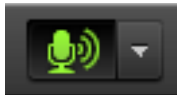


If your sound suddenly has stopped working since the update of our server the following can be the solution to the problem.

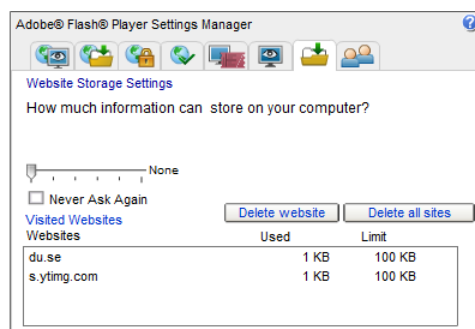
The problem can manifest itself in different ways, but the most common description of the problem is when you activate the microphone it looks like the picture below but no one can hear you.



Solution:

1. Leave the connect room and go to this page:

[http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager07.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html)



3. Click on "Delete all sites".

4. Enter the meeting room again and it should now work.

If you feel unsure on how to do this don't hesitate to contact ICT.

You find us in Connect on the room HDa Café

Phone 023 77 87 87

Mail [support@du.se](mailto:support@du.se)