

User Guide

PGiConnect® Audio Integration

July 14, 2021



PGiConnect

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Introduction

PGiConnect® Audio Integration is designed to integrate seamlessly with Microsoft Teams, bringing superior audio quality to every meeting. It allows participants (meeting organizers and their guests) to call in to Microsoft Teams meetings from any desk or mobile phone using local, toll-free, and international access numbers provided by PGI audio.

Before you begin

In order to use PGIConnect® Audio Integration, you should have:

- A PGI audio account
- The PGIConnect® add-in installed on Outlook

Depending on your organization, PGIConnect® Audio Integration might already be installed for you and available in Outlook. If not, go to [Install the PGIConnect® add-in](#) later in this guide for instructions.

System requirements

The PGIConnect® add-ins are supported on Microsoft Outlook 2013 and newer (Windows), Outlook 2016 and newer (Mac), and Outlook on the web. Your hardware must match the minimum spec for those products. You must have admin rights to install the add-ins.

SCHEDULE A MEETING AND SEND INVITATIONS

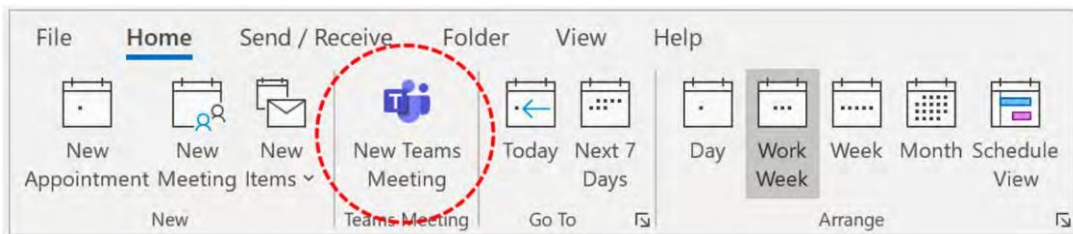
Schedule a meeting and send invitations

Always start by 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.

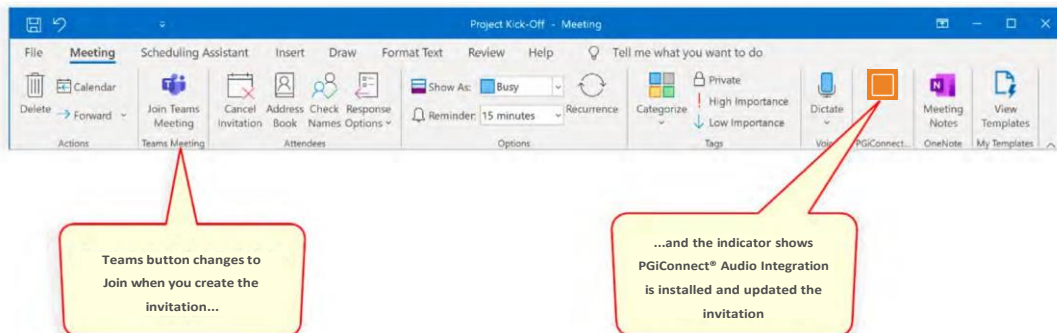
PGiConnect® Audio Integration should be installed for you and available in Outlook. If not, contact your administrator or go to Install the PGiConnect® add-in later in this guide.

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.



The PGiConnect® Audio Integration indicator appears at the right side of the ribbon to show it is active. You don't need to click it.



SCHEDULE A MEETING AND SEND INVITATIONS

Mac users

Open your Outlook calendar and create a new meeting.

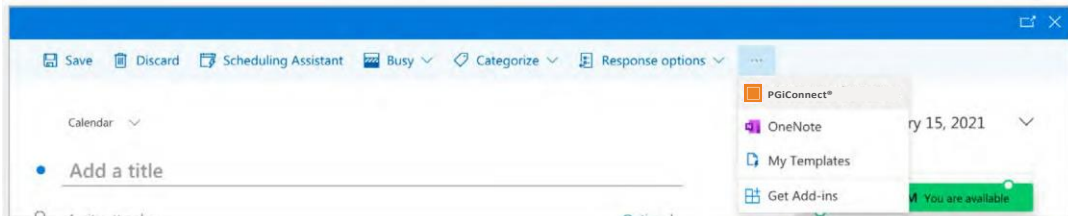
Then, click the **PGiConnect®** button to set up the meeting invitation.



Outlook on the web

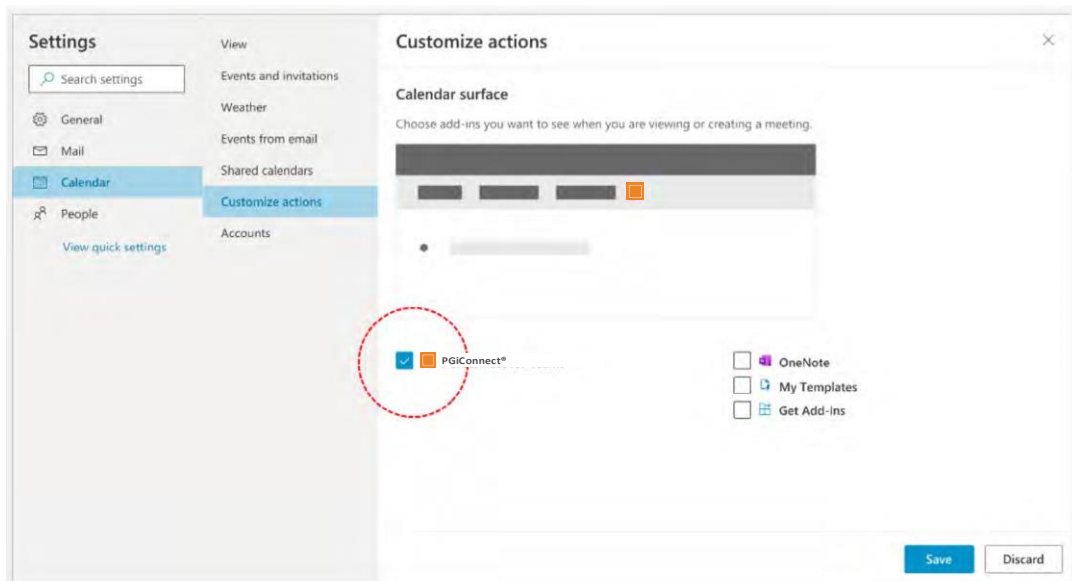
Open your Outlook calendar and create a new meeting. Then, click the (...)

More actions button and select **PGiConnect® Audio Integration** to set up the invitation.



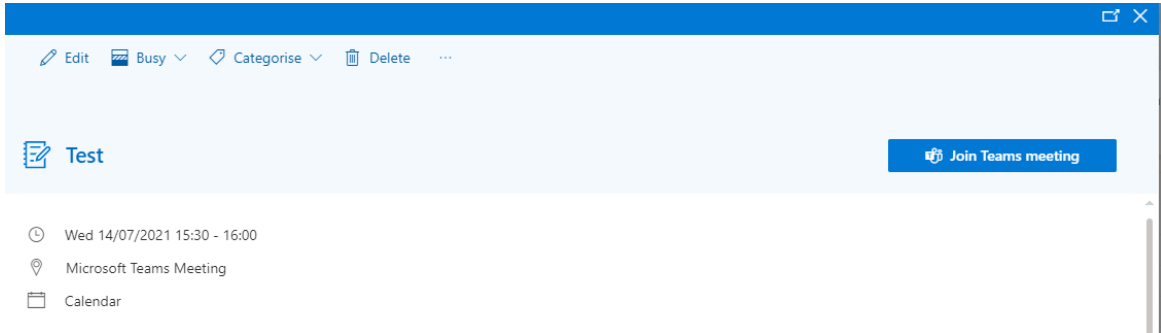
In Outlook on the web, add-in options are hidden under the (...) More actions button. You can customize Outlook and add them to the ribbon.

1. In Outlook, click **Settings** ► **View all Outlook settings**.
2. Click **Calendar** ► **Customize actions** and then select **PGiConnect®**.
3. Click **Save**.

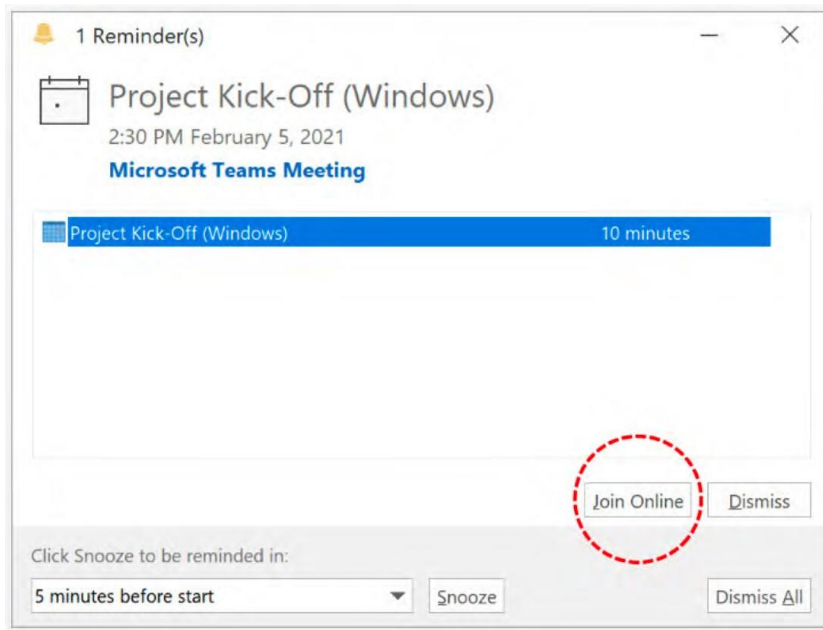


Microsoft Teams meetings with PGIConnect® Audio Integration

PGiConnect® Audio Integration supports native Microsoft Teams functionality, meaning you can join a meeting with a single click, by clicking **Join Teams meeting**.



Event reminders also include links to join the meeting.



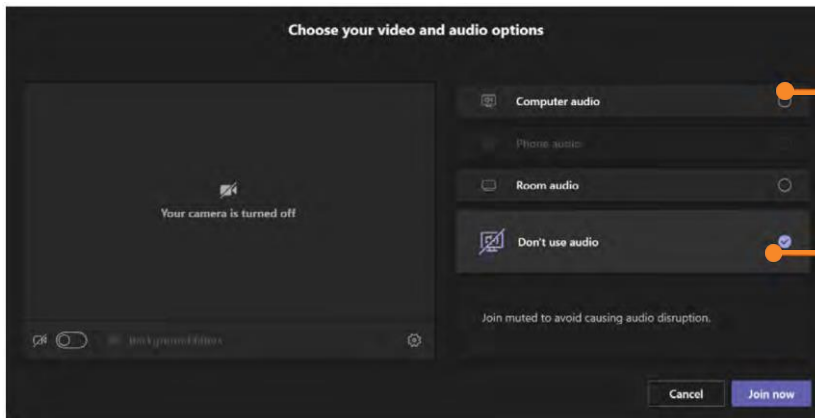
Connect to meeting audio

When you join a meeting, Microsoft Teams displays webcam and audio options.

You can connect:

- Over Microsoft Teams audio, using your computer’s speakers and microphone or connected headset.
- By dialing in using one of the phone numbers in the meeting invitation.

Note: Don't select Phone audio or Room audio.



Use Microsoft Teams audio. Connect using your computer’s speakers and microphone or a connected headset.

Dial in to the meeting.

Once in the meeting, dial in to one of the phone numbers in the meeting invitation.

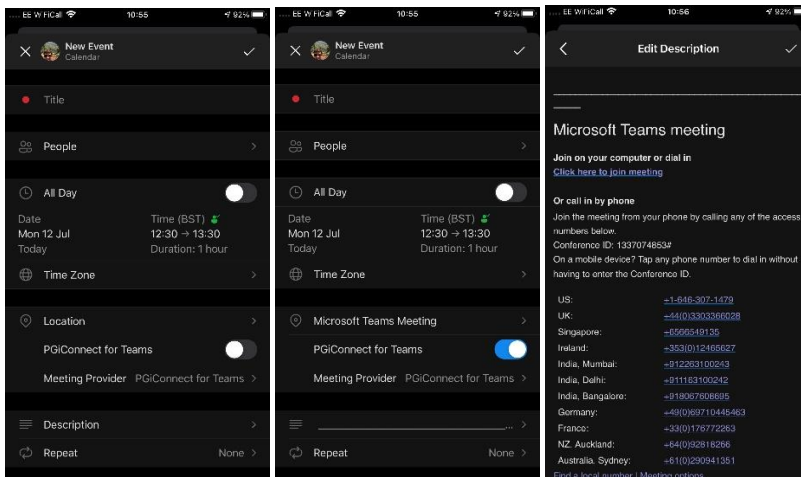
Dial in for audio (Don't use audio)

If you are away from your computer or have a slow Wi-Fi connection, you can 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.

Mobile participants

Scheduling on mobile

You can schedule your meeting using the Outlook app on iOS or Android.



Simply schedule the same way you would using **Outlook**.

Tap any of the phone numbers in the invitation. This connects you to the meeting without having to enter the passcode (conference ID).

Meeting lobby

By default, people in your organization can bypass the lobby. All guests outside your organization and dial-in connections are placed in the lobby, with music playing.

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



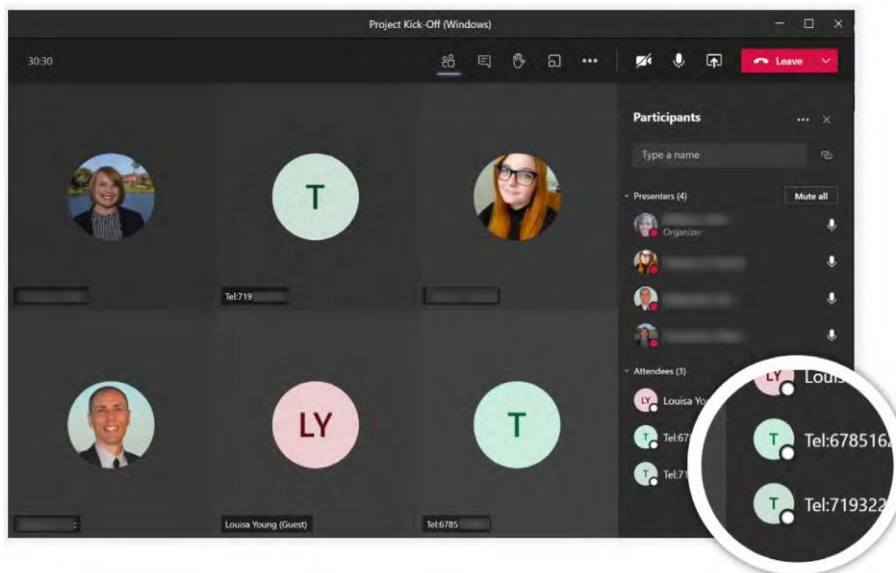
Note: Meeting invitations contain a link to the Microsoft Teams meeting options page, where you can enable the lobby, choose who can bypass the lobby, and set which participants join as presenters.

The meeting window

In the Microsoft Teams meeting, PGiConnect® Audio Integration provides:

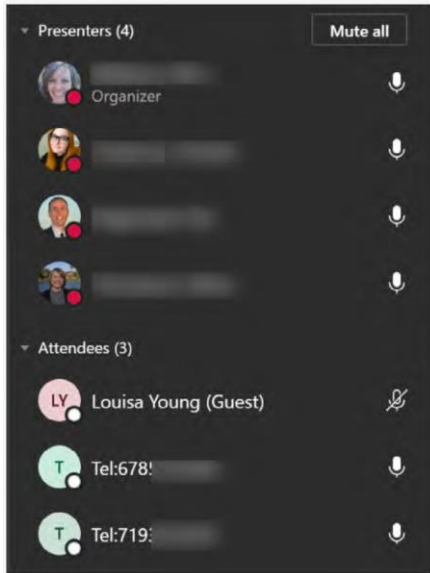
- Caller ID for dial-in users in the participant list
- Mute and unmute controls (*6 for dial-in users)
- Lobby controlled entry with music on-hold while waiting
- Dismiss from meeting hangs up callers
- *0 audio support services for PSTN users

The following example shows a Microsoft Teams meeting with a mix of dial-in and Teams audio users.



Mute all

Next to Presenters, click the **Mute all** button to mute the entire audience including dial-in connections.



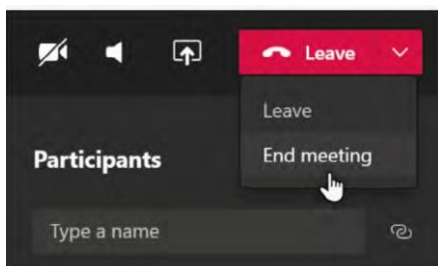
Mute and unmute your mic

All participants can mute and unmute their mics. When using Microsoft Teams audio, in the Participants panel, click the Mic button next to your name.

If dialed in, press *6 to mute your mic. Press *6 to unmute your mic.

End a meeting and disconnect all participants

The Leave button (phone) ends your connection to the meeting, but it leaves your meeting participants connected. To end the meeting and disconnect all participants, click **Leave**, and then select **End meeting**.



INSTALL THE PGICONNECT ADD-IN

Install the PGiConnect® add-in

If the PGiConnect® add-in is not enabled for your account, you can install it manually. There are separate versions for:

- Windows systems
- Mac and Outlook on the web

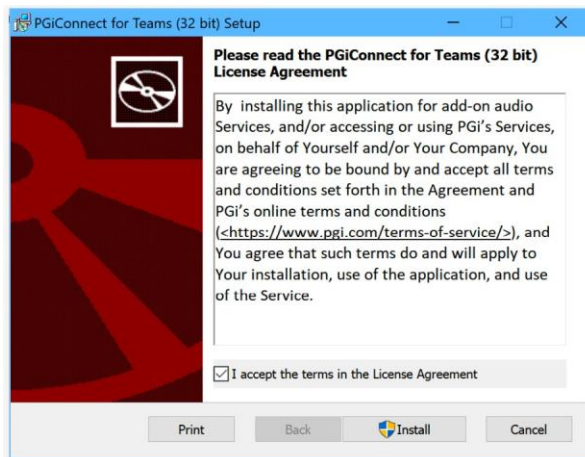
The [PGiConnect® Audio Integration Downloads](#) page includes links to installers and instructions.

Windows users

You must have admin permissions to install the PGiConnect® add-in. The application is available on both 32-bit and 64-bit versions of Microsoft Outlook.

To install PGiConnect® Audio Integration for Windows:

1. Download the correct installer and then double-click to run it.
 - > [Download for Windows](#)
2. The setup wizard is displayed. Click **Next** to get started.
3. Accept terms of the license agreement and then click **Install**.



4. If prompted, click **Yes** to allow changes to your computer.
5. PGiConnect® Audio Integration is installed. Click **Finish**.

INSTALL THE PGICONNECT ADD-IN

Mac users

This is a custom add-in that you enable from the add-ins menu in Outlook.

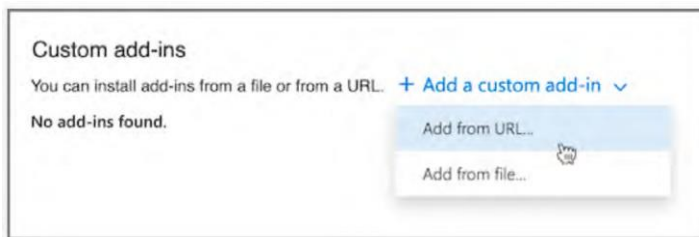
To enable the PGiConnect® add-in:

1. Copy the following add-in URL to your clipboard.

<https://outlook-teams.oti.oneaudioconf.com/PgiConnect.xml>

2. On the Home ribbon, click **Get Add-ins**.

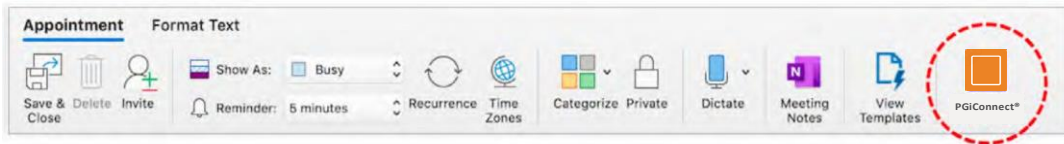
3. On the add-ins window, click **My add-ins**, and then click **+ Add a custom add-in** and select **Add from URL**.



4. Paste the URL you copied, click **OK**, and then click **Install**.

5. PGiConnect® Audio Integration is included under Custom add-ins. Close the add-ins window.

The PGiConnect® add-in button is included at the right side of the ribbon when you create a new meeting invitation.



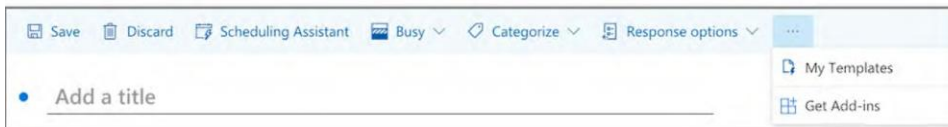
6. Restart Outlook.

INSTALL THE PGIConnect ADD-IN

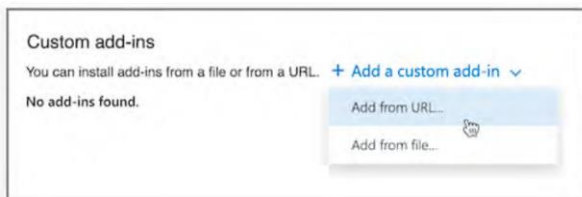
Outlook on the web users

To enable the PGIConnect® add-in:

1. Copy the following add-in URL to your clipboard.
<https://outlook-teams.oti.oneaudioconf.com/PgiConnect.xml>
2. Create a new event in your calendar, and at the top click (...) More actions and then click **Get Add-ins**.



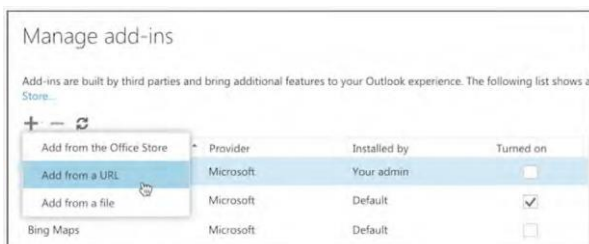
3. On the add-ins window, click **My add-ins**, and then click **+ Add a custom add-in** and select **Add from URL**.



4. If you don't see the Get Add-ins option in Step 2, click this URL to open the Manage add-ins page.

<https://outlook.office.com/owa/?path=/options/manageapps>

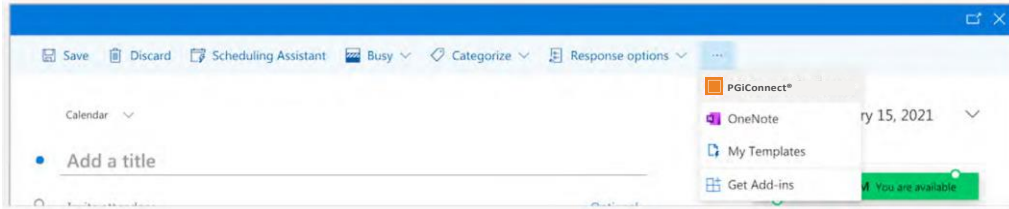
Then click + and select **Add from a URL**.



5. Paste the URL you copied, click **OK**, and then click **Install**.
6. PGIConnect® Audio Integration is included under Custom add-ins. Close the add-ins window.

INSTALL THE PGIConnect® ADD-IN

The PGIConnect® add-in button is included at the right side of the ribbon, under the ... (More actions) button when you create a new meeting invitation.



To add the PGIConnect® button on the ribbon:

1. In Outlook, click **Settings** ► **View all Outlook settings**.
2. Click **Calendar** ► **Customize actions**.
3. In Calendar Surface, select **PGIConnect®**.

