



GlobalMeet Audio for Skype for Business

# Administrator Guide

Revised: February 2017

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## Introduction

Thank you for choosing PGI and GlobalMeet Audio as your Skype for Business audio conferencing provider.

GlobalMeet Audio for Skype for Business is an integrated solution that brings superior voice quality to every Skype meeting. It allows your Skype for Business users to join online meetings and conferences from any desk or mobile phone.

This guide explains how to set up SIP domain federation and to set up dial-in (audio) conferencing for your Skype for Business users. It is intended for administrators.

**NOTE:** *The GlobalMeet Audio for Skype for Business Quick Start Guide is available for end users. It provides tips for using GlobalMeet audio conferencing.*

### Before You Begin

When you signed up for GlobalMeet Audio conferencing services, PGI set up an account for your organization, and provided a set of telephone access numbers and passcodes in a credentials spreadsheet.

You will use the credentials spreadsheet to configure dial-in conferencing for your users.

### System Requirements

GlobalMeet Audio integrated audio conferencing is available for organizations running the full-featured version of Microsoft Skype for Business, either as the standalone service called Skype for Business Online Plan 2 from Microsoft Office 365 or as part of the Office 365 for Enterprises suite.

### What's New in This Guide

This version updates the previous version of the guide released in February 2016. It includes the following changes:

- In the Skype for Business admin center, dial-in conferencing navigation has changed. The [import and export wizards](#) are now available from a link at the bottom of the Microsoft bridge tab; the “third party provider” tab was removed.

## Set Up GlobalMeet Audio Conferencing

You should configure dial-in conferencing so that your users can join the audio portion of a Skype for Business meeting from their desk or mobile phones.

Using the Skype for Business Admin Center (available from the Admin area of the Microsoft Online Portal), assign the dial in numbers and passcodes to your users. Your users can then use their assigned access numbers and passcodes to join the audio portion of a conference.

You can set up dial-in conferencing for one user at a time or use the Bulk Import feature to set up dial-in conferencing for several users at once.

### About Audio Passcodes and Music on Hold

Each GlobalMeet Audio conference account has two passcodes: moderator and participant. When you set up dial-in conferencing for your Skype users, enter the **participant** passcode. In most cases, this is the only passcode your users will need to know.

If your company has enabled music on hold or enhanced authentication for high-risk countries (which requires music on hold), your users should dial in to the audio conference bridge, instead of using the Skype client to attend. (When using the Skype client to attend, music on hold is turned off as soon as the first participant completes the Join Meeting Audio step.)

In addition, your meeting hosts will need to know their **moderator** passcodes and use them when dialing in. This ensures that participants hear music and cannot talk to one another until the host joins.

### Communicate with Skype for Business Users outside Your Organization

If you would like to allow Skype for Business users outside your organization to communicate with your users, you must enable domain federation **before** setting up dial-in conferencing. Follow the instructions in [Set Up SIP Domain Federation](#) first, and then return to this section.

## Set Up Dial-In Conferencing for a Single User

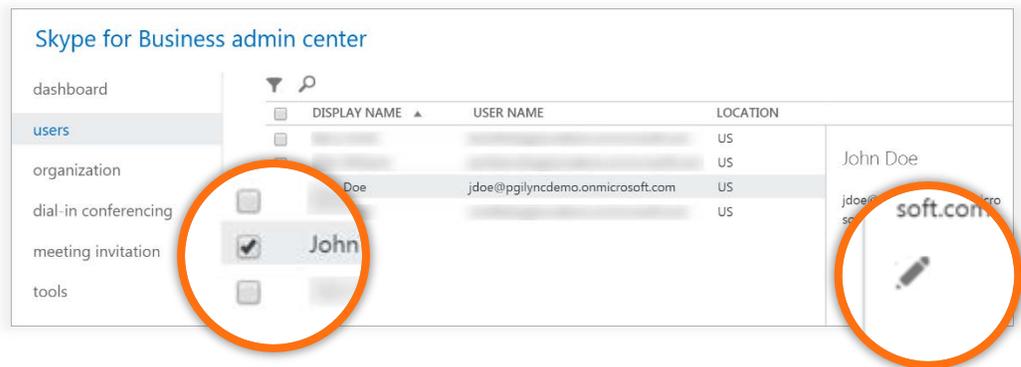
1. On the Microsoft Online Portal home page, click **Admin**, and then in the left menu under ADMIN, click **Skype for Business**.



2. Under Skype for Business Admin Center, click **users**.

The User Information page is displayed.

3. Select the check box next to the user you want to enable for dial-in conferencing, and then click the Edit icon (pencil).



4. Select **dial-in conferencing**.
5. Use the values provided in the PGi credentials spreadsheet and set up dial-in conferencing settings for the selected user. (The correct values are on the next page.)

### Example PGI Credentials Spreadsheet

Your credentials spreadsheet will look similar to the following example.

	A	B	C	D	E
1	USER PRINCIPAL NAME (UPN)	PROVIDER NAME	TOLL NUMBER	TOLL-FREE NUMBER	PASSCODE
2	user1@example.com	PGi	17195551212	18005550987	290920
3	user2@example.com	PGi	17195551212	18005550987	123123
4	user3@example.com	PGi	17195551212	18005550987	456456
5	user4@example.com	PGi	17195551212	18005550987	789789
6	user5@example.com	PGi	17195551212	18005550987	806421

John Doe

general  
external  
communications  
dial-in conferencing

Properties

Provider name:  
PGi

\* Toll number:  
12125551234

Toll-free number:  
18001234567

\* Conference ID:  
9876543210

save cancel

- > **Provider name:** PGI.
- > **Toll number:** Enter one local (toll) access number, including the area code. Access numbers can contain numbers, spaces, parentheses, and hyphens.
- > **Toll free number:** *Optional.* Enter one additional access number. This can be an international or domestic local, toll-free, or free phone number.
- > **Conference ID:** Enter the *participant* passcode that was supplied by PGI. Passcodes are from 6 to 16 digits long. They can only contain numbers; no letters or other characters are allowed.

6. Click **save**.

Your user is now set up for dial-in conferencing.

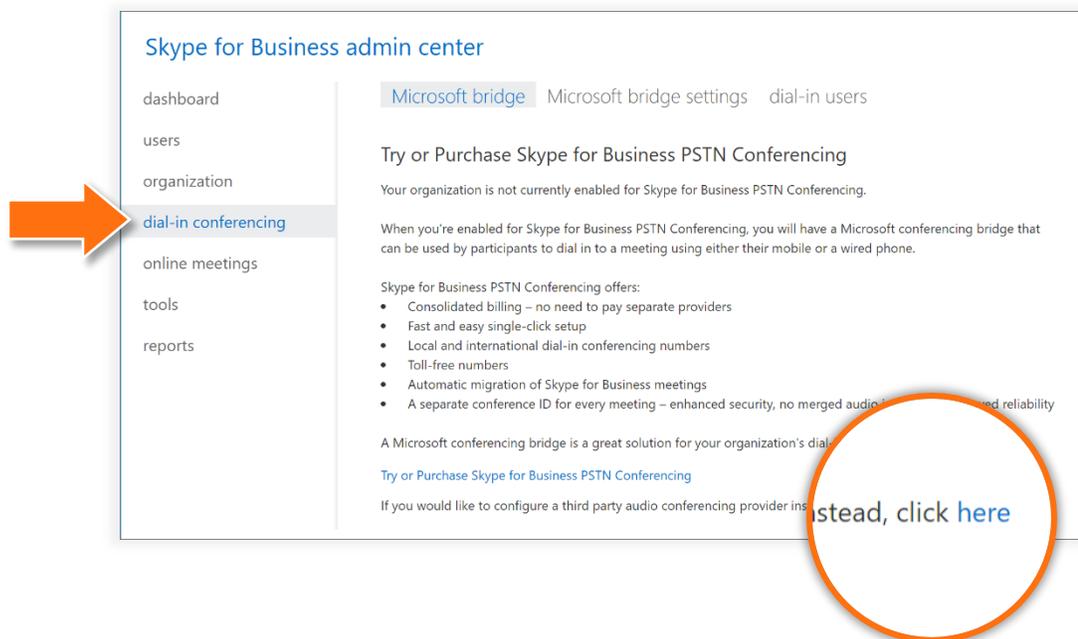
## Set Up Dial-In Conferencing for Multiple Users

The Bulk Import feature lets you set up dial-in conferencing for multiple users quickly, by importing a CSV file.

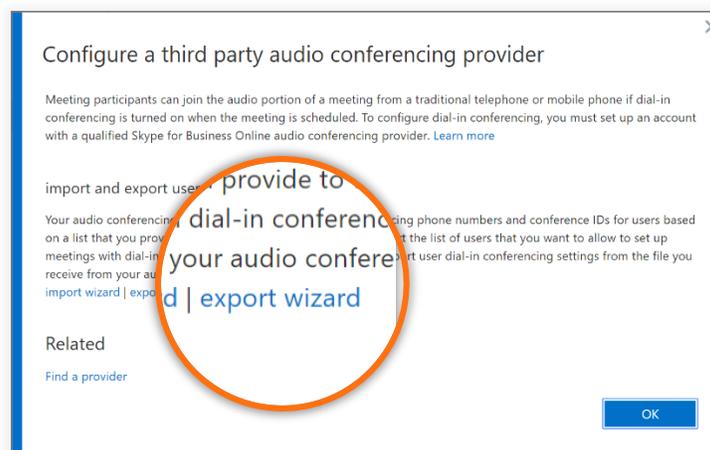
First, export your users to a CSV file, then enter the access numbers and passcodes from your PGI credentials spreadsheet, and finally import the completed CSV file.

### To create the CSV file:

1. On the Skype for Business Admin Center, select **dial-in conferencing**.
2. At the bottom of the page, next to “configure a third party audio conferencing provider...” click **here**.



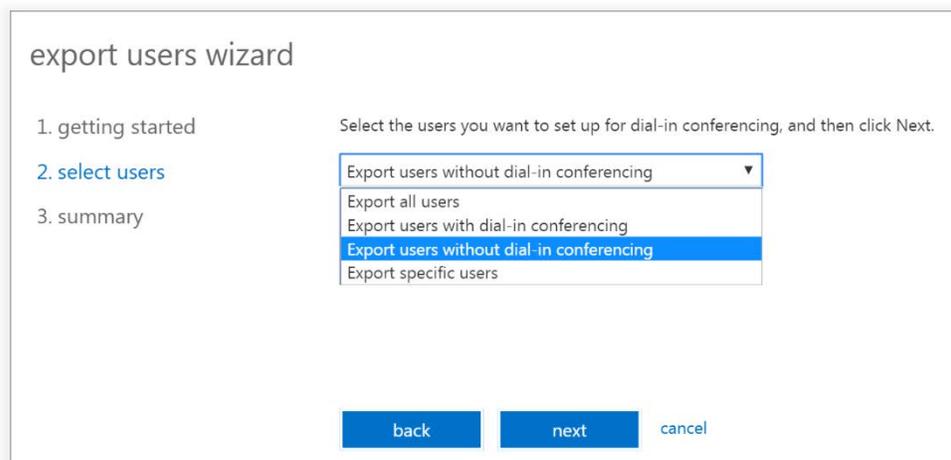
3. And then select **export wizard**.



- Review the getting started information and then click **next**.

The Select Users step is displayed. You can export all users, those who do or do not have dial-in conferencing set up, or select specific users.

- Select which users to export, and then click **next** to download the **AcpUsers.csv** file to your computer.

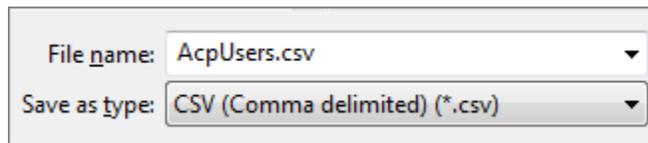


- On the export users wizard, click **finish** to return to the Dial-In Conferencing page.
- Start Excel and open the dial-in credentials spreadsheet you received from PGI. Sort the credentials *by user name* to make it easier to cut and paste the conferencing credentials to the CSV file.
- Open the AcpUsers.csv file.
- In the CSV file, enter **PGi** as the Provider Name. This populates the Provider field in the online portal.
- For each user, copy and paste the Toll Number, Toll-Free Number, and *participant* Passcode provided in the credentials spreadsheet.

Your completed worksheet will look similar to the following example.

	A	B	C	D	E
1	USER PRINCIPAL NAME (UPN)	PROVIDER NAME	TOLL NUMBER	TOLL-FREE NUMBER	PASSCODE
2	user1@example.com	PGi	17195551212	18005550987	290920
3	user2@example.com	PGi	17195551212	18005550987	123123
4	user3@example.com	PGi	17195551212	18005550987	456456
5	user4@example.com	PGi	17195551212	18005550987	789789
6	user5@example.com	PGi	17195551212	18005550987	806421

11. Click **File** and then **Save As** and select CSV as the file type.

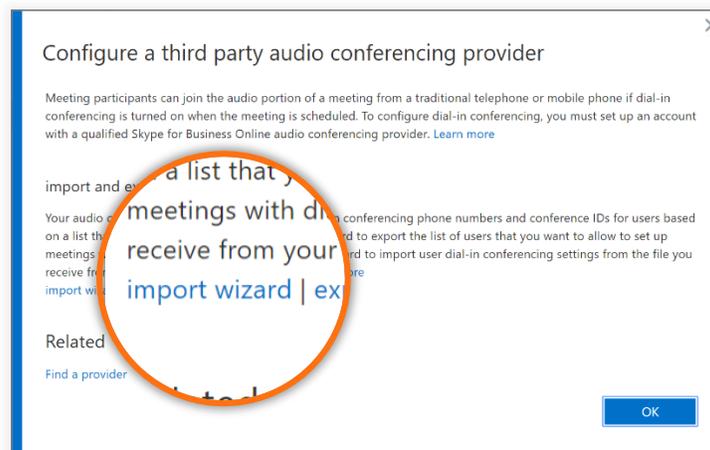


File name: AcpUsers.csv  
Save as type: CSV (Comma delimited) (\*.csv)

Now you're ready to import the file and set up dial-in conferencing.

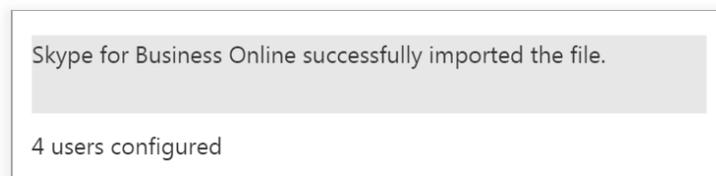
**To import the CSV file and set up dial-in conferencing:**

1. On the Skype for Business Admin Center, select **dial-in conferencing**.
2. At the bottom of the page, next to "configure a third party audio conferencing provider..." click **here**.
3. And then select **import wizard**.



4. Review the getting started information and then click next.
5. Click Browse, select the AcpUsers.csv file, and then click **next** to upload the file.
6. On the Verification step, make sure you didn't receive any errors and then click **next**.

The Results page shows the number of users that were enabled for dial-in conferencing and any errors.



7. Click **finish**.

Your users are now set up for dial-in conferencing.

## Set Up SIP Domain Federation

If you would like to allow Skype for Business users outside your organization to communicate with your users, you should enable **SIP domain federation** before setting up dial-in conferencing.

This section steps through the process of enabling SIP federation with PGI audio conferencing. This configuration allows PGI audio to accept connections to the same meeting from two different infrastructures (that is, Office 365 and the Lync Server topology).

It is important to note that SIP domain federation **does not**:

- Allow users assigned to your Lync Server topology to host meetings with integrated PGI audio conferencing.
- Allow PGI to access your organization's IM, presence, or address book.
- Allow your users to access PGI's IM, presence, or address book.
- Give PGI users access your corporate network or give your users access to the PGI network.

### Add SIP Federation with PGI

From a user account that is a member of the **RTCUniversalServerAdmins** group (or has equivalent user rights), or is assigned to the **CsAdministrator** role, log on to any computer in your internal deployment.

#### Create a GlobalMeet Hybrid Audio-specific conferencing policy:

1. Sign in to the Lync Server Control Panel.

To learn about the different ways you can start the Lync Server Control Panel, see the Microsoft TechNet article, [Open Lync Server 2013 administrative tools](#).

2. In the left navigation bar, click **Federation and External Access** and then in the top navigation bar, click **SIP Federated Domains**.
3. Click **New ► Allowed domain**.
4. In New Federated Domains, enter the following values for the North America region:
  - > Domain name (the PGI SIP domain): **lync.pgi.com**
  - > Access Edge service: **lyncacp1.premconf.com**
  - > Comment: Enter a description that identifies this entry for future reference. PGI recommends a description like **ACP integration with PGI (North America)**.
5. To save, click **Commit**.

6. Repeat steps 4 and 5 for each PGI region that requires federation.

EMEA:

- > Domain name: **emealync.pgi.com**
- > Access Edge service: **lyncacpemea.premconf.com**

Asia-Pacific, including Australia:

- > Domain name: **apaclync.pgi.com**
- > Access Edge service: **lyncacpapac.premconf.com**

## Allow Identity Verification by PGI

PGI needs three pieces of information in order to configure the other half of federation for your organization. Please send the following information to your PGI implementation contact:

- SIP domains used by your organization
- Access Edge service FQDNs used by your organization
- All certificates for Certificate Authorities used by your organization

This section explains how to gather the required information.

### Part 1 – get a list of SIP domains:

1. Open **Lync Server Topology Builder** and download your existing topology.
2. Select the top node, **Lync Server**.
3. Record every domain listed under the SIP domain section on the right-hand side of the screen.

Include the Default SIP domain and entries under Additional supported SIP domains.

### Part 2 – get a list of Access Edge service FQDNs:

1. Open **Lync Server Topology Builder** and download your existing topology.
2. Select the first **Site** in the list.
3. Expand **Lync Server 2013**, and then expand **Edge pools**.
4. Select the first pool and record the Access Edge service FQDN.

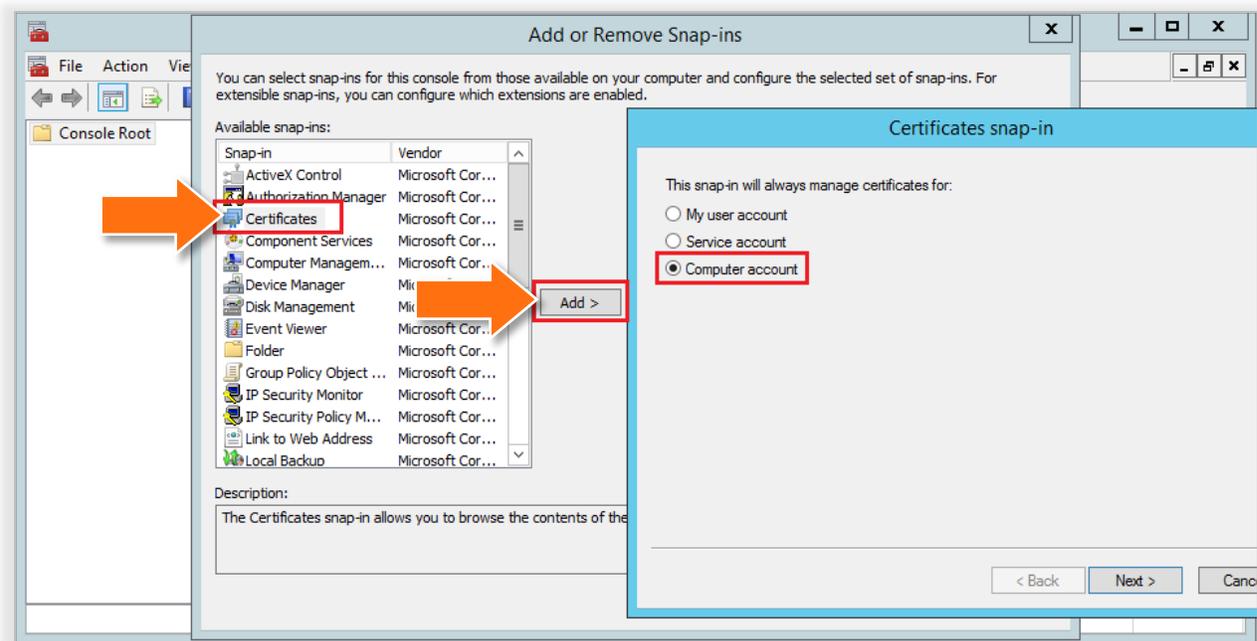
Depending on your topology, there may be duplicate FQDNs. Do not record duplicate entries.

5. Repeat step 4 for every Edge pool in the Site.

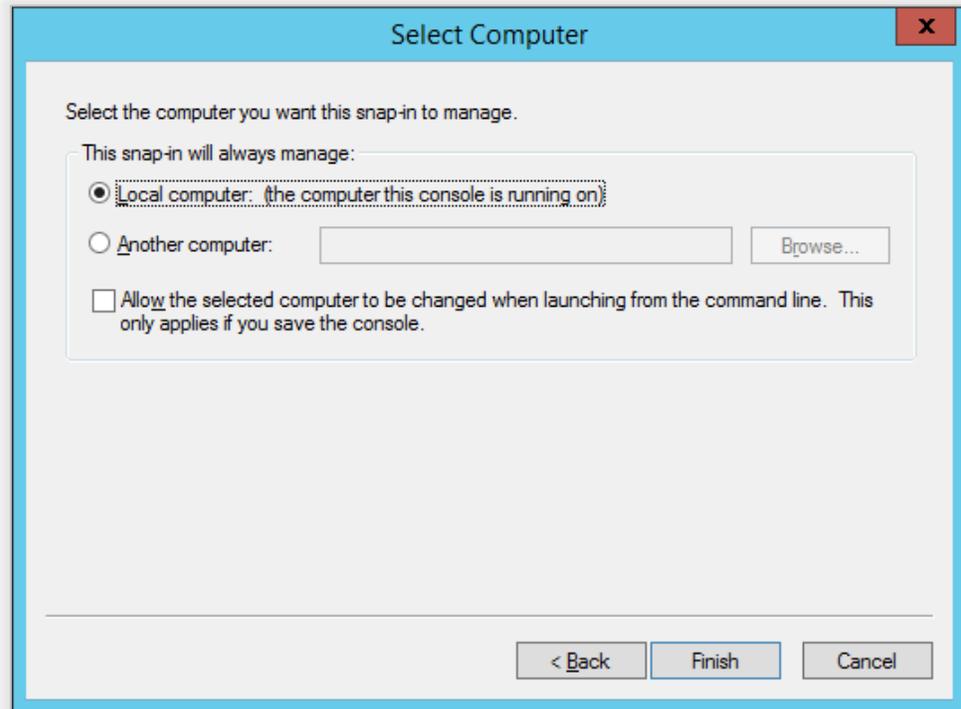
**Part 3 – collect all certificates for Cert Authorities used by your organization:**

For each Access Edge service FQDN you recorded in the previous section, perform the following steps.

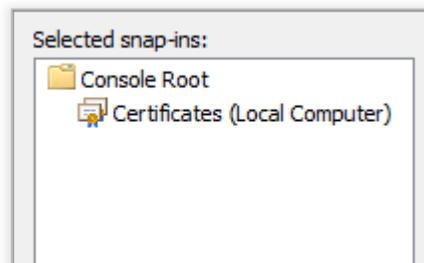
1. Log in to one of the Edge servers that uses the FQDN.
2. Click Start and in the Search box, type **MMC** to open the Microsoft Management Console.
3. On the File menu, select **Add/Remove Snap-ins**.
4. In the Available snap-ins list, select **Certificates** and then click **Add**.
5. Select Computer account and then click **Next**.



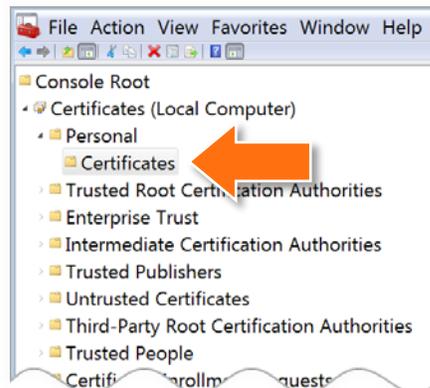
6. On the Select Computer dialog, select **Local Computer**, and then click **Finish**.



7. Certificates (Local Computer) is now listed in Selected snap-ins list. Click **OK**.



8. In the tree view, expand **Certificates** ► **Personal**, and then double-click to open the **Certificates** folder.



9. In the list of certificates, double-click the certificate name that matches your Access Edge Service FQDN.
10. Select the Certification Path tab and:
  - > Select the top certificate, and then click View Certificate.
  - > Select the Details tab.
  - > Click the Copy to File button.
  - > Export the certificate in DER format using the wizard.
11. Repeat the previous step for each certificate in the **Certification Path**.
12. Finally, repeat this entire procedure for each unique Access Edge service FQDN you identified in [Part 2](#).

Send the SIP domains, Access Edge service FQDNs and the certificates to your PGI account contact. PGI will use this information to configure the other half of the federation.