

# InterCall Online User Guide

## Reservationless-Plus<sup>®</sup> Call Manager



For more information:  
877.333.2666  
www.intercall.ca

The Reservationless-Plus Call Manager adds the power of the Internet to your audio call. It turns your call into an integrated experience that adds impact to your message, increases conference participation and puts you in control with a click of your mouse.

### Logging In

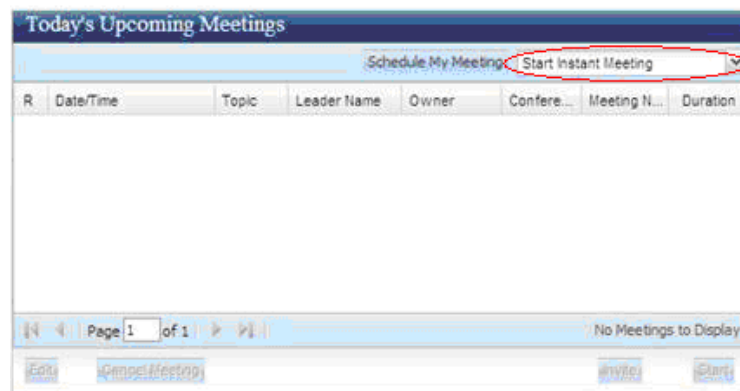
- 1 Go to [www-ca.intercallonline.com](http://www-ca.intercallonline.com).
- 2 Enter your username and password. If you are a first-time user, click **Go**, enter your owner number and web PIN. You will be prompted to create a unique username and password which you will use to log into the site going forward.

### Accessing Call Manager

You have the option to start an unscheduled or a pre-scheduled meeting from InterCall Online and access Reservationless-Plus Call Manager.

#### UNSCHEDULED MEETING

- 1 Select **Start Instant Meeting** from Today's Upcoming Meetings section on your Home page or your My Meetings page.

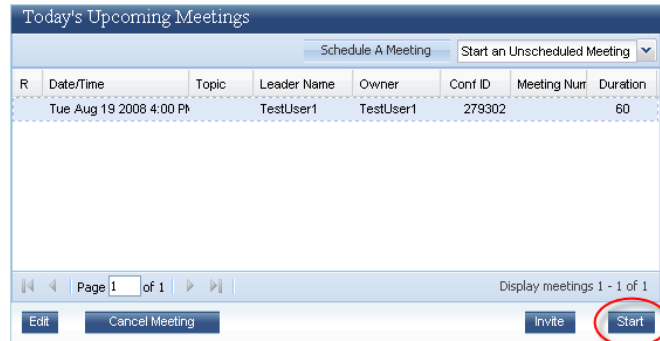


- 2 Then select **Reservationless-Plus**.
- 3 Reservationless-Plus Call Manager will open in a separate window.

#### PRE-SCHEDULED MEETING

- 1 If you have previously scheduled a Reservationless-Plus call on InterCall Online, choose a listed conference from Today's Upcoming Meetings section on your Home page or your My Meetings page by highlighting it on the screen.

- 2 Click the **Start** button located at the bottom of the page.
- 3 Reservationless-Plus Call Manager will open in a separate window.



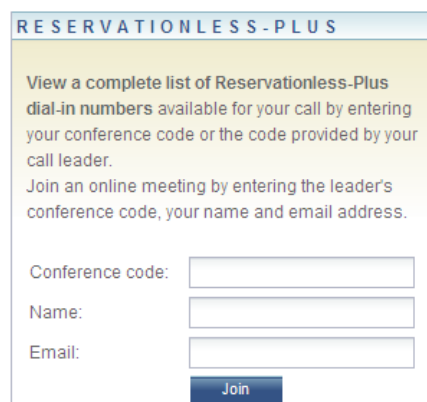
The screenshot shows a web interface titled "Today's Upcoming Meetings". At the top, there are two buttons: "Schedule A Meeting" and "Start an Unscheduled Meeting". Below this is a table with the following columns: R, Date/Time, Topic, Leader Name, Owner, Cont ID, Meeting Nur, and Duration. The table contains one row of data: "Tue Aug 19 2008 4:00 PM", "TestUser1", "TestUser1", "279302", and "60". At the bottom of the interface, there are several buttons: "Edit", "Cancel Meeting", "Invite", and "Start". The "Start" button is circled in red.

R	Date/Time	Topic	Leader Name	Owner	Cont ID	Meeting Nur	Duration
	Tue Aug 19 2008 4:00 PM		TestUser1	TestUser1	279302		60

## PARTICIPANT ACCESS

Participants can join your call by dialing in with your audio conference details. Alternatively, they can take advantage of the dial-back feature of Reservationless-Plus Call Manager by logging in from the main page of InterCall Online.

1. Go to [www-ca.intercallonline.com](http://www-ca.intercallonline.com).
2. In the Reservationless-Plus box, enter the leader's conference code, the participant name and email address.
3. Click **Join**.
4. Reservationless-Plus Call Manager will open in a separate window giving the participant the option to either dial-in to the conference call or use the dial-me feature to access the call.



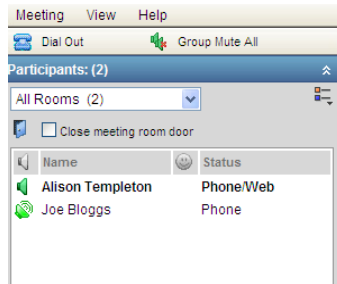
The screenshot shows a form titled "RESERVATIONLESS - PLUS". The form contains the following text: "View a complete list of Reservationless-Plus dial-in numbers available for your call by entering your conference code or the code provided by your call leader. Join an online meeting by entering the leader's conference code, your name and email address." Below this text are three input fields: "Conference code:", "Name:", and "Email:". At the bottom of the form is a "Join" button.

## Managing Your Meeting

Easily take control of your conference by managing your call online.

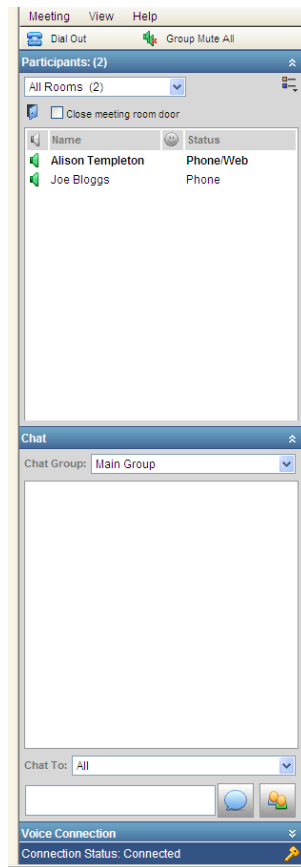
### ACTIVE TALKER

Active Talker indicates who is speaking during the call. The symbol next to their name in the meeting pane will show you who is talking.



### CHAT

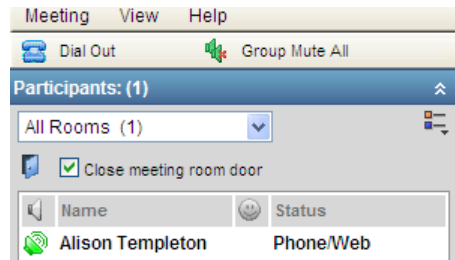
You can communicate online with participants who have logged into your call via InterCall Online by the Chat feature. If the Chat pane is hidden, click on the arrows in the Chat header to open the feature.



Type in your question and send to all participants or select individual participants by using the **Chat to** drop-down.

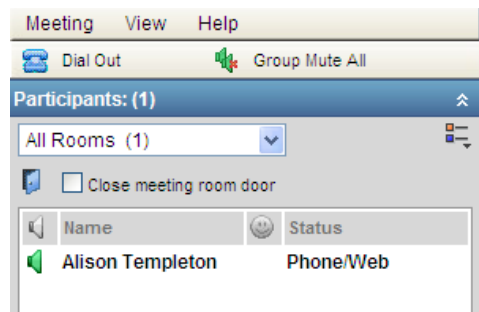
## CONFERENCE LOCK/WAITING ROOM

To lock a conference and avoid unwanted participants, use the **Closing meeting room door** feature. Check the box to lock your conference. This puts participants into a waiting room where they will be kept on music hold until you open the meeting room door. To do this, simply uncheck the relevant box on the screen.

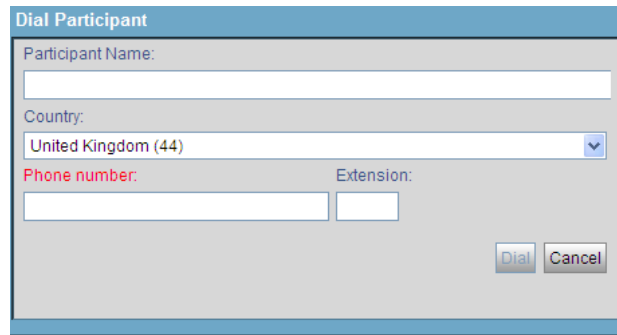


## DIAL OUT TO PARTICIPANTS

As a leader, you can dial out to a participant to join your Reservationless-Plus call.



Click **Dial Out** in the top navigation bar. A pop-up window will appear. Enter the name of the participant; select their country from the drop-down and then type in their phone number. Then click **Dial**. Call Manager will dial out to the participant and join them to your conference call.

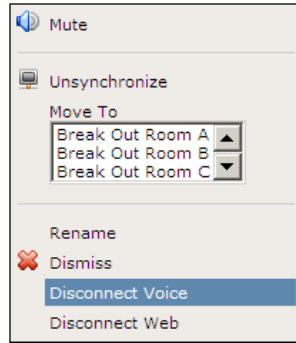


The 'Dial Participant' window contains the following fields and controls:

- Participant Name: [Text input field]
- Country: [Dropdown menu showing 'United Kingdom (44)']
- Phone number: [Text input field]
- Extension: [Text input field]
- [Dial] [Cancel] buttons

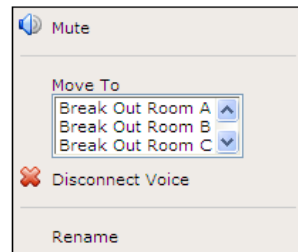
## DISCONNECT INDIVIDUAL LINES

To remove an individual participant from the call, right click on their name/phone number on the screen and select **Disconnect Voice** from the menu.

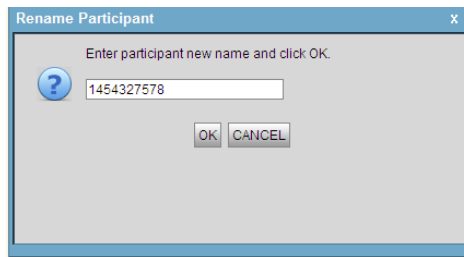


## EDIT NAMES

Participants joining your call by dialing in rather than logging in online are identified in the meeting pane by their phone number. You can edit this information to display their name on screen. Right click on their details and select **Rename**.

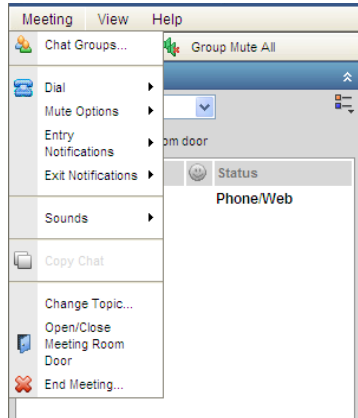


A pop-up window appears in the main screen. Enter the participant's name and click **OK**. Their name will then display in the participant list screen.



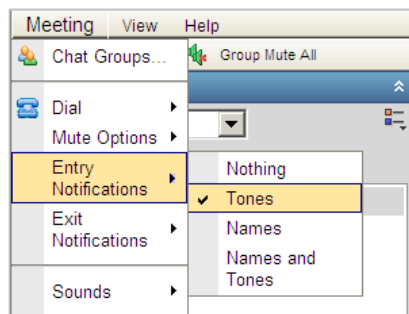
## END CONFERENCE

To end a conference, go to **Meeting** and select **End Meeting** from the drop-down. All participants including the leader will be disconnected from the conference. Don't forget to close the browser window when you have finished your audio call.



## ENTRY AND EXIT NOTIFICATIONS

Control participant entry and exit notifications via the **Meeting** menu at the top of the interface.

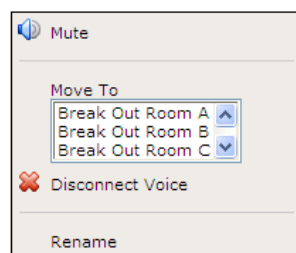


You can choose **Tones**, **Name**, **Names and Tones** or **Nothing**. Enable **Roll Call** by choosing Names or Names and Tones. Participants will be prompted to record their names upon joining and will be announced into the conference upon entering the meeting.

## MUTE/UNMUTE

There are various ways to mute/unmute participants during your call.

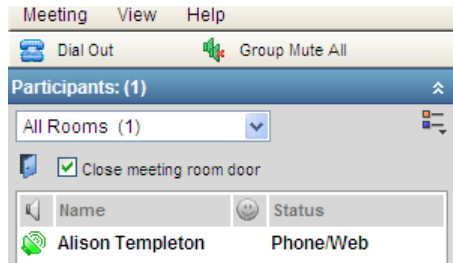
To mute an individual participant, right click on their name in the name pane and click the **Mute** button.



The icon next to their name will change to one with a red cross through it.

To unmute their line, right click on their name and click **Unmute**. The red cross will disappear.

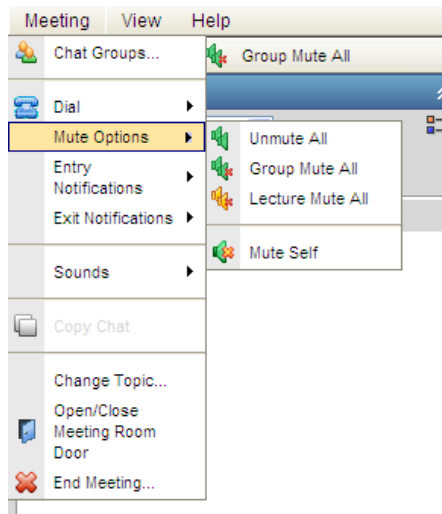
To mute all participants in the call, click on the **Group Mute All** text in the top navigation bar.



All phone lines except the leader will be muted and a red cross will appear next to each participant's name. Participants can unmute their own lines while in this mode by pressing \*6 on their telephone keypad.

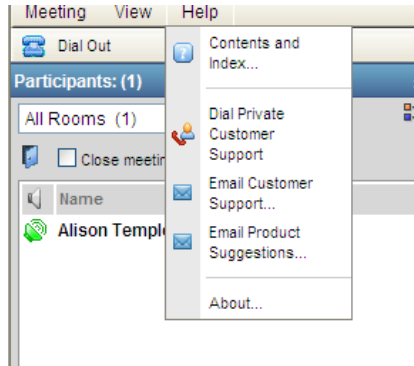
You can also use the Mute option within the Meeting drop-down in the top navigation bar. Select **Meeting** and then **Mute Options** and then click on the option you prefer.

The **Lecture Mode** option mutes all participants with no ability to unmute their own line.



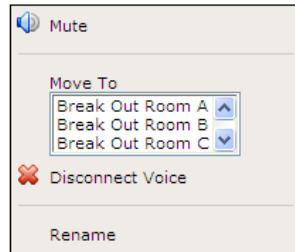
## OPERATOR ASSISTANCE

Private Operator Assistance is available from the **Help** menu in the top navigation bar. Select **Dial Private Customer Support** and you will be put through to an operator.

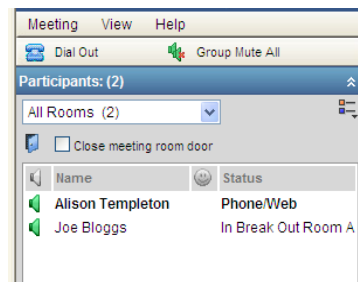


## SUB-CONFERENCE

You can move participants into different audio sub-conferences for private conversations. Right click on their details in the meeting pane and select the appropriate break out room.



The meeting information screen will refresh to display the location of the participant.



Continue to move individual participants into separate rooms as required. The **All Rooms** drop-down will display the number of participants in each sub-conference.

To move a participant back to the main conference, right click on their name and move them back to the main conference.