

Participant Adobe Connect 8 Troubleshooting Guide

Issue	Solution
Meeting Access	
Logging into Adobe Connect	<ul style="list-style-type: none"> • Guests enter the room by selecting Enter as a Guest, typing their name, and clicking Enter Room.
Cannot get into room	<ul style="list-style-type: none"> • Test computer settings with the Adobe Connect Test by clicking here. • Review the Quick Things to Check First list and other troubleshooting tips found here. • Clear the browser's cache; for instructions, click here. • You may be waiting for host to click accept on the notifier pop-up. • Ensure you have used the Enter as a Guest option rather than the login and password option. • Try a different browser or install the newest version of Flash Player.
See "blue screen" when accessing room	<ul style="list-style-type: none"> • Disable pop-up blockers or anti-virus software running on your system until after the meeting. • Uninstall Adobe Connect Add-in (if previously installed) from system Control Panel. • Install newest version of Flash Player.
See "white loading screen" when accessing room	<ul style="list-style-type: none"> • Try another browser or install newest version of Flash Player. • Close all browser windows, reopen only one browser window for the room. • Copy / paste URL into a browser window (rather than clicking on the URL link).
Cannot access Adobe Connect because of proxy server	<p>If your organization uses a proxy server, it may affect your ability to access Adobe Connect. Try the following:</p> <ol style="list-style-type: none"> 1. Within Internet Explorer select Tools > Internet Options > Advanced tab. 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 again to the classroom.
Audio and Video	
Cannot hear person speaking	<ul style="list-style-type: none"> • To activate audio, click the microphone icon on toolbar, select Connect My Audio and follow instructions. • To ensure the correct microphone has been selected, use the Audio Setup Wizard: Open Meeting menu on the toolbar, select Audio Setup Wizard, and follow instructions. • Check that your computer speakers are on and volume is at an audible level. • Close all of browser windows and reopen one browser window for the meeting room. • Disable antivirus software; may need to reboot for changes to take effect.

	<ul style="list-style-type: none"> • Tip: Use chat pod to let the presenter know you cannot hear them.
Audio and video are not working when I am talking or using the video pod	<p>Audio</p> <ul style="list-style-type: none"> • Ensure that host has provided you with audio access. • If you hear echoing, mute your microphone when not speaking. <p>Video</p> <ul style="list-style-type: none"> • If using the video pod, ensure that your camera is properly connected to the computer. • Ensure that the host has provided you with video access. • To activate video, click on the video icon, select Start My Webcam, and follow the instructions. • To manually select a camera, open the menu on the video pod, choose Select Camera, and follow instructions. • Ensure that the camera is not in use by another application (i.e. Skype, iChat).
Lose audio or video connection	<ul style="list-style-type: none"> • Ensure that the Internet and / or Adobe Connect are connected. A green light on the upper right corner (next to Help) in Adobe Connect indicates a good connection. • Disconnect and reconnect microphone: From microphone icon menu select Disconnect my Microphone, then re-open menu and select Connect my Audio to reconnect. • Disconnect and reconnect video: From webcam icon menu select Stop my Webcam, then re-open menu and select Start my Webcam to reconnect.
Screen Sharing	
Screen image is fuzzy or illegible	<ul style="list-style-type: none"> • Click the Full Screen button on your Share Pod. • If you are using the Share Pod, only share desired applications or windows rather than your entire desktop. Note that non-shared windows show up as a white checker pattern to participants (this includes pop-up windows). • Lower screen resolution to 1024 x 768 or less.

Additional Resources	
Meeting Access	<ul style="list-style-type: none"> • Adobe Connect Connection Test , Quick Things to Check First, Proxy Server Info http://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm • Clear Browser Cache http://www.bnl.gov/itd/webapps/browsercache.asp • Adobe Flash Player http://www.adobe.com/software/flash/about/ • Meeting Roles and Permissions http://help.adobe.com/en_US/connect/8.0/using/WS11d1def534ea1be08a52b610b38bfaa95-7fc8.html • Uninstall and Reinstall Adobe Connect Add-in Instructions http://www.marketingprofsu.com/help/565/troubleshooting-tips
Audio, Video and Screen	<p>Audio and Video Conferencing with Adobe Connect http://www.adobe.com/education/resources/hed/instructional/connect/collaborative_tea</p>

Sharing	ching/pdfs/audio_video_conferencing.pdf Adobe Connect Share Your Screen http://help.adobe.com/en_US/connect/8.0/using/WS0A9F9AB5-C032-457a-9350-16CBF56C4489.html
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