These tips are provided to help solve the most common types of problems encountered in Adobe Connect

Adobe Connect room appears to freeze

- Solution: Quit Adobe Connect and log back in to refresh the connection.

Sound cuts out entirely

- Solution: Close the Adobe Connect session and your browser. Then reopen both to join the session.

Your sound is cutting in and out

- Cause: This is a connection speed issue.
- Solution: Use a wired internet connection, or try to work as close to the wireless router as you can.

There is loud feedback

- Cause: Someone whose microphone is on is listening to the session on their speakers, and the sound from the speakers is picked up by their microphone, causing feedback
- Solution: Wear headsets/headphones/earbuds, and turn off speakers. As a host, you can disable the microphone access of each participant if loud feedback continues to cause problems.

You can't login to Adobe Connect

- Solution: Use your netid and password, same one that is used for MySlice.
- Sometimes Adobe Connect meetings allow for entering the room as a guest. In that case, a name is all that is needed.

Your microphone isn't working

- Solution: Be sure your microphone is plugged in **BEFORE** you log in to Adobe Connect. Otherwise, quit Adobe Connect, plug in your microphone, and log in again.
- Be sure you click "Allow" when you get a popup asking for permission for Adobe Connect to access your microphone.
- When you're in an Adobe Connect session, do the Audio Setup Wizard, under the 'Meeting' menu, in the 'Manage My Settings' submenu. The most important part is Step 2, where you pick a microphone from a list. Make sure you select the right microphone. If your microphone is not listed, you need to restart your computer with the microphone connected. If after a restart it is still not listed, you might need to install drivers for your microphone.
- You can access the Audio Setup Wizard at any time in an open room.
- Make sure that your microphone and audio headset works with your computer when you are not logged in to Adobe Connect. If it does not, and you can't hear the audio and/or can't be heard when you speak into the microphone, try this (for Windows):
  - Right-click on the little speaker icon that's in the lower-right corner of the screen, near the clock.
  - Select "Adjust Audio Properties".
  - In the window that pops up, click on the "Audio" tab.
  - On that page, under "Sound Playback" and "Sound Recording", see what the options are in the drop-down box and see if changing the defaults will fix the problem.

You can't get Adobe Connect to load correctly ('white loading screen')

- Solution: You need to try another browser, or install the newest version of Flash from http://www.adobe.com/software/flash/about/.
- A short-term fix is for you to load the Adobe Connect from within the browser. You can do this by appending *?launcher=false* to the URL of the classroom (before you click it)
  Example:
  http://webconference.syr.edu/actroubleshoot/?launcher=false

You can't get the 'File Download' or 'Web Link' pods to work

- Cause: This is usually because of popup blockers, as both of these pods open up new windows
- Solution: Hold down 'Shift' and try to 'Save to My Computer' or "Open in Browser" from these pods