Audio Conferences

View a video

2:04

Outlook add-in - Install and sign in

1:39

Outlook add-in - Schedule Audio Conference
Outlook add-in - Start and connect audio

Outlook add-in - Manage meeting

Not allowed to install custom add-ins for Outlook?

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• Get Started

Get to know your audio account features and reset your password.

◦ Get started with audio conferencing
◦ My Meeting Hub quick ref
◦ Your audio account credentials and password
• Host a Conference

Start your conference, share access numbers, invite and manage your guests, and end your conference.

◦ Adjust a guest's volume
◦ Copy and share your access numbers
◦ Disconnect a guest
◦ End your conference
◦ Enhanced Authentication
◦ Invite guests during a conference
◦ Leave the conference without disconnecting everyone
◦ Lock your conference
◦ Meeting capacity
◦ Mute guest lines
◦ Start a sub-conference
◦ Start your conference
◦ Turn off entry and exit tones during a conference
◦ View your access numbers and passcodes
• Attend a Conference

Join a conference, connect your audio, and use the star commands.

◦ Adjust your own volume
◦ Connect your audio
◦ Enter or leave a sub-conference
◦ Get help during a conference
◦ Join a conference
◦ Mute your line
◦ Use the Audio Controls
◦ Use the star commands
• Invite people

Schedule your conference and set up the one-click number.

◦ Schedule a conference
◦ Set the one-click number for meeting invitations

• Record a Conference

Record your conference and access recordings.

◦ Access meeting recordings
◦ Access your recordings via the Admin Portal
◦ Download an audio recording
◦ Listen to a recording
◦ Record your audio conference
• **Configure Features**

Configure Features

Change conference and audio settings, change passcodes, add new accounts and web rooms, add enhanced authentication, update passcodes and PINs, and opt to receive post-conference reports.

- Access Meeting Settings | My Meeting Hub
- Access Meeting Settings | Outlook add-in
- Add an audio conference to your account
- Add a custom welcome greeting to your conference
- Add a web meeting room to your account
- Add Enhanced Authentication to your audio account
- Automatically disconnect everyone when you end the conference
- Automatically end a conference if you do not join
- Change audio passcodes
- Change meeting entry and exit tones
- Change your audio settings
- Configure music on hold
- Prompt guests to enter a PIN when joining
- Receive post-conference reports

• **Best Practices**

Get tips for hosting an audio conference, improving conference audio quality, connecting audio with VOIP, and tips for when to use ITFS or local access numbers.

- Tips for hosting an audio conference
- Tips for improving audio in a conference
Tips for using VoIP audio in a conference

◦ When to dial ITFS or local access numbers
◦ When to dial local access numbers

• Troubleshooting

Troubleshooting and workarounds for audio issues, connection issues, passcode issues, meeting summary issues, and other problems related to audio conferences.

◦ Background noise in the conference
◦ Can’t connect to the audio conference
◦ Dial in to the conference is failing
◦ Hearing an echo on the call
◦ I received a Meeting Summary for a conference I didn’t host
◦ My call dropped and now I can’t get back into the conference
◦ Passcode is not valid
◦ Reduce noise on your own line
◦ Stop participant line echoes
Documentation

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