Adobe Connect: Audio Troubleshooting Checklist

Work through this checklist to help get your audio working if you are having trouble.

Outside the Adobe Connect Classroom

☐ I tested my computer readiness at the Adobe Connect Meeting Diagnostic site and installed the latest version of Adobe Flash Player or the Adobe Add-in if required.

☐ I plugged in my headset/headphones **before** launching the browser and **before** entering the Online Classroom.

☐ My headset/headphones are switched on.

☐ The volume on my headset/headphones is loud enough to hear easily and not on mute.

☐ The volume on the speakers on my computer is loud enough to hear easily and not on mute.

☐ In the sound settings on my computer, my headset/headphones are selected as the playback option to ensure the sound comes through my headset and not the computer.

☐ In the sound settings on my computer, the headset/headphones are selected as the recording option to ensure others hear me speak through my headset/headphones and not the computer.

In the Adobe Connect Online Classroom

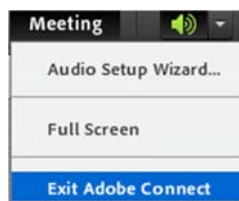☐ I ran the **Audio Setup Wizard** as soon as I entered the Online Classroom

– If prompted I clicked 'Yes' to install the Adobe Add-in and I 'Allowed' Flash.

– I selected my headset/headphone as the microphone.

☐ I **activated** the **microphone** by clicking on the white microphone icon to make it green so that people can hear me speak

If all else fails …

☐ Exit the **Adobe Connect** Classroom.

☐ Quit the browser you are using.

☐ Plug in your headset/phones.

☐ Launch the browser.

☐ Enter the Adobe Connect Online Classroom.