

Quick Start Diagnostic Tip Guide

Connection Diagnostics, Flash Player Installation, Software Tips, and Basic Computer Technical Requirements ... ten items made simple

1. Ensure that the latest version of the **Adobe Flash Player** is installed on your computer. It is estimated that 98% of all computers in the world have the installation. If unsure, click <http://get.adobe.com/flashplayer/> .
2. **Click to verify your connection speed:**
 - A. http://educause.na3.acrobat.com/common/help/en/support/meeting_test.htm
 - B. Most consumer–grade DSL or high speed cable Internet services offer sufficient bandwidth for home users.
 - C. A T1 or better is required for campus locations or most businesses.
 - D. Modem (home telephone or dial-up) is not supported and does not work.

3. **Minimum computer technical requirements:**

	PC desktop	PC laptop	Mac desktop	Mac laptop
Processor speed	2.4 GHz or faster	1 GHz or faster	1.6 GHz or faster	1 GHz or faster
RAM	1 GB or more	1 GB or more	1 GB or more	1 GB or more

4. **Minimum Browser Requirements:** Internet Explorer v6.0.2900, Firefox 1.0.6 or higher, and Safari 3.0 or higher.
5. If you are using a microphone, **USB connected** devices are best; a **headset with microphone** gives you freedom of movement and makes it easy to prevent feedback.
6. If you are a participant not using a camera or microphone, to listen you need either **speakers** or a **headset**.
7. Learn how to use the IHETS Quick Start “**Three Point Check**” Guide every time you enter a meeting room. It takes only **30 to 40 seconds** once learned. The goal – ensuring all “**defaults**” are in place.
8. In using **icons**, **buttons**, and other similar **controls** with IHETS Interactive (Adobe Connect) ... **dark gray** means they are **active** or “**on**,” when they are a **light gray** they are **not operational** or “**off**.”
9. If you try to enter a meeting room and your **screen freezes**, you likely need to turn off your **popup blocker**.
10. Call the **IHETS Helpdesk** to test your computer, ask questions, or verify settings: **800.246.7615**, or **317.263.8999** ... if you feel this is necessary.