Adobe Connect Checklist

1. Get ready.
   a. Suitable area for class meeting.
   b. Defined by you.
      i. How quiet is the area?
      ii. Distractions?
      iii. Etc...

2. Ready your computer:
   a. **Stop everything that isn’t Adobe Connect or required for your class.**
      i. Non-inclusive list: Skype, IM/Chat programs, Google+, Facebook, basically anything that can/will use your camera or microphone and your internet connection.
      ii. Be familiar with your task manager/running apps area/dock on your machine.
      iii. Also be aware of what else in your home/workplace/class location that is using the same internet connection as you are.
   b. Have your headset microphone ready and plugged in.
      i. At least use ear buds or headphones.
      1. This helps to prevent feedback.
   c. **Use a wired internet connection.**

3. Run and pass the meeting test:

4. Join the meeting room.
5. Run the Audio setup wizard.
6. Have a great class!

**Resources and more information:**

**Connection status indicator:**

![Connection Status](image)

We use this frequently when troubleshooting. You can use it during class to monitor your own connection. Lower values are better for latency. The up/down is a measure of what your are sending/receiving when you view your status.
If you experience difficulty during a class:

- Please call 320-308-1515
  - This is the number for technical support of Adobe Connect/ITV/Mediasite classes. This is not HuskyTech.

If you need to call, or have difficulty, be prepared to answer most of the following questions:

- What is the computer operating system being used?
- Is your operating system fully updated?
- Web browser being used? (Firefox, Safari, Internet Explorer, etc…)
  - Is it the latest version/fully updated?
- Type of internet connection being used:
  - Cable (charter, for example), satellite, other.
- How was the computer itself connected? Via an Ethernet cable, or wirelessly?
  - Results of these two tests during the same timeframe as/during class: (meaning, run the tests after 6:30 pm from/through the location and equipment being used for class)
    - [http://www.speedtest.net/](http://www.speedtest.net/)
  - Choose the St. Cloud test node:
    - Your latency numbers, which are available in the top right corner of the meeting room by clicking on the status indicator:
      - [Connection Status: Excellent](#)
      - Latency: 1 msec / 1 msec
      - Up: 4.7 kbit/s
      - Down: 178 kbit/s
    - What else, if anything was using your internet connection at that time?? VOIP phone, other users at that location, yourself (web surfing, downloads/updates, etc…).