Table of Contents

Adobe Connect room appears to freeze

- Solution: Quite Adobe connect and log back into the room.

Sound cuts out entirely

- Solution: Close both the Adobe Connect session and your browser and rejoin the session.

The sound is cutting in and out

- Cause: There is a connection speed issue.
- Solution: Use a wired internet connection or try working as close to the wireless router as possible. If using a public connection, connect with a private connection.

There is loud feedback

- Cause: Someone whose microphone is activated is listening to the session throw speakers, and the sound from the speakers is being picked up by their microphone.
- Solution: Wear headset/headphones/earbuds or turn off speakers. Instructor can also disable microphones access to help eliminate the issue.

Unable to log into Adobe Connect

- Solution: Contact the instructor and ask them to update the room.

The microphone is not working

- Solution: Make sure to plug in the microphone (headset/headphones/earbuds) before entering the Adobe Connect room. Otherwise, log out of the room, plug in the microphone and then re-enter.
- Make sure to select **Allow** on the Flash pop-up that appears when first activating the microphone.
- When in the room, complete the **Audio Setup Wizard** located within the **Meeting** menu. For Step 2, make sure to select the correct microphone. If the microphone is not appearing in

the list, restart the computer with the microphone connected. If the microphone is still not listed after a restart, you may need to install drivers for your microphone.

- Make sure that the microphone is property working with your computer outside of Adobe Connect.

Adobe Connect room does not load (white screen)

- Solution: Need to try a different browser or install the newest version of Flash. (https://get.adobe.com/flashplayer/?promoid=DJDZP)

Unable to use the "File Download" or "Web Link" pods

- Cause: Due to having pop-up blockers activated.
- Solution: From within the pod, hold down **Shift** and select **Save to My Computer**.