




Audio Best Practices

First Time Users

Before you join an Elluminate *Live!* session for the first time, you should visit the Elluminate Support website (<http://www.elluminate.com/support/index.jsp>) and step through the section “First Time Users” The first step is to make sure you have the required Java software. The second step is to join an Elluminate session called the Configuration Room. This will test your connection and give you an opportunity to configure your audio. Should you run into any problems, you can contact a member of our support prior to the beginning of your session.

First Time Users

Step 1 - Java software check

 **Congratulations, you appear to have the required software to launch Elluminate Live!**

Java version you are running:
1.6.0_05 Sun Microsystems Inc.
Detailed pre-requisite information can be found [here](#).

Step 2 - Complete your setup

Join the [Configuration Room](#) to test your connection and configure your audio.

Step 3 - Learn more about Elluminate Live!

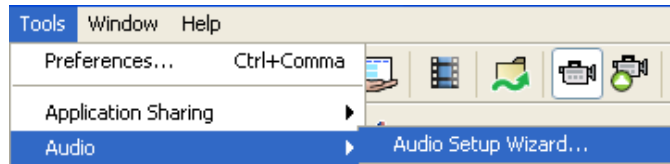
- ▶ [Online Orientation](#)
- ▶ [Quick Reference Guide](#)
- ▶ [Recorded Introduction](#)

Before the Session Begins

Prior to the start of every Elluminate *Live!* session, Moderators and Participants should use the **Audio Setup Wizard** to ensure their audio is configured correctly.


Using the Audio Setup Wizard

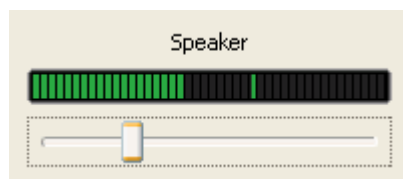
1. Click **Tools > Audio > Audio Setup Wizard...**

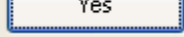


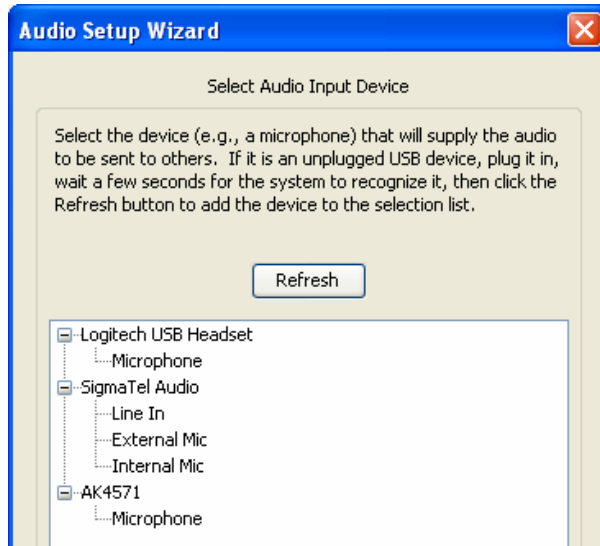
2. Select the **Audio Output Device**. The choices will depend on your particular computer, operating system and audio device. If you are using a USB device, plug it in and then wait a few seconds for the system to recognize it. Click the **Refresh** button and select the device. Then click **Okay**.




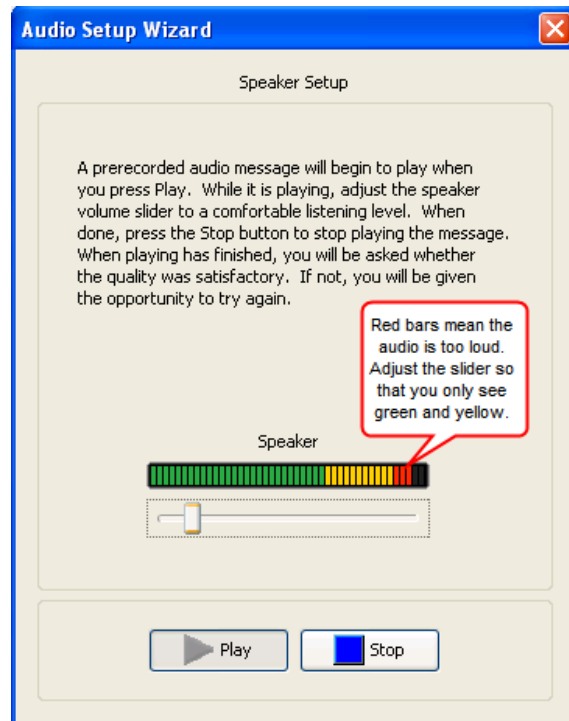
3. Listen to the pre-recorded audio message by clicking the  button. Adjust your audio to a comfortable listening level by moving the speaker slider bar.




4. Confirm you were able to hear the audio by clicking the  button.
5. Select your **Audio Input Device**. The input device is the microphone you will use to send your audio to others during the session. A USB headset is strongly recommended. Plug in the headset, wait a few seconds, and then click the **Refresh** button. Select the device and click **OK**.



6. Test your microphone by clicking the  button and speak into the microphone with your normal speaking voice. Adjust the microphone slider bar so that it displays green bars with an occasional yellow bar. Red indicates that your audio is too loud or your microphone is too close to your mouth.



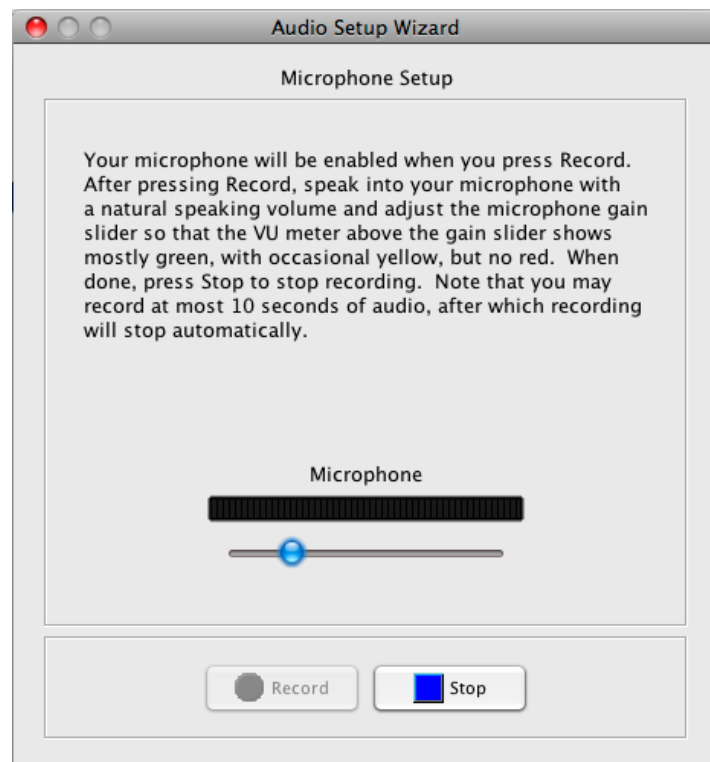
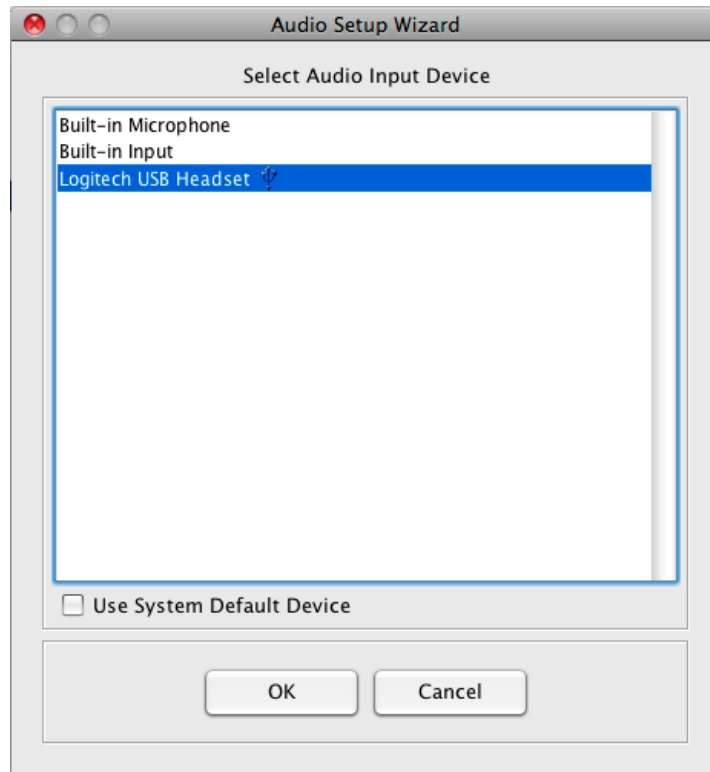
7. Click the  button to listen to your recorded voice.
8. Confirm you were able to hear your recorded voice. Click **OK**. If you were not able to record your voice, click **Try Again**. Check to make sure your

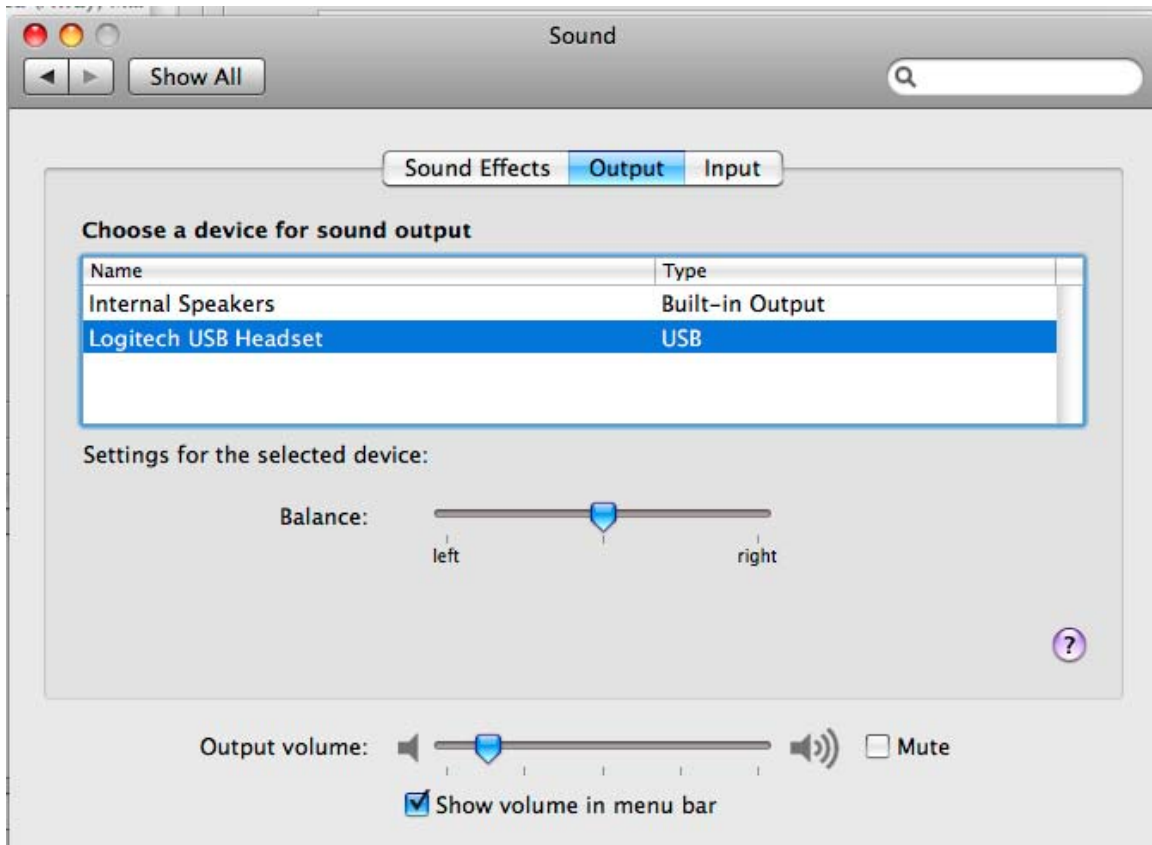
microphone is not muted. Many headsets have a mute button as do laptop computers.

Mac Users

Below are screen shots of the Audio Setup Wizard on a Mac computer. The process is the same as described above. If you do not see your preferred audio device in the Audio Setup Wizard or have trouble hearing or recording, go to Sound in System Preferences. Make sure the correct device is selected, the volume is turned up and mute has not been selected.



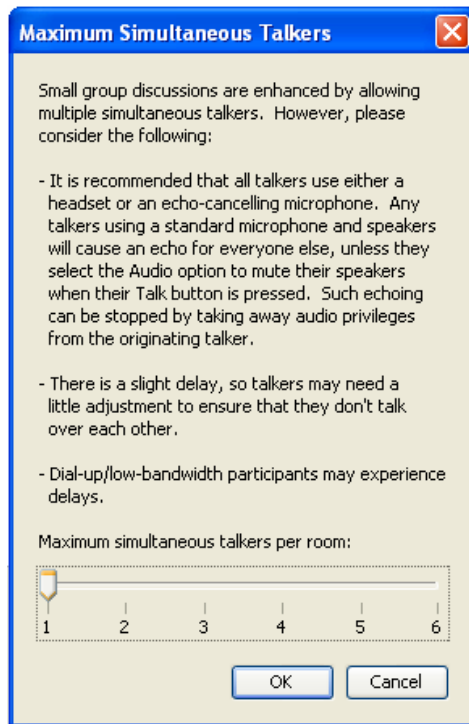




Multiple Simultaneous Talkers

Illuminate *Live!* supports full duplex audio. Full duplex audio allows up to six people to talk simultaneously in an Illuminate session. As a result, small group collaboration is easier. Communication between co-presenters and panel discussions are enhanced by the easy flow of conversation when two or more participants can talk. With this feature, users simply click the talk button to start a conversation.

By default the session is set for one talker at a time. The moderator can easily increase the number of simultaneous talkers from one up to six at any time during the session. This is done by selecting **Tools > Audio > Maximum Simultaneous Talkers**.



When using full duplex audio there are several strategies to ensure a smooth conversation during the session:

1. Use a headset or an echo-cancellation microphone during the session. When audio is transmitted from external speakers with full duplex audio, participants will hear an echo since the audio is transmitted back into the open microphone. There are two ways to prevent the echo: turn off the microphone of the participant with the external speakers or change the simultaneous talkers back to one.
2. There is a slight delay in the transmission of the audio. Therefore, users will need a bit of practice to ensure that they do not talk over one another. Session etiquette is to allow one participant to finish speaking before another participant starts speaking just as you would on a telephone conference call.
3. Use a USB speakerphone such as an Executive Duet – see <http://www.phnxaudio.com> for more information. This device is an echo-cancellation microphone for VOIP. Multiple units can be daisy-chained together for coverage of a larger conference room.

Scenario Best Practices

Participant management features along with setting the proper etiquette in Elluminate *Live!* will allow you to seamlessly coordinate who is talking at any given time.

1. For webinars or larger lectures

- Activate one (1) talker.
- Encourage participants to use the public chat for questions and comments.
- Moderators should designate specific time(s) during the presentation to review the chat messages and to respond.
- If the moderator wants to take questions or comments using audio, establish the session etiquette of using the Hand Raise button to request the microphone.
- If a hand is raised, the moderator would then call on the participant by name and remind the participant how to activate his or her microphone. The moderator would then turn off his or her own microphone and let the participant speak. If the participant's audio is not working properly, the moderator should immediately take away the microphone and instruct the participant to use the chat for questions.
- Moderators should encourage participants to utilize chat and the emoticons to communicate short answers like yes, no, agree, disagree, etc.

2. For conference rooms with a blended audience

- Use an echo cancellation microphone. At Elluminate, we have successfully used products by ClearOne and Phoenix Audio. Specifically, we have tested the Phoenix Audio Duet. More than one device may be required in large conference rooms
- If more than one (1) computer is used in the conference room, users should turn down their speaker volume to avoid feedback.

3. For small group sessions

- Participants should use headsets.
- An experienced moderator can activate up to 6 simultaneous talkers. An in-experienced moderator is advised to only activate two (2) talkers.
- If participants do not have headsets, only use one microphone active at a time.

General Tips and Best Practices

1. Use the Audio Setup Wizard before each session begins.
2. Use a headset to achieve consistent good quality audio. All headsets are not echo cancelling so be sure to verify.
3. Always use a headset if you are using simultaneous talkers.

4. Always set the session etiquette at the beginning of the session. A slide that contains the rules of etiquette may be helpful.

Example Rules of Etiquette: Raise virtual hand when you would like to use your microphone. Wait for moderator to call on you and turn their microphone off. Then turn your microphone on and begin speaking. Once you have finished speaking, turn your microphone off.

Tips for Selecting a Headset

- Headsets are designed for user preference – behind the head, over the top, the ear pieces are different comfort level and padding, etc.
- USB headsets are recommended.
- Integrated stereo sound and a noise cancellation microphone are also recommended.
- Some brands that we hear good things about: Logitech, Plantronics
- Price: \$40-\$85
- Link: <http://www.buy.com/prod/logitech-clearchat-pro-usb-headset-logitech-clearchat-pro-usb-headset/q/loc/101/204954228.html>

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