



Using Premiere Global Services Ready Conference with Acrobat Connect Pro 7.5

Overview

The purpose of this document is to provide guidance when integrating your Premiere Ready Conference account to your Connect Pro account. I've included some basic solutions to issues some users of Premiere teleconferencing may encounter. The second half of this document outlines common symptoms, with suggestions on how to prevent them.

After your Premiere account has been set up you'll receive a confirmation email as exemplified below

Account Information

Conference Title:

Host Name: Your Name

Company Name: Your Company

Client ID: 1234567

Web Password: Zo1234 (To change your password, please log on via the website.)

Conference Passcodes

Host Passcode: 1234567

Participant Passcode: 123456

Associate Your Premiere Teleconference with Acrobat Connect Pro

To associate your Premiere account with your Connect Pro profile, follow these steps:

1. Login to Connect Pro Central and select **My Profile** in the upper right
2. Select **My Audio Profiles**, and choose to create a new profile by clicking the New Profile button
3. Choose **Premier NA** from the Provider dropdown
4. Give your profile a name so you can identify it when you are creating a new meeting
5. Enter the **Client ID** in the **Client ID** field
6. Enter the **Web Password** in the **Premiere Password** field
7. Enter your **Host Passcode** in the **Moderator Code** field
8. Click **Save**. You are now ready to use your Premiere conference number in your meetings.

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

New Audio Profile

Enter Profile Information

Provider: Premier NA

Profile Name: My ReadyConference Number

Client ID: 1234567

Premiere Password: *****

Moderator Code: 1234567

To learn more about Premiere Global or to sign up for a new account, please

Adding a Premiere Teleconference to a New Meeting

Audio Conference Settings

Do not include any audio conference with this meeting.

Include this audio conference with this meeting. Premiere NA My ReadyConference Number

Include other audio conference with this meeting.

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

Your account is now setup to use Premiere integrated teleconferencing in your Connect Pro meeting rooms. When you create a new meeting, you will see a new option in the Create Meeting Wizard in the Audio Conference Settings area. **Select the option to Include this audio conference with this meeting.** You can also edit an existing meeting and select this option. Note that it may take several minutes for the change to be applied to an existing meeting.

Adding a Premiere Teleconference to an Existing Meeting

You can also elect to associate your Premiere teleconference with an existing meeting room. For example, you may have a room with pre-existing layouts and content that you want to use. Simply follow these steps:

1. Login to Connect Pro Central and locate the meeting in the Meeting Library
2. Click on the meeting name to view the meeting details and **Edit Information**
3. Under Audio Conference Settings, select **Include this audio conference with this meeting**
4. Click **Save**

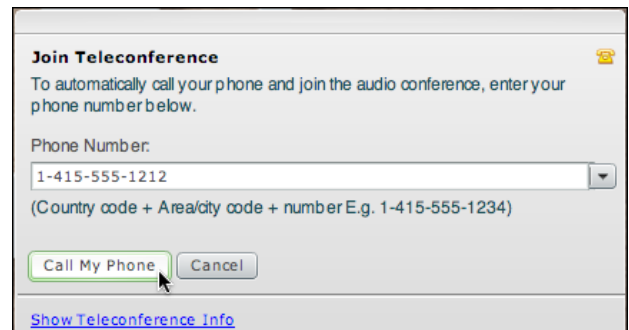
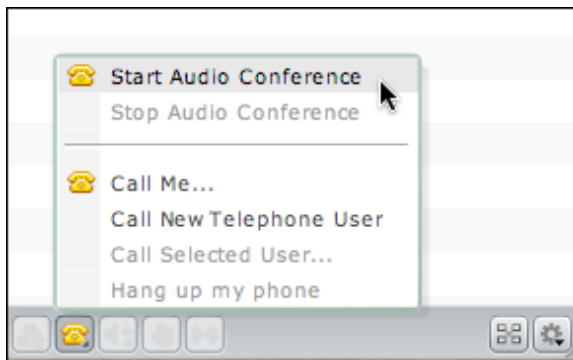
A Few Important Notes:

1. The audio information will NOT populate the Conference Number or Code Fields as this is for non-integrated teleconferences. However, the conference call will be associated with your meeting.
2. When applying the audio conference settings to an existing meeting, you will have to wait at least 15 minutes to ensure the teleconferencing settings are associated with the meeting room.
3. If you are using an integrated teleconference for audio when recording a meeting, you may need to allow several hours for the Premiere audio and Connect Pro meeting files to be combined and synchronized before the recording is available.

Controlling a Teleconference from a Meeting

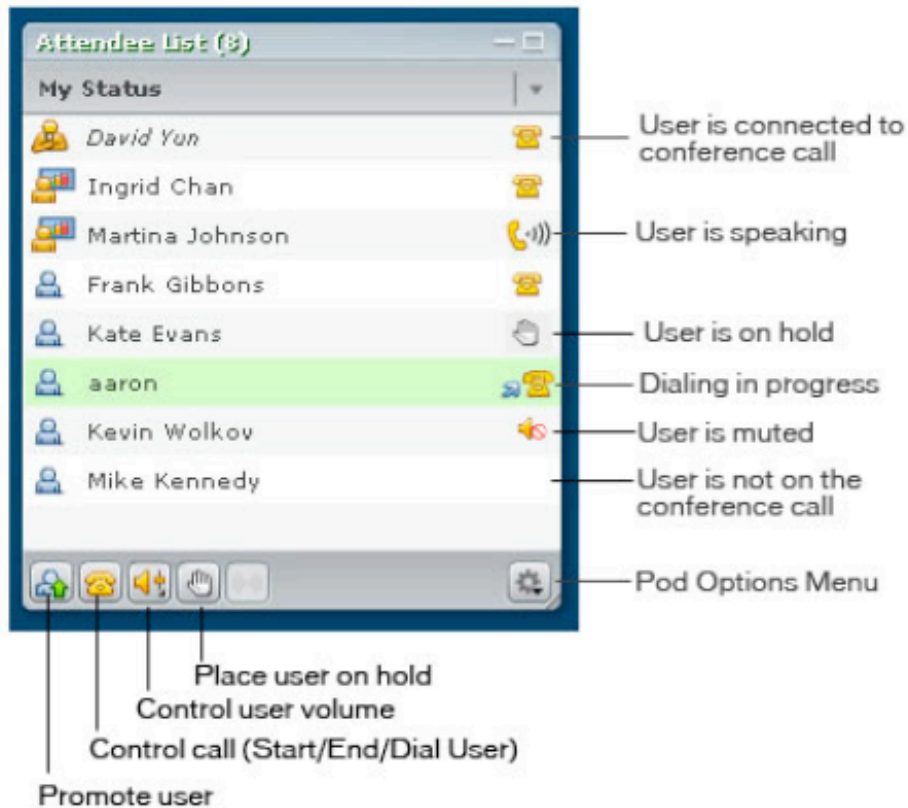
Once you've associated the teleconference with the meeting, you can begin using the integrated teleconferencing features. When you enter the room you'll notice a new set of teleconferencing controls in the Attendee List. To begin your conference, choose Start Audio Conference from the Audio Conference Settings menu. When you do this, a dialog box pops up for you and all other meeting participants prompting you to enter your phone number. Do this and click Call My Phone.

Note that the Join Teleconference dialog doesn't support phone extensions. If you are behind an extension, you'll need to click on the Show Teleconference Info link and dial in manually.



At this point, your phone should begin ringing. After picking it up, you must press 1 on your keypad to enter the meeting. Speak your name and press #. After following these steps, you will join the audio conference. There is no need to remember or enter any passcode information.

Any Host in a Connect Pro / Premiere integrated meeting has the ability to control the teleconference through the Attendee List. The meeting allows you to dial-out to participants, mute or un-mute attendees, remove an attendee from the teleconference, view the active speaker(s), and more.

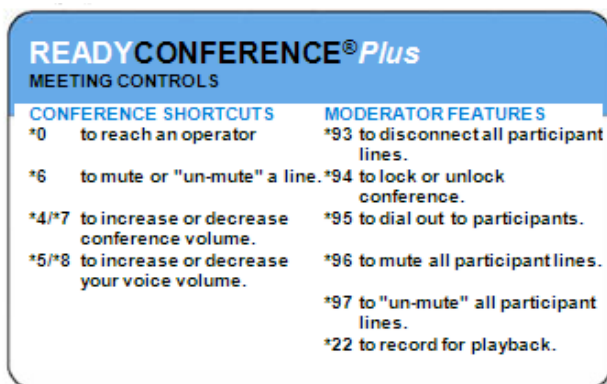


Note: Participants who dial in manually will appear either as a string of digits (their phone number) or as an “Unknown User” if their phone number cannot be identified. To merge someone who has manually dialed in with the an attendee in the attendee list, select the attendee’s name, then click on the associated phone number or unknown user entry while holding down the CTRL key (CMD on a Mac). At this point, the Merge button should become active. Click the button to merge the two entries.

Additional Conferencing Shortcuts	Moderator Features
Press *1 to hear a help menu Press *0 to reach an operator Press *6 to mute or un-mute the line Press *4 to increase conference volume Press *7 to decrease conference volume Press *5 to increase your voice volume Press *8 to decrease your voice volume	Press *91 to hear a participant count Press *92 to hear a roll call of participants Press *94 to lock or unlock conference Press *21 to activate sub-conferencing Press *93 to disconnect all participant lines Press *95 to dial out to participants Press *96 to mute all participant lines Press *97 to un-mute all participant lines Press *22 to initiate record and playback (*22 again to pause/stop the recording) Press *31 to turn Conference Security Code on/off Press *32 to record your Conference introduction

Premiere / Connect Pro Integration: Troubleshooting and Prevention

Issue	Cause	Prevention	Remedy
Hold Music During the Conference	Caused when a participant places the conference on hold	Instruct meeting attendees to direct incoming calls to voice mail. If they must answer an incoming call, request they hang up rather than placing the conference on hold	Ask all attendees to stop talking for a moment. The 'Who's Speaking' indicator will identify the culprit. You can then either mute the attendee or remove them from the call all together.
Loud pulsing noise	Caused by a mobile phone in close proximity to a caller's landline (GSM and Edge networks in particular cause this pulsing).	Instruct meeting attendees to turn off all mobile devices before attending, or to place their mobile devices away from the phone.	Ask all attendees to stop talking for a moment. The User Speaking indicator will show the culprit. You can then either mute the attendee, or instruct them to move their mobile device away from the phone.
Static noise	Common sources include: bad connection, interference from a power source, fluorescent. lights	Avoid placing the phone to close to computer power supply.	Use the Who's Speaking indicator to show which attendee is active. You can then either mute this user, or ask them to dial in from another phone.
Echo / Loopback	Typically an echo is caused when the phone picks up the computer audio and rebroadcasts the audio to the phone. Another common cause of an echo (even when not using Premiere) is when the attendee is logged in to the same Connect Pro meeting more than once.	Suggest to all participants to either listen via VoIP or by phone. Not both. If they are listening via phone the attendee(s) must mute their computer speakers.	Mute attendee who's active when the echo/loopback is heard. Remove additional instances of the same attendee (i.e. Joe Smith2)
Speaker/Presenter cannot be heard or their audio is faint	<ol style="list-style-type: none"> 1) The user is too far away from the microphone. 2) The volume setting on the equipment is set too low or is muted. 3) Faulty equipment 	Instruct the user to speak clearly and directly into the microphone. It is always good to have speakers/presenters dial in early to make sure the audio is set up correctly.	Highlight the user's name in the Attendee List and adjust their volume by selecting the User Volume button.



Note: You will receive a card with your ready-conference details. Although most of these tasks can be accomplished using the Attendees List, it's a good idea to keep the card handy so you will have the most commonly used shortcuts available.