

ADOBE CONNECT

OPERATOR ASSISTED AUDIO CONTROLS USER GUIDE
FOR HOSTS



Captivate your audience by integrating Operator Assisted audio conferencing with the cutting edge Adobe® Connect™ online collaboration solution.

This guide provides details on how meeting hosts can configure Operator Assisted audio integration for the Adobe Connect service.

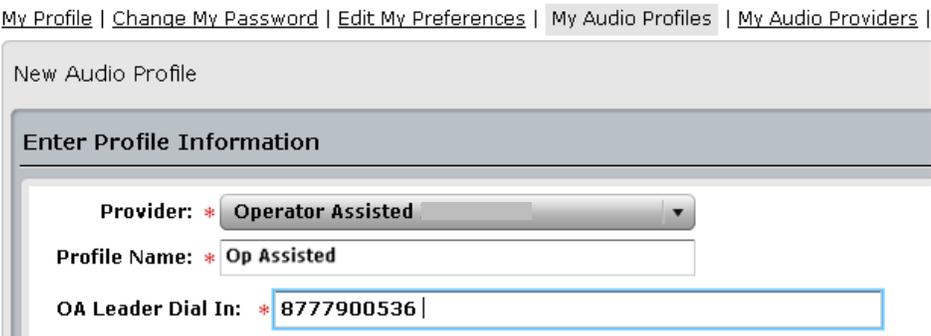
Please note that the administrator of your URL or the meeting host must have enabled Operator Assisted as an audio provider on your URL. If Operator Assisted does not appear when you select My Profile > My Audio Profiles, please direct your administrator or follow the meeting host steps on the Adobe Connect Operator Assist User Guide for Admins.



CONFIGURING YOUR OPERATOR ASSISTED AUDIO CONTROLS

FROM ADOBE CONNECT CENTRAL: CREATING AN AUDIO PROFILE

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

STEP	ACTION	
1	In Adobe Connect Central, click My Profile > My Audio Profiles .	
2	Click New Profile .	
3	Select Operator Assisted in the Provider drop-down menu and enter <i>Op Assisted</i> in the Profile field. You can enter any Profile name you choose. It is not limited to just <i>Op Assisted</i> .	
4	If the OA Leader Dial In box is available, enter your Leader Toll-free Dial-In as shown on your welcome email or Operator Assisted reservation.	
5	Click Save . Your newly created profile will appear in the preview screen.	

EDITING OR DELETING 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 Op Assisted (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

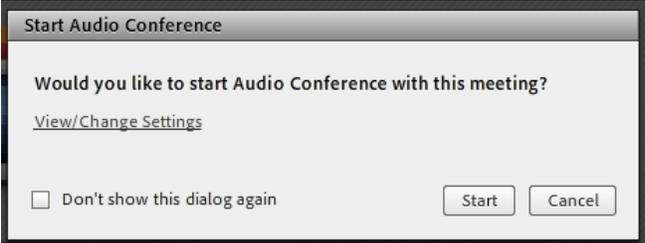
When you associate an audio profile with a meeting, you include the audio conferencing settings as part of your web conference.

STEP	ACTION
1	<p>You can do one of the following:</p> <ul style="list-style-type: none"> • Create a meeting and enter the required information (click Meetings > New Meeting). • Open an existing meeting and click the Edit Information tab. <p><i>Note: If the information of an existing meeting is edited, it will not update meetings in progress; only those started or created after the change.</i></p>
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. Op Assisted).</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <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: Op Assisted ▾</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> <p style="margin-top: 20px;">Conference Number(s): <input style="width: 150px;" type="text"/></p> <p>Moderator Code: <input style="width: 150px;" type="text"/></p> <p>Participant Code: <input style="width: 150px;" type="text"/></p> </div> <p><i>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.</i></p>
3	Click Next to continue scheduling additional information or Finished if complete.
4	Once the meeting has been scheduled with Op Assisted audio, be sure to manually update the meeting invites to reflect the Operator Assisted Toll-Free Dial-In Number and Conference Code .

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 to audio and start the meeting.

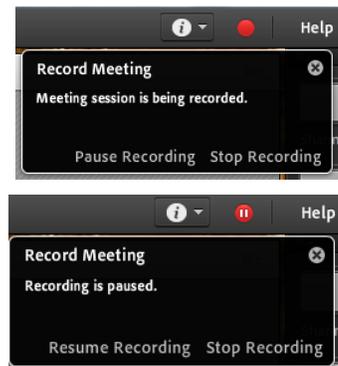
STEP	ACTION	
1	Navigate to the Meeting Information page for a specific meeting.	
2	Click Enter Meeting Room .	
3	In the Start Audio Conference pop up window, select View/Change Settings	
4	<p>By default, the Using Microphone option will be selected; unselect this option.</p> <p>If you would like to broadcast 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	Note: If you have enabled Broadcast Telephony audio above, skip step 1. Prior to recording the meeting, inform the operator that a silent line will be dialing in to the leader dial-in number.
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
Pause Recording	<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>
Resume Recording	When ready to resume, click Resume Recording.
Stop Recording	When completed recording, click on the red recording icon and select Stop Recording.



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>



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	From the Audio menu, select Stop Meeting Audio . All VoIP or audio broadcast lines will disconnect from the meeting.

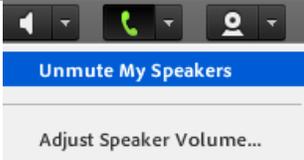


The screenshot shows a dark-themed audio control bar with icons for volume, mute, and a person. A dropdown menu is open, listing several options: 'Stop Meeting Audio' (highlighted in blue), 'Change Meeting Audio Mode...', 'Stop Audio Broadcast', 'Call A New User...', and 'Microphone Rights For Participants'.

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 .

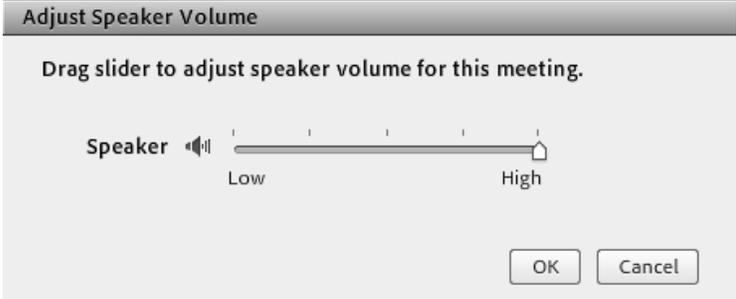


The screenshot shows a speaker icon with a dropdown arrow. The dropdown menu is open, showing 'Unmute My Speakers' in blue and 'Adjust Speaker Volume...' below it.

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.

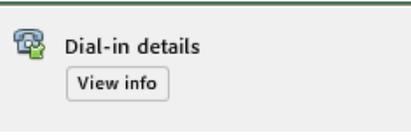


The screenshot shows a dialog box titled 'Adjust Speaker Volume'. It contains a slider with a speaker icon on the left and 'Low' and 'High' labels. Below the slider are 'OK' and 'Cancel' buttons. The text inside the dialog says: 'Drag slider to adjust speaker volume for this meeting.'

FROM THE NOTIFICATION MENU

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

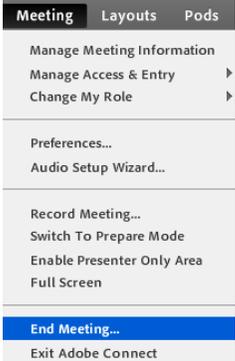
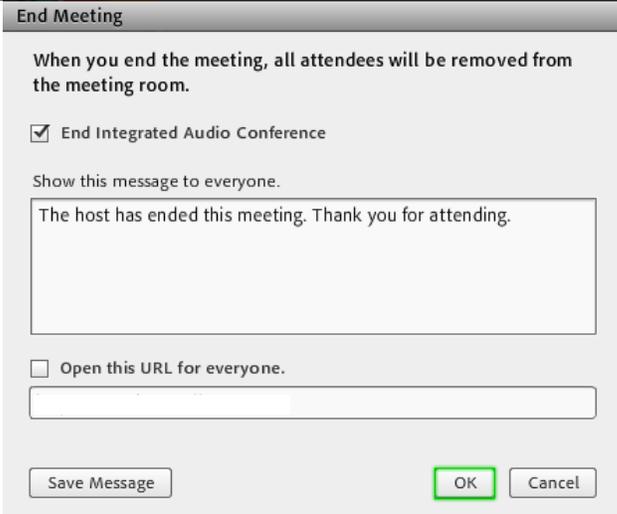
STEP	ACTION
1	To view the audio conference dial-in details, select the Notification  drop-down menu.
2	The Dial-in details pop-up appears. Select the View info button. The audio conference information appears for the meeting. Click  to exit out of the dial-in details.



The screenshot shows a pop-up window titled 'Dial-in details' with a 'View info' button.

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="261 327 496 688"></div> <p>To end the meeting, select End Meeting under the Meeting menu.</p>
2	<div data-bbox="261 699 878 1213"></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.