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/](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

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