Virtual Classroom (Adobe Connect) Sound troubleshooting

Participants

Requirements

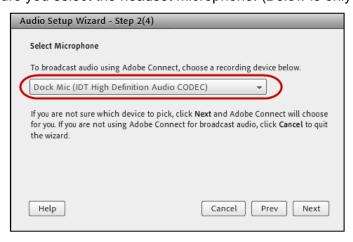
You must use a headset with a microphone (jacks or USB connection).



- You must run the Audio setup wizard well in advance of your first virtual classroom (Adobe Connect) session.
 - o Visit the sound testing room https://meet.uq.edu.au/soundtesting/
 - o Click on the Meeting (Meeting) button in the menu bar.
 - Select Audio Setup Wizard... from the drop down menu.



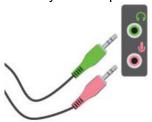
- o Follow the prompts in the wizard.
- o Make sure you select the headset microphone. (Below is only an example)



 If you have added a new device to your computer you must run the Audio setup wizard again (the headset microphone may not still be selected).

Headset

- If the headset with microphone has a switch halfway along the cord, check that it is not switch off.
- If using a headset with microphone that has jack connection, make sure the jacks are plugged into the correct outlet on your computer.



Computer settings

• Check that the volume on the computer is not muted.



- Check that the computer master volume is up at an acceptable level.
- Check the microphone volume is up at an acceptable level. Control Panel > Sound > Recording.

Adobe Connect room settings

- Turn on your microphone (The room Host must have given your rights)
 - o Click on the (Audio) button in the menu bar.
 - o Select Connect My Audio from the drop down menu.



- · Check your microphone volume in the room.
 - o Click on the (Audio) button in the menu bar.
 - o Select Adjust Microphone Volume from the drop down menu.



Further help

If you are still having trouble with your sound settings contact:

Students: Asklt > http://www.library.uq.edu.au/ask-it/contact-us

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