

## Adobe Connect Trouble Shooting

Most problems so far have fallen into three categories:

- i. Students can't log in
- ii. Students log in but are booted out
- iii. Students are in but cannot speak when audio is given

Because other students can log in + don't get booted out + have no microphone problems, then the problem is at the student end. The reasons can be quite difficult to pin down, but here are some things to check:

### Internet Connection

You need a reliable Internet Connection or you will drop out: broadband ADSL 1 or 2 or cable, or if accessing at work, a LAN. Some broadband wireless services are not consistently strong and in that case you will experience lost connection or being "booted out". This can also be the case with connection by satellite for those of you in the country – or you will be able to hear but when you speak there will be break up of sound.

If you are trying to access while at work, you may be blocked by proxy server settings. Talk to them to open the 8080 Port... and if still a problem, try:

1. In your browser, find the Internet Options or preferences to change proxy settings.
2. Enable the setting Use HTTP 1.1 through proxy connections and click OK.
3. Close all browser windows and re-open before trying to connect to the meeting again

**Test your Computer for Adobe Connect:** Go to this Adobe Connect test site to see how your computer performs and what might be missing:

[https://webconf.acu.edu.au/common/help/en/support/meeting\\_test.htm](https://webconf.acu.edu.au/common/help/en/support/meeting_test.htm)

### Browser Problems and Flash

Updating your browser generally helps rather than hinders but IE 7 has some problems with installing the latest version of Flash. This is a critical fault as Adobe Connect is Flash-based and must have Flash installed and allowed if it is going to work. If Adobe Connect does not work well in your browser, try the following:

#### i. Clear the cache

**Firefox** > Tools > Options > Advanced > Network > Clear Now

**Safari** > under Safari menu item > Empty Cache...

**Chrome** > Spanner icon > tools > clear browsing data

**Internet Explorer 6** > Tools > Internet Options > (in Internet Options box) > General tab > Temporary Internet Files > click 'Delete Files'. **Internet Explorer 7** > Tools > Internet Options > Browsing History > Delete

#### ii. Check the pop up blockers are turned off (critical)

*If you have a pop-up blocker enabled in your browser, the dialog box for downloading the Add-in will not appear. To correct this problem, temporarily disable the pop-up blocker. See below for instructions to do this:*

❖ For **Firefox** browser, go to **Tools**(top menu next to **Help**) > **Options** > **Content** > un-tick the "**Block pop-up windows**"

❖ For **Internet Explorer**, go to **Tools** > **Pop-up Blocker** > **Turn off Pop-up Blocker**

❖ For **Google Chrome**, go to  > **Options** > **Privacy – Content Settings** > **Pop-ups** > **Allow all sites to show pop-ups** - OR BETTER - click **Exceptions** > **Add** > in 'Pattern' box, enter **webconf.acu.edu.au** > **Allow** > **OK**

❖ For **Safari**, under the Safari menu item > click off 'Block Pop-Up Windows'.

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- iii. Always **allow Flash** when you log in and then you will get the **Adobe Add-in** which is also important if you are going to be able to share documents from your computer in the main room or in the breakout rooms. Browsers usually ask you to update and so you should have the latest Flash: you just need to allow it.

When you first log in, your computer should ask you to allow **Flash**, click **Allow** and then **Remember** as in the Privacy figure.

At the bottom of the Adobe Flash Payer Settings, there are five icons – click the ‘microphone icon’- adjust volume and please tick the **Reduce Echo**.



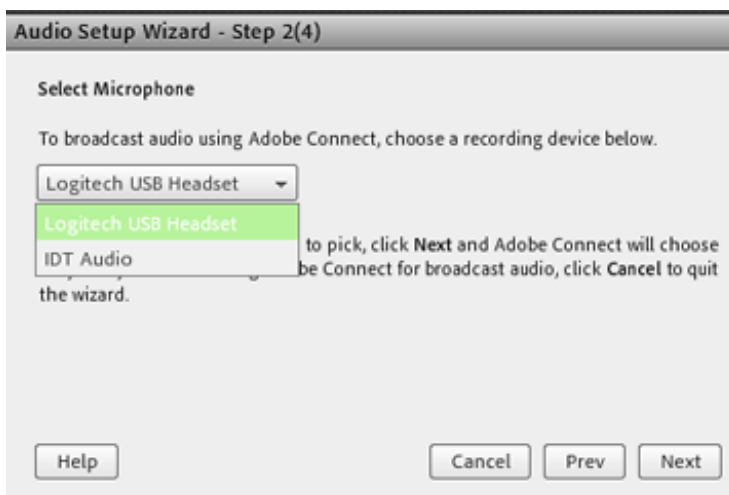
If this has not happened, you can still allow Flash when you do the Audio Set Up Wizard, and if you are not asked to allow Flash, then you can:

- ❖ Right click a grey area in the Adobe Connect Room and you will get a little ‘Settings’ label.
- ❖ Click this and you will get the Adobe Flash Player Settings box.
- ❖ Click to Allow and also to remember. You can also click the microphone icon at the bottom to reduce echo as shown above.
- ❖ The above is particularly important for those who find their microphone is working fine in other applications such as Skype but not in Adobe Connect.



- iv. **Try another browser:** Safari, Chrome, Firefox, IE older version than 7

**Has your headset been found?** Please ensure that the Audio Set-Up Wizard has actually found your headset and is not pointing to the internal default audio. This will be terrible for other users in Adobe Connect as the microphone will go through your computer speakers and cause them echo and static discomfort. You will then be asked to leave the room as the learning cannot proceed.



In this instance, computer has IDT Audio. I have clicked the drop down box menu arrow and selected my Logitech USB Headset.

If you can't see the name of your headset + microphone (purchase one built into your headset), then exit the room and shut down your computer. Plug your headset in and then let your computer find the device as it starts or 'boots' up. A USB headset is easy: just put it into a USB port.

### Analog? Plug your headset

**in correctly** if it is an analog headset with separate headset and microphone jack plugs as illustrated. The pink goes to the microphone port while the green goes in the headset or speaker port.



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**Test your Computer again for Adobe Connect:** Go to this Adobe Connect test site to see how your computer performs and what might be missing:

- the correct version of Flash
- the connection speed to participate in Adobe Connect
- type of connection speed
- installation of the Adobe Connect Add-in.

You need all four to be ticked:

[https://webconf.acu.edu.au/common/help/en/support/meeting\\_test.htm](https://webconf.acu.edu.au/common/help/en/support/meeting_test.htm)

### Specific Instances

1. *You cannot access this meeting because your meeting login has expired. Please log in to the meeting in a new window.*

(P.S. I attempted to log in many times from different windows and this same message came up each time.)

If you get this message, try closing the browser down and restart. Don't just open a new window. Also try another browser if you can so the cache doesn't create the same problem.

2. Mac users with a LION operating system: You will not be able to install the Adobe Add-in and so not share documents from your desktop. You should be able to hear and speak. Adobe is aware of this problem and say they are working on a fix :

*The Adobe Connect Add-in version 9.4.80.0 (and below) is not officially supported for use with Mac OS X Lion. Note that this Add-in is not required to participate in a Meeting. The Adobe Connect Add-in is a special version of the Flash Player with additional features for Meeting Hosts and Presenters only, such as sharing screens during a Meeting, support for uploading files, and additional audio support.*

*Adobe is currently investigating the development of a future update to the Adobe Connect Add-in and plans to make this update compatible with Mac OS X Lion.*

3. Participant can hear nothing.

Check first your computer has found your headset and is probably using a default audio device. You can do two things:

- i. Do the Audio Set-Up Wizard in the Adobe Connect room as explained in the above section; **Has your headset been found?**
- ii. If you can't find your headset in the dropdown in the Audio Set-Up Wizard, you may need to go to the sound/audio devices for your computer.
 

In a PC, go to Start>Control Panel>Sounds and Audio Devices> click Audio tab and select your headset in the dropdown boxes for both Sound playback and Sound Recording. If you plug your headset in your computer before turning it on, your computer should find this device. You can also select the volume tab here.

In a MAC, go to Apple menu > System Preferences > click Sound:

  - a. **Output** > change from **Built-in audio** to **headphones**. Adjust volume and balance.
  - b. **Input** > change from **Internal microphone** to **External** microphone (The latter could be the name of your headset.) You can test your mic volume here by speaking and checking the levels. Make sure the **Mute** is unchecked.

3. Participant cannot hear or others cannot hear them (microphone icon in Adobe Connect is green but still no audio).
  - i. The sound/audio settings on the computer are probably set at a very low level or even muted! Check your sound/audio devices on your computer.
  - ii. The sound in Adobe Connect is too low: do the audio set up wizard and also adjust the audio and microphone levels when you are in the meeting – just click the down arrow next to each green icon in the top left menu and **Adjust Speaker Volume** or **Adjust Mic Volume**