

Get started with PGiConnect®

Audio Integration

PGiConnect® Audio Integration is designed to integrate seamlessly with Microsoft Teams. It allows you and your guests to call in to your online meetings and conferences from any desk or mobile phone using the local, toll-free, and international access numbers provided by PGiConnect®.

This guide contains information to get you started.

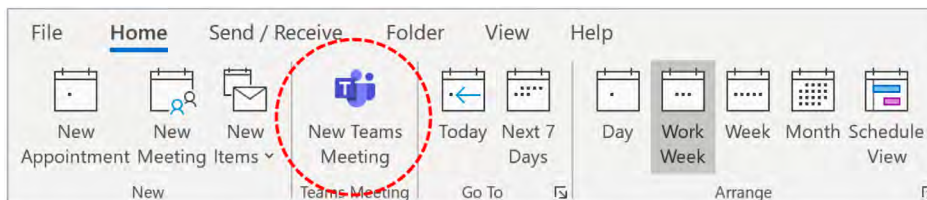
Start by scheduling your meeting

The first step is scheduling your Microsoft Teams meeting in Outlook. This creates a meeting invitation with a link to your Microsoft Teams meeting, the conference ID (participant passcode), and a list of dial-in numbers.

Note: If the PGiConnect® Audio Integration add-in is not enabled for your account, ask your IT administrator or install it manually. Get the add-in for: [Windows](#) | [Mac and Outlook on the web](#).

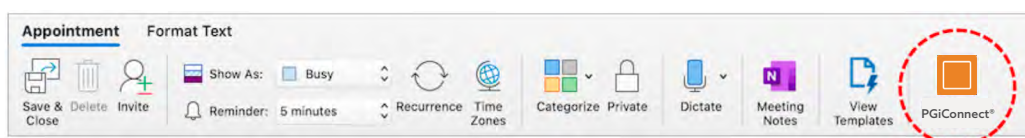
Windows users

Open your Outlook calendar, and on the Home ribbon, click the **New Teams Meeting** button. This calls PGiConnect® Audio Integration and sets up the meeting invitation.



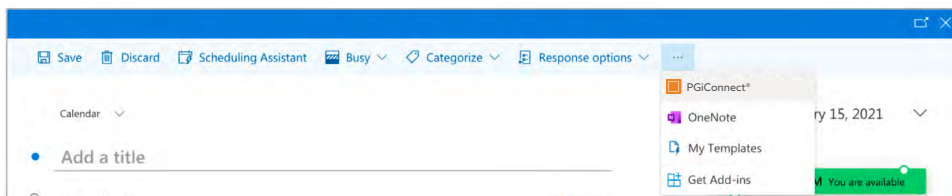
Mac users

Open your Outlook calendar and create a new meeting. Then, click the **PGiConnect®** button to set up the meeting invitation.



Outlook on the web users

Open your Outlook calendar and create a new meeting. Then, click the (...) **More actions** button and select **PGiConnect®** to set up the invitation.



Sample meeting invitation

The meeting invitation is important for starting or joining meetings. For the best experience, you (the organizer) and your invited guests should join by clicking the **Click here to join meeting** link in the invitation.

Your meeting invitation includes:

- A unique link to join the meeting. All attendees should use this link when joining.
- A unique Conference ID to be used as the dial-in passcode
- Additional dial-in numbers

Microsoft Teams meeting

Join on your computer or dial in
[Click here to join meeting](#)

Or call in by phone
Join the meeting from your phone by calling any of the access numbers below.
Conference ID: 443979520#
On a mobile device? Tap any phone number to dial in without having to enter the Conference ID.

US:	[Redacted]
UK:	[Redacted]
Singapore:	[Redacted]
Ireland:	[Redacted]
India, Mumbai:	[Redacted]
India, Delhi:	[Redacted]
India, Bangalore:	[Redacted]
Germany:	[Redacted]
France:	[Redacted]

[Find a local number](#) | [Meeting options](#)

Mobile users: Tap any number in the invitation to join without having to enter the conference ID.

Start or join the meeting

Always start your Microsoft Teams meeting from the meeting invitation in Outlook. This ensures that dial-in access participants are linked correctly to your Microsoft Teams meeting. For full control, we recommend that organizers and presenters use computer audio.

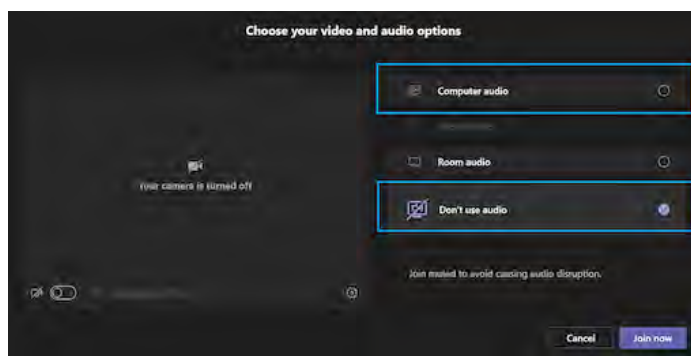
Note: When hosting, use the Microsoft Teams desktop client for Windows or Mac.

Connect to meeting audio

When you join a meeting, Microsoft Teams displays webcam and audio options. You can connect:

- Over computer audio, using your computer's speakers and microphone (or headset, if connected).
- By dialing in to one of the phone numbers in the meeting invitation.

If dialing in, select **Don't use audio**. The additional options – Phone audio and Room audio – are not supported.



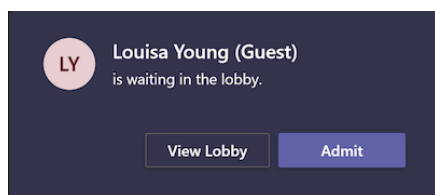
Dial in to the meeting

Dial one of the phone numbers from the invitation, and when prompted, enter the conference ID followed by the pound (#) key.

Watch the meeting lobby for guests

Guests outside your organization and people who dial in are placed in the lobby, with music playing. (People in your organization who join using computer audio bypass the lobby automatically and enter the meeting.)

You're notified when people are waiting in the lobby. You or any other attendee from your organization can admit guests from the lobby. Just click **Admit**.



Note: PGiConnect® invitations include a link to Microsoft Teams meeting options, where you can enable the lobby, choose who can bypass the lobby, and set which participants join as presenters.