

Using Computer Audio in Adobe Connect Meetings

Metropolitan Community Churches Office of Leadership and Development

This document is designed to assist you in using the internal sound function in Adobe Connect meetings rather than using a conference call on a telephone to carry the sound. Sound for meetings, classes, and presentations on Adobe Connect is often carried on a telephone to avoid challenges with the technology. These challenges fall into two broad categories:

1. The need for a high-speed Internet connection capable of carrying voice and video without sound or video degradation.
2. Sound feedback creating an echo that makes it impossible to continue the meeting or presentation.

In addition, the one contribution each participant can make to the quality of the meeting is to control the ambient noise in your environment. Treat this meeting as you would treat a face-to-face meeting. Make certain that television, radio, or other media is silenced. While we enjoy having our children, loved ones, or animal companions close by it is vital that the ambient noise from these sources be controlled. Certain noises like barking dogs can be magnified by a microphone even when using a headset. So please be considerate of your fellow attendees and control the ambient noise in your environment.

Your High Speed Internet Connection

The most important thing to remember is that dialup Internet connections are not capable of carrying the amount of data that will be needed to have a satisfying experience. Some of you with satellite service may also have difficulty when attempting to use voice to communicate. Although you may be seeing and hearing the presentation and other participants you may experience issues when you attempt to use voice to speak. The reason for this is that the download speeds are often much higher than the upload speeds on satellite systems. This may also be the case on some cable and DSL packages as well. If you experience this issue check with your internet service provider to find out if your upload speeds are much slower than your download speeds.

There are a few things you can do to make sure you're getting the very best out of whatever connection speed you have from your Internet service provider.

1. First do whatever you can to make sure that you are connected directly to the modem by an Ethernet cable instead of using a wireless connection. Or if you must use a wireless connection make sure that your wireless router is a newer model allowing for much greater speed of connection. This also goes for your wireless card or adapter in your computer. If you're using an older one, the connection speeds will be slower.

2. "Power cycle" all of your devices preceding the adobe connect event. This simply means unplugging and plugging in all of your devices starting with the modem. Next "power cycle" your wireless router if you're using it.
3. Always make sure that you restart your computer before attempting to attend a meeting on Adobe Connect.
4. Shut down all other programs on your computer except your web browser and the Adobe Connect program. This will help your computer run at top speed during the event.

Taking care of these small issues can save you lots of time and trouble and make for a much more enjoyable experience.

Internet connection speeds vary particularly for residential connections. If you plan to attend regular meetings on Adobe Connect and experience degradation of sound or video you may want to consider contacting your Internet service provider and increasing the speed of your service so that you can have the best experience possible.

Avoiding Sound Feedback During Adobe Connect Events

The best way to avoid sound feedback is a very simple fix – **USE A HEADSET**. Headsets with USB connections that feature earphones and a microphone are easily accessible at most electronics stores. You don't need a super expensive one but you do need one that utilizes a USB connection.

After plugging in the headset to your computer you will need to make sure that your sound settings on your computer are recognizing the device both on the input and the output settings sections. Insure that your mic in the headset is NOT set on mute. Most of these headsets have this feature so that you can avoid needless interruptions during calls and audio sharing events with others caused by movement or background noise in your environment.

Test your headphones by playing music on your computer and making sure that the sound is coming into the headset and not through your computer speakers. This is very important because the mic in the headset will pick up the audio from the computer speakers and that will set up an echo loop in the meeting that will make it impossible to allow you to have audio input to the meetings.

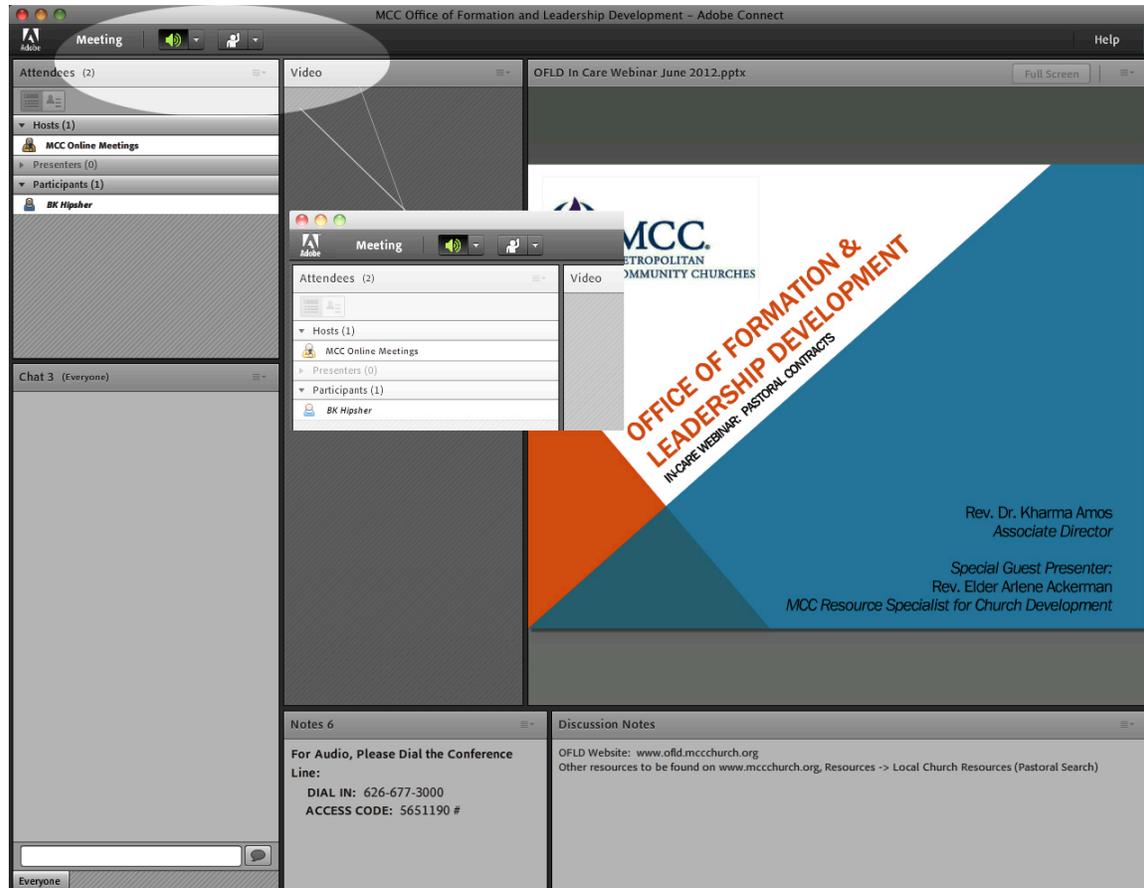
Test your mic by going to your INPUT settings for sound on your computer and selecting the headset as the device. Most computer systems will also have a volumn test there so that you can adjust your input volume. Setting it at about 50% is a good place to start.

It is possible to use your internal mic and computer speakers but extra care will have to be taken on your part to minimize the echo and feedback. Turn your speakers down to a very low level when you are speaking. This will keep your voice from echoing back through your speakers and causing an echo. You may also have to mute your mic when others are speaking and you need to turn up

your computer speakers to hear what they are saying if you are attempting to engage in a dialogue. This can be tedious. This is why we strongly urge you to use a headset when planning to speak in an Adobe Connect meeting.

Activating Your Voice Audio

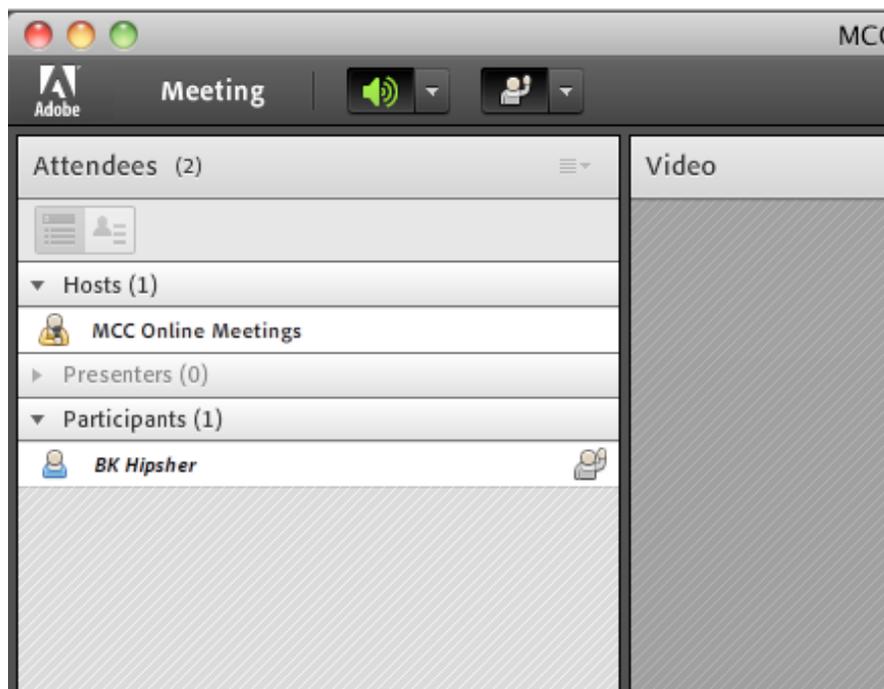
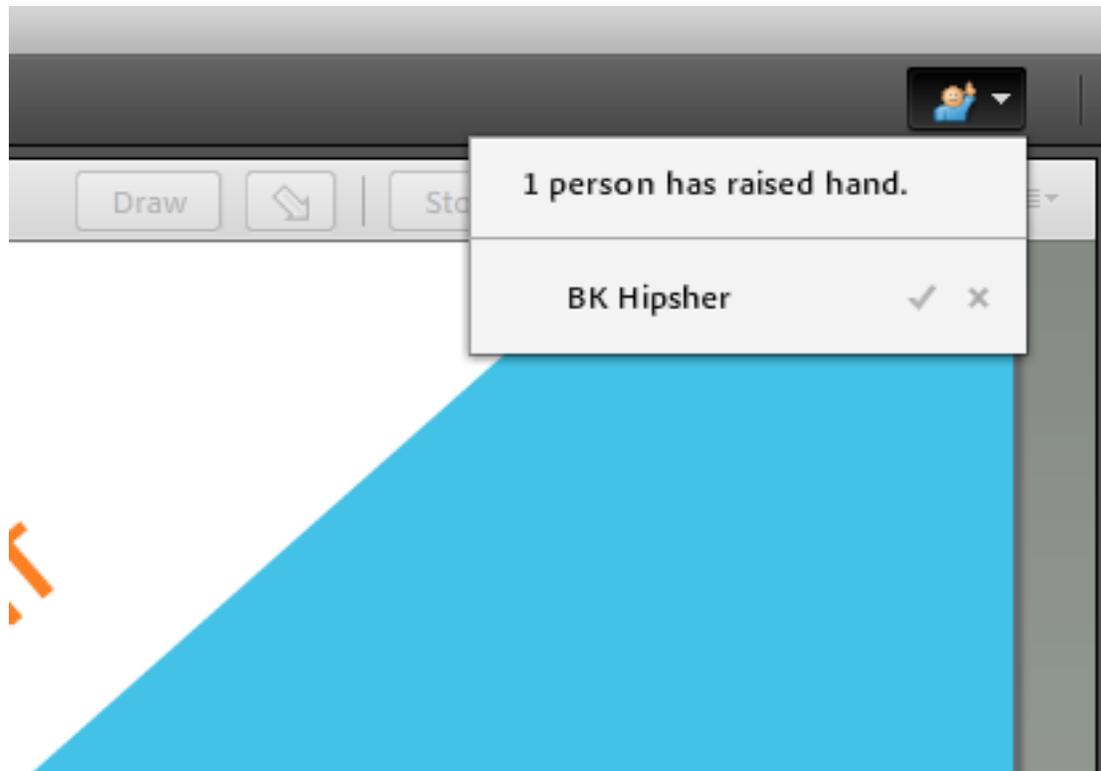
Your voice audio will not be activated during the entire meeting. When you want to make a comment use the “hand raise” button located near the top left of you screen.



Click the drop down menu beside the icon of the raised hand. Choose “Raise Hand” from the list of options.

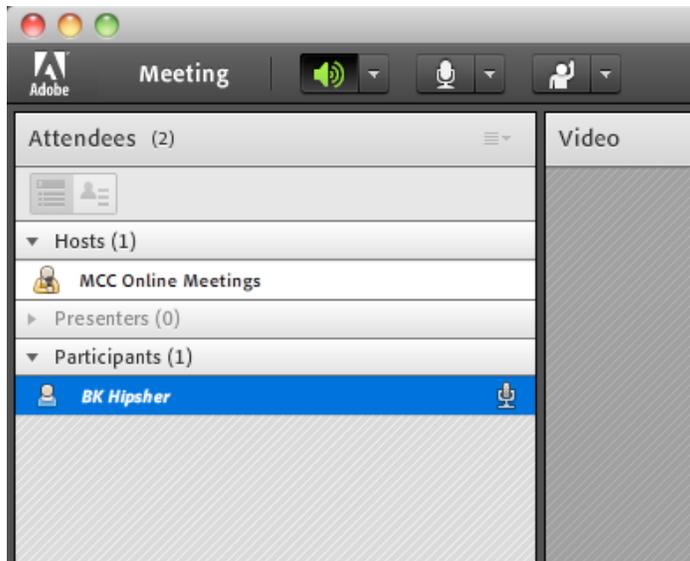


Organizers will be alerted to your raised hand in their screen.



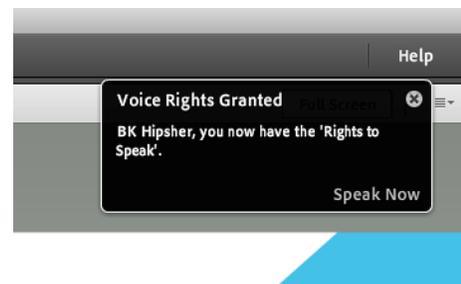
Note that the raised hand icon will appear beside your name in the list. After you had spoken you will want to lower your hand so that if you want to speak later in the session you'll be able to be recognized by the organizers.

Before you are recognized the organizer will grant you rights to use your audio. You will know this has occurred when the small “microphone” icon appears between your “speaker” icon and your “raised hand” icon.

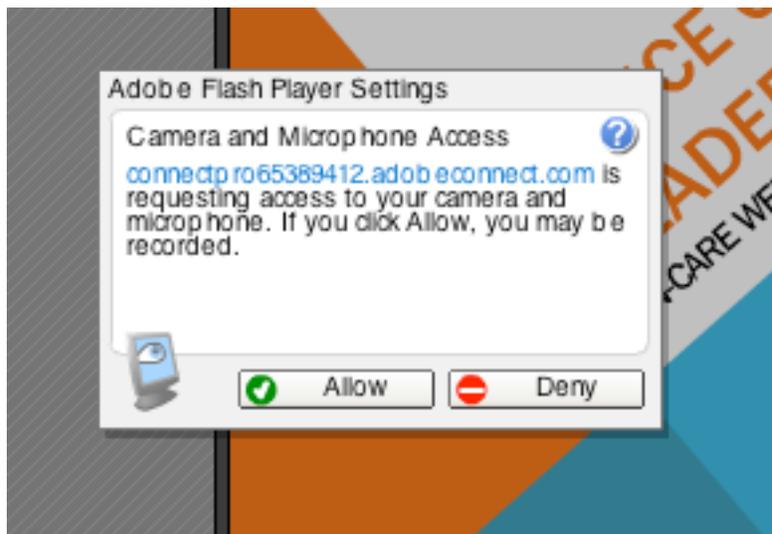


Click the pull down menu to the right of the mic icon and click “connect audio.”

You may see a small black box pop up to your right on the screen. If you see this box click “Speak Now” to go directly to audio connection.



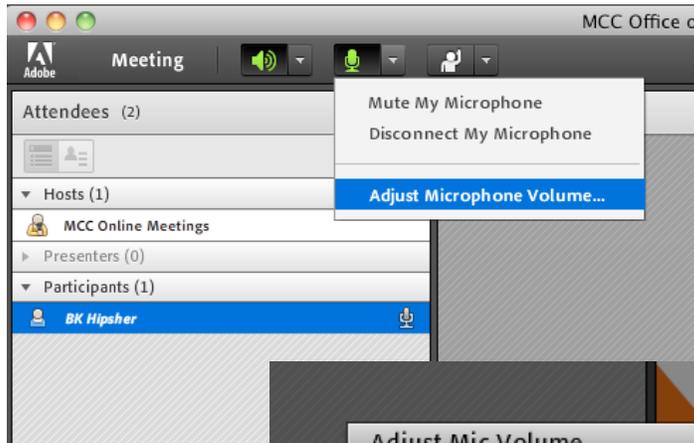
Either way you activate your audio you will see a box appear in the center of your screen concerning Camera and Microphone Access. You must click “Allow” when this box appears to activate your audio.



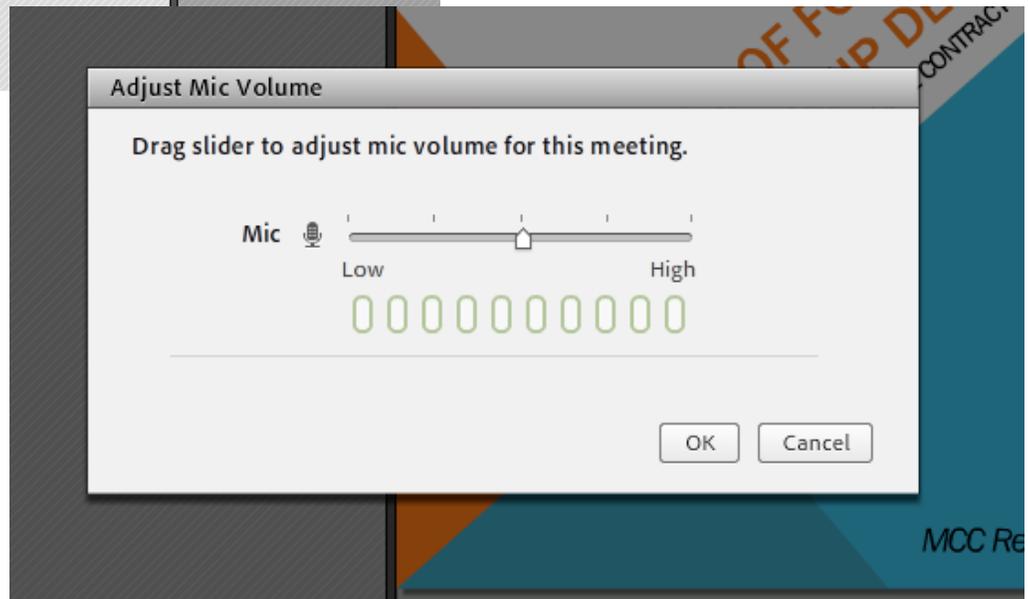
The “mic” icon will turn green when your voice is activated. You will want to insure that your headset mic is NOT on mute so that you can be heard. State your name and ask if you can be heard. Once you have been given the OK from the organizer, proceed with your comment or question. Note that your mic will be

disabled after you are finished speaking. If you wish to make another point or ask another question later in the session you will need to raise your hand again and wait to be recognized.

If your mic volume needs to be adjusted you can access that functionality by going back to the drop down menu beside the green “mic” icon.



Adjust your mic volume as necessary using this tool as a guide and changing the input volume on your system audio controls.



Be considerate of others arrive early to your session to test your audio access and settings before the meeting. If there is difficulty with your audio during the meeting you will be requested to ask your question by text rather than voice in order to keep the meeting going and be considerate of other attendees.

If you are not using a headset and echo or “back feed” sound is an issue when your audio is activated it will be deactivated by the organizers to maintain the integrity of the meeting.

If ambient noise in your environment is distracting your audio will be deactivated.

The more you use this technology the more comfortable you will become with it. Use the test sessions or early arrival “tech time” to make sure that your system is working properly and that you understand how to operate the controls. We will make every effort to assist you before the meeting begins. No equipment troubleshooting will be done during the meeting.

We want this to be a collaborative dialogical experience for all so please follow these guidelines and contact Kharma Amos (RevKharmAmos@MCCchurch.net) if you would like to schedule a “tech check” for your system and audio equipment well before a scheduled event.