**Audio Conferencing in Microsoft Teams**

These are consolidated instructions from Microsoft. Created this document so it would be readily available instead of having to search for it. To set this up, just follow straight down the document and skip the parts you don’t need.

**Introduction**

Audio Conferencing is the ability to join a Teams meeting from a regular phone and dial out from a meeting to a phone number. Be sure you've reviewed [Meetings rollout](https://docs.microsoft.com/en-us/MicrosoftTeams/deploy-meetings-microsoft-teams-landing-page) as part of rolling out Audio Conferencing in your organization.

**Audio Conferencing deployment decisions**

This article helps you decide whether to change any of the default Audio Conferencing settings, based on your organization's profile and business requirements, then it walks you through each change. We've split the settings into two groups, starting with the core set of [changes you're more likely to make](https://docs.microsoft.com/en-us/MicrosoftTeams/deploy-audio-conferencing-teams-landing-page#core-deployment-decisions). The second group includes the [additional settings](https://docs.microsoft.com/en-us/MicrosoftTeams/deploy-audio-conferencing-teams-landing-page#additional-deployment-decisions) you may want to configure, based on your organization's needs.

You only need to set up Audio Conferencing for people who plan to schedule or lead meetings. Meeting attendees who dial in don't need any licenses assigned to them or any other setup. Dialing in (calling in) to meetings is very useful for users who are on the road and can't attend a meeting using the Skype for Business or Teams app on their laptops or mobile devices.

**Audio Conferencing prerequisites**

Before you can roll out Audio Conferencing for Teams, consider the following:

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| **Ask yourself** | **Action** |
| Is Audio Conferencing available for my country/region? | To find out if Audio Conferencing is available for your country/region, see [Country and region availability for Audio Conferencing and Calling Plans](https://docs.microsoft.com/en-us/MicrosoftTeams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans). |
| Do my users have the proper licensing for Teams Audio Conferencing? | Audio Conferencing licenses are available as part of an Office 365 E5 subscription or as an add-on service for an Office 365 E1 or Office 365 E3 subscription.   * To get and assign licenses, see [Try or purchase Audio Conferencing in Office 365](https://docs.microsoft.com/SkypeForBusiness/audio-conferencing-in-office-365/try-or-purchase-audio-conferencing-in-office-365) and [Assign or remove licenses for Office 365 for business](https://support.office.com/article/997596b5-4173-4627-b915-36abac6786dc). * To learn more, read [Microsoft Teams add-on licensing](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/microsoft-teams-add-on-licensing). * To see what cloud features are included in each Office 365 plan, see the [License options based on your plan](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/office-365-business-premium)articles. |
| Do I need to purchase Communications Credits for the users who are assigned Audio Conferencing licenses? | To learn more, read [What are Communications Credits](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits), then check out the [Communications Credits](https://docs.microsoft.com/en-us/MicrosoftTeams/deploy-audio-conferencing-teams-landing-page#communications-credits) section below. |
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**Core deployment decisions**

After you meet the Audio Conferencing prerequisites, complete the following tasks to configure Audio Conferencing for your users.

**Teams administrators**

Teams provides a set of custom administrator roles that can be used to manage Teams for your organization. The roles provide various capabilities to administrators.

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| **Ask yourself** | **Action** |
| Who will be assigned the Teams Communications Administrator role? | To learn more about Teams administrator roles see [Use Microsoft Teams admin roles to manage Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/using-admin-roles). |
| Who will be assigned the Teams Communications Support Engineer role? | To assign admin roles, see [Assign administrator and non-administrator roles to users with Active Directory](https://docs.microsoft.com/azure/active-directory/fundamentals/active-directory-users-assign-role-azure-portal). |
| Who will be assigned the Teams Communications Support Specialist role? |  |
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**Conferencing bridges and phone numbers**

Conferencing bridges let people dial into meetings using a phone. You can use the default settings for a conferencing bridge or change the phone numbers (toll and toll-free) and other settings, such as the PIN or the languages that are used.

See [Audio Conferencing in Office 365](https://docs.microsoft.com/en-us/MicrosoftTeams/audio-conferencing-in-office-365) to learn more.

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| **Ask yourself** | **Action** |
| Do I need to add new conferencing bridge numbers? | To add new numbers, see [Getting service phone numbers](https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers). |
| Will I need to modify the bridge settings? | To modify the bridge settings, see [Change the settings for an Audio Conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-settings-for-an-audio-conferencing-bridge). |
| Do I need to port numbers to use with audio conferencing? | To learn about porting phone numbers, read [Transfer phone numbers to Office 365](https://docs.microsoft.com/en-us/MicrosoftTeams/transfer-phone-numbers-to-office-365). |
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**Default and alternate languages**

Teams Audio Conferencing lets you set up default and alternate languages for a conferencing bridge.

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| **Ask yourself** | **Action** |
| Which languages should I choose for auto attendant greetings? | To choose languages, see [Set auto attendant languages for Audio Conferencing](https://docs.microsoft.com/SkypeForBusiness/audio-conferencing-in-office-365/set-auto-attendant-languages-for-audio-conferencing?toc=/MicrosoftTeams/toc.json&bc=/microsoftteams/breadcrumb/toc.json). |
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**Conferencing bridge settings**

After setting up your conferencing bridge, including default and alternate languages, you should verify that the default settings such as entry/exit notifications and PIN length are the ones you want to use. If they're not, you can change them.

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| **Ask yourself** | **Action** |
| Will attendees hear a notification when a user joins or exits a meeting? | To change these settings, see [Change the settings for an Audio Conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-settings-for-an-audio-conferencing-bridge). |
| What is the required length of the PIN that a meeting organizer uses to start the meeting? |  |
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**Dial-in phone number settings for users who lead meetings**

After you create your Audio Conferencing bridge, you need to set the toll and/or toll-free numbers that users who lead meetings will use.

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| **Ask yourself** | **Action** |
| Which conference bridge numbers will I assign to each user who leads meetings? | To assign a dial-in phone number to a user, see [Step 7: Assign dial-in phone numbers for users who lead meetings](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-audio-conferencing-in-teams#step-7-assign-dial-in-phone-numbers-for-users-who-lead-meetings). |
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**Communications Credits**

To provide toll-free conference bridge phone numbers and to support conferencing dial-out to international phone numbers, you must set up Communications Credits for your organization. To learn more about Communications Credits, see [What are Communications Credits?](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits).

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| **Ask yourself** | **Action** |
| Are Communications Credits required for my Audio Conferencing implementation? | To find out if you need to set up Communications Credits, see [Set up Communications Credits for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-communications-credits-for-your-organization). |
| If they're required, how much should I purchase? | To determine the Communications Credits amount, see [Recommended funding amounts](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits#recommended-funding-amounts). |
| Do I want to configure an auto-recharge amount? | To configure an auto-recharge amount, see [Set up Communications Credits for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-communications-credits-for-your-organization). |
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**Additional deployment decisions**

You may want to change these settings, based on your organization's needs and configuration.

**Outbound calling restriction policies**

As an administrator, you can use outbound call controls to restrict the type of audio conferencing and end user PSTN calls that can be made by users in your organization.

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| **Ask yourself** | **Action** |
| Will I limit the type of outbound calls that are allowed? | To restrict outbound calls, see [Outbound calling restriction policies for Audio Conferencing and user PSTN calls](https://docs.microsoft.com/en-us/MicrosoftTeams/outbound-calling-restriction-policies). |
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**Dial plans**

A dial plan, as part of Phone System in Office 365, is a set of normalization rules that translate dialed phone numbers into an alternate format (typically E.164 format) for call authorization and call routing.

For more information about dial plans, see [What are dial plans?](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-dial-plans)

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| **Ask yourself** | **Action** |
| Does my organization need a customized dial plan? | To help determine if you need a custom dial plan, see [Planning for tenant dial plans](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-dial-plans#planning-for-tenant-dial-plans). |
| Which users require a customized dial plan, and which tenant dial plan should be assigned to each user? | To add users to a customized dial plan using PowerShell, see [Create and manage dial plans](https://docs.microsoft.com/en-us/MicrosoftTeams/create-and-manage-dial-plans). |
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**Troubleshoot meeting and call quality**

Teams gives you two ways to monitor and troubleshoot call quality problems: [Call Analytics and Call Quality Dashboard](https://docs.microsoft.com/en-us/MicrosoftTeams/difference-between-call-analytics-and-call-quality-dashboard). Call Analytics shows detailed information about the devices, networks, and connectivity related to the specific calls and meetings for each user. Call Analytics is designed to help admins and helpdesk agents troubleshoot call quality problems with specific calls, whereas the Call Quality Dashboard is designed to help admins and network engineers optimize a network. Call Quality Dashboard shifts focus from specific users and instead looks at aggregate information for an entire Teams organization.

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| **Ask yourself** | **Action** |
| Who will be responsible for monitoring and troubleshooting call quality issues? | See [Use Call Analytics to troubleshoot poor call quality](https://docs.microsoft.com/en-us/MicrosoftTeams/use-call-analytics-to-troubleshoot-poor-call-quality) for information about permission levels required to troubleshoot call quality issues. |
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**Audio Conferencing in Office 365**

Audio Conferencing in Office 365 lets users call in to meetings from their phones. Audio Conferencing allows up to 250 phone attendees.

**What is Audio Conferencing?**

Calling in (dialing in) to meetings is very useful for users who are on the road and can't attend a meeting using the Skype for Business or Microsoft Teams app on their laptops or mobile devices. But there are other scenarios in which using a phone to attend a Skype for Business or 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 Skype for Business 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.

You only need to set up Audio Conferencing for people who plan to schedule or lead meetings. Meeting attendees who dial in don't need any licenses assigned to them or other setup.

After attendees have joined meeting, they can also dial out and invite other callers into a Skype for Business or Microsoft Teams meeting. See [Dialing out from a Teams meeting so other people can join it](https://docs.microsoft.com/en-us/MicrosoftTeams/dialing-out-from-a-teams-meeting-so-other-people-can-join-it) or [Dialing out from a Skype for Business meeting so other people can join it](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/dialing-out-from-a-meeting-so-other-people-can-join-it).

**What does it cost?**

For pricing info, see [Pricing for Audio Conferencing](https://products.office.com/skype-for-business/audio-conferencing#Requirements).

**Where is it available?**

With Audio Conferencing, your users can use toll and toll-free phone numbers to dial in to meetings. Toll (service) numbers are automatically assigned as shared audio conferencing numbers to organizations when they're enabled for Audio Conferencing. Dedicated toll and toll-free numbers can be assigned to your organization from additional cities.

Toll-free phone numbers (service numbers) are available, but only in some countries/regions. To see what is available in your country or region, see [Country and region availability for Audio Conferencing and Calling Plans](https://docs.microsoft.com/en-us/MicrosoftTeams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans).

After you have decided you want Audio Conferencing for your organization, you need to buy one **Audio Conferencing** license for each person in your organization who is going to schedule/host an audio meeting.

**How do conferencing bridges work?**

When you are setting up Audio Conferencing for Skype for Business or Microsoft Teams, you will get an audio conferencing bridge. A conferencing bridge can contain one or more phone numbers. The phone number you set will be included on the meeting invites for Skype for Business and Microsoft Teams apps. You can [change the phone numbers on your conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-phone-numbers-on-your-audio-conferencing-bridge), and you can also [change other audio conferencing bridge settings](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-settings-for-an-audio-conferencing-bridge).

The audio conferencing bridge answers a call for people who are dialing in to a meeting using a phone. It answers the caller with voice prompts from an auto attendant, and then, depending on your settings, can play notifications and ask callers to record their name. **Microsoft bridge settings** allow you to change the settings for meeting notifications and the meeting join experience, and set the length of the PINs that are used by meeting organizers [in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/set-the-pin-length-for-audio-conferencing-meetings-in-teams)or in [Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/set-the-pin-length-for-audio-conferencing-meetings). Meeting organizers use PINs to start meetings if they can't join the meeting using the Skype for Business or Microsoft Teams app.

**Dial-in phone numbers set on an audio conferencing bridge**

There are two types of audio conferencing phone numbers that can be assigned to your conferencing bridge: **Shared** and **Dedicated**. Both types of numbers can be used by any caller to join audio meetings that are being held in your organization.

**Dedicated phone numbers** are those phone numbers that are only available to users within your organization. You can change the languages that are used when someone calls in to one of these numbers. You will need to get a service phone number for these.

**Shared phone numbers** are those phone numbers that can be shared with other Office 365 organizations. You can't change the languages that are used when someone calls in to one of these numbers.

While the default audio conferencing number that is assigned to an organizer is only included in the meeting invite, a caller can use any of the phone numbers that are assigned to your conferencing bridge to join a meeting. The list of phone numbers that can be used to join a meeting is available using the **Find a local number** link that is included on every meeting invite.

For more information, see [Phone numbers for Audio Conferencing in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/phone-numbers-for-audio-conferencing-in-teams) or [Phone numbers for Audio Conferencing in Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/phone-numbers-for-audio-conferencing).

**Automatically assigned audio conferencing phone numbers**

Shared audio conferencing phone numbers are automatically assigned to organizations when they're enabled for audio conferencing. When the phone numbers are assigned, a phone number is assigned as the default phone number of the conferencing bridge. The phone number assigned as the default number of the bridge will be one from the country/region of the organization.

**Note**

The country or region location of your organization can be found by signing in to the **Microsoft 365 admin center** and looking under **Organization Profile**.

**Caution**

Due to limited availability of toll phone numbers in Venezuela, Indonesia, and United Arab Emirates (UAE), organizations from these countries/regions won't have an Audio Conferencing toll number automatically assigned to them. Toll-free numbers from these locations are available depending on available inventory.

To see a list of those countries/regions that have phone numbers automatically assigned to organizations, see [Country and region availability for Audio Conferencing and Calling Plans](https://docs.microsoft.com/en-us/MicrosoftTeams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans).

**How do you get dedicated phone numbers?**

Dedicated audio conferencing phone numbers are service numbers that you can get and then assign to your organization. You can get dedicated toll and toll-free phone numbers for your conferencing bridges in one of three ways:

* **Use the Skype for Business admin center.** For some countries/regions, you can get numbers for your conference bridges using the Skype for Business admin center. See [Getting service phone numbers](https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers).
* **Port your existing numbers.** You can port or transfer existing numbers from your current service provider or phone carrier to Office 365. See [Transfer phone numbers to Office 365](https://docs.microsoft.com/en-us/MicrosoftTeams/transfer-phone-numbers-to-office-365) or [Manage phone numbers for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/manage-phone-numbers-for-your-organization/manage-phone-numbers-for-your-organization) for more information to help you do this.
* **Use a request form for new numbers.** Sometimes (depending on your country/region) you won't be able to get your new phone numbers using the Skype for Business admin center, or you will need specific phone numbers or area codes. If so, you will need to download a form and send it back to us. See [Manage phone numbers for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/manage-phone-numbers-for-your-organization/manage-phone-numbers-for-your-organization) for more information.

**How do you set it up?**

After you have decided to set up Audio Conferencing for your users, see [Set up Audio Conferencing for Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-audio-conferencing-in-teams) or [Set up Audio Conferencing for Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/set-up-audio-conferencing) for steps you can follow to do so.

For training go here:

https://docs.microsoft.com/en-us/MicrosoftTeams/tutorial-audio-conferencing

**Audio Conferencing complimentary dial-out period**

**Skype for Business PSTN Services**

Customers may use Office 365 Calling Plan and Office 365 Audio Conferencing as permitted in the Skype for Business Online PSTN Services Use Terms and Customer's volume licensing agreement. The PSTN Services Use Terms may be found at [Licensing Terms and Documentation](http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=2&Keyword=PSTN).

**End of complimentary dial out period**

Beginning December 1, 2019, the complimentary dial-out capability will end. See [Audio Conferencing subscription dial out and call me at benefit](https://docs.microsoft.com/en-us/MicrosoftTeams/audio-conferencing-subscription-dial-out) for additional details.

**Complimentary dial out period details**

For customers adopting our Office 365 Audio Conferencing service, Microsoft is providing an additional complimentary benefit related to dial out from meetings organized by users assigned an Office 365 Audio Conferencing subscription license through November 2019. During this complimentary period, Microsoft allows meeting organizers or authorized attendees as defined in meeting policy settings, to make dial-out calls from within the meeting to non-premium phone numbers in the 44 "Zone A" countries listed below. This benefit is applicable to Audio Conferencing monthly subscription licenses and does not extend to Audio Conferencing pay-per-minute licenses.

Further, there is a 900 minute cap limit during the complimentary dial out period as such:

Users with a license usage location (this is the user country location defined in the licensing area of the Office 365 admin portal) in ANY country can dial out from a conference to any of the 44 Zone A countries. Each user receives 900 minutes per user per month to ANY of the Zone A countries which is pooled at the tenant level. For example, a customer has purchased 115 Audio Conferencing subscription licenses and has 10 users in US, 100 users in the UK and 5 users in India, all with Audio Conferencing subscription licenses assigned to their users. Note: Pool size is based on assigned licenses and not purchased licenses.

* All 115 users share a pool of (115 users X 900 min) = 103,500 conferencing dial-out out minutes per calendar month which can be used to place outbound calls to any of the Zone A countries.
* All calls exceeding the 103,500 minutes per calendar month are billed per minute using Communications Credits at our published rates to that destination. (Note: Tenant must set up Communications Credits and assign the Communications Credits license to the meeting organizer).
* All outbound calls to destinations not in the Zone A country list are billed per minute using Communications Credits at our published rates to that destination (provided tenant has set up Communications Credits and assigned the Communications Credits license to the meeting organizer).

**Note**

You can monitor the usage against dial-out minute pool in the Skype for Business Admin Center. In the Microsoft Teams & Skype Admin Center, go to **Legacy portal** > **Reports** > **PSTN Minute Pools**. This complimentary minute pool will be labeled in the report as “Outbound Calls to Zone A Countries.”

Email notifications will be sent to all tenant administrators of a given customer when the utilization of the tenant’s dial-out minutes pool has reached 80% and 100%.

For dial-out calls that are billed per minute (calls exceeding the tenant dial-out minute pool or calls to destinations not in the Zone A country list), the calls and their associated rates are based primarily on the destination of the call and not the country of the organizer or the participant initiating the dial-out call. For example, a call to a phone number in France will be billed with the same rate if it its initiated by a meeting participant in the United States or one in France.

For additional information on Communication Credits, see [Communications Credits](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits).

**Zone A Countries**

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|  |
| Australia |
| Austria |
| Belgium |
| Brazil |
| Bulgaria |
| Canada |
| China |
| Croatia |
| Czech Republic |
| Denmark |
| Estonia |
| Finland |
| France |
| Germany |
| Greece |
| Hong Kong |
| Hungary |
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| Italy |
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| Luxembourg |
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| Mexico |
| Netherlands |
| New Zealand |
| Norway |
| Poland |
| Portugal |
| Puerto Rico |
| Romania |
| Russia |
| Singapore |
| Slovak Republic |
| Slovenia |
| South Africa |
| South Korea |
| Spain |
| Sweden |
| Switzerland |
| Taiwan |
| Thailand |
| United Kingdom |
| United States |

**Audio Conferencing subscription “Dial-Out”/“Call Me At” minutes benefit**

**Microsoft Teams and Skype for Business PSTN Audio Conferencing**

Customers have been provided a [complimentary dial-out capability](https://docs.microsoft.com/en-us/MicrosoftTeams/complimentary-dial-out-period) that will end on November 30, 2019. Beginning December 1, 2019, each Audio Conferencing subscription provides 60 minutes per user per month that can be used to dial out to non-premium numbers in ANY of the Zone A countries as described in this document. Your tenant dial-out minute pool size is based on *assigned* licenses and not purchased licenses. This benefit is applicable to Audio Conferencing *monthly subscription* licenses and does not extend to Audio Conferencing pay-per-minute licenses.

**Audio Conferencing “Dial Out From a Meeting” & “Call Me At” details**

For customers adopting our Audio Conferencing service, Microsoft provides the ability to dial out from meetings organized by users assigned an Audio Conferencing subscription license. Dial-out calls to countries not included in the “Zone A” country list are charged per minute using Communications Credits. For dial-out calls that are billed per minute (calls exceeding the tenant dial-out minute pool or calls to destinations not in the Zone A country list), the calls and their associated rates are based on the destination of the call and not the organizer’s country of residence or the meeting participant initiating the dial-out call. For example, an audio conference dial-out call to a phone number in France, which is a Zone A country, will be billed at the same per-minute rate if it were initiated by a meeting participant in the United States, France, or Zimbabwe.

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| **Meeting organizer license usage location** | **Destination dialed** | **Can I use my dial-out minute pool minutes?** | **Do I need Communications Credits?** |
| United States | United States | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| United States | United Kingdom | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| United States | Zimbabwe | No | Yes on *ALL* calls |
| United Kingdom | United Kingdom | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| United Kingdom | United States | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| United Kingdom | Zimbabwe | No | Yes on *ALL* calls |
| Zimbabwe | Zimbabwe | No | Yes on *ALL* calls |
| Zimbabwe | United States | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| Zimbabwe | United Kingdom | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| Cook Islands | Cook Islands | No | Yes on *ALL* calls |
| Cook Islands | United States | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
| Cook Islands | United Kingdom | Yes (Zone A country) | Yes *after* consuming the tenant minute pool |
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**How are minute pools calculated?**

Consider the following example. A customer has purchased 115 Audio Conferencing subscription licenses and has 10 users in the United States, 100 users in the United Kingdom, and 5 users in Zimbabwe, all with Audio Conferencing subscription licenses assigned. All 115 users share a pool of (115 users x 60 min = 6,900 conferencing dial-out out minutes per calendar month) to place outbound calls to non-premium numbers in any of the Zone A countries, *regardless* of where the meeting organizer is licensed or physically located. For example, a Zimbabwe meeting organizer will be able to dial out to any of the Zone A countries up to the minute pool limit.

* All dial-out calls exceeding 6,900 minutes per calendar month are billed per minute using Communications Credits at our published rates to that destination. (Note: The customer must set up [Communications Credits](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits) and assign the Communications Credits license to the meeting organizer.)
* All dial-out calls to destinations not in the Zone A country list are billed per minute using Communications Credits at our published rates to that destination (provided the customer has set up Communications Credits and assigned the Communications Credits license to the meeting organizer).

**How can I monitor minute pool usage?**

* You can monitor the usage against your dial-out minute pool in the “legacy” Skype for Business Admin Center. In the Microsoft Teams Admin Center, navigate to **Legacy portal** > **Reports** > **PSTN Minute Pools**. The Zone A dial-out minute pool will be labeled in the report as “Outbound Calls to Zone A Countries.”
* Email notifications will be sent to all tenant administrators of a given customer when the utilization of the tenant’s dial-out minutes pool has reached 80% and 100%.

For additional information on Communication Credits, see [Communications Credits](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits).

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| **Zone A countries** |
| Australia |
| Austria |
| Belgium |
| Brazil |
| Bulgaria |
| Canada |
| China |
| Croatia |
| Czech Republic |
| Denmark |
| Estonia |
| Finland |
| France |
| Germany |
| Greece |
| Hong Kong |
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| Poland |
| Portugal |
| Puerto Rico |
| Romania |
| Russia |
| Singapore |
| Slovak Republic |
| Slovenia |
| South Africa |
| South Korea |
| Spain |
| Sweden |
| Switzerland |
| Taiwan |
| Thailand |
| United States |
| United Kingdom |

**Set up Audio Conferencing for Microsoft Teams**

Sometimes people in your organization will need to use a phone to call in to a meeting. Microsoft Teams includes the audio conferencing feature for just this situation! People can call in to Teams meetings using a phone, instead of using the Teams app on a mobile device or PC.

You only need to set up Audio Conferencing for people who plan to schedule or lead meetings. Meeting attendees who dial in don't need any licenses assigned to them or other setup.

For frequently asked questions about Audio Conferencing, see [Audio Conferencing common questions](https://docs.microsoft.com/en-us/MicrosoftTeams/audio-conferencing-common-questions).

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Step 1: Find out if Audio Conferencing is available in your country/region**

Go to [Country and region availability for Audio Conferencing and Calling Plans](https://docs.microsoft.com/en-us/MicrosoftTeams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans) and select your country or region to get availability information about Audio Conferencing, as well as information about Phone System, Calling Plans, toll and toll-free numbers, and Communications Credits.

**Step 2: Get and assign licenses**

1. For Audio Conferencing, you need a license for each user who will set up dial-in meetings. To learn which licenses you need to buy for Audio Conferencing and how much they will cost, see [Microsoft Teams add-on licensing](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/microsoft-teams-add-on-licensing).  
     **Note** Audio Conferencing is included in Office 365 Enterprise E5 licenses and as an add-on.
2. After you buy the Audio Conferencing licenses, you will need to assign them to those people in your organization who are going to schedule or lead meetings. See [Assign licenses to users in Office 365 for business](https://support.office.com/article/997596b5-4173-4627-b915-36abac6786dc) you purchased to the people in your organization who are going to schedule or lead meetings.
3. We also recommend that you assign Communications Credits licenses (they don’t cost anything) to the same people you assigned licenses to in the previous step. To learn how to set up Communications Credits, see [Set up Communications Credits for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-communications-credits-for-your-organization).

**Note**

You can also set up [**pay-per-minute Audio Conferencing**](https://docs.microsoft.com/en-us/MicrosoftTeams/audio-conferencing-pay-per-minute).

**Step 3: Get service numbers for your conferencing bridges**

For Audio Conferencing, you can’t use phone numbers for users; you will need to get service numbers. You can get either toll or toll-free service numbers for your conferencing bridges. There are three ways to get toll and toll-free service numbers:

* **Use the Microsoft Teams admin center**. For some countries/regions, you can get service numbers for your conferencing bridges using the Microsoft Teams admin center. See [Getting service phone numbers](https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers).
* **Port your existing service numbers**. To port or transfer existing numbers from your current service provider or phone carrier to Office 365. You can see [Transfer phone numbers to Office 365](https://docs.microsoft.com/en-us/MicrosoftTeams/transfer-phone-numbers-to-office-365) or [Manage phone numbers for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/manage-phone-numbers-for-your-organization/manage-phone-numbers-for-your-organization) for more information to help you do this.
* **Use a request form for new numbers**. Sometimes (depending on your country/region) you won't be able to get your new service numbers using the Microsoft Teams admin center, or you will need specific phone numbers or area codes. If so, you will need to download a form and send it back to us. See [Manage phone numbers for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/manage-phone-numbers-for-your-organization/manage-phone-numbers-for-your-organization) for more information.

**Step 4: Assign a service number to the conferencing bridge**

Once you get your toll and/or toll-free phone numbers for your conferencing bridge, you need to assign the numbers so they can be used on meeting invitations.

Follow these steps to assign a new phone number to your audio conferencing bridge.

**Using the Skype for Business admin center:**

1. Go to the **Microsoft 365 admin center** > **Admin centers** > **Teams** > **Legacy portal**.
2. Select **Voice** > **Phone numbers**.
3. Select the phone number, and click **Assign**.

For more details, see [Change the phone numbers on your Audio Conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-phone-numbers-on-your-audio-conferencing-bridge).

**Step 5: Set the default and alternate languages for a conferencing bridge**

Next, you want to [Set auto attendant languages for Audio Conferencing in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/set-auto-attendant-languages-for-audio-conferencing-in-teams) that the conferencing auto attendant uses to greet callers when they dial in to a phone number for Audio Conferencing.

**Using the Microsoft Teams admin center**:

1. From the Dashboard, go to **Meetings** > **Conference bridges**.
2. Select the conferencing bridge phone number, click **Edit**, and then choose the default language.

**Step 6: Set your conferencing bridge settings**

After setting up your conferencing bridge, verify that the default settings such as entry/exit notifications and PIN length are the ones you want to use; if they're not, you can change them.

**Using the Microsoft Teams admin center**:

1. From the Dashboard, go to **Meetings** > **Conference bridges**.
2. Select **Bridge settings**. This will open the **Bridge settings** pane.

For more details, see [Change the settings for an Audio Conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-settings-for-an-audio-conferencing-bridge).

**Step 7: Assign dial-in phone numbers for users who lead meetings**

After you have created an Audio Conferencing bridge, you need to set the toll and toll-free numbers for your users.

You will need to do this for all of the people in your organization who lead or schedule meetings.

**Using the Microsoft Teams admin center**:

1. From the Dashboard, click **Users**, select the user from the list, and select **Edit**.
2. Select **Edit** next to **Audio Conferencing**, and then in the **Audio Conferencing** pane, choose a number in the **Toll number** and **Toll-free** number lists.

If you need more details, see [Assign Microsoft as the audio conferencing provider](https://docs.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/assign-microsoft-as-the-audio-conferencing-provider).

**Step 8: Set up meeting invitations (optional)**

The dial-in numbers that are set for the user will be automatically added to the meeting invitations that are sent to meeting attendees. However, you can add your own help and legal links, a text message, and small company graphic if you want. See [Customize meeting invitations](https://docs.microsoft.com/en-us/MicrosoftTeams/customize-meeting-invitations).

**Assign Microsoft as the audio conferencing provider**

To use Audio Conferencing in Office 365 with Skype for Business and Microsoft Teams, users in your organization need to have an Audio Conferencing license assigned to them. See [Try or purchase Audio Conferencing in Office 365](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/try-or-purchase-audio-conferencing-in-office-365) to get more information on licensing and how much it costs.

Microsoft Audio Conferencing supplies dial-in phone numbers, PINs, and conference IDs that can be used by meeting participants to join the meetings of your organization. You only need to assign Microsoft as the audio conferencing provider to people who are going to schedule or lead Skype for Business or Microsoft Teams meetings.

**Note**

We are frequently updating how you can manage features found in Skype for Business Online, so the steps here might be a little different.

**Assign Microsoft as the audio conferencing provider**

**Using the Skype for Business admin center**

1. Go to the **Microsoft Teams admin center** > **Legacy portal**.
2. In the **Skype for Business admin center**, in the left navigation, go to **Audio conferencing**.
3. If you see a banner notifying you that there are users who have an **Audio Conferencing**license assigned but don't have Microsoft set as their audio conferencing provider yet, click **Click here to move them**. If you don't see the banner, in the **Skype for Business admin center** click **Users**, and then select the **Users ready to be moved to Audio Conferencing**filter.
4. On the properties page for the user, under **Provider name**, select **Microsoft** in the drop-down list.  
     **Note** Because you are using Microsoft as the audio conferencing provider and there are multiple phone numbers, you can use the **Default toll number** drop-down list to select a default audio number for the user.
5. Click **Save**.

**Note**

We are frequently updating how you can manage features found in Skype for Business Online, so the steps here might be a little different.

**Using a Windows PowerShell script for a small number of users**

To save time or automate this, you can use the following PowerShell script to set Microsoft as the audio conferencing provider for a small number of users.

**Note**

When the provider is changed from another provider to **Microsoft**, the audio conferencing information for the user (Conference ID, Toll and Toll-free numbers) will be replaced. You should save this information before changing the provider.

To change the provider to Microsoft for a small number of users, you can use the [Enable-CsOnlineDialInConferencingUser](https://technet.microsoft.com/en-us/library/mt243813.aspx) cmdlet.

**Using a Windows PowerShell script for a large number of users**

To save time or automate this, you can use the following PowerShell script to set Microsoft as the audio conferencing provider for a large number of users.

When the provider is changed from another provider to **Microsoft**, the audio conferencing information for the user (Conference ID, Toll and Toll-free numbers) will be replaced. You should save this information before changing the provider.

You can save the following script as a PowerShell script file and then run it using any of its input parameters.

**Example 1:** You can run this script by providing a list of users that you want updated.

Copy

Script.ps1 -UserList <List of users>

./Script.ps1 -UserList "user01@constoso.com, user02@contoso.com, user03@contoso.com"

**Example 2:** You can run this script by providing a .csv file that contains the email address (alias) of each user that you want updated.

Copy

Script.ps1 -CsvFile <Path of the csv file>

./Script.ps1 -CsvFile ".\\CsvFile.csv"

**Example 3:** In this example, you can use this script to change the audio conferencing provider from Intercall (or another provider) to **Microsoft** for a large number users in your organization.

Copy

Script.ps1 -ACPProviderName <Provider>

./Script.ps1 -ACPProviderName "Intercall"

Here is the script:

Copy

<#

.SYNOPSIS

This is a PowerShell script to set Microsoft as the audio conferencing provider of a set of users. It's required for applicable users to have a valid PSTN Conferencing license assigned before their provider is changed.

.DESCRIPTION

This is a PowerShell script to set Microsoft as the audio conferencing provider of a set of users. It's required for applicable users to have a valid PSTN Conferencing license assigned before their provider is changed.

.EXAMPLE

./Script.ps1 -UserList "user01@constoso.com, user02@contoso.com, user03@contoso.com"

./Script.ps1 -CsvFile ".\\CsvFile.csv"

./Script.ps1 -ACPProviderName ""Intercall""

#>

param (

[Parameter(Mandatory = $true, ParameterSetName = "CsvFile")]

[string]$CsvFile,

[Parameter(Mandatory = $true, ParameterSetName = "UserList")]

[string]$UserList,

[Parameter(Mandatory = $true, ParameterSetName = "ACPProviderName")]

[string]$ACPProviderName

)

if ($CsvFile)

{

if(!(Test-Path $CsvFile))

{

Write-Error "File does not exist."

Exit

}

$users = Get-Content $CsvFile

}

if ($UserList)

{

$users = $UserList.Split(",")

}

if ($ACPProviderName)

{

$supportedACPProviders = Get-csAudioConferencingProvider

$providerNameMatch = $supportedACPProviders | ?{$\_.Identity -eq $ACPProviderName}

if ($providerNameMatch -eq $null)

{

Write-Host "The provider name is not from a supported provider, please use any of the following values: "

$supportedACPProviders | %{$\_.Identity}

return

}

$allUsersInTenant = Get-csOnlineUser

$users = $allUsersInTenant | ?{$\_.AcpInfo -ne $null -and $\_.ACPInfo.Name -eq $ACPProviderName}

}

Write-Host "Number of users to have their audio conferencing provider set to Microsoft: " $users.count

foreach ($user in $users)

{

if ($CsvFile -or $UserList)

{

try

{

$adUser = Get-csOnlineUser -Identity $user

}

catch

{

Write-Error "There was an exception while retrieving user: $user. " $error[0].Exception.Message

Continue

}

}

else

{

$adUser = $user

}

if ($adUser -ne $null -and ($adUser.OnlineDialInConferencingPOlicy -ne $null))

{

if ($adUser.AcpInfo -eq $null -Or $adUser.AcpInfo.Name -ne "Microsoft")

{

try

{

$enableUser = Enable-CsOnlineDialInConferencingUser -Identity $adUser.ObjectId -Tenant $adUser.TenantId -ReplaceProvider

Write-Host "The provider of $user has changed to Microsoft."

$enableUser

}

catch

{

Write-Error "There was an exception while enabling user: $user. " $error[0].Exception.Message

continue;

}

}

else

{

Write-Warning "The provider of $user is already set to Microsoft."

}

}

else

{

Write-Error "$user does not have valid Audio Conferencing license assigned."

}

}

For more information about using Windows PowerShell, see [Using Windows PowerShell to do common Skype for Business Online management tasks](https://go.microsoft.com/fwlink/?LinkId=525038).

Manage your audio conferencing bridge

**Change the phone numbers on your Audio Conferencing bridge**

When you buy **Audio Conferencing** licenses, Microsoft is hosting your audio conferencing bridge for your organization. The audio conferencing bridge gives out dial-in phone numbers from different locations so that meeting organizers and participants can use them to join Skype for Business or Microsoft Teams meetings using a phone.

In addition to the phone numbers already assigned to your conferencing bridge, you can [get additional service numbers](https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers) (toll and toll-free numbers used for audio conferencing) from other locations, and then assign them to the conferencing bridge so you can expand coverage for your users.

**Note**

To be able to assign/unassign a phone number for a conferencing bridge, the phone number must be a '*service*' number. You can see the type of number it is by navigating to **Voice** > **Phone numbers** in the legacy portal and looking in the **Number Type** column. Office 365 Communications Credits must be set up first in order for users to dial into the bridge on a toll free number.

**Steps when you are assigning a new service phone number to your conference bridge**

**Step 1 - Assign the new phone number to your audio conferencing bridge**

1. Sign in to Office 365 with your work account.
2. Go to **Microsoft 365 admin center** > **Admin centers** > **Teams & Skype** > **Legacy portal** > **Voice** > **Phone numbers**.
3. Select the phone number from the list, and in the Action pane, click **Assign**.
4. On the **Assign** page, click **Save**.

**Step 2 - Change the default phone number of your conference bridge (optional)**

The default phone number of your conference bridge defines the caller ID that will be used when an outbound call is placed by a participant or the organizer from within a meeting.

Only a service toll number can be set as the default number for your conferencing bridge; **service toll-free numbers can't be set as the default number of your conferencing bridge**. If you are assigning a service toll number and you would like to set it as the new default number for your audio conferencing bridge, perform these steps:

1. Sign in to Office 365 with your work account.
2. Go to **Microsoft 365 admin center** > **Admin centers** > **Teams & Skype** > **Meetings** > **Conference Bridges**.
3. Highlight the service toll number that you want to configure as the default.
4. Select **Set as default**.

**Step 3 - Change the default phone numbers that are included in the meeting invites of users (optional)**

The default phone numbers of a user are the ones that are included on their meeting invites when they schedule a meeting. For more information, including how the defaul phone numbers are assigned for new users, see [Set the phone numbers included on invites in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/set-the-phone-numbers-included-on-invites-in-teams) or [Set the phone numbers included on invites in Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/set-the-phone-numbers-included-on-invites).

1. Sign in to Office 365 with your work or school account.
2. Go to the **Microsoft 365 admin center** > **Admin centers** > **Teams & Skype** > **Legacy portal**> **Audio conferencing** > **Users**, and select the users on the list.
3. Click **Edit** in the action pane.
4. Under **Default toll number** or **Default toll-free number**, select the number in the list and click **Save**.

After the changes have been saved, the new default phone numbers will be included on the meeting invites of organizers the next time they schedule a new meeting.

**Step 4 - Update existing meeting invites of users using the Meeting Migration Service (optional)**

For the next two steps, you will need to start Windows PowerShell.

If you updated the default phone numbers that are inlcuded in the meeting invites for some or all of your users, you can optionally update meeting invites that were already sent to users in your organization before their default phone numbers were changed using the Meeting Migration Service. For additional information, see [Setting up the Meeting Migration Service (MMS)](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/setting-up-the-meeting-migration-service-mms).

* Run the Meeting Migration Service (MMS) for the users who had their default phone numbers changed in Step 2. To do this, run the following command:

Copy

Start-CsExMeetingMigration user@contoso.com

* You can also view the meeting migration status. All meetings would be rescheduled once there are no operations in *Pending* or *In-Progress* state.

Copy

Get-CsMeetingMigrationStatus -SummaryOnly

**Steps when you are unassigning a service phone number for a conferencing bridge**

When you unassign a phone number from a conferencing bridge, users won't be able to join any meetings using that phone number anymore. Because the phone number is changing, it's important to update all users who could have a phone number as their default number (if any) and to update their existing meeting invites before the phone number is unassigned from the audio conferencing bridge.

If the phone number is removed without updating the users and their meetings, their existing meeting invites could contain a phone number that won't work for joining their meetings.

For the first three steps, you will need to start Windows PowerShell. To see how to do this, click [Want to know how to manage with Windows PowerShell?](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-phone-numbers-on-your-audio-conferencing-bridge#bkPowerShell)

**Step 1 - Update users who have the phone number to be unassigned as one of their default numbers**

Replace the default toll or toll-free number for all users who have the number to be unassigned as a default number and start the process of rescheduling their meetings. To do this, run the following command:

Copy

Set-CsOnlineDialInConferencingUserDefaultNumber -FromNumber <Number to be removed> -ToNumber <Number to be set as new default> -NumberType <"Toll" or "Toll-Free"> -RescheduleMeetings

**Important**

You can also change the default toll or toll-free number of users in the Skype for Business admin center. However, this won't automatically reschedule their meetings.

For additional information, see [Set the phone numbers included on invites in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/set-the-phone-numbers-included-on-invites-in-teams) or [Set the phone numbers included on invites in Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/set-the-phone-numbers-included-on-invites).

**Note**

Depending on the size of your organization, this could take some time to complete.

**Step 2 - View meeting migration status using Windows PowerShell**

All meetings will be rescheduled once there are no operations in *Pending* or *In-Progress* state.

Copy

Get-CsMeetingMigrationStatus -SummaryOnly

For more information about the Meeting Migration Service, see [Setting up the Meeting Migration Service (MMS)](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/setting-up-the-meeting-migration-service-mms).

**Step 3 - Unassign the old phone number from the audio conferencing bridge**

1. Sign in to Office 365 with your work or school account.
2. Go to the **Microsoft 365 admin center** > **Admin centers** > **Teams & Skype** > **Legacy portal**> **Voice** > **Phone numbers**.
3. If the phone number is a toll-free number, select the phone number from the list, and in the Action pane, click **Unassign**. If the phone number is a toll-number, please contact [Microsoft support](https://go.microsoft.com/fwlink/?linkid=2091806) to have the phone number unassigned.
4. If the phone number is a toll-fre number, click **Yes** in the confirmation window.  
     **Important** After a phone number is unassigned from an audio conferencing bridge, the phone number will no longer be available for users to join new or existing meetings.

**Want to know how to manage with Windows PowerShell?**

**To verify that Windows PowerShell is ready to go**

These steps check that you are running Windows PowerShell version 3.0 or higher.

1. Type **Start Menu** > **Windows PowerShell**.
2. Type *Get-Host* in the **Windows PowerShell** window to check the version.
3. If you don't have version 3.0 or higher, you need to download and install updates to Windows PowerShell. See [Windows Management Framework 4.0](https://go.microsoft.com/fwlink/?LinkId=716845) to download and update Windows PowerShell to version 4.0. Restart your computer when you are prompted.
4. You also need to install the Windows PowerShell module for Skype for Business Online that enables you to create a remote Windows PowerShell session that connects to Skype for Business Online. This module is supported only on 64-bit computers and can be downloaded from the Microsoft Download Center at [Windows PowerShell Module for Skype for Business Online](https://go.microsoft.com/fwlink/?LinkId=294688). Restart your computer if you are prompted.

If you need to know more, see [Connect to all Office 365 services in a single Windows PowerShell window](https://technet.microsoft.com/library/dn568015.aspx).

**To start Windows PowerShell**

**Start a Windows PowerShell session**

1. From the **Start Menu** > **Windows PowerShell**.
2. In the **Windows PowerShell** window, connect to your Office 365 organization by running:

Copy

Import-Module "C:\\Program Files\\Common Files\\Skype for Business Online\\Modules\\SkypeOnlineConnector\\SkypeOnlineConnector.psd1"

$credential = Get-Credential

$session = New-CsOnlineSession -Credential $credential

Import-PSSession $session

**Note**

You only have to run the **Import-Module** command the first time you use the Skype for Business Online Windows PowerShell module. If you want more information about starting Windows PowerShell, see [**Connect to all Office 365 services in a single Windows PowerShell window**](https://technet.microsoft.com/library/dn568015.aspx) or [**Connecting to Skype for Business Online by using Windows PowerShell**](https://technet.microsoft.com/library/dn362795%28v=ocs.15%29.aspx).

**Save time and automate**

To save time by automating this process, you can use the [Set-CsOnlineDialInConferencingUser](https://go.microsoft.com/fwlink/?LinkId=617688) or the **Set-CsOnlineDialInConferencingUserDefaultNumber** cmdlets.

* Use the [Set-CsOnlineDialInConferencingUser](https://go.microsoft.com/fwlink/?LinkId=617688) cmdlet to change the default toll or toll-free number for specific users.
  + To change the default toll-free number for a user, run:
* Copy  
   Set-CsOnlineDialinConferencingUser -Identity amos.marble@Contoso.com -TollFreeServiceNumber 80045551234
* Use the **Set-CsOnlineDialInConferencingUserDefaultNumber** cmdlet to change the default toll or toll-free number of users based on their original default number or their location.  
    **Note** To find the BridgeID, use the **Get-CsOnlineDialInConferencingBridge**.  
  + To set the default toll-free number for all users without one to 8005551234, run:
* Copy  
   Set-CsOnlineDialInConferencingUserDefaultNumber -FromNumber $null -ToNumber 8005551234 -NumberType TollFree -BridgeId <Bridge Id>
* + To change the default toll-free number of all users that have 8005551234 as their default toll-free number to 8005551239 and automatically reschedule their meetings, run:
* Copy  
   Set-CsOnlineDialInConferencingUserDefaultNumber -FromNumber 8005551234 -ToNumber 8005551239 NumberType TollFree -BridgeId <Bridge Id> -RescheduleMeetings
* + To set the default toll-free number of all users located in the U.S. to 8005551234 and automatically reschedule their meetings, run:
* Copy  
   Set-CsOnlineDialInConferencingUserDefaultNumber -Country US -ToNumber 8005551234 -NumberType TollFree -BridgeId <Bridge Id> -RescheduleMeetings
* **Note** The location that is used above needs to match the contact information of user(s) that is set in the Microsoft 365 admin center.

**Troubleshooting**

**Unassign button is greyed-out**

You want to Unassign a number but the button is greyed-out and if while hoovering over it, you are redirected to contact Support with the following message *"Default or shared numbers can´t be unassigned from the bridge. To unassign dedicated toll numbers, please contact support.*".

To obtain more information about the bridge(s), run the following Powershell :

Copy

Get-CsOnlineDialInConferencingBridge -Name "Conference Bridge"

The result, aside other information like Identity, Name and Region, should also contain the DefaultServiceNumber.

**Example**, to unassign, the DefaultServiceNumber "8005551234"

Copy

Unregister-CsOnlineDialInConferencingServiceNumber -BridgeName “Conference Bridge” -RemoveDefaultServiceNumber 8005551234

**About Windows PowerShell**

With Windows PowerShell you can manage users and what they are or are not allowed to do. Windows PowerShell can help you manage Office 365 and Skype for Business Online using a single point of administration that can simplify your daily work, especially when you've got multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [An introduction to Windows PowerShell and Skype for Business Online](https://go.microsoft.com/fwlink/?LinkId=525039)
* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)

Windows PowerShell has many advantages in speed, simplicity, and productivity over only using the Microsoft 365 admin center such as when you are making setting changes for many users at one time. Learn about these advantages in the following topics:

* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)
* [Using Windows PowerShell to manage Skype for Business Online](https://go.microsoft.com/fwlink/?LinkId=525453)
* [Using Windows PowerShell to do common Skype for Business Online management tasks](https://go.microsoft.com/fwlink/?LinkId=525038)

**Change the settings for an Audio Conferencing bridge**

When you are setting up Audio Conferencing in Office 365, you will receive phone numbers for your users from what is called an audio conferencing bridge. A conferencing bridge can contain one or more phone numbers. These phone numbers are used when callers dial in to a meeting. The phone number is included at the bottom of the Skype for Business or Microsoft Teams meeting invite.

The conferencing bridge answers a call and prompts the caller with voice prompts using a meeting auto attendant, and then, depending on your settings, it can play notifications, ask callers to record their name, and control the PIN settings. PINs are given to meeting organizers to allow them to start a meeting when they are aren't using a Skype for Business or Microsoft Teams app.

**Important**

A PIN is only required for the meeting organizer when a Skype for Business or Microsoft Teams app user hasn't already started the meeting. If everyone is dialing in to the meeting, the PIN is required for the meeting organizer to start the meeting.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference bridges**.
2. At the top of the **Conference bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, select:
   * **Meeting entry and exit notifications** If you turn this off, users who have already joined the meeting won't be notified when someone enters or leaves the meeting.  
      When you turn on **Meeting entry and exit notifications**, you can select these options:
   * **Names or phone numbers** When users dial in to a meeting, their phone number will be played when they join it.
   * **Tones** When users dial in to a meeting, an audio tone will be played when they join it.
   * **Ask callers to record their name before joining the meeting** If you turn this off, callers won't be asked to record their name before they join a meeting.
4. To set the PIN length for meetings, select the number of digits you want for the PIN in the **PIN length** list.
5. To specify whether to send email to your users, enable or disable **Automatically send emails to users if their audio conferencing configuration changes**. See [Emails automatically sent to users when their Audio Conferencing settings change in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/emails-sent-to-users-when-their-settings-change-in-teams) or [Emails sent to users when their settings change in Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/emails-sent-to-users-when-their-settings-change) for more information.
6. Click **Save**.

**Using the Skype for Business admin center**

**Set up the meeting experience when callers join a meeting**

1. In the **Skype for Business admin center**, in the left navigation go to **Audio conferencing** > **Microsoft bridge settings**.
2. On the **Microsoft bridge settings** page, under **Meeting join experience**, select:
   * **Enable meeting entry and exit notifications to be turned on** This is selected by default. If you clear the check box, users who have already joined the meeting won't be notified when someone enters or leaves the meeting.
   * When you select **Enable meeting entry and exit notifications to be turned on**, you can select these options from the **Entry/exit announcement type** list:
   * **Names or phone numbers** When users dial in to a meeting, their phone number will be played when they join it.
   * **Tones** When users dial in to a meeting, an audio tone will be played when they join it.
   * **Ask callers to record their name before joining the meeting** This is selected by default. If you clear the check box, callers won't be asked to record their name before they join a meeting.
3. After you make your changes, click **Save**.

**Set the PIN length for meetings**

1. Sign in to Office 365 with your work or school account.
2. Go to the **Microsoft 365 admin center** > **Skype for Business**.
3. In the **Skype for Business admin center**, in the left navigation, go to **Audio conferencing** > **Microsoft bridge settings**.
4. On the **Microsoft bridge settings** page, under **Security**, enter the number of digits you want for the PIN in the **PIN length** list, and then click **Save**.  
     **Important** The PIN must be between 4 and 12 digits.

**Select whether to send email to your users**

1. Sign in to Office 365 with your work or school account.
2. Go to the **Microsoft 365 admin center** > **Skype for Business**.
3. In the **Skype for Business admin center**, in the left navigation, go to **Audio conferencing** > **Microsoft bridge settings**.
4. On the **Microsoft bridge settings** page, select or clear **Automatically send emails to users if their dial-in information changes**, and then click **Save**.  
    See [Emails automatically sent to users when their Audio Conferencing settings change in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/emails-sent-to-users-when-their-settings-change-in-teams) or [Emails sent to users when their settings change in Skype for Business Online](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/emails-sent-to-users-when-their-settings-change) for more information.

**Want to know how to manage with Windows PowerShell?**

* To save time or automate this process, you can use the [Set-CsDialinConferencingBridge](https://go.microsoft.com/fwlink/?LinkId=617686)cmdlet.
* Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:
  + [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
  + [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)
* Windows PowerShell has many advantages in speed, simplicity, and productivity over only using the Microsoft 365 admin center, such as when you are making setting changes for many users at one time. Learn about these advantages in the following topics:
  + [An introduction to Windows PowerShell and Skype for Business Online](https://go.microsoft.com/fwlink/?LinkId=525039)
  + [Using Windows PowerShell to manage Skype for Business Online](https://go.microsoft.com/fwlink/?LinkId=525453)
  + [Using Windows PowerShell to do common Skype for Business Online management tasks](https://go.microsoft.com/fwlink/?LinkId=525038)  **Note** The Windows PowerShell module for Skype for Business Online enables you to create a remote Windows PowerShell session that connects to Skype for Business Online. This module, which is supported only on 64-bit computers, can be downloaded from the Microsoft Download Center at **[Windows PowerShell Module for Skype for Business Online.](https://go.microsoft.com/fwlink/?LinkId=294688)**

**See a list of Audio Conferencing numbers in Microsoft Teams**

When you set up Audio Conferencing for Microsoft Teams users, you can view the phone numbers that are available to them for audio conferencing. This list will have all of the audio conferencing phone numbers that are available to your organization.

**Looking for prices?** See [Pricing for Audio Conferencing](https://products.office.com/skype-for-business/audio-conferencing#Requirements).

If there is only one phone number available in your organization, it will be used as the default number for all of your users. When multiple phone numbers are available, you can select the default phone number for each user. This default number will be included in Microsoft Teams meeting invitations.

You can see [Set the phone numbers included on invites](https://docs.microsoft.com/en-us/MicrosoftTeams/set-the-phone-numbers-included-on-invites-in-teams) to change the dial-in phone number for a single user.

**Note**

Domestic dial-in numbers are dedicated to your organization and are the only ones that can be set as a default phone number. However, international dial-in numbers may be shared across multiple organizations.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**To view your audio conferencing phone numbers**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference bridges**.
2. View the phone numbers that are available for audio conferencing.

* You can also view the location and primary language that will be used by the audio conferencing auto attendant.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

For more information about Windows PowerShell, see the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps)for more information.

**Set auto attendant languages for Audio Conferencing in Microsoft Teams**

The Audio Conferencing auto attendant for Microsoft Teams can greet audio callers in a number of different languages when they join a meeting.

Choose one primary language and up to four secondary languages. The primary language that you set will be used first and the secondary languages will be used by the auto-attendant in order that you select.

**Note**

You can only change the languages of audio conferencing numbers that are of the Dedicated category. The languages of Shared audio conferencing number can't be changed.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Set the conferencing auto attendant languages**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. Select a **Dedicated** audio conferencing phone number from the list, and at the top of the page, click **Edit**. It is only possible to change the languages of Dedicated audio conferencing numbers. The **Edit** option is only shown when a Dedicated audio conferencing number is selected.
3. In the pane on the right, choose the default language you want and any alternate languages.  
     **Note** The default and alternate languages that are supported are listed. The order in which you select them in the lists will be the order of the languages presented to callers.
4. Click **Save**.

**Want else should I know?**

* To see the list of supported languages for Audio Conferencing, see [Audio Conferencing supported languages](https://docs.microsoft.com/SkypeForBusiness/audio-conferencing-in-office-365/audio-conferencing-supported-languages).
* Languages can be set for dedicated but not for shared phone numbers.
* To see a list of countries/regions in which Audio Conferencing in Office 365 using Microsoft as the provider is available, see [Phone numbers for Audio Conferencing](https://docs.microsoft.com/en-us/MicrosoftTeams/phone-numbers-for-audio-conferencing-in-teams).

**Manage the Audio Conferencing settings for your organization in Microsoft Teams**

It might be easier for you to see all of the audio conferencing settings for Microsoft Teams in one place.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Assign an Audio Conferencing license**

**Note**

You can't assign licenses using Teams. You must use the Microsoft 365 admin center. See [**Assign Skype for Business and Microsoft Teams licenses**](https://docs.microsoft.com/en-us/MicrosoftTeams/assign-teams-licenses).

**To assign a license for a user**

1. Sign in to Microsoft 365 with your work or school account.
2. In the left navigation of the **Microsoft 365 admin center**, go to **Users** > **Active users**, and then select the user or users from the list of available users.  
     **Note** If you are assigning licenses to up to 20 users at the same time, you can use the **Select a view** drop-down then choose one of the options or create your own view. Then click **Edit**, **Next** twice then select the license and click **Submit**.
3. In the Action pane under **Product licenses**, click **Edit**.
4. On the **Product Licenses** page, turn on **Audio Conferencing** and then click **Save**. For more on licensing, see [Microsoft Teams add-on licensing](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/microsoft-teams-add-on-licensing).

**Note**

After you assign the license, Microsoft might not appear initially in the list as an audio conferencing provider. If this happens, either log out of the Office 365 admin center or press CTRL+F5 to refresh the browser window.

**Enable or disable emails sent to audio conferencing users**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, enable or disable **Automatically send emails to users if their dial-in settings change**.
4. Click **Save**.

**Using Windows PowerShell**

See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**Reset the meeting conference ID**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Under **Audio Conferencing**, click **Reset conference ID**.
3. In the **Reset conference ID?** window, click **Reset**. A conference ID will be automatically created and an email sent to the user with the new conference ID if sending email to your users is enabled. It's enabled by default.

See [Reset a conference ID for a user](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-a-conference-id-for-a-user-in-teams).

**Reset a conference organizer's PIN**

Each meeting that a user schedules will get assigned a unique conference ID. Although a conference ID will be automatically created and assigned to a user, there may be times when a user doesn't want to use this one and you want to set it to a certain number, or your users can't remember or have lost their conference ID.

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Under **Audio Conferencing**, click **Reset PIN**, and then click **Reset**.

Users will receive an email with their PIN when they're enabled for audio conferencing or when the PIN is reset. But if you have disabled automatically sending emails, a PIN reset email won't be sent and you will have to manually send the PIN to the user. The PIN will only be shown once after it has been reset. After it's displayed just after being reset, the PIN won't be shown anymore on the user properties; instead, \*\*\*\*\* will be shown.

See [Reset the Audio Conferencing PIN](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-the-audio-conferencing-pin-in-teams).

**Send an email with Audio Conferencing information to a user**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Under **Audio Conferencing**, click **Send conference info in email**.  
     **Note** When you do this, the audio conferencing PIN isn't sent to the user.

See [Send an email to a user with their Audio Conferencing information](https://docs.microsoft.com/en-us/MicrosoftTeams/send-an-email-to-a-user-with-their-dial-in-information-in-teams).

**Set the phone numbers included on invites**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Next to **Audio Conferencing**, click **Edit**.
3. In the **Audio Conferencing** pane, you can set the **Toll number** and, if allowed, the **Toll-free number**.
4. Click **Save**.

See [Set the phone numbers included on invites](https://docs.microsoft.com/en-us/MicrosoftTeams/set-the-phone-numbers-included-on-invites-in-teams).

**Choose audio conferencing bridge settings**

**Set the meeting experience when callers join a meeting**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, enable or disable **Meeting entry and exit notifications**.  
    This is enabled by default. If you disable this option, users who have already joined the meeting by default won't be notified when someone enters or leaves the meeting.
4. Under **Entry/exit announcement type**, choose either **Tones** or **Names or phone numbers**.  
    If you choose **Names or phone numbers**, you can also choose to enable or disable **Ask callers to record their name before joining the meeting**.
5. Click **Save**.

See [Change the settings for an Audio Conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-settings-for-an-audio-conferencing-bridge).

**Set the PIN length for meetings**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, enter the number of digits you want for the PIN in the **PIN length** list, and then click **Save**.  
    The PIN must be between 4 and 12 digits. The default is 5.

See [Change the settings for an Audio Conferencing bridge](https://docs.microsoft.com/en-us/MicrosoftTeams/change-the-settings-for-an-audio-conferencing-bridge).

**Enable or disable email from being sent to audio users**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, enable or disable **Automatically send emails to users if their audio conferencing settings change**.
4. Click **Save**.  
    You can also send email to the user with the audio conferencing settings, by going to the user's audio conferencing properties and clicking **Send conference info in email**.  
    If you do this, an email will be sent that only includes conference ID and conference phone number, but the PIN won't be included.

See [Send an email to a user with their Audio Conferencing information](https://docs.microsoft.com/en-us/MicrosoftTeams/send-an-email-to-a-user-with-their-dial-in-information-in-teams).

**See and set the primary (default) and secondary (alternate) languages on an audio conferencing bridge**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. Select a phone number from the list and click **Edit**.
3. Choose the languages you want under **Default language** and **Alternate languages (optional)**.
4. Click **Save**.

See [Set auto attendant languages for Audio Conferencing](https://docs.microsoft.com/en-us/MicrosoftTeams/set-auto-attendant-languages-for-audio-conferencing-in-teams).

**See audio conferencing dial-in numbers**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. Select a phone number from the list and click **Edit**. Here you can:
   * View the phone numbers that are set by Office 365 to be used for Audio Conferencing.
   * View the location, and the primary language, that will be used by the Audio Conferencing auto attendant.

See [See a list of Audio Conferencing numbers](https://docs.microsoft.com/en-us/MicrosoftTeams/see-a-list-of-audio-conferencing-numbers-in-teams).

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

**Audio Conferencing pay-per-minute**

In addition to the standard Audio Conferencing per-user license, Volume and Licensing organizations can also choose a pay-per-minute offer to enable Audio Conferencing capabilities for their organizations.

You can find out if your [country/region is supported](https://docs.microsoft.com/en-us/MicrosoftTeams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans) for Audio Conferencing.

**Note**

Because this offer is only available to Volume and Licensing customers, you will need to work with your account representative to acquire licenses.

**Need some details?**

Whereas the Audio Conferencing per-user license offer includes dial-in usage and some dial-out usage, Audio Conferencing pay-per-minute **allows you to pay for all of your Audio Conferencing usage on a per-minute basis without paying for a per-user monthly license**. With this, all dial-in and dial-out calls will be charged on a per-minute basis, including:

* Inbound calls to toll Audio Conferencing numbers of your organization.
* Inbound calls to toll-free Audio Conferencing numbers of your organization.
* Outbound calls placed to external phone numbers from within a meeting of your organization.

**Note**

You can find the dial-in and dial-out rates associated to these types of calls by reviewing the **See rates for where you want to call section** in [**Audio Conferencing**](https://products.office.com/microsoft-teams/online-meeting-solutions#Rates).

Pay-per-minute requires your organization to have [Communications Credits](https://docs.microsoft.com/en-us/MicrosoftTeams/what-are-communications-credits) enabled with a license assigned to each user in order for Audio Conferencing to work. If you want more details, see [Set up Communications Credits for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-communications-credits-for-your-organization) and/or [Microsoft Teams add-on licensing](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/microsoft-teams-add-on-licensing).

To enable Audio Conferencing pay-per-minute for users in your organization, see [Try or purchase Audio Conferencing in Office 365](https://docs.microsoft.com/en-us/MicrosoftTeams/try-or-purchase-audio-conferencing-in-office-365-for-teams).

**Why is it best for you?**

* Pay per-minute will only be charged on a per-minute basis for each inbound or outbound call placed by each attendee during a scheduled meeting (rates vary for toll or toll-free call and by destination) instead of using Skype for Business or Teams application in a mobile device or PC.
* Capability to manage cost since admins can control to restrict the types of dial-outs (international and domestic) that can be done from the meetings of an organizer. See [Outbound calling restriction policies for Audio Conferencing and user PSTN calls](https://docs.microsoft.com/en-us/microsoftteams/outbound-calling-restriction-policies)
* If you have Audio Conferencing pay-per-minute licenses, you don't have to assign Communications Credits licenses separately to each user specifically for Audio Conferencing usage (you might still need to assign them for other services).
* Control and monitor pay-per minute charges by using Communications Credits.
* More flexibility in pricing for customers who don't need all users on a subscription basis.
* Enable Audio Conferencing pay-per-minute along with a monthly subscription of E5 or a standalone Audio Conferencing subscription, both services will continue to work the same way. Changes will have no effect on the operations of Audio Conferencing or Communications Credits.

**Want to find out more about pricing?**

**Looking for prices?** See [How to see prices and buy add-on licenses](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/microsoft-teams-add-on-licensing#bkmk_how) or one of the following:

* [Pricing for Audio Conferencing](https://products.office.com/skype-for-business/audio-conferencing#Requirements)
* [Pricing for Phone System](https://products.office.com/skype-for-business/phone-system#Requirements)
* [Pricing for Calling Plans](https://products.office.com/skype-for-business/pstn-calling-plans#requirements)

**Manage the Audio Conferencing settings for a user in Microsoft Teams**

As an Office 365 admin, you can edit the Audio Conferencing settings—such as the provider, default toll or toll-free number, conference ID, or PIN—for an individual user in your organization. If you want to edit settings for your organization, see [Manage the Audio Conferencing settings for your organization](https://docs.microsoft.com/en-us/MicrosoftTeams/manage-the-audio-conferencing-settings-for-my-organization-in-teams).

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Click **Edit**.
3. Under **Audio Conferencing**, modify any of the following:

|  |  |
| --- | --- |
| **Setting** | **Description** |
| **Audio conferencing** | To turn audio conferencing on or off for the user, click **Edit** next to **Audio Conferencing**, and then in the **Audio Conferencing** pane, toggle **Audio conferencing** On or Off. |
| **Send conference info in email** | Click this link only if you want to immediately send an email to the user with his or her conference ID and phone number. (This email does not include the PIN.) See [Send an email to a user with their Audio Conferencing information](https://docs.microsoft.com/en-us/MicrosoftTeams/send-an-email-to-a-user-with-their-dial-in-information-in-teams). |
| **Conference ID** | Click **Reset conference ID** if you need to reset the conference ID for the user. For more information, see [Reset a conference ID for a user](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-a-conference-id-for-a-user-in-teams). |
| **PIN** | Click **Reset PIN** if you need to reset the PIN for the user. For more information, see [Reset the Audio Conferencing PIN](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-the-audio-conferencing-pin-in-teams). |
| **Default conferencing toll phone number**(required) | These will be numbers that are set on the audio conferencing bridge. Format the numbers as you want them to appear in Skype for Business and Microsoft Teams meeting requests. To change the default toll number, click **Edit** next to **Audio Conferencing** and in the **Audio Conferencing** pane, select a number under **Toll number**. |
| **Invites from this user can include toll-free number** | To change this setting, click **Edit** next to **Audio Conferencing** and in the **Audio Conferencing** pane, toggle **Include toll-free numbers in meeting requests from this user** On or Off. |
| **Unauthenticated users can be the first person in the meeting** | To change this setting, toggle **Unauthenticated users can be the first person in the meeting** On or Off. |
| **Dial-out permissions** | To change this setting, click **Edit** next to **Audio Conferencing** and in the **Audio Conferencing** pane, choose an option under **Dial-out from meetings**. |

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Enable users to record their name when they join a meeting in Microsoft Teams**

When you are setting up Audio Conferencing in Office 365, you will receive phone numbers and what is called an audio conferencing bridge. A conferencing bridge can contain one or more phone numbers that can be a dedicated or shared phone number.

The conferencing bridge answers a call for a user who is dialing in to a meeting using a phone. The conferencing bridge answers the caller with voice prompts from an auto attendant, and then, depending on their settings, can play notifications, ask callers to record their name, and set up the PIN security for meeting organizers. PINs are given to meeting organizers to allow them to start a meeting. However, you can set it up so a PIN isn't required to start a meeting.

**Set whether callers should record their name**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. Enable or disable **Meeting entry and exit notifications**.
4. If enabling notifications, choose **Names or phone numbers** under **Entry/exit announcement type**, and then turn on **Ask callers to record their name before joining a meeting.**
5. Click **Save**.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

For more information about Windows PowerShell, see the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps)for more information.

**Reset a conference ID for a user in Microsoft Teams**

A dynamic conference ID is included at the bottom of meeting invitations along with the dial-in phone numbers that can be used by callers to call in to a meeting. When the user dials the phone number, the auto attendant for the meeting will ask the caller to enter this conference ID so they can attend the meeting.

**Note**

If your conferencing provider is Microsoft, your users' conference IDs are set to Dynamic Only by default. Unfortunately, there's no ability to change it to become static, as this is now unsupported. Conference IDs are only automatically set for Microsoft Teams users enabled for Audio Conferencing.

**Resetting the conference ID for a user**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Click **Edit**.
3. Under **Audio Conferencing** click **Reset conference ID**.
4. In the **Reset conference ID** window, click **Reset**. A conference ID will be automatically created and an email sent to the user with the new conference ID. By default, emails are sent to users, but this can be turned off.

**Note**

After you reset the conference ID, an email with the new conference ID will be sent to the user. This email will be sent to the primary email address, in many cases, their Office 365 mailbox. The email contains the new conference ID, default dial-in phone number(s) and instructions for updating existing meetings.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**What else should I know?**

* You can send all of the conferencing information to the user in an email that includes the conference ID and dial-in phone numbers by clicking **Send conference info in email** for the user in the **Audio Conferencing** section. It doesn't send the PIN.
* A conference ID will contain 7 digits, and you can't change its length.
* After it has been reset, you can see the new conference ID listed under **Conference ID**.
* After a new conference ID is created, the old conference ID can't be used by callers. You should notify users to reschedule their existing meeting invites to make sure the new conference ID is added to the invitations.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

**Reset the Audio Conferencing PIN in Microsoft Teams**

A PIN is a code made up of numbers that is created for each Microsoft Teams user who is enabled for audio conferencing. Audio conferencing PINs are used by meeting organizers to identify that they are the meeting organizer and allow them to start a meeting over the phone. If they use the Microsoft Teams app to start the meeting, a PIN isn't required. If users forget their PIN and they can't find it in the email that was sent to them when they were enabled for audio conferencing, an administrator can reset their PIN, or they can reset their own PIN.

Meetings can be started when an authenticated user joins using the Microsoft Teams app or when the organizer joins with his or her PIN over the phone. When a meeting requires a PIN to start, users who join over the phone will be placed in the lobby and will listen to music on hold until the meeting starts. If the organizer of a meeting doesn't require a PIN to start the meeting over the phone, then callers won't be asked to provide a PIN when they join the meeting.

**Reset a user's PIN**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Click **Edit**.
3. Under **Audio Conferencing**, click **Reset PIN**.
4. Click **Reset**.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Have a user reset his or her own PIN**

1. Have the user go to <https://admin0m.online.lync.com/lscp/usp/pstnconferencing>.
2. Click **Reset PIN**.

**What else should you know about PINs?**

* For security purposes, the PIN is only shown to an administrator on one time, when the PIN is reset. After the PIN is reset by an administrator, the PIN will be listed as \*\*\*\*\*\*\*\*\*\*\*.
* Automatically sending emails to users is enabled by default, and users will receive an email with their PIN when they're enabled for audio conferencing or when the PIN is reset. But if you have disabled automatically sending emails, a PIN reset email won't be sent to a user and you will have to manually send the PIN information to the user.
* When a meeting starts, all of the users in the lobby will automatically join it. For example, if two participants try to join a meeting before it has been started, they will be put in the lobby and will listen to music on hold, and when the meeting organizer joins using his PIN via phone, the meeting will start and the participants in the lobby will join the meeting.
* The default setting is to not allow a meeting to be started by anonymous callers.
* When you enable a user for audio conferencing, by default they are sent emails that include conferencing information and their PIN. The user must have an Office 365 mailbox, because when a PIN is reset, a new PIN will be sent to the user in email to their primary SMTP address (alias) that is set for the user.
* When you set up audio conferencing, you set the digits that are required for the PINs in your organization. PINs can be from 4 to 12 digits - the default is 5. If you change the PIN length setting, the setting is only applied on newly generated PINs and isn't applied to the PIN setting for existing users that are enabled for audio conferencing. See [Set the length of the PIN for Audio Conferencing meetings](https://docs.microsoft.com/en-us/MicrosoftTeams/set-the-pin-length-for-audio-conferencing-meetings-in-teams).
* The email by default will be set to the Office 365 primary SMTP address of the user. You can send an email to a non-Office 365 address such as a Hotmail or MSN email address. You can override the default email address by using Windows PowerShell. This is useful if the users don't have an Exchange mailbox in Office 365.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

**Emails sent to users when their settings change in Microsoft Teams**

Emails will be automatically sent to users who are [enabled for Audio Conferencing](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-audio-conferencing-in-teams) using Microsoft as the audio conferencing provider.

By default, there are four types of email that will be sent to your users who are enabled for Audio Conferencing. However, if you want to limit the number of emails sent to users, you can turn it off. Audio Conferencing in Office 365 will send email to your users' email when:

* **An Audio Conferencing license is assigned to them or when you are changing the audio conferencing provider to Microsoft.** This email includes the conference ID, the default conference phone number for the meetings, the audio conferencing PIN for the user, and the instructions and link to use the Skype for Business Online Meeting Update Tool that is used to update existing meetings for the user. See [Assign Microsoft Teams licenses](https://docs.microsoft.com/en-us/MicrosoftTeams/assign-teams-licenses) or [Assign Microsoft as the audio conferencing provider](https://docs.microsoft.com/en-us/SkypeForBusiness/audio-conferencing-in-office-365/assign-microsoft-as-the-audio-conferencing-provider).  
    **Note** If your organization has been enabled for dynamic conference IDs, all of a user's meetings that they schedule will have unique conference IDs. You can set up [**Audio Conferencing dynamic IDs in your organization**](https://docs.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/reset-a-conference-id-for-a-user).  
    
   Here is an example of this email:  
    
   To find out more about licensing, see [Microsoft Teams add-on licensing](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-add-on-licensing/microsoft-teams-add-on-licensing).
* **The conference ID or default conference phone number of a user changes.** This email contains the conference ID, default conference phone number, and the instructions and link to use the Skype for Business Online Meeting Update Tool that is used to update existing meetings for the user. But this email doesn't include the user's audio conferencing PIN. See [Reset a conference ID for a user](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-a-conference-id-for-a-user-in-teams).  
   Here is an example of this email:
* **The audio conferencing PIN of a user is reset.** This email contains the organizer's audio conferencing PIN, the existing conference ID, and default conference phone number for the user. See [Reset the Audio Conferencing PIN](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-the-audio-conferencing-pin-in-teams).  
   Here is an example of this email:
* **A user's license is removed or when audio conferencing provider changes from Microsoft to other provider or None.** This happens when the **Audio Conferencing** license is removed from a user or when changing the audio conferencing provider of a user from Microsoft to a third-party audio conferencing provider or when setting the provider to **None**. This email contains the instructions and information for the user to use the Skype for Business Online Meeting Update Tool to remove audio conferencing specific information, such as the default conference phone number or conference ID.  
   See [Assign or remove licenses for Office 365 for business](https://support.office.com/article/997596b5-4173-4627-b915-36abac6786dc).  
   Here is an example of this email:

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Make changes to the email messages that are sent to them**

You can make changes to the email that is automatically sent to users. By default, the sender of the emails will be from Office 365, but you can change the display name using Windows PowerShell. See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**What if you don't want email to be sent to them?**

When you disable sending emails to users, email won't be sent even when a user gets assigned a license. In this case, the conference ID, default conferencing phone number, and, more importantly, their audio conferencing PIN won't be sent to the user. When this happens, you must tell the user by sending them a separate email or by calling them.

By default, emails will be sent to your users, but if you want to prevent them from receiving email for audio conferencing, you can use Microsoft Teams or Windows PowerShell.

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, enable or disable **Automatically send emails to users if their dial-in settings change**.
4. Click **Save**.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Using Windows PowerShell**

See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**Want to know more about Windows PowerShell?**

By default, the sender of the emails will be from Office 365, but you can change the email address and display name using Windows PowerShell.

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

**Enable or disable sending emails when Audio Conferencing settings change in Microsoft Teams**

Users are automatically notified by email when they are enabled for Audio Conferencing. There may be times, however, when you want to reduce the number of emails that are sent to Microsoft Teams users. In such cases, you can disable sending email.

If you disable sending emails, Audio Conferencing emails won't be sent to your users, including emails for when users are enabled or disabled for audio conferencing, when their PIN is reset, and when the conference ID and the default conferencing phone number changes.

Here is an example of the email that is sent to users when they are enabled for Audio Conferencing:

**When are emails being sent to your users?**

* There are several emails that are sent to users in your organization after they are enabled for audio conferencing:
  + When an **Audio Conferencing** license is assigned to them.
  + When you manually reset the user's audio conferencing PIN.
  + When you manually reset the user's conference ID.
  + When the **Audio Conferencing** license is removed from them.
  + When the audio conferencing provider of a user is changed from Microsoft to another provider or **None**.
  + When the audio conferencing provider of a user is changed to Microsoft.

**Enable or disable email from being sent to users**

You can use Microsoft Teams or Windows PowerShell to enable or disable email sent to users.

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge settings**.
3. In the **Bridge settings** pane, enable or disable **Automatically send emails to users if their dial-in settings change**.
4. Click **Save**.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Using Windows PowerShell**

See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

For more information about Windows PowerShell, see the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps)for more information.

**Disabling toll-free numbers for specific Teams users**

If your organization has toll-free numbers in its Microsoft Audio Conferencing Bridge, you can allow or prevent their usage in the meetings of specific organizers.

By default, all users in your organization are enabled for using toll-free numbers, meaning that those numbers, if available, can be used by participants to join their meetings. If this is not the desired behavior for some users in your organization, you can restrict specific users from using those numbers in their meetings via a toll-free number enablement control.

When toll-free numbers are disabled for a given organizer:

* A toll-free number will no longer be included in his or her meeting invites.
* Toll-free numbers will no longer be listed on the "Find a local number" page that is referenced in his or her meeting invites.
* Participants won't be able to join the meeting of the given organizer if they dial any toll-free number of the organization.
* All meetings of the organizer will be automatically rescheduled, and the toll-free number will be removed from them.  
    **Important** This will resend all of the email invites of the organizer to all the participants of those meetings.
* Participants can continue joining meetings of the organizer using toll numbers.

**Disabling toll-free numbers for specific users**

From the **Microsoft Teams admin center**:

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. Next to **Audio Conferencing**, click **Edit**.
3. Set **Include toll-free numbers in meeting requests from this user** to **Off**.
4. Click **Save.**

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Outbound calling restriction policies for Audio Conferencing and user PSTN calls**

As an administrator, you can use outbound call controls to restrict the type of audio conferencing and end user PSTN calls that can be made by users in your organization.

Outbound call controls can be applied on a per-user basis and provide the following two controls to independently restrict each type of outbound calls. By default, both controls are set to allow international and domestic outbound calls.

|  |  |  |
| --- | --- | --- |
| **Control** | **Description** | **Control options** |
| Audio Conferencing PSTN calls | Restricts the type of outbound  calls that are allowed from within  meetings organized by a user. | International and Domestic (default)  Domestic  None |
| End user PSTN calls | Restricts the type of calls  that can be made by a user. | International and Domestic (default)  Domestic  None |

**Note**

A call is considered domestic if the number dialed is in the same country where Office 365 has been set up for the organizer of the meeting (in the case of audio conferencing), or the end user (in the case of end user PSTN calls).

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Restrict audio conferencing outbound calls**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. At the top of the page, click **Edit**.
3. Next to **Audio Conferencing**, click **Edit**.
4. Under **Dial-out permission from meetings**, select the dial-out restriction option you want.
5. Click **Save**.

**Using the Skype for Business admin center**

1. In the **Skype for Business admin center**, in the left navigation, go to **Audio conferencing** > **Users**, and then select the user from the list of available users.
2. In the Action pane, click **Edit**.
3. Under **Restrictions to dial-outs from meetings of this user**, select the dial-out restriction option you want.
4. Click **Save**.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Using PowerShell**

Outbound call restrictions are controlled by a single policy called OnlineDialOutPolicy which has a restriction attribute for each. The policy cannot be customized, rather there are pre-defined policy instances for each combination of the settings.

You can use the Get-CSOnlineDialOutPolicy cmdlet to view the outbound calling policies and assign them to users by using the Grant-CSDialOutPolicy cmdlet. (Please note that the Grant cmdlet doesn’t contain the word “Online” as the Get cmdlet does.)

The following table provides an overview of each policy.

|  |  |
| --- | --- |
|  |  |
| Identity='tag:DialoutCPCandPSTNInternational' | User in the conference can dial out to international and domestic numbers, and this user can also make outbound calls to international and domestic numbers. |
| Identity='tag:DialoutCPCDomesticPSTNInternational' | User in the conference can only dial out to domestic numbers, and this user can make outbound calls to international and domestic numbers. |
| Identity='tag:DialoutCPCDisabledPSTNInternational' | User in the conference cannot make any dial out. This user can make outbound calls to international and domestic numbers. |
| Identity='tag:DialoutCPCInternationalPSTNDomestic' | User in the conference can dial out to international and domestic numbers, and this user can only make outbound calls to domestic PSTN number. |
| Identity='tag:DialoutCPCInternationalPSTNDisabled' | User in the conference can dial out to international and domestic numbers, and this user cannot make any outbound calls to PSTN number besides emergency numbers. |
| Identity='tag:DialoutCPCandPSTNDomestic' | User in the conference can only dial out to domestic numbers, and this user can only make outbound call to domestic PSTN numbers. |
| Identity='tag:DialoutCPCDomesticPSTNDisabled' | User in the conference can only dial out to domestic numbers, and this user cannot make any outbound calls to PSTN number besides emergency numbers. |
| Identity='tag:DialoutCPCDisabledPSTNDomestic' | User in the conference cannot make any dial out, and this user can only make outbound call to domestic PSTN numbers. |
| Identity='tag:DialoutCPCandPSTNDisabled' | User in the conference cannot make any dial out, and this user cannot make any outbound calls to PSTN number besides emergency numbers. |

**View and reset a conference ID assigned to a user in Microsoft Teams**

A conferencing ID is automatically assigned to a Microsoft Teams user when they are set up for Audio Conferencing in Office 365 and use Microsoft as the audio conferencing provider. The conference ID assigned is sent in the meeting invite when the meeting is scheduled. Each meeting that a user schedules will get assigned a unique conference ID.

Although a conference ID will be automatically created and assigned to a user, there may be times when a user doesn't want to use this one and you want to set it to a certain number, or when your users can't remember or have lost their conference ID. You can use Microsoft Teams admin center or Windows PowerShell to view, change, and reset their conference ID.

An email will be sent to the user with the conference ID and the default audio conferencing phone numbers, or if you reset the conference ID a different email will be sent that will include the conference ID but not a PIN. For more information about resetting a conference organizer's PIN, [go here](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-a-conference-id-for-a-user-in-teams).

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**View and reset conference IDs**

**To view the conference ID**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. At the top of the page, click **Edit**.
3. Under **Audio Conferencing**, look under **Conference ID**.  
     **Tip** You can send all of the conferencing information to the user in an email that includes the conference ID and audio phone numbers by clicking the **Send conference info in email** link.

**Using Windows PowerShell**

See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**To reset the conference ID**

You can reset a conference ID for a user if, for example, they forget it.

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. At the top of the page, click **Edit**.
3. Under **Audio Conferencing**, click **Reset conference ID**.
4. In the **Reset conference ID** window, click **Reset**. A conference ID will be automatically created and an email sent to the user with the new conference ID.

**Using Windows PowerShell**

See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**What else should you know?**

**Important**

After a new conference ID is created or one is reset, the old conference ID can't be used by callers. You should notify users to reschedule their existing meeting invites to make sure the new conference ID is added to the invitations.

* The conference ID must meet the length in digits set on the audio conferencing bridge. You can't use alphabetic or special characters in conference IDs; only numbers can be used.
* The conference ID for all of your audio conferencing users will be 7 digits by default, and the number of digits can't be changed.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

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* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

**Send an email to a user with their Audio Conferencing information in Microsoft Teams**

Sometimes Microsoft Teams users may need you to send them their Audio Conferencing information. You can do this by clicking **Send conference info via email** under the properties for a user. When you send this email, it will contain all of the audio conferencing information, including:

* The conference phone or dial-in phone number for the user.
* The user's conference ID.

Here is an example of the email that is sent:

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Send an email with audio conferencing information to a user**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. At the top of the page, click **Edit**.
3. Under **Audio Conferencing**, click **Send conference info in email**.

**What else should you know about this email?**

* There are several emails that are sent to users in your organization after they are enabled for audio conferencing:
  + When an **Audio Conferencing** license is assigned to them.
  + When you manually reset the user's audio conferencing PIN.
  + When you manually reset the user's conference ID.
  + When an **Audio Conferencing** license is removed from them.
  + When the audio conferencing provider for a user is changed from Microsoft to another provider or **None**.
  + When the audio conferencing provider for a user is changed to Microsoft.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)
* **Manage meeting settings for audio conferencing**
* **Send an email to a user with their Audio Conferencing information in Microsoft Teams**
* Sometimes Microsoft Teams users may need you to send them their Audio Conferencing information. You can do this by clicking **Send conference info via email** under the properties for a user. When you send this email, it will contain all of the audio conferencing information, including:
* The conference phone or dial-in phone number for the user.
* The user's conference ID.
* Here is an example of the email that is sent:
* **Note**
* We are frequently updating how you can manage features, so the steps here might be a little different from what you see.
* **Send an email with audio conferencing information to a user**
* **Using the Microsoft Teams admin center**
* In the left navigation, click **Users**, and then select the user from the list of available users.
* At the top of the page, click **Edit**.
* Under **Audio Conferencing**, click **Send conference info in email**.
* **What else should you know about this email?**
* There are several emails that are sent to users in your organization after they are enabled for audio conferencing:
  + When an **Audio Conferencing** license is assigned to them.
  + When you manually reset the user's audio conferencing PIN.
  + When you manually reset the user's conference ID.
  + When an **Audio Conferencing** license is removed from them.
  + When the audio conferencing provider for a user is changed from Microsoft to another provider or **None**.
  + When the audio conferencing provider for a user is changed to Microsoft.
* **Want to know more about Windows PowerShell?**
* Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:
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**Turn on or off entry and exit announcements for meetings in Microsoft Teams**

When you are setting up Audio Conferencing in Office 365, you will get an audio conferencing bridge. A conferencing bridge can contain one or more phone numbers that people will use to call in to a Microsoft Teams meeting.

The conferencing bridge answers a call for a user who is dialing in to a meeting using a phone. The conferencing bridge answers the caller with voice prompts from a conferencing auto attendant, and then, depending on your settings, can play notifications, ask callers to record their name, and set up the PIN security. A PIN is given to a Microsoft Teams meeting organizer, and it allows them to start a meeting if they can't start the meeting using the Microsoft Teams app. You can, however, set it so that a PIN isn't required to start a meeting.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Setting meeting join options**

* **Using the Microsoft Teams admin center**
* In the left navigation, go to **Meetings** > **Conference Bridges**.
* At the top of the **Conference Bridges** page, click **Bridge Settings**.
* In the **Bridge settings** pane, enable or disable **Meeting entry and exit notifications**. This is selected by default. If you clear it, users who have already joined the meeting won't be notified when someone enters or leaves the meeting.
* Under **Entry/exit announcement type**, select **Names or phone numbers** or **Tones**.
* If you chose **Names or phone numbers**, enable or disable **Ask callers to record their name before joining the meeting**.
* Click **Save**.
* **Want to know more about Windows PowerShell?**
* Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:
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* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)

**Set the PIN length for Audio Conferencing meetings in Microsoft Teams**

When you are setting up audio conferencing for Microsoft Teams, you will get an audio conferencing bridge. A conferencing bridge can contain one or more phone numbers. The phone number you set will be included on the meeting invites for the Microsoft Teams app.

The audio conferencing bridge answers a call for people who are dialing in to a meeting using a phone. It answers the caller with voice prompts from an auto attendant and then, depending on your settings, can play notifications and ask callers to record their name. **Microsoft bridge settings** allow you to change the settings for meeting notifications and the meeting join experience, and set the length of the PINs that are used by meeting organizers. Meeting organizers use PINs to start meetings if they can't join the meeting using the Microsoft Teams app.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Setting the PIN length**

**Using the Microsoft Teams admin center**

1. In the left navigation, go to **Meetings** > **Conference Bridges**.
2. At the top of the **Conference Bridges** page, click **Bridge Settings**.
3. In the **Bridge settings** pane, under **PIN length**, select the number of digits you want for the PIN.
4. Click **Save**.

**Note**

A PIN is different from a conference ID. Conference IDs are used by callers when they join the meeting. They are used to identify the meeting. The PIN is used to authenticate a caller as the meeting organizer.

**Want to know more about PIN settings?**

* PINs can be from 4 to 12 digits; the default is 5. Numbers are only used when creating PINs. Letters and special characters aren't used.
* A PIN is only required for the meeting organizer when a Microsoft Teams user hasn't already started the meeting. If everyone is dialing in to the meeting, then the PIN is required for the meeting organizer to start the meeting.
* PIN security settings are applied to all of the phone numbers that are associated with a Microsoft bridge. They will be applied to all meetings that use the phone numbers associated with a given bridge.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

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**Set the phone numbers included on invites in Microsoft Teams**

Audio Conferencing in Office 365 enables users in your organization to create Microsoft Teams meetings, and then allow users to dial in to those meetings using a phone.

A conferencing bridge gives you a set of dial-in phone numbers for your organization. All of them can be used to join the meetings that a meeting organizer has created, but you can select which ones will be included on their meeting invites.

**Note**

There can be a maximum of one toll and one toll-free phone number on the meeting invite for a meeting organizer, but there is also a link located at the bottom of each meeting invite that opens the full list of all dial-in phone numbers that can be used to join a meeting.

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Initial assignment of phone numbers that are included in the meeting invites for new users**

The phone numbers that get included in the meeting invites of users enabled for Audio Conferencing are defined by the default conferencing toll phone number and the default conferencing toll-free phone number user's settings. Each setting specifies which toll and toll-free number will be included in the meeting invite of a given user. As noted above, each meeting invite contains one toll number, one optional toll-free number and a link that opens the full list of all dial-in phone numbers that can be used to join a given meeting.

For a new user, the default conferencing toll numbers is assigned based on the country that is set in the Office 365 profile of the user when the user is enabled for the Audio Conferencing service. If there is a toll number in the conference bridge that matches the country of the user, that number will be automatically assigned as the default toll number of the user. If there isn't one, the number that is defined as the default toll number of the conference bridge will be assigned as the default toll number of the user.

Once the user is enabled for the Audio Conferencing service, the default toll and toll-free phone numbers of the user can be changed by the tenant administrator from their initial values at any moment.

**Set or change the default audio conferencing phone number for a meeting organizer or user**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**, and then select the user from the list of available users.
2. At the top of the page, click **Edit**.
3. Next to **Audio Conferencing**, click **Edit**.
4. Use the **Toll number** or **Toll-free number** fields to enter the numbers for the user.

**Important**

When you change a user's audio conferencing settings, recurring and future Microsoft Teams meetings must be updated and sent to attendees.

**Want to use Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

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**Start an Audio Conference over the phone without a PIN in Microsoft Teams**

It might be frustrating for users who dial in to a meeting to be held in the meeting's lobby listening to music because the Microsoft Teams meeting organizer hasn't started the meeting.

If a meeting organizer calls in to the meeting, by default, a PIN is required to start a meeting. You can set it up so that anyone can dial in to a meeting and not be prompted for a PIN to start the meeting. You can use the admin center to enable or disable this setting for a single user.

A PIN isn't required for the meeting organizer if someone has started the meeting from the Microsoft Teams app. A PIN is only required when a meeting organizer joins their meeting over a phone. The PIN for meetings is sent to the audio user when they are assigned the **Audio Conferencing** license and are enabled for Audio Conferencing. See [Send an email to a user with their Audio Conferencing information](https://docs.microsoft.com/en-us/MicrosoftTeams/send-an-email-to-a-user-with-their-dial-in-information-in-teams) and [Emails that are automatically sent to users when their Audio Conferencing settings change](https://docs.microsoft.com/en-us/MicrosoftTeams/emails-sent-to-users-when-their-settings-change-in-teams).

**Note**

We are frequently updating how you can manage features, so the steps here might be a little different from what you see.

**Enable or disable anonymous callers from joining a meeting**

**Using the Microsoft Teams admin center**

1. In the left navigation, click **Users**.
2. Select a user in the list, and then click **Edit** at the top of the page.
3. Next to **Audio Conferencing**, click **Edit**.
4. In the **Audio Conferencing** pane, enable or disable **Unauthenticated callers can be the first person in a meeting**.
5. Click **Save**.

**Using Windows Powershell**

See the [Microsoft Teams PowerShell reference](https://docs.microsoft.com/powershell/module/teams/?view=teams-ps) for more information.

**What else should you know?**

* If you want to reset the PIN, see [Reset the Audio Conferencing PIN](https://docs.microsoft.com/en-us/MicrosoftTeams/reset-the-audio-conferencing-pin-in-teams).
* If anonymous access, or not requiring a PIN to start a meeting, is enabled:
  + If the meeting hasn't started (there's no one in the meeting yet): A caller will be prompted if he's the organizer; if he says yes, he'll be prompted for his PIN, and after he inputs the PIN, the meeting will start and the user will join the meeting.
  + If the meeting already started (someone else is already in the meeting): A caller won't be prompted if he's the organizer and he'll never be prompted for the PIN; the meeting is already started, and the caller will join it.
* If anonymous access, or not requiring a PIN to start a meeting, is disabled:
  + If the meeting hasn't started (there's no one in the meeting yet): A caller won't be prompted if she's the organizer, and she'll never be prompted for the PIN. Because the setting of the organizer is set to off, the meeting will start and the anonymous callers will join the meeting.
  + If the meeting already started (someone else is already in the meeting): A caller won't be prompted if she's the organizer, and she'll never be prompted for the PIN,;the meeting is already started, and the caller will join it.

**Want to know more about Windows PowerShell?**

Windows PowerShell is all about managing users and what users are allowed or not allowed to do. With Windows PowerShell, you can manage Office 365 using a single point of administration that can simplify your daily work when you have multiple tasks to do. To get started with Windows PowerShell, see these topics:

* [Why you need to use Office 365 PowerShell](https://go.microsoft.com/fwlink/?LinkId=525041)
* [Best ways to manage Office 365 with Windows PowerShell](https://go.microsoft.com/fwlink/?LinkId=525142)
* **Reference**
* https://docs.microsoft.com/en-us/MicrosoftTeams/audio-conferencing-supported-languages