



ADOBE ACROBAT CONNECT PRO AUDIO OPTIONS

Overview

The convergence of web and voice conferencing brings the promise of greatly improving the productivity and experience of online meetings. Connect Pro supports both teleconferencing via conferencing calling providers and PC-to-PC Audio (VoIP), giving you the flexibility to communicate using either type of conferencing service. Achieving reliable audio for your meeting is a critical component to its success. If participants can't hear your presentation clearly, your meetings won't be effective. What audio option you choose may depend on many factors including your audience, who is presenting, your budget, your technical environment.

This article provides you with an overview of the different types of voice conferencing features and guidelines for when and how to use them effectively in your Connect Pro meetings.

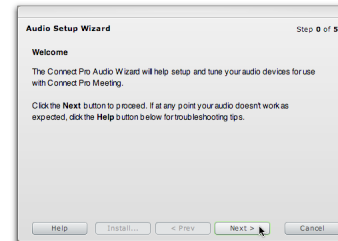
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Using Voice over IP (VoIP) in Connect Pro

Connect Pro Meeting provides high quality internet audio broadcasting (VoIP) with features like echo and noise cancellation, silence detection, and an easy audio setup wizard, which allow meeting presenters to communicate with participants using their computer microphone and speakers.

Customer's often use Connect Pro's VoIP audio broadcasting capability to reduce or eliminate teleconferencing or long distance charges. The high-fidelity, full-duplex audio broadcasting within Connect Pro doesn't incur any additional cost per attendee. However, using VoIP requires that you are certain all attendees have a reliable high-speed internet connection and the necessary hardware of a sound card and speakers/microphone or audio headset for every attendee.



Use the following resources to learn more about VoIP in Connect Pro:

- [VoIP Visual Quick Start Guide](#) (PDF)
- [Setting Up Your Computer for Voice over IP](#) (Adobe Captivate, 3:09)
- [Using Voice over IP Audio](#) (Adobe Captivate, 4:43)

VoIP Considerations

It is important to note that VoIP utilizes the internet to transmit audio. If you choose this option it is always recommended that you plug into your network connection (rather than use wireless) and be on the highest bandwidth connection possible.

The connection speed of meeting Participants also determines their VoIP experience so those on slower connections might experience drop off's or time delays (called latency) when listening to audio.

Integrated Telephony

Connect Pro Meeting hosts can start, control and record an integrated teleconference service conveniently from the easy-to-use Connect Pro Meeting interface. The benefits of this integration are:

- A unified workflow for scheduling, notifying, and attending web and voice conferences
- The ability to completely control the teleconference call through the web conference interface
- The convenience of recording and streaming a single, synchronized archive of the Connect Pro meeting and audio from the teleconference
- For a complete list of integrated audio providers, visit the Audio Teleconferencing Partners page on Adobe.com

The teleconference information is included in the meeting, and participants can also have the teleconference dial their phone directly without having to enter in any passcode information. Also, the meeting automatically records audio from an integrated teleconference. In order to hear the audio from the meeting, all participants must be connected to the teleconference.

When setting up your meeting in the Create Meeting wizard, choose, “Include this audio conference with this meeting.” If you don’t have this option available, you may need to set up your profile with your teleconference information. Contact your Connect Pro administrator for more details on including a supported teleconference system in your account profile or view this tutorial.

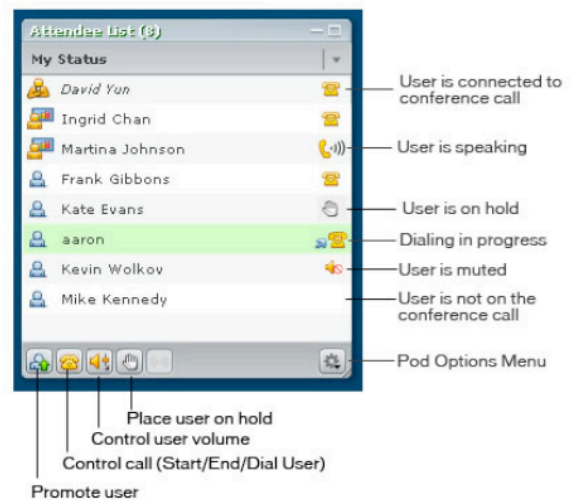
Integrated Telephony Considerations

- **Limited Capacity:** Some teleconference providers will support a fixed number of participants on the call. If you require a certain number of attendees to be able to join the call, make sure that your conference number supports that number of dial-ins in advance.
- **Cost:** Calls with many participants can be expensive based on the teleconference setup.
- **International Audiences:** International attendees might have to dial a toll number in order to join the teleconference.

Meeting attendees have several call control features available within the Connect Pro meeting interface when integrated telephony is used

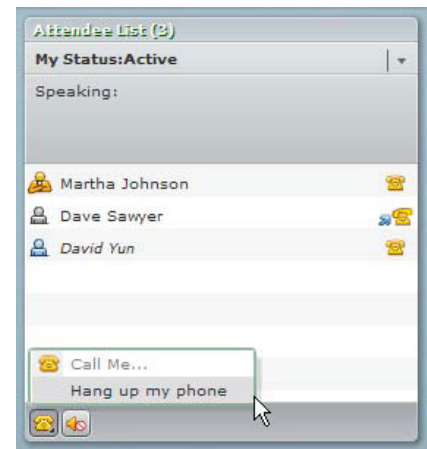
For Meeting Hosts:

- **Start/Stop Teleconference:** Starting a teleconference is exceptionally easy since it’s available as an option in the attendee list pod.
- **Synchronized web and voice recording:** The record meeting function starts recording the Connect Pro meeting and teleconference to create a single streaming archive of the meeting.
- **Dial out to users:** Connect Pro will automatically dial out to each participant attending the call - eliminating the need to remember meeting ID’s or passwords.
- **Change volume/mute selected participants:** Meeting hosts can adjust the volume of any participant up or down. Another handy feature enables the meeting host to mute all or selected participants quickly.
- **Place participants on hold:** If the meeting host needs more time to prepare, he/she can place all participants in a audio lobby while they speak with the presenters
- **Disconnect participants:** This feature allows a host to remove a phone participant from the meeting.



For Meeting Participants:

- **Call my phone:** Allows any meeting attendee to enter their phone number and have the teleconference call them back instead of having to dial into the teleconference and enter the meeting ID and passcode through the telephone.
- **Mute me:** Any attendee can automatically mute and un-mute their phone line.
- **Who's speaking indicator:** Attendees no longer have to wonder who's speaking during the conference. A visual indicator next to the speaker's name makes it clear who's making noise. The host can also optionally turn on a 'Who's Speaking' indicator at the top of the attendee list box which can be used to easily see the current speaker.



Universal Voice is an excellent option for bridging your telephone conference with the Connect Pro meeting experience. It's important to understand though that it doesn't offer the same tight integration with the Connect Pro meeting that the Integrated Telephony option offers. Universal Voice offers a bridge whereas Integrated Telephony provides complete control of the telephone conference directly from the meeting interface.

Note that an attendee can join only the teleconference and not the web meeting, while still allowing the host to manage the phone-only participant using the full breadth of call control features listed above. For example in the screenshot above, the attendee David Sawyer has a gray icon meaning that he is on the teleconference, but not in the web conference.

Integrated Telephony Providers

Adobe has partnered with a number of leading global teleconferencing providers to offer integration between web and voice conferencing.

- [Avaya](#)
- Cisco Unified MeetingPlace
- [Intercall](#)
- [MeetingOne](#)
- [Premiere Global Services](#)

To learn more about how to use Integrated Audio Teleconferencing with Connect Pro, you can review these resources:

- [Premiere Global Integrated Teleconferencing Quick Start Guide](#) (PDF)
- [Using MeetingOne Audio Conferencing with Connect Pro](#) (PDF)

Summary and Key Takeaways

As you can see above, Connect Pro offers a variety of options to incorporate audio into your meetings. Depending on the type of meeting, audience, account setup and cost, you might want to factor the options into which audio option you choose. Generally speaking, the two key factors in determining what type of audio to use for your meetings depends on

1. size of your meeting and
2. the level of interactivity you desire.

For meetings with few hosts and many attendees, like a webinar where the majority of participants do not need to talk, VoIP audio broadcasting has a strong advantage in that it doesn't incur per user/per minute costs, which tend to add up quickly for large, one-to-many meetings. However, to accommodate a high level of interactivity in small collaborative meetings or where you are uncertain if your audience has computer speakers and/or microphones, the use of an integrated teleconference is a better choice.

In many cases, Universal Voice offers the best of both worlds. Universal Voice can be used in a small collaborative meeting (without broadcasting over VoIP) to ensure the audio from the phone conference is automatically recorded, or in larger “one-to-many” events, where you want to balance 1) the reach and cost savings of Connect Pro Audio with 2) the predictability of teleconferencing only requiring participants to have and use a standard phone.

The following chart covers some of the benefits, drawbacks, and intended audience for each of the options covered in this document.

Type	Audience	Advantages	Disadvantages
Voice Over IP	Large, one to many or few to many meetings. Requires attendees to have faster network connections as well as computer speakers turned on.	Free - included out-of-the-box with Connect Pro. Easy for participants to listen without requiring a separate phone line.	Requires presenters to have extra hardware (microphone or headset). Uses more bandwidth than a teleconference.
Integrated Telephony	Small-medium sized meetings - particularly with attendees on slow connections or with no audio capabilities on their computer. Great for meetings where everyone may not be able to attend the web portion.	The host is able to fully control the teleconference from the meeting. Participants can always see who's speaking. Uses virtually no bandwidth for audio.	Additional cost of the teleconference. International participants may incur toll charges. The meeting recording is not available immediately.
Universal Voice	All meeting sizes. Hosts can choose to broadcast audio through VoIP for larger meetings or give participants the choice of dialing in or listening through their computer speakers.	Reaches the widest audience. Presenters don't need any special equipment (only a telephone) to speak. Reduces the cost of the teleconference assuming not everyone dials in.	Added cost of the teleconference (though it is reduced). Host doesn't have the ability to control the teleconference from the meeting.