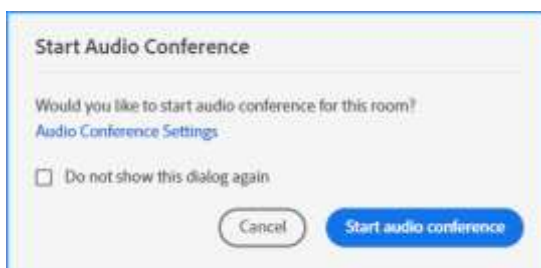


## Adobe Connect 12 – Integrated Audio Controls

Let us save you money on your fully integrated phone for Adobe Connect ~ both domestic US and International. We have special pricing. Simply reach out to [LSchmitt@ccrslc.net](mailto:LSchmitt@ccrslc.net) for a quote.

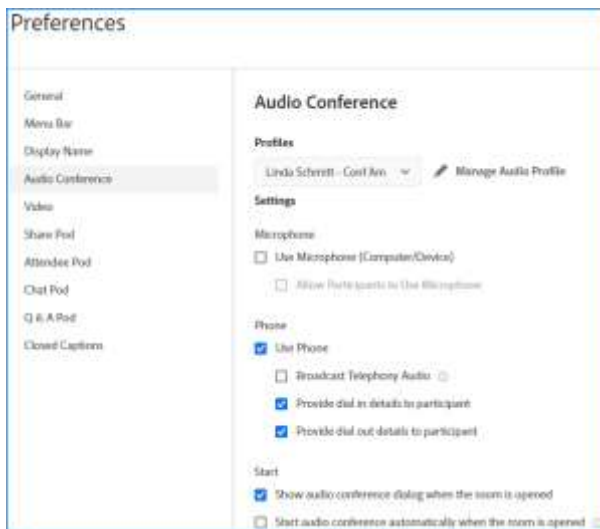
### Start Your Audio Conference within Adobe Connect


1. Log into Adobe Connect and begin your meeting or event.
2. If you have your audio preferences set to the preferred option “Show audio conference dialog when the room is opened”, you will see the following screen. Either click on “Start Audio Conference” or click on “Audio Conference Settings” to view or change your audio Preferences.

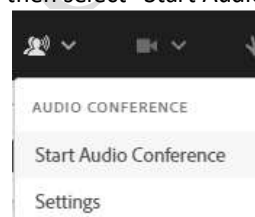


If you click on “Audio Conference Settings”, you will see the following screen. If you make any changes, please click “Done”

1. Select Use Phone, select dial-in and dial-out details.  
Note: Using Microphone is VOIP (voice over IP) internet audio using headset attached to your laptop.

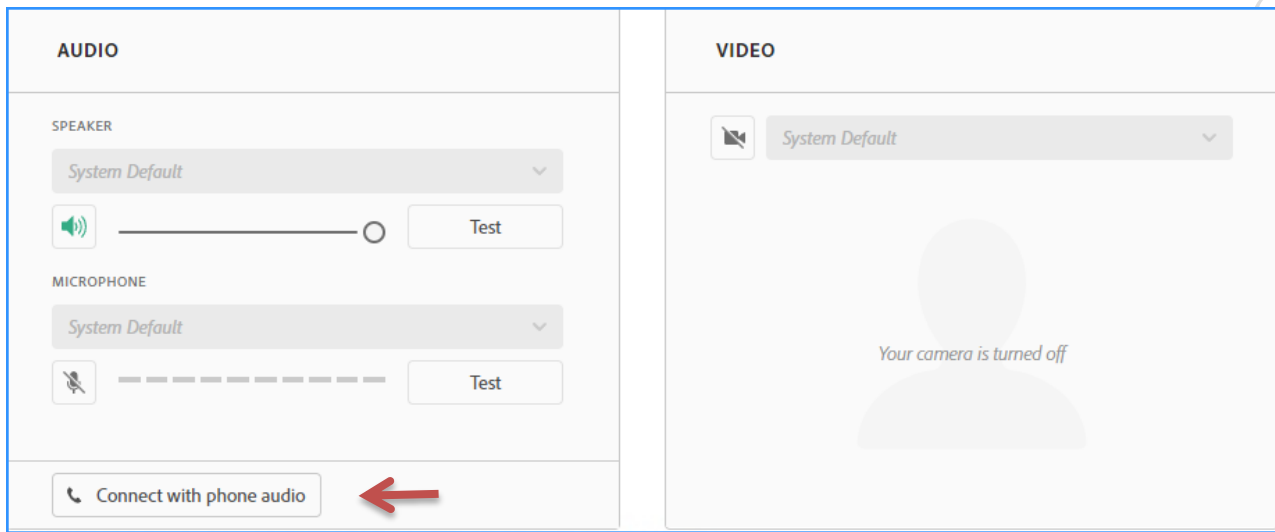


Start Audio Conference or Settings *may also be accessed* by clicking on the Audio Conference Icon  on the top ribbon, and then select “Start Audio Conference” or “Settings.”



## Guests Will be Prompted to Select How they would like to Join on Landing Page

1. When they click on “Connect with phone audio”, they will be notified that Phone audio options will be available inside the room. Enter Room



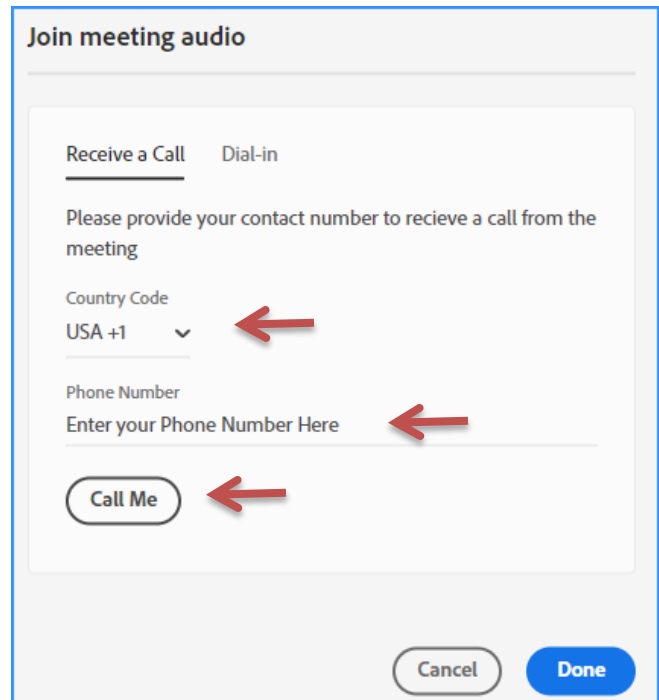
The screenshot shows a meeting control interface with two main sections: AUDIO and VIDEO. The AUDIO section includes SPEAKER and MICROPHONE settings, each with a dropdown menu set to 'System Default', a volume/mute slider, and a 'Test' button. The VIDEO section shows a camera icon and a dropdown menu set to 'System Default', with a message 'Your camera is turned off' and a person icon. At the bottom of the AUDIO section, there is a button labeled 'Connect with phone audio' with a red arrow pointing to it.

## “Receive a Call”

“Receive a Call” is Preferred as it automatically places the phone icon next to the name of web attendee.

Select Country and input your direct dial phone number to receive a call. If international dial-out will be needed, please reach out to [support@ccrsllc.net](mailto:support@ccrsllc.net) to ensure international dial-out is enabled.

Person being called will hear “Press \*1 to join the call.”



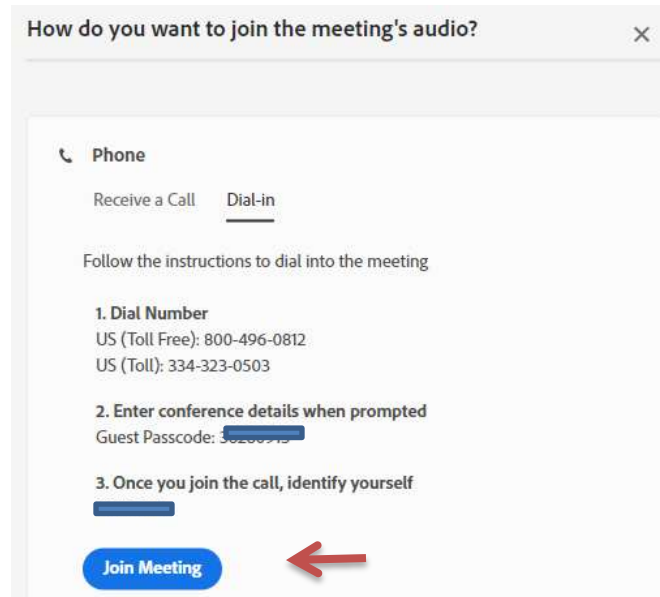
The screenshot shows a dialog box titled 'Join meeting audio'. It has two tabs: 'Receive a Call' (selected) and 'Dial-in'. Below the tabs, there is a prompt: 'Please provide your contact number to receive a call from the meeting'. There are two input fields: 'Country Code' with a dropdown menu set to 'USA +1' and 'Phone Number' with the placeholder text 'Enter your Phone Number Here'. At the bottom, there is a 'Call Me' button and 'Cancel' and 'Done' buttons. Red arrows point to the 'Country Code' dropdown, the 'Phone Number' input field, and the 'Call Me' button.

## Dial-In:

If you are at an extension, and not a direct dial number, please use the dial-in option, as Adobe Connect cannot dial-out to an extension.

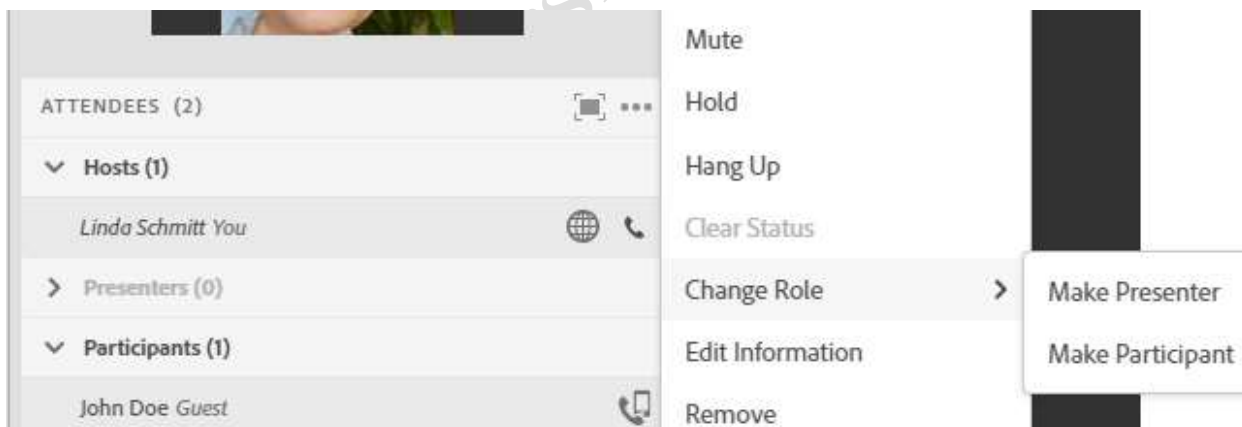
**International Attendees** have the options of having the phone bridge calling them directly, calling into an International Toll-Free or Local City Number! These options differ by provider.

Helpful Tip: If dialing into conference, identify your phone line by inputting the onscreen identification numbers and symbols into your phone handset. This step is not asked if using "Receive a Call" above.

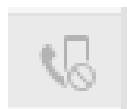


If you've enabled "use microphone" in preferences, others might also see "Using Microphone" or "Listen Only" to listen over the computer speakers.

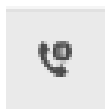
## Adobe Connect Phone Options When Hovering or Clicking Mouse Over a Phone Icon in the Attendees Pod



Phone Icon When Muted



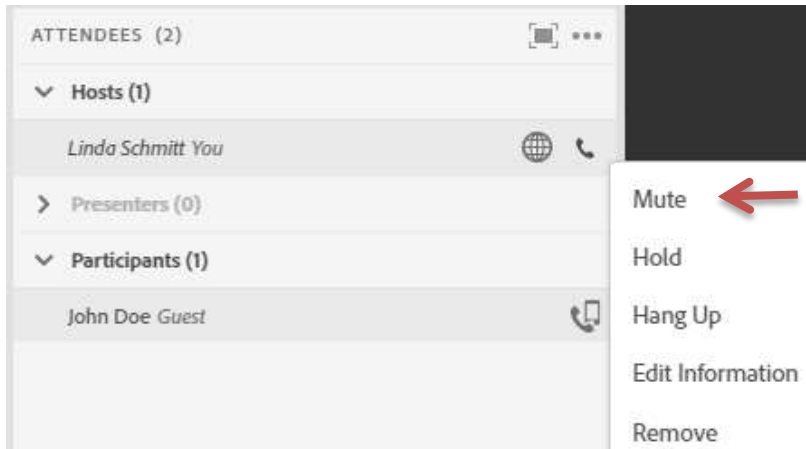
Phone Icon when Placed On Hold



Note: Attendee will hear music when on hold

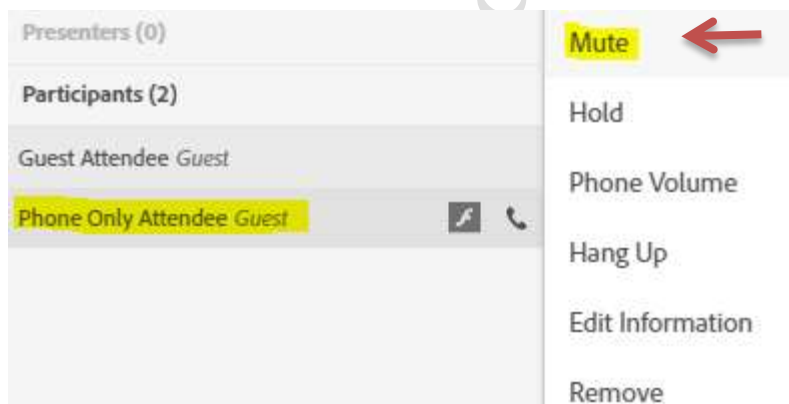
## Mute Phone:

1. Hover or click mouse over attendee and choose Mute



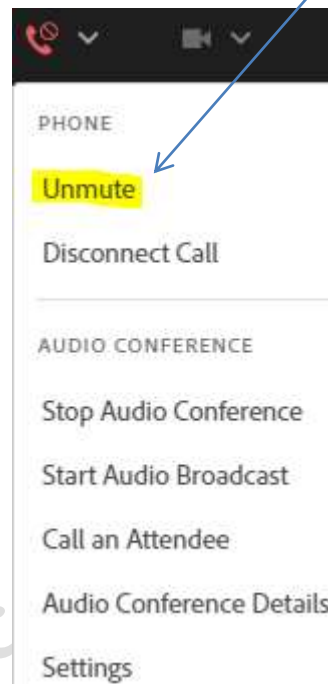
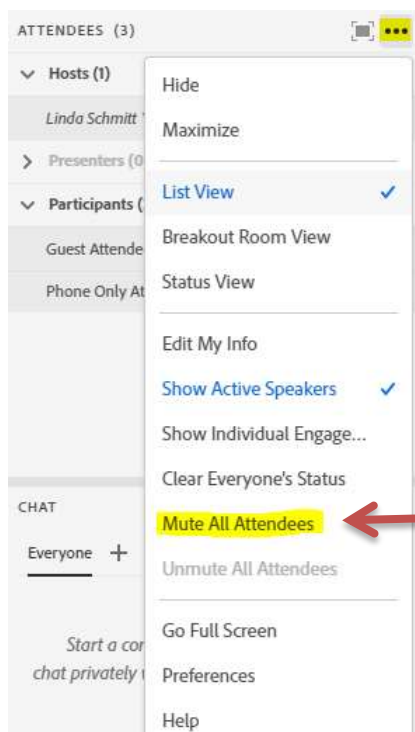
## Muting a Standalone Phone Line:

1. Click on the phone attendees entry in the Attendees Pod
2. Hover over their phone icon
3. Click Mute



## Muting All Attendees

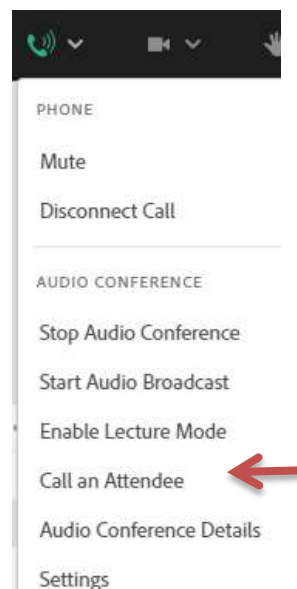
1. Click on 3 Dots at top right of Attendee's Pod.
2. Select "Mute All Attendees"
3. If you as host are muted, click on the Phone Icon on top ribbon and select "Unmute" **This only unmutes your phone**



## Dialing Out to Attendees

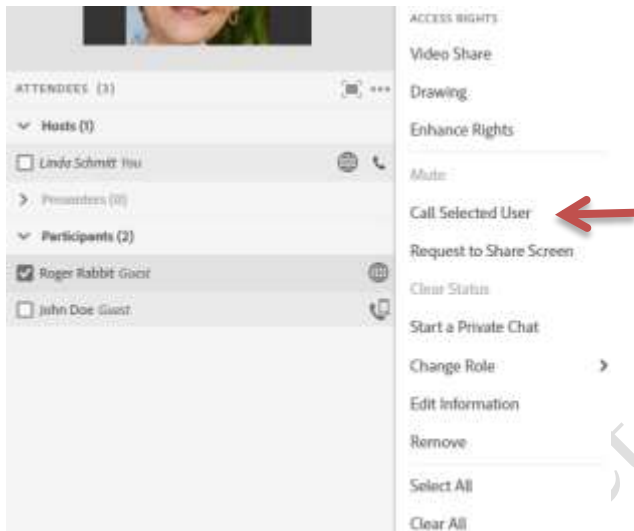
### Call out to a new phone attendee

1. Click on Phone Icon on top Ribbon and select "Call an Attendee"
2. Follow onscreen instructions.
3. Attendee will hear press \*1 to join conference.



### Call out to An Attendee logged in to Adobe Connect

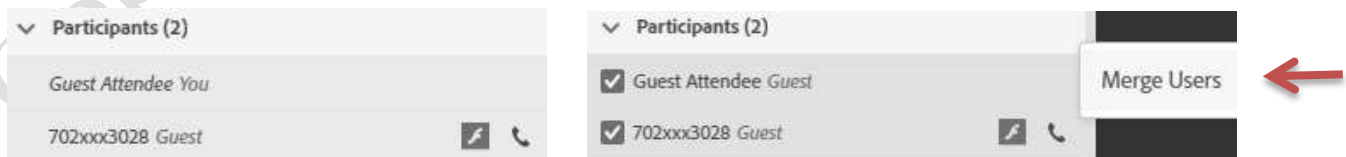
1. In the Attendees pod, select the name of the attendee
2. Click on “Call Selected User”
3. Follow the onscreen instructions to call out to attendee
4. Attendee will hear press \*1 to join conference.



### Merging Name and Phone Line:

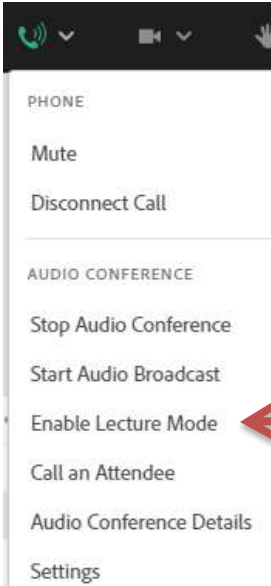
If an attendee dials in and does not identify their phone line as detailed above, the host may merge the name & phone

1. In the attendees pod, click on the name of the person and the phone line, both will have a check mark.
2. A Pop-Up will Appear to “Merge Users”
3. Click on “Merge Users” and the name and phone icon will merge.



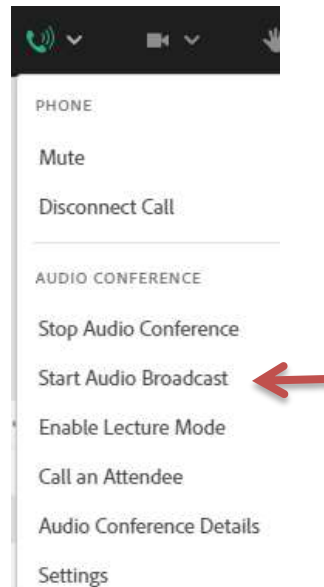
## Enable Lecture Mode (If Available)

1. Click on Phone Icon on top Ribbon and select “Enable Lecture Mode”
2. Attendees Lines will be Muted.



## Starting Audio Broadcast:

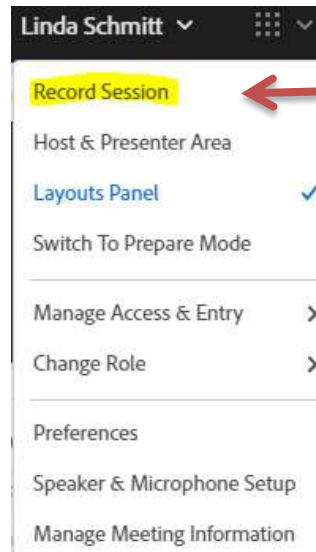
Host can also click on the Phone Icon on top ribbon and select “Start Audio Broadcast”. This will broadcast audio over attendee’s computer speakers.



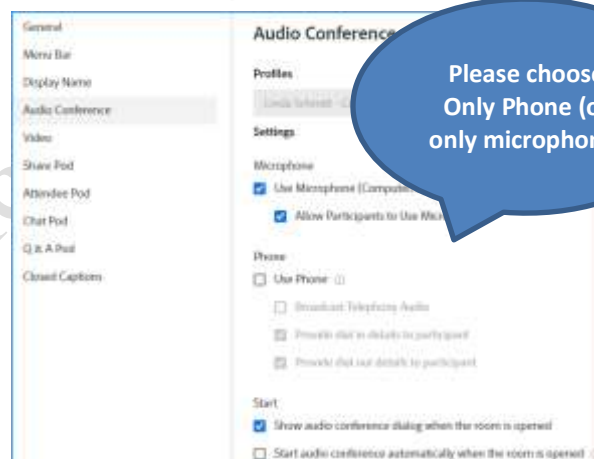
## Recording Your Meeting with Integrated Phone

Important: **You must first start your audio conference from within Adobe**


1. Click on your Name on top Ribbon and then “Record Session”
2. The Integrated Audio will be captured and synchronized with your Web Meeting.

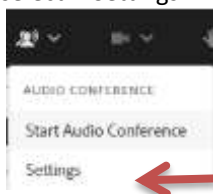


## Using Audio in Breakout Rooms



1. When using Breakout Rooms, **please choose only phones** (or alternately only Microphones) as phone and VoIP (Microphones) **do NOT have two way communication** in breakout rooms..
2. Phone audio will automatically follow each person into the breakout rooms.
3. When breakout rooms are discontinued, the phone audio will automatically go back to the main room.

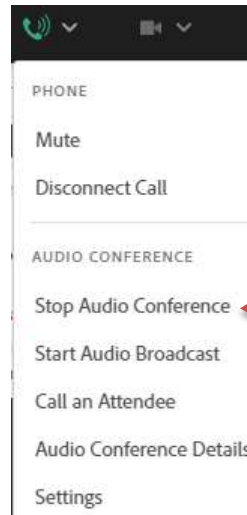
Note: Phone Preferences Settings *may be accessed* by clicking on the Audio Conference Icon  on the top ribbon, and then select “Settings.”





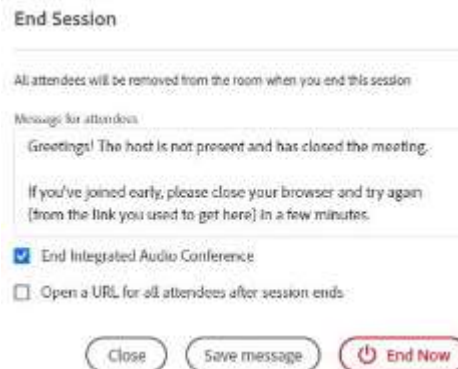
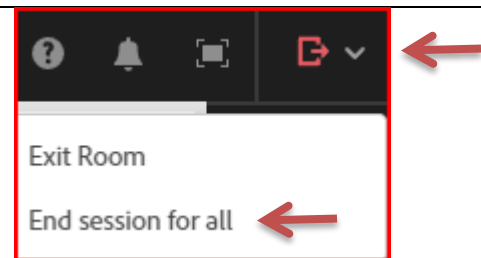
### Stop Audio Conference:

1. Please Stop the Audio Conference at the conclusion of your Adobe Connect Meetings.
2. The host will click on the phone icon on the top ribbon and select "Stop Audio Conference"



### Ending Your Meeting:

1. Hosts should always use the "end session for all" Click on the top right red square with Arrow.
2. If using integrated audio there may be a check box to end the integrated audio Conference





Questions or to establish an Account, please reach out to [LSchmitt@ccrsllc.net](mailto:LSchmitt@ccrsllc.net) or call 888-269-8881

*Obsessed with providing a superior customer experience!*

*Warm Regards, Linda*

**Linda Schmitt**  
Global Sales Manager  
Toll-Free 888.269.8881 | Direct 702.656.5251



**CCRS**  
LSchmitt@ccrsllc.net  
Mobile 702.513.3028  
Secure Fax 888.271.4073  
<https://www.ccrsllc.net>

**Cell: 702-513-3028**

**Office: 888-269-8881 or 702-656-5251**

**Fax: 888.271.4073**

*An ARG Affiliate*

STAY CONNECTED:

