



## **Get Wired! Troubleshooting F.A.Q's**

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## My headset does not show up. How can I fix this?

We recommend that you unplug the headset from your computer, and then plug it into a different USB port. Please allow for the installation of drivers, which may approximately take 30 seconds to a minute. Once the device has been registered successfully, re-enter your classroom, and run the Audio Set up Wizard.

## I only hear out of my computer speakers -and/or- my microphone is not working.

For Windows Users: Please navigate to the following: Start -> Control Panel -> Hardware and Sound -> Sound. This will bring up the Sound Properties. In the properties window, make sure that the USB PnP Sound Device is set as your default device for Playback and Recording. Once you do this, you may have to close out of the class and all browser sessions, and then re-enter the class. Once you return to the webcast, we recommend running the Audio Setup Wizard once last time to make sure everything works.

For Mac Users: Please navigate to the following: System Preferences -> Sound. Once in the Sound Properties, please select the USB PnP Sound Device as the default device for Outbound and Inbound. Afterwards, you may have to close out of the class and all browser sessions, and then re-enter the class. Once you return to the webcast, we would recommend running the Audio Setup Wizard one last time to make sure everything works.

## I can hear out of my headset, but my mic does not pick up sound.

For Windows Users: Please navigate to the following: Please navigate to the following: Start -> Control Panel -> Hardware and Sound -> Sound. Once in the Sound Properties, go to the Recording tab. Right-click on the USB PnP Sound Device and select Properties. In the properties window, navigate to the Levels tab. Please make sure that the mic is not muted (denoted by a red "X") and that the volume slide is above 0 (We recommend the slide be at 50).

For Mac Users: Please navigate to the following: System Preferences -> Sound. Once in the Sound Properties, go to the Outbound menu. Near the bottom portion of the window, there is a microphone symbol with a slider. Please make sure that the slider is above 0 (We recommend the slider be at 50).

## The audio set up wizard picks up my microphone, but my instructor can't hear me when I'm granted microphone access.

If you have a volume control on your headset cord, check to make sure that your microphone hasn't been muted by accident. Then, find your name in the attendees list in class, right click on your name and select settings. On the second tab from the left, make sure that Adobe Connect is set to allow access to your microphone.

For Windows 10 Users: Open your computer's start menu and select settings > Privacy > microphone. Ensure that "allow apps to use microphone" is set to allow.

## I can't hear out of my headset, and I don't hear anything in the audio setup wizard.

If you happened to have plugged in your headset in after logged in to class, or it became unplugged at any point after you logged in, close out of the class and log back in. If you're still unable to hear audio either in class or in the audio set up wizard, try the following:

For Windows Users: Please navigate to the following: Start -> Control Panel -> Hardware and Sound -> Sound. This will bring up the Sound Properties. In the properties window, make sure that the USB PnP Sound Device is set as your default device for Playback and Recording. Once you do this, you may have to close out of the class and all browser sessions, and then re-enter the class. Once you return to the webcast, we recommend running the Audio Setup Wizard once last time to make sure everything works.

For Mac Users: Please navigate to the following: System Preferences -> Sound. Once in the Sound Properties, please select the USB PnP Sound Device as the default device for Outbound and Inbound. Afterwards, you may have to close out of the class and all browser sessions, and then re-enter the class. Once you return to the webcast, we would recommend running the Audio Setup Wizard one last time to make sure everything works.

### The class audio is staticky/muffled.

Check to make sure that your headset is fully plugged into the USB port. If it hasn't come loose, try switching to a different USB port. Your headset may need to reinstall drivers, then you can re-enter the classroom,

### The class audio has cut out.

Leave the class and then re-enter. If the audio does not return, try logging in to the class using a different web browser.

### The class slides have frozen or are not loading.

If you are attending the class on a wireless connection, directly connect to your internet router if possible. If this doesn't resolve the issue, close out of the class and re-enter. If the problem persists, try logging in to the class using a different web browser.

### I logged in as something other than my first and last name.

In the top right corner of the Attendees pod, select the Pod Options drop down and select Edit My Info option. For mobile users, close out of the Adobe Connect app completely to relog in.

### When the instructor gives me access to use my microphone, I'm getting kicked out of class.

Log in to the class from another web browser, this may prompt Adobe Connect to redownload or repair the installation.

### Adobe Connect is not opening or is getting stuck loading the classroom.

Log in to the class from another web browser, this may prompt Adobe Connect to redownload or repair the installation. If this doesn't resolve the issue, check to see if your computer has any updates pending. A poor wireless connection may also prevent the class from opening.

### My audio is cutting out while connected to Wi-Fi.

The Get Wired! series should be attended from a wired connection. If possible, connect directly to your router. If not, try moving closer to the router if possible or ask any other people on the same network if they could stop for the duration of class.

### My 301-303 tablet is not turning on.

Plug in the tablet and wait a minimum of 20 minutes before attempting to turn the tablet on again. If the tablet still will not turn on, the battery may be completely dead and will need to be charged longer before you can attempt to turn the device on.

### My 301-303 tablet is frozen.

Hold down the power or both the power and volume buttons for 10 to 30 seconds to restart the device.

(Mobile users) When logging into my class, I'm being taken to the classroom of my last Get Wired class.

In the Adobe Connect app, open the menu and select "log out." Selecting the Live Web Cast link of your class in eCampus should now direct you to the correct classroom.

(Windows 10 users) I've downloaded the Adobe Connect App, but I'm still being prompted to install it.

In the address bar, you should see an icon that looks like either a battery or a puzzle piece. Click that icon and select that you want flash to run on this website. You may need to refresh before the classroom opens.

Switching out of S mode in Windows 10: Open the windows menu and select the gear icon. Select the "Update and Security" option and choose "Activation" from the left sidebar.

In the Switch to Windows 10 Home or Switch to Windows 10 Pro section, select Go to the Store. (If you also see an "Upgrade your edition of Windows" section, be careful not to click the "Go to the Store" link that appears there.)

On the Switch out of S mode (or similar) page that appears in the Microsoft Store, select the Get button. After you see a confirmation message on the page, you'll be able to install apps from outside of the Microsoft Store.

(Mac users) When granted microphone access, the website asks for permission to use my microphone and the classroom freezes/I'm kicked out of class.

In Safari, open your preferences menu and select websites. Select microphone from the menu and set the microphone to "allow."

**Chromebooks are not compatible with the Adobe Connect platform. Although some students have had success using Chromebooks with Get Wired! courses, WECA cannot provide technical support for these devices.**

**WECA recommends using Mozilla Firefox for all of our GET WIRED! Classes. If you do not have Firefox, you may download it at the link provided below:**

<https://www.mozilla.org/en-US/firefox/new/>

**Please remember to have the latest version of Adobe Flash Player and the Adobe Connect Add-In. You can use the Adobe Connect Diagnostic Test located on eCampus or at the link provided below:**

[https://weca.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://weca.adobeconnect.com/common/help/en/support/meeting_test.htm)