

# Adobe Connect Setup Essentials for Students

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## Prior to accessing your first meeting

**Prior** to accessing your first meeting on Adobe Connect, please work your way through the following steps:

### 1. What you need

- a. Ensure you have access to a computer with broadband Internet access.
- b. If you don't own already **you will need to purchase a headphone and microphone set.**
  - o If you attempt to use the microphone from your laptop then the session experiences high levels of feedback and often the microphone does not work. This is distracting and frustrating for the other members in the group (you will not experience it).
  - o You can usually purchase these for around \$20 from any store that sells computers. We have been advised the sets that seem the easiest to use have separate cables for the speakers and microphone, which are generally the cheapest also.
- c. View this [Overview of Adobe Connect](#).

### 2. Test your connection

- a. Run this [Adobe Connect Connection Test](#)
  - o This will ensure you have the correct version of Adobe Flash on your computer to run Adobe Connect.
  - o If needed, install the latest version of [Flash Player](#).
- b. Follow the instructions for the **Add-in** if instructed (see Step 4a for more information).

### 3. Access your meeting

- a. Ensure you have plugged in your headset (microphone and headphones) **before** you open a meeting. This is important to ensure they will work during a meeting.
  - b. If you have been sent a **link to a meeting**, click on this now to access the meeting.
  - c. If you are just wanting to test connectivity you can use the link to the [Adobe Connect practice session](#) to connect to a test/practice session.

### 4. Set up your Audio

- a. On entering the meeting, ensure your sound is working by clicking on **Meeting** and then run the **Audio Setup Wizard**.
  - o If you haven't run the Adobe Connect Connection Test (from Step 1), you may get a small pop-up window for the Adobe Connect Add-In like this:



If so, click on **Install add-in**. (*Note*: you will only have to do this the first time you use Adobe Connect on each computer you use).

- Once the install has completed you will need to restart the **Audio Setup Wizard** again by clicking on **Meeting** and then run the **Audio Setup Wizard**. Complete the all steps in the wizard.
- During the audio setup testing you also may get a small pop-up window from the Flash Player like this:



If so, click on **Allow**.

To stop this occurring you can right-click in the middle of the screen and select **Settings**. Then click **Allow** and click the **Remember** checkbox and **Close**.

- *If you have any issues* with your headphones/microphone or both during this setup, please check the **Audio troubleshooting** page for more information.
- b. Once you're all set up and the audio setup wizard has finished you should see the main Adobe Connect Meeting session.



- Click on the **Microphone icon** and select **Connect My Audio** (it will turn green to indicate it is on). Once your **Microphone icon** is green you should be able to communicate with others in the classroom so say hello to the meeting host if a session is running.
- If people are having difficulty hearing you then use the **Adjust Mic Volume** options by clicking on the drop down arrow next to the **Microphone icon**.
- Always make sure your **Microphone icon** is green before you start talking. You can use the **Mute My Mic** option as well if you aren't going to be talking for a while. This will stop any background noises from your location transmitting into the chat whilst you are not contributing. Just remember to un-mute before you start talking again.

## More information from Adobe.com

- If you want, you can also make use of this [Quick Start Guide for Adobe Connect Participants](#).
- Watch this video demonstration on [Attending a Meeting](#) (for full screen click on the bottom right icon):

## Headsets

### Non USB Headsets

There are numerous varieties of these with some having microphones and they will either have one or two connectors (headset with microphone). The connectors may also be colour coded light green and pink (figure 1) or have symbols (figure 2) on them to assist you in connecting them to your device.

Check that connectors are connected to the right sockets on your device by colour or symbols and if you have desktop speakers you may have to unplug them.

### USB Headsets

There are numerous varieties of these with some having microphones and they normally just work without any configuration. If your device does not detect the head set you may need to reset the USB port. To reset the USB port you have to power down your device and remove the power cord or battery for approximately one minute. Replace the power cord or battery and power up the machine and then reconnect headset.

### Headsets General

Some headsets have a volume controller built in that work by either clicking + or - or by turning a wheel and some indicate volume is muted by a red led light. Set this volume to mid-range as it is easily adjusted when using the head set.

### Audio troubleshooting

If you still have any issues with your headphones or microphone, after completing the Audio Setup Wizard, try these troubleshooting solutions:

- Ensure your headset is plugged into your computer correctly.

The connectors are colour coded – usually green for Headphones and pink for Microphone (you can also use USB headsets), ensure they are fitted into their corresponding coloured socket at the back or front of your computer.

### Headphones

(i.e. you cannot hear the music playing in Step 1 of the Audio Setup Wizard)

- Ensure your speakers are connected and turned on
- Ensure the volume is set to an audible level and that **mute** is not ticked:

- To check this, double-click on the Audio icon



- You can also check that the correct device is selected by right-clicking on the Audio icon and select **Adjust Audio Properties**.



Figure 1




Figure 2

- Click on the **Audio** tab and select the device you have from the drop down if it's not showing already. Uncheck **Use only default devices**.

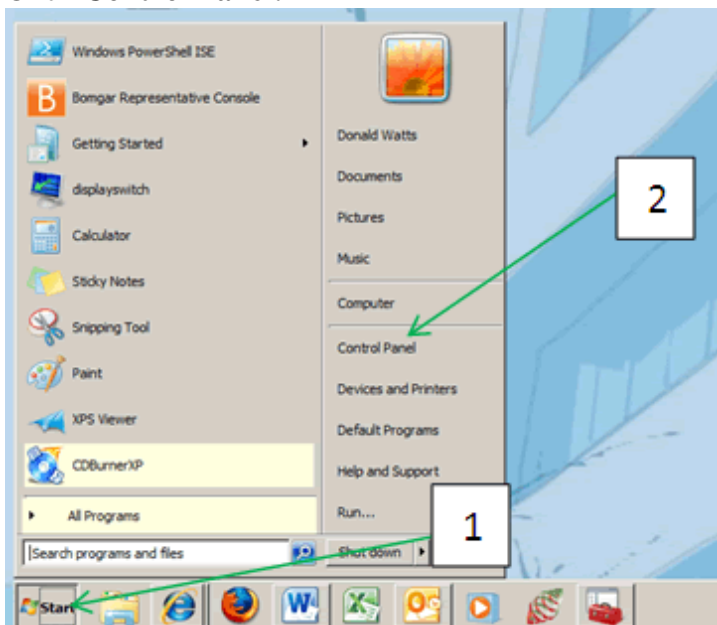
## Microphone

(i.e. you cannot record your voice in Step 2 of the Audio Setup Wizard)

- Ensure you select your microphone - this should correspond to the device you have plugged in. You may need to pick the current microphone from the drop down list. Often NMIT PC's have a Realtek HD Audio Input if using the round Pink and Green plugs on your headset.
- Ensure the **Line In** and **Microphone** volume is set to an audible level and that **mute** is not ticked:
  - To check this, double-click on the Audio icon  12:28 p.m.
  - If the **Line In** or **Microphone** options are not available, select Options > Properties and ensure volume controls are showing for each (in either Playback or recording).
- As above, you can also check that the correct device is selected by right-clicking on the Audio icon and select **Adjust Audio Properties**.
  - Click on the **Voice** tab and check that the default voice recording and playback correspond also to the device you have plugged in.

## Windows 7/Vista Sound Device Settings For Headsets

1. Click **Start** or the **Microsoft Icon**
2. Click **Control Panel**:

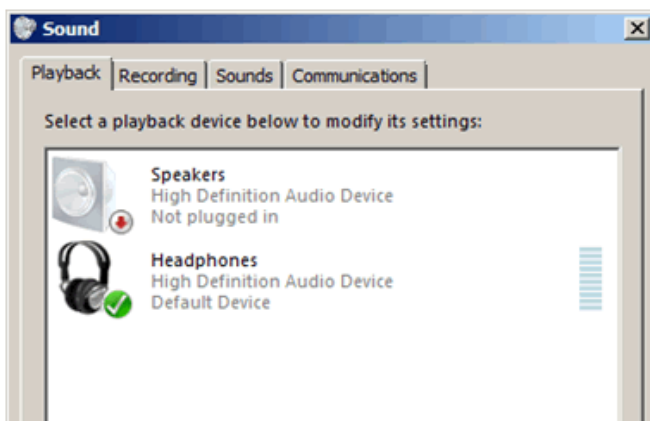


3. Click the **Sound** icon:

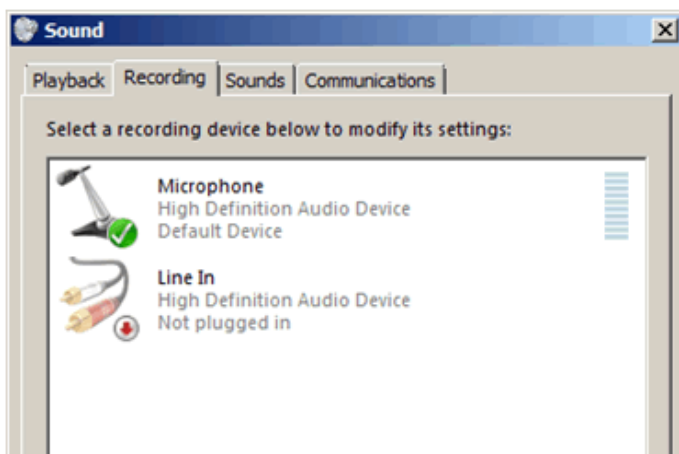
**Adjust your computer's settings**



4. If using non-USB headset, check that **Headphones** has a tick beside them or the **Speakers** if using speakers:



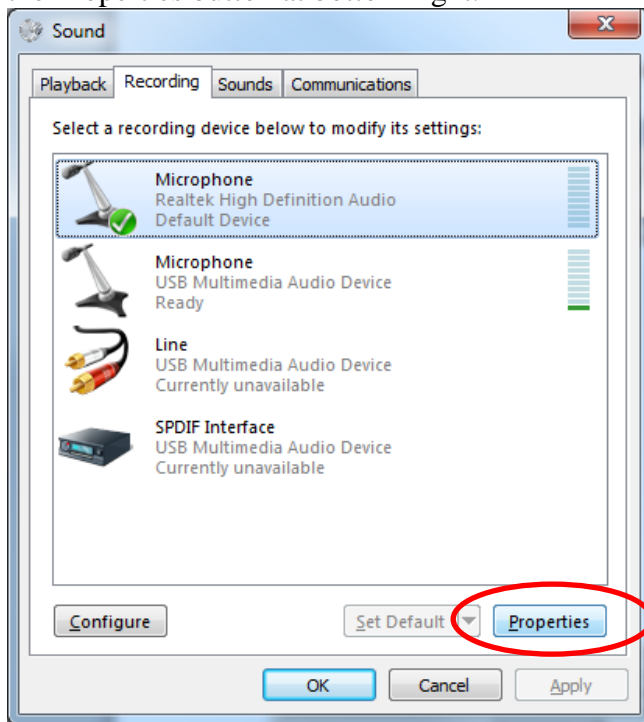
5. Check the Recording tab to ensure that **Microphone** has a tick beside it:



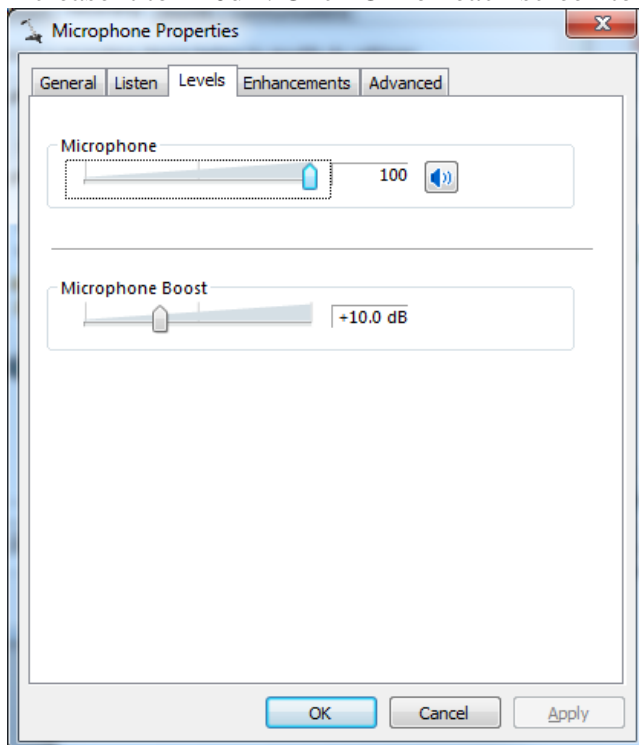
If you do not see the above settings try re-plugging in your headset, checking the plugs are in their

correct places or plugging into the rear audio ports.

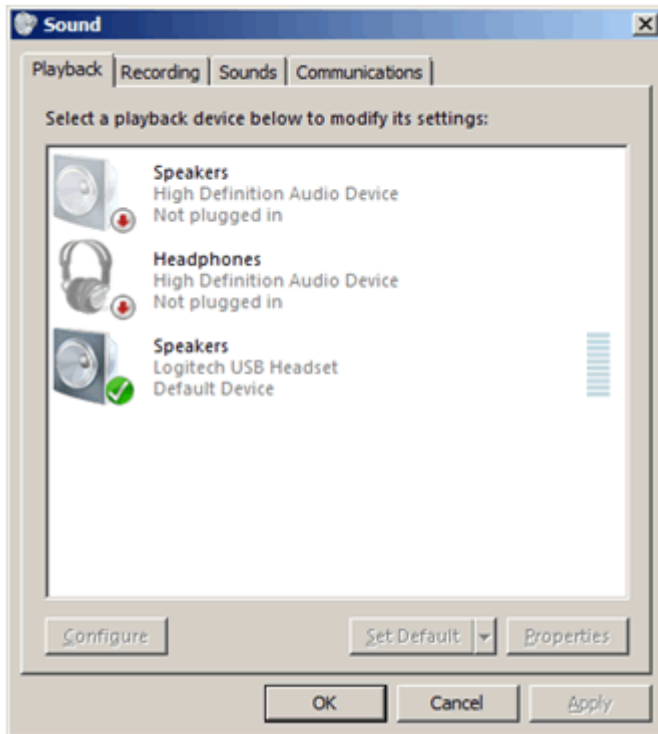
6. If microphone is shown, check its' settings by clicking on the Microphone listed and then clicking on the Properties button at bottom right.



7. Check the "Levels" tab and make sure the microphone level is at 100%. If you have a boost option increase it to +10dB. Click OK on each screen to save the new settings.



8. If using USB headset, check that **Headphones** or **Speakers** have a tick beside them and that it is an USB device:



9. Check that **Microphone** has a tick beside and that it is an USB device:



Check microphone levels as shown above.

10. Once you have made these adjustments to your system settings, return to the Adobe Connect room and repeat the Audio settings wizard to test they have fixed your problem.