ADOBE CONNECT

Basic Troubleshooting Techniques

Welcome to the Adobe Connect Basic Troubleshooting Techniques training class.

OBJECTIVES

- Review techniques for troubleshooting connection issues.
- Review techniques for troubleshooting audio issues.
- Review techniques for troubleshooting camera issues.
- Review techniques for adjusting classroom settings for better output.
- Review techniques for adjusting roles and permissions.

In this training session we will discuss:
1) Troubleshooting connections issues (Flash, Plug-in, Firewall)
2) Troubleshooting basic audio problems (Audio Setup Wizard, Computer Settings, Mute Audio, Hands free and Talk)
3) Troubleshooting basic camera problems (Disable, Freeze Video, Block Video)
4) Adjusting settings for better output (Camera and Video)
5) Adjusting Roles and Permissions

CONNECTION ISSUES
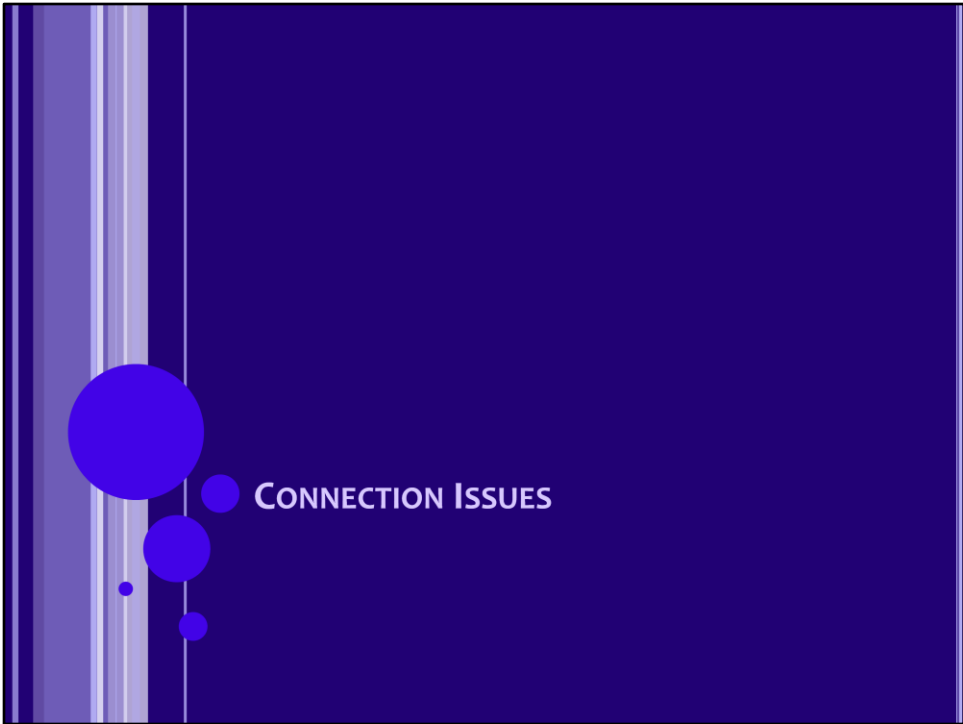
Minimum System Requirements

- Cable or DSL connection
  - Windows 2000 or Windows XP, (English versions)
  - Internet Explorer 6
  - 2 Ghz Pendtium 4 processor or equivalent
  - 256 MB of RAM (512 MB or more recommended)
  - 100 MB available disk space
  - Minimum resolution 800 x 600 (1024 x 768 or higher recommended)
- You WILL NOT be able to connect to Adobe Connect if you are behind a firewall.
- You may also need to disable pop-up blocker software.

Have seen issues with Verizon Wireless DSL cards

CONNECTION ISSUES

- Problems due to firewall ports
  - See TechNote f83a452b
- Optimizing Room Bandwidth
  - See TechNote tn_19524
- Network Latency and Adobe Connect Meeting
  - http://www.adobe.com/resources/breeze/server/articles/meeting_latency_03.html

http://kb.adobe.com/selfservice/viewContent.do?externalId=f83a452b&sliceId=2

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_19524&sliceId=1

Adobe Connect Plug-In

- Windows Plug-In
  - http://breeze.clemson.edu/common/addin/setup.exe
- Mac Plug-In
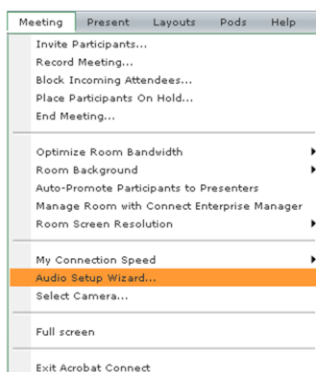 - http://breeze.clemson.edu/common/addin/AcrobatConnectAddin.z

ADOBE FLASH PLAYER

- Test Meeting Connection
  - http://breeze.clemson.edu/common/help/en/support/meeting_test.htm
- Upgrade Flash player
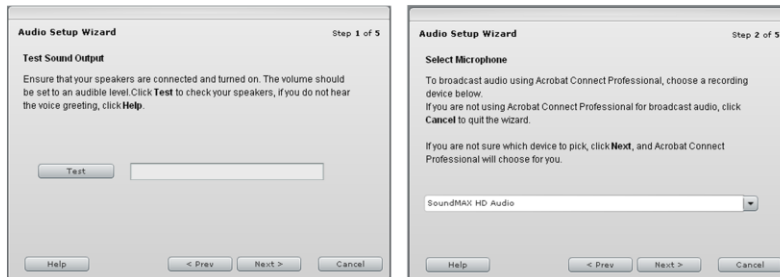 - http://www.adobe.com/go/getflashplayer

AUDIO ISSUES
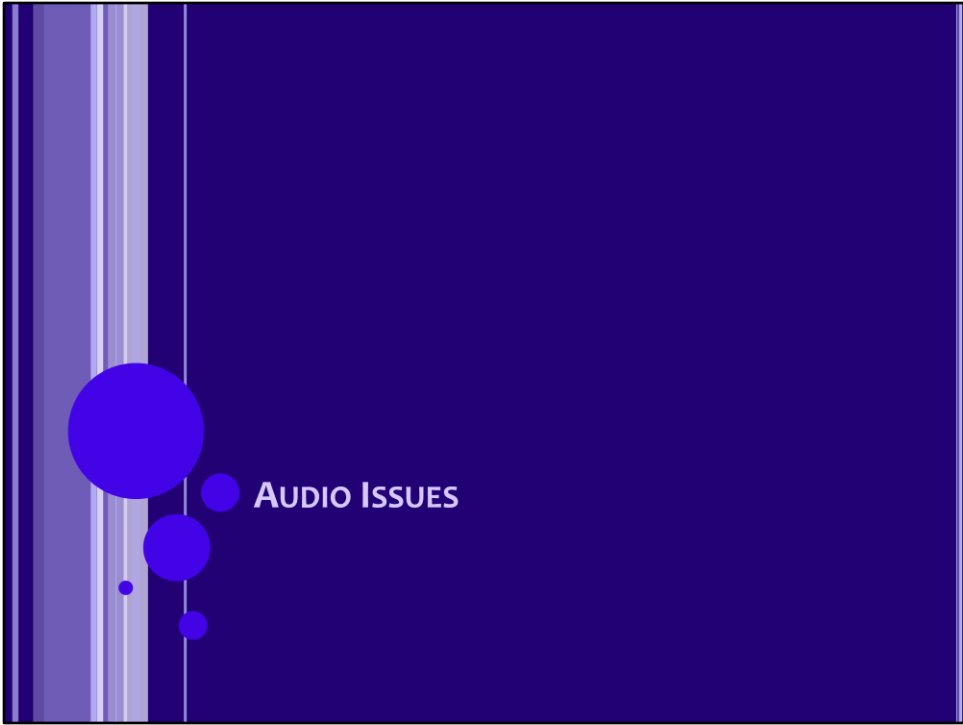
From the Meeting menu, select Audio Setup Wizard.
The Audio Setup Wizard will open.
Click Next.

The first step is to check and make sure you can hear.
Click Test to check and make sure you can hear sound through your speakers or headphones.
The next step is to select your microphone. If you have a USB or Blue Tooth microphone it will show up in the drop down menu. If you have a microphone that plugs into the microphone or line in jack on your computer, you will select your Audio sound card.
Click Next.
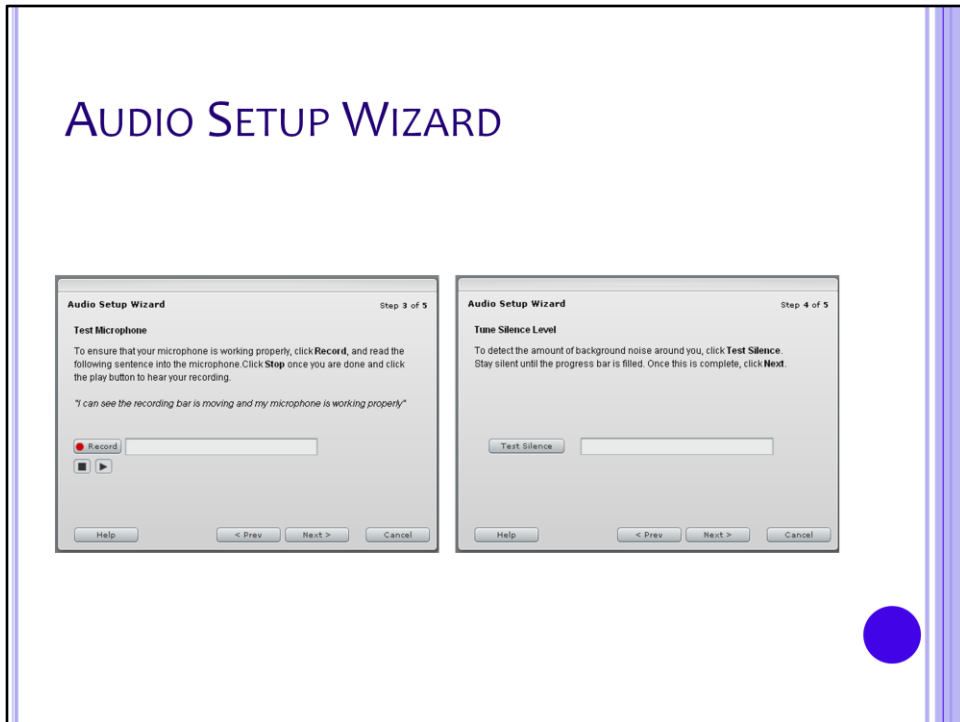
Next click the Record button to test whether your computer can hear your microphone. If you see green bars going back and forth your computer recognizes your microphone. Press stop, then press play to make sure you can hear what you just recorded. Click Next.

Then there is a test to test for background noise. Click the Test Silence button then remain quiet to allow your computer to detect any background noise. Click Next to continue.
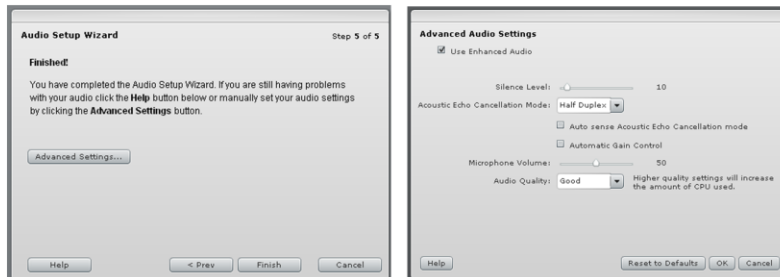
Click the Advanced Settings button. Disable the Autosense Acoustic Echo Cancellation Mode and Automatic Gain Control. Then click Ok and Finish.

MICROPHONE SETTINGS

o Choose Control Panel from the Start Menu

o Double-click Sound and Audio Devices
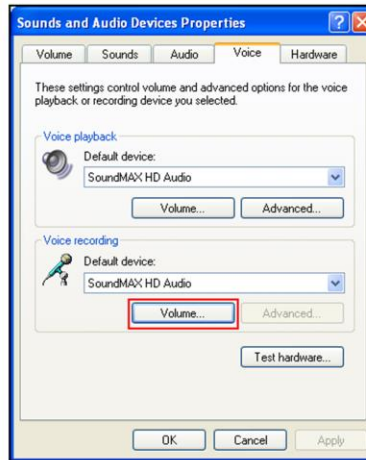
Choose the Control Panel from the Start Menu. Then double-click the Sound and Audio Devices icon. This will bring up the Sounds and Audio Devices Properties window. Click the Volume button in the Voice Recording section of the screen.

MICROPHONE SETTINGS

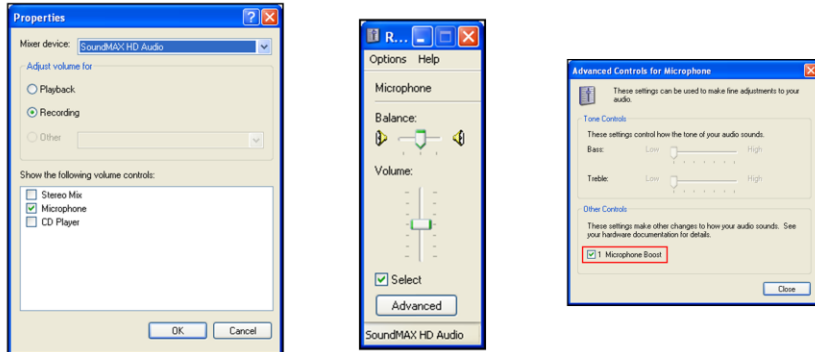Choose Options | Properties from the menu bar.
Select the Recording Radio button.
Make sure your USB or bluetooth microphone is selected in the Mixer Device drop down menu.
Make sure the Microphone checkbox is enabled.
Then click OK.

Select Advanced Controls from the Options menu. This enables the Advanced button on the Volume Controls.
Click the Advanced button to bring up the Advanced Controls for Microphone window. This is where you can enable the Microphone Boost checkbox. Then click Close.

Use the Volume slide bar to increase volume sound.

ENABLING AND DISABLING AUDIO
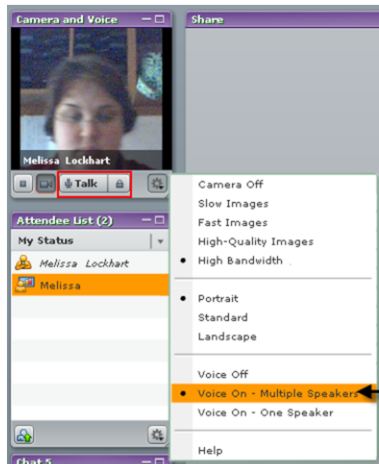
- Hold to Talk (Talk button)
  - Acts like a walkie talkie
  - Mutes audio
- Hands Free(Lock button)
  - Locks the audio on
- Pod Options
  - Voice Off
  - Voice on – Multiple Speakers
  - Voice On – One Speaker

The talk button acts like a button on a walkie talkie. When you press it, you can talk and people can hear you. When you release it, you can hear others but they can't hear you.

If you are using a webcam and microphone, you can mute the audio by disabling the Talk button. (the button is dark gray when enabled)

The Lock button will lock all audio on. The problem that may occur with this is if the pod is set to Voice On – One Speaker. No one else will be able to talk. For all participants to be able to talk, the pod must be set to Voice On – Multiple Speakers. Then people can talk freely.

You can also turn off audio altogether by choosing Voice Off in the Pod Options. If you have your microphone plugged in and no one can hear you, check this setting and also check to make sure Multiple Speakers is selected.

AUDIO IS ECHOING

- Turn off Gain Control
- Turn off Echo Cancellation

Advanced Audio Settings

☑ Use Enhanced Audio

Silence Level: ———○——— 10

Acoustic Echo Cancellation Mode: Half Duplex ▾

☐ Auto sense Acoustic Echo Cancellation mode

☐ Automatic Gain Control

Microphone Volume: ———○——— 50

Audio Quality: Good ▾ Higher quality settings will increase the amount of CPU used.

Help Reset to Defaults OK Cancel

Make sure the Gain Control and Echo Cancellation feature are turned off in the Audio Setup Wizard.

ADOBE FLASH PLAYER

Windows	Mac

o Problem: Unable to hear audio
o Solution:
  1. Update Flash Player
  2. Close all browser windows
  3. Reopen your browser and navigate back to your online session
	o Solution:
	  1. Update Flash Player
	  2. Start GarageBand and let it complete initialization
	  3. Close GarageBand
	  4. Close all browser windows
	  5. Reopen your browser
	Adobe TechNote 41f8f08d

Problem:
If you are unable to hear audio after taking the above steps:

Windows Solution:
Update Flash Player to the most recent version.
Close all your browser windows, then reopen your browser and navigate back to the online session. Some users may need to reboot for changes to take effect.

Mac Solution:
Macintosh Users: A known issue with Abobe Connect is related to certain Mac audio cards. The following steps will address the issue:
Install the latest version of Adobe Flash Player by going to http://www.adobe.com/go/getflashplayer.
Start the GarageBand application and let it complete initialization. Close GarageBand and try to connect to the seminar again.
If the previous two steps do not resolve your problem, please review the following Adobe Tech Note 41f8f08d .

http://kb.adobe.com/selfservice/viewContent.do?externalId=41f8f08d&sliceId=1

Mac users with this issue should be able to access and hear archives of the live event, even if the audio problem within the live session is unresolved.

CAMERA ISSUES
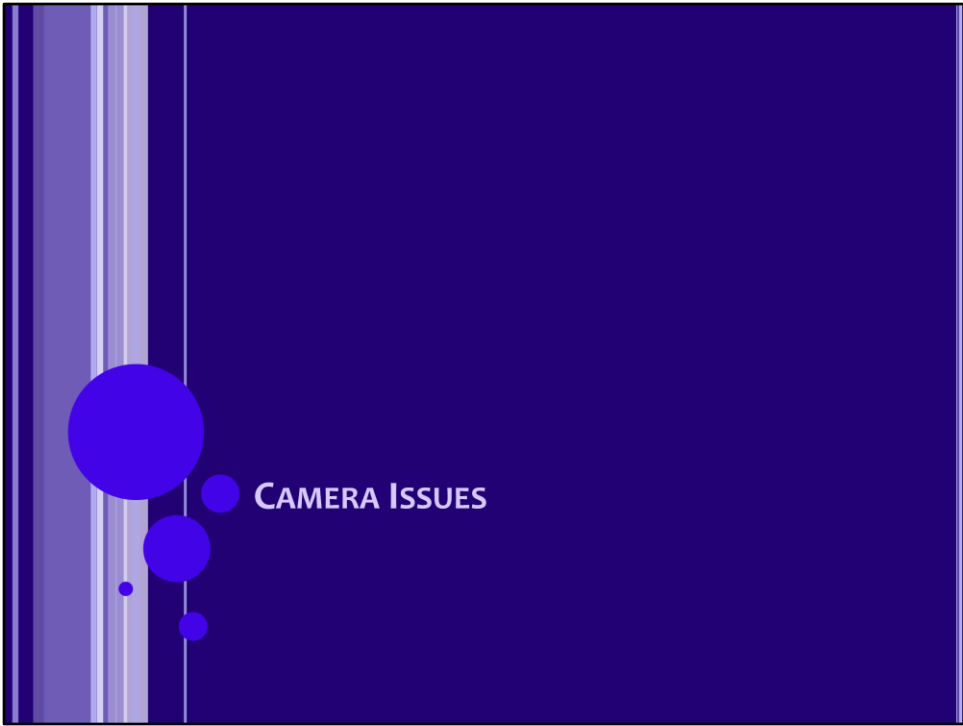
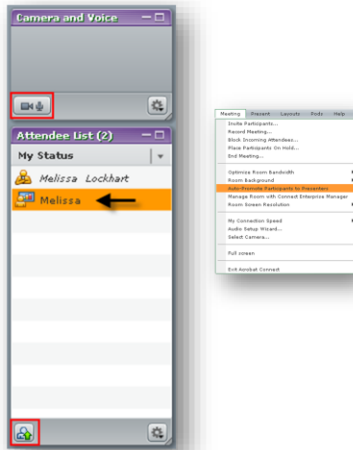To setup a webcam:
1) Make sure the webcam software has been installed.
2) While installing the webcam software your computer will tell you when to plug-in the webcam. Make sure it is plugged into the correct port.
3) Start your Meeting.
4) From the Meeting menu, choose Select Camera.
5) Select your camera from the available drop down menu, then click Close.
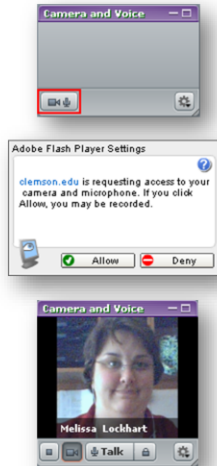
CAMERA AND VOICE POD

- To use Camera and Voice Pod attendee must have:
  - Enhanced Participant Rights
  - Presenter rights
  - Host rights
- Permissions can be set in the Attendee List pod
- Auto-Promote Participants

To use the Camera and Voice pod, attendees have to be given the proper permissions. They should be setup as a Presenter or Host. You can do this by selecting their name in the Attendee List pod and clicking the Set User Role button in the bottom left corner of the pod. Then select either Set as Host or Set as Presenter. Another option is to give the participant Enhanced Participant rights. To change participants rights, click the Pod Options button in the bottom right corner of the pod. Then select Change Enhanced Participants rights. A window will appear. Select the Camera and Voice checkbox. Then click OK.

Another options is to enable the Auto-Promote Participants to Presenters option under the Meeting menu.

NOTE: I have seen issues where the Enhanced Participants Rights do not work properly. In my experience it has been preferable to promote participants to the role of presenter and then demote as necessary.

ACTIVATING THE CAMERA AND VOICE POD

o Click the Start My Camera and Voice Button

o Allow Flash Player to access your Camera and Microphone

o WebCam image will appear

To activate your webcam in the Camera and Voice pod:
1) Click the Start My Camera and Voice button in the bottom left corner of the Camera and Voice pod.
2) The Adobe Flash Player Settings window will appear asking for access to your microphone and webcam. Click Allow.
3) Your webcam image should appear.

Adobe Connect Can't Find Camera

- Make sure necessary software has been correctly installed
- The camera is "Flash compatible"
- Make sure camera is correctly connected to computer
- Make sure camera is turned on
- Make sure camera isn't being used by another application

If you **do** have a camera connected to your computer but you get a "No Camera Found" message, check to be sure any necessary software has been correctly installed and your camera is connected to your computer correctly, turned on if necessary, and is not being used by another application.

Make sure you have the most current drivers installed. You may need to download a new driver from the camera manufacturer's Web site.
The camera is "Flash compatible."

After checking your camera and software, try the "Select Camera" utility again to see if Adobe Connect can find your camera.

NOTE: I have found that in order for my webcam to work the Logitech software must be running in the background.

NOTE: If you plug-in your webcam after you have started the meeting, you may have to logout and log back into the meeting for it to show up as a camera that you can choose.

## CAMERA AND VOICE POD OPTIONS

- Camera Off

If you are having issues with the camera not displaying, make sure the Camera is turned off. There is a Camera Off feature in the pod options.

MAC WITH BUILT-IN WEBCAM

o Here is the correct order of events to use your built-in isight camera with Adobe Connect:

1. Turn on ichat software. It will turn on the built-in webcamera. Use the video command to select "video preview".

2. Enter your Adobe Connect Session. Under "Meeting" select Camera and then "USB camera option".

3. Quit ichat to release the web camera.

4. Back in Connect, click on the "Share my camera" tab and check "allow access to my camera and microphone" when prompted.

ADJUSTING MEETING SETTINGS
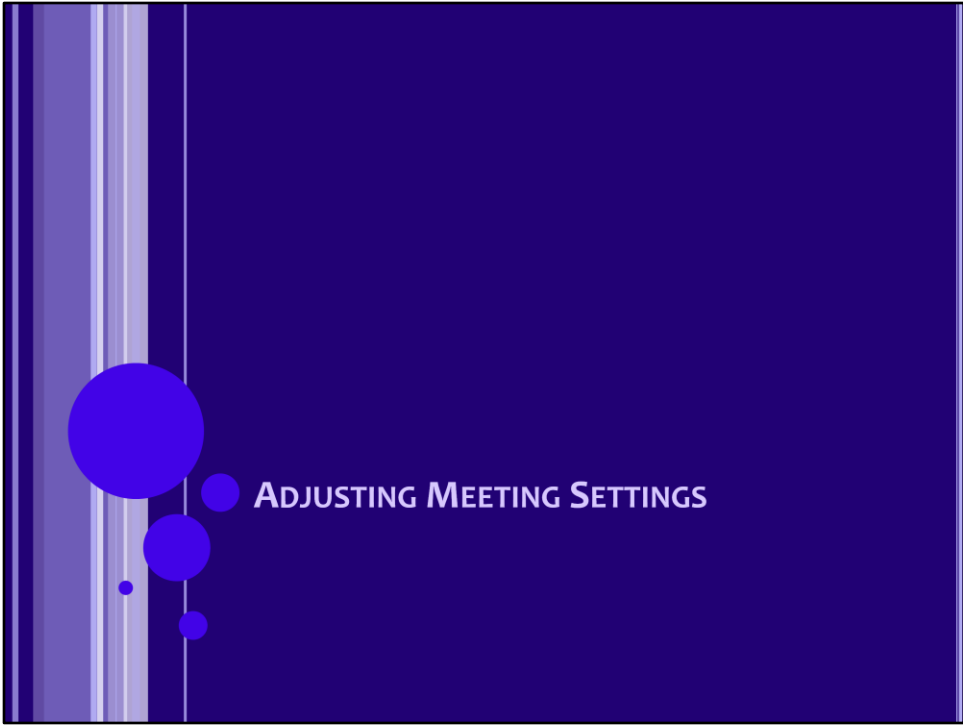
WINDOWS ISSUES

- Emailing Note Pod does not work
  - See TechNote b021b66a
- Emailing Chat History does not work
  - See TechNote b01f222e
- Issues with Apple iSight Camera
  - See TechNote 7540b018
- Internet Explorer Crashes when entering Meeting Room
  - See TechNote 55f07294
- Large History in Chat Pod causes Performance Issues
 - See Knowledge Base Article kb400835

http://kb.adobe.com/selfservice/viewContent.do?externalId=b021b66a&sliceId=2

http://kb.adobe.com/selfservice/viewContent.do?externalId=b01f222e&sliceId=2

http://kb.adobe.com/selfservice/viewContent.do?externalId=7540b018&sliceId=2

http://kb.adobe.com/selfservice/viewContent.do?externalId=55f07294&sliceId=1

http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=kb400835

Mac Issues

- Meetings Intermittently Crash while screen sharing on Intel based Macs
  - http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=kb400840
- When screen sharing from a Mac not all updates are delivered
  - http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=kb400989

There are known issues with Intel based Macs and screen sharing. There are also known issues with the Adobe Connect plug-in on Macs.

ADJUST PARTICIPANT SETTINGS
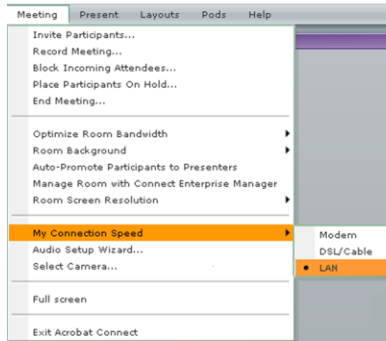
○ From the Meeting Menu select My Connection Speed

○ Select your Connection speed to optimize the meeting for your connection speed

"Choppy" audio is typically a bandwidth problem. Adobe Connect requires, at minimum, a broadband Internet connection. If you are connected via 56k modem, audio will be choppy.
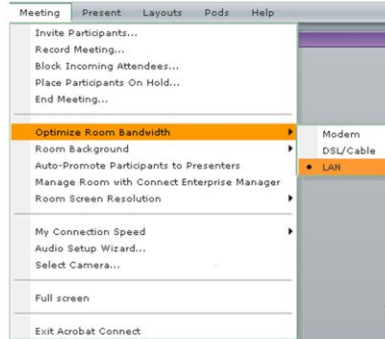
If you are connected via cable modem, DSL modem, or wired Ethernet and experience audio issues, try the following:

Check your bandwidth designation in Adobe Connect. Under the **Meeting** menu choose **My Connection Speed**. Ensure this setting accurately reflects your connection speed.

Run the **Audio Setup Wizard** under the **Meeting** menu. This will optimize your settings for your audio hardware.
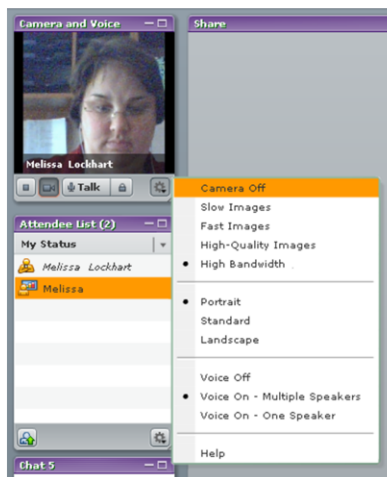
Changing this setting may effect the audio quality

ADJUSTING VIDEO IMAGE QUALITY

- Camera and Voice Pod Options
  - Turn the Camera Off
  - Adjust Video Image to enhance audio quality

Freezing Camera

○ Once the Camera and Voice Pod has been activated you can freeze the video frame to enhance audio quality by clicking on the Pause Camera button.