

USER GUIDE

# Adobe Connect

## Host Audio Control Guide



This guide provides instructions to Meeting Hosts on how to:

- Configure Reservationless-Plus<sup>®</sup> audio conference controls for use in a meeting room
- Start a web meeting with audio conference controls
- Host a web meeting with audio conference controls

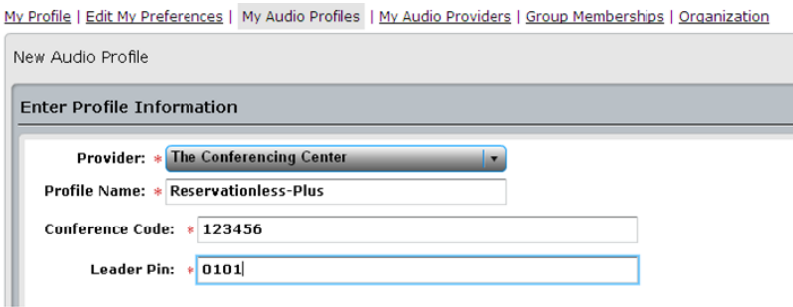
The following options are available for adding audio to your web meetings. Your administrator will know what is configured for your site:

- **Reservationless-Plus Audio Conferencing** - integrated audio conferencing controls provides advanced call capabilities, allowing hosts and presenters to control the audio conference from the web meeting interface.
- **Built-in VoIP** - Adobe<sup>®</sup> Connect<sup>™</sup> broadcasts audio in meetings or training sessions using VoIP and the microphones on attendees' computer systems.
- **Universal voice audio** - Universal voice enables Adobe Connect to broadcast all telephone-based audio into a web meeting room over VoIP.

## Configuring your Reservationless-Plus Audio Controls for Use

### Creating an audio profile from Adobe Connect Central

**Note:** Keep your Welcome Email or Welcome Packet handy to create a new audio profile.

STEP	ACTION
1	In Adobe Connect Central, click <b>My Profile &gt; My Audio Profiles</b> .
2	Click <b>New Profile</b> .
3	<p>Select <b>The Conferencing Center</b> in the Provider drop-down menu and enter <b>Reservationless-Plus</b> in the Profile field.</p>  <p><a href="#">My Profile</a>   <a href="#">Edit My Preferences</a>   <a href="#">My Audio Profiles</a>   <a href="#">My Audio Providers</a>   <a href="#">Group Memberships</a>   <a href="#">Organization</a></p> <p>New Audio Profile</p> <p>Enter Profile Information</p> <p>Provider: * The Conferencing Center</p> <p>Profile Name: * Reservationless-Plus</p> <p>Conference Code: * 123456</p> <p>Leader Pin: * 0101</p>

	You can enter any Profile name you choose. It is not limited to just <b>Reservationless-Plus</b> .
4	Enter your Leader Toll-free Dial-In as shown on your welcome email.
5	Click <b>Save</b> . Your newly created profile will appear in the preview screen

### Editing or Deleting an Audio Profile

You can change the profile name, and enable or disable an existing audio profile.

STEP	ACTION
1	In Adobe Connect Central, click <b>My Profile &gt; My Audio Profiles</b> .
2	Highlight Direct Event (or that name that you have chosen) and select <b>Edit</b> in the preview pane to the right
2a.	To Disable: Select <b>Disabled</b> from the Status dropdown and select <b>Save</b> Note: Once disabled, the Audio provider will no longer appear in Create Meeting template for your account
2b.	To Edit: Change any of the fields that appear and select <b>Save</b> when completed.
2c.	To Delete: Highlight the profile in the left hand preview screen and select <b>Delete</b> from the top right corner

### Associating an Audio Profile with a Meeting

When you associate an audio profile with a meeting, you include the audio conferencing settings as part of your web conference.

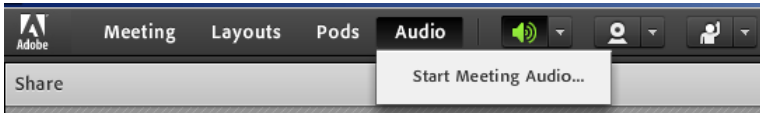

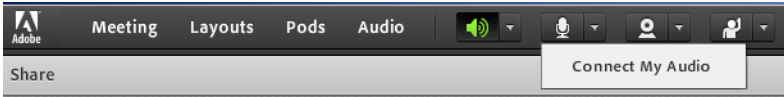
STEP	ACTION
1	<p>You can do one of the following:</p> <ul style="list-style-type: none"> <li>• Create a meeting and enter the required information (click <b>Meetings &gt; New Meeting</b>).</li> <li>• Open an existing meeting and click <b>Edit Information</b> .</li> </ul> <p><i>Note: If the information of an existing meeting is edited, it will not update meetings in progress; only those started or created after the change.</i></p>
2	<p>In the Audio Conference Settings section, select <b>Include this audio conference with this meeting</b>. In the dropdown menu, select the Profile name as you entered it (e.g. <i>Reservationless-Plus</i>).</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>Audio Conference Settings</b></p> <p><input type="radio"/> Do not include any audio conference with this meeting.</p> <p><input checked="" type="radio"/> Include this audio conference with this meeting: <span style="border: 1px solid #ccc; padding: 2px;">Reservationless-Plus</span></p> <p><small>(Please note that audio conference setting changes would be effective for new meeting sessions only.)</small></p> <p><input type="radio"/> Include other audio conference with this meeting.</p> <p style="margin-top: 10px;"><b>Conference Number(s):</b> <input style="width: 100%;" type="text"/></p> <p><b>Moderator Code:</b> <input style="width: 100%;" type="text"/></p> <p><b>Participant Code:</b> <input style="width: 100%;" type="text"/></p> </div> <p><i>Note: If you change the audio profile once you start the meeting, the new audio conference settings take place only after you close and</i></p>


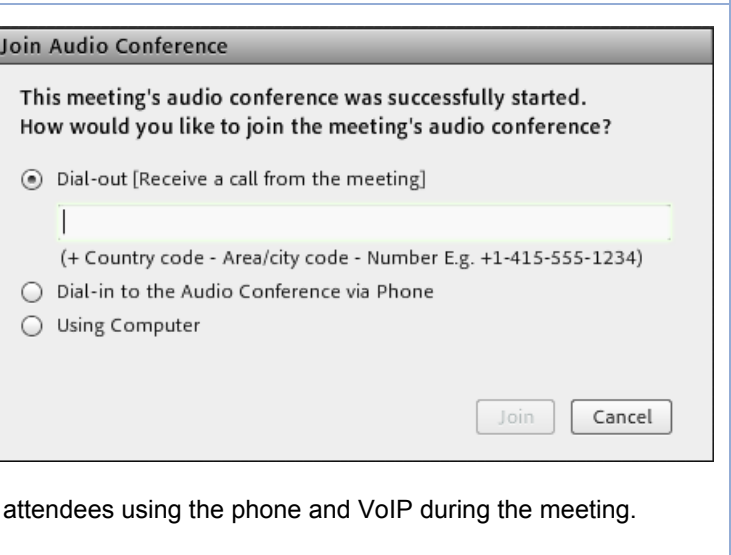
	<i>restart the meeting. Wait a few minutes to see the changes appear.</i>
3	Click <b>Next</b> to continue scheduling additional information or <b>Finished</b> if complete.
4	Once the meeting has been scheduled with Op Assisted audio, be sure to manually update the meeting invites to reflect the Operator Assisted Toll-Free Dial-In Number and Conference Code.

## Starting a Web Meeting using Audio Conference Controls

### Starting an Audio Conference Using an Audio Profile


Once you have created an audio profile and associated it with a meeting, Adobe Connect uses the dial-in steps in the profile to connect and start the meeting.

STEP	ACTION
1	Navigate to the Meeting Information page for a specific meeting.
2	Click <b>Enter Meeting Room</b> .
3	Inform the operator that you plan to record this meeting in conjunction with an Adobe Connect meeting and a silent participant line will be dialing in. Simultaneously, From the Audio menu, select Start Meeting Audio. 
4	The Start Meeting Audio dialog box appears. You can select how you want attendees to join the meeting's audio: <ul style="list-style-type: none"> <li>Using Computers (via VoIP), go to step 4a</li> <li>Using Phone (via audio conferencing), go to step 4b.</li> <li>Both (via audio conferencing or via computer microphone), go to step 4c.</li> </ul> 
4a	If you select Using Computers, you can also choose to enable microphone rights for participants. This option gives participants the ability to talk through the microphone so other participants can hear them during the meeting. Make sure to deselect the Using Phone option if you select this option. To enable your microphone so others can hear you, under the Microphone icon, select Connect My Audio.  A Microphone icon will appear next to your name in the participant list indicating that you are connected by Microphone. The icon appears only when you are actively speaking.
4b	If you select Using Phone, you can also start to broadcast telephony audio. This will allow you to broadcast your voice either via the phone or via computer. By default only hosts and presenters can broadcast audio. Make sure to deselect the <b>Using Computers</b> option if you select this option.

	<p>You and your participants will see the Join Audio Conference dialog box appear.</p> <p>If you select Dial-out option button, enter your telephone number as shown in the example (e.g. +Country Code-Area/City Code-Number) and click Join. Shortly thereafter, you will receive a phone call asking you to join the audio conference. Follow the audio prompts to join the conference.</p> <p>If you select Dial-in to the Audio Conference via Phone option, then follow the instructions in the dialog box to join the audio conference.</p>	
<p>4c</p>	<p>By checking both Using Computers and Using Phone options, you present all options to join the audio portion of the meeting. To start the meeting audio, go to the Audio menu and select <b>Start Meeting Audio</b>. You and your participants will receive a Join Audio Conference dialog box with three options to join the audio:</p> <ul style="list-style-type: none"> <li>• Dial-out</li> <li>• Dial-in</li> <li>• Using Computer</li> </ul> <p>Attendees must select an option to join. If attendees join using multiple methods in a single web meeting, then you will have a blend of attendees using the phone and VoIP during the meeting.</p>	


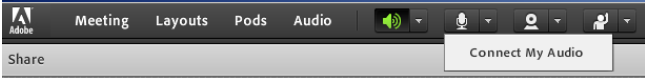
### Stop Meeting Audio


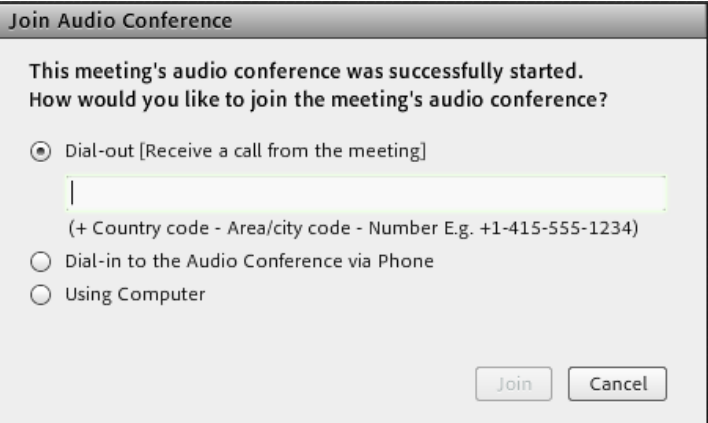
The Host can stop the meeting audio at any time during the meeting. This action will disconnect the meeting host(s), presenter(s) and all attendees from the audio conference.

STEP	ACTION
1	<p>From the Audio menu, select <b>Stop Meeting Audio</b>. All audio conference lines will disconnect from the meeting.</p> 

### Change Meeting Audio Mode



The Host can change the audio mode at any time during the meeting. This allows the Host to modify how attendees join the meeting either via audio either via audio conference or via computer (VoIP).

STEP	ACTION
1	<p>The Change Meeting Audio Mode dialog box appears. You can select how you want attendees to join the meeting's audio:</p> <ul style="list-style-type: none"> <li>Using Computers (via VoIP), go to step 2a</li> <li>Using Phone (via audio conferencing), go to step 2b</li> <li>Both (via audio conferencing or via computer microphone), go to step 2c,</li> </ul> 
2a	<p>If you select Using Computers, you can also choose to enable microphone rights for participants. This option gives participants the ability to talk through the microphone so other participants can hear them during the meeting.</p> <p>Make sure to deselect <b>Using Phone</b> option if you select this option. To enable your microphone so others can hear you, under the Microphone icon, select <b>Connect My Audio</b>.</p>  <p>A Microphone icon will appear next to your name in the participant list indicating that you are connected by Microphone. The icon appears only when you are actively speaking.</p>

<p>2b</p>	<p>If you select Using Phone, you can also start to broadcast telephony audio. This will allow you to broadcast your voice either via the phone or via computer. By default only hosts and presenters can broadcast audio.</p> <p>Make sure to deselect <b>Using Computers</b> if you select this option.</p> <p>You and your participants will see the Join Audio Conference dialog box appear.</p> <p>If you select the Dial-out radio button, enter your telephone number as shown in the example (e.g. +Country Code-Area/City Code-Number) and click <b>Join</b>. Shortly thereafter, you will receive a phone call asking you to join the audio conference. Follow the audio prompts to join the conference.</p> <p>If you select Dial-in to the Audio Conference via Phone, then follow the instructions in the dialog box to join the audio conference.</p>	
<p>2c</p>	<p>By checking both Using Computers and Using Phone options, you present all three options to join the audio portion of the meeting. To start the meeting audio, go to the Audio menu and select <b>Start Meeting Audio</b>. You and your participants will receive a Join Audio Conference dialog box with three options to join the audio:</p> <ul style="list-style-type: none"> <li>• Dial-out</li> <li>• Dial-in</li> <li>• Using Computer</li> </ul> <p>Attendees must select an option to join. If attendees join using multiple methods in a single web meeting, then you will have a blend of attendees using Reservationless-Plus audio conferencing and VoIP during the meeting.</p> <p>Note: When changing the meeting audio mode, it is recommended that you notify your attendees in advance as their lines may be disconnected depending on what option(s) you choose to enable.</p>	

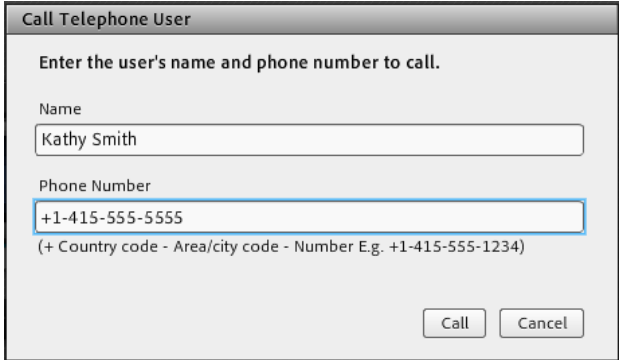
## Start or Stop Audio Broadcast

The audio broadcast uses the universal voice line to broadcast all telephone-based audio into a web meeting room over VoIP.

STEP	ACTION
1	 <p>To start audio broadcast, select <b>Start Audio Broadcast</b> in the Audio menu. A pop-up message will appear in the top right corner of your screen confirming your selection.</p>
2	 <p>To stop audio broadcast, select <b>Stop Audio Broadcast</b> in the Audio menu. A pop-up message will appear in the top right corner of your screen confirming your selection.</p>



## Call a New User

The host can dial out to an individual to include as a participant in the audio conference call.

STEP	ACTION
1	From the Audio menu, select <b>Call a New User</b> .
2	 <p>The Call Telephone User dialog box appears. Enter the Name and Phone Number as shown (e.g. +Country Code-Area/City Code-Number).</p>
3	Click <b>Call</b> .
4	To cancel the call, click <b>Cancel</b> .

## Microphone Rights for Participants

When using computer or VoIP or a blend of both Reservationless-Plus audio and VoIP, the Host can enable microphone rights for attendees. This allows those attendees to speak to the host, presenter(s) and attendees in the meeting.

STEP	ACTION
1	 <p>To enable microphone rights for attendees, select <b>Microphone Rights for Participants</b> under the Audio menu.</p>
2	 <p>Once you select this option, attendees will see a microphone icon enabled next to their names in the attendee list.</p> <p>Note: The microphone icon will appear for attendees that have joined whether they joined via computer (VoIP) or via phone (Reservationless-Plus). For attendees that joined via Reservationless-Plus audio, to use the VoIP microphone, they must disconnect from the Reservationless-Plus audio first.</p>

## Hosting a Web Meeting with Audio Conference Controls

### Audio Status

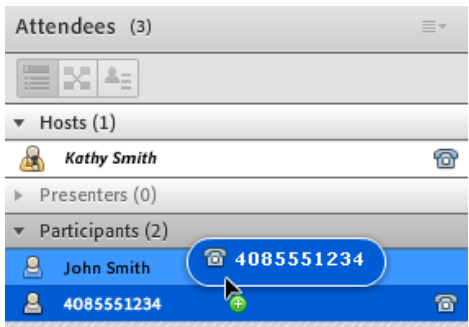
After participants connect to an audio conference, status icons appear next to their names in the participant list.

Status	Icon
Dialing in progress	
Connected on phone	
VoIP user with Microphone rights	
Muted	
Phone user actively speaking	
VoIP user actively speaking	




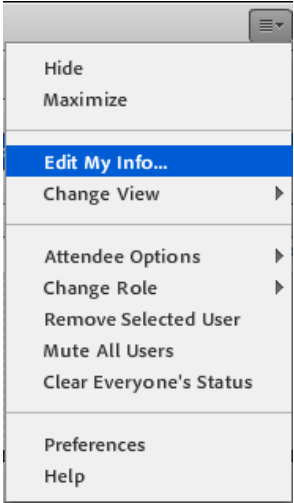
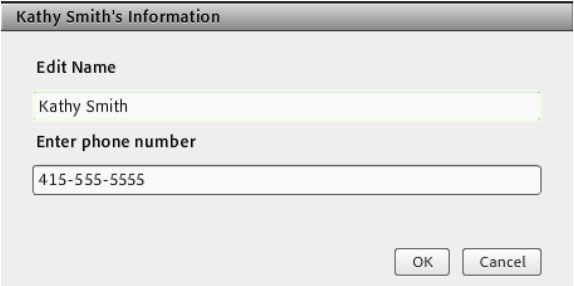
### Drag and Drop Attendee Merge

The meeting host can merge the attendee name with the attendee's phone number when an attendee uses the dial-in option.

STEP	ACTION
1	<p>To merge the attendee name with the attendee's phone number in the attendee pod, select the phone number of the attendee and drag to the name of the attendee that you want to merge it with.</p> 
2	<p>A small dialog box appears next to the name of the attendee confirming the merge. Click once to confirm and the attendee name and phone number will merge into a one entry on the attendee list. A phone icon will also appear next to the attendee's name.</p>


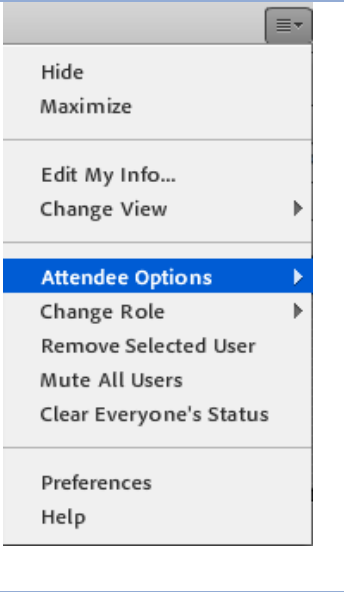
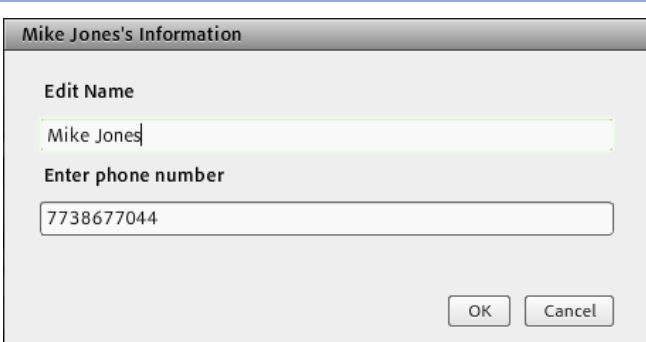
### Editing My Info

Meeting hosts can modify his or her own name and/or phone number as it appears in the attendee pod.

STEP	ACTION
1	<p>To edit your info, go to Pod Options  and select <b>Edit My Info</b> in the drop-down menu.</p> 
2	<p>The Edit My Info dialog box appears. You can edit the name and phone number. Click <b>OK</b> to save your changes, or to cancel your changes, click <b>Cancel</b>.</p> 


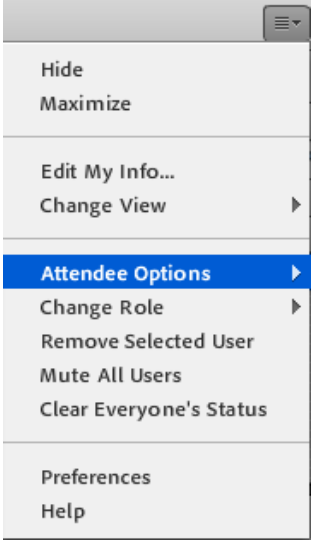

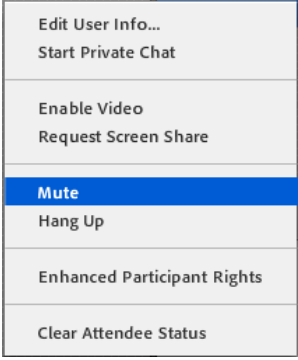
### Editing User Info

Meeting hosts can edit an attendee's name and phone number as it appears in the attendee pod.

STEP	ACTION	
1	<p>To edit user info, highlight the name of the attendee that you want to edit in the attendee list.</p> <p>Then, go to Pod Options  and select <b>Attendee Options</b> in the drop-down menu.</p>	 <p>A screenshot of a context menu for an attendee pod. The menu items are: Hide, Maximize, Edit My Info..., Change View, Attendee Options (highlighted in blue), Change Role, Remove Selected User, Mute All Users, Clear Everyone's Status, Preferences, and Help.</p>
2	<p>A sub-menu appears. Select <b>Edit User Info</b> and edit the attendee's name and phone number.</p>	 <p>A screenshot of a dialog box titled "Mike Jones's Information". It contains two text input fields: "Edit Name" with the value "Mike Jones" and "Enter phone number" with the value "7738677044". There are "OK" and "Cancel" buttons at the bottom right.</p>
3	<p>Click <b>OK</b> to save your changes, or to cancel your changes, click <b>Cancel</b>.</p>	


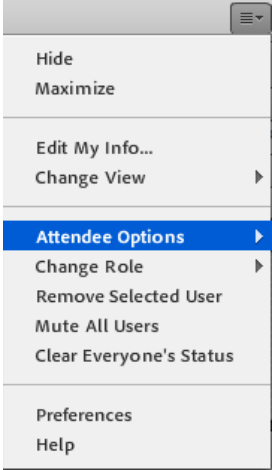
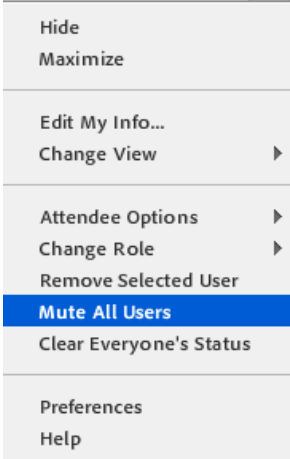

## Muting and Unmuting an Attendee

The meeting host can mute and/or unmute attendees from the Adobe Connect user interface.

STEP	ACTION
1	<p>To mute an attendee, highlight the name of the attendee that you want to mute in the attendee list.</p> <p>Then, go to Pod Options  select <b>Attendee Options</b> in the drop-down menu.</p> 
2	<p>A sub-menu appears. Select <b>Mute</b> and the attendee's line will be muted. A  Muted icon will appear next to the name of the participant that is muted.</p> 
3	<p>To unmute an attendee, repeat step 1 and step 2 but select <b>Unmute</b> from the Attendee Options sub-menu.</p>


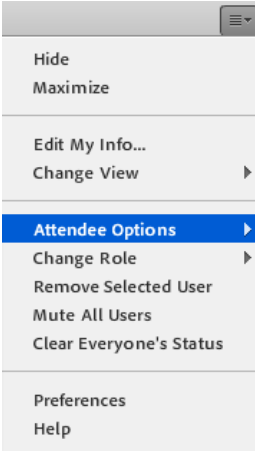
## Muting or Unmuting All Users

Meeting hosts can mute and/or unmute all user lines at the same time.

STEP	ACTION
1	<p>To mute all attendees from the meeting audio, go to Pod Options  and select <b>Attendee Options</b> in the drop-down menu.</p> 
2	<p>A sub-menu appears. Select <b>Mute All Users</b> and all lines will be muted in the conference.</p> <p>NOTE: This action also mutes the Host and Presenter lines as well. You must select #6 on your telephone keypad to unmute your own line. Attendees can also unmute their own lines by selecting #6 on their telephone keypad. An alternative would be to utilize the *5/#5 option on your telephone keypad to mute/unmute all lines except the leader's.</p> 
3	<p>To unmute all users, go to Pod Options  and select <b>Attendee Options</b> in the drop-down menu. A sub-menu appears. Select <b>Unmute All Users</b>. All lines will be automatically unmuted.</p>

### Disconnect an Attendee from the Audio

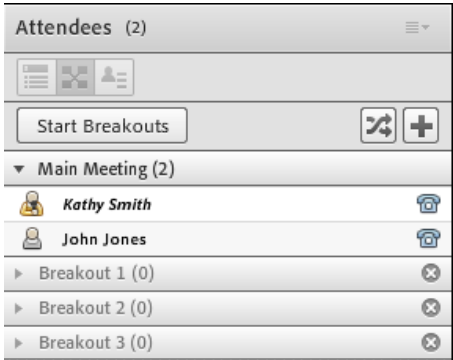

The meeting host can disconnect an attendee from the meeting audio. Please note that this does not prevent the attendee from rejoining the audio conference call.

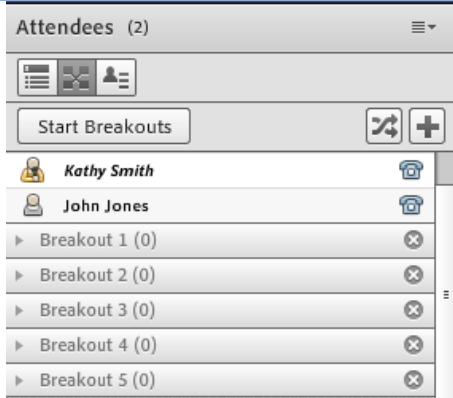

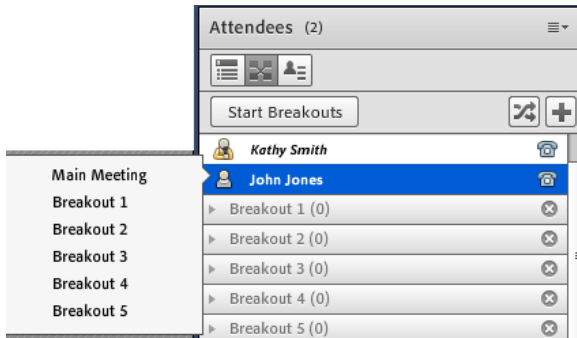
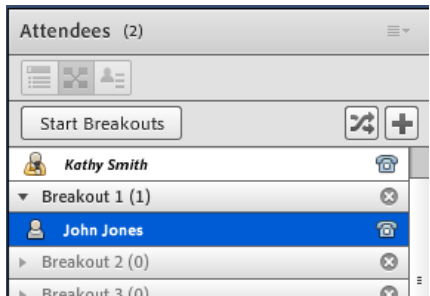
STEP	ACTION
1	<p>To disconnect the attendee from the meeting audio, highlight the name of the attendee that you want to disconnect in the attendee list.</p> <p>Then, go to Pod Options  select <b>Attendee Options</b> in the drop-down menu.</p> 
2	<p>A sub-menu appears. Select <b>Hang Up</b> and the attendee's line will be disconnected.</p> <p>NOTE: This action does not prevent the attendee from rejoining the audio conference call. If this is your intention, then you should choose the Lock Conference option on your Reservationless-Plus account. This will prevent attendees from joining the audio including the Operator.</p>

### Creating Breakout Rooms

Breakout rooms are subrooms that can be created within a meeting or training session. They are useful for splitting a large group into smaller groups that can talk and collaborate with each other.

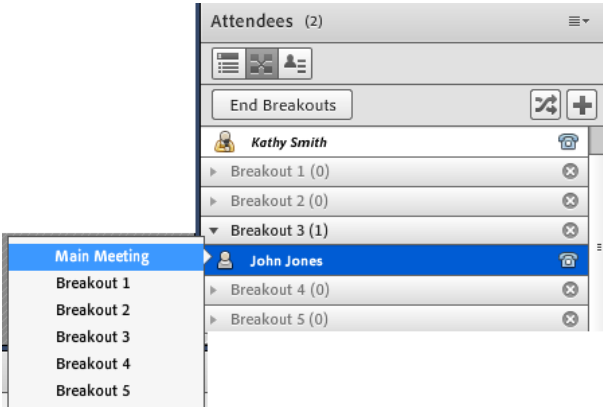
Note: To use the breakout rooms feature, you must have the subconferencing feature enabled on your Reservationless-Plus account. Once enabled, your account can handle up to 15 breakout rooms with the maximum number of ports set up on your account. If you do not know if your account has subconferencing feature enabled or the maximum number of ports per meeting, please contact customer service or go to [www.tconline.com](http://www.tconline.com) to see your account details.

STEP	ACTION
1	 <p>To create a breakout room, click on Breakout Room View  in the Attendee Pod. A new Breakout Room View will appear.</p>
2	<p>Before you start the breakout sessions, you must set up the number of breakout rooms that you want (up to 15 is</p>

		<p>supported on your Reservationless-Plus account).</p> <p>To add a breakout room, click on <b>Create a New Breakout Room</b> and add the number of breakout rooms that you want. The additional breakout rooms will appear in the Attendee Pod.</p>
3	<p>To add an attendee into a breakout room, you can either (a) evenly distribute them into the breakout room(s) or (b) you can individually add them into the room of your choice. For option a, go to step 4a or for option b, go to step 4b.</p>	
4a	<p>To evenly distribute attendees into the breakout rooms, click <b>Evenly Distribute</b>  from Main. Attendees will be distributed evenly amongst the breakout rooms.</p>	
4b	<p>To add attendees into the breakout room your choice, left-click the attendee's name in list and select the breakout room.</p>  <p>The attendee's name will then appear under the breakout room that you selected</p> 	
5	<p>To start the breakout session(s), click <b>Start Breakouts</b> in the Attendee Pod.</p>	

### Bringing Attendees into the Main Meeting

The Host can bring attendee(s) back into the Main Meeting at any time during the breakout session(s).

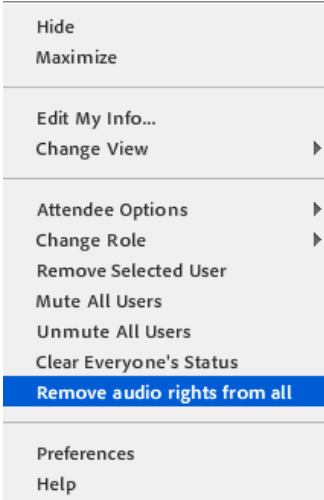

STEP	ACTION
1	<p>To bring an attendee back into the main meeting, left-click on the attendee's name in the Attendee list and select <b>Main Meeting</b>.</p> 

### Ending Breakout Rooms

STEP	ACTION
1	<p>To end the breakout session(s), click <b>End Breakouts</b> in the Attendee Pod. Attendees will be automatically joined to the main meeting.</p> <p>Note: Attendees' names will still appear under their individual breakout rooms in the event that you want to start another breakout session.</p>

### Removing audio rights from all


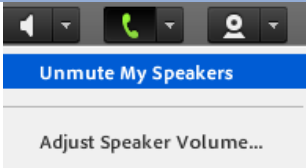
This option allows the host to disconnect all Reservationless-Plus audio and VoIP lines from all presenters and attendees.

STEP	ACTION
1	 <p>To remove audio rights from all, go to Pod Options  select Remove audio rights from all.</p>

## From the Speaker Menu

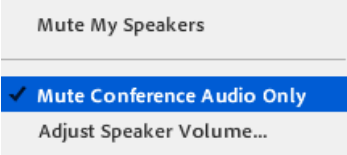
### Muting and Unmuting Your Computer Speakers

Meeting hosts, presenters and participants can mute or unmute their computer speakers from the web meeting interface.

STEP	ACTION
1	To mute your computer speakers, under the Speaker icon  drop-down menu, select <b>Mute My Speakers</b> .
2	 To unmute your computer speakers, under the Speaker icon drop-down menu, select <b>Unmute My Speakers</b> .


### Mute Conference Audio Only

The Host can mute conference audio only when connected to the meeting via phone. This option mutes the computer audio when you are actively speaking via the phone on your Reservationless-Plus audio conference.

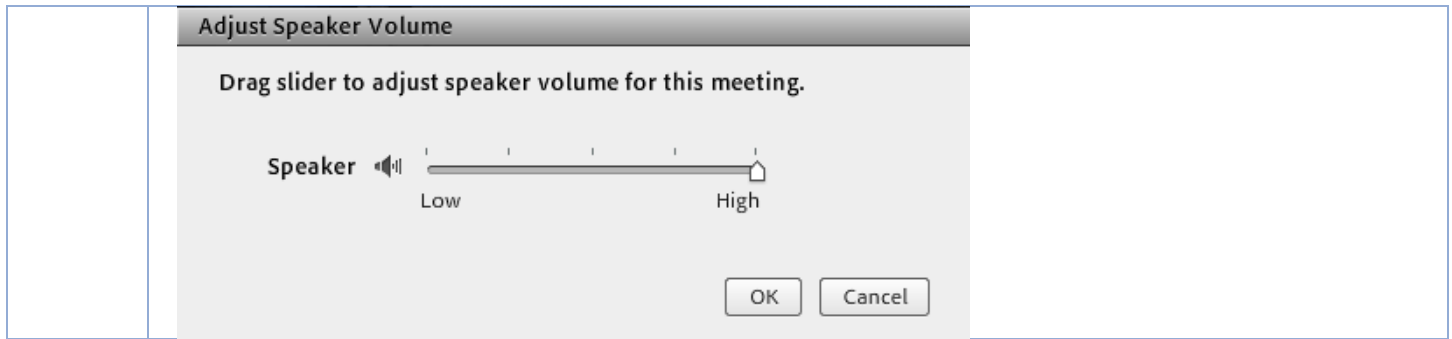
STEP	ACTION
1	 To mute conference audio only, under the <b>Speaker icon</b> drop-down menu, select <b>Mute Conference Audio Only</b> .
2	<p>To unmute conference audio, under the Speaker icon drop-down menu, de-select <b>Mute Conference Audio Only</b>. At this time, the host will hear the audio through both the computer and phone.</p> <p>Tip: Unmuting conference audio while connected to the phone is not recommended because it can be distracting for the host when speaking in the meeting.</p>

### Adjust Speaker Volume

The host, presenter(s), and attendees can adjust their computers' speaker volume during the meeting.

STEP	ACTION
1	To adjust the speaker volume, under the Speaker icon  drop-down menu, select <b>Adjust Speaker Volume</b> .
2	The Adjust Speaker Volume dialog box appears. Drag the slider to adjust the speaker volume for the meeting to your liking. Click <b>OK</b> to confirm the adjustment. Or, click <b>Cancel</b> to cancel the adjustment.

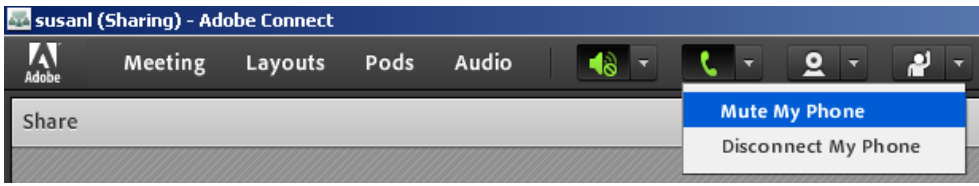

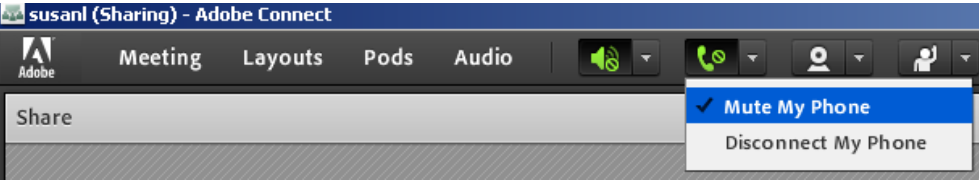





## From the Phone Menu


### Muting and unmuting your phone line

Meeting hosts, presenters and participants can mute or mute their audio conference lines from the web meeting interface.

STEP	ACTION
1	 <p>To mute your phone, under the Phone icon  drop-down menu, select <b>Mute My Phone</b>.</p>
2	 <p>To unmute your phone, under the Phone icon  drop-down menu, de-select <b>Mute My Phone</b>.</p>


### Disconnecting My Phone

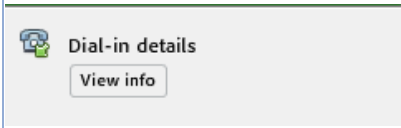

Meeting hosts, presenters and participants can disconnect their phone lines at any time during the meeting.

STEP	ACTION
1	To disconnect, under the Phone icon  drop-down menu, select <b>Disconnect My Phone</b> . Your phone will be automatically disconnected.

## From the Notification Menu

The notification menu displays the Reservationless-Plus audio conference dial-in details to join the meeting.

STEP	ACTION
1	To view the audio conference dial-in details, select the <b>Notification</b>  drop-down menu.

2	<p>The Dial-in details pop-up appears. Select the <b>View info</b> button. The audio conference information appears for the meeting.</p>  <p>Click the  on to exit out of the dial-in details.</p>
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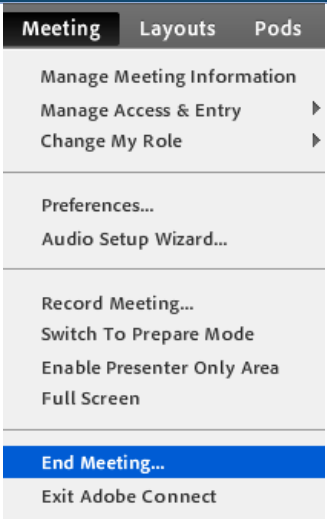
## From the Meeting Menu

### Recording a Meeting

STEP	ACTION
1	From the menu bar, select <b>Meeting</b> and then <b>Record Meeting</b> .
2	<p>In the Record Meeting dialog box, enter a name and summary for the meeting recording.</p> <p>Note: A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded. If a problem occurs during the recording, an error message appears in the upper right corner of the window. You can try to reconnect to the conference audio, record the meeting without audio, or stop recording the meeting.</p>

### Ending the meeting

Once you have completed your meeting, you must end the meeting properly for all attendees to be disconnected from both the Reservationless-Plus audio and the Adobe Connect web conference.

STEP	ACTION
1	<p>To end the meeting, select <b>End Meeting</b> under the <b>Meeting</b> menu.</p> 
2	<p>The <b>End Meeting</b> window appears. To end the integrated audio conference in addition to the web meeting, select the <b>End Integrated Audio Conference</b> checkbox.</p>

	<div data-bbox="207 210 1010 898"> <p><b>End Meeting</b></p> <p>When you end the meeting, all attendees will be removed from the meeting room.</p> <p><input checked="" type="checkbox"/> End Integrated Audio Conference</p> <p>Show this message to everyone.</p> <div data-bbox="243 489 977 667"> <p>The host has ended this meeting. Thank you for attending.</p> </div> <p><input type="checkbox"/> Open this URL for everyone.</p> <div data-bbox="243 730 977 777"> <p>http://www.meetingconnect.net</p> </div> <p>Save Message      <b>OK</b>      Cancel</p> </div>	<p>Optionally, specify a message that you want to show and a URL to open in the attendees' browsers upon ending the meeting.</p>
<p>3</p>	<p>Click <b>OK</b> to end the meeting. Or, click <b>Cancel</b> if you do not wish to end the meeting.</p>	