

Audio Conferencing in Teams

Quick Reference Guide

What is Audio Conferencing?

Calling in (dialing in) to meetings is very useful for users who are on the road and cannot attend a meeting using the Microsoft Teams app on their laptops or mobile devices. But there are other scenarios in which using a phone to attend a Microsoft Teams meeting can be a better option than using an app on a computer:

- Internet connectivity is limited
- A meeting is audio only
- The person tried to join a Teams meeting and it failed
- The call quality is better when dialing in
- People can join a meeting “hands free” using Bluetooth devices
- People find it’s easier and more convenient for their situation
- Audio Conferencing for people who schedule or lead meetings
- Meeting attendees who dial in don’t need licenses assigned to them or another setup
- As the meeting organizer, you can dial out using the Teams app to let other people join the same meeting using their phones

Audio Conferencing allows up to 250 phone attendees.

Getting Started

When you schedule your Teams meetings an e-mail notification is sent to your attendees. If you have been provisioned with a Teams audio conferencing licence, your meeting invite will include a telephone number as well as a Conference ID for your attendees to use, if calling in.

At the time of the meeting, you attendee calls the telephone number (or if abroad, can choose a local number) and enters the Conference ID. The automated operator will then ask your attendee to say their name, followed by the # key. Then they will be ready to have the leader allow them entry into the meeting.

If you, the leader, need to phone in for the meeting, you will do it the same way. Except when the automated operator asks if you are the meeting organizer, you will press the * key. You will then need to enter your PIN. It was issued to you when you were first provisioned with the licence. After you enter your PIN, you will record your name and will join the meeting as the leader.

Changing your PIN

As the meeting organizer, you will need to enter your PIN to start your meeting if you join by phone. As with any PIN, keep it confidential. You can reset your PIN via the reset PIN link that is included in your meeting invites.

Click on reset pin in the invitation and you will be directed to the Humber login page. Once you enter your credentials you will be on the Audio Conferencing Settings page. Click **Reset PIN** and a new 5-digit PIN will be displayed for you to use.

Help & Support

Please contact the I.T. Support Centre if you experience any issues.

Phone: 1 (416) 675-6622 ext. 8888

Web Chat: <https://humber.ca/techtalk>

Campus Location: A212 (Lakeshore) or Tech Zone – H109 (North)