



Welcome to PGI. We're happy to have you with us!

PGi is one of the world's leading providers of collaboration services. We've spent the last 30 years delivering easy-to-use and effective collaboration and communication solutions. Our flagship GlobalMeet Collaboration product includes audio, web, and video meeting solutions for the modern workplace.

Overview

Q: Am I getting a new account?

A: Yes. Your Reservationless-Plus account will be replaced by a new GlobalMeet Audio account. You'll receive a welcome email when your new account is ready. Until your account transfer is complete, you might see Reservationless-Plus referenced in various communications.

Q: When is this happening?

A: We'll be migrating accounts over the course of several weeks, starting in April 2022. If you haven't received an email with your specific migration date yet, you will soon. Your new GlobalMeet account will be set up at least a week before your migration date (watch for a separate welcome email).

Q: What happens to my Reservationless-Plus conference account?

A: The day before your migration date, your Reservationless-Plus conference account will be closed, and you won't be able to access it anymore.

Q: What happens to my Reservationless-Plus recordings?

Previous recordings will continue to be available on the Intrado platform until your account is migrated. All recordings made after migration will be accessible from your GlobalMeet account: via phone playback (instructions in the recording confirmation email) and from the user portal called My Meeting Hub.

Important: There will be an overlap where your Reservationless-Plus and GlobalMeet Audio accounts are both active. Use this time to sign into InterCall Online (IOL), save recordings, and copy details of conferences so you can reschedule them with your new conference details.

Questions about your new account

Q: When can I start using my new account?

A: You can start using your new GlobalMeet account as soon as you receive the welcome email.

Q: Will my owner ID change?

A: Yes. Your new login credentials will consist of a *client ID* (same purpose as your current owner ID) and a password. Watch your inbox for a welcome email.

Q: Will my email address change?

A: No. You'll be able to sign into your account with either your email address or client ID and password.

Q: Will my password change?

A: Yes. You'll have to set up a password for your new account. The welcome email contains a link to create your new password.

Q: Will my current passcodes and list of access phone numbers change?

A: Yes. (Some customers will keep their numbers and will be notified separately.) Your welcome email will contain new host and participant passcodes and the list of access numbers for your account.

Note: the host passcode works like a leader PIN and identifies you as the leader of the audio conference.

Q: Will my conference code change?

A: Yes, but GlobalMeet doesn't require a conference code to connect you. Just call one of the dial-in numbers and enter your host passcode. You're immediately connected as the host (leader) of the conference.

Using your new audio conferencing account

Q: Will the features be the same?

A: With GlobalMeet Audio, you'll have access to most of the features of Reservationless-Plus, including conference commands – we call them “star” commands. You'll also get increased conference capacity up to 300 participants on a call.

Q: Is there a comparison that shows Reservationless-Plus and GlobalMeet Audio commands? A:

Yes. We've included a [comparison chart](#) at the end of this FAQ.

Q: How do I start a conference call?

A: Just pick up the phone, dial an access number, and enter your host passcode when prompted. You're immediately connected as the host (leader) of the conference.

Q: What do my guests need to join my conference call?

A: You can send your guests a list of access numbers and the guest passcode. They'll dial in and enter the guest passcode when prompted.

Q: How do I record a conference?

A: During the conference, press *22 to start recording. You will hear a message that the conference is being recorded. When the meeting is over, press *93 to disconnect all lines, and then hang up to end the meeting. This finalizes the recording. You'll receive a replay confirmation email with a playback passcode.

Q: Will I have to reschedule my conferences?

A: Check your calendar for any conferences scheduled the day of migration or later. Your Reservationless-Plus account will be closed, so you'll need to cancel those conferences, and then schedule new conferences with your GlobalMeet Audio account. The old access numbers and passcodes won't work.