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Adobe Connect Webinar - Troubleshooting Guide

Problem: Video freezes when watching live or recorded session

Possible Solutions:

High CPU - Your computer is using a lot of data with programs that are running in the background, which slows your computer down.

Fix:

If you have high CPU, it's very important that you close all the other applications running on your computer, including IM and email.

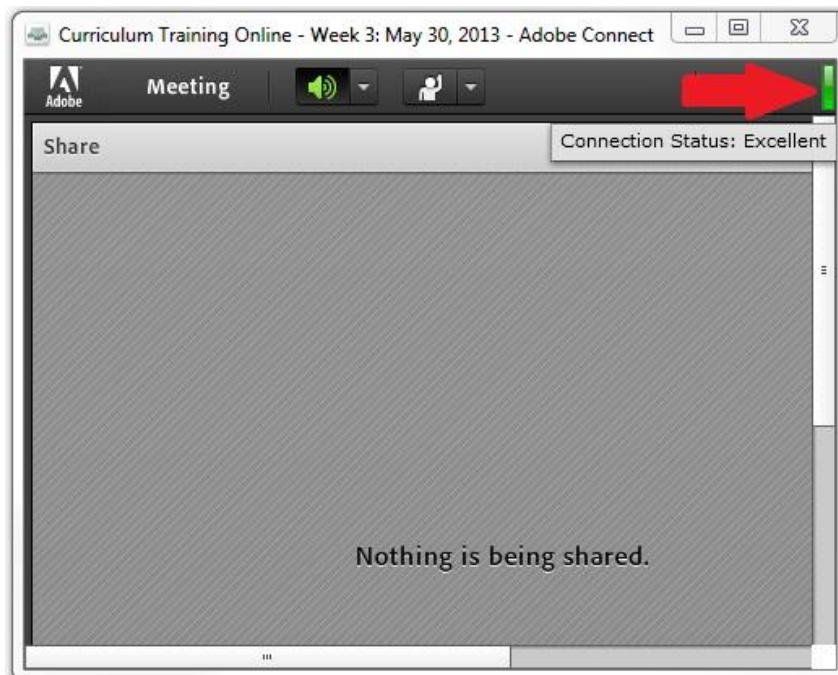
To check your CPU (for PCs – click CTRL + ALT + DELETE, then choose Task Manager and go to the Performance tab) and see if it's high at time of issue. Anything close to 100% will affect the Adobe Connect meeting experience. If you have the tendency to have freezing issue, you can leave the Task Manager running during the whole meeting but minimized so you can still see the CPU going up and down. If you need further support on this, let us know.

High Latency – Your internet connection is slow.

Fix:

If you have high latency, you will want to close all other applications running on the internet such as your email, IM, anything that downloads like cloud services (i.e. iCloud, Dropbox). As a best practice, you should only have one browser tab open with the meeting and no other internet tab or window open.

While the issue is happening, click on the green bar at the top right corner of the meeting room. It will display latency:



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Anything < 500ms should be OK, anything going up to seconds can create freezing or audio issues. If you have the tendency to have freezing or audio issues, you can leave that latency display during the entire meeting and look at it if you run into issues. If the bar gets white or displays no number, you are definitely into freezing mode. If you need further support on this, let us know.

Getting Disconnected - You are getting disconnected from the live webinar with no apparent reason.

Fix:

Adobe Connect has a way to recover on its own, so you might not notice the disconnection apart from the screen freezing for a while. If disconnection is the issue, it will be due to 1) a bad network connection between where you live and the Adobe Connect servers (and it can be anywhere in between, and most likely nothing that will be fixable, as we have no control over the internet) or 2) something related to how your network is setup, especially if you join the meeting from an office or public place (for instance, schools and government offices tend to have firewalls that protect what kind of internet usage you use which generally means blocking internet use that takes up a lot of internet data, like a streaming webinar). Unfortunately in that case, the fix would be to work with the network administrators in your office to help them setup the connection from the office to the outside world in a way that allows you not to get disconnected.

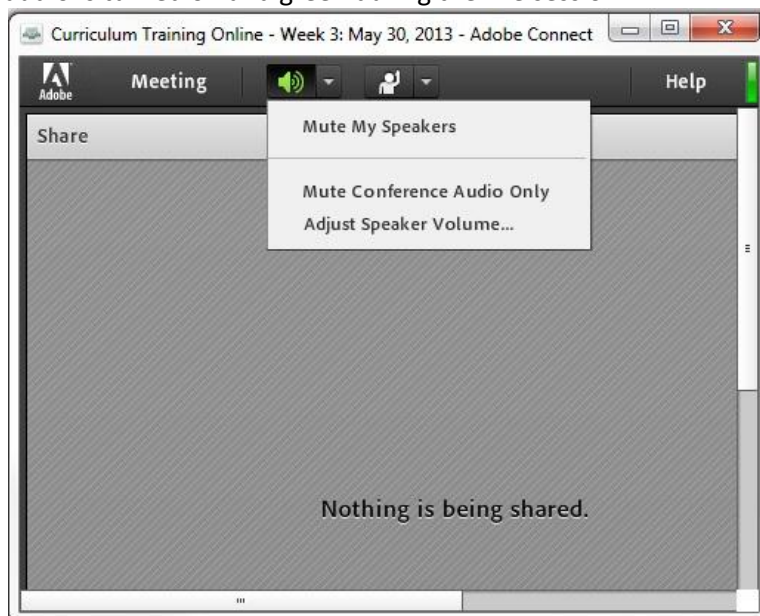
Problem: Audio/Visual missing or distorted in live and recorded sessions

Possible Solutions:

Cannot hear

Fix:

Make sure your volume on your computer is turned on and not muted. You will also want to make sure audio is turned on and green during the live session:



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In the recorded sessions, the audio control slider will be at the bottom right in your window.

If the problem still persists, try exiting the course and logging back on. You can also try your computer's Audio Wizard to test your sound connection. You will have to refer to your computers specific needs to do this.

Cannot see a pod

Fix:

If you cannot see a pod (i.e. the video of the trainer, the PowerPoint, the chat room), it might be because your window is not fully opened. When the window is not maximized, the pods on the right side might be hidden.

When you are watching the recorded session, you will need to hide the black box on the left that is titled Events Index. Please refer to the screen capture below to hide this so you can see all pods.

Click icon to choose to hide or overlay this section



The camera or the PPT or the video is showing blank

Fix:

You will need to quit Adobe Connect and rejoin the session if this happens. If the problem persists, please be in touch with us.

There is an echo

Fix:

Apart from the times where it's due to the hosts (and in that case the teachers usually let everyone know they are working on the issue), the echo is most likely due to you being logged in to the meeting several times.

You can scroll down the attendee list to your name and check if your name appears several times. If that's the case, you will have to find the other windows that are opened on the meeting (might be another tab on the same browser, another window of the same browser, another browser, and/or another add-in window - if that's installed), and just close the windows that are not useful so you have only one left open. If you can't find it, you can close all the browsers, and restart one and just launch the

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meeting from the link at that point. That should insure you that you only have one Window opened on the meeting. Also, don't double click on the link as this will load the session for you twice.

Other suggestions:

Use Firefox as your Internet Browser

Since the webinar is embedded in our training server, we find the most reliable internet browser is Firefox. You can download it for your PC or Mac [here](#).

Close out Adobe Connect and Rejoin/Refresh

For all of these issues, you can also quit out of Adobe Connect and rejoin the session.

For recorded sessions only:

Recorded video freezes or is slow:

We recommend that you allow 10 – 20 minutes to let the recorded session load. You can do this by click the pause button at the bottom of the webinar screen.

Recorded session won't load:

We recommend you download the latest Flash player [here](#).

If you've tried our suggestions and are still having issues, we will do our best to support you as we want you to have a smooth experience. Please email us at training@mindfulschools.org and please be specific about the issue you are experiencing.