Using Full Duplex Audio
Quick Reference Guide

Elluminate *Live!* supports full duplex audio. Full duplex audio allows up to six people to talk simultaneously in an Elluminate 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**.

Maximum Simultaneous Talkers

Small group discussions are enhanced by allowing multiple simultaneous talkers. However, please consider the following:

- It is recommended that all talkers use either a headset or an echo-cancelling microphone. Any talkers using a standard microphone and speakers will cause an echo for everyone else, unless they select the Audio option to mute their speakers when their Talk button is pressed. Such echoing can be stopped by taking away audio privileges from the originating talker.

- There is a slight delay, so talkers may need a little adjustment to ensure that they don't talk over each other.

- Dial-up/low-bandwidth participants may experience delays.

Maximum simultaneous talkers per room:

| 1 | 2 | 3 | 4 | 5 | 6 |

OK   Cancel

Best Practices

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

1. We highly recommend that you use a headset or an echo-cancellation microphone during the session. When audio is transmitted from external speakers with full duplex audio, and you leave your microphone open while others are speaking they will hear an echo as the audio is transmitted back into your microphone. The echo makes it very difficult to communicate.

2. If you do hear an echo, identify the participant using external speakers and turn off their microphone.

3. For meetings held in conference rooms, we recommend that you 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 Executive – see http://www.phnxaudio.com for more information. This device is an echo-cancellation microphone for VOIP but also allows a standard phone to be plugged in for bridging participants on an audio conference and VOIP. Multiple units can be daisy-chained together for coverage of a larger conference room.

4. There is a slight delay in the transmission of the audio. So users may need a bit of practice to ensure that they don't talk over one another.

5. For larger groups, define the session etiquette where users raise their hand before they begin speaking. This will ensure that the current speaker pauses allowing the next speaker to be heard. As common to conference calls, users often speak at the same time, so using the participant management features in Elluminate *Live!* will allow you to seamlessly coordinate who is talking at any given time.