



Participant Adobe Connect Troubleshooting Guide

Issue	Solution
MEETING ACCESS	
Logging into Adobe Connect	<ul style="list-style-type: none"> • Guests enter the room by selecting Enter as a Guest, typing their name, and clicking Enter Room.
Cannot get into room	<ul style="list-style-type: none"> • Test computer settings with the Adobe Connect Test by clicking here. • Clear the browser's cache; for instructions, click here. • Ensure you have used the Enter as a Guest option rather than the login and password option. • Try a different browser or install the newest version of Flash Player.
See "blue screen" when accessing room	<ul style="list-style-type: none"> • Disable pop-up blockers or anti-virus software running on your system until after the meeting. • Uninstall Adobe Connect Add-in (if previously installed) from system Control Panel. • Install newest version of Flash Player.
See "white loading screen" when accessing room	<ul style="list-style-type: none"> • Try another browser or install newest version of Flash Player. • Close all browser windows, reopen only one browser window for the room. • Copy / paste URL into a browser window (rather than clicking on the URL link).
Cannot access Adobe Connect because of proxy server	<p>If your organization uses a proxy server, it may affect your ability to access Adobe Connect. Try the following:</p> <ol style="list-style-type: none"> 1. Within Internet Explorer select Tools > Internet Options > Advanced tab. 2. Enable the setting Use HTTP 1.1 through proxy connections and click OK. 3. Close all browser windows and re-open before trying to connect again.
AUDIO & VIDEO	
Cannot hear person speaking	<ul style="list-style-type: none"> • Check that your computer speakers are on and volume is at an audible level. • Close all of browser windows and reopen one browser window for the meeting room. • Disable antivirus software; may need to reboot for changes to take effect. • Tip: Use chat pod to let the presenter know you cannot hear them.
Lose audio or video connection	<ul style="list-style-type: none"> • Ensure that the Internet and / or Adobe Connect are connected. A green light on the upper right corner (next to Help) in Adobe Connect indicates a good connection.
QUICK REFERENCE	
Meeting Access	<ul style="list-style-type: none"> • Adobe Connect Connection Test, Quick Things to Check First, Proxy Server Info http://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm • Clear Browser Cache http://www.wikihow.com/Clear-Your-Browser%27s-Cache • Adobe Flash Player http://www.adobe.com/software/flash/about/