I cannot get into the meeting.

- Click Help towards the bottom of the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all requirements. If you do not pass the test you will be given instructions for what you need to do.
- Verify a pop-up blocker is not blocking your meeting window.
- If an attendee cannot login, suggest entering the meeting as a Guest by typing in first and last name.

I cannot hear any audio in the meeting.

- Verify your speakers are turned on and your computer’s volume is not muted.
- Make sure your headset is compatible with your computer/device.
- Verify your microphone is properly connected. If you connected after entering the meeting room, exit and enter the room again.
- Check your headset to make sure it is not muted, and turn up the volume on the headset.

Attendee cannot hear my voice. This issue may be occurring on your computer or the attendee’s computer.

- Verify your microphone is not muted.
- Verify audio has been enabled for participants.
- Ask the attendee to run through the Audio Setup Wizard. Make sure “Allow” is selected if prompted to provide Flash Player access to webcam and microphone.
- Verify the correct microphone is being recognized by the Flash Player. To do this, right click in the meeting window and select the Microphone Tab. Check that your microphone is selected in the drop down menu and the Record Volume is at an appropriate level.

My video does not appear when I share my camera.

- Verify your webcam is properly connected. If you connected after entering the meeting room, exit and enter the room again.
Adobe Connect Troubleshooting Tips and Recommendations

- Verify the correct webcam is being recognized by the Flash Player. To do this, right click in the meeting window and select the webcam tab. Check that your webcam is selected in the drop down menu.

- Verify your webcam is not in use by another application such as Skype, iChat, AIM, Yahoo! Messenger, etc.

- If you can see yourself in the Camera Pod, be sure to click “Start Sharing” to transmit the video feed to other participants in the room.