



We very much hope this document acts as a useful reminder of the best practices you should adopt and help you get a better performance out of your Adobe Connect virtual session.

OPTIMISE THE RESOURCES ON YOUR COMPUTER & HOME NETWORK

USE THE LATEST ADOBE CONNECT ADDIN

The Adobe Connect add in gives you much better stability whilst utilizing lower bandwidth and processor resources on your computer

Install the latest Adobe Connect application from this [link](#)

BEWARE OF OTHER PROCESSES AND USERS IMPACTING YOUR CONNECT SESSIONS

During these challenging times we have an increased number of applications using our computers resources and our home networks. We appreciate that you cannot always dictate to others what they can and cannot do when at home, but hopefully some of these options might be possible for you.

- Keep an eye on the **network monitor** on the top right hand corner of your adobe connect session, this will give you an indication that something is not quite right. Green = Good. Orange / Red means you could be seeing local issues.
- **Minimise the number of smart devices** attached to your home internet connections, as sudden updates, synchronisations of data and downloads will impact the performance of your adobe connect session.
- If possible, **connect to your home routers using an ethernet cable**, instead of wifi. If you can only use wifi then make sure you are close to the wifi router and there is no more than 1 wall between you and the wifi router.
- **Turn off all other application on your PC** and beware of operating system updates and virus checks as they can use a lot of processing power
- When working from home you should **avoid using a Virtual Private Network (VPN)**, as many VPNs can slow the transmission of Adobe Connect traffic down, especially if the VPN has not been configured to allow Adobe Connect.



OPTIMISING YOUR ADOBE CONNECT SESSION

This section deals with things you can do inside Adobe Connect or when preparing your virtual room to ensure that the content and set up is fully optimized.

- Test that your device meets the **minimum requirements** by clicking [here](#) – you will also find some useful tips and workarounds there.
- **Use a headset** to avoid any “echo” in the Adobe Connect session
- **Always do a quick Audio Set up wizard** prior to a call, this makes sure your microphone and speakers are properly configured.
- **Compress images in PowerPoint slides** so they load quicker. Click [here](#) to learn more. Remove embedded content from PowerPoint and unused designs in the slide master – all can have hidden elements which delay the upload into Adobe Connect.
- **Compress multi-media files** to prevent excessive bandwidth and buffering – there are lots of free video transcoding tools available via the internet.
- **Limit web use.** If possible, limit how many people use web cams or use film strip mode, to reduce the burden on your local network.

TROUBLESHOOTING, ISSUE RESOLUTION & ESCALATION

We very much hope that your issues are significantly reduced following the actions taken by Adobe. However, should you find there are issues then there are a few things you can do to help troubleshoot this to keep you operational.

- **Check the status of Adobe Connect** [here](#) this should show any maintenance and/ or issues. There may be a short delay in this being updated. You can also subscribe to these updates and receive this directly to your mail inbox.
- **Check your home networks** and make sure routers are working and there are no other devices excessively using the network
- **Check your PC** to see if there are any processes running that is maximizing your processor (normally you hear a fan running when this happens).
- **Leave and attempt to rejoin the session** – make sure you close all browsers to remove any cached content and start up in a newly launched browser -join in application if have not already done this.
- You may find that the issue is only for HTML5 users, in which case you might find that **disabling HTML5** for the meeting room helps as it will force users to join in the application and / or using the flash media player in their browser.
- **Contact support** – the best way to contact support is via the live chat option, which can be found [here](#). Look out for the chat bubble in the bottom right hand corner of the web page. You can also telephone support on 00800 800 23623.
- In certain circumstances and with repeated issues where you cannot isolate the issue you might find it useful to **create local log reports**, as this will help support to determine the root cause locally. You can find details of how to do that [here](#)

OTHER USEFUL RESOURCES

Please some additional resources which you may find helpful:

Collaborate Webinars: [Click Here](#)

Quick Start Guides: [Click Here](#)

Large Event Check List: [Click Here](#)