

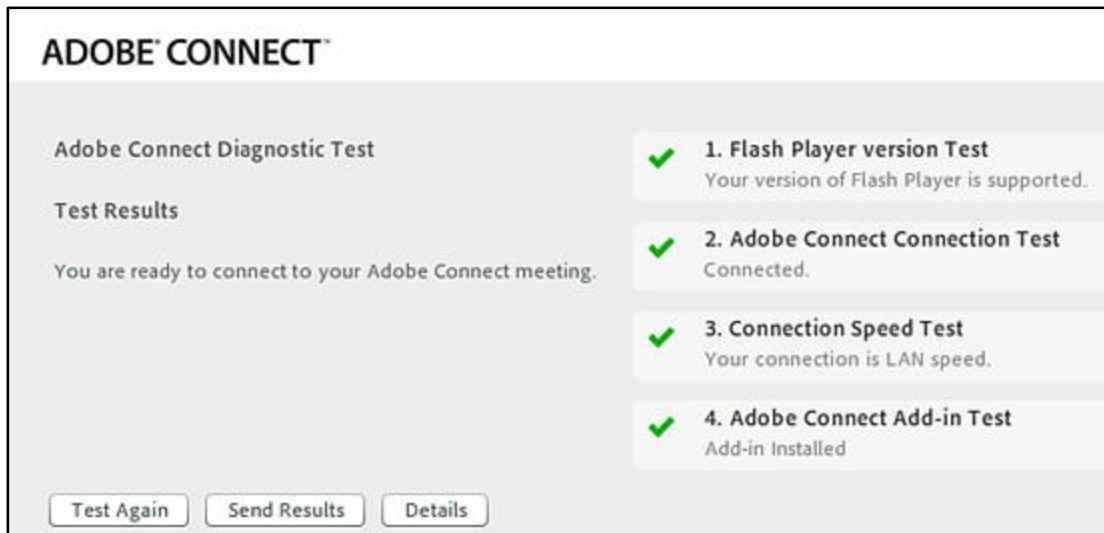
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Run a Connection Test

Firefox is the recommended browser regardless of using a PC or Mac. It is recommended that you test your computer prior to attending an Adobe Connect meeting to ensure all system requirements are met.

1. To begin this process, open a browser window and copy/paste the following Test Meeting Connection link (or [simply click here](#)):



2. The diagnostic test will verify the add-in is installed during **Step 4**. If you are prompted to download/install the add-in, click ok. If you are not automatically prompted to install the add-in, please visit Adobe Connect Updates:

<http://www.adobe.com/support/connect/updaters.html>

Internet Connection

It is strongly recommended that you join from a wired connection. If using wireless make sure that it is a private, secure connection. Public hotspots, such as a Starbucks or McDonalds will not provide enough bandwidth and will cause issues during the meeting.

Browser

The most up-to-date Firefox (Mozilla) browser is recommended for attending all Adobe Connect meetings. There are known issues with joining through Chrome and Safari.

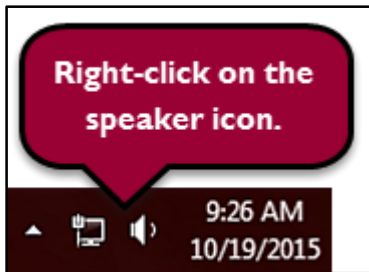
1. [Download Firefox](#)
2. [Check to see if browser is up-to-date](#)

Preparing your Audio Devices

Verify that your headset (or computer microphone) and video device (webcam) is connected properly **before opening the meeting link**. See instructions below for testing your microphone on a Windows and on a Mac.

Set your Microphone on a Windows

1. In the bottom right-hand corner of your screen, right-click on the speaker icon.



2. Select **Recording Devices**.



3. Click on your desired microphone.
4. Select **Set as Default**.

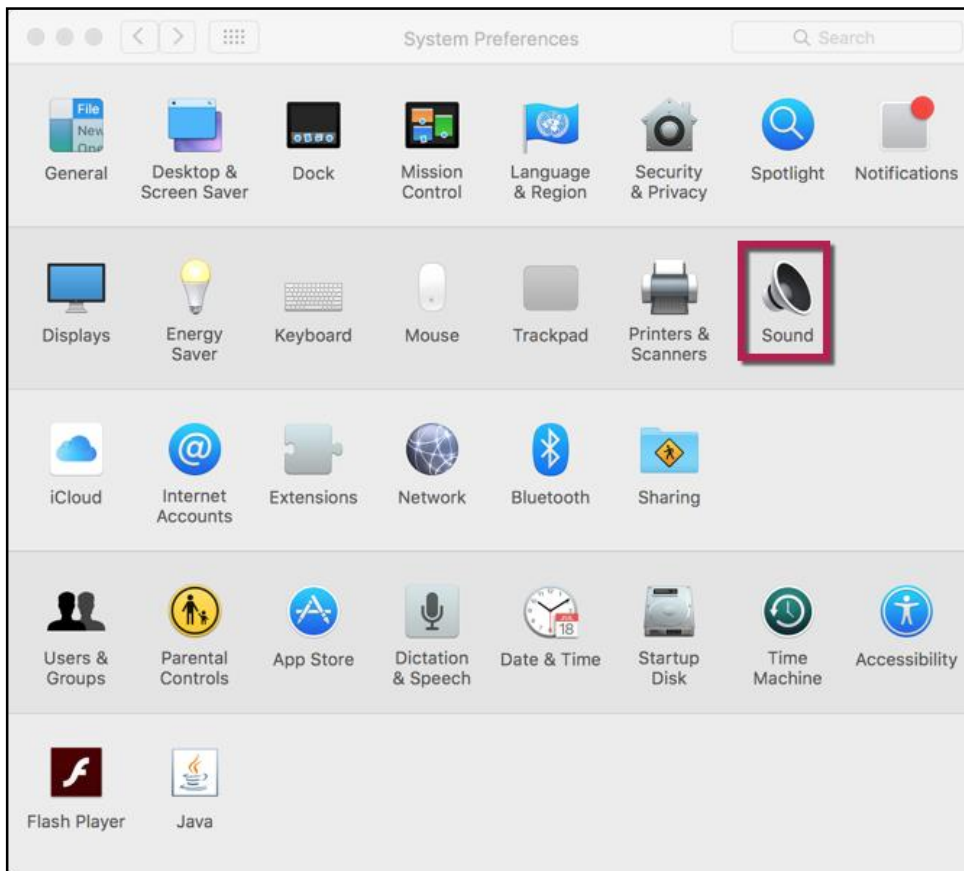
Note: If the bars are very faint, you can increase the audio levels by clicking the microphone, then click the **Preferences** Button.



5. Click **OK**.

Set Up your Microphone on a Mac

1. On Mac OS X, open the System Preferences and click on the **Sound** icon.



2. Select **Output** and make sure the correct device is selected and then select **Input** and make sure that same device is also selected.

