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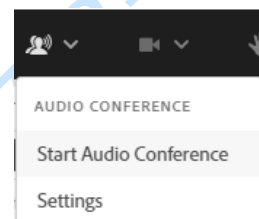
1. Log into Adobe Connect and begin your meeting or event.
2. If you have your audio preferences set to the preferred option "Show audio conference dialog when the room is opened", you will see the following screen. Either click on "Start Audio Conference" or click on "Audio Conference Settings" to view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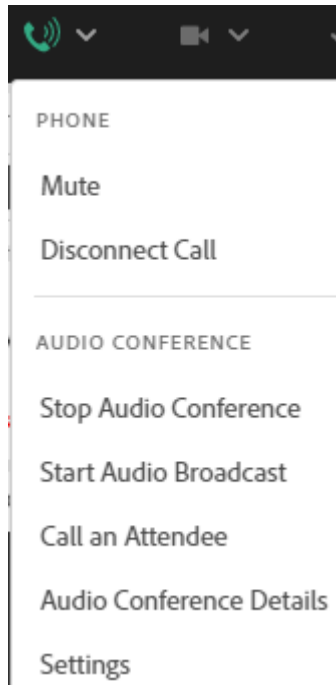
Start Audio Conference

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

☐ Do not show this dialog again

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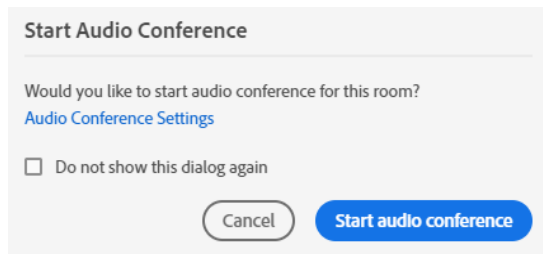
If you click on "Audio Conference Settings" , you will see the following screen.

Preferences   Cancel   (Done)

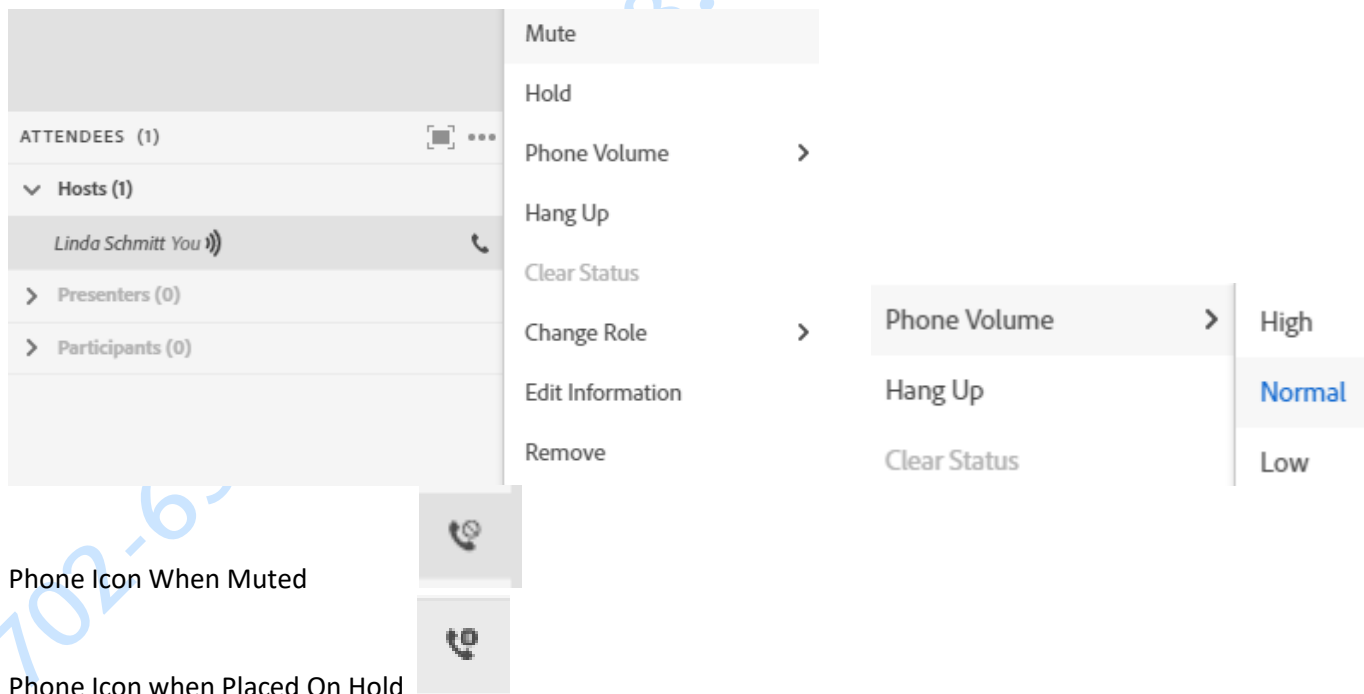|	
General	**Audio Conference**
Menu Bar	
Display Name	**Profiles**
Audio Conference	[Linda PGi Intl 317-935-9... ∨] ✎ **Manage Audio Profile**
Video	**Settings**
Share Pod	Microphone
Attendee Pod	☐ Use Microphone (Computer/Device)
Chat Pod	☐ Allow Participants to Use Microphone
Q & A Pod	Phone
	☑ Use 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 [icon] on the top ribbon, and then select "Start Audio Conference" or "Settings."

🔊 ∨   ◼️ ∨   ✋

AUDIO CONFERENCE

Start Audio Conference

Settings

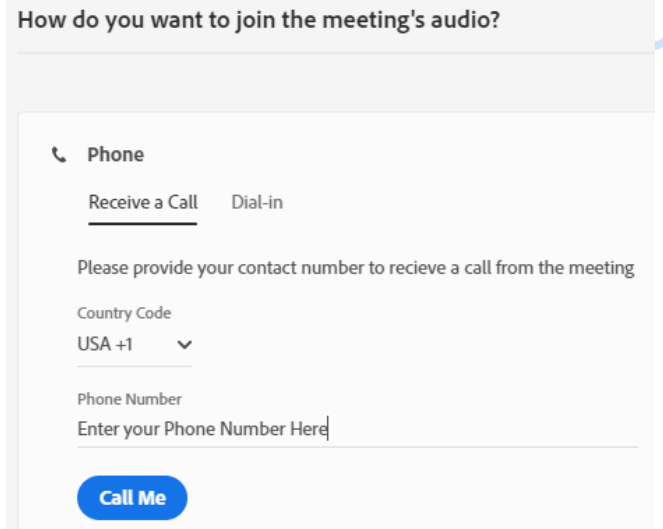Adobe Connect Integrated Phone Menu (Top Ribbon Menu) Once Audio is Started

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 Volume   >   High

Hang Up   Normal

Clear Status   Low

Phone Icon When Muted

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?

📞 **Phone**

<u>Receive a Call</u>   Dial-in

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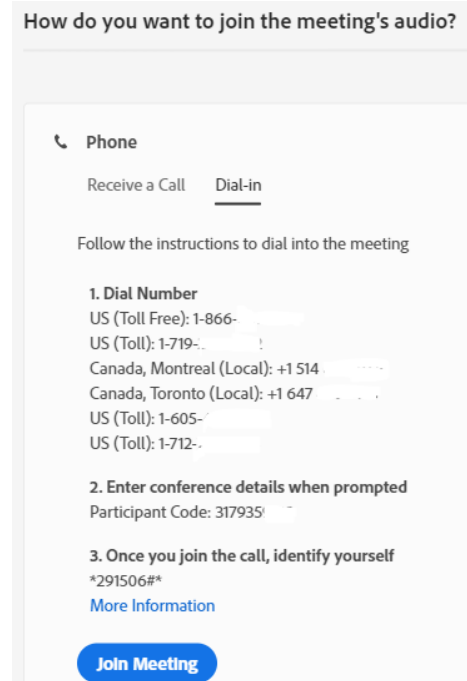
Country Code
USA +1   ⌄

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   <u>Dial-in</u>

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
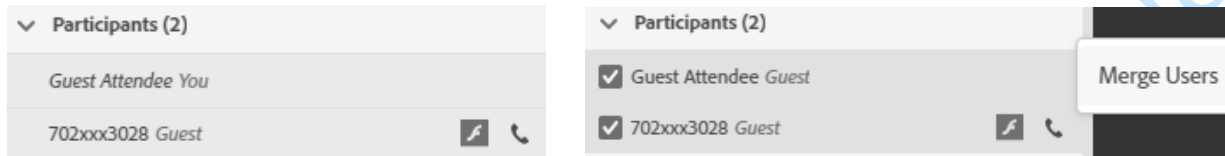*291506#*
More Information

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.
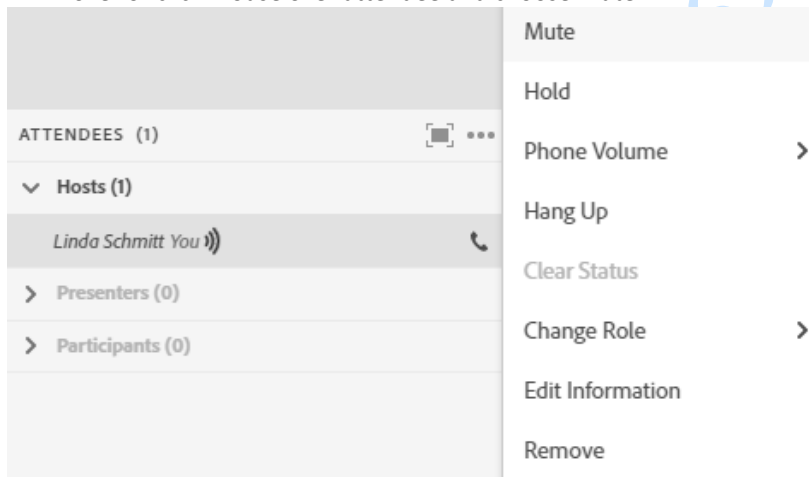
Merging Name and Phone Line:

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"
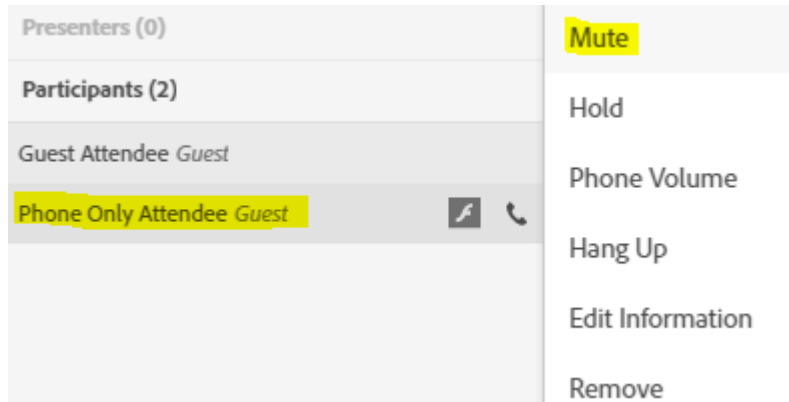3. Click on "Merge Users" and the name and phone icon will merge.

Participants (2)	
Guest Attendee *You*	
702xxx3028 *Guest*	

Participants (2)		Merge Users
☑ Guest Attendee *Guest*		
☑ 702xxx3028 *Guest*		

Mute Phone:

1. Hover or click mouse over attendee and choose Mute

ATTENDEES (1)		Mute
		Hold
∨ Hosts (1)		Phone Volume >
Linda Schmitt You))	📞	Hang Up
> Presenters (0)		Clear Status
> Participants (0)		Change Role >
		Edit Information
		Remove

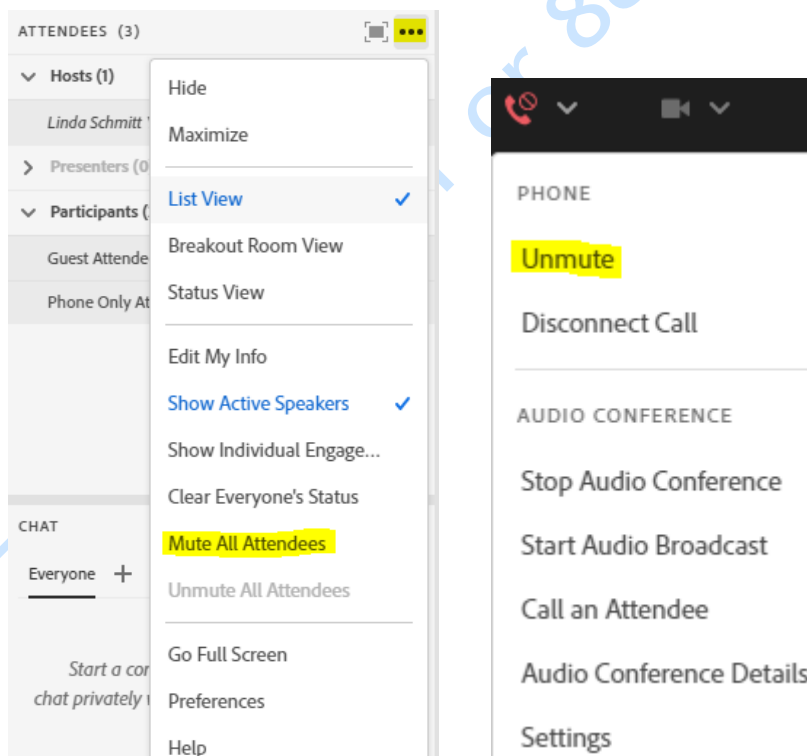## Muting a Standalone Phone Line:

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 +

Start a cor
chat privately

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.
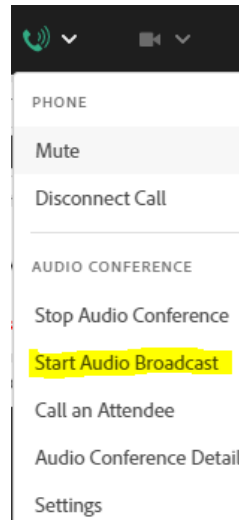3. Attendee will hear press 1 to join conference.
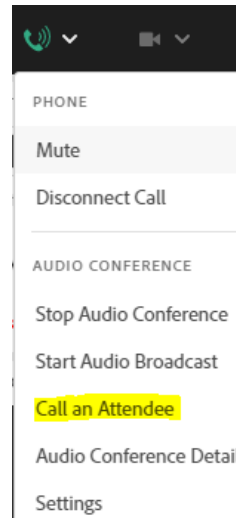
Call out to An Attendee logged in to Adobe Connect

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.
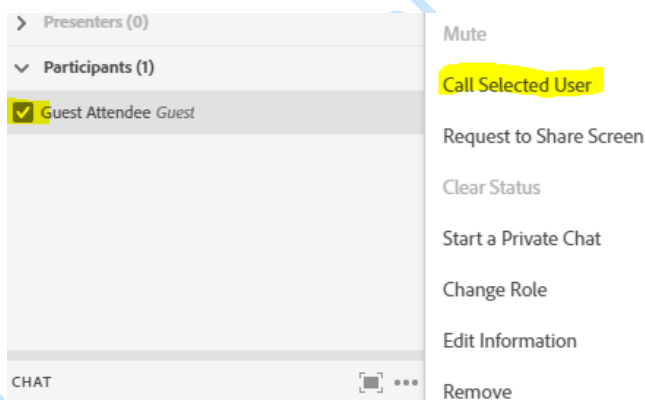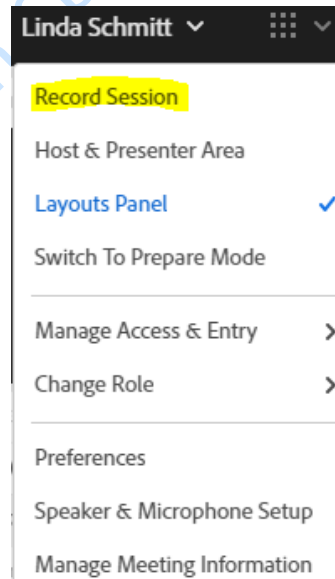
Starting Audio Broadcast:

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.

PHONE

Mute

Disconnect Call

AUDIO CONFERENCE

Stop Audio Conference

Start Audio Broadcast

Call an Attendee
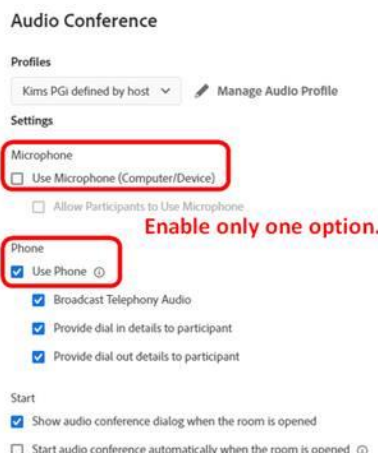
Audio Conference Details

Settings

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"

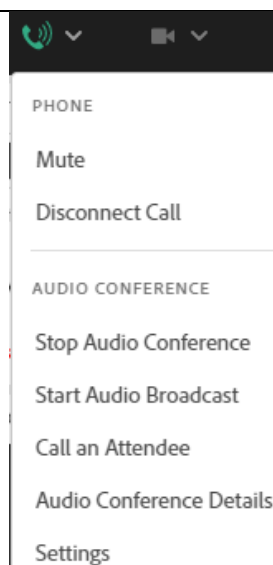2. The Integrated Audio will be captured and synchronized with your Web Meeting.

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

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.
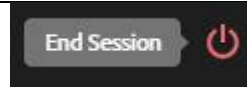
Ending Your Audio:

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

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

GlobalMeet Phone Star Commands for Host/Moderator and Participants

- Press *1 to hear a help menu.
- Press *0 to reach an operator.   Available to everyone – no charge
- 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
Host must enter conference with Moderator/Host conference code or use Dial-Out within your Webinar

• 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

PGi Team: PGi provides its clients with dedicated account management to ensure superb customer service, prompt account maintenance and ongoing training and support.

During a Live PGi GlobalMeet Conference, hail an operator in a private conversation by Pressing *0 (Available to Hosts and Participants)
PGi 24/7 Customer Care & Technical Support: 888-569-3848.
Open a Trouble Ticket (or check status): Support@MyMeetingRoom.com

Lyn Caswell
Partner Manager
Phone: 866-913-8502
Lyn.caswell@pgi.com

Or Geri Allred
Allred, Geri Geri.Allred@pgi.com

PGi Support Team: AgentOrders@pgi.com

Uses for the PGi GlobalMeet Accounts:
Integrates with Adobe Connect
Audio-Only Conferences

Phone Commands Link: http://support.pgi.com/en/use-all-star-controls
GlobalMeet Audio info: https://www.mymeetinghelp.com/Home/GlobalMeet/GlobalMeet_Audio
Training resources: https://www.mymeetinghelp.com/Home/GlobalMeet/GlobalMeet_Audio_Training
PGi Resources Continued

- Open Trouble Ticket (or check status): Support@pgi.com   (Email Trouble Ticket Requests directly to PGi Support)
- Support via live chat or trouble ticket: http://support.pgi.com/us/en/
- Customer Care & Technical Support: 888-569-3848.
- Reserve An Operator Assisted Conference: 877-554-0458.
- Billing HelpDesk: 800-952-9108.
- During a live conference, press *0 for a private conversation with the Operator (no charge).
- If you are an Administrator on your PGi Conferencing Hub, you can learn how to set up a new moderator by clicking here: https://www.globalmeet.com/docs/AdminPortal_UserGuide.pdf
- **GlobalMeet ToolBar for Outlook**: https://www.globalmeet.com/tools/?_ga=2.125830925.1602286794.1501167305-1452995269.1501167305

Linda Schmitt
Global Sales Manager

Toll-Free 888.269.8881 | Direct 702.656.5251

LSchmitt@ccrsllc.net
Mobile 702.513.3028
Secure Fax 1.866.954.5373
https://www.ccrsllc.net

Linda Schmitt | Office: 702.656.5251 | Toll-Free: 888.269.8881
Mobile: 702.513.3028 | Secure Fax: 866.954.5373
lschmitt@ccrsllc.net | https://www.ccrsllc.net/

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.*