

Cancel

## Adobe Connect 11 – New Interface – Integrated Audio Controls

#### Start Your Audio Conference within Adobe Connect

- 1. Log into Adobe Connect and begin your meeting or event.
- 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.

Start Audio Conference	St
Would you like to start audio conference for this room? Audio Conference Settings	
Do not show this dialog again	
Cancel Start audio conference	

If you click on "Audio Conference Settings", you will see the following screen.

#### Preferences

General Menu Bər	Audio Conference
Display Name	Profiles
Audio Conference	Linda PGi Intl 317-935-9 🗸 🖋 Manage Audio Profile
Video	Settings
Share Pod	Microphone
Attendee Pod	Use Microphone (Computer/Device)
Chat Pod	Allow Participants to Use Microphone
Q & A Pod	Dhone
	✓ Use Phone
	Broadcast Telephony Audio 0
	✓ Provide dial in details to participant
	V Provide dial out details to participant
	start
	Show audio conference dialog when the room is opened
_	Start audio conference automatically when the room is opened 0

Starting the audio or viewing audio settings may also be accessed by clicking on the Audio Conference Icon Pribbon, and then select "Start Audio Conference" or "Settings."





### Adobe Connect Integrated Phone Menu (Top Ribbon Menu) Once Audio is Started

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PHONE	
Mute	
Disconne	ect Call
AUDIO CO	NFERENCE
Stop Aud	io Conference
Start Aud	lio Broadcast
Call an A	ttendee
Audio Co	nference Deta
Settings	

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

		Mute				
		Hold				
ATTENDEES (1)		Phone Volume	>			
✓ Hosts (1)		Hang Up				
Linda Schmitt You 🌒	<i>e</i>	Close Status				
> Presenters (0)		Clear Status		Phone Volume	>	High
> Participants (0)		Change Role	>	Filone volume		підп
		Edit Information		Hang Up		Normal
		Remove		Clear Status		Low
6	6					
Phone Icon When Muted						
10"	ŧ0					
Phone Icon when Placed On Hold						



#### 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, please check with your provider to ensure international dial-out is enabled.

#### How do you want to join the meeting's audio?

e,	Phone
	Receive a Call Dial-in
	Please provide your contact number to recieve a call from the meeting
	Country Code
	USA +1 🗸
	Phone Number
	Enter your Phone Number Here
	Call Me

#### Dial-In:

2.6.

Attendees may see all International Dial-In Numbers by clicking on the blue hyperlink "More Information" displayed in the Dial-in screen.

Helpful Tip: If dialing into conference, please ask attendees to input the provided identification numbers and symbols into their phone handset to identify their phone line to the Adobe meeting room. This step is not asked if using "Receive a Call" above. How do you want to join the meeting's audio?

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Receive a Call Dial-in

Follow the instructions to dial into the meeting

1. Dial Number
US (Toll Free): 1-866-
US (Toll): 1-719-1
Canada, Montreal (Local): +1 514
Canada, Toronto (Local): +1 647
US (Toll): 1-605-
US (Toll): 1-712-
2. Enter conference details when prompted Participant Code: 317935
3. Once you join the call, identify yourself
*291506#*
More Information
Join Meeting

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



#### 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.

<ul> <li>✓ Participants (2)</li> <li>Guest Attendee You</li> <li>702xxx3028 Guest</li> <li>✓ Participants (2)</li> <li>✓ Guest Attendee Guest</li> <li>✓ 702xxx3028 Guest</li> <li>✓ Participants (2)</li> <li>✓ Merge Users</li> <li>✓ 702xxx3028 Guest</li> <li>✓ 702xx3028 Guest</li> <li>✓ 702x3028 Guest</li></ul>	Participants (2)     Guest Attendee Guest     T02x0x03028 Guest     T02x0x03028 Guest     T02x0x03028 Guest     T02x0x3028 Guest     T02x0x3028 Guest     T02x0x3028 Guest     Mute Hold Phone Volume Hold Phone Volume Hang Up Clear Status Change Role Clear Status Clear Statu										
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#### 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

Presenters (0)	Mute	
Participants (2)	Hold	
Guest Attendee Guest Phone Only Attendee Guest	Phone Volume	C'SL
	Hang Up	
	Edit Information	
	Remove	age i

#### 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 Participants**

#### Call out to a new telephone user

- 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.

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PHONE	
Mute	X
Disconnect Call	Le la
AUDIO CONFERENCE	
Stop Audio Conference	
Start Audio Broadcast	5
Call an Attendee	
Audio Conference Details	
Settings	
20	

## 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.

	> Presenters (0)		Mute
	<ul> <li>Participants (1)</li> </ul>		Call Selected User
	Guest Attendee Guest		Request to Share Screen
			Clear Status
			Start a Private Chat
			Change Role
			Edit Information
	СНАТ	<b>()</b> ····	Remove
10			



#### 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.

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	Setting	şs			- )
				X	

#### **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"

onferencing

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

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Manage Meeting Information



#### Using Audio in Breakout Rooms

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End Break205	Use Microphone (Computer/Device)
un mi in in initia	Allow Participants to Use Microphone
1.000 B 1.000 B	Enable only one option.
1 million	Phone
Ervakout Room 3	Use Phone ()
Englisted Room 1	Broadcast Telephony Audio
Breatout Room 7	Provide dial in details to participant
	Provide dial out details to participant
LISSON	Start
	Show audio conference dialog when the room is opened
	□ Start audio conference automatically when the room is opened ⊙

Audie Confere

- 1. When using Breakout Rooms, everyone must be on the phone. Alternately, you can use only VoIP, however you cannot use both options.
- 2. We recommend enabling ONLY the phone option in the Audio Conference Settings to ensure everyone chooses phone dial-in or dial-out. Dial-Out is preferred as it automatically merges the attendee's name with their phone icon.
- 3. The participant's web name and phone icon must be merged
  - a. Use the Dial-Out, or Host can merge the name and phone number, or Attendee can key in their identifier
- 4. Go ahead and use the breakout rooms with confidence that all participant's audio will follow the users into their respective breakout room and back into the main conference once the breakout rooms are closed.

Please note: The two way communication between VoIP and phone is only in the MAIN meeting room, when using breakout rooms everyone must be on the phone. Your VoIP attendees will be prompted to join the phone bridge during the breakout sessions.

#### Ending Your Audio:

1. Please End the Audio Conference at the conclusion	<b>V</b>
of your Adobe Connect Meetings.	PHONE
<ol><li>The host will click on the phone icon on the top ribbon and select "Stop Audio Conference"</li></ol>	Mute
6	Disconnect Call
ST.	AUDIO CONFERENCE
0.10	Stop Audio Conference
Ó V	Start Audio Broadcast
	Call an Attendee
•	Audio Conference Details
	Settings



#### **Ending Your Meeting:**

1. Hosts should always use the "end session" button at the top right of the screen to end the session. 2. If using integrated audio there is also a check box to end the integrated audio Conference **End Session** All attendees will be removed from the room when you end this session Message for attendees Greetings! The host is not present and has closed the meeting. If you've joined early, please close your browser and try again (from the link you used to get here) in a few minutes. End Integrated Audio Conference Open a URL for all attendees after session ends U End Now Close Save message **CallTower Support** Phone: (800) 347-5444 Email: support@calltower.com Support and Live Chat: http://www.calltower.com/support/client-support-plan/ CallTower GlobalMeet Quick Start Guide For New GlobalMeet Automated Accounts, please send all requests to support@calltower.com, astanley@calltower.com with the Name, Email, and Phone Number for each account needed

Billing Questions: Jessica Ferro | Finance Manager O: 843.654.4357 | F: 866.416.1363 jferro@calltower.com



#### CallTower GlobalMeet Phone Star Commands for Host/Moderator and Participants

- Press \*1 to hear a help menu.
- Press \*0 to reach an operator.
- Press \*6 to mute or "un-mute" line.
- Press \*4 to increase conference volume.
- Press \*7 to decrease conference volume.
- Press \*5 to increase your voice volume (as heard by others)
- Press \*8 to decrease your voice volume (as heard by others)

Hosts/Moderator Only GlobalMeet Phone Star Commands: Please note that Host must enter conference with Moderator/Host conference code or use Dial-Out within your Webinar as a Host

- Press \*91 to hear a participant count.
- Press \*92 to hear a roll call of participants.
- Press \*93 to disconnect all participant lines.
- Press \*94 to lock or unlock conference.

• Press \*96 to mute all participant lines. Note: The \*96 option will automatically set listen-only as the default for the conference, so any newcomers would also connect to the conference with their lines muted. When \*96 is pressed it will give an option of whether you would like to allow participants to be able to unmute their own line by pressing \*6; 1 for yes, 2 for no

- Press \*97 to un-mute all participant lines.
- Press \*21 to activate Subconferencing.
- Press \*22 to initiate record and playback (\*22 again to pause/stop the recording)
- Press \*31 to turn Conference Security Code on/off.
- Press \*32 to record your Conference Introduction (No Charge).
- Press \*39 to disable tone on entry and tone on exit for a conference in progress



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About Us: We are a conferencing consulting and brokerage firm representing the majority of Global and Domestic mission critical providers. In our business model, our fiduciary duty is to our clients and not the providers we represent. This affords us the opportunity to meet, and even exceed our client's expectations. As an added benefit, we are a partner in the largest conferencing buying group in the country, enabling us to extend the most aggressive rates available.