

# Adobe Connect

## Technical FAQ

### RECOMMENDED EQUIPMENT

To get the best out of the platform and your class, we recommend connecting to Adobe Connect using a computer and a headset with microphone.

***Unfortunately, Linux systems are incompatible with Adobe Connect. Try to make sure that your computer operating system and browser are up to date.***

<b>My computer doesn't have a camera, speakers or microphone and I don't have a headset.</b>	<b>You will be able to see</b> your teacher and the other students but you will not be able to hear them. They will not be able to hear or see you. You will be able to communicate with your class and teacher using <b>the chat function only.</b>
<b>My computer has speakers but no microphone</b> <i>or</i> <b>My headphones don't have a microphone and there is no microphone on my computer</b>	<b>You will be able to see and hear</b> your teacher and the other students but they will not be able to hear you. If you have a webcam, they will be able to see you. You will be able to communicate with your class and teacher <b>using the chat function.</b>
<b>My computer has inbuilt speakers and microphone – do I really need to use a headset?</b>	<b>The teacher and other students may experience an echo effect</b> , which means the teacher will need to cut your microphone when you are not speaking. This will be improved even if you use headphones without speakers.
<b>I don't have a computer</b>	<b>The application does work on mobile devices</b> (phone or tablet) but with limited functionalities and a more limited display too. We recommend you use a headset with speakers if you are using a tablet or a phone.

### IMPORTANT - BEFORE YOUR LESSON STARTS

#### **1. Close all unnecessary software/documents**



#### **2. Run through the Audio Setup Wizard.**

***You may find that you need to do this at the beginning of each lesson if you have used your computer without a headset between lessons.***


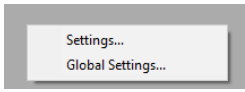
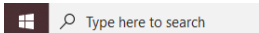
**To do this, select “Meeting” > “Audio Setup Wizard”.**

The wizard will run you through 5 steps to make sure that your computer audio is set up correctly, and has an automatic “help” function which will help you resolve common problems.

## SPEAKER PROBLEMS – “I cannot hear anything”


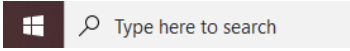
<p><b>Check the computer speaker</b></p> 	<p>On your computer’s taskbar, next to the time and date, click on the speaker icon and:</p> <ul style="list-style-type: none"> <li>- <b>check that your speakers are “on”</b> and your computer’s <b>volume</b> is at an audible level.</li> <li>- In the speaker menu, <b>check if you need to change which speakers are working</b> (are you using your headphones or the computer?)</li> </ul>
<p><b>Run the Audio Wizard</b></p>	<p><b>In Adobe Connect</b>, run the Audio Wizard - you can find it under the “Meeting” menu at the top left of the room window.</p>
<p><b>The speaker icon</b></p> 	<p>If the speaker icon at the top of the <b>Adobe Connect</b> window is not green, you have to:</p> <ul style="list-style-type: none"> <li>- <b>unmute</b> your speaker (click once on the icon)</li> <li>- <b>adjust speaker volume</b> (click the small arrow just to the right of the icon and select the right option)</li> </ul>

## MICROPHONE PROBLEMS – “My teacher and classmates cannot hear me”

<p><b>Run the Audio Wizard</b></p>	<p><b>In Adobe Connect</b>, run the Audio Wizard - you can find it under the “Meeting” menu at the top of the room window. Use the “help” button to identify the source of the problem.</p>
<p><b>Check your equipment</b></p>	<p>Double check that your headset is plugged in and switched on</p>
<p><b>The microphone icon</b></p> 	<p>If the microphone icon at the top of the <b>Adobe Connect</b> window is not green, you have to:</p> <ul style="list-style-type: none"> <li>- <b>Connect/Unmute</b> your microphone (click once on the icon, or if you cannot tell if it is green, click on the arrow to unmute)</li> <li>- <b>adjust microphone volume</b> (click the small arrow just to the right of the icon and select the right option)</li> <li>- <b>Check</b> the right microphone is selected (“Select Microphone” – if you do not know, try another microphone on this list if there are several)</li> </ul>
<p><b>I cannot see the microphone icon</b></p>	<p>If your teacher grants you the right to use your microphone but you still cannot see the little icon at the top of your screen, you may need:</p> <ul style="list-style-type: none"> <li>- <b>to check</b> your microphone is properly plugged-in to or recognised by your computer</li> <li>- <b>to log out</b> of the application and log in again.</li> </ul> <p><i>Please note: the microphone icon does not appear when the teacher does not grant students the right to use their microphone.</i></p>
<p><b>Flash Player</b></p> 	<p>Flash Player may not have access to your computer’s microphone. To correct this:</p> <ul style="list-style-type: none"> <li>- <b>right click</b> in the meeting window,</li> <li>- <b>choose Settings</b> to view your Flash Player settings</li> <li>- in the dialogue box, <b>choose Allow</b>.</li> </ul>
<p><b>Microphone Privacy Settings</b></p> 	<p>Check your computer is allowing apps to access your microphone:</p> <ul style="list-style-type: none"> <li>- <b>type “microphone”</b> in “Type here to search” in the task bar at the bottom of your screen</li> <li>- <b>select option</b> “Microphone Privacy Settings”</li> </ul>

	- <b>Allow access</b> by selecting “on” in the paragraph “Allow apps to access your microphone”
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## CAMERA PROBLEMS – “My class cannot see me”

<p><b>The camera icon</b></p> 	<p>If the camera icon at the top of the Adobe Connect window is not green, you have to:</p> <ul style="list-style-type: none"> <li>- <b>start</b> your webcam (click once on the icon or select the arrow to click the option)</li> <li>- <b>check</b> the right webcam is selected (Select Microphone)</li> </ul>
<p><b>Camera Privacy Settings</b></p> 	<p>If your teacher grants you the right to use your camera but you still cannot see the little icon at the top of your screen, you may need to <b>authorise access to your camera</b>.</p> <ul style="list-style-type: none"> <li>- <b>type “camera”</b> in “Type hear to search” in the task bar at the bottom of your screen</li> <li>- <b>select option</b> “Camera Privacy Settings”</li> <li>- <b>Allow access</b> by selecting “on” in the paragraph “Allow apps to access your camera”</li> </ul>

## ACCESS PROBLEMS – “I cannot get into the meeting room”

Please make sure that you are entering the meeting through the app – and not through your internet browser. If you are having trouble joining a meeting try the following:

1. Enter the meeting as a **Guest user** by entering your first and last name in the Guest field.
2. Click **the Help link** on the Meeting Login page (top right-hand corner). This takes you to the Test Meeting Connection page where you can verify that your computer meets all the necessary requirements. If you do not pass the test, you will be given instructions on what you need to do.
3. Check within your browser that **popup blocking software** is not stopping your meeting window from opening.
  - For **Chrome**, follow the instructions here: <https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DAndroid&hl=en>
  - For **Firefox**, follow the instructions here: <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
  - And for **Microsoft Edge**, follow the instructions here: <https://answers.microsoft.com/en-us/edge/forum/all/block-or-allow-pop-ups-in-microsoft-edge-windows/353fd8f4-0998-40ee-a73f-f613ce59caaa>
4. You may be using a **proxy server** (e.g. anonymising or content filtering browser extension software), which is blocking access. You will need to de- activate or bypass this to gain access.

**If all else fails, please don’t get discouraged :) Just let your teacher know or email the office at [reception@afmanchester.org](mailto:reception@afmanchester.org) and we will arrange an individualised test and technical support session.**