Troubleshooting:

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to:
http://connect.liu.edu/common/help/en/support/meeting_test.htm

2. The Connection Test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.

3. If you do not pass the test, perform the suggested actions and run the test again.
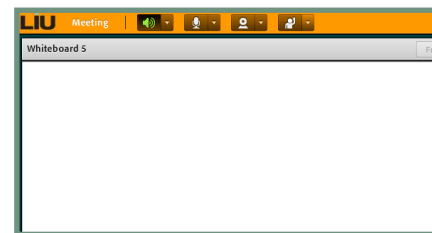
Joining a meeting

Begin by clicking on the link that was made avaliable to you by your instructor

1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.

2. Make sure popup blocking software is not blocking your meeting window.

Audio

1. Make sure your computer sound for input and output is configured.

2. Run through the Audio Setup Wizard.

Select **Meeting** > **Audio Setup Wizard**.

The wizard guides you through five steps

Note: this should be done every time you enter an Adobe Connect Meeting, so Adobe can recognize your audio devices prior to the start of the meeting

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3. If prompted for access to your camera and microphone, click **Allow**

4. Audio Setup Successful notification should be received and then click on **Finish**

Check Computer Volume
for headset and microphone

Windows:

Go to **Start** > **Control Panel** > **Hardware and Sound** > **Audio Devices and Sound** >

Select the **Playback** tab and adjust volume settings for the device you will be using - (ex: Headset)

Select the **Recording** tab and adjust volume settings for the device you will be using - (ex: Headset microphone)

Mac:

Open **System Preferences** from the Apple (🍎) menu > **Sound** >

Select the **Output** tab
Select you "output source" (ex: Headset)
Adjust the volume settings

Select the **Input** tab
Select you "input source" (ex: Headset microphone)
Adjust the input volume settings

For more troubleshooting Q&A's, see our FAQ section