

Adobe Connect – “My microphone doesn’t work” Troubleshooting Guide for Windows

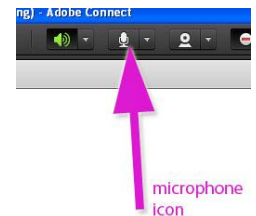
This guide covers the common problems we’ve seen so far when it comes to Windows users who can hear other people but nobody can hear them.

A quick check – Is your microphone active?

If you are in a Connect room and nobody can hear you, the very first thing to check before running through this troubleshooting guide is to check that your microphone is actually activated in the room.

Click the **microphone icon** in the toolbar up the top of the screen. If it pops up a question asking you to allow permission to activate the microphone, then click **Allow**.

The microphone icon should turn green and you should be able to speak and have others hear you. Note that if you click this icon again, it will show a line crossing out the microphone – this means that it is now muted and nobody can hear you. Click it again to remove the line and be heard again.



If you have done the above and have a green microphone icon but nobody can hear you, then please follow the steps below.

Step 1 – Is your computer capable of running Adobe Connect?

Start by visiting the diagnostic tool at:

http://connectpro.anu.edu.au/common/help/en/support/meeting_test.htm

A four step test will run automatically near the top of the page and point out any obvious problems your system may have.

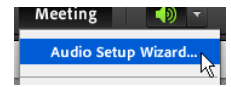
If you are asked to install the **Adobe Connect Add-in**, please do so.

If all four parts of the test are successful and you still have a problem, please move on to Step 2, the Audio Setup Wizard.



Step 2 – Audio Setup Wizard

Go to the **Meeting** menu up the top left of your screen and select **Audio Setup Wizard...**



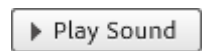
The Audio Setup Wizard is done over a few steps. You will be asked to do something on each screen, and then click on the **Next** button to move to the next step.

The first screen is the welcome screen, but it may also offer you the option of installing the Connect Add-in. If this is offered, then yes click the **Install add-in** button and let that process happen. It might take you out of the web conference room as part of this process. Simply re-enter the Audio Setup Wizard again if this happens.



Once you have the add-in installed, click **Next** to go to the first step of audio setup.

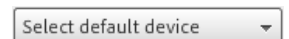
Click the **Play Sound** button and make sure that you can hear the music come out of your headset. If that works, then click the **Next** button and move onto the next step.



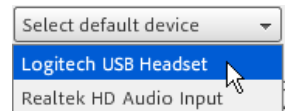
If you cannot hear anything from your headset, first see if your headset has a volume control somewhere on the headset or the cord itself (it might be a little dial you can turn, it might be a pair of buttons to click).

If you still don't hear anything, see if there's any sound coming through your other computer speakers instead. If you are using a USB headset, try unplugging the headset, closing the web conference window (leaving the room completely), plug in your USB headset again, and re-join the web conference room again. If you have a headset with pink and green plugs, maybe they're plugged in the wrong way around?

The next screen asks you to choose which microphone you are using. Click on the list that most likely says **Select default device**, and choose your microphone.



If you have a USB headset, it will most likely come up in the list under a specific name for the headset's brand (e.g. "Logitech USB Headset"). If you have a USB headset and you don't see any headset options at all, try do a full restart of your computer as that often gets the headset recognised the next time it starts up.



If you use a headset with pink and green plugs, you might only have a generic looking option like "Realtek HD Audio input", "SoundMAX input" or simply "Microphone". Choose that.

Click **Next** once you have selected your microphone input.

You will now test whether your microphone is picked up by the system.

Click the **Record** button and speak a few words into your microphone. You might first need to click an **Allow** button to let the system access your microphone. You should see a blue bar rise and fall as you speak in this test recording.



After stopping your recording, click the **Play Recording** button to check that you can hear your voice played back.



If you can hear your voice replayed on the recording, then your audio is set up properly, and you can click the **Next** button on that screen, and simply press **Next** again on the following screen to do with tuning the silence level. Finally, click the **Finish** button and your computer will be properly set up. Don't forget to switch your microphone on in the room before talking (see page 1, "A quick check – is your microphone active?")

If you do not hear your voice played back after the test recording, first try go back a step by clicking the **Prev** button, and double-checking that you have selected an input device. If you had

more than one option in that list, try selecting a different device in that list.

If you have tried every option and still do not get your recording played back, then please move on to Step 3 – Your headset.

Step 3 – Your headset

Every headset is different, but the thing to look for is some sort of “mute” button or switch that turns the microphone on and off. If you see such a button or switch, then try clicking that on and off while in the Audio Setup Wizard back on the previous page, during the step where you do the test recording.

If you have tried this and all the other steps above, and you still cannot hear yourself played back from the test recording, then please contact support:

Monday - Friday: 9am - 5pm

Email: wattle.support@anu.edu.au

Phone: 1 300 544 894

Monday - Friday: 5pm - 9pm (23 Jan - Fri 3 Feb)

Phone: 0477 425 495

