Pearson

Adobe Connect Manual

A quick guide to troubleshooting on Adobe Connect.

2016 Edition

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How do I access the Audio Setup Wizard?
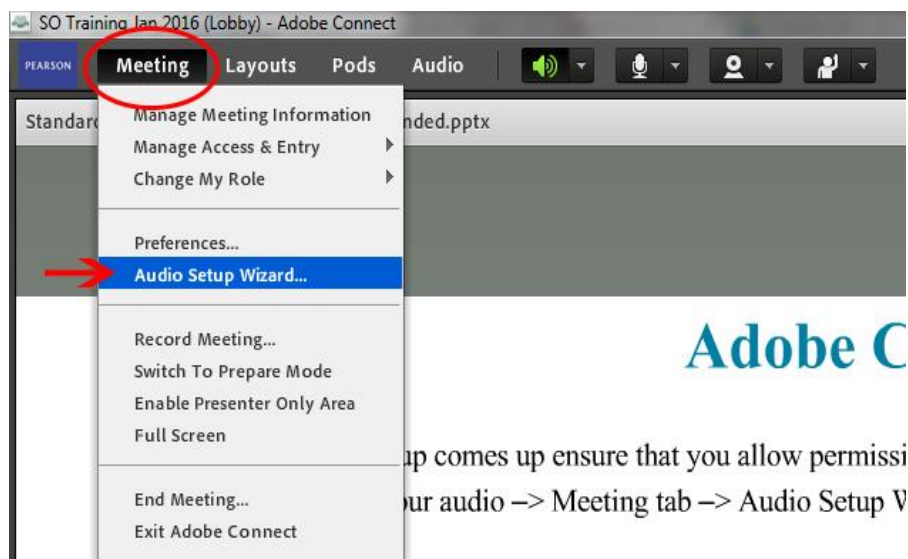
How do I access the Audio Setup Wizard?

1

- Select Meeting ->
- Audio Setup Wizard->

2

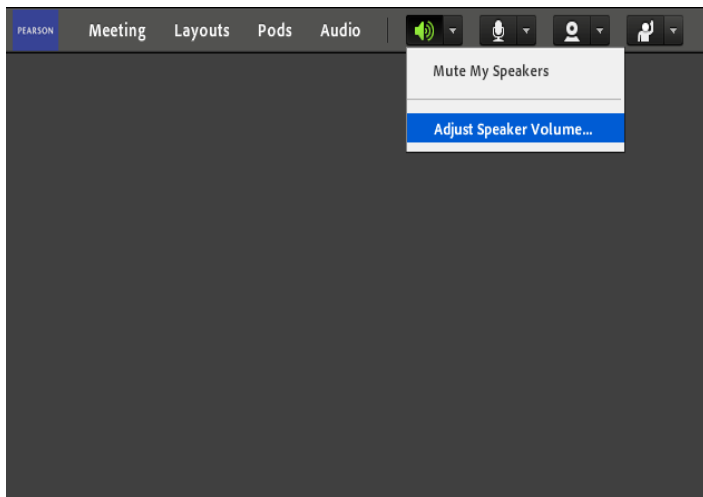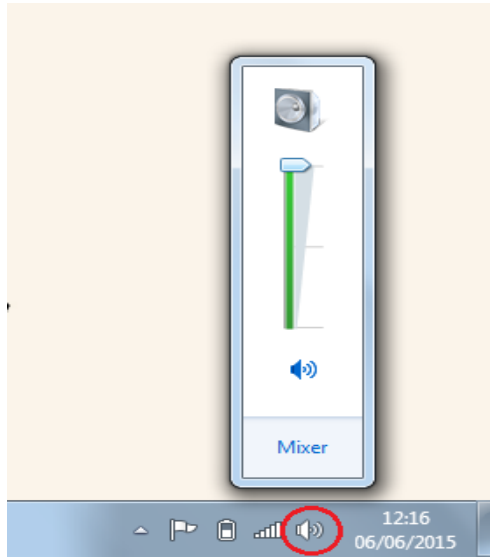Follow through the 'Audio Setup Wizard' by selecting 'Next.

3

If you have any issues ask the Standardisation Officer for help via textchat.

My speakers are not working

My speakers are not working

If when you run Audio Wizard your speakers don't work you should:

- Unplug the speakers/headset - and then plug it back in, ensuring that the cables are in the correct sockets
- Run audio set up wizard again
- Ensure that speakers are switched on via the icon on the bottom right of your computer screen
- Check volume bar is up
- On adobe click the small arrow beside the speaker icon -> Adjust speaker volume -> ensure sure volume is not muted.
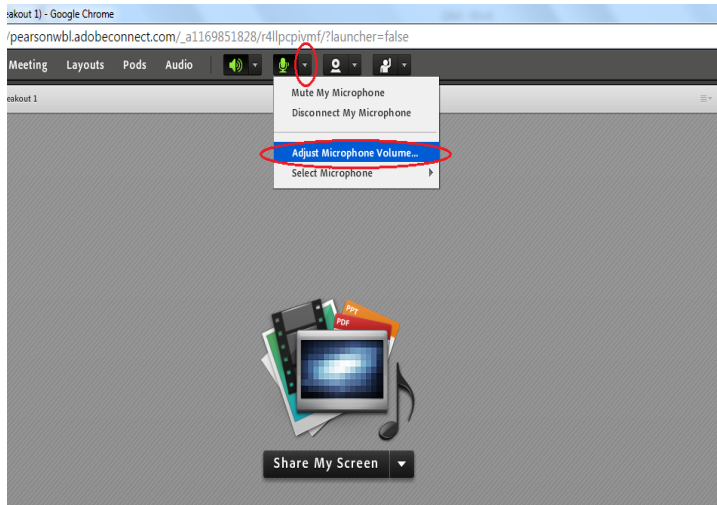- Ask Standardisation Officer for help

Please note: It is likely that nobody is speaking when you enter the room so you will not hear any sound. Please use audio setup wizard to check that it is working.

My microphone is not working

My microphone is not working

If when you run Audio Wizard your microphone doesn't work you should:

- Make sure cables/ plugs are correctly plugged in

- Make sure all volume levels are switched up (pc/adobe/ headset)

- Change headset- try another one -> e.g. if you have a laptop it may have a built in mic

- Run audio set up wizard again

Please note: As a participant your microphone will be muted automatically within the room until a host enables it.

My headset is not working
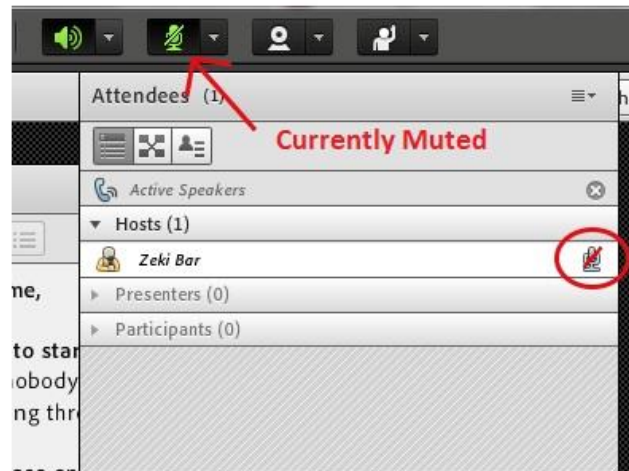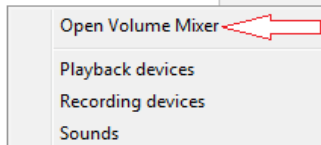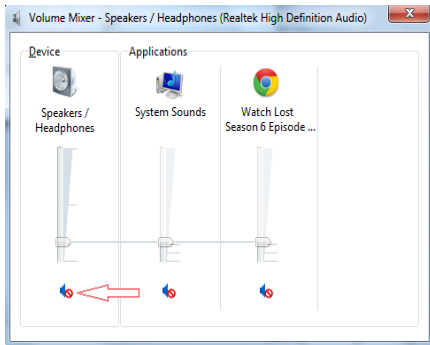
My Headset is not working

1
- Ensure that speakers are switched on via the icon on the bottom right of your screen

2
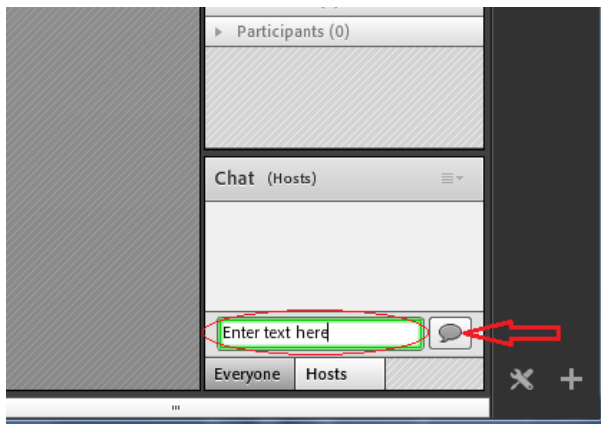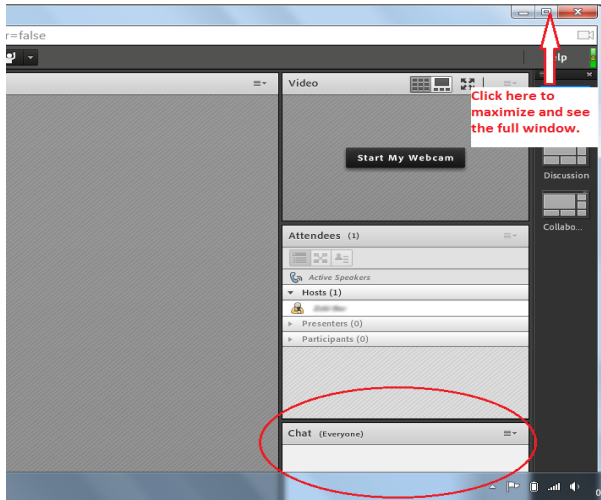- Unplug the speakers/headset - and then plug it back in, ensuring that the cables are in the correct sockets

3
- Ensure that you have clicked the microphone icon on adobe and have allowed access. It will turn green once it is unmuted.

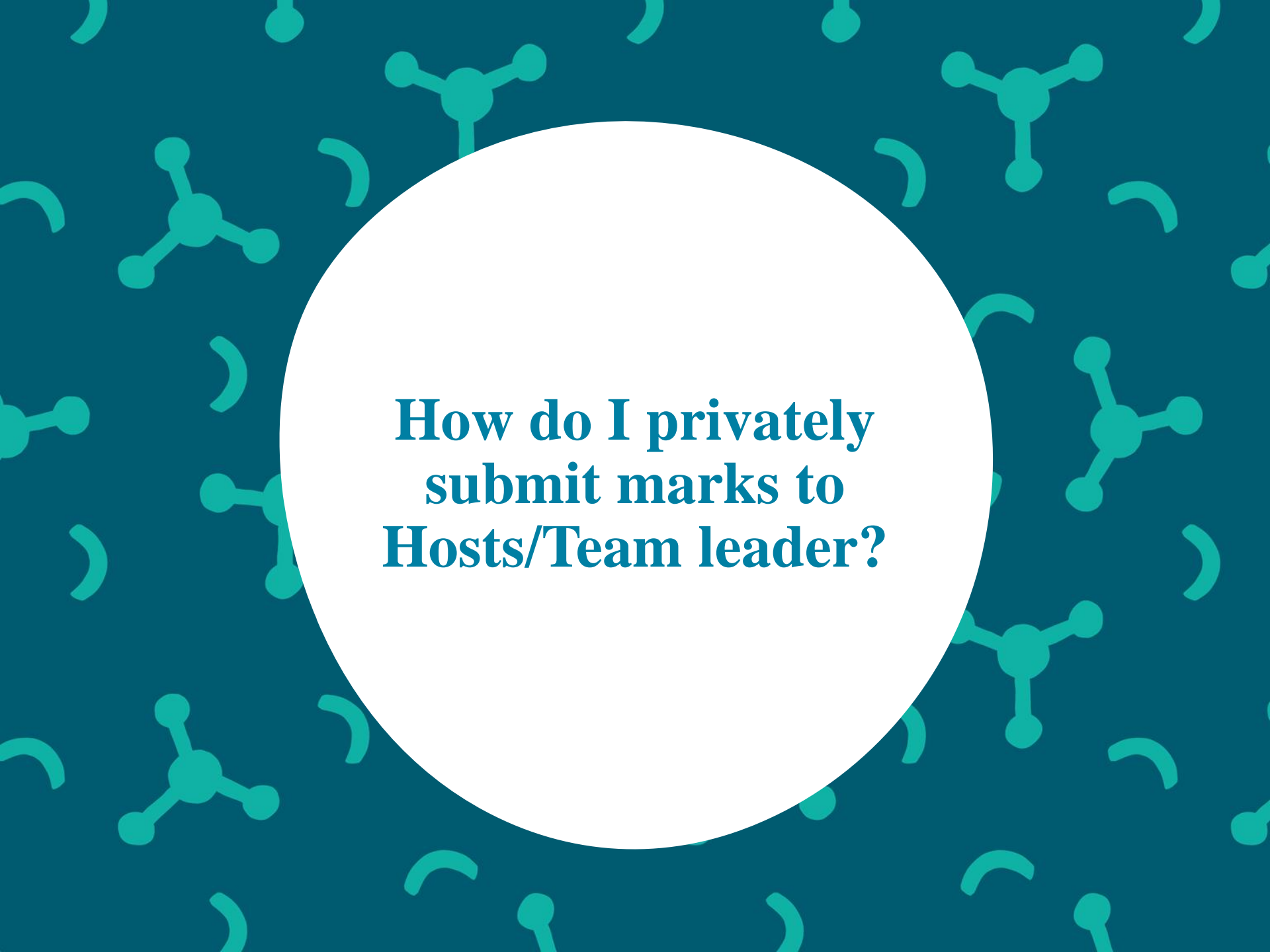# How do I use text chat?

How do I use text chat?

To use textchat you should:

- Ensure that the adobe connect meeting window is open and maximized

- Text chat pod will usually be available to use on the bottom or on the right of the screen

- Click on the text chat pod – enter text and press enter/click send button to send your message

How do I privately submit marks to Hosts/Team leader?

How do I privately submit marks to Hosts/TL?

To ensure your texts are not broadcast to everyone you will need to start a private chat with hosts or presenters only - please follow these steps:

A
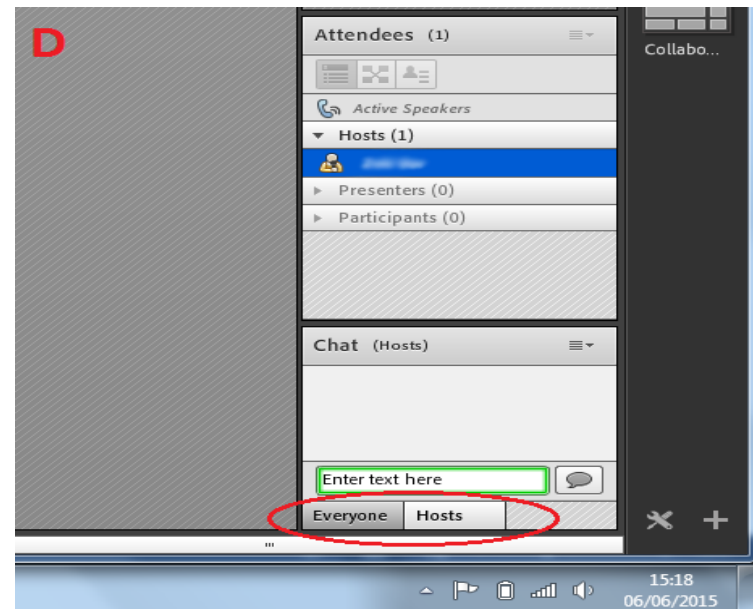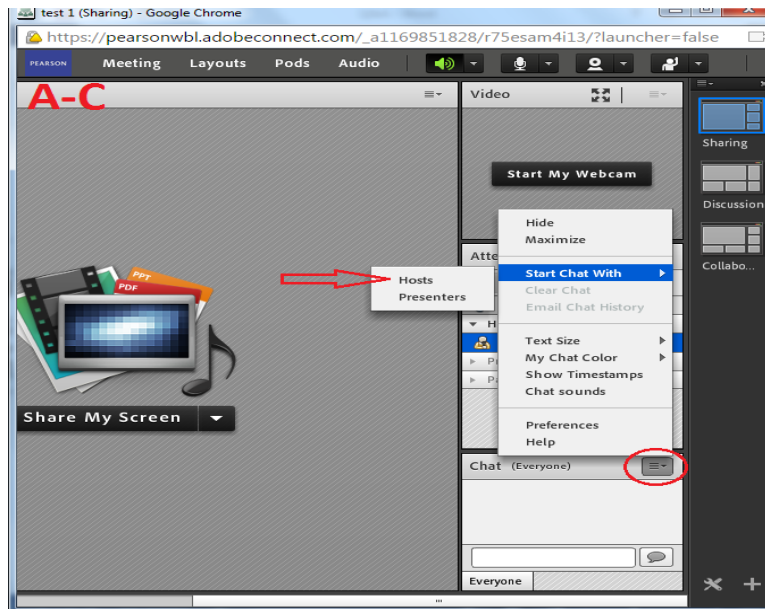Click on the pod options on the top right of the chatbox

B
Move your mouse over the "start chat with option and select hosts

C
You will now have two options in your chat pod, one for "everyone" and one for "hosts"

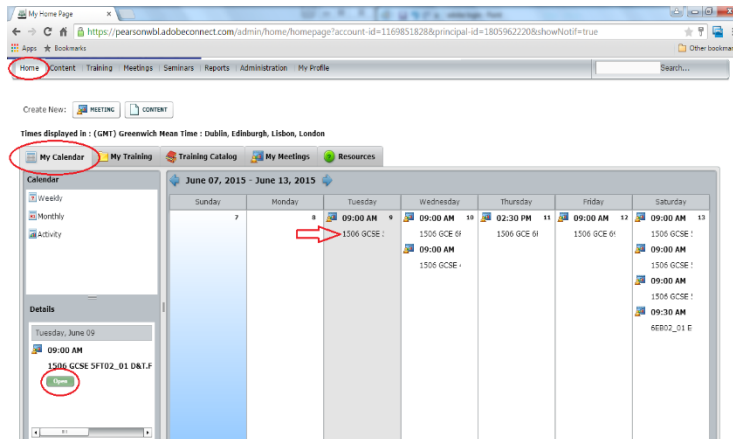## D
Type your message and press enter to send Your message

I have lost contact.
How do I get back in?

I have lost contact. How do I get back in?
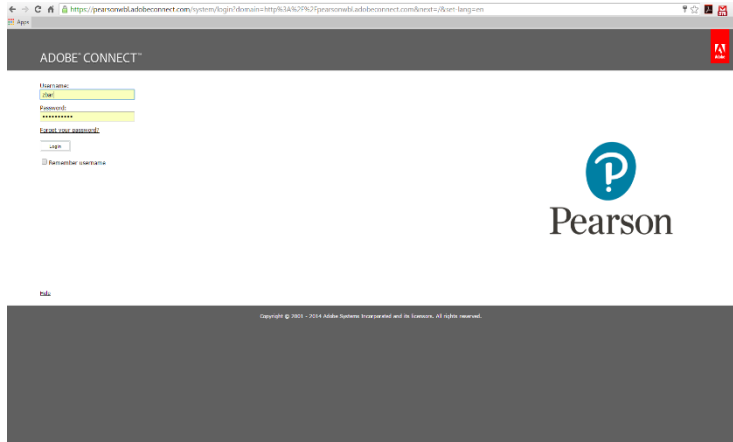
You can reopen the meeting through various methods:

a. Via the link sent to you through email

b. By entering **pearsonwbl.adobeconnect.com** into your web browser and logging in with your username as your **AA number** and password as either **Password1** or the password you have reset it to.

c. Then click "my schedule", select the meeting, and click open in the bottom left

I have entered as a guest – how do I log in with username and password?

I have entered as a guest – how do I log in with username and password?

1

Close the meeting window, and open a new browser page. Enter **pearsonwbl.adobeconnect.com** into the address bar
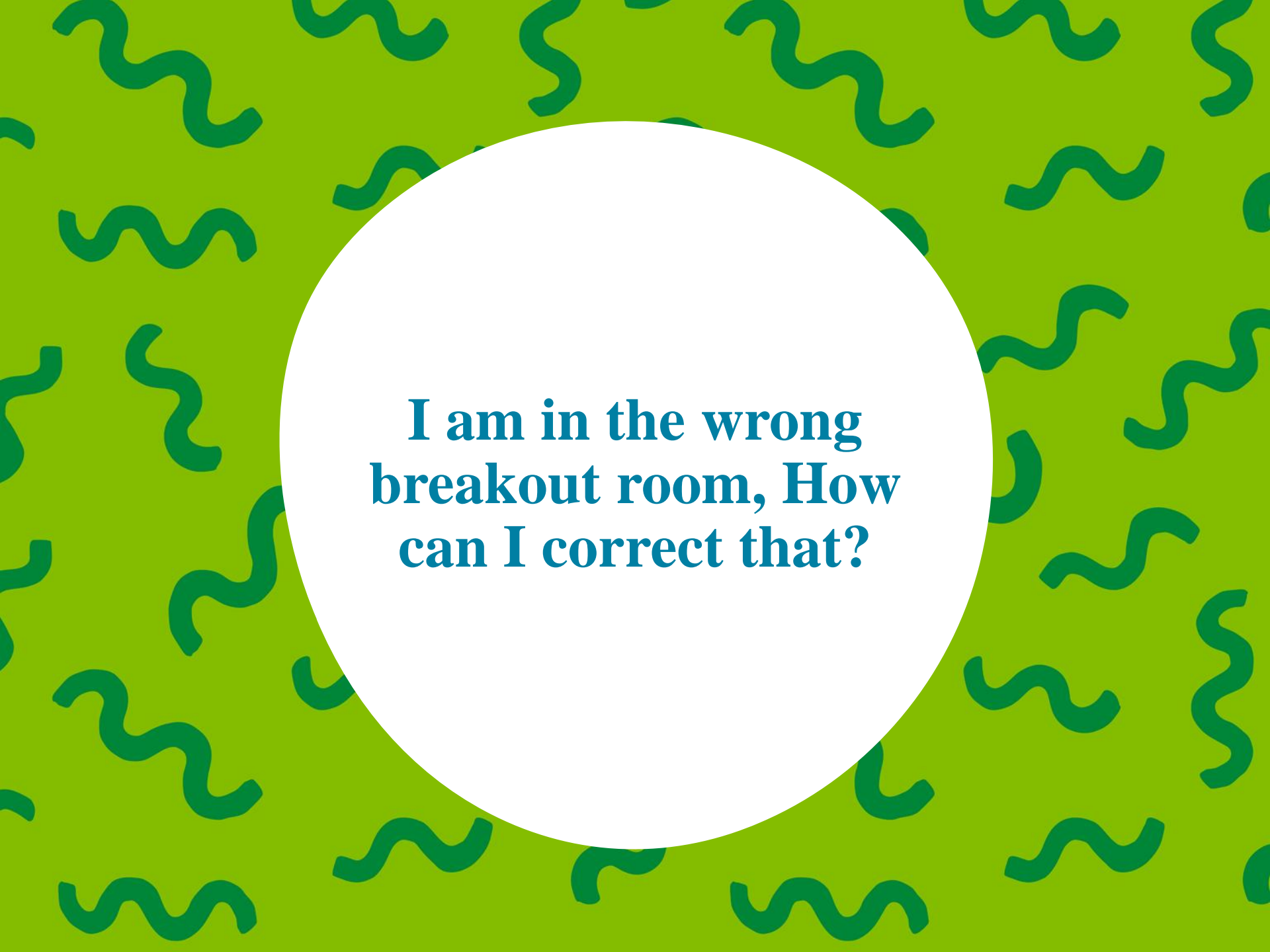
2

Log in with your username as your **AA number** and password as either **Password1** or the password you have reset it to.
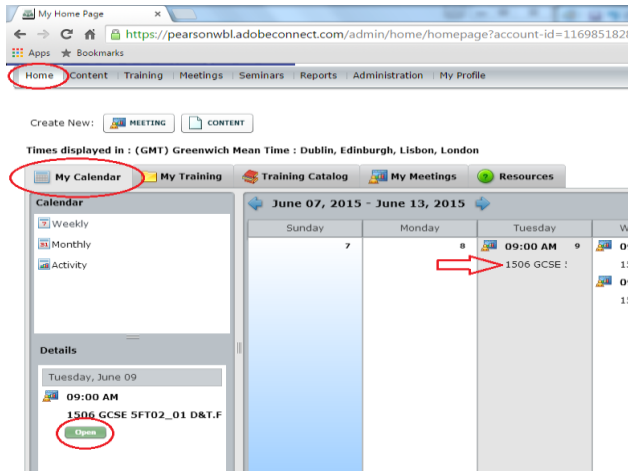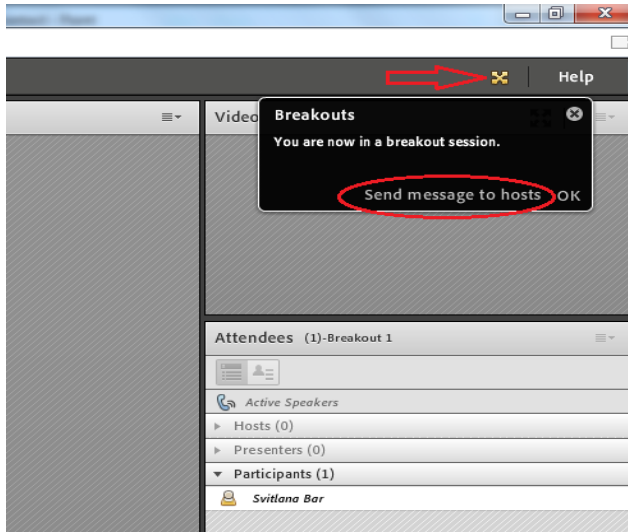
3

Then select "Home" -> "My schedule"-> select the meeting, and click open in the bottom left
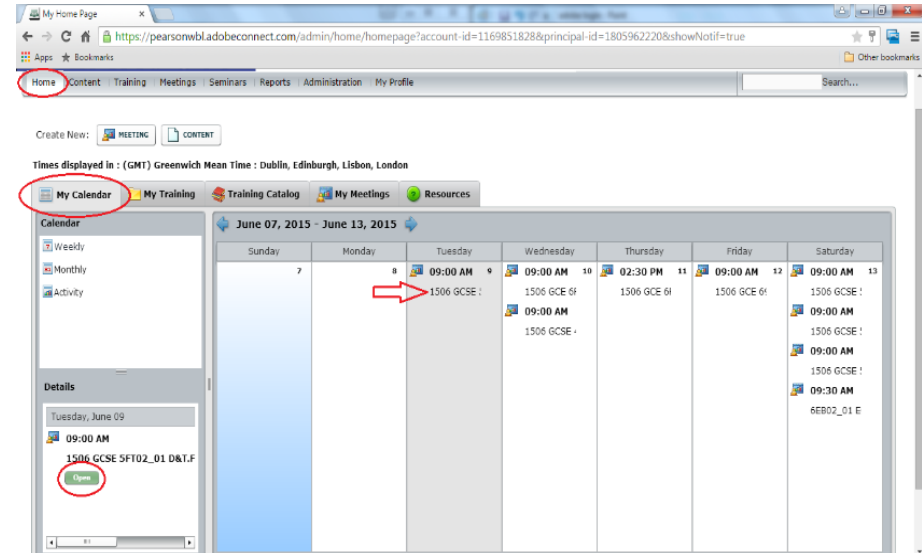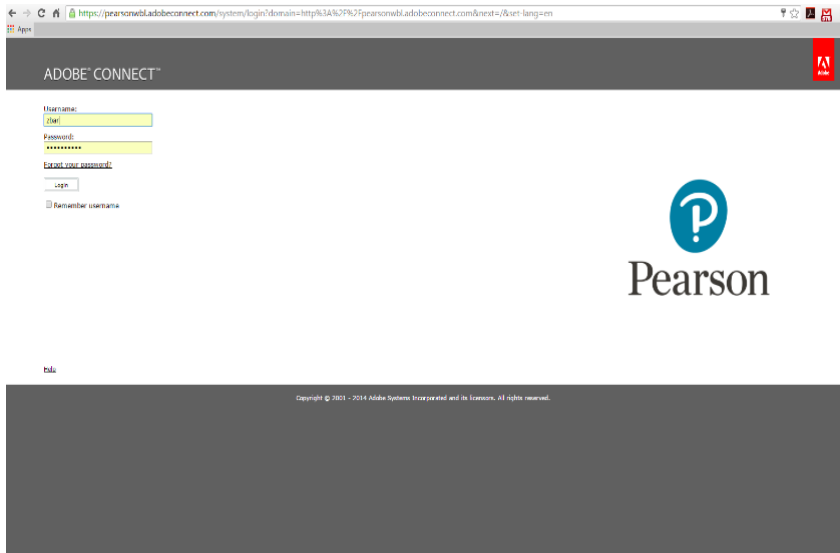
I am in the wrong breakout room, How can I correct that?

I am in the wrong breakout room, How can I correct that?

If you are suddenly disconnected from your breakout room:

a. you can contact the stand officer by clicking the yellow X (cross) icon on the top right. This will broadcast a message to all the hosts in all rooms.

b. You can message the host/team leader within the room via textchat.

c. Alternatively, if the breakout room is in a different meeting link then close the window, if a link was provided then click this to try again. Or go back to "my schedule" page on your adobe connect homepage and re-open the meeting. Ensuring you have chosen the correct meeting on the correct date and time.

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I have been ejected from the breakout room, how do I get back?

I have been ejected from the breakout room, how do I get back?

If you have been ejected into the main meeting room from a breakout room, please try the following

Contact stand officer

You can contact your Stand Officer via the yellow chat icon on the top right to let them know you have been ejected from the breakout room. Please allow a minute for the stand officer to place you back into the room.

Contact the presenter

If you get no reply then contact the presenter within the room you are in via microphone or by clicking the raise hand icon – and typing your message via textchat
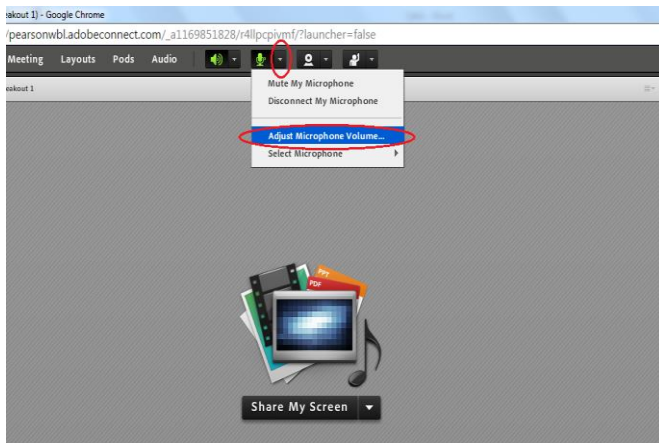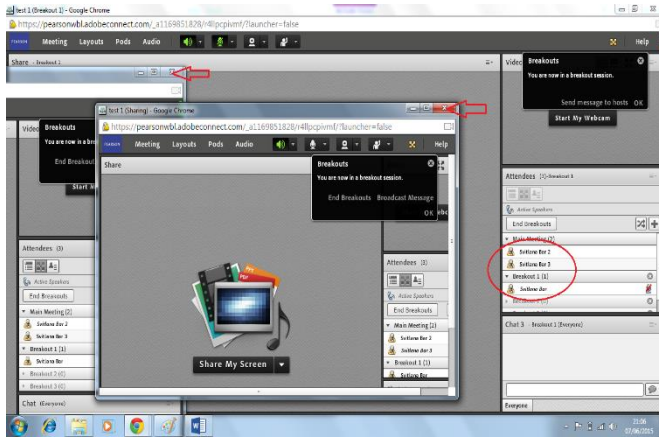
Re-enter the meeting

If neither option works or you are ejected completely from the meeting, you will need to click on the link that you have been provided via email to re-access the room. Or go to **pearsonwbl.adobeconnect.com**

My mic is too loud/soft, what can I do

My mic is too loud/soft, what can I do?

If your mic is either too loud or too soft you can try the following:

- Make sure you are logged in to only one meeting. You will know that more than one meeting is open if your name appears more than once in the attendees list. Ensure that any additional meeting windows are closed, as they may create an echo.
- Ensure that the microphone is close to you and you speak clearly into it.
- Ensure that the microphone volume is turned up – or turned down – by clicking the small arrow next to the mic icon on the top toolbar, and selecting "adjust microphone volume".
- Run audio wizard to make sure the volume of the speakers and microphone is adjusted

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THANK YOU

ALWAYS LEARNING