

ADOBE CONNECT

DIRECT EVENT AUDIO CONTROLS FOR HOSTS.



Direct EventSM audio conferencing provides streamlined conference entry on event calls by allowing participants to join in an automated manner while continuing to offer conference leaders the high touch experience provided by an operator.


This guide provides details on how meeting hosts can configure audio integration for the Adobe[®] Connect[™] service.

CONFIGURING YOUR DIRECT EVENT AUDIO CONTROLS

CREATING AN AUDIO PROVIDER

Note: Keep your Welcome Email or Welcome Packet handy to create a new audio profile.



STEP	ACTION
1	In Adobe Connect Central, click My Profile > My Audio Providers .
2	Click New Provider .
3	Enter <i>Direct Event</i> in the Provider Name field. You can enter any Provider Name you choose. It is not limited to just <i>Direct Event</i> 
4.	Select Enabled from the Status dropdown.
5.	Ignore the URL field
6.	<i>Note: This section creates the information that will show up in the meeting user interface. So if you would like additional information to appear (e.g. international dial In Information), repeat step 6 as many times as necessary.</i> Select Add Number in the Dial-In Numbers field.
6a.	Click Location ; and type in <i>Direct Event</i>

STEP	ACTION
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6b. Click **Number**; and type in your Participant's dial-in number (area code and seven digit number only)

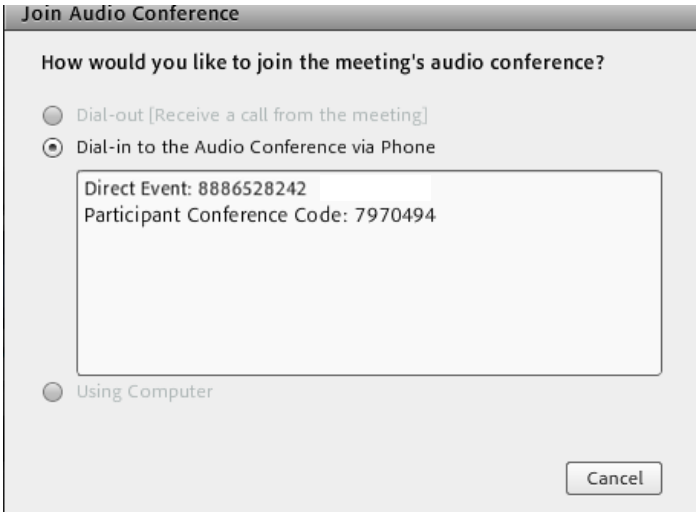
Note: repeat steps 6 and 6a to add additional fields. In the screenshots below, we've added a Participant Conference Code and an image of how it would appear in the UI.

Dial-In Numbers: *

Location	Number
Direct Event	8886528242
Participant Conference Code	7970494

Add Number **Remove**

Note: Dial-In Numbers are for display only. The numbers in the Dial-In Steps are dialed to join the audio conference.



7. Add Dial-In Steps – create a sequence of DTMF tones and pauses for connecting the service to your Direct Event audio conference. The dialing sequence always include the Direct Event Participant conference number as the first step.

7a. Click **Add Step** under the Add Dial-In Steps field

7b. Select **Conference Number** from the Action dropdown

7c. Highlight the Label field and type *Direct Event*

7d. Highlight the Key/Number field and type in your Leader's toll-free dial-in number (area code and seven digit number only)

Dial-In Steps: *

Action	Label	Key/Number
Conference Number	Direct Event	8662068755

8. Click **Add Step** under the Add Dial-In Steps field

8a. In the newly created row, select **Delay (ms)** from the Action dropdown

8b. Ignore the Label field

8c. **Dial-In Steps:** *

Action	Label	Key/Number
Conference Number	Direct Event	8662068755
DTMF	Label	5000

8d. Leave the Display in Meeting and Input Type on the default entries

9. Click **Add Step** under the Add Dial-In Steps field

STEP	ACTION																
9a.	In the newly created row, select DTMF from the Action dropdown																
9b.	Highlight the Label field and type Participant Code																
9c.	Highlight the Key/Number field and type in your Passcode (numeric) followed by the # sign (i.e. 123456#) <table border="1" data-bbox="418 247 1373 432" style="margin-left: 20px;"> <thead> <tr> <th>Dial-In Steps: *</th> <th>Action</th> <th>Label</th> <th>Key/Number</th> </tr> </thead> <tbody> <tr> <td></td> <td>Conference Number</td> <td>Direct Event</td> <td>8662068755</td> </tr> <tr> <td></td> <td>Delay (ms)</td> <td>Label</td> <td>5000</td> </tr> <tr> <td></td> <td>DTMF</td> <td>Participant Code</td> <td>123456#</td> </tr> </tbody> </table>	Dial-In Steps: *	Action	Label	Key/Number		Conference Number	Direct Event	8662068755		Delay (ms)	Label	5000		DTMF	Participant Code	123456#
Dial-In Steps: *	Action	Label	Key/Number														
	Conference Number	Direct Event	8662068755														
	Delay (ms)	Label	5000														
	DTMF	Participant Code	123456#														
9d.	Leave the Display in Meeting and Input Type on the default entries.																
10.	<p>Below the Dial-In Steps field, select Test Dial-In Steps (turn on the audio on your computer speakers)</p> <p><i>Note: Direct Event meetings must be scheduled so the password will not be valid at the time of test. During the test, you will hear, "Welcome to the conference, please enter your participant code at anytime..." This is normal and signifies that it has been set up correctly.</i></p> <div data-bbox="824 512 1536 1142" style="border: 1px solid gray; padding: 5px;"> <p style="text-align: right; margin: 0;">Test Dial-In Steps ✕</p> <div style="border: 1px solid gray; padding: 10px; margin: 5px 0;"> <p style="margin: 0;">Direct Event: 866</p> <p style="margin: 0;">Label: 5000</p> <p style="margin: 0;">Participant Code: #</p> </div> <div style="text-align: right; margin: 5px 0;"> <input type="button" value="Connect"/> <input type="button" value="Cancel"/> </div> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0; font-size: small;"> <p>Connecting to server...</p> <p>Requesting connection to Audio Bridge...</p> <p>Dialing into the conference...</p> <p>Processing dial-in steps...</p> <p>Processing step 0 of type Delay (ms) with value 5000.</p> <p>Processing step 1 of type DTMF with value 853106#.</p> <p>Connected to the conference.</p> </div> <div style="text-align: right; margin: 5px 0;"> <input type="button" value="Clear"/> </div> </div>																
11.	Once the text reflects "Connected to the conference," select Cancel , then Clear, then X out of the window.																
12.	Click Save in the top right corner. <i>Direct Event</i> (or the name you chose for this profile) should appear under the Provider list and the information should be reflected in the preview pane.																
13.	In Adobe Connect Central, click My Profile > My Audio Profiles .																
14.	Click New Profile .																
15.	Select Direct Event (or the name that you created in the My Audio Providers section) in the Provider drop-down menu and enter "Direct Event" in the Profile field.																
16.	Select Save .																

EDITING OR DISABLING AN AUDIO PROFILE

You can change the profile name, and enable or disable an existing audio profile.

STEP	ACTION
1.	In Adobe Connect Central, click My Profile > My Audio Profiles .
2.	Highlight Direct Event (or that name that you have chosen) and select Edit in the preview pane to the right
2a.	To Disable: Select Disabled from the Status dropdown and select Save <i>Note: Once disabled, the Audio provider will no longer appear in Create Meeting template for your account</i>
2b.	To Edit: Change any of the fields that appear and select Save when completed.
2c.	To Delete: Highlight the profile in the left hand preview screen and select Delete from the top right corner

ASSOCIATING AN AUDIO PROFILE WITH A MEETING

When you associate an audio profile with a meeting, you include the audio conferencing settings as part of your web conference.

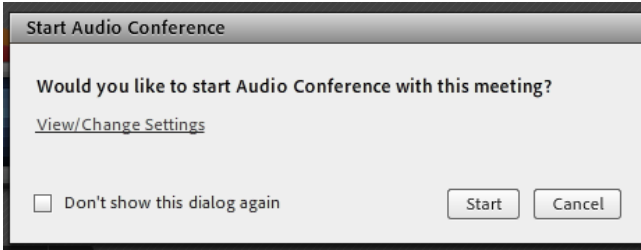

STEP	ACTION
1.	You can do one of the following: <ul style="list-style-type: none">• Create a meeting and enter the required information (click Meetings > New Meeting).• Open an existing meeting and click Edit Information.
2.	<p>In the Audio Conference Settings section, select the Include this audio conference with this meeting radio button. In the drop-down menu, select the Profile name as you entered it (e.g. Direct Event).</p> <div style="border: 1px solid black; padding: 5px;"><p>Audio Conference Settings</p><p><input type="radio"/> Do not include any audio conference with this meeting.</p><p><input checked="" type="radio"/> Include this audio conference with this meeting: Direct Event ▼</p><p><small>(Please note that audio conference setting changes would be effective for new meeting sessions only.)</small></p><p><input type="radio"/> Include other audio conference with this meeting.</p></div> <p>Note: If you change the audio profile once you start the meeting, the new audio conference settings take place only after you close and restart the meeting. Wait a few minutes to see the changes appear.</p>
3.	Click Finish .

STARTING A WEB MEETING USING AUDIO CONFERENCE CONTROLS

STARTING AN AUDIO CONFERENCE USING AN AUDIO PROFILE

Once you have created an audio profile and associated it with a meeting, Adobe Connect uses the dial-in steps in the profile to connect and start the meeting.

Note: Direct Event meetings must be previously scheduled via online or through 's account management. Please keep this in mind when starting a Direct Event-integrated Adobe Connect meeting.

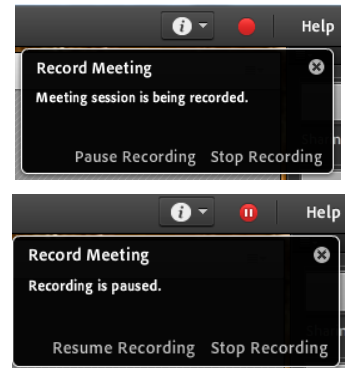
STEP	ACTION
1	Navigate to the Meeting Information page for a specific meeting.
2	Click Enter Meeting Room .
3	In the Start Audio Conference pop up window, select View/Change Settings 
4	<p>By default, the Using Microphone option will be selected; unselect this option.</p> <p>If you would like to broadcast the telephony to your participants (allow them to listen via their computer speakers), enable Broadcast Telephony audio</p> <p>Note: Because Operator Assisted audio calls are generally intended for high-level “one-to-many” scenarios, we recommend the use of the Using Phone and Broadcasting Telephony sub-option only. Further, the Operator assigned to your call will not have the ability to mute/unmute or expel users that opt to the Using Computers option. Select Done.</p> 
5	If you enabled Broadcast Telephony Audio, inform the operator that a silent line will be dialing in to the leader dial-in number. Simultaneously, from the Audio menu, select Start .

RECORDING A MEETING

STEP	ACTION
1	<p>Note: If you have enabled Broadcast Telephony audio above, skip Step 1.</p> <p>Prior to recording the meeting, inform the operator that a silent line will be dialing in to the leader dial-in number.</p>
2	<p>Simultaneously, from the menu bar, select Meeting and then Record Meeting. In the Record Meeting dialog box, enter a name and summary for the meeting recording.</p> <p>Note: A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded. If a problem occurs during the recording, an error message appears in the upper right corner of the window. You can try to reconnect to the conference audio, record the meeting without audio, or stop recording the meeting.</p>


PAUSE, RESUME, OR STOP A RECORDING

STEP	ACTION
<p>Pause Recording</p>	<p>Click on the red recording icon in the top right corner of the menu bar to obtain options for pausing or stopping a recording.</p> <p>Click Pause Recording in the message box, and the icon will change to reflect a pause symbol highlighted within.</p>
<p>Resume Recording</p>	<p>When ready to resume, click Resume Recording.</p>
<p>Stop Recording</p>	<p>When completed recording, click on the red recording icon and select Stop Recording.</p>



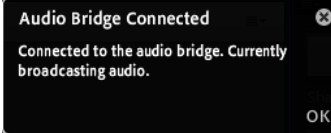


STOP MEETING AUDIO

The Host can stop the meeting audio at any time during the meeting. This action will disconnect the Universal Voice line from the Operator Assisted call.

STEP	ACTION
1	<p>From the Audio menu, select Stop Meeting Audio. All VoIP or audio broadcast lines will disconnect from the meeting.</p> 



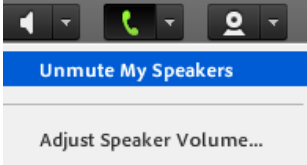
START, PAUSE, OR STOP AUDIO BROADCAST

The audio broadcast uses the universal voice line to broadcast all telephone-based audio into a web meeting room over VoIP.

STEP	ACTION
1	<p>Note: If you have already enabled recording, skip Step 1.</p> <p>Prior to beginning audio broadcast, inform the operator that a silent line will be dialing in to the leader dial-in number.</p>
2	<p>To start audio broadcast, select Start Audio Broadcast in the Audio menu. A pop-up message will appear in the top right corner of your screen confirming your selection.</p> 
3	<p>To pause audio broadcast, select Pause Audio Broadcast in the Audio menu.</p> <p>A pop-up message will appear in the top right corner of your screen confirming your selection.</p> 
4	<p>To stop audio broadcast, select Stop Audio Broadcast in the Audio menu.</p> <p>A pop-up message will appear in the top right corner of your screen confirming your selection.</p> 


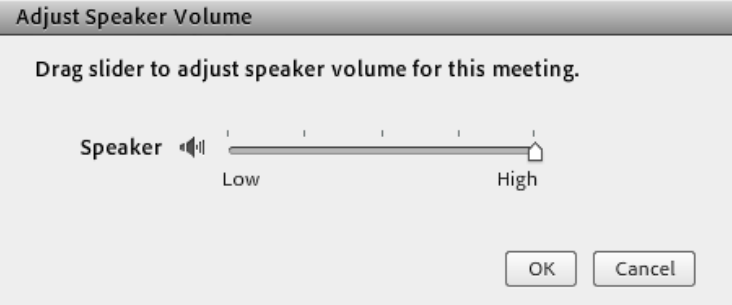
MUTING AND UNMUTING YOUR COMPUTER SPEAKERS

Meeting hosts, presenters and participants can mute or unmute their computer speakers from the web meeting interface.

STEP	ACTION
1	To mute your computer speakers, under the Speaker icon  drop-down menu, select Mute My Speakers .
2	To unmute your computer speakers, under the Speaker icon  drop-down menu, select Unmute My Speakers. 


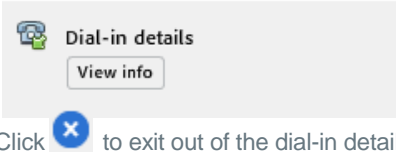

ADJUST SPEAKER VOLUME

The host, presenter(s), and attendees can adjust their computers' speaker volume during the meeting.

STEP	ACTION
1	To adjust the speaker volume, select Adjust Speaker Volume under the Speaker icon  drop-down menu.
2	The Adjust Speaker Volume dialog box appears. Drag the slider to adjust the speaker volume for the meeting to your liking. Click OK to confirm the adjustment. Or, click Cancel to cancel the adjustment. 

FROM THE NOTIFICATION MENU

The notification menu displays the audio conference dial-in details to join the meeting.

STEP	ACTION
1	To view the audio conference dial-in details, select the Notification  drop-down menu.
2	The Dial-in details pop-up appears. Select the View info button. The audio conference information appears for the meeting.  Click  to exit out of the dial-in details.

ENDING THE MEETING

Once you have completed your meeting, you must end the meeting properly for all attendees to be disconnected from the Adobe Connect web conference.

STEP	ACTION
1	<div data-bbox="259 252 495 619"><p>Meeting Layouts Pods</p><p>Manage Meeting Information Manage Access & Entry ▶ Change My Role ▶</p><p>Preferences... Audio Setup Wizard...</p><p>Record Meeting... Switch To Prepare Mode Enable Presenter Only Area Full Screen</p><p>End Meeting... Exit Adobe Connect</p></div> <p>To end the meeting, select End Meeting under the Meeting menu.</p>
2	<div data-bbox="259 625 876 1144"><p>End Meeting</p><p>When you end the meeting, all attendees will be removed from the meeting room.</p><p><input checked="" type="checkbox"/> End Integrated Audio Conference</p><p>Show this message to everyone.</p><p>The host has ended this meeting. Thank you for attending.</p><p><input type="checkbox"/> Open this URL for everyone.</p><p>http://www.intercall.com</p><p>Save Message OK Cancel</p></div> <p>The End Meeting window appears. To end the integrated audio conference in addition to the web meeting, select the End Integrated Audio Conference checkbox.</p> <p>Optionally, specify a message that you want to show and a URL to open in the attendees' browsers upon ending the meeting.</p>
3	Click OK to end the meeting. Or, click Cancel if you do not wish to end the meeting.