



Virtual Classroom (Adobe Connect) Sound troubleshooting

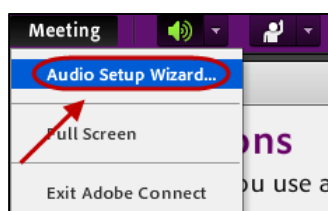
Participants

Requirements

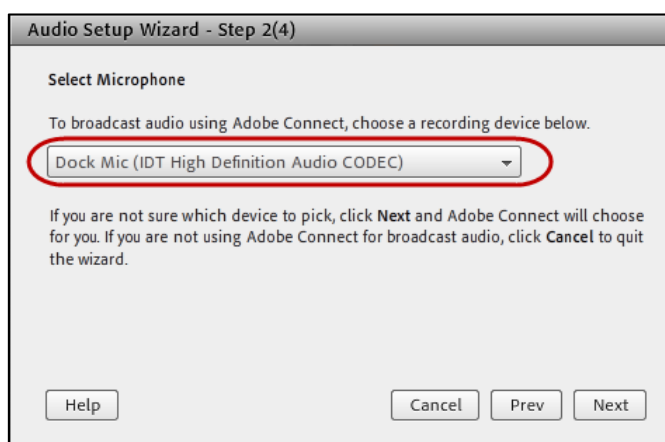
- You must use a headset with a microphone (jacks or USB connection).



- You must run the **Audio setup wizard** well in advance of your first virtual classroom (Adobe Connect) session.
 - Visit the sound testing room <https://meet.uq.edu.au/soundtesting/>
 - Click on the **Meeting** (Meeting) button in the menu bar.
 - Select **Audio Setup Wizard...** from the drop down menu.



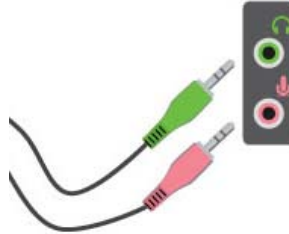
- Follow the prompts in the wizard.
- Make sure you select the headset microphone. (Below is only an example)



- If you have added a new device to your computer you must run the **Audio setup wizard** again (the headset microphone may not still be selected).

Headset

- If the headset with microphone has a switch halfway along the cord, check that it is not switch off.
- If using a headset with microphone that has jack connection, make sure the jacks are plugged into the correct outlet on your computer.




Computer settings

- Check that the volume on the computer is not muted.




- Check that the computer master volume is up at an acceptable level.
- Check the microphone volume is up at an acceptable level. **Control Panel > Sound > Recording.**

Adobe Connect room settings

- Turn on your microphone (The room Host must have given your rights)
 - Click on the  (Audio) button in the menu bar.
 - Select **Connect My Audio** from the drop down menu.



- Check your microphone volume in the room.
 - Click on the  (Audio) button in the menu bar.
 - Select **Adjust Microphone Volume** from the drop down menu.



Further help

If you are still having trouble with your sound settings contact:

Students: **AskIt** > <http://www.library.uq.edu.au/ask-it/contact-us>

Prepared by: [Ailsa Dickie]

Last modified: [8 May 2012]