

# Technical Tips for Success

If you are experiencing technical difficulties while viewing live or pre-recorded webinars, follow these basic troubleshooting pointers to improve your viewing experience.

1

**Adobe Connect Application:** <http://www.adobe.com/go/Connectsetup>

If you find that you are having any technical difficulties currently or during the webinar, it may be helpful to download and use the Adobe Connect Desktop Application. We find that most audio technical difficulties are solved by joining via the app vs. a web browser. Here is the link: <http://www.adobe.com/go/Connectsetup> to download. It only takes a few moments to download and rejoin the webinar for a higher quality experience.

2

**Use “F5” to refresh**

If you are *not* able to join us via the Adobe Connect Application and are joining us via a web browser – such as Internet Explorer, Firefox, or Google Chrome, etc. – and you have audio issues throughout the webinar or are ever experiencing a lag (i.e. hearing two voices at once, an overlap in audio, or the audio and screen view not matching) - please use the F5 key on your computer keyboard to refresh your audio and your screen.

3

**Locate speaker icon**



You can also use the green “speaker” icon on the top toolbar of your screen to adjust your speaker and audio volume throughout the webinar. First, make sure this is showing up as the color green, which indicates your speaker is connected for this webinar. Then, simply click the “down” arrow next to the speaker icon to adjust your speakers volume or to choose to hear the webinar audio through a different speaker (i.e. headphones vs. computer speakers).

4

**Audio options**

To prevent feedback and echoes, ensure you only use one audio feature. Choose to join audio through your computer/device OR dial-in using the conference line; not both. Mute your microphone or phone line. If you dial in through your phone, ensure your computer speakers are muted.

If you are still experiencing technical difficulties or have any additional questions, please contact either your RNC or the Nutrition Education, Training, and Outreach (NETO) team for assistance.