moved to the right of these core controls.
- **Improved Labelling for Clarity:** Labels have been added to several controls, including both Adobe Connect-specific features and common actions, making them easier to understand and use
- **Expanded Use of Icons:** Following the positive response to icon enhancements introduced in version 12.7, additional icons have been added to support visual recognition and faster navigation:
 - Device-specific icons in Speaker, Mic, and Camera menus
 - Refined icons in React-based menus
 - New icons for Pods and More menus
- **Refined Visibility of Secondary Elements:**
 - The Closed Captions toggle has been relocated under the More menu, as it is typically used once per session.
 - The Connection Health icon has been removed.
 - The Notifications icon will only be displayed when there are active alerts.
 - The Fullscreen option is now shown only in browsers; it has been hidden in the desktop app, which already offers a near full-screen experience.

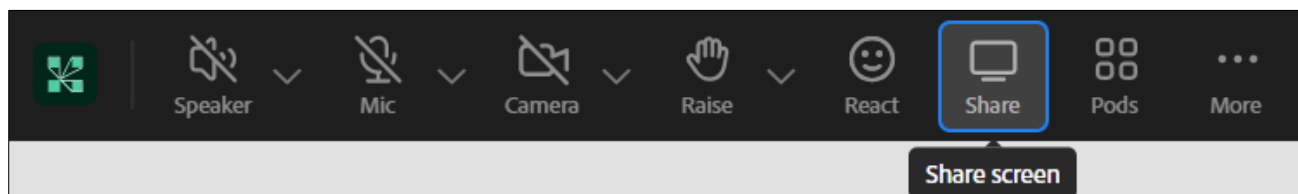
This redesign makes the top bar more intuitive and efficient, aligning control placement with how and when features are typically used during a session.



Updated top bar in rooms

Screen Share from Top Bar

A new Share option has been added to the top bar, making screen sharing faster and more accessible. This option is available to Hosts, Presenters, and Participants with enhanced Share Pod rights. Selecting it will launch the standard screen sharing dialog, allowing users to choose what they wish to share. The content will be shared through an available Share Pod within the current layout. This enhancement brings Adobe Connect's screen sharing experience closer to that of other video conferencing platforms.



New share screen button in the room top bar

Share Pod Selection Logic

When the Share option is triggered, Adobe Connect automatically selects or adds a Share Pod based on the following rules:

- 1. If one or more empty Share Pods are present in the current layout:**
 - The system will select the empty Share Pod with the largest visible area.
 - If both the main view and the backstage have empty Share Pods, preference is given to the one in the main view.
- 2. If no empty Share Pods are available:**
 - **If space is available to add a new pod:** A new Share Pod is automatically added to the available empty area, and screen sharing begins immediately.
 - **If the Backstage is open,** the new Share Pod will still be added to the layout (not Backstage), ensuring that the screen share is immediately visible to attendees.
 - **Note:** This differs from the behavior when adding pods via the Pods menu, where new pods are always added to Backstage if it is open.
 - **If no space is available:**
 - A popup is shown prompting the user to add a new Share Pod.
 - Once a pod is added and the user selects the Share option again, screen sharing will proceed using the newly added pod.
 - **Note:** Participants with enhanced sharing rights and Presenters cannot add new pods. In such cases, the popup will prompt them to request the Host to add a Share Pod.

This feature improves the speed and intuitiveness of initiating screen sharing, especially during live sessions, by reducing dependency on navigating to a share pod.

Level Up Your Hosting Skills with the Learn Hub

The Adobe Connect Learn Hub is your new in-room learning companion—designed exclusively for hosts—to help you unlock the full potential of Adobe Connect and create high-impact virtual experiences.

Whether you're new to Connect or just want to sharpen your skills, the Learn Hub offers on-demand video tutorials directly inside your room. These bite-sized videos guide you through everything from layout design to using advanced interaction tools so you can build sessions that are polished, engaging, and interactive.

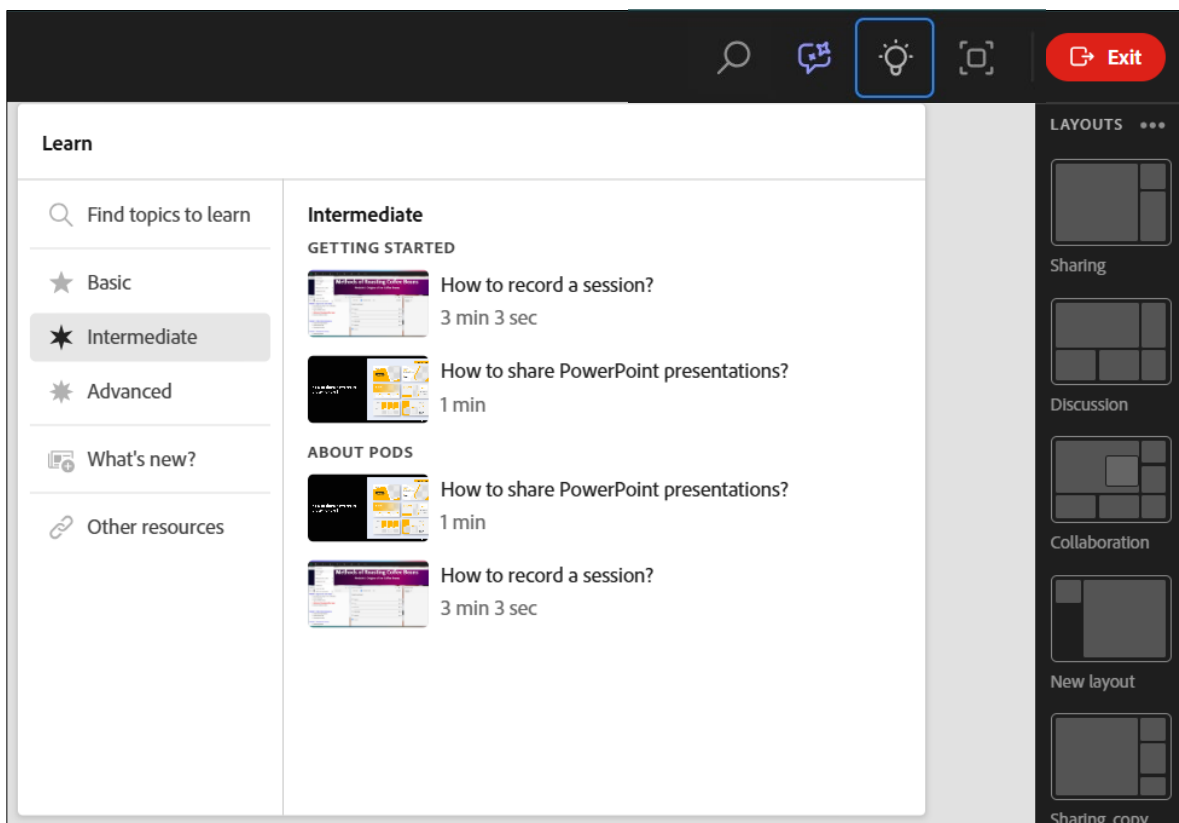
Why it matters:

- Helps **hosts level up** quickly, without leaving the room.
- Enables confident design of engaging, interactive, and professional sessions.
- Supports **self-paced learning**—watch what you need, when you need it.

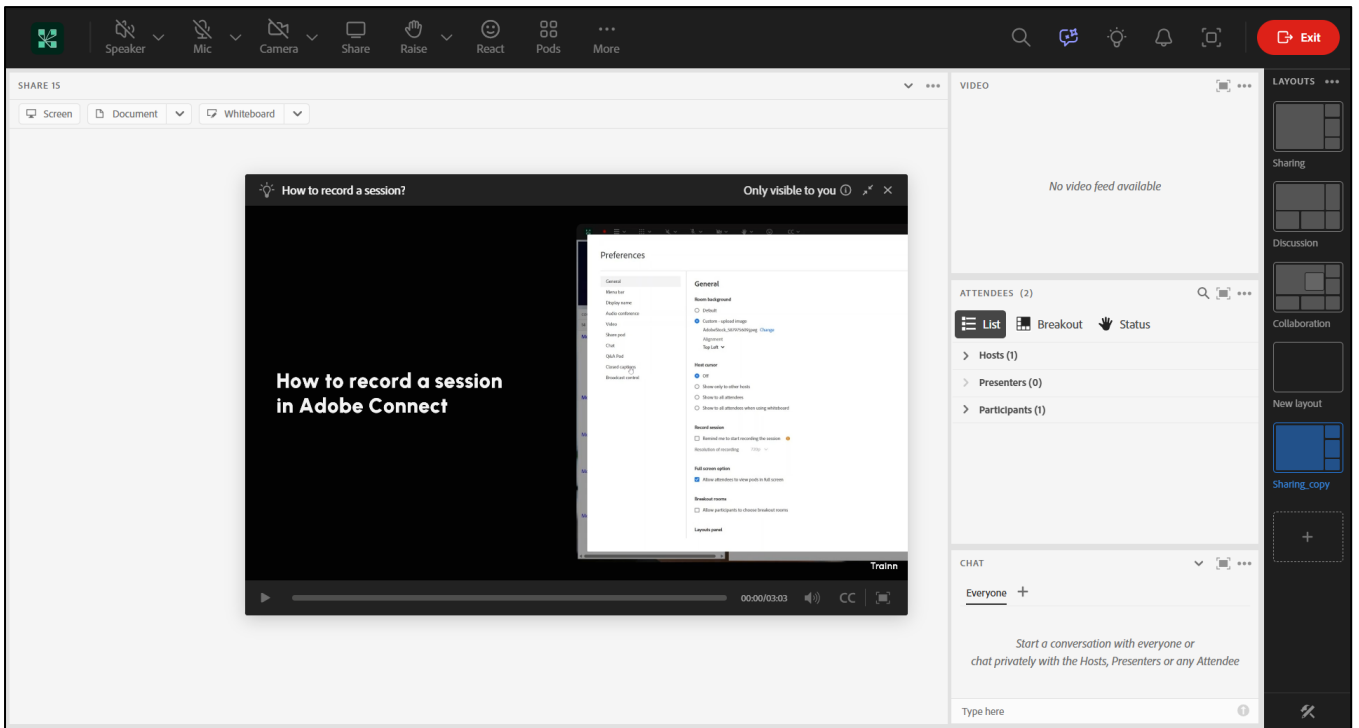
Key Features:

- Videos are **visible only to hosts** and play privately within the room, invisible to attendees.
- Hosts can **interact with the room**—switch layouts, open pods—**while the video plays**.
- The tutorial window is **movable**, so you can position it anywhere on screen.
- The Learn Hub Search **searches through video transcripts** helping you find the right video for quick access to relevant topic.
- Videos are version-specific—so you always get content that's **relevant to the Adobe Connect version your room is running**.

Whether you're running a training, a marketing webinar, or a high-stakes meeting, the Learn Hub is here to help you **build immersive, interactive, and high-impact virtual experiences**—faster and smarter.



Learn Hub popup inside a room



A Learn Hub video tutorial playing inside a room

Adobe Connect Help Assistant (Beta)

The **Adobe Connect Help Assistant (Beta)** is an **AI-driven conversational tool** designed to help **hosts** quickly find answers to their Adobe Connect questions.

Powered by Adobe Connect's publicly available [Help Guide](#) and **Knowledge Base** articles, the Help Assistant delivers helpful, real-time responses on Connect features, tools, and workflows, enabling hosts to get instant guidance while managing their sessions.

What You Can Expect:

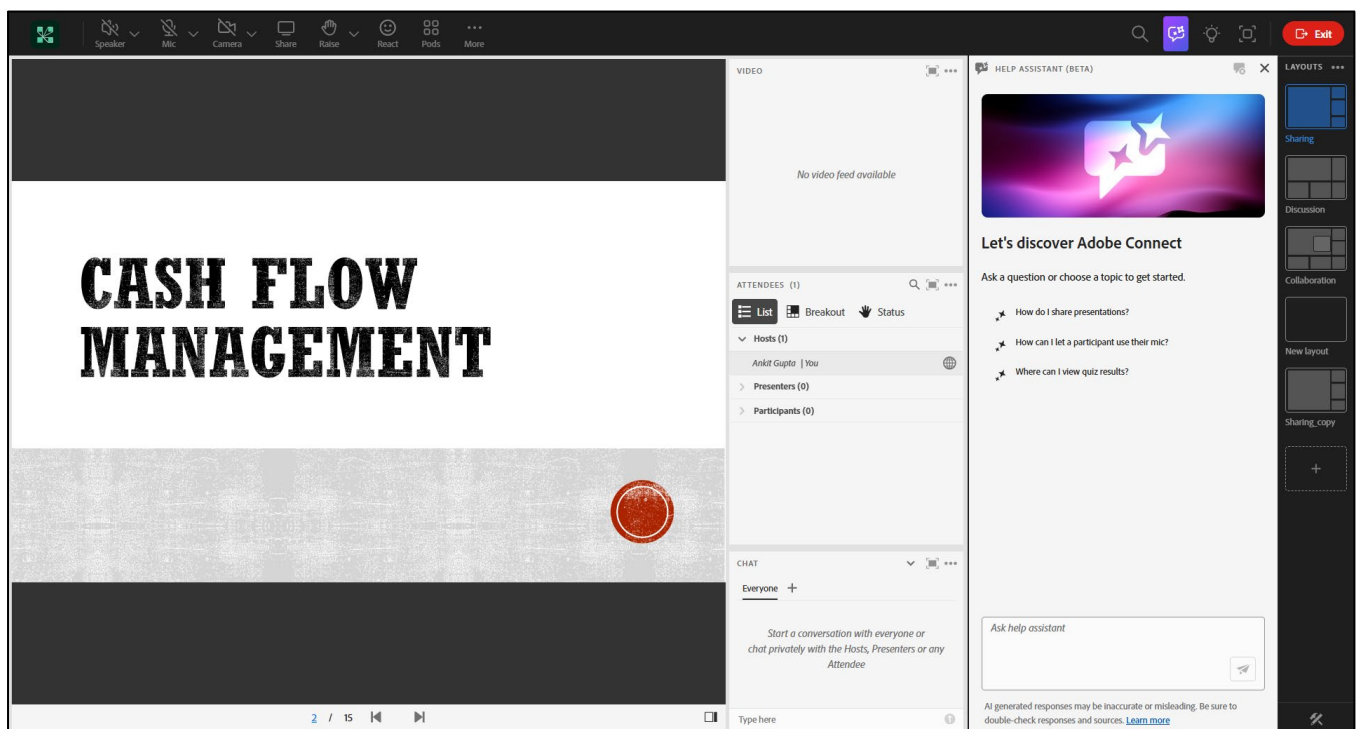
- Conversational help on **Adobe Connect features**, workflows, and best practices.
- Instant access to accurate information—no need to search external documentation.
- The Help Assistant is available only for hosted accounts

Privacy:

- The assistant **does not access** any user content, uploaded materials, in-room interactions, or **Personally Identifiable Information (PII)**.
- **Prompts and conversations** are private and **not shared** across users or customers.
- Each host must accept the [Adobe Generative AI User Guidelines](#) upon first usage of the feature.

Access Controls:

- Account administrators can **enable or disable** the Help Assistant via **Connect Central compliance settings**.
- **Only users joining with Host role** (registered hosts of the room) can access the assistant. If a host is demoted, they retain access; however, presenters or participants **do not** gain access during the session (even when promoted).



Help Assistant inside a room

Enhanced Room Search

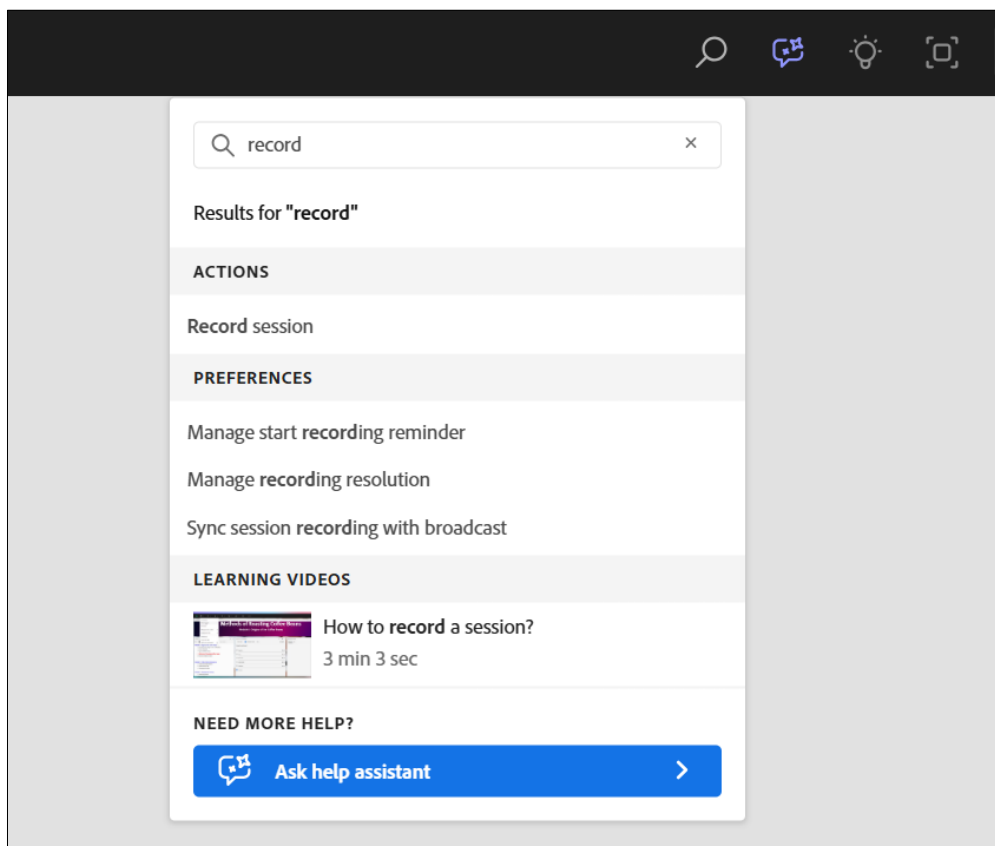
Originally introduced in the Connect 12.9 release, the Room Search feature was designed to help hosts quickly find and access in-room settings, including actions, permissions, and preferences. By selecting a search result, the corresponding menu or dialog would instantly open—streamlining session setup and room management.

The Room Search has been updated in Connect 12.10 to include the Learn Hub videos in results. Accounts which have enabled the Help Assistant will also be able to query it from the Room Search.

With the **12.10 update**, Room Search becomes even more powerful and helpful:

- **Learn Hub Integration:**
Search results now include Learn Hub tutorial videos, making it easier for hosts to discover in-context learning materials without leaving the room.
- **Help Assistant Access (If enabled)**
For accounts with the Adobe Connect Help Assistant enabled, Room Search can now be used to query the assistant directly, providing a conversational way to get answers to product-related questions.
- **Updated Interface**
The search UI has been refreshed with a cleaner design for improved readability and navigation.

The updated Room Search continues to support rapid access to controls while now also serving as a discovery tool for learning and support resources—all within the room.



Updated Room Search interface

New Guided Interface Tour for Hosts

Adobe Connect now includes a coachmark -based Guided Tour to help new hosts quickly get familiar with the core concepts and interface elements inside a room.

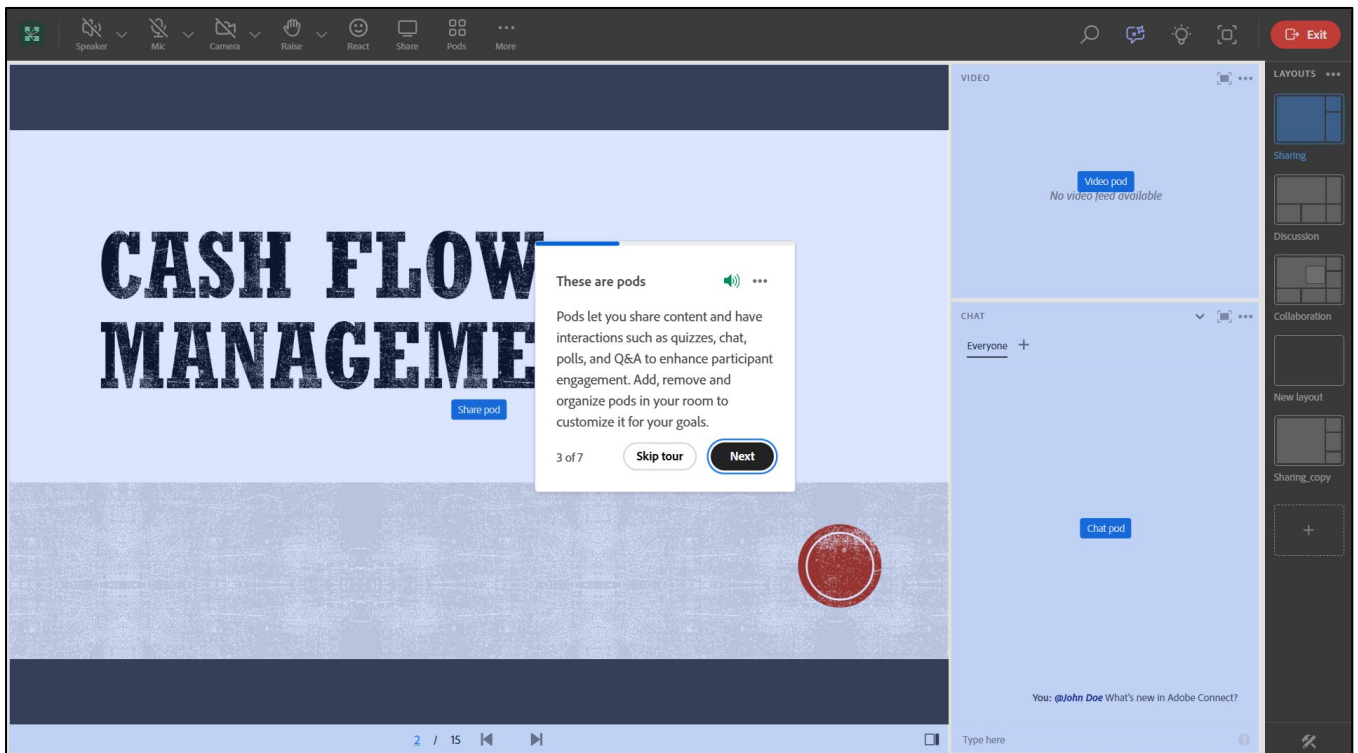
This step-by-step tour highlights essential components like:

- Rooms
- Pods and the Pods menu
- Layouts and the Layouts panel
- Room Search for quick access to settings and features
- The Learn Hub for in-room learning resources

Who Will See It and When?

- The tour is automatically shown to new hosts when they first enter a room they've created.
- It appears only once per host, providing helpful onboarding without unnecessary repetition.
- Hosts can revisit the tour anytime via the Learn Hub.

This feature is designed to accelerate onboarding, reduce guesswork, and help new hosts start creating engaging, well-structured sessions with confidence.



Interface Tour coachmark inside a room

Turn Webinars into Blogs with AI-Powered Repurposing

Adobe Connect 12.10 introduces a powerful new **AI-driven feature** that enables hosts and marketers to **repurpose webinars into professional blog articles** automatically and at scale. By analyzing the **transcript** and **shared presentation materials** from your webinar, Adobe Connect can generate ready-to-publish blog content in just a few clicks.

This is a game-changer for marketing teams looking to **maximize the value of their webinars**. Repurposing webinars into blog posts:

- Extends the reach and lifespan of your content
- Engages audiences who prefer reading over watching
- Supports SEO and lead generation efforts
- Reduces content creation overhead while improving brand consistency

No more starting from scratch—let Adobe Connect do the heavy lifting so your team can focus on strategy and distribution.

Tailored to Your Brand and Intent

Admins can define rich **brand personas** to ensure that all generated content reflects your organization's voice and values. This includes:

- Brand tone and voice
- Core values and messaging frameworks
- Product zen statements and value propositions
- Target customer personas

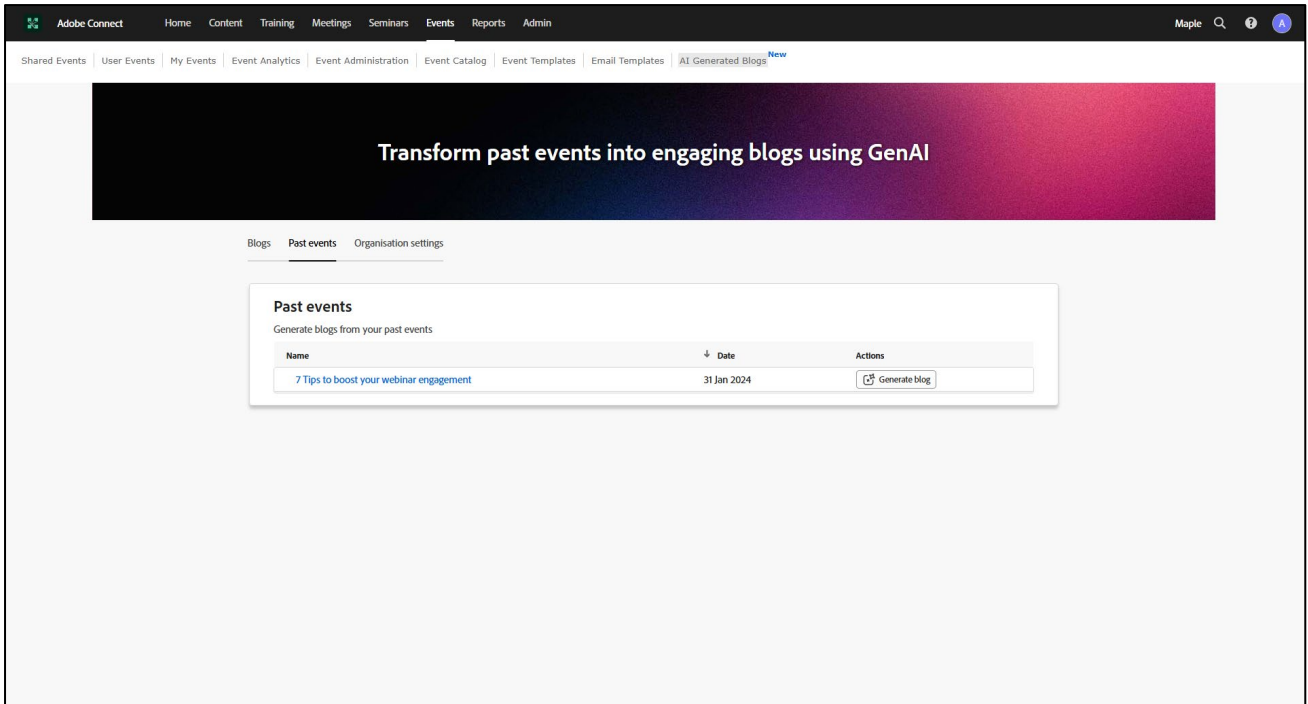
When generating a blog, hosts can configure:

- The **context and purpose** (e.g., product showcase, case study)
- The **intent** (e.g., lead generation, knowledge sharing)
- **Tone, length, and SEO keywords** to match marketing goals
- The brand persona to apply—ensuring a consistent, recognizable voice

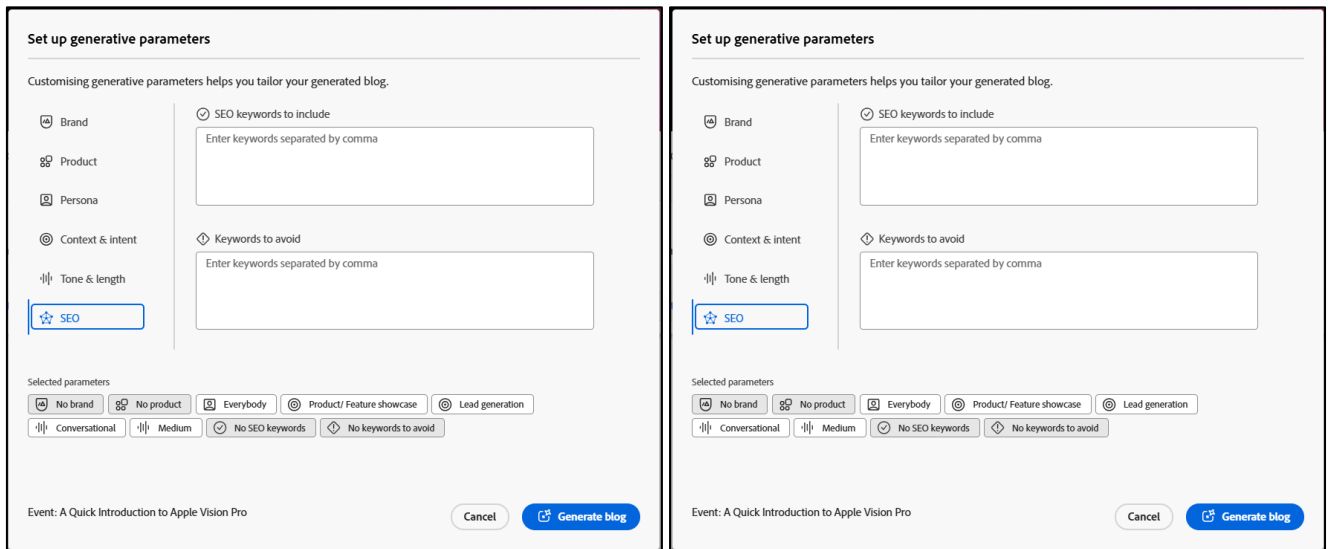
Flexible Output for Easy Publishing:

- Export the generated blog content in **PDF** or **RTF** format
- Easily publish across your CMS, blog platform, or marketing automation tools

Note: Only sessions held in seminar rooms will be available for generation of blogs. Seminar rooms are available only on accounts with an Event Module or a Seminar (Shared Room/Events) license.



AI Generated Blogs hub within the Events module



Generative parameters to define the brand tone, voice and blog context, tone

Adobe Connect V3 Case Study-OYO Save Download

Blog

Generative parameters

Brand: No Brand

Product: No Product

Persona: Everybody


Context of the webinar: Product/ Feature showcase

Intent of the generated blog: Lead generation

Tone & length: Conversational Long

Change parameters

Oyo's Epic Comeback: From Near Collapse to Profitable Triumph in 2024



Picture a company teetering on the edge of disaster, only to soar triumphantly like a phoenix reborn. Oyo, a brand known for its affordable accommodations, faced a storm of challenges that would make any entrepreneur's pulse quicken. From massive financial setbacks and courtroom dramas to the daunting pressure of an impending IPO, it seemed the odds were heavily against them. Yet, here we stand in 2024, witnessing an extraordinary transformation as

Generate blog article – Top fold

Adobe Connect V3 Case Study-OYO Save Download

Blog

Generative parameters

Brand: No Brand

Product: No Product

Persona: Everybody

Context of the webinar: Product/ Feature showcase

Intent of the generated blog: Lead generation

Tone & length: Conversational Long

Change parameters

Picture a company teetering on the edge of disaster, only to soar triumphantly like a phoenix reborn. Oyo, a brand known for its affordable accommodations, faced a storm of challenges that would make any entrepreneur's pulse quicken. From massive financial setbacks and courtroom dramas to the daunting pressure of an impending IPO, it seemed the odds were heavily against them. Yet, here we stand in 2024, witnessing an extraordinary transformation as Oyo marks its first profitable year. How did they defy the odds and steer toward growth and triumph? Join me as we delve into Oyo's captivating journey, uncovering the strategic shifts and daring choices that have paved their way to success.

Oyo's Resilient Comeback: From Chaos to Profit

Oyo's adventure has been a thrilling rollercoaster ride! The company experienced a dramatic plunge in global revenues by 50 to 60 percent, resulting in the layoff of 2,400 employees. Legal challenges added to the turmoil, with allegations of revenue manipulation and criminal intent. Softbank, Oyo's largest shareholder, pushed for a public offering, but the IPO was pulled back due to concerns about profitability. Fast forward to 2024, and Oyo celebrated its first-ever profitable year, boasting a net profit of 229 crore rupees. This remarkable turnaround was achieved by shifting focus from aggressive expansion to sustainable growth. Thousands of hotels were removed from listings, and the business model evolved to a revenue-sharing approach. Oyo broadened its brand to appeal to all market segments, from budget-friendly to luxury hotels. The company scaled back its global footprint to concentrate on profitable markets. Embracing spiritual tourism, Oyo plans to launch 400 new properties. The company is now forecasting a net profit of 700 crore rupees for the upcoming year. Oyo's journey is a shining example of resilience and strategic transformation!

Oyo's Bold Shift: From Struggle to Success

Generate blog article – Second fold

New Simulated Live Webinar Format

Adobe Connect 12.10 introduces **Simulated Live** webinars — a powerful new format that blends the polish of pre-recorded video with the interactivity of a live event.

What is Simulated Live webinar?

Simulated Live webinars let you deliver polished, pre-recorded content to a live audience at a scheduled time — replicating the feel of a real-time session. While the content is pre-recorded, your team can still engage the audience through live chat, polls, and Q&A.

This format is perfect for scaling your webinar strategy without needing presenters to be live. Marketers gain greater control over production quality, can repurpose top-performing content, and reach global audiences with high-impact sessions.

Deliver your best content again and again — consistently, professionally, and interactively — while your team focuses on what truly matters: real-time engagement and driving conversions.

Steps to design a Simulated Live Webinar in Adobe Connect:

1. Enable Simulated Live while creating a new seminar room by selecting the "**Enable Simulate Live**" option.
2. Seminar room with Simulated Live enabled have 3 types of layouts available for customization:
 - **Lobby Layout:**
 1. A fully customizable pre-event waiting area where participants gather before the webinar begins.
 2. Hosts can add welcome messages, countdown timers, or introductory pods to set the stage.
 3. This layout is active until the scheduled start time. Hosts also have the option to delay the start by up to 5 minutes, if needed.
 - **Playback Layout(s):**
 1. These layouts are used to present the pre-recorded MP4 content using a Playback Pod, which is fixed to the layout (it can be resized and repositioned but not removed).
 2. The recorded video can be split across multiple playback layouts to allow for varied interactive configurations — for example, starting with full-screen video, then transitioning to a layout where Q&A or poll pods appear alongside the video at specific timestamps. This enables presenters to engage with the audience while the video continues to play.
 3. Playback automatically advances based on the MP4 duration, unless paused manually by a host.
 - **Outro Layout:**
 1. This layout is shown automatically once the playback completes.

2. It is fully customizable and can include closing remarks, follow-up links, surveys, or contact info.
3. Hosts can choose to end the event manually or configure it to auto-end after a defined time delay following the playback.

3. Playback Controls:

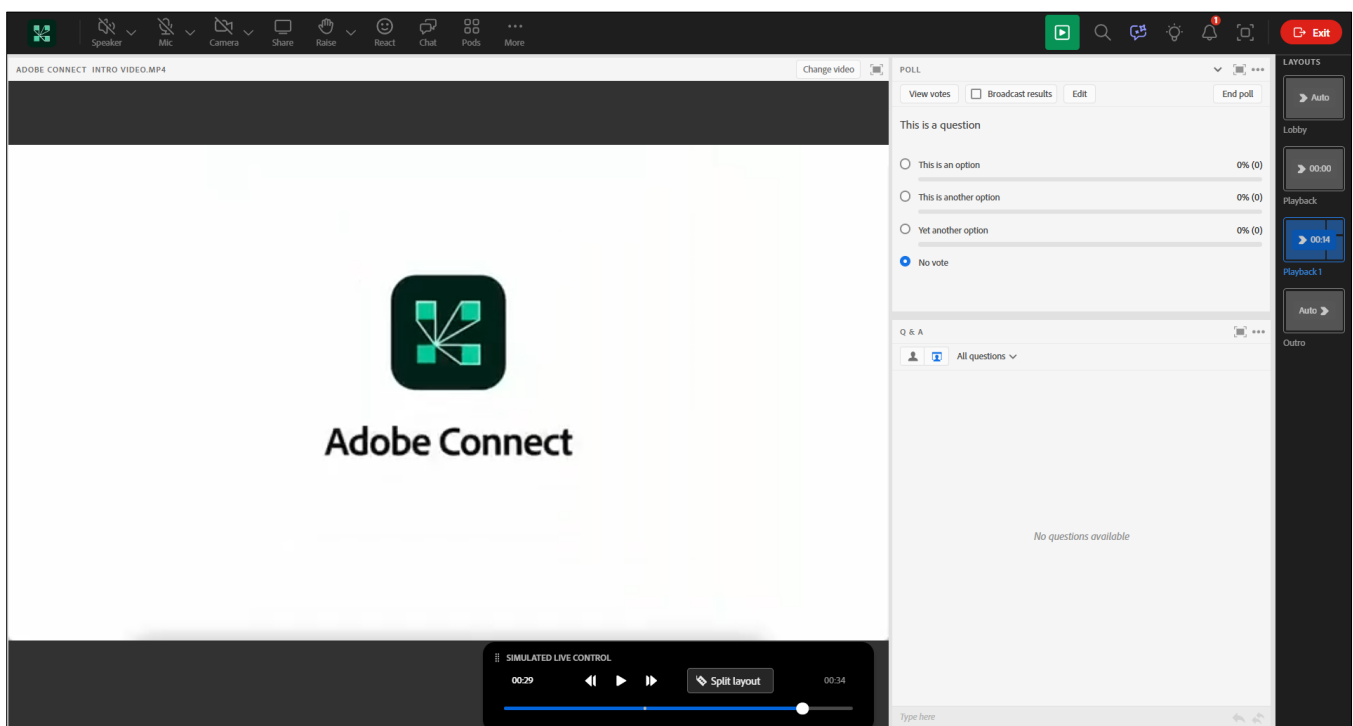
- Hosts can **pause playback** to allow for extended engagement (e.g., to allow more time for polls or discussion).
- Hosts/Presenters can use mic/camera only in Lobby, Outro, or in a Playback layout when playback is paused. These rights are automatically disabled during active playback to preserve the "live" illusion.

4. **Authoring Lock-In:** Room configurations and content can be modified until 2 hours before the scheduled start time.

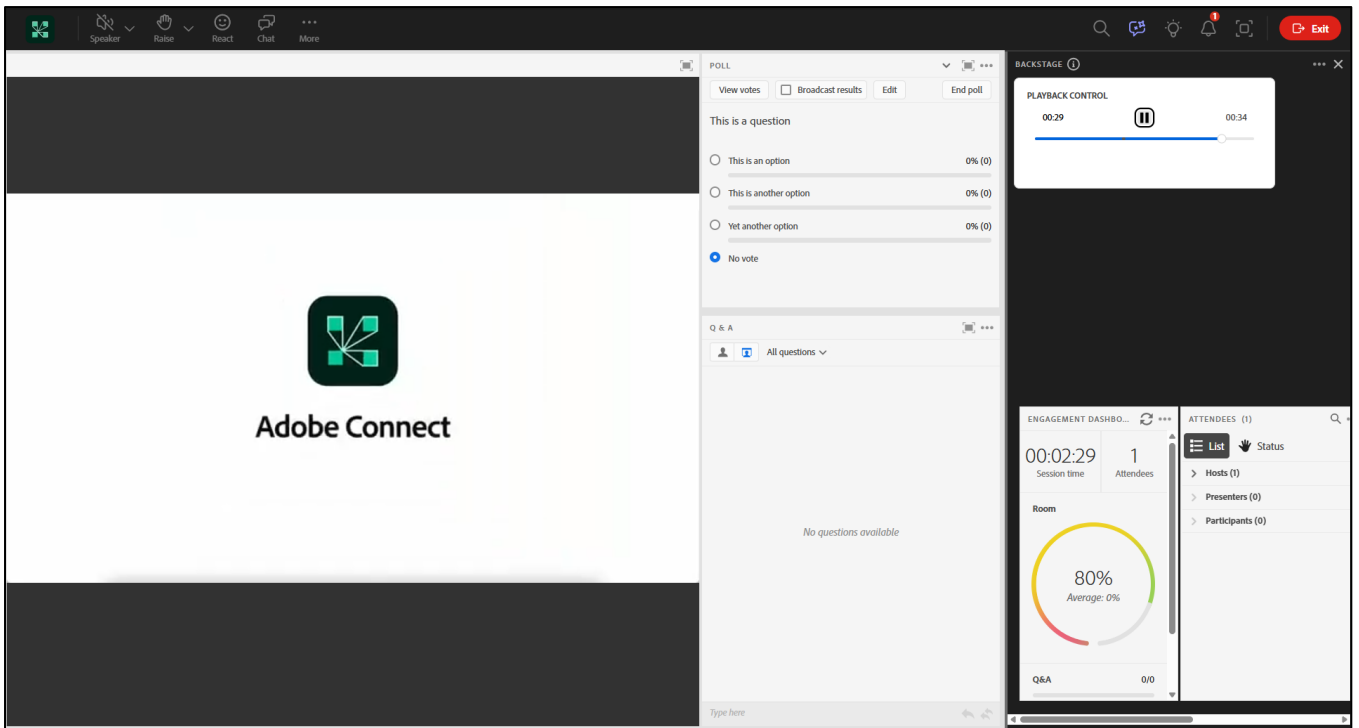
5. Automated Flow:

- Adobe Connect will automatically transition the room through Lobby → Playback Layouts → Outro Layout during the live session, based on the timeline and settings defined by the host.
- If auto-end is enabled, the room session ends cleanly after the Outro layout concludes.

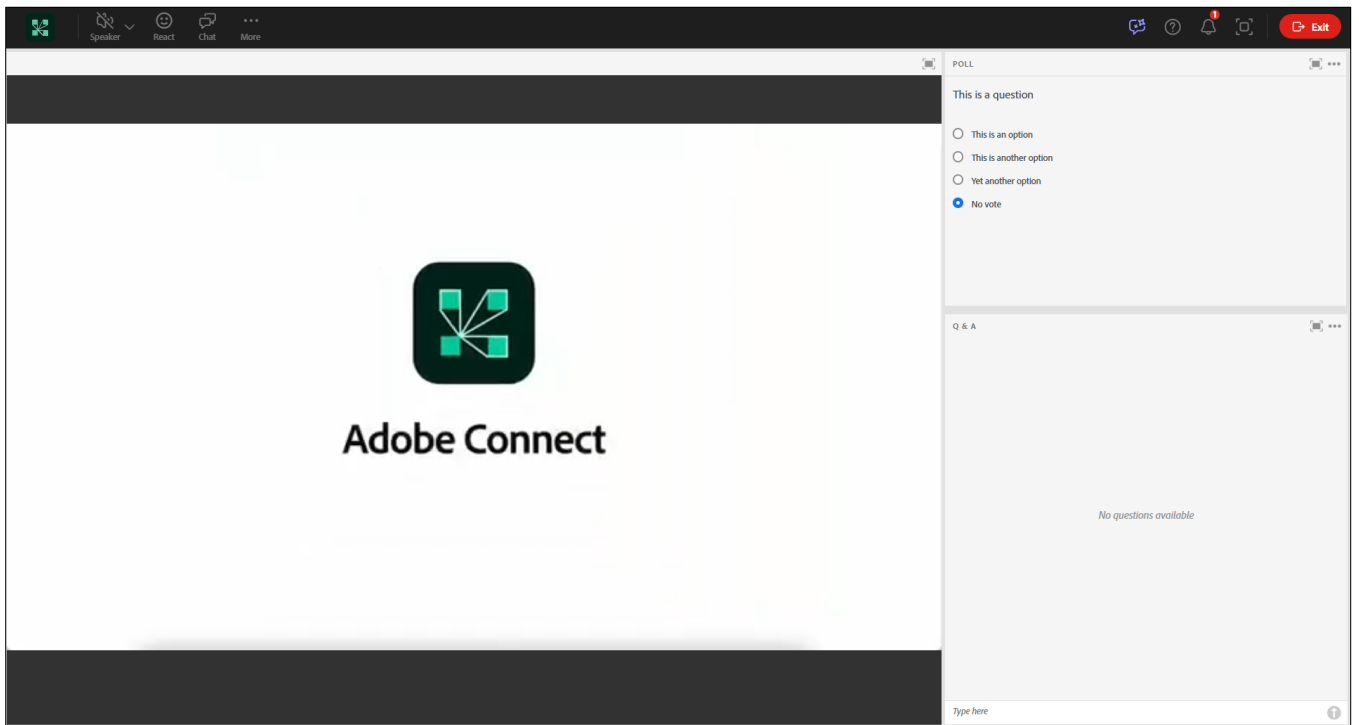
Note: Seminar rooms required for hosting Simulated Live webinars are available only on accounts with an Event Module or a Seminar (Shared Room/Events) license.



Simulated Live: Host View – Pre-webinar design phase



Simulated Live: Host View – Live Webinar with playback in progress



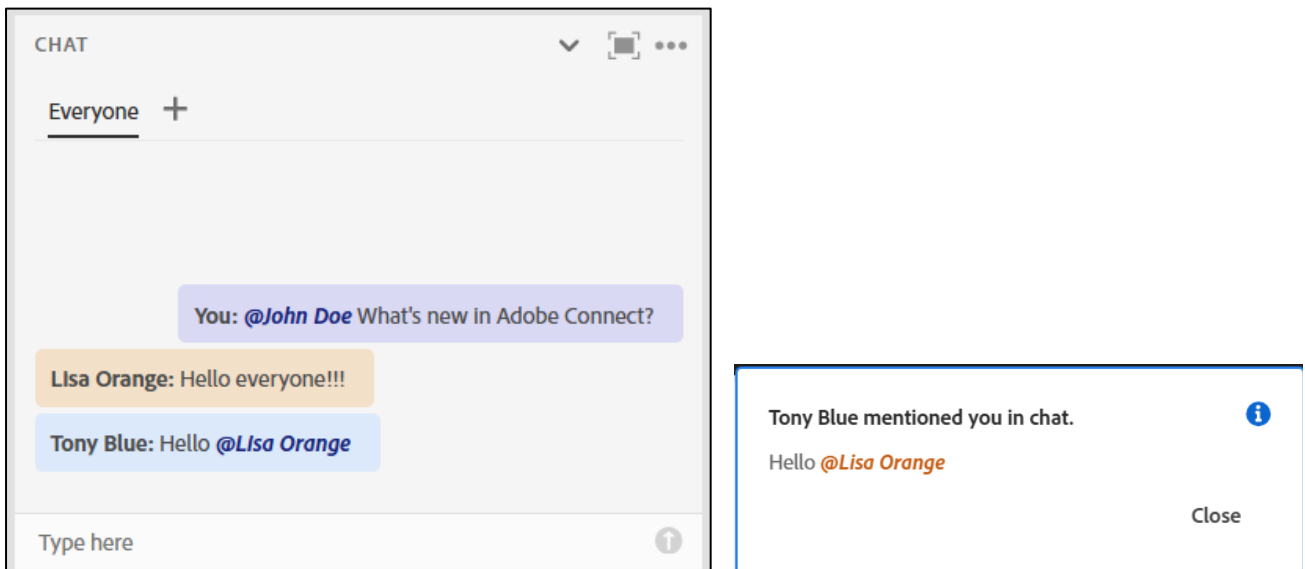
Simulated Live: Participant View – Live Webinar with playback in progress

New in the Chat Pod: Attendee Tagging

The **Chat Pod** in Adobe Connect has been enhanced to support **attendee tagging**, making it easier to direct messages and capture attention during sessions.

What's New:

- **Tag Attendees in Chat**
Attendees can now tag others by name in a message, helping direct conversations more efficiently in large or busy sessions.
- **Real-Time Notifications**
The tagged attendee will receive a notification, alerting them that they've been mentioned in the chat.
- **Visual Highlighting**
Messages that include your tag will appear highlighted, allowing you to easily spot when someone is trying to get your attention.
- **Host Control**
Hosts can enable or disable attendee tagging from the Chat tab in the Preferences dialog within the room.
- **Backstage behaviour**
When the Chat Pod is placed in the backstage, tagging notifications are only visible to users with backstage access—Hosts and Presenters.



A chat pod showcasing tagged participants and notification received on being tagged

Themes: Multi-Branding & Customization Profiles

In many organizations, different departments or business units (BUs) may need to reflect their own branding when delivering sessions. Until now, Adobe Connect supported only a single branding profile per account, applied across all rooms.

With Adobe Connect 12.10, account administrators can now create and manage multiple "Branding & Customization Profiles" (themes), enabling greater flexibility and brand consistency across departments or session types.

Each theme can include:

- Logo and background images for Entry and Exit screens
- Room interface color palette
- Room top bar logo and click-through link
- Custom virtual video backgrounds

Admin Controls:

- Admins can create multiple themes and set one as the account default—this will be pre-selected when new rooms are created.
- Admins can also restrict hosts from changing themes, enforcing consistent branding across all rooms if desired.

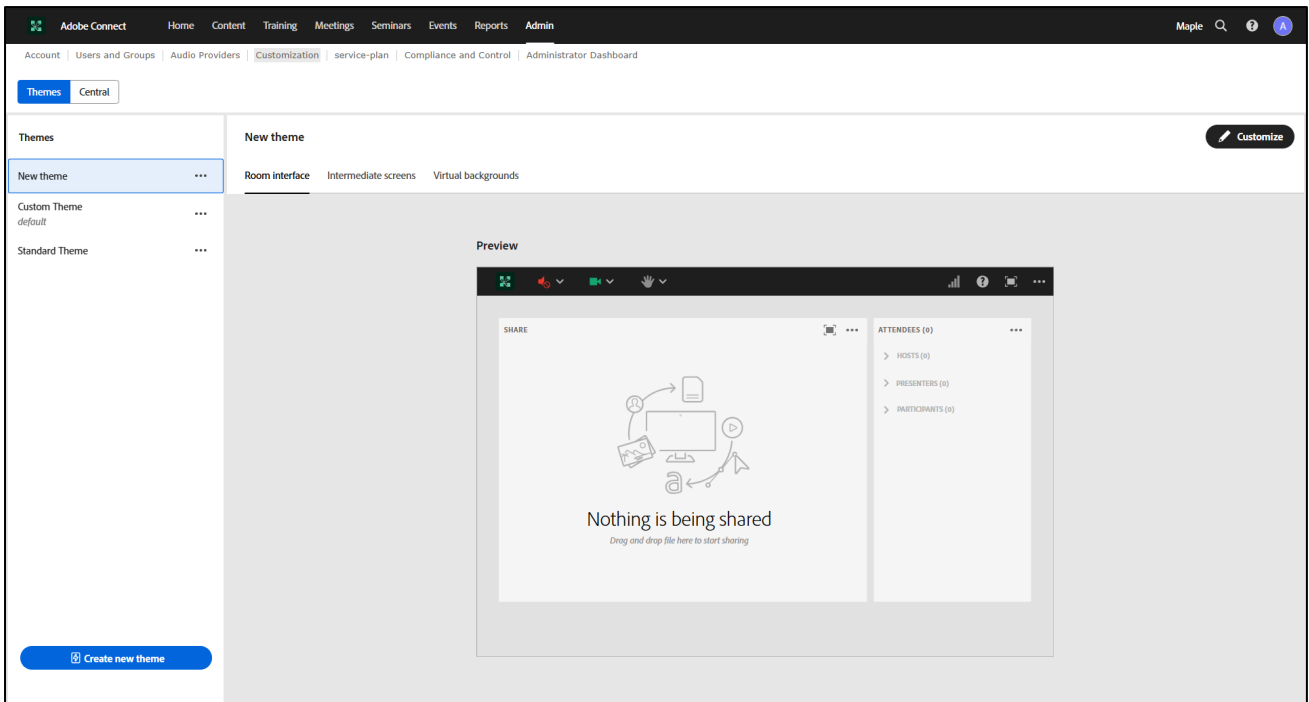
Host Options:

- Hosts can select a theme while creating a new room.
- The theme can be changed at any time by editing the room in Connect Central, or by selecting "View room information" from the More menu inside the room.

Backward Compatibility:

- Adobe Connect will continue to include a default system theme, which cannot be modified.
- A custom theme will be auto created based on the branding and customizations that existed in the account prior to the 12.10 upgrade.
- All existing rooms will be assigned this custom theme on upgrading to Adobe Connect 12.10, ensuring that hosts see the same branding elements before and after the update.

This update makes Adobe Connect more flexible and scalable for large organizations, education and training organizations, and multi-brand environments—empowering teams to deliver branded, personalized virtual experiences with ease.



Updated Customization Page showcasing multiple themes

Meeting Information

*- indicates required fields

Name: *

Summary:
(max length=4000 characters)

Start Time:

Duration: hours:minutes

Select Theme: [Preview](#)

Language:

Select Theme option available during new room creation and updating for existing rooms

Other improvements

a. Video Pod Enhancements

1. The pop-out video window now remembers its last position across sessions.
2. Virtual backgrounds remain static and no longer flip when camera mirroring is enabled.
3. The mobile app now includes a video mirror toggle for front-facing cameras.

b. Share Pod Enhancements

1. Looping support added for MP4 and MP3 files in the Share Pod. This can be enabled by selecting 'Loop playback' option from the share pod's options menu.
2. Animated GIFs in PowerPoint files are now supported.
3. Font Size and color of PPTX Notes has been updated to better accessibility.
4. Users will see a toast alert if a PPTX upload fails because the file name contains special characters.

c. Quizzes and Assessments

1. The maximum number of questions per quiz has been increased to 25 from the current 10-question limit. Short answer questions are still limited to a maximum of 10 per quiz.
2. Quizzes (timed or untimed) will be automatically closed at the end of the session to ensure accurate reporting.

d. Event and Seminar Enhancements

1. The Events module now supports up to 8 custom email triggers (applicable to newly created events).
2. Seminar sessions can now be scheduled with just 15 minutes of lead time.
3. The broadcast start countdown timer is now visible to all Hosts and Presenters.

e. User Interface & Accessibility

1. The "[Name] is speaking" activity ticker in the room top bar now remains visible as long as the person is actively speaking.
2. To boost keyboard accessibility, we've removed all positive tabindex values within rooms. The browser will now determine focus order directly from the DOM, proceeding left-to-right and top-to-bottom.
 - i. The only exception is how focus moves between pods in a layout or in Backstage. Because hosts can freely reposition pods, reshuffling the entire DOM each time would hurt performance. Inside each pod, focus will follow its natural left-to-right, top-to-bottom sequence.
3. Continued improvements to the mobile browser experience, ensuring smoother access and interaction on mobile web.

f. Connect Central Enhancements

1. Recording view counts are now displayed directly on the Connect Central homepage.

g. Library updates

1. Tomcat will be updated to ver 9.0.105