

Get Ready for Your Virtual Classroom Session

Welcome!
Choose your
device





PC or Mac (before the session)

- 1 Make sure that your **headset** and **webcam** are connected to your computer.
- 2 Test your **audio settings** in the [virtual classroom test room](#).
- 3 Run the **connection test** to ensure your computer meets [all system requirements](#). It is sufficient to meet the first three test elements:
 - ✓ Flash Player version Test
 - ✓ Adobe Connect Connection Test
 - ✓ Connection Speed Test
 - The Adobe Connect Add-in is not required



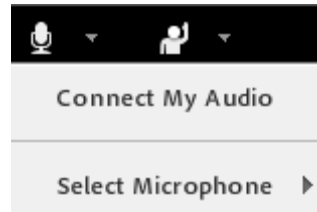
Excellent! You are ready for your virtual classroom session.



PC or Mac (in the session)

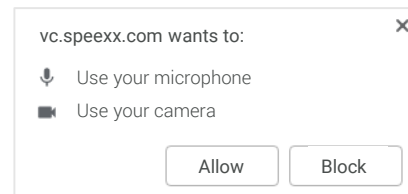
1 Audio set-up

- ✓ 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 Adobe Flash Player

- ✓ Allow access to the Adobe Flash Player.



4 Connect your webcam

- ✓ To connect your webcam, click on the webcam symbol and select **Start My Webcam**. Allow access to Adobe Flash Player and click **Start sharing**.

Having problems?

Click here for more

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.

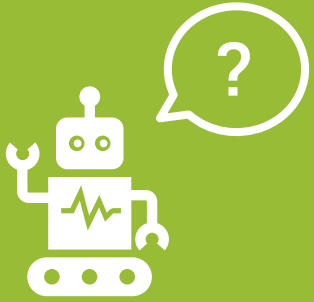


Ensure that your device audio is enabled, and that no other application is running and playing audio at the same time.

Having problems?

Click here for more

[Help](#)



Frequently Asked Questions (for PC and Mac users)

1 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.
- ✓ You may have denied access to **Adobe Flash Player**. To verify this, right click in the meeting window and choose **Settings** to view your **Flash Player settings**. In the dialog box, choose **Allow**.

For Windows users:

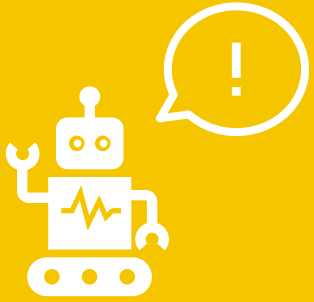
- ✓ To check the settings in Windows right-click on the speaker icon in the Windows task bar next to the clock.
- ✓ In the pop up dialogue box, click **Recording Devices**.
- ✓ The default device the computer will use for all audio input is indicated by a green check mark. It's important to set it to 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.

2 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. Also be sure to allow **Flash Player** access to the camera and microphone in the dialog box that appears when starting the broadcast.



Frequently Asked Questions (for PC and Mac users)

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Chrome asks me to install the Adobe Connect Add-In, but I can't install programs on my device.

- ✓ Type **chrome://settings/content** into the address bar of your Chrome browser in order to access the Chrome Content Settings.
- ✓ Select **Flash** from the list.
- ✓ Under **Allow**, click 'ADD' and add the domain **vc.speexx.com** as an exception in order to allow Flash.
- ✓ Close **Chrome**.
- ✓ Start **Chrome** again; log into **portal.speexx.com** and re-start your virtual classroom session via your Speexx Training Calendar.

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!