

Configuring Audio for a Successful Adobe Connect VOIP Meeting

Part of the Adobe Connect Professional software includes functionality to support full audio in addition to chat areas, shared spaces, and video. The technology that makes this possible is Voice-Over-IP (VOIP). VOIP is an alternative to the standard telephone system in that the transmission of audio signals is via the Internet rather than telephone lines. As a part of Adobe Connect, there are no additional charges per minute of audio as there might be using traditional conference calling.

Because many modern desktop and laptop computers have several different audio and video components, especially with the addition of external web cameras, a series of configuration steps may be necessary inside and outside of the Adobe Connect Software to ensure a smooth VOIP session.

In most cases, the most satisfactory experiences with VOIP will be using a headset/microphone. This combination eliminates most feedback issues and provides the clearest VOIP experience.

The following instructions provide guidelines for configuring a Windows XP machine for use with an Adobe Connect Meeting using Voice-Over-IP (VOIP). Your hardware will no doubt be different, but the general principles should apply.

Step 1: Configure Your Windows XP Audio System

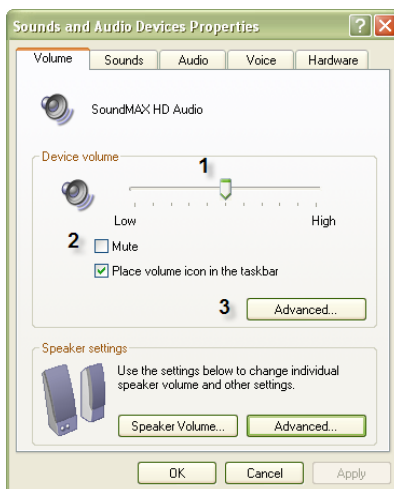
Select the Start Menu, then Control Panel.



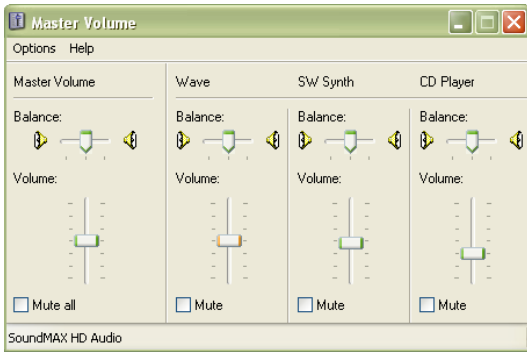
Double Click “Sounds and Audio Devices” or “Sounds, Speech, and Audio Devices” then “Sounds and Audio Devices”



On the Volume tab, verify that your Device Volume is set somewhere between Low and High (1), and that the Mute checkbox is unchecked (2). In the section called Device Volume, select the Advanced... button (3).



In the “Master Volume” window, be sure that none of the audio formats are muted.

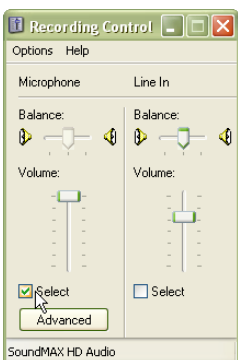


Close this window to return to the Sounds and Audio Devices Window. Select the Audio Tab.

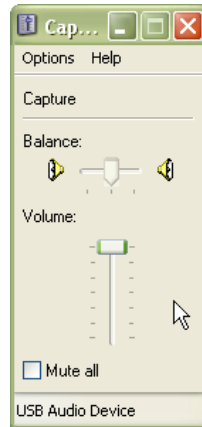
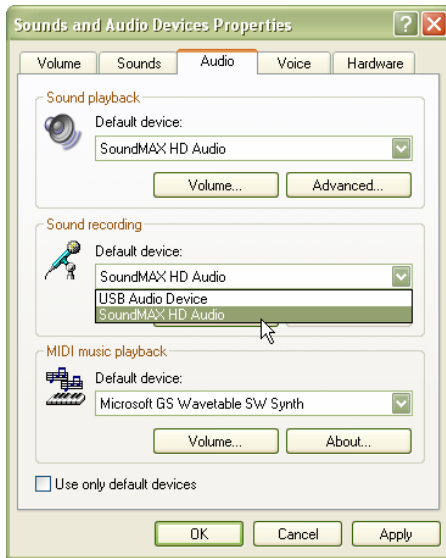


In the middle section, selecting the “Default device” selection box allows the user to change the volume settings for all recording input devices. Click the “Volume” button for the first device.

Be sure the Microphone is selected; the volume turned up, and is not muted.



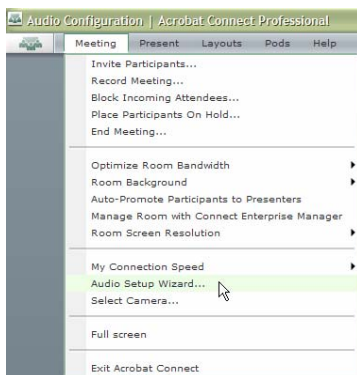
Close this window and return to the Sounds and Audio Devices Properties window. Use the Sound recording Default Device drop down box to select the other device(s) (if present), then the “Volume” button. Be sure once again that the Microphone is selected, not muted, and volume turned up. If there is only one choice in the Default Device drop down box, you do not need to make any further adjustments.



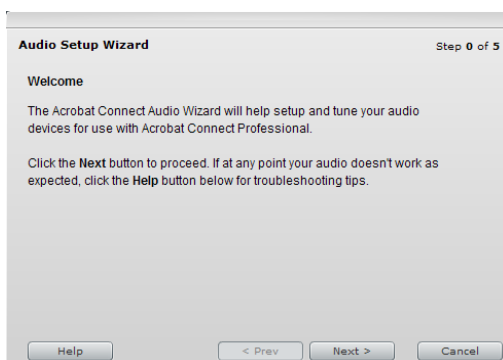
Now that you have configured your Windows XP audio system settings, the next step is to launch the Connect meeting and run the Audio Setup Wizard.

Step 2: Configure Adobe Connect Audio

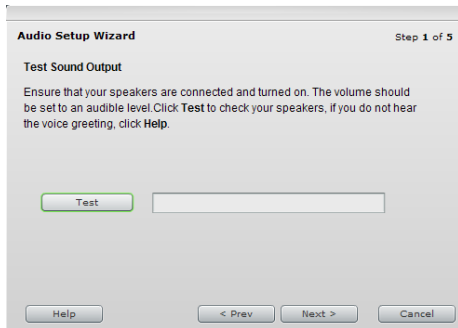
Launch or join the Adobe Connect Meeting. If you plan to use VOIP, select Meeting...Audio Setup Wizard...



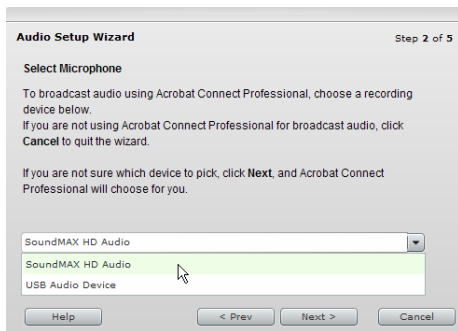
Click Next.



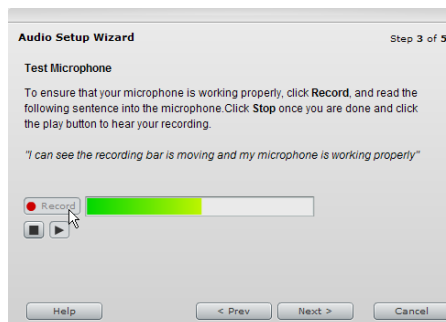
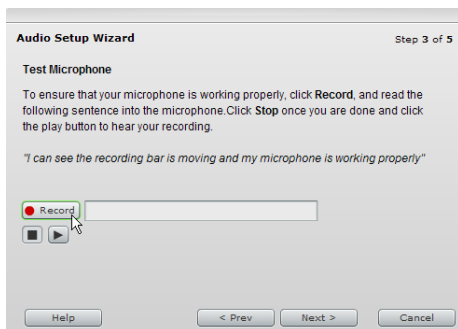
Click the Test button to be sure you hear audio from the appropriate output (most likely, your headset earphones). If you do not, check your connections (audio plugs) and your system settings (see Step 1). Click Next when finished.



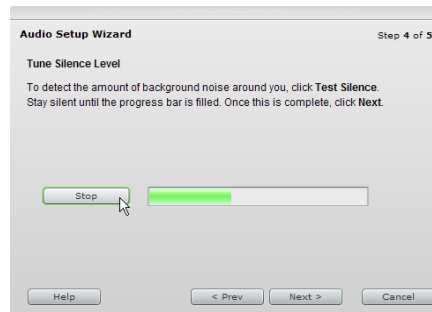
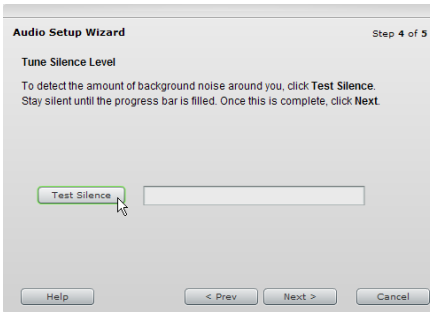
Select the microphone source you would like to use. If you are using stereo style plugs in headphone and microphone jacks, you will most likely choose the selection that has the name of your computer sound card. If you are connecting your headset (or using another method) that uses a USB connector, choose the selection called "USB Audio Device" (or similar). Click Next.



Press the Record button and speak into the microphone. The bar next to the record button should light up as you speak. If it does not, check your connections, be sure your headset does not have a mute button, try going back a screen and verifying the proper microphone selection, or return to Step 1 for system settings.



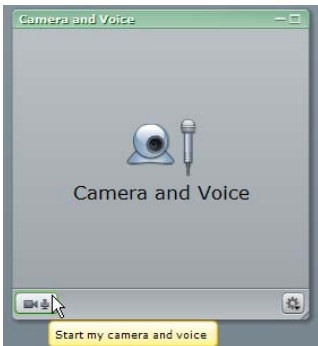
Click the Test Silence button to tune your microphone to the background noise. Click Next when finished.



Click Finish.



As a meeting host or presenter, you have access to the Camera and Voice pod (whether or not you have a camera). Click the button in the lower left corner of the pod to activate the microphone/camera.



After a moment, a Talk button will appear at the bottom of the Camera and Voice Pod. Press the Talk part of the button and speak into the microphone to transmit audio over VOIP. This function is referred to as Push-To-Talk (PTT) and can prevent some talk over and background noise issues. If these issues are not a problem, users can press the lock icon next to the Talk button to lock the Talk button On. When locked, the Talk button keeps an open line to the microphone so that any sounds picked up by the microphone are transmitted over VOIP.

