

Accenture Academy Live Webinar Frequently Asked Questions (FAQ)

This document contains **F**requently **A**sked **Q**uestions as well as Troubleshooting steps to improve your LIVE webinar experience

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1) What is Academy LIVE?

- a) **Live, Interactive, Virtual, Education.** Academy LIVE offers live virtual webinars that address popular topics relevant to issues in today's workplace.

2) Why are you delivering the webinar audio via Voice Over Internet Protocol (VOIP)?

- a) Benefits of VOIP:
 - i) Improve audio quality on recordings
 - ii) More control of the entire presentation with larger groups / audience
 - iii) Improve time to access recording by the users.

3) Where can I find the list of Backup Webinar Phone Numbers?

- a) Since voice comes through your computer speakers or headphones, it's not necessary to listen to the webinar over the phone. In the event you have trouble with VOIP, a backup list of phone numbers is provided with your registration confirmation and can also be downloaded from the file share pod during the live webinar.

4) How do I prepare for my upcoming Academy LIVE session that will be delivered via VOIP?

- a) Users should try and prepare your environment (on your computer AND the settings in the Adobe Connect room) ahead of time. To ensure your computer is properly configured for Adobe Connect, click [here](#).
- b) Understand how to hear sound on your computer. Play audio music, audio, IM / email notification, etc.
- c) If you do not hear anything, confirm whether or not your computer has speakers. If you don't have external speakers you will need to plug a headset, earphones or external speakers into your headphone connection / port on your computer.
- d) Once headset, earphones or external speakers are plugged in, repeat steps above.
- e) Refer to the section in this document around controlling computer activities during the Academy LIVE and How to configure your settings based on your network connection
 - i) Controlling Computer Activities - [CLICK HERE](#)
 - ii) Configure your Network Connection – [CLICK HERE](#)

5) What extra hardware / software do I need to hear VOIP?

- a) The short answer is NONE.
 - i) If you can hear audio through your speakers (music, IM / email notifications, etc) you can hear VOIP audio.
 - ii) Some computers do not have speakers, but you do have a port connection for headphones, where you can hear music, IM / email notifications, etc.

6) How can I test the sound quality before the Academy LIVE session starts?

- a) If this is your first Academy LIVE session delivered via VOIP or if you just want to confirm audio - sign into the Academy LIVE session 10-15 minutes early.
- b) Audio will be playing on the Adobe MP3 player in the webinar room and it will allow time for you to test your settings.
- c) You can set up and tune your audio devices for use with Adobe Connect by Clicking on the Meeting drop down menu located in the upper left hand corner of the screen and selecting the Audio Set Up Wizard, which will walk you through the audio optimization steps.



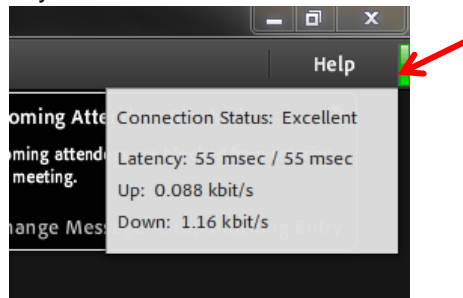
- d) You can adjust speaker volume by clicking on the drop down menu next to the speaker icon.

7) TROUBLESHOOTING AUDIO - I can't hear anything.

- a) Make sure your computer or headset is NOT ON MUTE.
- b) Play anything you control to confirm sound (i.e. music, IM / email notification, etc).
- c) Know your computer – if you play music and you hear nothing. Confirm if your computer has speakers. If you don't have external speakers you will need to plug a headset, earphones or external speakers into your headphone connection / port on your computer.
- d) Once headset, earphones or external speakers are plugged in, repeat steps above.
- e) Run the Audio Set Up Wizard from the Meeting Drop Down Menu.
- f) After you have completed the recommendations listed above and passed the tests, if you can't hear but others in the meeting room can, then try quitting the meeting room and re-entering.

8) TROUBLESHOOTING AUDIO - I hear audio, but it's choppy OR cuts in and out

- a) Since the presentation is being RUN on your computer, it is a good idea to minimize all other activities which require your computer to process. A wired connection is recommended.
- b) Within the virtual room, you can check the bandwidth "latency" – which is the delay in receiving data - by clicking on the green rectangle in the upper right. The bigger the number, the longer it takes for data to get to your computer. 55 milliseconds as shown below is good, but 700 msec (or 1 sec) is getting very poor and could contribute to poor audio quality.

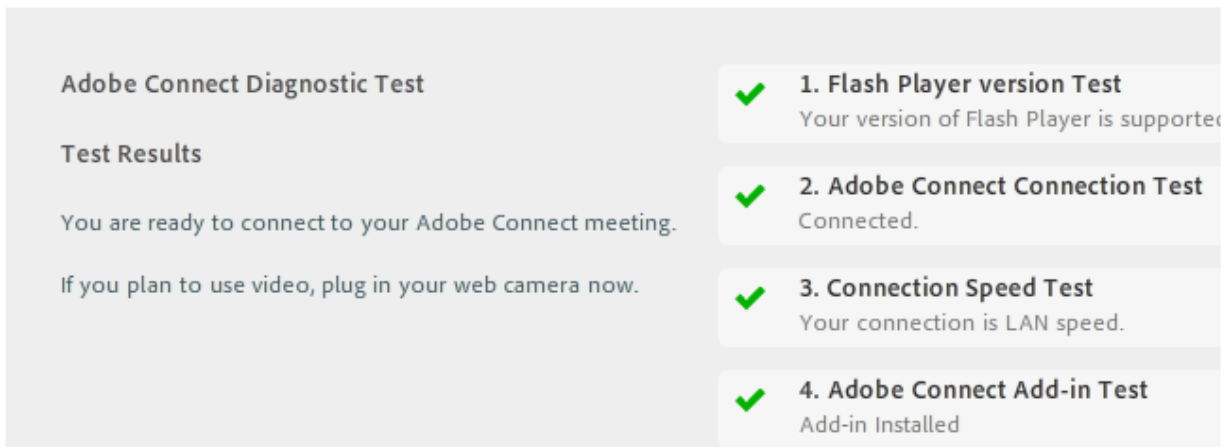


- c) To improve the latency during the Academy LIVE sessions, attendees should close programs not required during the Academy LIVE session and eliminate activities such as:
- i) *Sending/receiving emails*
 - ii) *Searching the internet*
 - iii) *Playing other music or videos*

9) TROUBLESHOOTING – PERFORMANCE ISSUES

- a) To ensure your computer and network connections are properly configured to provide you with the best possible Adobe Connect meeting experience, run the Adobe Connect Diagnostic Test by clicking on the following link:
- b) https://accentureacademy.adobeconnect.com/common/help/en/support/meeting_test.htm
- c) The diagnostic test checks for the following:
- i) Clear connection to Adobe Connect
 - ii) Bandwidth availability
 - iii) Latest Adobe Connect Add-in.

ADOBE® CONNECT™



Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

If you plan to use video, plug in your web camera now.

- ✓ **1. Flash Player version Test**
Your version of Flash Player is supported
- ✓ **2. Adobe Connect Connection Test**
Connected.
- ✓ **3. Connection Speed Test**
Your connection is LAN speed.
- ✓ **4. Adobe Connect Add-in Test**
Add-in Installed

- d)
- e) If all tests pass successfully, you are ready to log in to your meeting. However, if you continue to experience problems, you will be advised to go through a series of troubleshooting tips.

10) TROUBLESHOOTING – INFORMATION FOR THE NETWORK ADMINISTRATOR

- a) Sometimes your company uses a proxy server to control internet access. Being behind a proxy server may affect your ability to access Connect Pro. Try the following:
- i) Within Internet Explorer select Tools > Internet Options > Advanced tab.
 - ii) Enable the setting Use HTTP 1.1 through proxy connections and click OK.

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- iii) Close all browser windows and re-open before trying to connect to meeting again
- b) If the issue still occurs, please share the following information with your Network Admin:
 - i) We have seen some issues with proxies that also filter for content/viruses/etc. For example one client's proxy was scanning the stream for viruses causing the stream to be delayed resulting in connection and quality issues. The Adobe Connect login happens over HTTP (port 80), and the audio/video stream happens over another port - it first tries port 1935, and if that's blocked it uses port 443. Any sort of firewall that might be delaying packets to 1935 or 443 would cause issues. While we block nearly all icmp traffic at our firewall (so they can not ping the server directly), you may test a ping to see if there is some latency issue against 216.69.207.1.
- c) Please contact support@accentureacademy.com for additional questions and troubleshooting information.