Adobe Connect

Tips to Avoid Technical Glitches

Follow these suggestions in order to avoid technical issues during class:

- **Complete a preflight prior to the start of each term, or anytime you upgrade or switch computers during the term.** Contact Live Help to set up a preflight time.

- **Be sure you are connected directly to the internet.** Note: If you normally use a wireless connection, when you connect to the internet directly you may need to disable your wireless device as well. Most computers continue using the wireless connection if it is available, even if your computer is plugged directly in to the internet. Many laptops have a switch on the side of the computer or a function key on the keyboard which disables the wireless device.

- **Restart your computer before class begins, or at least once a day.**

- **Run as few programs as possible during class.** This ensures your computer is focusing its system re-sources on running the Adobe Connect classroom smoothly.

- **Run through the Audio Setup Wizard before class begins.**

- **Bookmark the URL to your Adobe Connect course in your browser.**

- **Mute your microphone when it is not in use.** This avoids a lot of excess background noise.

**Technical Troubles?**

If you find that your audio and video become choppy during class, or you feel there is a delay you may wish to try these items:

- **Ensure you are connected directly to the internet and not using a wireless connection.**

- **Close any extra applications running on your computer.**

- **Restart your browser and re-enter the Adobe Connect classroom again.**

- **Restart your computer.**

- **Pause other student’s video feeds.** To do this, hover over a video image and click on the Camera icon in the bottom right corner. This will pause the image on your end only.

- **To resume camera playback, click on the play button again located where the pause button used to be.**

If problems persist, contact Live Help immediately. You can quickly access Live Help by clicking on the Help button in the top left corner of your Adobe Connect Classroom or by calling UND Technical Support at 701-777-6305.