

USER GUIDE

Adobe Connect

Operator Assisted Audio Controls Guide for Hosts

Captivate your audience by integrating Operator Assisted audio conferencing service with the cutting edge Adobe® Connect™ online collaboration solution.

This guide provides details on how meeting hosts can configure audio integration for the Adobe Connect service.



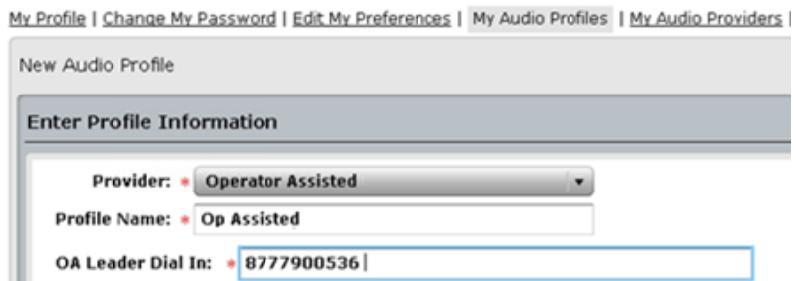
Please note that the administrator of your URL must have enabled The Conferencing Center's Operator Assisted as an audio provider on your URL. If Operator Assisted does not appear when you select **My Profile > My Audio Profiles**, please direct your administrator to the Operator Assisted Audio Control Guide.

Configuring your Operator Assisted Audio Controls

From Adobe Connect Central: Creating an Audio Profile

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

STEP	ACTION
1	In Adobe Connect Central, click My Profile > My Audio Profiles .
2	Click New Profile .
3	<p>Select Operator Assisted in the Provider drop-down menu and enter <i>Op Assisted</i> in the Profile field.</p> <p>You can enter any Profile name you choose. It is not limited to just <i>Op Assisted</i>.</p>
4	Enter your Leader Toll-free Dial-In as shown on your welcome email or Operator Assisted reservation.
5	Click Save . 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 My Profile > My Audio Profiles .
2	Highlight Op Assisted (or that name that you have chosen) and select Edit in the preview pane to the right
2a.	To Disable: Select Disabled from the Status dropdown and select Save <i>Note: Once disabled, the Audio provider will no longer appear in Create Meeting template for your account</i>
2b.	To Edit: Change any of the fields that appear and select Save when completed.
2c.	To Delete: Highlight the profile in the left hand preview screen and select Delete from the top right corner

Associating an Audio Profile with a Meeting

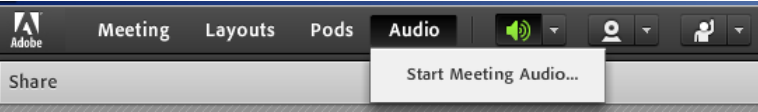

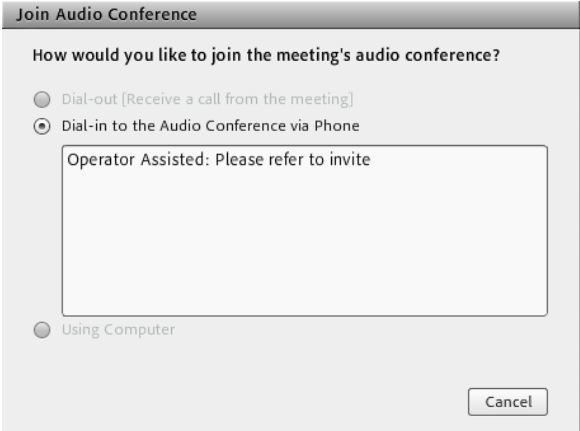
When you associate an audio profile with a meeting, you include the audio conferencing settings as part of your web conference.

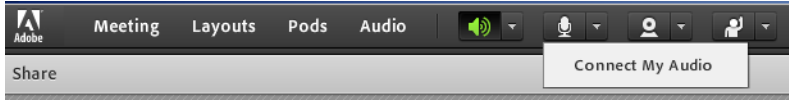
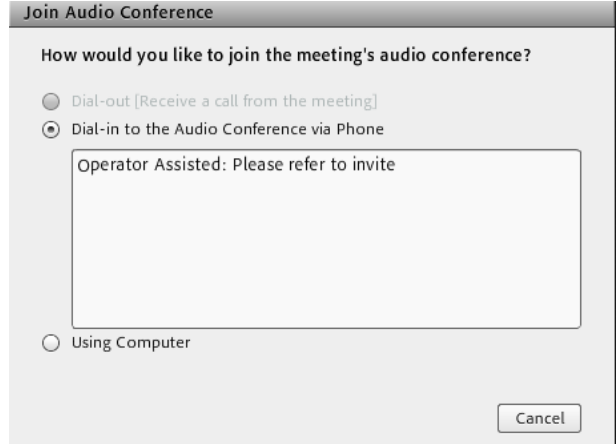
STEP	ACTION
1	You can do one of the following: Create a meeting and enter the required information (click Meetings > New Meeting). Open an existing meeting and click the Edit Information tab. <i>Note: If the information of an existing meeting is edited, it will not update meetings in progress; only those started or created after the change.</i>
2	In the Audio Conference Settings section, select the Include this audio conference with this meeting radio button. In the drop-down menu, select the Profile name as you entered it (e.g. Op Assisted). <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Audio Conference Settings</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: <input type="text" value="Op Assisted"/> (Please note that audio conference setting changes would be effective for new meeting sessions only.)</p> <p><input type="radio"/> Include other audio conference with this meeting.</p> <p>Conference Number(s): <input type="text"/></p> <p>Moderator Code: <input type="text"/></p> <p>Participant Code: <input 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 restart the meeting. Wait a few minutes to see the changes appear.</i></p>
3	Click Next to continue scheduling additional information or Finished 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 to the audio and start the meeting.

STEP	ACTION
1	Navigate to the Meeting Information page for a specific meeting.
2	Click Enter Meeting Room .
3	<p>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.</p> 
4	<p><i>Note: Because Operator Assisted audio calls are generally intended for high-level “one-to-many” scenarios, we recommend the use of the Using Phone and Broadcasting Telephony sub-option only. Further, the Operator assigned to your call will not have the ability to mute/unmute or expel users that opt to the Using Computers option.</i></p> <p>The Start Meeting Audio dialog box appears. You can select how you want attendees to join the meeting's audio:</p> <ul style="list-style-type: none"> • Using Phone (via audio conferencing) • Using Computers (via VoIP) • Both (via audio conferencing or via computer microphone) <ul style="list-style-type: none"> ○ If you select Using Phone <i>only</i>, go to step 4a. ○ If you select Using Computers <i>only</i>, go to step 4b. ○ If you check both options on the screen, go to step 4c. 
4a	<p>If you select Using Phone, you can also start to broadcast telephony audio. This will allow you to broadcast your voice via the phone and via computer. By default only hosts and presenters can broadcast audio.</p> <p>Make sure to deselect the Using Computers option if you select this option.</p> <p>After you select start, the participants will see the Join Audio Conference dialog box appear with the information that the administrator of your site provided when setting up Operator Assisted as an audio provider.</p> 

<p>4b</p>	<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>To enable your microphone so others can hear you, under the Microphone icon, select Connect My Audio.</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>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 Start Meeting Audio.</p>  <p>You and your participants will receive a Join Audio Conference dialog box with two options to join the audio:</p> <ul style="list-style-type: none"> • Dial-in • Using Computer <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>


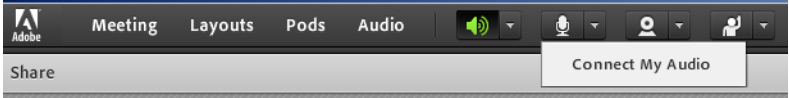
Stop Meeting Audio

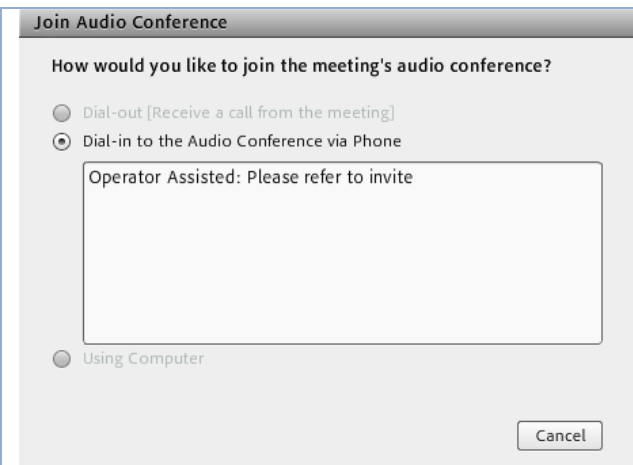
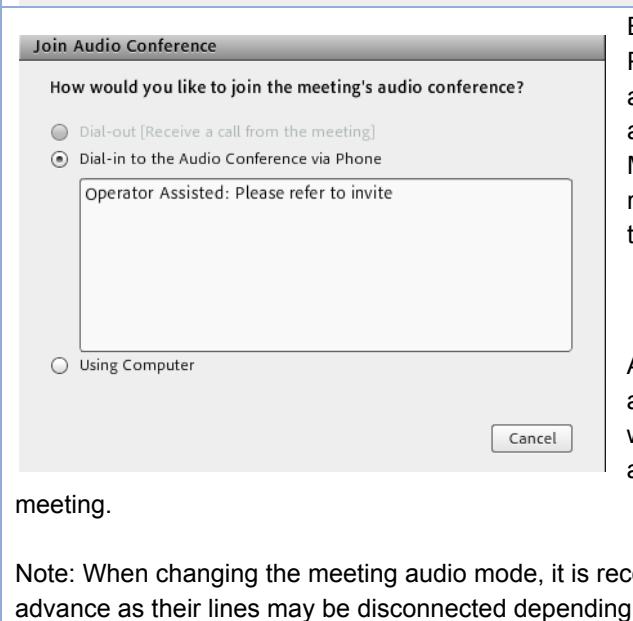
The Host can stop the meeting audio at any time during the meeting. This action will disconnect the Universal Voice line from the Operator Assisted call.

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

Change Meeting Audio Mode

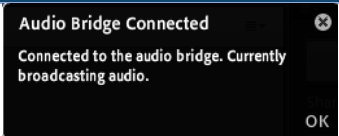
The Host can change the audio mode at any time during the meeting. This allows the Host to modify how attendees join the meeting either via audio conference or computer (VoIP).


STEP	ACTION
1	<p>Note: Because Operator Assisted audio calls are generally intended for high-level “one-to-many” scenarios, we recommend the use of the Using Phone and Broadcasting Telephony sub-option only. Further, the Operator assigned to your call will not have the ability to mute/unmute or expel users that opt to the Using Computers option.</p> <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"> • Using Computers (via VoIP) • Using Phone (via audio conferencing) • Both (via audio conferencing or via computer microphone) <ul style="list-style-type: none"> ○ If you select Using Computers only, go to step 2a. ○ If you select Using Phone only, go to step 2b. ○ If you check both options on the screen, go to step 2c. 
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>To enable your microphone so others can hear you, under the Microphone icon, select Connect My Audio.</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>
2b	<p>If you select Using Phone, you can also start to broadcast telephony audio. This will allow you to broadcast your voice via the phone and via computer. By default only hosts and presenters can broadcast audio.</p> <p>Make sure to deselect the Using Computers option if you select this option.</p> <p>After you select start, the participants will see the Join Audio Conference dialog box appear with the information that the administrator of your site provided when setting up Operator Assisted as an audio provider.</p>

		
<p>2c</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 Start Meeting Audio. You and your participants will receive a Join Audio Conference dialog box with two options to join the audio:</p> <ul style="list-style-type: none"> • Dial-in • Using Computer <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> <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


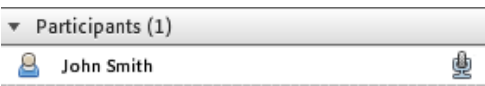
The audio broadcast uses the universal voice line to broadcast all telephone-based audio into a web meeting room over VoIP.

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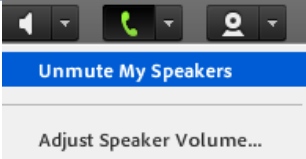

Microphone Rights for Participants

When using computer or VoIP or a blend of both Operator Assisted 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. ***This setting is not recommended for use with Operator Assisted.***

STEP	ACTION
1	 <p>To enable microphone rights for attendees, select Microphone Rights for Participants 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><i>Note: The operator will not be able to mute/unmute or expel users that have selected the VoIP option.</i></p>


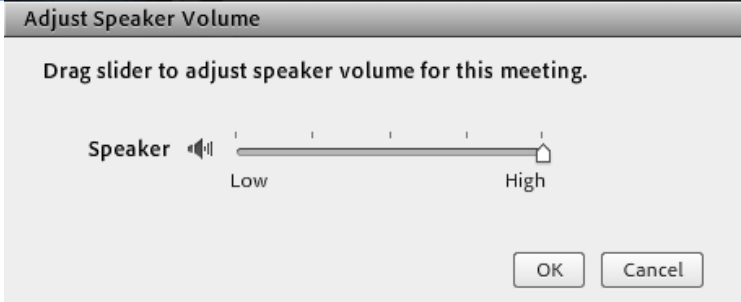
Muting and Unmuting Your Computer Speakers

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

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


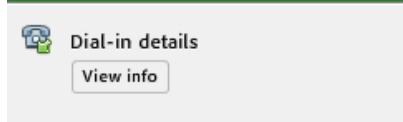

Adjust Speaker Volume

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

STEP	ACTION
1	To adjust the speaker volume, select Adjust Speaker Volume under the Speaker icon  drop-down menu.
2	<div data-bbox="256 359 992 659">  </div> <p>The Adjust Speaker Volume dialog box appears. Drag the slider to adjust the speaker volume for the meeting to your liking. Click OK to confirm the adjustment. Or, click Cancel to cancel the adjustment.</p>

From the Notification Menu

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

STEP	ACTION
1	To view the audio conference dial-in details, select the Notification  drop-down menu.
2	<div data-bbox="256 890 656 1010">  </div> <p>The Dial-in details pop-up appears. Select the View info button. The audio conference information appears for the meeting.</p> <p>Click  to exit out of the dial-in details.</p>

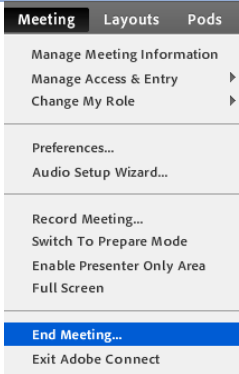

From the Meeting Menu Recording a Meeting

STEP	ACTION
1	From the menu bar, select Meeting and then Record Meeting .
2	<p>In the Record Meeting dialog box, enter a name and summary for the meeting recording.</p> <p><i>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.</i></p>

Ending the Meeting

Once you have completed your meeting, you must end the meeting properly for all attendees to be disconnected from the Adobe Connect web conference.

STEP	ACTION
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<p>1</p>		<p>To end the meeting, select End Meeting under the Meeting menu.</p>
<p>2</p>		<p>The End Meeting window appears. To end the integrated audio conference in addition to the web meeting, select the End Integrated Audio Conference checkbox.</p> <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 OK to end the meeting. Or, click Cancel if you do not wish to end the meeting.</p>	