Audio Conference in Adobe Connect

Learning Technology Services
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Audio Communication in Adobe Connect

Adobe Connect users have a variety of options to enable audio communication with Adobe meetings.

- **VoIP communication:** VoIP-based audio conferencing travels exclusively over IP networks. In this method, meeting participants use their microphones and speakers to communicate with other participants. Adobe Connect provides high-quality VoIP out of the box. For the best experience, all participants in a VoIP-based meeting should install the Connect Meeting Add-in.

- **Phone Bridge:** This option enables users to dial in via a phone to participate in a meeting. The option is not built in inside Adobe meeting rooms. Hosts need to set it up externally first before the dial-in capability could be made available to participants in a meeting.

Providing participants with both options to choose either telephony-based audio or VoIP for the same meeting is recommended when you don’t have a lot of insight into the connection speeds and configurations of your attendees.

Setting Up Audio Conference in an Adobe Meeting

There are 2 steps involved to set up Audio Conference in Adobe Connect.

1. Activate a new UMD Conference Call Service
2. Connect a Conference Call to Adobe Connect

Activating the UMD Conference Call Service

1. To activate the service, visit the Service Activation site at [http://www.it.umd.edu/new/](http://www.it.umd.edu/new/) and click on Existing Faculty/Staff/Student/Affiliate.

2. Log in with your University Directory ID and password.

3. Check the box next to UMD Conference Call Service and click Submit.

4. You will then receive an email within 24 hours with a moderator code and a participant (conferee) code.

    The participant code is to be shared amongst the participants. The moderator and participant codes can be used repeatedly in all your Adobe meetings without the need to generate a new code for each new call.
To obtain your passcodes, you can also log into the web portal at "https://conferencecall.umd.edu/webportal/login" and then click the red information icon to the right of your name or the Edit button.

The Advanced tab enables you to modify your conference settings.

**Setting up Audio Profiles**

To connect a conference call to an Adobe Connect meeting, you need to first step up your Audio Profile.

1. Log into "https://webmeeting.umd.edu" using your University Directory ID and password.
2. Click My Profile.
3. Click **My Audio Profiles**.

4. Click **New Profile**.

5. On the **Enter Profile Information** window, select the drop-down menu for **Provider**. Choose **UMD Conference Call Service**.

6. Create a **Profile Name**.

7. Enter the **Participant Code**.

8. Click **Save**.

9. To connect the conference call with an existing meeting room, click **Meeting** link on the top menu and then click the meeting title. (To create a new meeting, go to **Meeting >> New Meeting**.)

10. Click the **Edit Information**.

11. Under Audio Conference Settings, select the radio button to **Include this audio conference with meeting** and then select the Profile name you have set up from the drop down menu.
12. Click **Save**. A screen will appear showing event details, including conference call information.

**Running Audio Conference in an Adobe Connect Meeting**

1. Upon the launch of the meeting, you will get the **Start Audio Conference** message. Click **Start** to enable Audio Conference for participants.

If you want Adobe Connect to start Audio Conference automatically every time you launch the meeting, click **View/Change Settings** to open the Audio Conference Settings. Check the check box on the left of **Start Audio Conference automatically with this meeting**.
2. After the Audio Conference is started, you will choose how you want to join the Audio Conference via Phone or Microphone. Students will have the same options to choose from. Click **Done** after you dial in.

### Managing Audio Conference Settings

You can access the **Audio Conference Settings** via the **Audio** menu on the top of the meeting interface to adjust the Audio Conference Settings.

From the Audio Conference Preferences, you can manage your Audio Conference settings, such as managing your Audio Profiles, and allowing participants to use Microphones, etc...
Make sure you provide students both options so that they could connect to the Audio Conference via either VoIP and Phone.

3. Click the **Done**.