

ATTENTION: Adobe Connect VoIP Users

Adobe Connect Audio Wizard **BUG!**

Adobe has confirmed that there is a bug in the VoIP Audio Setup Wizard in Adobe Connect Pro 7.5.

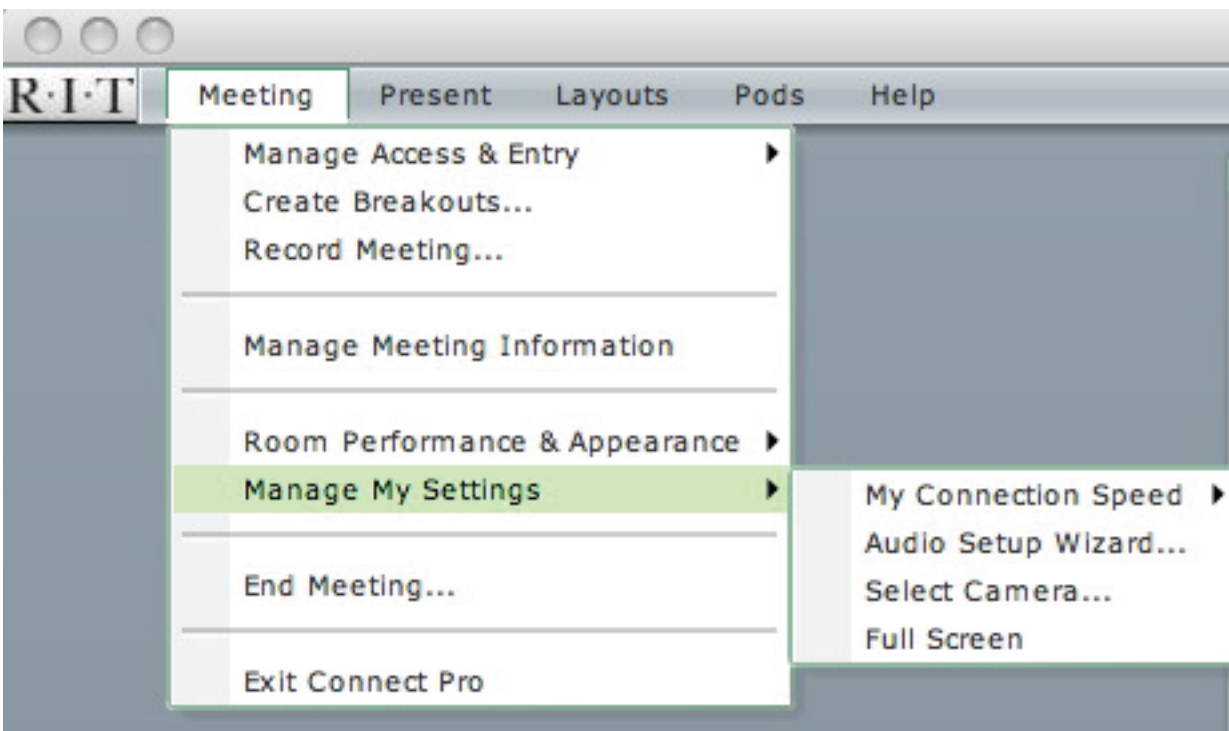
BUG Details:

When running the Audio Setup Wizard, during the “Tune Microphone Volume” step, you can only create one test recording. The system retains the first recording you create, even if you close the meeting room and browser. This is creating an issue with audio quality.

It is recommended that users of Adobe Connect VoIP audio follow the process outlined below to eliminate audio problems associated with use of the Audio Setup Wizard.

Step 1:

When logged into your Adobe Connect meeting room, click on the Meeting dropdown menu, choose Manage My Settings, and then select **Audio Setup Wizard**. (Figure 1)



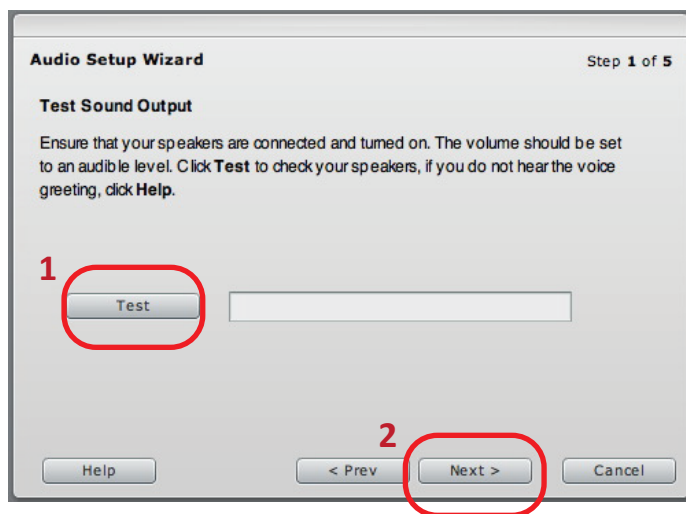
(Image 1)

Step 2:

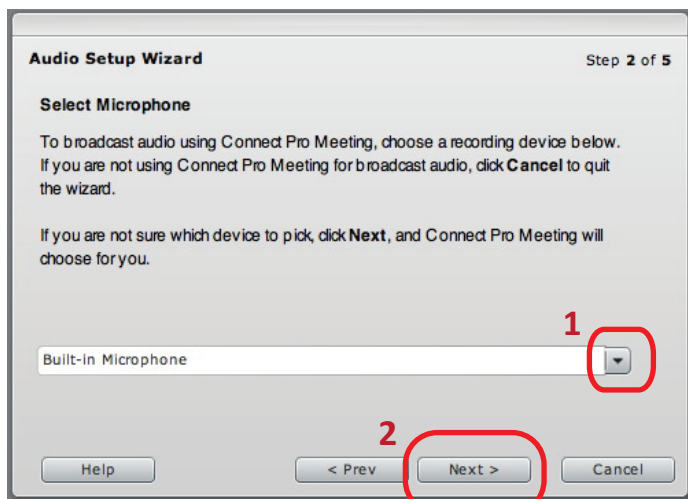
Complete steps 0, 1, and 2 to **test your speakers and select the microphone that you want to use**. NOTE: Any USB or other external audio devices should be plugged in BEFORE opening your meeting room, or they may not be recognized by Adobe Connect. (Figures 2-4)



(Fig. 2)



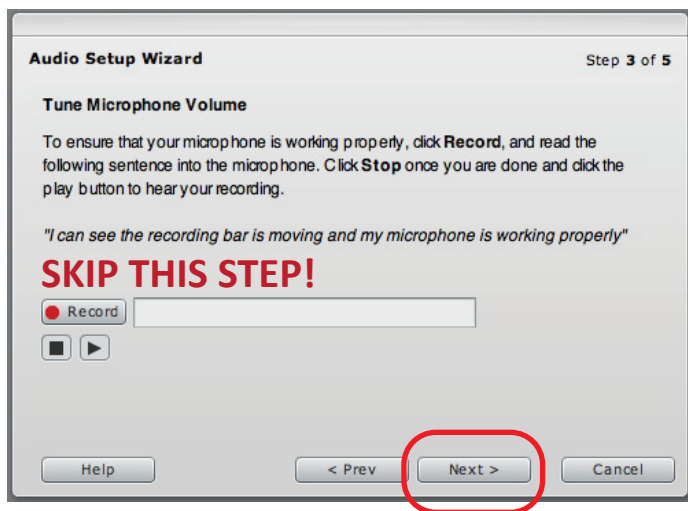
(Fig. 3)



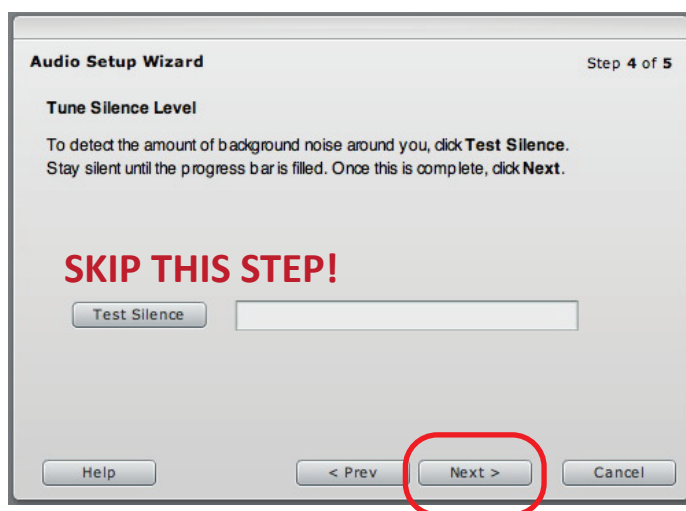
(Fig. 4)

Step 3:

DO NOT perform step 3 or 4. This is the source of the problem. Click the Next button to skip these. (Figures 5-6)



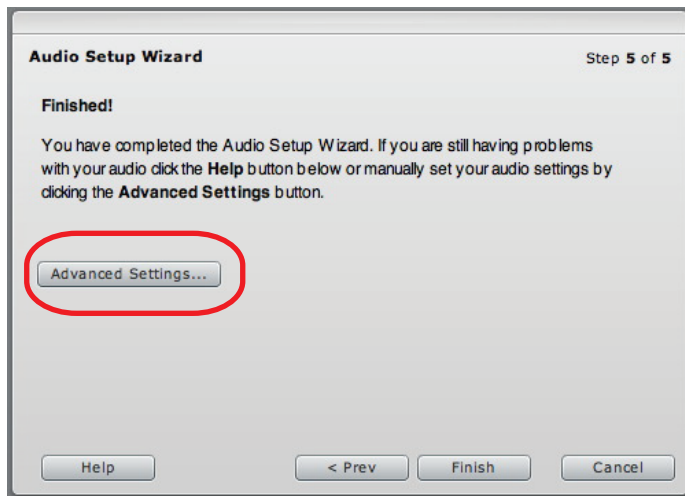
(Fig. 5)



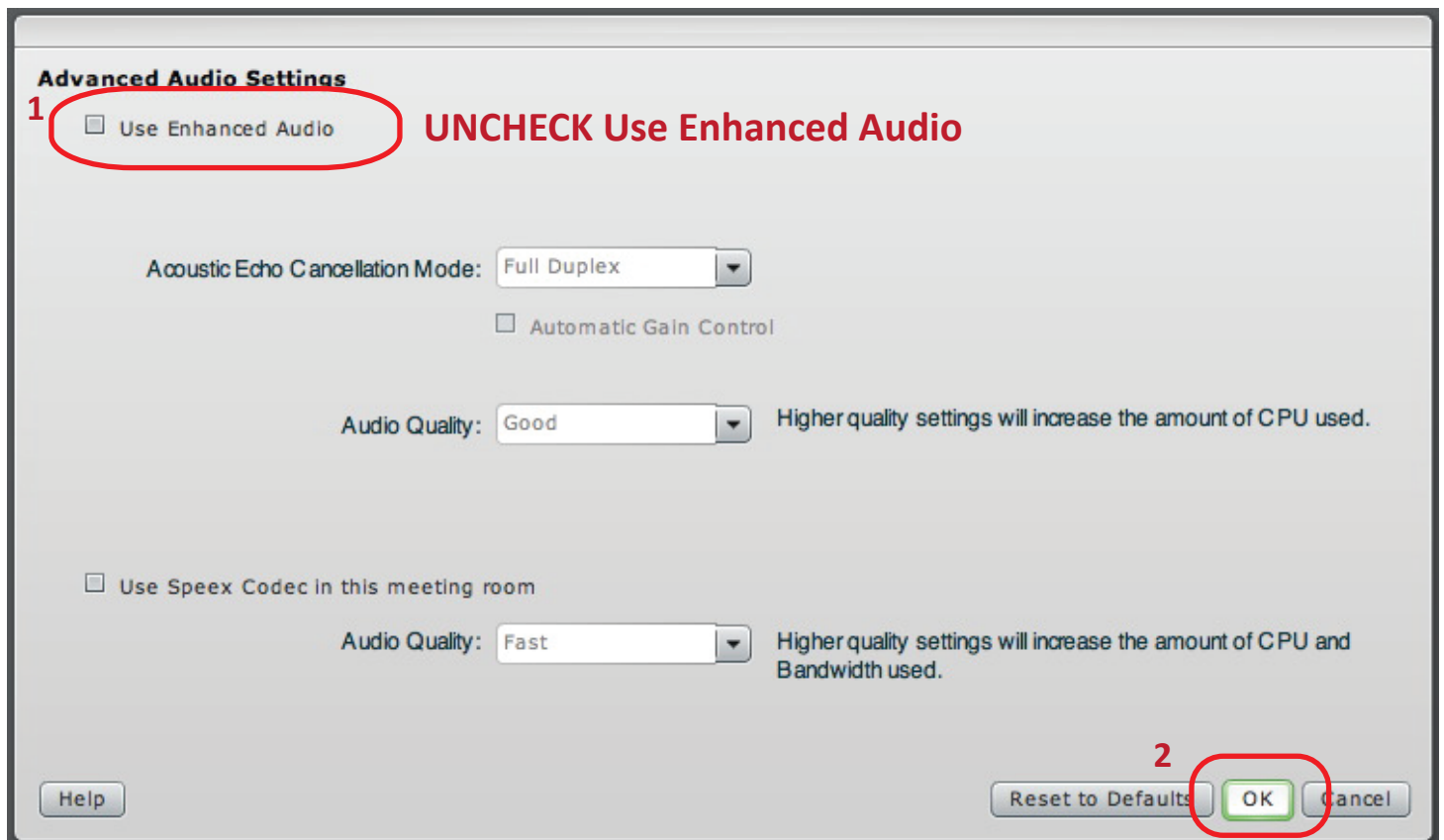
(Fig. 6)

Step 4:

On step 5, click **Advanced Settings**. Under the Advanced Settings options, **UNCHECK** the Use Enhanced Audio option to disable the feature. (Figure 7-8)



(Fig. 7)



(Fig. 8)

Step 5:

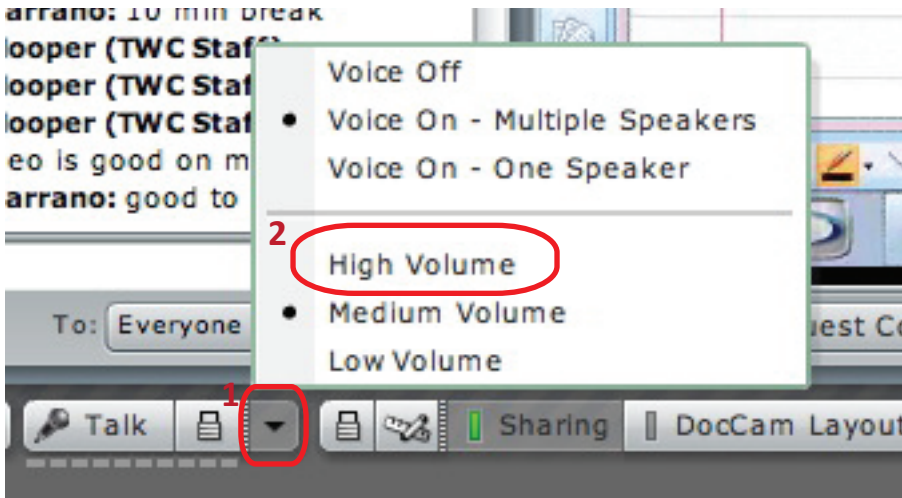
Click **Finish** to save changes and exit the Audio Setup Wizard. (Figure 9)



(Fig. 9)

Step 6:

If Audio is low, bump the microphone levels through your control panel or system preferences on your computer OR **raise the volume level in Adobe Connect to High Volume.** (Figure 10)



(Fig. 10)

**As soon as Adobe releases a fix for the bug,
communication will be sent to all RIT Adobe Connect users.**