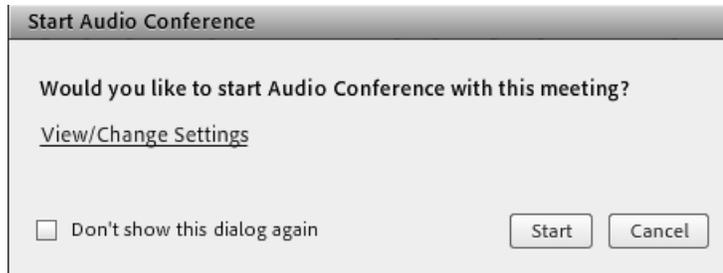


Adobe Connect – Integrated Audio Controls

Start Your Audio Conference within Adobe Connect

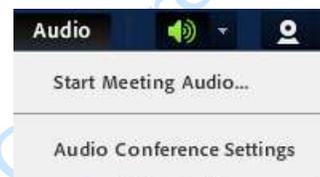
1. Log into Adobe Connect with your Adobe Connect credentials and begin your Adobe Connect Webinar
2. If you have your audio preferences set to “Show Audio Conference Dialog When Meeting Starts”, you will see the following screen and may click on “Start” or “View/Change Settings” to pull up the Preferences.



If you'd like to change or view the settings, you may click on "View/Change Settings" or you can access this screen by clicking "Meeting" – "Preferences" "Audio Conference"



Helpful Tip: Host also has the ability to click on Audio – Start Meeting Audio or Audio Conference Settings to view this Screen



Adobe Connect Audio Status Icons

After hosts, presenters, and attendees connect to an audio conference, status icons appear next to their names.

Helpful Tip: Hosts must be using the Integrated Audio Service for phone icons visuals and controls.

Attendee status	Icon
On the phone	
Talking (or Noise)	
Dialing Out	
On Hold	
Muted	

Stopping or Pausing Audio Broadcast: Host can also click on Audio and Select “Stop or Pause Audio broadcast during the webinar. Stopping will disconnect the UV (universal voice) line, pausing will pause the audio broadcast without breaking the phone connection.



Joining the Call:

The "Join Audio Conference" Screen will appear to everyone as they join the conference.

Informational Tip: The Adobe Connect Room will dial out to the phone bridge as an attendee to bring the audio phone line into the conference to allow

- Two way communication between Phone Bridge Attendees and any VoIP (Microphone) Users.
- Audio will be automatically captured and made part of your archives IF the host records the meeting
- Audio may be broadcast over the computer speakers if this option is selected. (Please select if attendees are joining on phone and VoIP.)

Dial-Out: Preferred as it automatically places the phone icon next to the name of person



- Helpful Tip: International Dial-Out is blocked by default – If you'd like Int'l Dial-Out, please request this from lschmitt@ccrslc.net.
- International Attendees may also join by dialing an Int'l Toll-Free or International Local Number provided.

Dial-In:

Attendees may see all International Dial-In Numbers by clicking on the blue hyperlink “More dial-in information” displayed in the screen shot below.

Helpful Tip: If dialing into conference, please ask attendees to input the provided identification number into their phone handset to identify their phone line to the Adobe meeting room.

The Toll-Free Dial-In Number, Conference Code and Identifier will be provided in screen.



There is also “Using Microphone” or “Listen Only” to listen over the computer speakers.

Helpful Tip: Attendees may also access the dial In Information at any time by clicking on the  ball in the top right corner and selecting ‘view info’ under Dial In Details.

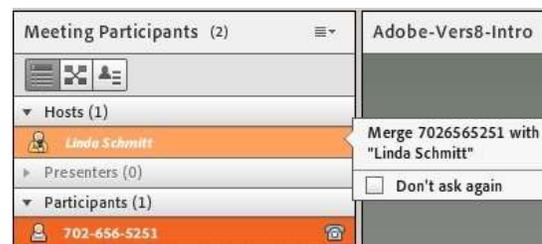


Merging Name and Phone Line:

If an attendee dials into an audio conference, any host may merge their name with their phone line.

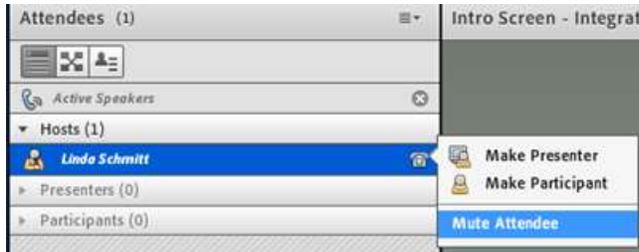
1. In the “Meeting Participants” Pod, click on the phone number and drag to the Name and drop or select the phone number and name using the CTRL key.
2. A Pop-Up will Appear to “Merge phone number with Name”

3. Click on the “Merge...” Pop-Up.



Mute Phone:

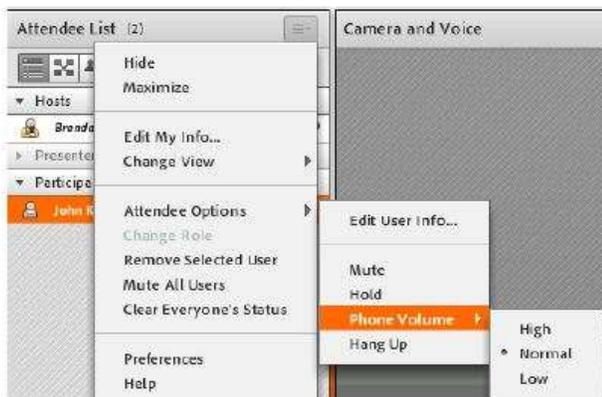
1. Click on a Phone Icon and select "Mute Attendee" or Unmute Attendee if already muted.



- 2.
3. If you are muting a non-merged phone line, you must use the mute steps discussed in the next section.

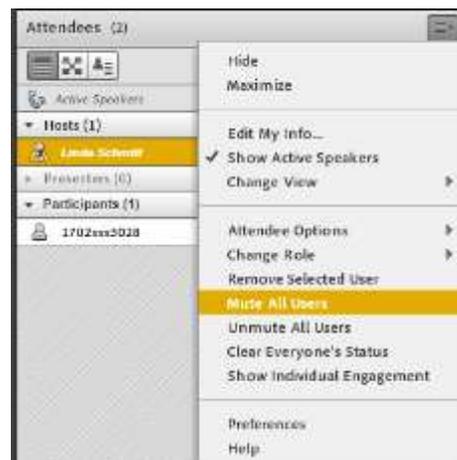
Mute, Disconnect, Adjust Volume, Place on Hold, and Edit User Info: Also used for Non-Merged Phone Lines

1. Click on Participant's Name
2. Click on  and Select "Attendee Options"
3. Attendee Options will depend upon your provider.



To Mute All Users:

1. Click on  at top right of Meeting Attendee's Pod.
2. Select "Mute All Users"



Dialing Out to Participants

Hosts have several options for dialing out to include participants in an audio conference call. You can dial out to a registered participant by using the telephone number stored in their profile or by entering a new telephone number. To include an unregistered participant in the audio conference call only, you can enter a new name and number to dial. Remember International Dial-Out is blocked by default unless this has been enabled on your account. Canada Dial-Out is enabled by default.

Call out to a new telephone user

1. Click on “Audio” and select “Call A New User”



2. Next Screen, enter participant’s name and telephone number.
3. Select Call to dial the participant’s phone number immediately.

The attendee is called on the phone and the Call in Progress icon  is displayed to the right of the attendee’s name.

Call out to An Attendee logged in to Adobe Connect

1. In the Attendees pod, select the name of the participant to add to the audio conference.
2. From the pod menu , choose Call Selected User.
3. You can either enter a new phone number or select a number from the list of numbers associated with the participant.
4. Click Call.



Managing Access and Entry:

1. If you click on “Meeting” – Manage Access and Entry and then select “Block incoming attendees”, this will only block



the web and attendees can still call in and join the audio conference.

2. If you click on “Meeting” – Manage Access and Entry and then select “Place Participants on Hold”, there is a pop up with a pre-checked box to also place all participant phones on hold.



3.

Recording Your Webinar with Phone Bridge Audio

LINK for your archive / or Download the Flash File which will include the Audio and Web.

Important: **You must first start your audio conference from within Adobe.** (See page 1)

1. Click on “Meeting” – “Record Meeting”
2. The Integrated Audio will be captured and synchronized with your Web Meeting.
3. To access your recorded Audio and Adobe Web Conference, Log into Adobe Connect - go to your meeting - click on Recordings-you may Edit your Meeting / Share the





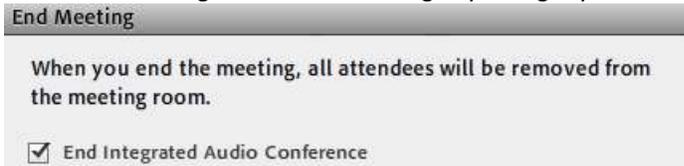
Using Breakout Rooms:

1. The participant's web name and phone icon must be merged (Use the Dial-Out, Moderator May Merge Name and Phone, or Attendee can key in their Token number into their phone handset)
2. 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 bridge 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 "Audio" "End Meeting Audio".
3. Always end your meeting as well by clicking "Meeting" "End Meeting" as this sends a command to Adobe that you have ended the meeting – therefore allowing any changes you make to your meeting room on the backend to take place.



4. End Integrated Audio Conference

If you appreciate the support that CCRS provides, please reach out and we will place you with a fully integrated phone provider.

Linda Schmitt
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LSchmitt@ccrslc.net
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