Adobe Connect 12 – Universal Voice Instructions

If you are an existing customer of CCRS, and wanting to add a Universal Voice Provider, please reach out and we will bring in Adobe Connect assistance.

If you would like a *quote for fully integrated phone*, please reach out to Sales@ccrsllc.net. We will get back to you within 2 hours.

Instructions for adding an Audio Provider and Audio Profile under Universal Voice.

- Great News: You will be able to test the phone connection at the end of these instructions!
- Hosts can also Record the Adobe Connect Meeting and the Phone & VoIP Audio is recorded.
- Hosts do NOT have any enhanced controls over phone in meeting.

UV enables Adobe Connect to dial into any audio conference so that the audio across devices is available to everyone attending the meeting. If UV is set up, participants on VOIP can hear those on the phone and vice versa.

Adobe Connect dials into the audio conference as an additional participant. The audio is available via VOIP so the participants can listen via their computer speakers without dialing into any conference. The meeting Host does not get the same level of control over the audio as they might using Integrated Telephony.

Setting Up the Universal Voice Provider

1. Log into Adobe Connect. yourcompany.adobeconnect.com
2. Click on "My Profile", then "My Audio Providers"
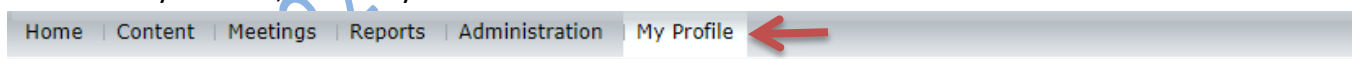
3. Click "New Provider"
4. Enter Name: "Provider Name Non-Integrated"
5. Change Status to Enabled
6. Enter the URL Link for any International Dial-In Numbers in this field.

7. Click "Add Number"
8. Let's Add your Passcode to be Displayed in the Meeting Room: Label the Location Field "Attendee's Passcode", under Number, enter the Passcode (This is for Display Only)
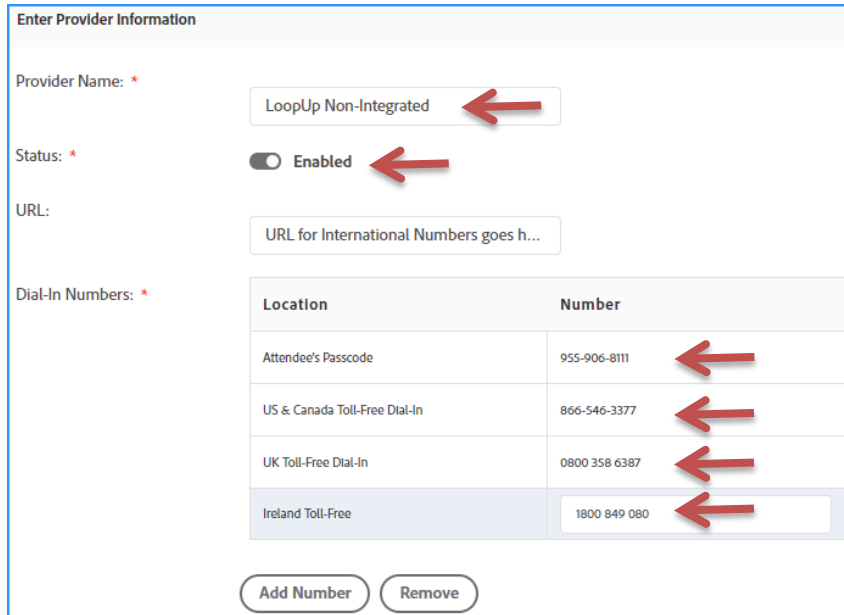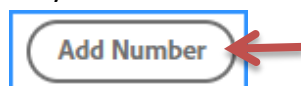
9. Click "Add Number" again. Label the First field "US & Canada Toll-Free Dial-In" and in the field under Number enter the Toll-Free Number (These are for Display Only)

10. Click "Add Number" and add any additional dial-in numbers for other countries.

Add Number

a. Click "Add Number" **[Add Number]** and add any additional International Dial-In Numbers that you would like displayed. Label the first field the Country Name (Example UK) and the second field the dial-in number. (These are for Display Only)

11. Your Screen should look similar to the following. This Section is for Display.
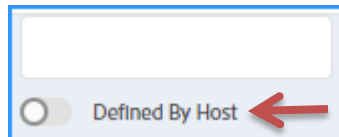
Enter Provider Information

Provider Name: *
LoopUp Non-Integrated

Status: * 〇 Enabled

URL:
URL for International Numbers goes h...

Dial-In Numbers: *

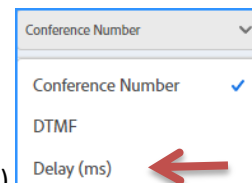| Location	Number
Attendee's Passcode	955-906-8111
US & Canada Toll-Free Dial-In	866-546-3377
UK Toll-Free Dial-In	0800 358 6387
Ireland Toll-Free	1800 849 080

Add Number | **Remove**

12.

13. Now we get into the fun steps. You are Defining a Dialing Sequence in these steps.

14. Under Dial-In Steps

Add Step

a. Click "Add Step"

b. Under Action – Select "Conference Number" under

c. Label (US & Canada Toll-Free

d. Key/Number: Enter the Dial-In toll-free Number with a "1" in front of it.

  i. Example: 18773049269

  ii. or you can click "Define By Host". IF Define By Host is Enabled, the host can add the toll-free number when adding the Audio Profile
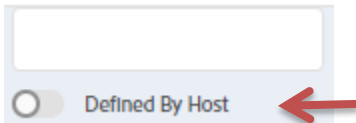
  iii. 〇 Defined By Host

e. Display in Meeting: Select False

Conference Number ⌄
Conference Number ✓
DTMF
Delay (ms)

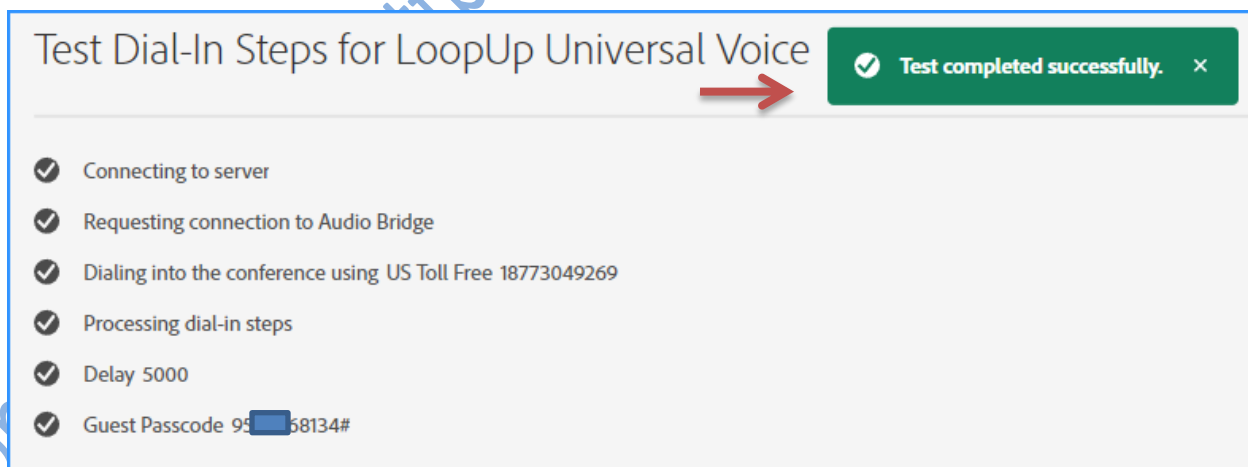15. Next Step: Add Delay (delay in milliseconds) and 5000 (milliseconds)

16. If you have a passcode to enter, please add that with DTMF (under Action. These are phone keypad keys). Label Passcode and enter your Passcode Number #   In this example, we also have a # sign as this is required by the provider
    a. Note: You can select Define by Host, however, IF you've added a passcode in the display section above, the above passcode will display.

17. ⬤ Defined By Host ⬅
18. Click "Test Dial-In Steps" to see if the call joins the bridge
19. When testing, you will be able to hear the dial-out to see if it connects to bridge.
20. Your screen should look similar depending upon IF you added the toll-free number and passcode or if you've chosen define by host.

Action	Label	Key/Number	Display In Meeting	Input Type
Conference Number	US Toll Free	18773049269	False	Text
Delay (ms)	Delay	5000 ⬤ Defined By Host	False	Text
DTMF	Guest Passcode	9559068134#	False	Text

(Add Step) (Remove) (⬆) (⬇)

(Test Dial-In Steps) ⬅

21. Run Test

Test Dial-In Steps for LoopUp Universal Voice   ✓ Test completed successfully. ✕

✓ Connecting to server

✓ Requesting connection to Audio Bridge

✓ Dialing into the conference using US Toll Free 18773049269

✓ Processing dial-in steps

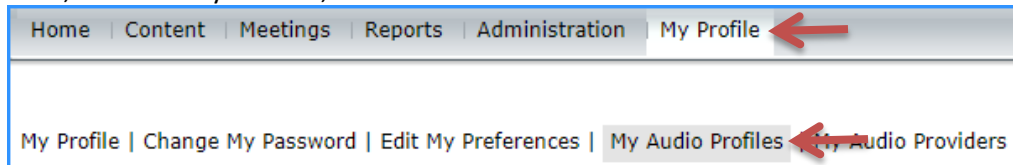✓ Delay 5000

✓ Guest Passcode 95███68134#

22.
23. SAVE   SAVE   SAVE
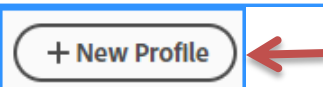
Host Adding Audio Profile

Once the Universal Voice Provider has been established, the host can add the audio profile

Note: Add an "Audio Provider" and an "Audio Profile" for each audio conferencing account.
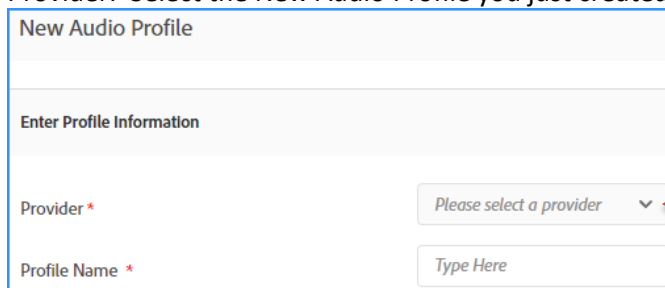
1. Next, click on "My Profile", then Click "Audio Profiles"

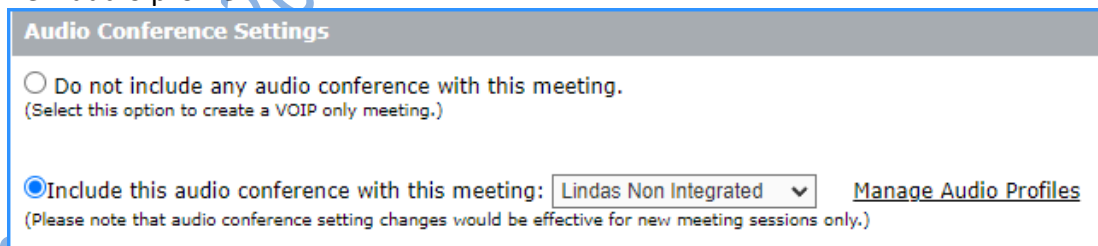| Home | Content | Meetings | Reports | Administration | My Profile ← |

My Profile | Change My Password | Edit My Preferences | My Audio Profiles ← | Audio Providers |

+ New Profile ←

2. "New Profile"
3. Provider: Select the New Audio Profile you just created in the Drop Down.

New Audio Profile

Enter Profile Information

Provider *   Please select a provider ⌄ ←

Profile Name *   Type Here

4. For Name, please enter a Name for your Audio Profile. Example "Linda Non Integrated"
5. You can add the US Toll-Free Dial-In Number (if Defined by Host was chosen under Audio Provider) and passcode (if Defined by Host was chosen under Audio Providers) and <mark>Save</mark>

Select Phone Audio for Meeting Room:

1. Next, go to meetings, Click one time on the meeting name, Click edit information.
2. Scroll down to the "Audio Conference Settings" and click on the second button down and select the new audio profile –
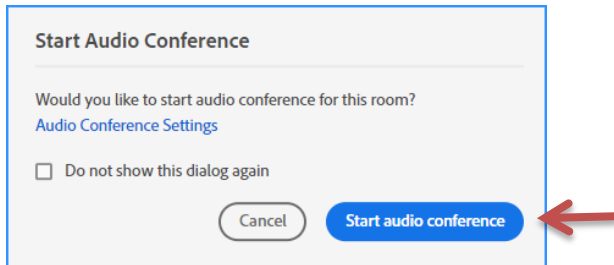
Audio Conference Settings

○ Do not include any audio conference with this meeting.
(Select this option to create a VOIP only meeting.)

◉ Include this audio conference with this meeting: [Lindas Non Integrated ⌄]   Manage Audio Profiles
(Please note that audio conference setting changes would be effective for new meeting sessions only.)

3.
4. <mark>Click Save</mark>.

**Universal Voice is used when you have Non Integrated Phone in Adobe Connect.**
- If you would like a *quote for fully integrated phone*, please reach out to Sales@ccrsllc.net. We will get back to you within 2 hours.

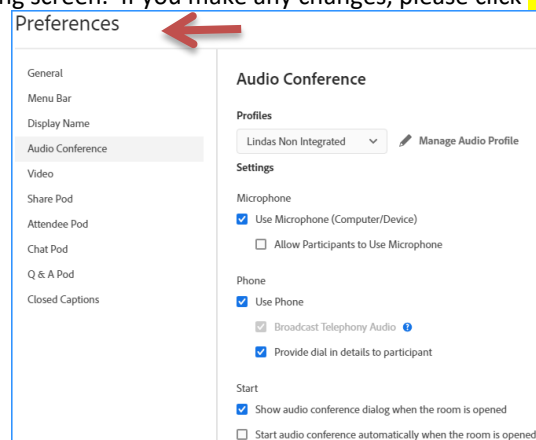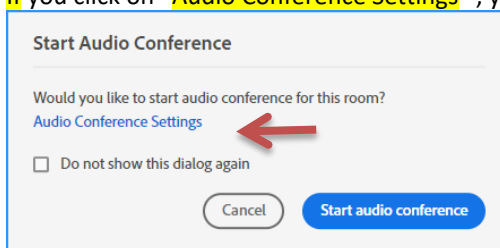## Starting Your Audio Conference within Adobe Connect

1. Log into Adobe Connect and begin your meeting or event.
2. If you have your audio preferences set to the <u>preferred option</u> "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.

Start Audio Conference

Would you like to start audio conference for this room?
Audio Conference Settings

☐ Do not show this dialog again
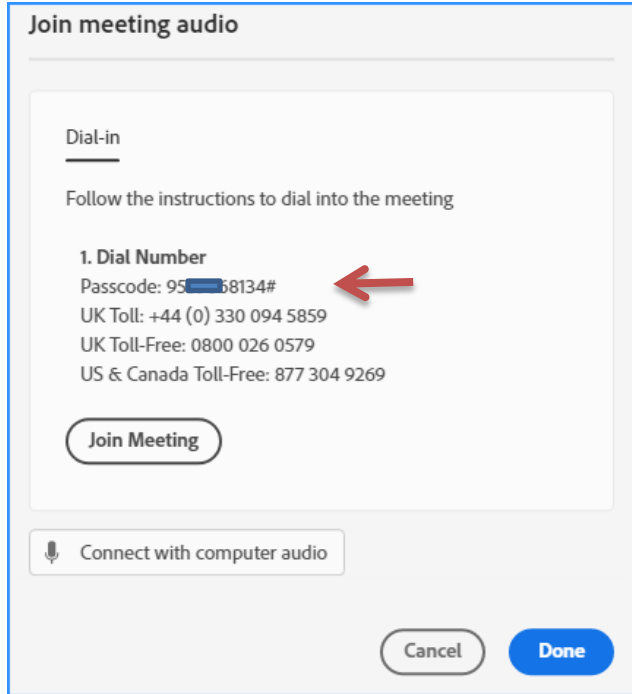
Cancel   Start audio conference

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."

AUDIO CONFERENCE

Start Audio Conference
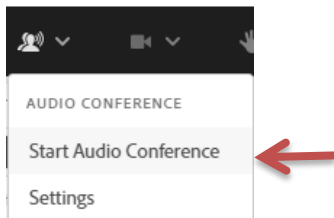
Settings

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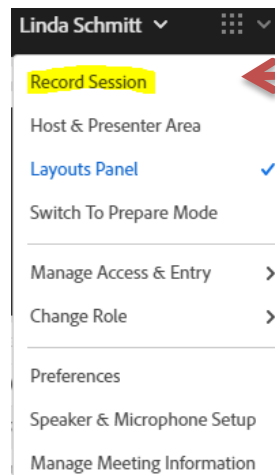
Start Audio Conference

Would you like to start audio conference for this room?
Audio Conference Settings

☐ Do not show this dialog again

Cancel   Start audio conference

Preferences

	Audio Conference
General	
Menu Bar	**Profiles**
Display Name	Lindas Non Integrated ▾ ✎ Manage Audio Profile
Audio Conference	**Settings**
Video	Microphone
Share Pod	☑ Use Microphone (Computer/Device)
Attendee Pod	☐ Allow Participants to Use Microphone
Chat Pod	Phone
Q & A Pod	☑ Use Phone
Closed Captions	☑ Broadcast Telephony Audio ❶
	☑ Provide dial in details to participant
	Start
	☑ Show audio conference dialog when the room is opened
	☐ Start audio conference automatically when the room is opened

Everyone Calling into the Meeting will see the Passcode to join, as well as the other Dial-In Numbers!

Join meeting audio

Dial-in

Follow the instructions to dial into the meeting

1. Dial Number
Passcode: 95▓▓▓68134#
UK Toll: +44 (0) 330 094 5859
UK Toll-Free: 0800 026 0579
US & Canada Toll-Free: 877 304 9269

(Join Meeting)

🎤 Connect with computer audio

(Cancel) (**Done**)

:

Recording Your Meeting

Important: **You must first start your audio conference from within Adobe. With Universal Voice, the host must have the Adobe Room phone connection in place.**

1. Click on your Name on top Ribbon and then "Record Session"

2. The Connected Audio will be captured and synchronized with your Web Meeting.

Linda Schmitt ˅   ⋮⋮⋮ ˅

Record Session ←
Host & Presenter Area
Layouts Panel   ✓
Switch To Prepare Mode

Manage Access & Entry   >
Change Role   >

Preferences
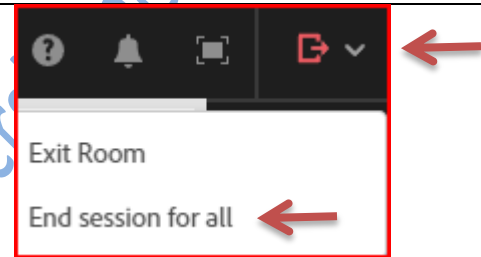Speaker & Microphone Setup
Manage Meeting Information

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" This will disconnect the phone connection.
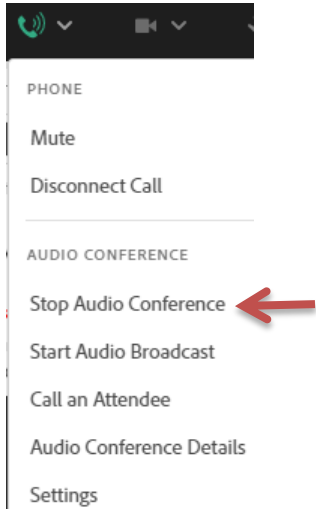
Ending Your Meeting:

1. Hosts should always use the "end session for all"
   Click on the top right red square with Arrow.

We do have Fully Integrated Phone for Adobe Connect. If you would like a *quote for fully integrated phone*, please reach out to Sales@ccrsllc.net or LSchmitt@ccrsllc.net We will get back to you within 2 hours.

Questions or to establish an Account, please reach out to 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

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

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