How To: Connect Your Microphone

- After entering the room with a tutor, click on the down arrow next to the microphone icon in the top left hand corner of the Adobe connect room.

- Select “Connect my Audio”
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- Next select “Select Microphone” and make sure that the correct microphone is being used. A black dot will be next to the microphone automatically being used.

TROUBLESHOOTING TIP: The microphone the system selects first may not be the correct microphone that is working properly. You may need to select different options.

TROUBLESHOOTING TIP: If your computer’s built-in microphone is not working, try connecting a headset and then be sure to select the “Microphone (…headset)” option.

If you continue to have issues:

1. Refer to the page [https://sites.google.com/a/asu.edu/adobe-issues/home/pre-session-preparation](https://sites.google.com/a/asu.edu/adobe-issues/home/pre-session-preparation) which has specific suggestions for troubleshooting.
2. Run the Audio Setup Wizard (demonstrated at [http://links.asu.edu/ACaudio](http://links.asu.edu/ACaudio)) to confirm that Adobe knows about the correct Mic, and make sure the Mac has the right Mic selected, too.
3. Email connect@asu.edu for assistance.
4. Submit results of the connection test ([http://links.asu.edu/ACtest](http://links.asu.edu/ACtest)) which will also install the Add-In.