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Solving common problems

Problem	Suggested actions
I cannot join the session.	1. Log in to the session as a guest. To do so, enter your first and last name. 2. Use the help button. This connects you to the test page for online meetings and checks all system settings of your computer. 3. Make sure your browser does not block the pop-up. 4. Check whether the Flash plug-in of your browser is activated or installed. Make sure the plug-in is not running in safe mode. 5. Try a different browser.
Audio transmission does not work	1. Ensure that the volume of your speakers is within the audible range. Are your speakers activated? 2. Ask the host if they may have set up a conference call. If so, you will need to dial into the conference via telephone.
The participants* in the session cannot hear me.	1. Make sure your microphone is turned on. (Microphone icon at the top of the window on the right side)
The organizer(s) have shared their screen, but the content is hard to see.	1. To get a better picture, activate the full screen above the split screen. 2. To improve the resolution of the screen, click on the settings menu in the upper right corner. There you can zoom in on the image under the Change View option.
The view has suddenly changed.	1. Depending on the settings, participants can also control the views in Adobe Connect. Please pay attention to these settings prior to the start of the session.

Tips for Participants

Before the meeting

1. 15 minutes before the start of the meeting you should begin with the tests for the technical requirements.
2. Check whether the functionality of the following components is guaranteed:
   o **Webcam** (if required)
   o **Microphone** (internal or external)
   o **Internet connection**
   o **Internet browser** (check for updates, allow pop-ups)

   You can find a neutral test room to test your setup at
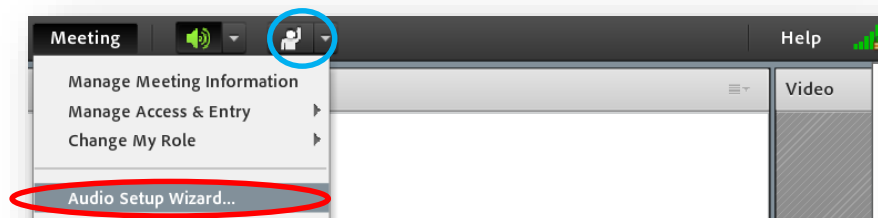   https://webconf.vc.dfn.de/r4b6vxq1ahaj/
3. Adobe offers a diagnostic test under the following link:
   https://webconf.vc.dfn.de/common/help/de/support/meeting_test.htm
   If problems occur, you will also find initial suggestions for solving them here.
4. The execution of the Flash Plug-In is essential for the use of Adobe Connect. If this is not installed in your browser, you can download it here:: https://get.ad-obe.com/de/flashplayer/
5. Test your **audio setup** in advance. To do this, go to "Meeting" in the session room or test room and run the Audio Setup Wizard.

6. Make sure that you have all the necessary **data for accessing the session** at hand. (URL to the meeting, the passcode and your login data if necessary, etc.)
7. If you login as a guest, please give yourself a **name** by which you can be identified. Otherwise, organizers will not be able to check whether or not you should be admitted to the meeting.

During the meeting

1. If you have logged in as a **guest**, it may take a moment for the organizers to grant you access.
2. You may be asked to install the **Adobe Connect Add-in** when you enter the room. Install it if necessary.
3. Change your status using the status icon (see blue circle in screenshot) to indicate needs such as louder/quieter or requests to speak.