

# Get Ready for Your Virtual Classroom Session

Welcome!  
Choose your  
device





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## PC or Mac (before the session)

- 1 Make sure that your **headset** and **webcam** are connected to your computer.
- 2 For enhanced functionality and performance, we recommend installing the **Adobe Connect application for desktop**.  
[Install Adobe Connect](#).
- 3 Test your **audio settings** in the [virtual classroom test room](#).
- 4 Run the **connection test** to ensure your computer meets [all system requirements](#).
  - ✓ Adobe Connect Connection Test
  - ✓ Connection Speed Test



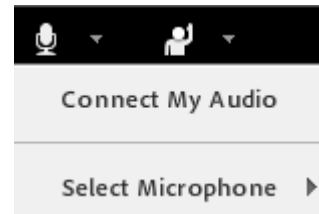
Excellent! You are ready for your virtual classroom session.



# PC or Mac (in the session)

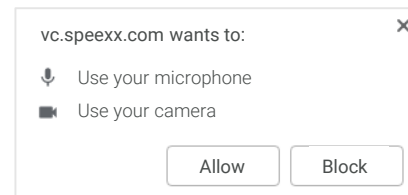
## 1 Audio setup

- ✓ To select the correct microphone click on **Select microphone** below.
- ✓ Click on the drop-down menu next to the microphone symbol and click **Connect My Audio** to enable your microphone.



## 2 Access to camera and microphone

- ✓ Allow access to your camera and microphone in the pop-up window.



## 3 Connect your webcam

- ✓ To connect your webcam, click on the webcam symbol, select **Start My Webcam** and click **Start sharing**.

**Having problems?**  
Click here for support

[Help](#)



# Mobile Devices

## 1 Adobe Connect Mobile

- ✓ To participate in virtual classroom training via your mobile device, click on your corresponding store icon and install the free **Adobe Connect Mobile** application.



## 2 Connect your microphone

- ✓ Tap on the microphone symbol and select **Connect my microphone**.



## 3 Connect your webcam

- ✓ Tap on the webcam symbol and choose **Broadcast** to start your webcam.

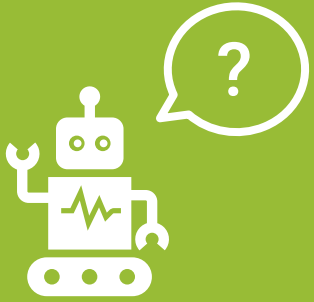


Ensure that your device audio is enabled, and that no other application is running and playing audio at the same time.

**Having problems?**

Click here for more

[Help](#)



# Frequently Asked Questions (for PC and Mac users)

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## No one can hear me, although I have been granted rights to speak.

- ✓ Make sure your microphone is not muted and that you have selected **Connect My Audio**.
- ✓ Select **Meeting > Audio Setup Wizard** and run through it.

### For Windows users:

- ✓ To check the settings in Windows right-click on the speaker icon in the Windows task bar next to the clock.
- ✓ In the pop up dialogue box, click **Recording Devices**.
- ✓ The default device the computer will use for all audio input is indicated by a green check mark. It's important to set it to the device you would like to use and disable the devices you don't want to use.

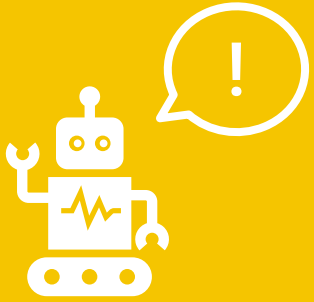
### For Mac users:

- ✓ To check the settings in iOS click on the Menu **Apple** > **System preferences** > **Sound**.
- ✓ Open the **Output** tab.
- ✓ In the **Output** tab, click on the device you will use.
- ✓ Also open the **Input** tab.
- ✓ In the **Input** tab, click on the device you will use.
- ✓ Refresh the browser window before accessing the virtual classroom.

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## My image will not show up when I choose "Start My Webcam".

- ✓ Ensure that your camera is plugged in and recognized by the computer before entering the meeting. If not, camera drivers might need to be updated or installed.



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# Frequently Asked Questions (for PC and Mac users)

## Looking for help in the Speexx portal?

The orange button on the right lower side of the screen will be there for you.



James Shepard, Head of Training @ Speexx

Enjoy your virtual classroom experience!