



# Reservationless-Plus<sup>®</sup>

## Frequently Asked Questions



**For more information:**  
877.333.2666  
[www.intercall.ca](http://www.intercall.ca)

Reservationless-Plus is InterCall's reservationless conferencing solution. Below are frequently asked questions about setting up a conference call and using the reservationless conferencing features.

**Q: When should I use Reservationless-Plus conferencing?**

A: You can use Reservationless-Plus conferencing anytime you are hosting smaller meetings that do not require a reservation or an operator to conduct a call.

**Q: How do I schedule a Reservationless-Plus call?**

A: No reservations are required with Reservationless-Plus. Just inform your participants of the time, day and dial-in information.

**Q: What features are available with Reservationless-Plus?**

A: Reservationless-Plus offers a variety of features to enhance your call including record and playback, project codes for bill back, toll-free dial-in for international participants and operator assistance. [Click here](#) to see a complete list of available features.

**Q: Can I still request operator assistance during my call?**

A: At any time during your call, you can request an operator simply by pressing \*0 on your phone keypad.

**Q: How many participants can I have on a Reservationless-Plus call?**

A: You can have up to 150 participants on a Reservationless-Plus call.

**Q: How do I start a Reservationless-Plus conference call?**

A: To start a call:

- 1 At the specified time, dial your Reservationless-Plus dial-in number.
- 2 Enter your conference code followed by #.
- 3 Press \* to identify yourself as the leader.
- 4 Enter your leader PIN followed by #.
- 5 Press **1** to begin your conference or press **2** to change your default conference options.
- 6 If the security passcode option is enabled you will enter it at this time.

**Q: How do participants join my Reservationless-Plus call?**

A: For participants to join your call, instruct them to:

- 1 Dial your Reservationless-Plus dial-in number at the specified time.
- 2 Enter your conference code followed by #.
- 3 If the security passcode option is enabled enter it at this time.

**Q: What happens when I can't remember my leader PIN when I am initiating a conference call?**

A: After entering the incorrect PIN three times, you will be transferred to an operator. In order to receive your leader PIN, you must provide the operator with your correct owner number and your first and last name.



**Q: What happens when either I or a participant enters the wrong conference code when joining a Reservationless-Plus call?**

A: After entering the incorrect conference code three times, you will be disconnected. Please confirm your conference code and try to join your conference again.

**Q: What are my phone keypad commands?**

A: Once dialed into your conference, simply use your telephone keypad to access these commands:

*0	Operator assistance - conference
00	Operator assistance - individual
*1	Dial-out to a participant - leader only
*2	Begin/end conference record - leader only
*3	Change entry/exit method (recorded names, tones, silence) - leader only
*4	Private roll call
*5 / #5	Mute/unmute all lines except leader's - leader only
*6 / #6	Mute/unmute your own line
*7 / #7	Lock/unlock conference (including operator) - leader only
*8	Allow/disallow conference continuation - leader only
*#	Private participant count
**	List available keypad commands

*NOTE: All of the above commands may not be enabled on your account.*

**Q: Will Group Mute continue to work for participants who join my call after I execute the command?**

A: Yes, participants that join the conference after you complete the Group Mute command will be muted.

**Q: What is the purpose of my owner number?**

A: Owner numbers are assigned to each InterCall user and are your unique identifier. When you are setting up a conference with an operator or requesting edits to your account settings, your owner number is used to identify your InterCall account.

**Q: How do I access or change my conference code?**

A: To access or change your conference code:

- 1 Go to [www-ca.intercallonline.com](http://www-ca.intercallonline.com).
- 2 Enter your username and password (if you have not established an online account, please create that first).
- 3 Click **Manage Your Account**.
- 4 Click **View/Edit Owner Information**.
- 5 Click **View Product Details**.
- 6 Access and change your conference code.

**Q: How do I access or change my leader PIN?**

A: To access or change your leader PIN:

- 1 Go to [www-ca.intercallonline.com](http://www-ca.intercallonline.com).
- 2 Enter your username and password (if you have not established an online account, please create that first).



- 3 Click **Manage Your Account**.
- 4 Click **View/Edit Owner Information**.
- 5 Click **View Product Details**.
- 6 Access and change your leader PIN.

**Q: Where can I access my international dial-in numbers?**

A: Follow the steps below to access your international dial-in numbers:

**Leaders Only**

- 1 Go to [www-ca.intercallonline.com](http://www-ca.intercallonline.com).
- 2 Enter your username and password (if you have not established an online account, please create that first).
- 3 Click **Login**.
- 4 Choose your conferencing service in the My Dial-In Information section. A new window will appear with a list of your designated dial-in numbers.

**Leaders and Participants**

- 1 Go to [www-ca.intercallonline.com](http://www-ca.intercallonline.com).
- 2 Enter your conference code in the Join an Audio Meeting section.
- 3 As you enter your conference code a link will appear above that field to view your dial-in numbers.
- 4 Click **View Dial-In Numbers**. A new window will appear with a list of your designated dial-in numbers.

**Q: Where can I access my Reservationless-Plus account online?**

- 7 A: You can access your Reservationless-Plus account online at [www-ca.intercallonline.com](http://www-ca.intercallonline.com). Once you are logged in, you have the ability to schedule and start meetings, present slides and archive your conference call on the web.