Adobe Connect Troubleshooting

Contents

Audio Setup Wizard

It is highly recommended that you run through the wizard the first time you enter an Adobe room or if you are having any problems with your microphone or headset. Please ensure you go through each step slowly and do not skip a step.

To access the wizard click on the Meeting tab on top of the screen then select Audio Set up Wizard. A screen will appear like the one pictured below. Just follow the steps. (You may also be prompted to download Adobe Connect Pro to improve your Audio. Just click on the download button and this will be done for you).
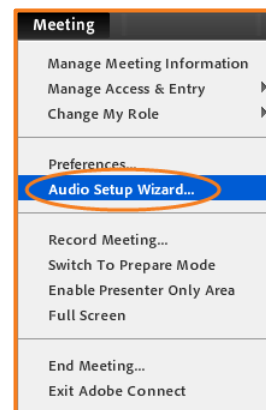
Technical Requirements

For Adobe Connect to run you will need to have a minimum of the following (all CIT computers have the following requirements):

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP, Windows 7 or Windows 8; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista®
- Windows XP, Windows Vista, Windows 7, Windows 8
- 512MB of RAM (1GB recommended) for Windows XP, Windows 7 or Windows 8; 1GB of RAM (2GB recommended) for Windows Vista
- Microsoft Internet Explorer 7, 8, 9, 10; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player 10.3

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.7.4, 10.8, 10.9
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 11.2+

Mobile

- Apple supported devices: iPhone 5S, iPhone 5, iPhone 4S, iPad with Retina display, iPad 3, iPad 2, iPad mini, and iPod touch (4th & 5th generations)
- Apple supported OS versions summary: iOS 6 and higher
- Android supported devices: Motorola DROID RAZR MAXX, Motorola Atrix, Motorola Xoom, Samsung Galaxy Tab 2 10.1, Samsung Galaxy S3 & S4, Nexus 7 tablet
- Android supported OS versions summary: 2.3.4 and higher

Download the Adobe Connect App's below:

Pop-Ups

Check that pop-ups are enabled on your computer. On a computer with the web browser Internet Explorer check this by going to: Tools/Pop-up Blocker and then follow the setting instructions to ensure you have pop ups enabled. Most browsers will produce a thin yellow-ish bar under the address bar regarding pop-ups and giving you the option to allow for the site. Use this if nothing comes up.

Other tips/tricks

- If your headset has a control button on the cord ensure this is turned on and the volume in turned up.
- Ensure the headset is plugged into the right holes in the computer i.e. if you have a two prong ensure the microphone prong is in the microphone hole and vice versa
- Ensure the mute button is not checked on the sound icon on the very bottom right of your computer screen and ensure the sound level is up.
- Double click on the sound icon to open all the sound features and settings. Ensure nothing is muted and all sound levels are not set too low.

If none of the above works please contact Shared Services ICT. If you are a teacher please call 620 75555 or if you are student please call 620 75511 and let them know it is an Adobe Connect (eLearn Virtual Classroom) problem.