

InterCall Online User Guide

My Library



For more information:
877.333.2666
www.intercall.ca

InterCall Online gives you the ability to store commonly used information in My Library that can be accessed from any computer.

My Archives

Click **My Archives** to access archived recordings of previous Reservationless-Plus® and InterCall Unified Meeting conferences that you can review at any time.

My Archives For Alison-Test Templeton

1 To listen to the recorded conference via phone, participants should dial the numbers below:
For the complete list of numbers, please refer to your reservation confirmation email or contact Customer Support.
International:
US/Canada 888-899-7904
International 706-679-5560

To listen to the recorded conference via the web, click on the Playback ID link.
To download your recording, click on the folder icon next to the Playback ID.
To extend your recording, click on "Purchase". Contact your sales representative for associated charges.
To delete one or more archived conferences from the list, mark the check box next to each of the conferences you wish to delete, then click the "Delete Checked Archives".

RESERVATIONLESS-PLUS ARCHIVES						
<input type="checkbox"/>	Playback ID	Topic	Availability Start	Availability End	View Usage	Purchase
<input type="checkbox"/>	095938006		01/06/2009	02/04/2009	Usage	Purchase
<input type="checkbox"/>	095937006		01/06/2009	02/04/2009	Usage	Purchase
<input type="checkbox"/>	095934006		01/06/2009	02/04/2009	Usage	Purchase

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[View Usage for Checked Archives](#) [Delete Checked Archives](#) [Export to CSV](#) [Save Changes](#)

You have a number of options for each recording:

- + Click **Playback ID** to select the particular recording you would like to access. A separate window opens. Enter your name and email address and click **Submit** to broadcast your conference over the Internet.
- + Click the folder icon to download a copy of the recording to your desktop. There is a one-time fee for the initial download. Please contact your sales representative for pricing.
- + Select **View Usage** to review the usage report for a particular recorded conference. The screen will display the playback ID, the topic, availability of the recording, how many times it has been accessed and who accessed it. If the recording was streamed over the web, the usage will show the participant's name, email address and date they accessed the recording. If a participant dialed in to listen to the recording, the usage screen will show the number they dialed in from, the number they dialed to access the recording and the date.

- + Select **Purchase** to extend the recording storage time, receive a copy of the recording on disk or request a transcription of the recording.

Purchase Options

i Please select Archive Extension if you wish to extend the playback period for a recorded conference, or Purchase CD if you wish to buy a copy of the archive. You can also select Order a Transcription to receive transcript of your recorded conference.

Archive Extension - Extend the playback duration of a recorded conference
 Purchase a CD - Receive a copy of a recorded conference on CD
 Order a Transcription - Written documentation of recorded conference

- + If you are an InterCall Unified Meeting user, you can also access your web recordings from the **My Archives** page. The meetings page is integrated into InterCall Online allowing you to manage your recordings directly from the site using the same functionality you are used to on your InterCall Unified Meeting site.

INTERCALL UNIFIED MEETING ARCHIVES

Archives Conferencing | Archives Need Help? [Find More Information](#)

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Reminder: Recorded archives of your meeting are available as downloadable ZIP files for 15 days. They will be automatically deleted after that period.

No Archives Found

i You currently have no archives in your account.

* If you have recently requested an archive, it will be displayed in the list within 2 hours of your request. For assistance, contact Customer Support.

My Presentations

You can upload and save presentations for use with the Reservationless-Plus Web Moderator by selecting **My Presentations**.

My Reservationless-Plus Presentations

i Upload a presentation then click **Refresh List**. Ensure your presentation is a valid PowerPoint document with ppt file extension and not larger than 15Mb in size.

RESERVATIONLESS-PLUS PRESENTATIONS

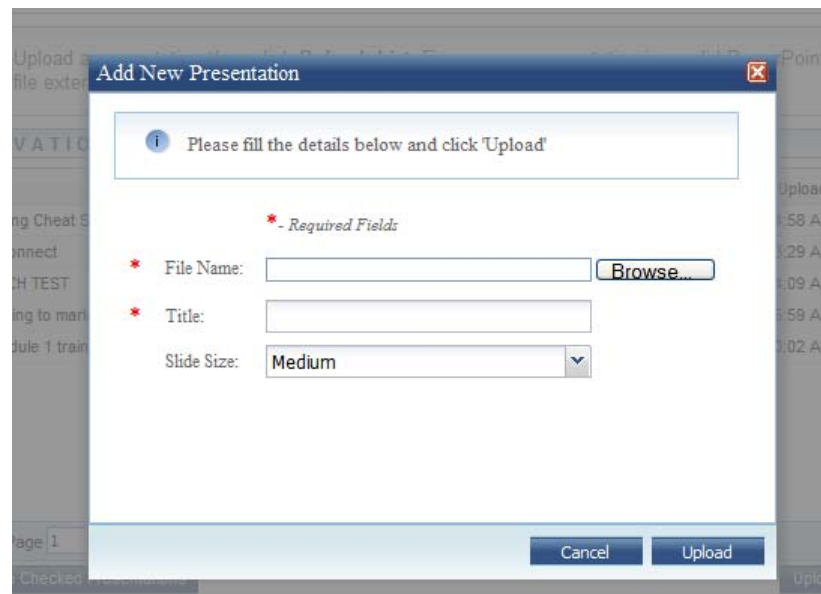
Topic	Date Uploaded	Time Uploaded
<input type="checkbox"/> Branding Cheat Sheet	02/06/2008	05:54:58 AM
<input type="checkbox"/> WebConnect	16/08/2006	04:43:29 AM
<input type="checkbox"/> KLYNCH TEST	25/07/2006	08:34:09 AM
<input type="checkbox"/> CP selling to marketing	10/07/2006	05:35:59 AM
<input type="checkbox"/> CP Module 1 training	10/07/2006	05:30:02 AM

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Displaying Presentations 1 - 5 of 5

The page will display any presentations that you have previously saved along with the date and time it was uploaded to InterCall Online.

To add new presentations to your library:

- 1 Click **Upload Presentations**.
- 2 Click **Browse** to find the file.
- 3 Choose the file you would like to upload.
- 4 Define the slide size (typically Medium).
- 5 Click **Upload**.
- 6 You will return to your Presentation Library page. Select **Refresh List** to view your newly added presentation.



To delete a presentation from your library:

- 1 Click the checkbox to the left of the topic name.
- 2 Select **Delete Checked Presentations**.

My Address Book

Use My Address Book to create and manage prospective conference participants and distribution lists for those you consistently invite to your meetings. When scheduling meetings using InterCall Online, you can use these contacts and distribution lists to populate your participant lists.

My Address Book For Alison Templeton

Instructions: To edit a contact, please click on their name. Use the buttons below to manage contacts and distribution lists.

MANAGE MY ADDRESS BOOK

View Contacts in Distribution List: [Add Contact](#) [Upload Contacts](#) [Add/Edit Distribution List](#)

<input type="checkbox"/>	Full Name	Company	Job Title	Primary Email	Distribution List	Work Phone
<input type="checkbox"/>	Alison Test			test@test.com	test	
<input type="checkbox"/>	Joe Smith			jsmith@intercalltest.com	test	

Page 1 of 1 | Displaying contacts 1 - 2 of 2

[Delete Checked Contacts](#) [Email Selected Contacts](#) [Print Address Book](#) [Customise Address Book](#) [Export to CSV](#)

- + Select **Add/Edit Distribution List** to create new distribution lists or edit the name of an existing list. You will need to set up a distribution list before adding new contacts.
- + Select **Add Contact** to add individuals to your Address Book. The screen captures the contact name, company and job title, email addresses, phone numbers, addresses and up to three pieces of personal information about your contact you would like saved to your Address Book. You can also indicate whether or not to add the individual to Distribution Lists. Or if you prefer, select **Upload Contacts** for direction on how to import your Microsoft® Outlook contacts.
- + If you don't see the field of information you want on the screen, select **Customize Address Book** to select the fields of information shown on the screen.
- + To delete a contact, check the box next to the contact's name and click to highlight the details on the page, and then select **Delete Checked Contacts**.
- + You also have the ability to email your contacts and print your address book by using the buttons underneath the contact list table.
- + If you are an InterCall Unified Meeting user, you also have access to your contacts on the **My Address Book** page. You can add new contacts directly in InterCall Online or see those already set up within InterCall Unified Meeting.

INTERCALL UNIFIED MEETING ADDRESS BOOK

Address Book [Setup | Address Book](#) [Need Help? Find More Information](#)

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[Add New Participant](#)

[Add New Group](#)

[Import Address book Entries](#)

<input type="checkbox"/>	Last Name/Group Name	First Name	Country Code	Email Address	Primary Telephone Number
<input type="checkbox"/>	Bloggs	Joe	UK	joebloggs@intercalltest.com	1462681004

[Delete](#) Checked Participant

My Templates

My Templates allows you to manage your audio conference templates. When scheduling audio conferences, you may use these templates to shorten the scheduling process. From the My Templates page, you can choose to delete a template, export a list of templates to your desktop, share, copy or edit it.

> My Library > My Templates

ⓘ Edit, delete, share or set up templates for your bookings.

Search

Search: View All

Templates For Alison Templeton

Call Template Name	Call Type	Creator	Shared	Creation Date
MARKETING MEETING	RP	EnglishGirl	NO	07/06/2009
TEAM MEETING	AM	EnglishGirl	NO	07/06/2009

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- + To remove a template from your list, select any of the templates you wish to delete and click **Delete**. The templates will be removed from your profile and will no longer appear in My Templates or be selectable when scheduling a meeting.
- + You can download a list of your templates by selecting **Export to CSV** and following the online instructions.
- + You have the option to share a template by owner, account or company. Enter the relevant details in the search box at the top of the page and select the appropriate filter. A list will appear showing your username, account number or company number you have selected. To confirm your selection, scroll down the page and click **Add** within the share by username, account or company sections. Then click **Save Changes**. To return to the main page, click **My Templates** in the left-hand navigation bar.

> My Library > My Templates > Share Template

ⓘ If you wish to share your template with others, search for a username, account number or company number and click Add

Search

Filter By:

List to share with For Alison Templeton

Account number	Account name	Status	Creation Date
51036	InterCall UK	Active	04/03/1999

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Share by username

First name	Last name	Username	Shared

- + To copy a template, highlight the appropriate name on the screen and click **Copy** at the bottom of the page. The page will refresh to show the new template. To change the name of the new template, highlight it and click **Edit**. This will take you into a meeting information page where you can change the call template name or any of the call details for the template.
- + You can create a template directly from the My Templates page. Click **Create Template** in the **Templates for [name]** bar. Select the call type and follow the reservation screens, not forgetting to name your call template. When you have completed all the relevant information, click **Submit** to save the new template.