

GUIDELINES MEETING ONE AUDIO CONFERENCING INTEGRATION WITH ADOBE CONNECT.



CONTENTS

ENABLE AUDIO CONFERENCING ON YOUR LICENSE	3
ADMINISTRATOR TO ENABLE ADAPTER	3
ENTER DETAILS IN YOUR PROFILE	3
ASSIGNING AN AUDIO CONFERENCING PROFILE TO A ROOM	4
ADD AUDIO CONFERENCING WHEN CREATING A ROOM	4
ADD AUDIO CONFERENCING WHEN IN AN ADOBE CONNECT SESSION	4
STARTING YOUR AUDIO CONFERENCING SESSION.....	5
IMPORTANT NOTES FOR THE HOST	5
CONFIGURATION 1: ALWAYS USE A MIX OF AUDIO CONFERENCING AND VOIP	6
<i>Config 1: what the participant Sees.....</i>	6
CONFIGURATION 2: AUDIO CONFERENCING ONLY (NO COMPUTER MIC OR SPEAKERS).....	7
<i>Config 2: what the participant sees.....</i>	7
CONFIGURATION 3: ONLY USE AUDIO CONFERENCING AS BACK UP TO VOICE OVER IP (VOIP)	8
<i>Config 3: what the participant sees.....</i>	8
<i>Important notes with configuration 3:</i>	9
OTHER TIPS & BEST PRACTICES FOR MEETINGONE	9
MULTIPLE PRESENTERS USING VOIP AND AUDIO CONFERENCING	9
MUTING ALL PARTICIPANTS.....	9
AUDIO CONFERENCING HOST WISHES TO USE VOIP	10
ONLINE USER INTERFACE	10
USEFUL RESOURCES.....	11
LOCAL NUMBERS (EMEA SERVER)	11
USER GUIDES FOR MEETING ONE & ADOBE.....	11
AUDIO PROMPTS FOR MEETING ONE.....	11
CONTACT COLLAB8 FOR MORE NUMBERS	11
MEETINONE SUPPORT CONTACT	11

ENABLE AUDIO CONFERENCING ON YOUR LICENSE

ADMINISTRATOR TO ENABLE ADAPTER

In order to use integrated audio conferencing adapters this service needs to be enabled by your license administrator. This is a very simple process but can only be done by a System Administrator.

To enable – Login as Administrator, select Administration Tab, Then Audio Profiles, click on the meeting one adapter and edit the settings / enable the adapter and then save.

ADOBE® CONNECT™ Help | Logout: Event Host

Home | Content | Meetings | Seminars | Event Management | Reports | **Administration** | My Profile

Account | Users and Groups | **Audio Providers** | Customization | Service Plan | Compliance and Control | Administration Dashboard

Provider	Provider Status	Provider Type
PGi NA	Disabled	Integrated Telephony ...
MeetingOne EMEA	Enabled	Integrated Telephony ...

Provider Information New Provider | Delete

Provider Name: **MeetingOne EMEA**
Provider Status: **Enabled** Save | Cancel

This adapter needs only to be enabled once. Once it is enabled then each meeting host can set up their unique audio conferencing details.

ENTER DETAILS IN YOUR PROFILE

In order to set up the audio adapter in your profile you first need audio conferencing details that are ideally unique to you. Please note if you share audio conferencing accounts, if you happened to connect to the bridge at the same time – even from separate rooms – you will be in the same audio conferencing session and all participants in the audio bridge and in Adobe Connect will hear both threads of discussion. Therefore we do recommend you have your own unique audio conferencing instructions. If you need additional numbers for other hosts then please contact us and we can arrange this for you.

Under my audio profile select “new profile” then select meetingone EMEA from the drop down and enter you details (note you do not enter the telephone number just the room ID and the Host ID).

Home | Content | Training | Meetings | Seminars | Event Management | Reports | Administration | **My Profile**

My Profile | Change My Password | Edit My Preferences | **My Audio Profiles** | My Audio Providers | Group Memberships | Organization

New Audio Profile

Enter Profile Information

Provider: * MeetingOne EMEA

Profile Name: * enter a name that is memorable to you

MeetingOne Conference Room Number: * normally a 7 digit number

Participant Access Code: _____

Host Access Code: * normally a 6 digit number

To learn more about MeetingOne or to sign up for a new account, please go to <http://www.meetingone.com>.

Then click save.

Once you have entered your details into your license you may now enable the audio conferencing bridge within your room.

ASSIGNING AN AUDIO CONFERENCING PROFILE TO A ROOM

You can assign an audio conferencing profile to your rooms in 2 ways:

ADD AUDIO CONFERENCING WHEN CREATING A ROOM

When you are creating a room you can select the audio conferencing profile from the drop down list. You should only see the profiles you have created on your personal audio profile – therefore as long as you have not shared any of these details with anyone else you will be the only person using this audio profile.

Ignore the conference numbers / moderator codes etc... at the bottom as this is for non-integrated audio conferencing.

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: **Steve Milligan Meeting One** ▼

[Manage Audio Profiles](#)

(Please note that audio conference setting changes would be effective for new meeting sessions only.)

Include other audio conference with this meeting.

Conference Number(s):

Moderator Code:

Participant Code:

ADD AUDIO CONFERENCING WHEN IN AN ADOBE CONNECT SESSION

If you have rooms where audio conferencing has not been added, forgot to add a profile when you created the room or you may want to change the audio profile being used – you can add or change these profiles on the fly when in a meeting. Please note that you may need to stop the meeting for a few seconds while you configure this.

On the menu go to Audio and select audio conferencing settings. (note if you changing a profile while in a live audio conferencing session you may need to stop the audio first before being able to change your audio conferencing profile)



You can simply select an audio conferencing profile and then select save.

STARTING YOUR AUDIO CONFERENCING SESSION

There are several ways of configuring your audio conferencing settings and these very much depend on how you wish to run and manage your audio conferencing in adobe connect. Below are listed some of the more common applications of audio conferencing and how to configure them.

IMPORTANT NOTES FOR THE HOST

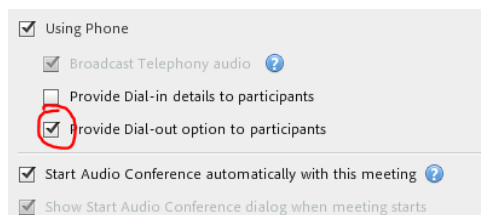
- VOIP – voice over IP, which is internet audio using a headset that is attached to your computer.
- In all instances – a host will need to enter the audio conferencing preferences panel by selecting Audio / Audio Conferencing.
- To change some settings, especially during a live audio conference call, the host may have to stop audio and the restart the audio.
- Unless “start audio conferencing automatically” is selected then the host will need to start the audio conferencing bridge each time they enter the room.
- If “use phone” is selected as an option – each time audio is either automatically or manually started Adobe Connect makes an anonymous call to the Conferencing Bridge, which the host will be charged for.



- Irrespective of the options being made visible to participants (ie dial out / dial in/ computer) the host will always see all audio conferencing options available when they start audio for the meeting or start their own audio. Participants will only see what the host has made available for them to see.



- Never try to mix VOIP and Audio Conferencing in a break out room, as it will not work.
- In order for the participants NOT to be placed on hold at least one person needs to dial into the audio conferencing bridge as a host. Dial local number / enter room ID / enter host ID.
- If participants or hosts use “dial out” or deploy the “call user” options then additional charges will be made. These charges vary by country called and whether a landline or mobile phone is called.



- All integrated audio conferencing will be recorded.

CONFIGURATION 1: ALWAYS USE A MIX OF AUDIO CONFERENCING AND VOIP

These settings are not recommended for users of break out rooms, as VOIP and audio conferencing cannot be mixed in break out rooms.

Audio Profile Settings
Choose an Audio Profile to associate with this Meeting Room:
Steve Milligan Meeting One Save
[Manage Audio Profiles](#)

Audio Conference Settings
Set default settings for Audio Conference

Using Microphone (Computer/Device)
 Allow participants to use Microphones

Using Phone
 Broadcast Telephony audio ?
 Provide Dial-in details to participants
 Provide Dial-out option to participants

Start Audio Conference automatically with this meeting ?
 Show Start Audio Conference dialog when meeting starts

Provides dial in details to participants when they turn on their microphone

Provides the option for Adobe Connect to dial participants (toll free for participants) but charge to meeting host.

CONFIG 1: WHAT THE PARTICIPANT SEES

The participant will see 4 options.

1. Dial out means the participant will enter their phone number and the meeting room will call them
2. Dial In means the participant dials into the room. If they scroll down they will see the codes for entering the correct audio bridge and a code which merges their name in the attendees pod with the number they dialled in on
3. Using Microphone is using both your computer mic and speakers
4. Listen only is just listening with no mic through your speakers.

Join Audio Conference

This meeting's audio conference was successfully started.
How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]
 Dial-in to the Audio Conference via Phone

United Kingdom: +442033189433

Enter the following details when prompted:
MeetingOne Conference Room Number: 4401158

Once joined to the audio, identify yourself:
Press *65*4497# on your phone.

Using Microphone (Computer/Device)

Done Listen Only

no microphone option will just listen via computer speakers

CONFIGURATION 2: AUDIO CONFERENCING ONLY (NO COMPUTER MIC OR SPEAKERS)

If one or more of your participants requires an audio conferencing bridge and you need to use break out rooms or your preference is for audio conferencing only within Adobe Connect then please use these settings.

Audio Profile Settings
Choose an Audio Profile to associate with this Meeting Room:
Steve Milligan Meeting One [Save]

[Manage Audio Profiles](#)

Audio Conference Settings
Set default settings for Audio Conference

- Using Microphone (Computer/Device)
 - Allow participants to use Microphones
- Using Phone
 - Broadcast Telephony audio
 - Provide Dial-in details to participants
 - Provide Dial-out option to participants
- Start Audio Conference automatically with this meeting ?
- Show Start Audio Conference dialog when meeting starts

Optional Setting - offers a tool free option for participants, which host pays for.

CONFIG 2: WHAT THE PARTICIPANT SEES

Join Audio Conference

How would you like to join the meeting's audio conference?

- Dial-out [Receive a call from the meeting]
+44 (GBR) [Phone Number]
- Dial-in to the Audio Conference via Phone

[Join] [Listen Only]

Participant can dial in or have the meeting room call them.

If dialling in and using break out rooms then it is good practice that the participant scrolls all the way through the instructions and enters room number + "identify yourself" code – this merges the telephone line with the name in the attendees list so you can move them to break out rooms.

Join Audio Conference

How would you like to join the meeting's audio conference?

- Dial-out [Receive a call from the meeting]
- Dial-in to the Audio Conference via Phone

United Kingdom: +442033189433

Enter the following details when prompted:
MeetingOne Conference Room Number: 4401158

Once joined to the audio, identify yourself:
Press *65*1987# on your phone.

[Done] [Listen Only]

CONFIGURATION 3: ONLY USE AUDIO CONFERENCING AS BACK UP TO VOICE OVER IP (VOIP)

Adobe Connect tends to delivery excellent Voice over IP (VOIP) or in other words using a headset plugged into your laptop or computer. However, there may be times when due to poor hardware, no sound card in your computer or weak internet connections that the VOIP does not work for 1 or 2 delegates, and you would like to use audio conferencing for just these people.

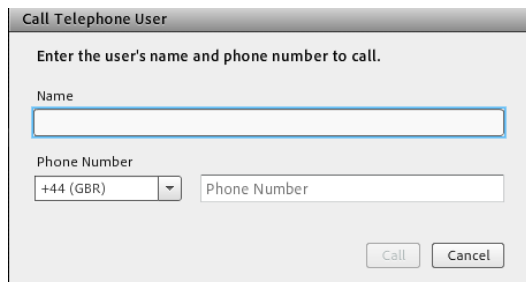
If you are expecting that some participants may have problems with their microphones you can plan for this in advance and the simply move seamlessly to a mix of Audio Conferencing and VOIP.

Settings before the session starts	Settings to turn on Audio Conferencing
<p>Audio Profile Settings</p> <p>Choose an Audio Profile to associate with this Meeting Room:</p> <p>Steve Milligan Meeting One <input type="button" value="Save"/></p> <p>Manage Audio Profiles</p> <p>Audio Conference Settings</p> <p>Set default settings for Audio Conference</p> <p><input checked="" type="checkbox"/> Using Microphone (Computer/Device)</p> <p><input type="checkbox"/> Allow participants to use Microphones</p> <hr/> <p><input type="checkbox"/> Using Phone</p> <p><input type="checkbox"/> Broadcast Telephony audio</p> <p><input type="checkbox"/> Provide Dial-in details to participants</p> <p><input type="checkbox"/> Provide Dial-out option to participants</p> <hr/> <p><input checked="" type="checkbox"/> Start Audio Conference automatically with this meeting ?</p> <p><input checked="" type="checkbox"/> Show Start Audio Conference dialog when meeting starts</p>	<p>Audio Profile Settings</p> <p>Choose an Audio Profile to associate with this Meeting Room:</p> <p>Steve Milligan Meeting One <input type="button" value="Save"/></p> <p>Manage Audio Profiles</p> <p>Audio Conference Settings</p> <p>Set default settings for Audio Conference</p> <p><input checked="" type="checkbox"/> Using Microphone (Computer/Device)</p> <p><input type="checkbox"/> Allow participants to use Microphones</p> <hr/> <p><input checked="" type="checkbox"/> Using Phone</p> <p><input checked="" type="checkbox"/> Broadcast Telephony audio ?</p> <p><input type="checkbox"/> Provide Dial-in details to participants</p> <p><input type="checkbox"/> Provide Dial-out option to participants</p> <hr/> <p><input checked="" type="checkbox"/> Start Audio Conference automatically with this meeting ?</p> <p><input checked="" type="checkbox"/> Show Start Audio Conference dialog when meeting starts</p>

CONFIG 3: WHAT THE PARTICIPANT SEES

There are no automatic prompts given to the participant in this configuration, (only the host will get prompts). The participant cannot even see the dial in details under the "I" button which would normally show up beside the help button. All dial in instructions must be manually given to the participant either via a notes pod, chat or private chat pod. (or other means outside of Adobe Connect ie instant messenger).

However, the host could call a user in this mode, by selecting Audio from the menu and choosing call a user.



The dialog box is titled "Call Telephone User". It contains the instruction "Enter the user's name and phone number to call." Below this, there is a "Name" field with an empty text input box. Underneath, there is a "Phone Number" section with a dropdown menu currently set to "+44 (GBR)" and an adjacent empty text input box for the phone number. At the bottom right, there are two buttons: "Call" and "Cancel".

IMPORTANT NOTES WITH CONFIGURATION 3:

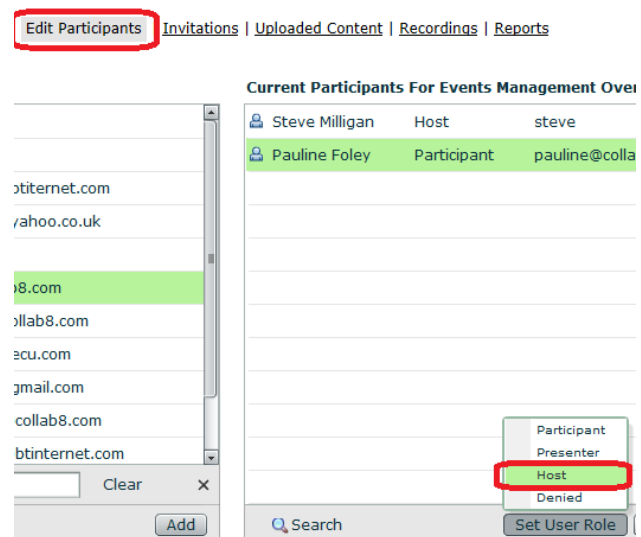
This is probably the most complex configuration of Audio Conferencing Settings as the benefits / aims you are trying to achieve are complex in their nature:

- You will not be charged for bridging with meeting one until turned on (settings on right hand side)
- At least one person needs to dial in as the host in order for the participants to be fully integrated with the Adobe Connect Audio
- The Adobe Connect meeting host will get a dialogue box showing all of the dial in / dial out / voip options and will need to reconnect their audio.
- Participants will not see the dialogue box with audio conferencing options – these will be hidden as you really only want those that have issue to dial in.
- You will need to manually provide the dial in details to the participants either through a prepared notes pod (will be public to all) or via private chat.
- These settings are not recommended for break out rooms. If using break out rooms use phone only or VOIP only options.

OTHER TIPS & BEST PRACTICES FOR MEETING ONE

MULTIPLE PRESENTERS USING VOIP AND AUDIO CONFERENCING

In order to ensure that Presenters and Hosts can have their Audio on or off as and when required, you must be able to identify who these users are. The simplest way of achieving this is by firstly making sure that when join the session they join as either a host or a presenter. To achieve this you must create them as user on your Adobe Connect License, Provide them with a user name and password and make sure they have been given Presenter / Host Status for the session they wish to join.



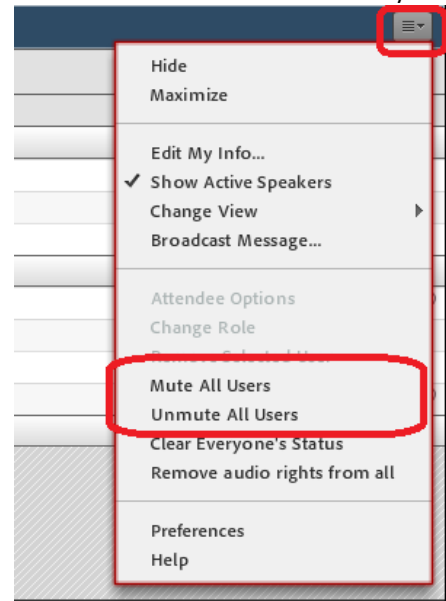
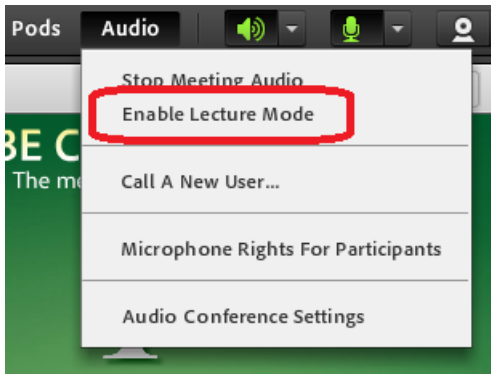
In addition to this you need to make sure that the presenters / hosts who want to use Audio Conferencing do the following:

- Dial the Audio Conference Number
- Enter room ID
- Enter Identifier, which is a *65 ##### available from the dial in pop up window when they start their audio.

This means you can locate these presenters in the attendees pod and easily manage their audio as individuals in the attendees.

MUTING ALL PARTICIPANTS

To mute all participants you are much better muting them using the Adobe Connect Interface. The easiest way of achieving this is by enabling “lecture mode” or “mute all attendees” – this will mute all participants on VOIP and Audio Conferencing.



AUDIO CONFERENCING HOST WISHES TO USE VOIP

An audio conferencing host must always join the audio conferencing bridge in order to enable the audio conferencing participants to be able to listen or speak. However, as a host you may prefer to use your microphone and headset in adobe connect rather than using the audio conferencing bridge and do not want to give your audio conferencing details to another user. In this case, you can join the audio conferencing bridge as a host and lock the session and continue on VOIP as normal.

To do this you need to Dial into the audio bridge as the host then enter these codes:

- Dial into the telephony audio, enter the meeting room by using the meeting room and then use the host code to start the telephony audio
- Then Lock audio using - *52* 1 #
- This allows you to hang up on the phone connection and use your computer sound
- To then mute people just use the lecture mode in the adobe room under Audio.

ONLINE USER INTERFACE

At any time you can also log into the online user interface and manage just the audio conferencing participants – the anonymous user is your connection to Adobe Connect. Details of the online user interface can be found with your account instructions.

USEFUL RESOURCES

LOCAL NUMBERS (EMEA SERVER)	http://www.meetingone.com/eu_eg/Access Numbers
USER GUIDES FOR MEETING ONE & ADOBE	http://www.meetingone.com/eu_eg/Web Conferencing Tutorials
AUDIO PROMPTS FOR MEETING ONE	http://www.meetingone.com/whitepapers/Audio Host Commands.pdf
CONTACT COLLAB8 FOR MORE NUMBERS	sales@collab8.com
MEETINONE SUPPORT CONTACT	SupportEU@meetingone.com +44 (0)845 528 0658