



Requirements

The following list is the minimum specifications required to use Adobe Connect successfully:

Microsoft Windows XP, Vista, 7 or 8; Mac OS X 10.5 (leopard) or newer*

A supported browser: Internet Explorer 7 or newer, Mozilla Firefox, Google Chrome or Apple Safari

A broadband internet connection rated at 1.5Mbps download speed or greater

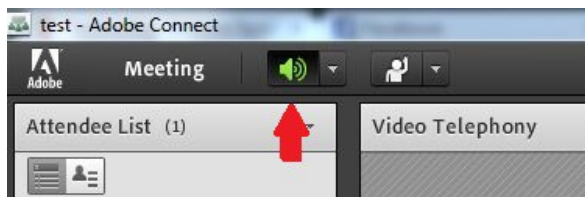
[Adobe Flash player](#)

“I’m in the meeting space, but I can’t hear the presenter. What do I do?”

Are your speakers/headphones turned on and the volume set in the middle of their range?

Is your volume muted in the operating system? For windows, check in your system icons (in the bottom right of the screen normally) that the audio icon is not muted or set extremely low.

For Mac, press the “volume up” button on your keyboard (F12) until you hear progressively louder clicking



Is the audio muted in the Connect meeting space?

In the top left of the window, next to “Meeting”, you should see a speaker icon highlighted green. If it does not look like this, click it once to enable audio

In Windows, is the proper output selected? In Control Panel -> Sound

under the Playback tab,

Ensure the proper output device is selected. If you have headphones on, ensure they are set as the default and there is a green-bordered checkmark on their icon.



If you hear significant echo that no one else seems to notice, ensure you do not have multiple instances of the Connect session open at once. An easy indicator of this is if you see your name listed twice in the “Participants” pane in the Connect session. This can often happen if you are disconnected during the session and reload.