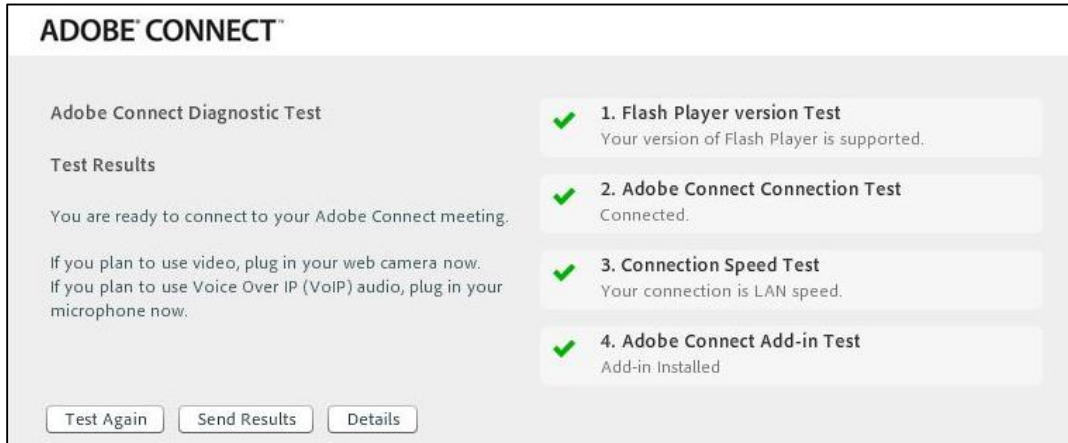


Configure Computer for Adobe Connect

- Hosts and Presenters: Install Adobe add-in
- Everyone: Disable the pop-up blocker (everyone)

1. Hosts and Presenters: install Adobe add-in

https://connectmeeting.ucalgary.ca/common/help/en/support/meeting_test.htm



ADOBE CONNECT™

Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

If you plan to use video, plug in your web camera now.
If you plan to use Voice Over IP (VoIP) audio, plug in your microphone now.

- ✓ **1. Flash Player version Test**
Your version of Flash Player is supported.
- ✓ **2. Adobe Connect Connection Test**
Connected.
- ✓ **3. Connection Speed Test**
Your connection is LAN speed.
- ✓ **4. Adobe Connect Add-in Test**
Add-in Installed

Test Again Send Results Details

Note: Adobe Connect diagnostic test is browser-specific; when using a different browser on the same computer, please re-run the diagnostic test in that browser.

2. Everyone: disable pop-up blocker:

- Chrome (recommended): <https://support.google.com/chrome/answer/95472?hl=en>
- Firefox (recommended): <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
- Internet Explorer (not recommended): <http://windows.microsoft.com/en-ca/internet-explorer/ie-security-privacy-settings#ie=ie-11-win-7>
- Safari (not recommended): <http://help.apple.com/safari/mac/8.0/#/ibrw1032>

For Troubleshooting Tips: <http://elearn.ucalgary.ca/connection-audio-troubleshooting-guide/>