

Getting Truly Unified with Audio

Audio Conferencing Integration with Microsoft Lync

On its own, Microsoft® Lync™ Online can only go so far – to experience the full benefits of your Lync Online licenses, you need to complete your collaboration package using audio conferencing solutions. These integrated solutions allow your voice services to be truly unified by enabling participants to join via PSTN phone lines and providing enhanced in-call controls.

Integrated Audio Conferencing from the Leading Global Provider

Lync Online offers rich features that allow you to interact and share materials with participants, providing the best in collaboration solutions. However, there are times when attendees might be unable to join due to lack of access to the Internet or a PC while traveling, network connectivity issues or firewall restrictions. To extend meeting access, and for high quality audio and enhanced call controls, audio conferencing delivers seamless audio integration with Lync Online. Participants can dial into Lync Online meetings via multiple devices using our industry-leading Reservationless audio conferencing platform. It offers a range of features including:

- Call scheduling via Outlook®
- Telephone dial-in and dial-out
- Mute/unmute
- Lock/unlock
- Mixed Lync VoIP/Telephone recording
- *0 in-call support
- End conference

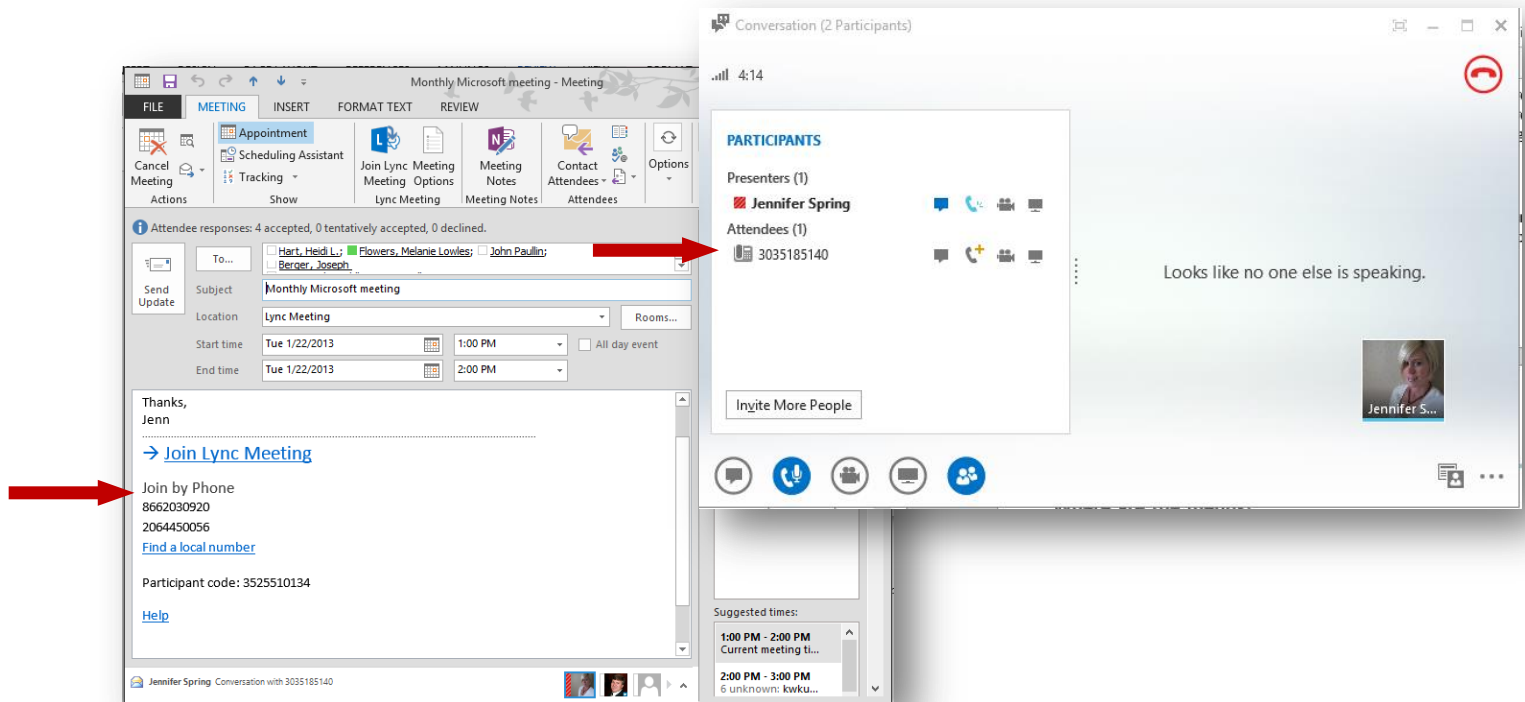
Communique audio conferencing is backed by a team of over 1,100 operators around the globe, with localized support available in 25 languages. We offer toll-free numbers in 107 countries and local dial-in numbers for 34 major cities around the world. Our audio conferencing has a predictable uptime of 99.9%, but should you need support, you can reach an operator in-call by simply dialing *0.

Why Communique Audio Conference Call Integration?

- 14 years' experience
- Risk Free: No contract set up fee or monthly fee or minimum commitments.
- Over 33,000 customers worldwide, from small businesses to enterprises.
- Reliability and scalability: Redundant conference call bridge facilities are distributed worldwide throughout seven (7) cities in the United States, three (3) cities in Canada, and six (6) cities international. The service scales up to 10,000 callers.
- Global provider: International toll-free and local toll dial-in from 107 countries.
- 24/7/365 live customer service: It's our commitment that the last thing any of our customers ever need to worry about is their conference calls. No matter if you're a one-person shop or a global conglomerate, we do it all, including the worrying, for you. We assign a dedicated account manager and provide responsive 24x7x365 live support.
- Custom Branding: We can private brand your conference call greeting to promote your company and build your brand as attendees join your calls.

Include Telephone Audio Easily With Microsoft Lync Online

- With Communicate audio integration, a participant can join a Lync meeting via telephone.
- Dial-in information is automatically populated in the Outlook meeting reminder.



24/7 Global Support

Communicate Conferencing provides 24/7 technical support to end-users and administrators through to our collaborations support team comprised of highly technical, certified agents.

Features/Keypad Commands

KeyPad	Command Instructions	**	List available keypad commands
*0	Operator assistance - entire call	*6/#6	Mute/unmute – individual line
00	Operator assistance - individual	*7/#7	Lock/unlock conference (including Operator)
*1	Dial-out to a participant	*8	Allow/disallow conference continuation
*2	Begin/end audio conference recording	*9	Start/Join sub-conferencing
*3	Change entry/exit method (recordings, tones, silence)	#99	Disconnect all lines except leaders
*4	Private roll call	*#	Private participant count
*5/#5	Top Down Mute/unmute all lines except Speakers(s) (soft)	*51/#51	Lecture mode - Mute/unmute all lines except Speakers(s)
11	Add Leader PIN code in midst of call, 11 then PIN then * #	*33	Close Lync Connection to Audio bridge