



## **A checklist to get good sound quality in Connect**

This document is a checklist for the sound in Connect.

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***For best possible sound quality in Connect:***

1. Fixed/wired connection (not wireless or mobile connection) and at least 0.5 Mbit/s in both directions, but we recommend that you have a minimum of 2.0 Mbit/s in both directions.
2. Headset with a microphone (USB or with two 3.5 mm contacts).
3. For Windows users, check your settings under "**Start->Control panel ->Sound**". For MAC users, go to "**Systempreferences**". You find it under the apple icon to the top left on your screen or in the dock, then choose "**Sound**".
4. Go through the audio setup wizard in Connect, you find it in every room under **Meeting** in the menu bar->**Audio setup wizard**. It's strongly recommended that you go through this guide even if you don't have any problems with your sound.



***I have an echo and concentricity when I'm trying to listen in Connect, what is wrong?***



If you use external speakers together with a table microphone/built-in microphone, it's a high risk that you will get cause eco if you have you microphone active when another participant is talking. Turn it off on the Microphone-button when you are not talking. If you have several rooms in Connect open at the same time, you can hear an echo.



We strongly recommend that you use a headset with a microphone. You find suggestions for different headsets on the last page in the manual.



***I have a problem with the sound in Connect, the participants can't hear me when I'm talking, how can I solve the problem?***



It can be several things that can be the problem. Here is some questions, try to answer dem and if this doesn't solve the problem can you visit the room "Had Café" in Adobe Connect, most of the time (office hours), personal from ICT will be there to help you and to answer questions.

1. Have you pressed the Microphone-button in Connect so it is activated (it should be green)? Do you get green lines to the right of the button when you are talking?
2. Is the microphone contact connected to the correct socket? You can have several sockets for sound on your computer (multiple sound cards, sockets on the front and

back). One tip is to use the same sound card/socket that your speakers are connected to, if you have any.



*The sockets are usually marked with a color. Put your headset/speakers in the green socket and your microphone in the pink socket.*

3. Is the microphone contact completely connected to the socket on the computer?
4. If you have a control on the cable to the headset, check if the microphone is turned off that way.
5. Are the sound settings in the computer correct and is the microphone closed as the recording device? Check this under "**Start-Control panel-Sound**".
6. If it doesn't work and you have a web camera with a built-in microphone, can you use that device?



***I have a problem with the sound in Connect, I can't hear the other participants, what can be wrong?***



It can be several things that can be the problem. Here is some questions, try to answer dem and if this doesn't solve the problem can you visit the room "HDa Café" in Adobe Connect, most of the time (office hours), personal from ICT will be there to help you and to answer questions.

1. Is the headset/speaker contact connected to the correct socket? You can have several sockets for sound on your computer (multiple sound cards, sockets on the front and back).
2. Is the headset/speaker contact completely connected to the socket on the computer?
3. Is the sound reduced or turned off on your computer?
4. If you have a control on the cable to the headset, make sure that the sound isn't reduced och turned off there.
5. If you use speakers, are they turned off?
6. Have you chosed the correct sound device in the sound settings in your computer? Check under "**Start-Controll panel-Sound**".



***The other participants say that my sound hacks and that some words are missing, what can be wrong?***



We recommend that you have **at least** 0.5 Mbit/s in both directions and that you avoid mobile broadband because that speed can be too low and varied. Are you using a wireless connection at home? If you can, try to connect a network cable and then see if the sound improves.



Check your connection speed at: [www.bredbandskollen.se](http://www.bredbandskollen.se).



More manuals about Adobe Connect are:

**"Manual for Adobe Connect", "Audio setup wizard in Adobe Connect" and "Connection problems (ports in the firewall)".** You find them all at <http://www.du.se/manuals>.

Other companies recommendations about Adobe Connect:

Wezupport <http://www.wezupport.se/home/page.asp?sid=72&mid=2&PageId=1288>.

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### ***ICT-pedagogical centre***

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