

Adobe Connect Tips for Audio Connectivity



You are all set and ready to go. Your snacks and drinks are handy; you are in comfy clothes; everyone is out of the house and leaving you alone. What could be better than professional learning in the comfort of your own surroundings? Then it happens, you can hear the presenter...they can't hear you! What now? The Host is doing her best to explain, but, you just can't get a handle on the problem.

Before tossing the computer out the window and giving up on virtual learning all together, consider the following...

1. Did you successfully complete the Audio Wizard sound check? If not, complete it.
2. Check to see if your microphone is turned off. If so, turn it on.
3. Check to see if the speakers on your computer are muted. If so, click unmute.*
4. Check to see if you have connected your headset/microphone correctly. Headset icon to headset icon; Microphone icon to microphone icon.
5. Check to see if you have been given speaking privileges. If not, request them by raising your Emoticon Hand or typing a request in the Chat Pod
6. Check to see if you have clicked the talk button (lower left corner of Adobe Connect screen) when speaking. If not, click the talk button continuously while speaking.
7. Did you plug in your headset/microphone **BEFORE or AFTER** you connected to the Adobe Connect URL? The preferred answer is **BEFORE**. If you plugged your headset/microphone in **AFTER** you entered the Adobe Connect room, then exit the meeting, log off of the internet, and begin the entire process again with the headset/microphone plugged in from the beginning. This will allow Adobe Connect to know from the 'Get-Go' what equipment is being used so that the program can 'find it'.

**To check Audio settings on your computer you can:*

1. Go to the Computer Control Panel; Select Sounds and Audio Devices; Configure as needed
2. Left click the Microphone icon on the lower tool bar of your computer screen; Configure as needed



What a way to learn!!!