

Installing Telephony Adaptors for ADOBE® ACROBAT® CONNECT™ PRO SERVER 7.5



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Installing Telephony Adaptors for Adobe® Acrobat® Connect™ Pro Server 7.5

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Chapter 1: Enabling Avaya Meeting Exchange Telephony Adaptor for Adobe Acrobat Connect Pro Server

Avaya Meeting Exchange™ telephony adaptor allows meeting hosts, presenters, and participants to control audio conference features from Adobe® Acrobat® Connect™ Pro meeting rooms. Complete the following workflow to enable the telephony adaptor on Adobe Acrobat Connect Pro Server.

You can enable multiple audio bridges for Acrobat Connect Pro Server. Meeting hosts choose which audio bridge to use when they create a meeting in Connect Pro Central. Each meeting can have only one audio bridge.

Getting started

Requirements

- Adobe Acrobat Connect Pro Server 7 or later.
- Avaya CS700 4.0, 3.4.04 or S6200 1.2 or 1.3 running Bridge Talk version 3.04.10d or later in standard configuration.
- Avaya bcapi.jar files version 1.4 or later.

The bcapi.jar files enable a third-party system to link to the Avaya bridge. To get the latest version of bcapi.jar compatible with your audio conferencing solution, contact your Avaya account representative.

- IP address for Avaya.

This IP address must be accessible from Connect Pro Meeting Server.

Telephony adaptor files

The telephony adaptor is distributed as a compressed ZIP file, AvayaAdaptor5.1.zip, which includes the following files:

File	Description
AvayaAdaptor.jar	This file enables the telephony integration between Avaya Meeting Exchange and Acrobat Connect Pro. For a standard implementation, this file is the only file required.
Documentation	The documentation is distributed as an Adobe® Acrobat® PDF file.

Contact Avaya customer support

It's a good idea to involve Avaya customer support early in the planning process. Make certain that you have the contact information for the Avaya account representative and Avaya customer support available. Contact Avaya support to inform them that you are installing and using the adaptor and gather information about the bridge.

Note: A current maintenance contract with Avaya covering the audio bridge is required.

- 1 Contact Avaya Customer Support.

2 Request the following information:

- The IP address of the bridge

Communication between Acrobat Connect Pro and the telephony adaptor takes place through the Avaya bridge.

- An administration login

Use the administration login to configure and restart the bridge, change the number of operators, add new users, and view statistics.

***Note:** Avaya uses an additional login for root access. Avaya does not usually supply that login to customers. For operations that require root access, contact Avaya Customer Support.*

- A file access login

Use the file access login to connect to the recording files directory.

- A Bridge Talk user name and password

Bridge Talk is an application to manage conferences and callers on the Avaya Meeting Exchange Audio Conference Bridge. Use Bridge Talk to determine if there is a problem with the bridge or the adaptor. You can also use this program to dial phone numbers; create, schedule, and manage new conferences; view running conferences; and monitor bridge activity. For more information, including a User Guide, see www.avaya.com.

3 Verify that you have FTP access to the recording files directory by entering the following from an FTP prompt:

```
ftp://bridgeIPAddress
ftp>dcbguest:abc123@machineNameOrIPAddress
ftp>cd /usr3/confrrp
ftp>bye
```

4 If the bridge has a music source (on-hold music, for example), determine the source number. The source number is a number from 1 to 4. The number 0 indicates no music source.

Add a sign-in for the adaptor

- ❖ When you connect to your computer using Telnet, log in as an administrator. Create an operator sign-in for the adaptor.

Verify that Acrobat Connect Pro is installed and functioning

- ❖ To confirm that Acrobat Connect Pro applications are installed correctly, perform routine tasks such as scheduling a meeting, entering the meeting, and editing your user profile.

Create the audio link between Acrobat Connect Pro and the Avaya bridge

To synchronize recordings, Acrobat Connect Pro downloads audio recordings from the audio bridge. To download audio recordings, you must create a link between Acrobat Connect Pro and the Avaya bridge.

- ❖ The first time you configure the Avaya adaptor, run the script `ipcb_nfsinst.sh` at the following location:
`/usr/dcb/bin.`

***Note:** If you upgrade to a new version of the telephony adaptor but still use Acrobat Connect Pro Server 7, do not run this script.*

Installing and configuring the telephony adaptor

Configure telephony settings

Add server account settings to the telephony-settings.xml file.

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.

This file contains settings that initialize the telephony adaptor. The default `install_root` folder is `c:\breeze`.

- 2 Enter values for the required adaptor settings in the XML file. Enter optional settings that match the needs of your organization. The following are the required settings:

```
<telephony-adaptor id="avaya-adaptor" class-
name="com.macromedia.breeze_ext.telephony.AvayaAdaptor" enabled="true">
    <setting id="AVAYA_BRIDGE_NAME">xxxx</setting>
    <setting id="AVAYA_PHONEOPERATOR_ID">xxxx</setting>
    <setting id="AVAYA_LOGINID">xxxx</setting>
    <setting id="AVAYA_PASSWORD">xxxx</setting>
    <setting id="AVAYA_FTP_DIRECTORY">xxxx</setting>
    <setting id="AVAYA_FTP_LOGIN">xxxx</setting>
    <setting id="AVAYA_FTP_PASSWORD">xxxx</setting>
    <setting id="AVAYA_AUDIO_CONVERTER_PATH">xxxx</setting>
    ...
    ...
</telephony-adaptor>
```

Setting id	Required	Description
AVAYA_BRIDGE_NAME	Yes	The name or IP address of Avaya bridge server.
AVAYA_PHONEOPERATOR_ID	Yes	The operator number of the operator channel to associate with this session.
AVAYA_LOGINID	Yes	The user name used to establish a valid session with the bridge.
AVAYA_PASSWORD	Yes	The password associated with the user name and used to establish a valid session on the bridge.
AVAYA_FTP_DIRECTORY	Yes	The FTP directory for audio files on the Avaya Bridge.
AVAYA_FTP_LOGIN	Yes	FTP user name.
AVAYA_FTP_PASSWORD	Yes	FTP password.
AVAYA_AUDIO_CONVERTER_PATH	Yes	The path to the Avaya audio converter.
AVAYA_PHONE_PREFIX	No	Prefix to the phone number. Use this setting if the system places "1" or "9" in front of a phone number.
AVAYA_DTMF_PREFIX_TOKEN	No	Prefix to the token. The default value is #4.
AVAYA_DTMF_POSTFIX_TOKEN	No	Postfix to the token. The default value is *4.
AVAYA_DTMF_CAPTURE_MAX_TIMEOUT	No	The maximum time to capture a token, in seconds. The default value is 6.
AVAYA_DTMF_CAPTURE_MAX_LENGTH	No	The maximum length of the token to be captured, in seconds. The default value is 20.
AVAYA_DTMF_CAPTURE_EXPIRE_ANNUNCIATOR_NUM	No	The annunciator message for expiring DTMF.

Setting id	Required	Description
AVAYA_DEBUG	No	A Boolean value that turns on and off debugging in the Avaya adaptor. The default value is FALSE.
AVAYA_VALIDATION_TIME_LIMIT	No	The maximum time, in seconds, to wait when validating conference. The default value is 10.
AVAYA_MUSICSOURCE	No	The music source to play while participants are on hold. The default value is 0.
AVAYA_DIALOUT_ENABLED	No	A Boolean value indicating whether system-wide dial-out is on (TRUE) or off (FALSE). The default value is TRUE.

Configure telephony capabilities

Configure the capabilities in the telephony-capabilities.xml file.

- 1 Open the *install_root\appserv\conf\telephony-capabilities.xml* file.

This file contains settings that the telephony bridge and Acrobat Connect Pro support. Any settings you add to this file override the default settings.

- 2 Add the following code within the `<telephony-capabilities>` tag:

```
<telephony-adaptor id="avaya-adaptor" class-
name="com.macromedia.breeze_ext.telephony.AvayaAdaptor">
  <capabilities>
    <breeze-capabilities>
      <!-- "dial-out" and "dial-out-by-user" cannot both be enabled -->
      <!-- see also "call-selected-user" below -->
      <capability id="dial-out" enabled="false">
        <host enabled="true"/>
        <presenter enabled="true"/>
        <participant enabled="true"/>
      </capability>
      <capability id="dial-out-by-user" enabled="false"/>
    </breeze-capabilities>
    <bridge-capabilities>
      <capability id="hang-up" enabled="true" />
      <capability id="token-merge" enabled="true" />
      <capability id="hold-user" enabled="false"/>
    </bridge-capabilities>
  </capabilities>
</telephony-adaptor>
```

Install the audio converter program

After you install the adaptor, install the converter program on Acrobat Connect Pro. A converter transforms the audio file downloaded from Avaya Meeting Exchange into an mp3 file that can be synchronized with the web recording.

- 1 Download Sox.zip from the following location:

<http://easynews.dl.sourceforge.net/sourceforge/sox/sox12177.zip>

SoX (also known as Sound eXchange) translates sound files between different file formats.

- 2 Unzip the file and copy the Sox.exe file to *install_root/appserv/win32/builder/producer*.

- 3 Verify that the `AVAYA_AUDIO_CONVERTER_PATH` parameter in the `telephony-settings.xml` file points to the directory containing the conversion files.

Copy the JAR file to the server

- 1 Unzip the `AvayaAdaptor5.1.zip` file.
- 2 Move the `AvayaAdaptor.jar` file and the `bcapi.jar` file (obtained from Avaya) into `install_root\appserv\lib` directory (`breeze\appserv\lib`, by default).

Restart Acrobat Connect Pro

Restart Acrobat Connect Pro for the configuration settings to take effect.

To stop Acrobat Connect Pro:

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Central Application Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Meeting Server.

To start Acrobat Connect Pro:

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Meeting Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Central Application Server.

For more information, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server* available online at www.adobe.com/go/connect_documentation_en.

Enabling token-based identification of meeting participants

About token-based identification

Enable token-based identification to identify users connecting through the Avaya bridge as meeting participants. Token-based identification occurs in the background and does not require any user action. To enable the token identification functionality, modify the login and authentication processes in Acrobat Connect Pro.

Important: *If you have already changed these processes, contact Adobe support to see if the token identification is compatible with your changes.*

Token-based identification works as follows:

- 1 The user receives an e-mail invitation to a meeting.
The invitation includes the meeting topic, a link to the meeting room, and the audio conference call-in number and passcode.
- 2 The user logs in to the meeting room.
When the user clicks Enter Room, Acrobat Connect Pro generates a unique token. Acrobat Connect Pro writes the user name and the identifying token to the Acrobat Connect Pro database.
- 3 The user dials in to the audio conference broadcasting the meeting.

The user now appears as two separate records in the Attendee List pod: one lists the user by name after logging in to the meeting, the other lists the user as “unknown dial-in.”

- 4 Acrobat Connect Pro prompts the user to enter the token displayed in the conference notifier of the meeting room or in the Join Conference dialog box.
- 5 After the user enters the token on the telephone number pad, the Avaya bridge relays the tone sequence to the telephony adaptor. The adaptor captures the token. Acrobat Connect Pro queries its database for the user name associated with the token for this meeting.

The information in the token identifies the user as a valid participant. Acrobat Connect Pro merges the audio conference and user.

- 6 A phone icon is displayed next to the name of the user in the Attendee List pod.

Requirements for token-based identification

To enable token-based identification of meeting participants, you must have the following software components installed on your system:

Software	Version
Avaya BCAPi	1.5.1-2.06d or later. Contact your Avaya account representative to obtain this file.
Avaya Bridge Talk	4.1.01b
Avaya S6200 1.3	40100_01_05 and mx_1_3_Maintenance_87_breeze
Adobe Acrobat Connect Pro Server 7.x	Token-based identification is not certified to work with versions of Breeze® Meeting before 5.1.

Configure the token on Acrobat Connect Pro

- 1 On Acrobat Connect Pro, open the *install_root\custom.ini* file in a text editor.
- 2 Add the following parameter:


```
ENABLE_TOKEN_MERGE = true
```
- 3 Save the custom.ini file.
- 4 Verify that the code `<capability id="token-merge" enabled="true"/>` is in the telephony-capabilities.xml file.
- 5 Do the following to restart Acrobat Connect Pro:
 - Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Central Application Server.
 - Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Meeting Server.
 - Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Meeting Server.
 - Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Central Application Server.

Confirm that telephony is enabled

- 1 Log in to Connect Pro Central.
- 2 Click Administration > Audio Providers.

If telephony is successfully enabled, you’ll see Meeting Exchange in the Providers list. Select Meeting Exchange and click Edit to enable or disable the adaptor for the entire Connect Pro account.

- 3 To add an Meeting Exchange audio profile, click My Profile > My Audio Profiles > New Profile. From the Provider list, select Meeting Exchange.

For more information, see [Using Acrobat Connect Pro](#).

Test audio in a meeting

- ❖ Before you deploy Acrobat Connect Pro to a production environment, record at least 2 minutes of a meeting. View the meeting archive to confirm that audio recorded correctly.

Disable the telephony adaptor

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.
- 2 Set the `enabled` attribute of the `<telephony-adaptor>` tag to `false`, as in the following:

```
<telephony-adaptor id="avaya-adaptor" class-name="com.macromedia.breeze_ext.telephony.AvayaAdaptor" enabled="false">
```
- 3 Restart Acrobat Connect Pro.

Release notes

- Volume line control is not enabled.
 Even though the volume line control functionality appears in meeting rooms, it is not enabled for the adaptor.
- Disabling dial-out.
 Even if the dial-out functionality is disabled on the Avaya Meeting Exchange, the dial-out functionality still appears in meeting rooms. The dial-out functionality is not functional. Currently there is no way to remove the text for the dial-out functionality.
 To disable system-wide dial-out functionality, set the value for the `AVAYA_DIALOUT_ENABLED` parameter in the `telephony-settings.xml` file to `false`. The default setting for this parameter is `true`. Acrobat Connect Pro checks the setting for this parameter when the dial command is issued.

Configure the telephony adaptor for Universal Voice

You can configure a telephony adaptor to use Connect Pro Universal Voice. Universal Voice enables Connect Pro to receive audio from any audio conferencing provider. You can record the audio along with your web conference and stream the audio to VoIP-only attendees. For more information, see [Configuring Universal Voice for integrated telephony adaptors](#) in *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server*.

Chapter 2: Enabling the Cisco MeetingPlace Telephony Adaptor for Adobe Acrobat Connect Pro Server

The Cisco MeetingPlace telephony adaptor allows meeting hosts, presenters, and participants to control audio conference features from Adobe® Acrobat® Connect™ Pro meeting rooms. Complete the following workflow to enable the telephony adaptor on Adobe Acrobat Connect Pro Server.

Customers in North America, Europe, the Middle East, and Africa use the same MeetingPlace telephony adaptor.

***Note:** You can enable multiple audio bridges for Acrobat Connect Pro Server. Meeting hosts choose which audio bridge to use when they create a meeting in Connect Pro Central. Each meeting can have only one audio bridge.*

Adaptor files

Note the location of the following files, which are included in the ZIP file you downloaded with this document:

- config.xml
- GenericJoinMeetingSuccess.tpl
- getMP3Name.tpl
- MeetingPlaceTelephonyAdaptor.jar
- MPConnect.exe
- MPConnect.reg
- MPConnect5_4.reg

Share and map the Cisco Unified MeetingPlace Server Meetings folder

- 1 On the Cisco Unified MeetingPlace Server, create a user account with administrator rights and log in with this account name.
- 2 Open the MeetingPlace installation folder (usually C:\Program Files\Cisco Systems\MPWeb\).
- 3 Right-click the Meetings folder and select Sharing And Security.
- 4 In the Properties dialog box, select Share This Folder.
- 5 Under Share Name, enter a name for the shared folder and click OK.
- 6 On the Adobe Acrobat Connect Pro Server, open Windows Explorer and select Tools > Map Network Drive.
- 7 Under Drive, select the letter of a hard drive that you are not using
- 8 Under Folder, enter the following:

CiscoMeetingPlaceServerName/SharedFolderName

CiscoMeetingPlaceServerName is the name of your Cisco Unified MeetingPlace Server computer, and *SharedFolderName* is the name you chose for the shared folder.

Configure telephony settings

- 1 On Acrobat Connect Pro, open the *install_root\appserv\conf\telephony-settings.xml* file.

This file contains settings that initialize the telephony adaptor. (The default root installation folder is *c:\breeze*.)

- 2 Enter the following code to the XML file after the first `<telephony-settings>` tag:

```
<telephony-adaptor id="meetingplace-adaptor" class-
name="com.macromedia.breeze_ext.telephony.MeetingPlaceTelephonyAdaptor" enabled="true">
  <setting id="MEETINGPLACE_AUDIO_BRIDGE_HOST">MeetingPlaceAudioBridgeURL</setting>
  <setting id="MEETINGPLACE_SUPER_USER_LOGIN">MeetingPlaceAdminLogin</setting>
  <setting id="MEETINGPLACE_SUPER_USER_PASSWORD">MeetingPlaceAdminPassword</setting>
  <setting id="MEETINGPLACE_MP_SHARED">MeetingPlaceMappedDrive</setting>
  <setting id="MEETINGPLACE_SSL_SUPPORT">SSLTrueOrFalse</setting>
</telephony-adaptor>
```

- 3 Enter values for the following settings:

Setting ID	Required	Description
MEETINGPLACE_AUDIO_BRIDGE_HOST	Yes	The MeetingPlace audio bridge URL, for example, <i>cisco.mylab.mycompany.com</i> .
MEETINGPLACE_SUPER_USER_LOGIN	Yes	The login of an account with administrator rights on Cisco Unified MeetingPlace server.
MEETINGPLACE_SUPER_USER_PWD	Yes	The password of an account with administrator rights on Cisco Unified MeetingPlace server.
MEETINGPLACE_MP_SHARED	Yes	The mapped hard drive. For example, if you mapped hard drive X:, use the value <i>X:\</i> .
MEETINGPLACE_SSL_SUPPORT	Yes	Set this parameter to <i>TRUE</i> if your MeetingPlace server is configured for SSL. If your MeetingPlace server is not configured for SSL, set this parameter to <i>FALSE</i> .

Configure telephony capabilities

- 1 On Acrobat Connect Pro, open the *install_root\appserv\conf\telephony-capabilities.xml* file.

This file contains settings that the telephony bridge and Acrobat Connect Pro support. Any settings you add to this file override the default settings.

- 2 Enter the following XML after the first `<telephony-capabilities>` tag:

```
<telephony-adaptor id="meetingplace-adaptor" class-
name="com.macromedia.breeze_ext.telephony.MeetingPlaceTelephonyAdaptor">
  <capabilities>
    <breeze-capabilities>
    </breeze-capabilities>
    <bridge-capabilities>
      <capability id="hold-user" enabled="false"/>
      <capability id="breakout-room" enabled="false"/>
      <capability id="web-audio-breakouts" enabled="true"/>
      <capability id="volume-control" enabled="false"/>
    </bridge-capabilities>
  </capabilities>
</telephony-adaptor>
```

Copy the JAR file to Acrobat Connect Pro

- ❖ Copy the MeetingPlaceTelephonyAdaptor.jar file to the following directory on the Acrobat Connect Pro server: *install_root\appserv\lib*. The default root installation folder is *c:\breeze*.

Copy the template files to the MeetingPlace server

- ❖ Copy the getMP3Name.tpl and GenericJoinMeetingSuccess.tpl file to the following directory on the Cisco Unified MeetingPlace Server: *install_root\Template*. The default root installation folder is *C:\Program Files\Cisco Systems\MPWeb*.

Restart Acrobat Connect Pro

Restart Acrobat Connect Pro for the configuration settings to take effect.

To stop Acrobat Connect Pro:

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Central Application Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Meeting Server.

To start Acrobat Connect Pro:

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Meeting Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Central Application Server.

For more information, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server* available online at www.adobe.com/go/connect_documentation_en.

Install the Cisco MeetingPlace Connect gateway service

- 1 On the Cisco Unified MeetingPlace Server, locate the MeetingPlace installation folder (*C:\Program Files\Cisco Systems\MPWeb*), by default). In this folder, create a subfolder named *MPConnectGateway*.

- 2 Copy the config.xml and MPCConnect.exe files to the MPCConnectGateway folder.
- 3 Open the config.xml file in a text editor. Then enter the server name or IP address, port, and login for your Acrobat Connect Pro server, as in the following:

```
<?xml version="1.0"?>
<connect-gateway>
  <connect-server-name>connect.example.com</connect-server-name>
  <connect-server-port>80</connect-server-port>
  <connect-admin-login>abc@mycompany.com</connect-admin-login>
  <connect-admin-password>mypassword</connect-admin-password>
</connect-gateway>
```

- 4 To install the gateway service, enter the following at a command prompt:
MPCConnect.exe /service
- 5 To import the registry file, do the following:
 - a At a command prompt, enter **regedit**.
 - b In the Registry Editor, select Registry > Import Registry File.
 - c Find and select the file MPCConnect.reg (for MeetingPlace 6 users) or MPCConnect5_4.reg (for MeetingPlace 5.4 users), then click Open.

- 6 On Acrobat Connect Pro, open the Windows Services manager and confirm that the Adobe Connect Enterprise Service and Flash Media Server (FMS) services are running.

- 7 On the Cisco Unified MeetingPlace Server, open the Windows Services manager and do the following:
 - a Stop the Cisco MeetingPlace Web Conferencing service.
 - b Stop the MPCConnect service.
 - c Start the Cisco MeetingPlace Web Conferencing service.

When you restart the Cisco MeetingPlace Web Conferencing service, the MPCConnect service starts automatically. It can take a few minutes for the service to start.

- 8 To confirm that the service is running, open a browser from any computer and enter your Cisco Unified MeetingPlace URL.

If the service is not running, you'll see a message to that effect. Wait a few minutes, then click the browser refresh button to check again.

Note: If you are running MeetingPlace 6, skip the remaining steps.

- 9 Log in to MeetingPlace from your browser and do the following:
 - a Click the Administration link and select "Audio Conversion".
 - b Under MP3, verify that "Convert to MP3" is set to Yes.
 - c Under MP3 Conversion Command Line Options add the following:
--resample 11 -m m -b 32

Confirm that telephony is enabled

- 1 Log in to Connect Pro Central.
- 2 Click Administration > Audio Providers.

If telephony is successfully enabled, you'll see MeetingPlace in the Providers list. Select MeetingPlace and click Edit to enable or disable the adaptor for the entire Connect Pro account.

- 3 To add an MeetingPlace audio profile, click My Profile > My Audio Profiles > New Profile. From the Provider list, select MeetingPlace.

For more information, see [Using Acrobat Connect Pro](#).

Test audio in a meeting

- ❖ Before you deploy Acrobat Connect Pro to a production environment, record at least 2 minutes of a meeting. View the meeting archive to confirm that audio recorded correctly.

Disable the telephony adaptor

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.
- 2 Set the `enabled` attribute of the `<telephony-adaptor>` tag to `false`, as in the following:

```
<telephony-adaptor id="meetingplace-adaptor" class-  
name="com.macromedia.breeze_ext.telephony.MeetingPlaceTelephonyAdaptor" enabled="true">
```

- 3 Restart Acrobat Connect Pro.

Configure the telephony adaptor for Universal Voice

You can configure a telephony adaptor to use Connect Pro Universal Voice. Universal Voice enables Connect Pro to receive audio from any audio conferencing provider. You can record the audio along with your web conference and stream the audio to VoIP-only attendees. For more information, see [Configuring Universal Voice for integrated telephony adaptors](#) in *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server*.

Chapter 3: Enabling InterCall Telephony Adaptor for Adobe Acrobat Connect Pro Server

InterCall telephony adaptor allows meeting hosts, presenters, and participants to control audio conference features from Adobe® Acrobat® Connect™ Pro meeting rooms. Complete the following workflow to enable the telephony adaptor on Adobe Acrobat Connect Pro Server.

Note: You can enable multiple audio bridges for Acrobat Connect Pro Server. Meeting hosts choose which audio bridge to use when they create a meeting in Connect Pro Central. Each meeting can have only one audio bridge.

InterCall port requirements

The following are the InterCall port requirements:

Port	Description
80	InterCall uses port 80 to communicate with Connect Pro over HTTP.
443	InterCall uses port 443 to communicate with Connect Pro over HTTPS (SSL).
8443	Connect Pro uses port 8443 to communicate with InterCall over HTTPS (SSL).

Copy the adaptor files to the server

❖ Extract the ZIP file to the Connect Pro Server root installation directory.

Note: The default installation root folder is `c:\breeze`. Substitute the location of the installation root folder for the placeholder `install_root` throughout this document.

The following files install to the `install_root\appserv\lib` folder:

- axiom-api-1.2.7.jar
- axiom-impl-1.2.7.jar
- axis2-adb-1.4.1.jar
- axis2-kernel-1.4.1.jar
- IntercallCCAPIclient.jar
- IntercallCCapicallback.jar
- IntercallAdaptor.jar
- neethi-2.0.4.jar

- XmlSchema-1.4.2.jar

The following file installs to the `install_root\appserv\conf\WEB-INF` folder:

- server-config.wsdd

Configure telephony settings

Add server account settings to the telephony-settings.xml file.

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.

This file contains settings that initialize the telephony adaptor.

- 2 Enter the following XML within the `<telephony-settings>` tag:

```
<telephony-adaptor id="intercall-adaptor" class-
name="com.macromedia.breeze_ext.telephony.Intercall.IntercallTelephonyAdaptor"
enabled="true" disable-profiles-on-edit="false" disable-profiles-on-disable="false">
  <setting
id="INTERCALL_CCAPI_HOST">https://iccapl.audiocontrols.net:8443/axis2/services/CCAPI</sett
ing>
  <setting
id="INTERCALL_CCAPI_AUTH_HOST">https://iccapl.audiocontrols.net:8443/axis2/services/Author
ization</setting>
  <setting id="INTERCALL_CLIENT_CALLBACK_URL">http://[external-hostname or IP
address]/servlet/intercall/CCAPICallbackSOAP</setting>
  <setting id="INTERCALL_APP_TOKEN">adobeConnectPro7.x_Licensed</setting>
  <setting id="INTERCALL_EMEA_COUNTRY_CODES">UK;IE;FR;DE;ES;IT;CH;AT;BE;US</setting>
  <dial-in-sequence>
    <conf-num>{x-tel-intercall-conference-number}</conf-num>
    <delay>6000</delay>
    <dtmf>{x-tel-intercall-participant-code}</dtmf>
    <dtmf>#</dtmf>
    <delay>4000</delay>
    <dtmf>#</dtmf>
    <delay>8000</delay>
    <dtmf>#</dtmf>
  </dial-in-sequence>
</telephony-adaptor>
```

Note: The `<telephony-settings>` tag can contain a `<telephony-adaptor>` tag for each telephony adaptor installed on a server.

- 3 Replace the `[external hostname or IP address]` parameter of the `INTERCALL_CLIENT_CALLBACK_URL` setting with the external hostname or IP address of Connect Pro Server.

Configure telephony capabilities

Configure the capabilities in the telephony-capabilities.xml file.

- 1 Open the `install_root\appserv\conf\telephony-capabilities.xml` file.

This file contains settings that the telephony bridge and Acrobat Connect Pro support. Any settings you add to this file override the default settings.

- 2 Enter the following XML within the <telephony-capabilities> tag:

```
<telephony-adaptor id="intercall-adaptor" class-
name="com.macromedia.breeze_ext.telephony.Intercall.IntercallTelephonyAdaptor">
  <capabilities>
    <breeze-capabilities>
      <capability id="dial-out" enabled="true">
        <host enabled="true"/>
        <presenter enabled="true"/>
        <participant enabled="true"/>
      </capability>
      <capability id="dial-out-by-user" enabled="false"/>
      <capability id="auto-call-me-dialog" enabled="true"/>
    </breeze-capabilities>
    <bridge-capabilities>
      <capability id="mute-all" enabled="false"/>
      <capability id="web-audio-breakouts" enabled="false"/>
      <capability id="hang-up" enabled="true" />
      <capability id="hold-user" enabled="false"/>
      <capability id="volume-control" enabled="false"/>
      <capability id="call-selected-user" enabled="true"/>
    </bridge-capabilities>
  </capabilities>
</telephony-adaptor>
```

Note: The <telephony-settings> tag can contain a <telephony-adaptor> tag for each telephony adaptor installed on a server.

Configure the application server

- 1 Open the `install_root\appserv\conf\WEB_INF\web.xml` file.
- 2 Enter the following after the opening <web-app> tag:

```
<servlet>
  <servlet-name>AxisServlet</servlet-name>
  <servlet-class>org.apache.axis.transport.http.AxisServlet</servlet-class>
</servlet>
<servlet-mapping>
  <servlet-name>AxisServlet</servlet-name>
  <url-pattern>/servlet/intercall/*</url-pattern>
</servlet-mapping>
```

Restart Acrobat Connect Pro

Restart Acrobat Connect Pro for the configuration settings to take effect.

Stop Acrobat Connect Pro

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Stop Connect Pro Central Application Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Stop Connect Pro Meeting Server.

Start Acrobat Connect Pro

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Start Connect Pro Meeting Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Start Connect Pro Central Application Server.

For more information, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server 7* available online at www.adobe.com/go/connect_documentation_en.

Confirm that telephony is enabled

- 1 Log in to Connect Pro Central.
- 2 Click Administration > Audio Providers.
 If telephony is successfully enabled, you'll see InterCall in the Providers list. Select InterCall and click Edit to enable or disable the adaptor for the entire Connect Pro account.
- 3 To add an InterCall audio profile, click My Profile > My Audio Profiles > New Profile. From the Provider list, select InterCall.

For more information, see [Using Acrobat Connect Pro](#).

Test audio in a meeting

Before you deploy Acrobat Connect Pro to a production environment, record at least 2 minutes of a meeting. View the meeting archive to confirm that audio recorded correctly.

Disable the telephony adaptor

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.
- 2 Set the `enabled` attribute of the `<telephony-adaptor>` tag to `false`, as in the following:

```
<telephony-adaptor id="intercall-adaptor" class-
name="com.macromedia.breeze_ext.telephony.Intercall.IntercallTelephonyAdaptor"
enabled="false">
```
- 3 Restart Acrobat Connect Pro.

Configure the telephony adaptor for Universal Voice

You can configure a telephony adaptor to use Connect Pro Universal Voice. Universal Voice enables Connect Pro to receive audio from any audio conferencing provider. You can record the audio along with your web conference and stream the audio to VoIP-only attendees. For more information, see [Configuring Universal Voice for integrated telephony adaptors](#) in *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server*.

Chapter 4: Enabling MeetingOne Telephony Adaptor for Adobe Acrobat Connect Pro Server

MeetingOne telephony adaptor allows meeting hosts, presenters, and participants to control audio conference features from Adobe® Acrobat® Connect™ Pro meeting rooms. Complete the following workflow to enable the telephony adaptor on Adobe Acrobat Connect Pro Server.

Note: You can enable multiple audio bridges for Acrobat Connect Pro Server. Meeting hosts choose which audio bridge to use when they create a meeting in Connect Pro Central. Each meeting can have only one audio bridge.

Configure telephony settings

Add server account settings to the telephony-settings.xml file.

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.

This file contains settings that initialize the telephony adaptor.

Note: The default installation root folder is `c:\breeze`. Substitute the location of the installation root folder for the placeholder `install_root` throughout this document.

- 2 Enter the following XML within the `<telephony-settings>` tag:

```
<telephony-adaptor id="meetingone-adaptor" class-
name="com.meetingone.adobeconnect.MeetingOneAdobeConnectAdaptor" enabled="true">
  <setting id="M1_CONFIG_FILE">install_root\appserv\conf\mlconfig.cfg</setting>
</telephony-adaptor>
```

If you place the `mlconfig.cfg` file in a location other than `install_root\appserv\conf`, enter the path relative to the `install_root` folder.

Note: The `<telephony-settings>` tag can contain a `<telephony-adaptor>` tag for each telephony adaptor installed on a server.

Configure telephony capabilities

Configure the capabilities in the telephony-capabilities.xml file.

- 1 Open the `install_root\appserv\conf\telephony-capabilities.xml` file.

This file contains settings that the telephony bridge and Acrobat Connect Pro support. Any settings you add to this file override the default settings.

- 2 Enter the following XML within the `<telephony-capabilities>` tag:

```
<telephony-adaptor id="meetingone-adaptor" class-
name="com.meetingone.adobeconnect.MeetingOneAdobeConnectAdaptor">
  <capabilities>
    <breeze-capabilities>
      <capability id="dial-out" enabled="true">
        <host enabled="true"/>
        <presenter enabled="true"/>
        <participant enabled="true"/>
      </capability>
      <capability id="dial-out-by-user" enabled="false"/>
      <capability id="auto-call-me-dialog" enabled="true"/>
    </breeze-capabilities>
    <bridge-capabilities>
      <capability id="hang-up" enabled="true"/>
      <capability id="remove-selected-user-enable-hangup" enabled="true"/>
      <capability id="hold-user" enabled="true"/>
      <capability id="volume-control" enabled="true"/>
      <capability id="breakout-room" enabled="false"/>
      <capability id="web-audio-breakouts" enabled="false"/>
      <capability id="mute-all" enabled="false"/>
      <capability id="auto-start-conference" enabled="false"/>
      <capability id="auto-stop-conference" enabled="false"/>
      <capability id="call-selected-user" enabled="true"/>
    </bridge-capabilities>
  </capabilities>
</telephony-adaptor>
```

Note: The <telephony-settings> tag can contain a <telephony-adaptor> tag for each telephony adaptor installed on a server.

Copy the JAR files to the server

- ❖ Copy the following files to the *install_root*\appserv\lib\ on Acrobat Connect Pro:
 - ApiSchema.jar
 - commons-codec-1.3.jar
 - commons-net-1.4.1.jar
 - MeetingOneConnectAdaptorClient.jar

Copy the SFTP client to the server

- ❖ Copy the psftp.exe file to *install_root*\appserv\lib\ on Acrobat Connect Pro.

Copy the configuration file to the server

- ❖ Copy the m1config.cfg file to the *install_root*\appserv\conf directory on Acrobat Connect Pro.

Edit the configuration file

- 1 Open the file `m1config.cfg` file in a text editor.
- 2 To connect to the MeetingOne server over SFTP, enter the following lines:

```
# ssh download command. specify the location of psftp.exe
m1.connect.sshdownload.cmd=install_root/appserv/lib/psftp.exe {0} {1} {2} {3}

#set to true to enable ssh
m1.connect.ftp.ssh=true
```

- 3 Save and close the file.

Restart Acrobat Connect Pro

Restart Acrobat Connect Pro for the configuration settings to take effect.

Stop Acrobat Connect Pro

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Central Application Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Meeting Server.

Start Acrobat Connect Pro

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Meeting Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Central Application Server.

For more information, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server* available online at www.adobe.com/go/connect_documentation_en.

Confirm that telephony is enabled

- 1 Log in to Connect Pro Central.
- 2 Click Administration > Audio Providers.

If telephony is successfully enabled, you'll see MeetingOne in the Providers list. Select MeetingOne and click Edit to enable or disable the adaptor for the entire Connect Pro account.

- 3 To add an MeetingOne audio profile, click My Profile > My Audio Profiles > New Profile. From the Provider list, select MeetingOne.

For more information, see [Using Acrobat Connect Pro](#).

Test audio in a meeting

Before you deploy Acrobat Connect Pro to a production environment, record at least 2 minutes of a meeting. View the meeting archive to confirm that audio recorded correctly.

Disable the telephony adaptor

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.
- 2 Set the `enabled` attribute of the `<telephony-adaptor>` tag to `false`, as in the following:

```
<telephony-adaptor id="meetingone-adaptor" class-name="com.meetingone.adobeconnect.MeetingOneAdobeConnectAdaptor" enabled="false">
```
- 3 Restart Acrobat Connect Pro.

Configure the telephony adaptor for Universal Voice

You can configure a telephony adaptor to use Connect Pro Universal Voice. Universal Voice enables Connect Pro to receive audio from any audio conferencing provider. You can record the audio along with your web conference and stream the audio to VoIP-only attendees. For more information, see [Configuring Universal Voice for integrated telephony adaptors](#) in *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server*.

Chapter 5: Enabling the Premiere Global Services Telephony Adaptor for Adobe Acrobat Connect Pro Server

Premiere Global Services telephony adaptor allows meeting hosts, presenters, and participants to control audio conference features from Adobe® Acrobat® Connect™ Pro meeting rooms. Complete the following workflow to enable the telephony adaptor on Adobe Acrobat Connect Pro Server.

Note: You can enable multiple audio bridges for Acrobat Connect Pro Server. Meeting hosts choose which audio bridge to use when they create a meeting in Connect Pro Central. Each meeting can have only one audio bridge.

Contact Premiere Global Services to set up a server account

- ❖ Contact Premiere Global Services to set up a server account.

Premiere Global Services provides the server account codes that you add to the server configuration files. Premiere Global Services contact information:

breezeaudiosales@PremiereGlobal.com
Toll free: 1-888-641-0232
Premiere Global Services
2221 E. Bijou, Suite 100
Colorado Springs, CO 80909

Configure telephony settings

After you've contacted Premiere Global Services, add server account settings to the telephony-settings.xml file.

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.

This file contains settings that initialize the telephony adaptor.

Note: The default installation root folder is `c:\breeze`.

- 2 Enter values for the mandatory adaptor settings in the XML file. Enter optional settings that match the needs of your organization.

```
<telephony-settings>
  <telephony-adaptor id="premiere-adaptor" class-
name="com.macromedia.breeze_ext.premiere.gateway.PTekGateway" enabled="true">
    <setting id="PREMIERE_ERROR_NOTIFIER_TIMEOUT">[error time out in
seconds]</setting>
    <setting id="PREMIERE_HOST">[premiere server]</setting>
    <setting id="PREMIERE_PORT">[premiere port]</setting>
    <setting id="PREMIERE_WEB_ID">[premiere web id]</setting>
    <setting id="PREMIERE_PASSWORD">[premiere password]</setting>
    <setting id="PREMIERE_MAX_DOWNLOAD_TRIES">[number of download tries]</setting>
    <setting id="PREMIERE_DOWNLOAD_LOGIN">[download login]</setting>
    <setting id="PREMIERE_DOWNLOAD_PASSWORD">[download password]</setting>
    <setting id="PREMIERE_DOWNLOAD_URL">[download url]</setting>
  </telephony-adaptor>
</telephony-settings>
```

Note: EMEA customers must use the following value: `telephony-adaptor id="premiere-emea-adaptor"`.

Setting	Required	Description
PREMIERE_HOST	Yes	The host name or IP address of the Premiere server. Get value from Premiere Global Services.
PREMIERE_PORT	Yes	The port that Acrobat Connect Pro uses to connect to the Premiere server. Get value from Premiere Global Services.
PREMIERE_WEB_ID	Yes	Your Premiere web ID. Get value from Premiere Global Services.
PREMIERE_PASSWORD	Yes	The password you use to connect to the Premiere API. Get value from Premiere Global Services.
PREMIERE_DOWNLOAD_LOGIN	Yes	The login used to download Premiere audio recordings. This value is the same as the value of PREMIERE_WEB_ID.
PREMIERE_DOWNLOAD_URL	No	The URL Acrobat Connect Pro uses to download audio. The default value is https://ww5.premconf.com/audio/ .
TELEPHONY_TIMEOUT	No	The timeout for sending message to the Premiere API, in milliseconds. The default value is 10000.
PREMIERE_MAX_NUMBERS	No	The maximum number of phone numbers a user can enter. The default value is 18.
PREMIERE_EMEA	For EMEA customers	Indicates whether this account is an EMEA account. If you are a North American customer omit this parameter. If you are an EMEA customer include this parameter and set it to YES.
PREMIERE_DEBUG_ALL	No	Indicates whether debugging is turned on. The default value is yes.
PREMIERE_MAX_DOWNLOAD_TRIES	No	The maximum number of times Acrobat Connect Pro tries to download audio recordings from Premiere. The default value is 120.
PREMIERE_PING_INTERVAL	No	The time interval to check for audio downloads. The default value is 60000.
PREMIERE_ERROR_NOTIFIER_TIMEOUT	No	Maximum timeout for notifier display, in seconds. The default value is 120.
PREMIERE_REPORT_INTERVAL	No	The time interval at which to print a report of audio downloads, in milliseconds. The default value is 600000.

3 (Optional) To configure Universal Voice for the adaptor, add the following XML before the closing `</telephony-adaptor>` tag:

```
<dial-in-sequence>
  <conf-num>{x-tel-premiere-conference-number}</conf-num>
  <delay>6000</delay>
  <dtmf>{x-tel-premiere-participant-code}</dtmf>
  <dtmf>#</dtmf>
  <delay>2000</delay>
  <dtmf>*#</dtmf>
  <delay>5000</delay>
</dial-in-sequence>
```

Configure telephony capabilities

Configure the capabilities in the telephony-capabilities.xml file.

- 1 Open the `install_root\appserv\conf\telephony-capabilities.xml` file.

This file contains settings that the telephony bridge and Acrobat Connect Pro support. Any settings you add to this file override the default settings.

- 2 Add the following code within the `<telephony-capabilities>` tag:

```
<telephony-adaptor id="premiere-adaptor" class-
name="com.macromedia.breeze_ext.premiere.gateway.PTekGateway">
  <capabilities>
    <breeze-capabilities>
    </breeze-capabilities>
    <bridge-capabilities>
      <capability id="hold-user" enabled="false"/>
      <capability id="breakout-room" enabled="false"/>
      <capability id="web-audio-breakouts" enabled="true"/>
      <capability id="volume-control" enabled="false"/>
    </bridge-capabilities>
  </capabilities>
</telephony-adaptor>
```

Note: EMEA customers must use the following value: `telephony-adaptor id="premiere-emea-adaptor"`.

- 3 If your Premiere Audio Bridge supports breakout rooms set `breakout-room` to `true`. Otherwise set it to `false`.

Copy the JAR file to the server

Copy the `Premiere_Adaptor.jar` file to the following Acrobat Connect Pro directory: `install_root\appserv\lib\`. The default root installation folder is `c:\breeze`.

Restart Acrobat Connect Pro

Restart Acrobat Connect Pro for the configuration settings to take effect.

To stop Acrobat Connect Pro:

- 1 Select `Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Central Application Server`.

- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Stop Connect Pro Meeting Server.

To start Acrobat Connect Pro:

- 1 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Meeting Server.
- 2 Select Start > Programs > Adobe Acrobat Connect Pro Server > Start Connect Pro Central Application Server.

For more information, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server* available online at www.adobe.com/go/connect_documentation_en.

Configure domain names

Acrobat Connect Pro uses HTTP over port 443 to communicate with Premiere Global Services. Make sure that Acrobat Connect Pro can communicate with the domain **csaxis.premconf.com**.

Confirm that telephony is enabled

- 1 Log in to Connect Pro Central.
- 2 Click Administration > Audio Providers.
 If telephony is successfully enabled, you'll see Premiere NA in the Providers list. Select Premiere NA and click Edit to enable or disable the adaptor for the entire Connect Pro account.
- 3 To add an Premiere NA audio profile, click My Profile > My Audio Profiles > New Profile. From the Provider list, select Premiere NA.

For more information, see [Using Acrobat Connect Pro](#).

Test audio in a meeting

Before you deploy Acrobat Connect Pro to a production environment, record at least 2 minutes of a meeting. View the meeting archive to confirm that audio recorded correctly.

Disable the telephony adaptor

- 1 Open the `install_root\appserv\conf\telephony-settings.xml` file.
- 2 Set the `enabled` attribute of the `<telephony-adaptor>` tag to `false`, as in the following:

```
<telephony-adaptor id="premiere-adaptor" class-name="com.macromedia.breeze_ext.premiere.gateway.PTekGateway" enabled="false">
```
- 3 Restart Acrobat Connect Pro.

Configure the telephony adaptor for Universal Voice

You can configure a telephony adaptor to use Connect Pro Universal Voice. Universal Voice enables Connect Pro to receive audio from any audio conferencing provider. You can record the audio along with your web conference and stream the audio to VoIP-only attendees. For more information, see [Configuring Universal Voice for integrated telephony adaptors](#) in *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server*.