

Using VOIP (Voice Over IP) With Adobe Connect – Best Practices

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Document Summary

The following document provides a summary of the the best practices to using Voice Over IP (VOIP) with Adobe Connect. Using VOIP provides a convenient and cost effective way to verbally communicate with those attending your meeting. For this to be successful, it is critically important that these steps be followed. If it is inconvenient or if you are unable to follow these steps, it is recommended that you use an audio teleconference bridge and speaker phone for the audio portion of your meeting/event.

We generally recommend that for one to many events or one to one or two meetings, VOIP works well as you have better control over the broadcast of the audio and your participants use of broadcast technologies. For many to many meetings, where multiple people will be actively speaking, it is generally a good idea to use an audio conference bridge.

Best Practices

1. Use a headset/mic, not the internal computer microphone or microphone built into a web camera
2. The host and all participants should run the Connection Wizard from the Adobe website to make sure you all have the latest version of Flash and install the Connect Add-in. People should note their Connection speed for the next step. The Connection Wizard is accessed here:

https://admin.adobe.com/common/help/en/support/meeting_test.htm

Note, many folks are connected to a high speed Local Area Network or LAN at work or school, but because of network traffic, length of cable, wi-fi (not recommended for meetings) or other factors may only get DSL or Modem speed throughput to their client.

3. All meeting participants, presenters and hosts should go to the Meeting drop-down menu and under "Manage My Settings" select "My Connection Speed" and select Modem/DSL/LAN depending on the results of running the Connection Wizard
4. All meeting participants, presenters and hosts should run the audio setup wizard ahead of the meeting to test their microphone and speakers, test location silence settings and reduce echo

Note: There have been many cases where headsets were not used and participants essentially transmit the audio from the meeting out their speakers back through their microphone creating an echo for other participants. Usually the built-in echo cancellation catches this, but not always which is why we always recommend a headset/mic combo

5. The Meeting Host, under the “Meeting” drop down, should optimize the meeting room bandwidth depending on the lowest connection speed of the participants. Assuming all users completed the Connection Wizard, the meeting host should consider setting room bandwidth at the speed of the lowest connection, especially if several participants show up as a warning in the Attendee Pod. You can activate the bandwidth indicators in the Attendee Pod through the Pod Options menu in the bottom right corner of the pod.
6. You should not run other applications in the background during meetings, particularly web applications (email, chat, etc..) These compete for CPU and client bandwidth to the internet. In some cases, people will be running applications that are using the camera or microphone driver already which restricts Connect from using the same driver in the meeting room.
7. If bandwidth is the potential issue, consider not using web cams – or pausing them when they are not physically speaking
8. If multiple speakers are involved, make sure the “multiple speaker” option is selected in the audio option in the room
9. Consider using the Push to Talk feature rather than having everyone lock the talk button down. First, whether you’re talking or not, if the lock button is down, your transmitting audio – no reason to utilize network bandwidth with bits of silence. If you do use the Push To Talk feature, set expectations such that you start talking a moment after the button has been pushed as opposed to starting to talk as the button is being pushed. There are many cases where the first part of a person’s sentence is cut off because they are talking as the button is still being engaged.