Adobe Connect Tips for Students

These tips can help you troubleshoot any issues you may have with Adobe Connect. Whenever you use a new or different computer or network you may experience problems. Please go through these tips to ensure that the system meets all the requirements to successfully attend a meeting.

1. Review the Adobe Connect Quick Start Guide:

2. Verify your computer meets the minimum requirements:

3. Make sure you have the latest version of Adobe Flash on your computer:
   get.adobe.com/flashplayer

4. If you will be required to share your screen or upload files, install the Adobe Connect Add-in:
   na1cps.adobeconnect.com/common/help/en/support/addindownload.htm

5. Run the Connection Test before every meeting to verify you have the latest version of Flash, and install the Adobe Connect Add-in if necessary by going to Help > Troubleshooting or admin.adobeconnect.com/common/help/en/support/meeting_test.htm

6. Disable your pop-up blocker software.

7. Use a headset/microphone, not the internal PC microphone or microphone built into a web camera.

8. Use a wired internet connection; a wireless connection is not recommended for Adobe Connect meetings.

9. Run the Audio Setup Wizard to test your microphone (if you are using one) before every meeting (Meeting > Audio Setup Wizard).

10. Do not run other applications in the background during meetings, particularly web applications (email, chat, etc.) These compete for CPU and client bandwidth to the internet which can cause problems.
11. Verify the correct devices are selected in the Adobe Flash Player. In the upper right of the Video pod, click the menu icon, and choose Select Camera. Check that your camera is selected in the dropdown menu. Click on the Microphone tab of the Adobe Flash Player and verify that your headset is in the dropdown menu.

12. Mute your microphone after connecting your audio or you will transmit audio whether you’re talking or not.

13. **Important Firewall Information:** Ports 1935 and 80 are required to participate, as well as port 443 if SSL is enabled to establish TCP connections. Ensure these ports are open and are not throttled down. If the report you get back from the Connection Test indicates that you are unable to connect to the Connect server, it is almost always caused by a firewall or proxy server at your location.

Another potential issue could be third-party firewall software on your computer, or possibly Web proxy software that your browser is configured to use. If you are participating from a corporate or military computer network that utilizes a firewall, check with your network administrator before proceeding; if on a personal computer, you will need to contact the firewall software manufacturer and/or turn off any web proxies being used by your browser.