

Adobe Connect Meeting Technical Information

Required Software to Participate in an Adobe Connect Meeting:

Adobe Connect only requires that you have an internet connection, a web browser, and Adobe Flash Player Version 10.1 or greater to attend a web conference. Adobe Connect supports nearly any operating system including Windows, Macintosh, Linux and Solaris, as well as the most widely used web browsers including Internet Explorer, Firefox, Safari and Chrome.

Testing Computer Equipment to Participate in an Adobe Connect Meeting:

It is recommended that you test your computer prior to attending a meeting to make sure all technical requirements are met.

The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting. The fourth step of the **Connection Test** is for the **Adobe Connect Add-In** which is only required for Meeting Hosts and Presenters. Installing the Add-In is not required, but doing so enhances your meeting experience. Please note that the Connection Test automatically begins when you click on the link below.

Use the following link to run the **Connection Test**:

https://connect.wisconsin.gov/common/help/en/support/meeting_test.htm.

If you do not pass the **Connection Test**, perform the suggested actions and run the test again.

If you are Unable to Access this Link:

Your computer/network may have certain ports blocked. Please work with your internal IT support staff to correct this problem or you will not be able to access the meeting.

If you are Unable to Hear Audio:

You should be able to hear meeting audio through your computer speakers. If you are unable to hear audio, adjust your computer speaker volume. If you still are unable to hear audio, it is recommended that you run through the Audio Setup Wizard located under the Meeting menu in the Adobe Connect meeting room.

Meeting hosts will not be available to assist participants with connection problems.