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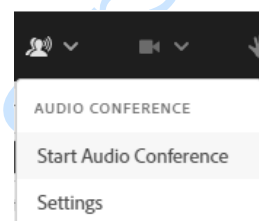
1. Log into Adobe Connect and begin your meeting or event.
2. If you have your audio preferences set to the preferred option "Show audio conference dialog when the room is opened", you will see the following screen. Either click on "Start Audio Conference" or click on "Audio Conference Settings" to view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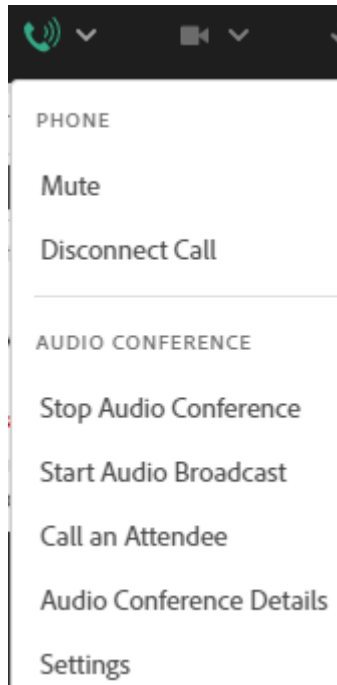
Start Audio Conference

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

☐ Do not show this dialog again

(Cancel)   (**Start audio conference**)
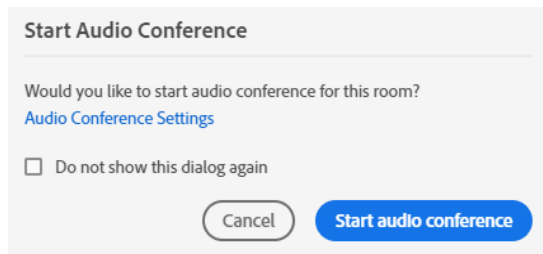
If you click on "Audio Conference Settings" , you will see the following screen.

Preferences   Cancel   (Done)

General	**Audio Conference**
Menu Bar	
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	

Phone
☑ Use Phone
　☐ Broadcast Telephony Audio ⓘ
　☑ Provide dial in details to participant
　☑ Provide dial out details to participant

Start
☑ Show audio conference dialog when the room is opened
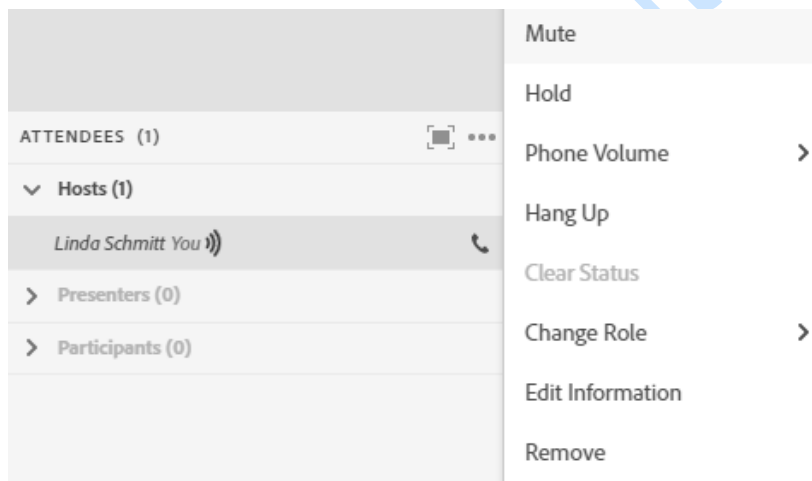☐ Start audio conference automatically when the room is opened ⓘ

Starting the audio or viewing audio 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

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

PHONE

Mute

Disconnect Call

AUDIO CONFERENCE

Stop Audio Conference

Start Audio Broadcast

Call an Attendee

Audio Conference Details

Settings

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

ATTENDEES (1)

Hosts (1)

Linda Schmitt You))))

Presenters (0)

Participants (0)

Mute

Hold

Phone Volume   >

Hang Up

Clear Status

Change Role   >
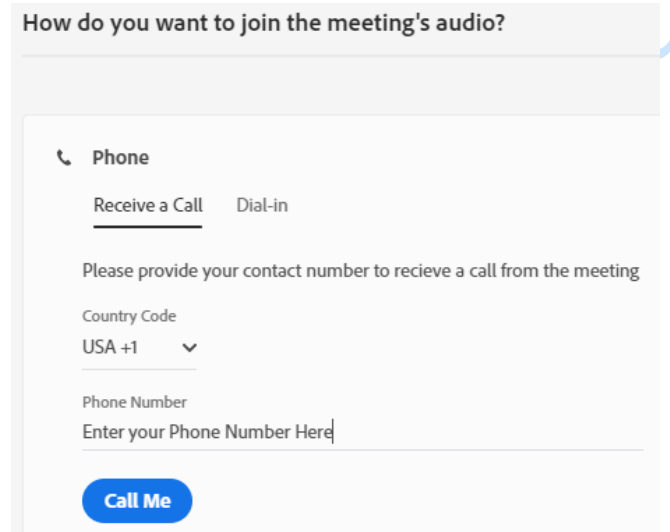
Edit Information

Remove

Phone Icon When Muted
Some providers may not have the "Hold" or "Phone Volume" options

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?

☏ Phone

Receive a Call   Dial-in

Please provide your contact number to recieve a call from the meeting
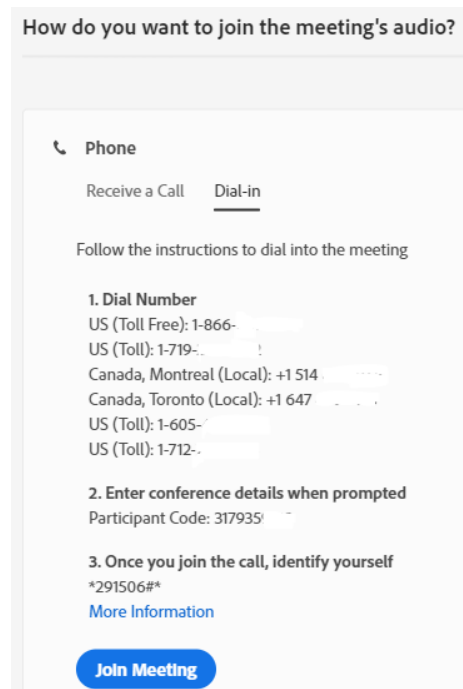
Country Code
USA +1   ⌄

Phone Number
Enter your Phone Number Here

Call Me

Dial-In:

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?

☏ Phone

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-
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.
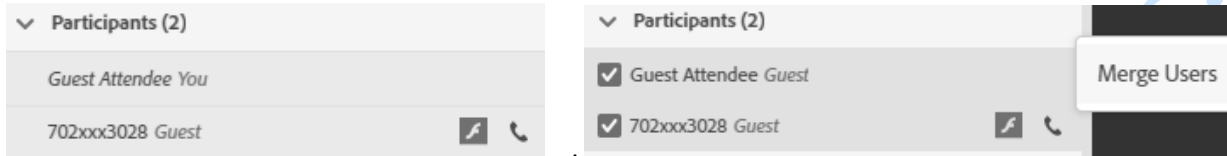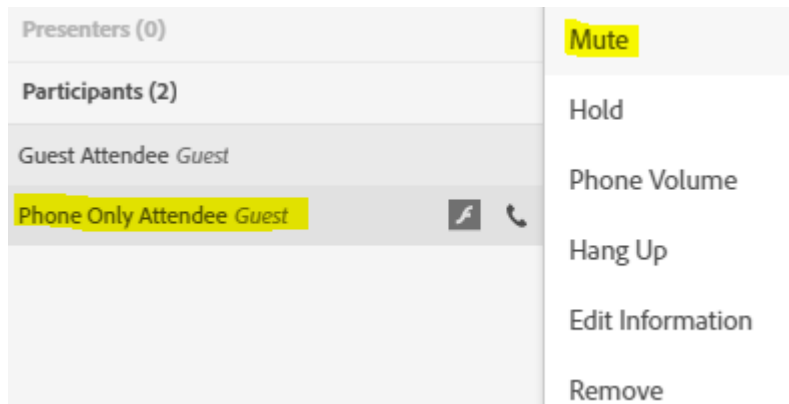

Mute Phone:

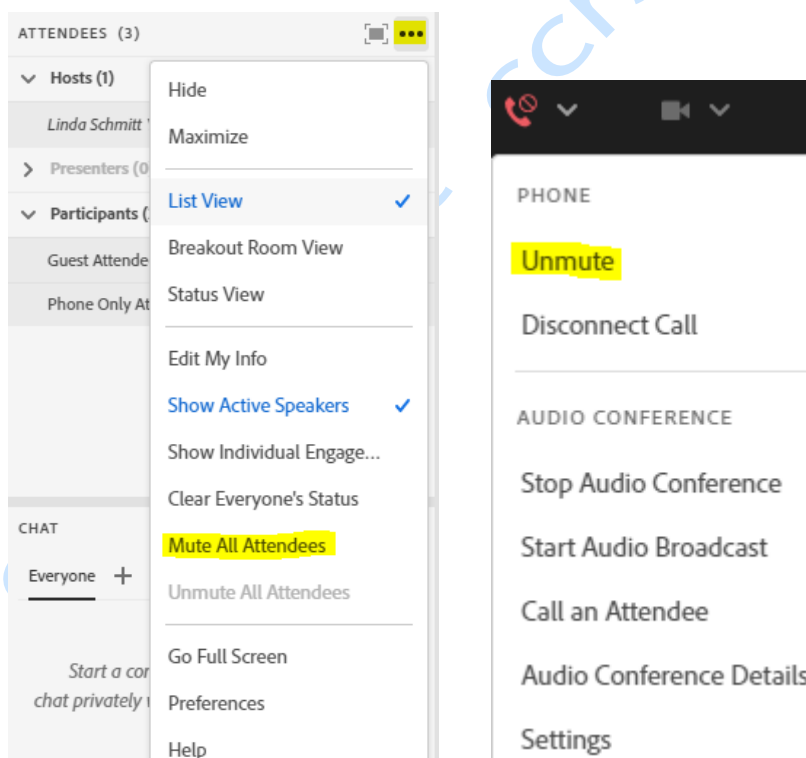1. Hover or click mouse over attendee and choose Mute
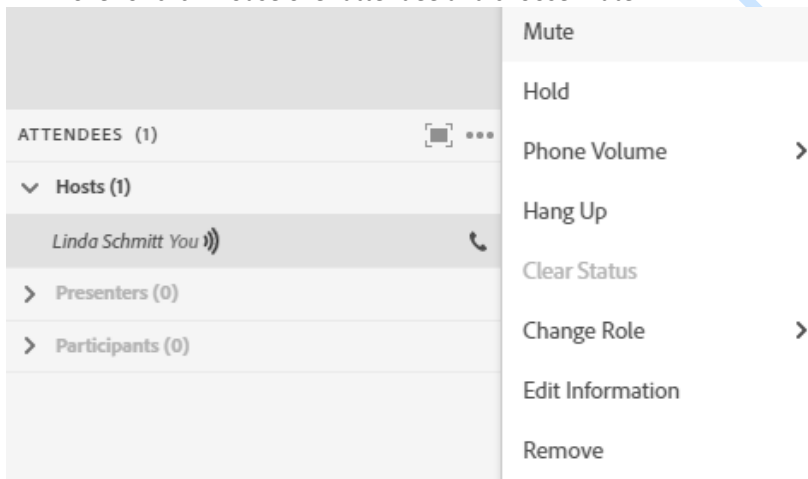
Muting a Standalone Phone Line:

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

|	
Presenters (0)	**Mute**
Participants (2)	Hold
Guest Attendee *Guest*	Phone Volume
Phone Only Attendee *Guest*	Hang Up
	Edit Information
	Remove

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

ATTENDEES (3)

- ∨ Hosts (1)
  - *Linda Schmitt*
- ＞ Presenters (0)
- ∨ Participants (
  - Guest Attende
  - Phone Only At

Hide
Maximize

List View ✔
Breakout Room View
Status View

Edit My Info
Show Active Speakers ✔
Show Individual Engage...
Clear Everyone's Status
Mute All Attendees
Unmute All Attendees

Go Full Screen
Preferences
Help

CHAT
Everyone ＋

PHONE
Unmute
Disconnect Call

AUDIO CONFERENCE
Stop Audio Conference
Start Audio Broadcast
Call an Attendee
Audio Conference Details
Settings

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.
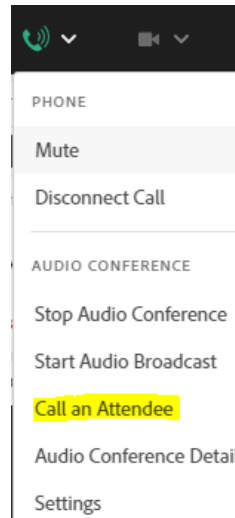
Call out to An Attendee logged in to Adobe Connect

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.
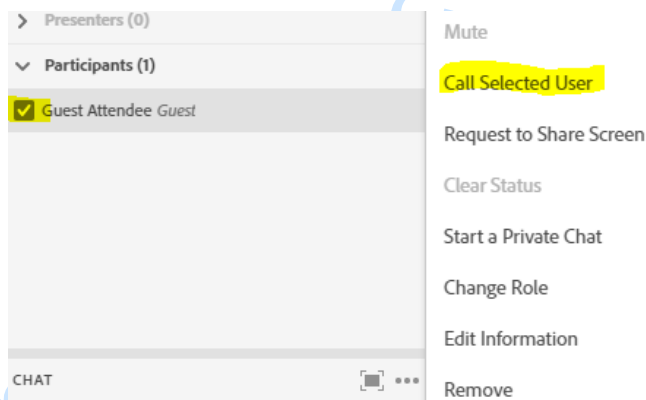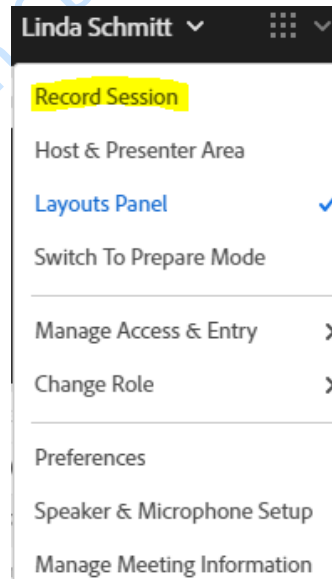
Starting Audio Broadcast:

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.
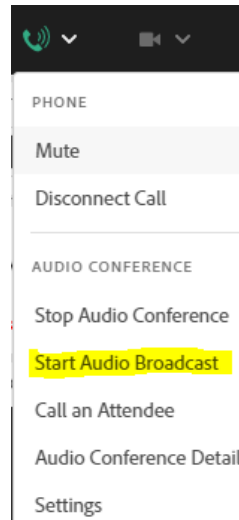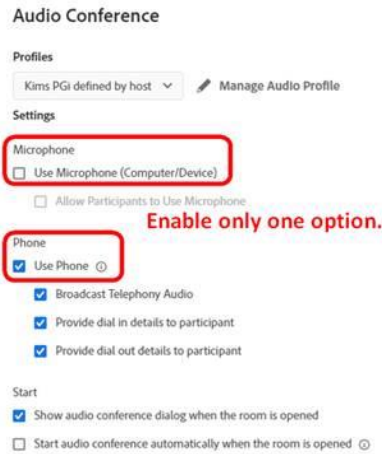
Recording Your Meeting with Integrated Phone

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

Audio Conference

Profiles

Kims PGi defined by host   ✎ Manage Audio Profile

Settings

Microphone

☐ Use Microphone (Computer/Device)

☐ Allow Participants to Use Microphone

Enable only one option.

Phone

☑ Use Phone ⓘ

☑ Broadcast Telephony Audio

☑ Provide dial in details to participant

☑ Provide dial out details to participant

Start

☑ Show audio conference dialog when the room is opened

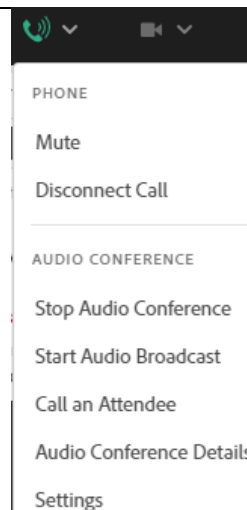☐ Start audio conference automatically when the room is opened ⓧ

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.
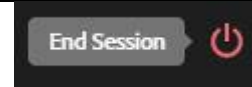
Ending Your Audio:

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

PHONE

Mute

Disconnect Call

AUDIO CONFERENCE

Stop Audio Conference

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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

Helpful Intrado (formerly InterCall) Phone Keypad Commands:

*0	Operator assistance – everyone in conference will hear the operator
00	Operator assistance – only the individual hailing the operator will hear
*1	Dial-out to a participant - leader only
*2	Begin/end conference record (leader only)
*3	Change entry/exit method (recorded names, tones, silence) - leader only (After you hit *3 it will ask you to push 1 for Name Announce, 2 for Tone or 3 for silent)
*4	Private roll call
*5/#5	Mute/unmute all participant lines - leader only
*6/#6	Mute/unmute your own line
*7/#7	Lock/unlock conference (including operator) - leader only
*8	Allow/disallow conference continuation - leader only
*9	Start/join sub-conferencing
11	Third-party conference start - bypass hold music to start call as leader
*51/#51	Lecture mode on/off - leader only. This will mute all attendees, including attendees joining later. To unmute all from lecture mode, press #51. While you are in the *51 mode, you can press *5. This will leave all participants muted, but give them a message that they can unmute their individual lines by pressing #6.
#99	Disconnect all lines except leader - leader only
#64	Change Default Entry and Exit for Future Conference (Name Announce, Silence, Tones)
*#	Participant count
**	List available keypad commands

Audio Assistance while using Adobe Webconferencing: 866.253.2957 - toll free or adobeconnect@intercall.com
Assistance adding Reservationless Plus account to Adobe Connect account: 866.253.2957 or adobeconnect@intercall.com
Reservationless Plus Support: 888.898.3178 or 800-374-2441

Lead Account Manager: Regnier, Rebecca J. (RJRegnier@west.com), Account Manager, Phone 630.670.6903

To Schedule or Make Changes to an Operator Assisted Conference: **(800) 374-2441**. Follow the prompts for reservations.

- Hosts/Leaders Can manage an Audio Conference with InterCall's Call Manager: http://www.intercall.com/tools/call-manager.php
- InterCall Hold Music has now been enhanced with your choice of hold music or "News on Hold": No Charge for our customers
- Reservationless Plus Transcription: Receive a written record of your Reservationless Plus conference via a word document via email. Optional
- Administrator Portal: To Manage InterCall Accounts: http://www.meetingconnect.net/tcconline/tcconline-resources.php
- Administrator Tutorial: http://www.brainshark.com/intercall2007/vu?pi=zFpze9ySz28wWz0
- Host/Leader Portal: To Manage user meetings/user account management/user reports / access audio call manager: http://www.meetingconnect.net/tcconline/tcconline-resources.php
- Smart Phones: Stay Connected and In Control of your conferences from your iPhone or Android Phone with SmartMeet: http://www.meetingconnect.net/smartmeet/?region=na
- Blackberry Download: http://www.intercall.com/tools/mobile-assistant.php
- Reservationless Plus Resources: http://www.meetingconnect.net/resplus/index.php
- Outlook Plug In User Guide: https://www.intercall.com/files/OutlookPlugInUserGuide.pdf

Intrado (formerly InterCall) MobileMeet Smart Phone App:
- To download, please go to the play store on your phone and either enter InterCall or MobileMeet as the app should greatly assist.
- You can also have the conference call out to you when starting your meeting or joining another person's meeting.

MobileMeet
InterCall Business
Everyone

- Following is the correct icon for the app.

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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.*