**Overview of Headset and Audio Troubleshooter**

If you have the MPOW headset, you may need the following information. There are two ways to connect, depending on the device you are using for the online sessions. We **strongly** (**bold** and underlined!) recommend using a PC or Mac with a wired internet connection. To use the headset with a PC or Mac, you need to plug the headset into the controller and then plug the controller in using the USB connection (as shown on the image below)



If you have no other option but to join the session using a tablet or mobile, then you will need to plug the audio jack into the device directly (without the controller attached – see left image).



Do all this ahead of entering the Adobe Connect classroom and when you join the room run the Audio Wizard to check your set-up.

**Troubleshooter:**

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| --- | --- |
| **Issue** | **Solution** |
| You can’t hear anything | Check the headset is plugged in |
| Check that the Speaker on/off button has not been pressed on the controller (image 1) |
| Check that the volume has not been turned down on the controller (image 1). Press button ‘V+’ to increase volume. |
| Check that your headset is selected and volume settings within Adobe Connect are not set too low by clicking on the arrow to the right of this symbol  |
| Check that that the volume settings are not too low in your PC or Mac |
| Check your audio set-up within your PC or Mac, selecting the headset as your default for playback and mic, and checking the levels for both |
| Leave the Adobe Connect room and come back in |

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| **Issue** | **Solution** |
| People can’t hear you | Check the headset is plugged in |
| Check that the Mic on/off button has not been pressed on the controller (image 1) |
| Check that your headset is selected and that the microphone volume settings within Adobe Connect are not set too low by clicking on the arrow to the right of this symbol  |
| Check that your volume settings are not too low in your PC or Mac |
| Check your audio set-up within your PC or Mac, selecting the headset as your default for playback and mic, and checking the levels for both |
| Leave the Adobe Connect room and come back in |