

QUICK GUIDE

InterCall Online

Owner Quick Feature Guide

As an InterCall customer, you are used to getting all your audio, web and video conferencing services and support in one place. Continuing on the philosophy of delivering you more services, more control, more support and more ways to save you time, InterCall Online is our next-generation, online account management tool allowing you a single point of access to manage your conferencing accounts, access online reports and/or make reservations online.

Save time and increase control by taking your account management online!

Register for an Account

InterCall Online security is flexible enough to allow multiple access levels depending on your needs and responsibilities. Once logged in, you can securely access your unique set of tools and features. To view detailed company-wide billing and usage reports, please contact your meeting consultant for administrative access.

How to get started:

1. Go to www.apac.intercallonline.com.
2. Click **Go** in the First time user box.
3. Enter your owner number and web PIN, which you can find in your welcome email or welcome packet.
4. Click **OK**.
5. Create your unique InterCall Online username and password.
 - Username:
 - Needs to be at least six characters long.
 - May contain letters, numbers, one of the special characters as shown (@, \$, %, &, +, -, ,, _) or any combination of these.
 - Password:
 - Needs to be at least eight characters long.
 - Must contain three of the following attributes:
 - A number (0-9).
 - A special character as shown (@, \$, %, &, +, -, ,, _).
 - A lower case letter (a, b, c, etc).
 - An upper case letter (A, B, C, etc).
6. You will also be prompted to provide a secret question and answer that will be used should you ever forget your password. Click **Add User** to complete this step.
7. You will receive a confirmation on the screen that you have successfully created your new username and password. Return to the Home page and enter your new username and password in the appropriate fields. You will be taken to your personal welcome page that lists the services available to you, your dial-in numbers and any meetings you have scheduled for that day.



APAC Customer Service:

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1800 468 225
+61 2 8295 9000

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400 6309 039 (Mobile)
800 8700 311 (Landline)

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1800 3010 5500

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cservice@intercallapac.com



Please note: If your InterCall Online password expiration is set to ON, you will need to change your password every 30 days. Ten days prior to your password expiration, a reminder message will display at the top of your InterCall Online Welcome page once you have logged into your account.

You're all set! You can now access Manage Your Account, Reports and Online Reservations as well as some additional account management tools to help you:

- Start or join any InterCall reservationless conference call.
- Schedule, update or delete pending conferences.
- Learn more about available InterCall services and features.
- Store documents and contacts in the My Library section to allow quick access from any computer.
- Gain direct access to customer support and product FAQs.

Scheduling and Managing Meetings

Now that you are a registered InterCall Online owner, you have the power to reserve conference calls online. There is no need to call the customer care centre, unless you need assistance or have questions. The online scheduling tool is real-time, so your designated call preferences and operator resources are scheduled instantly. To schedule a conference, simply enter the meeting date and time, project accounting codes (if applicable) and conference leader information and your reservation is confirmed.

- **Basic scheduling features** - Using basic scheduling, you can choose from a broad range of tools and features to enhance your overall conferencing experience. Basic features include the ability to pre-define participant lists to help control conference access, distributing meeting details and setting the frequency and term of recurring meetings.
- **Web/Video meetings** - Once you log into InterCall Online, you can schedule your web conferences or access a link to our video conferencing web tool. When your meeting invitations are delivered to your participants, all necessary meeting access information will be included.
- **Pre-meeting features** - With pre-meeting features you have additional flexibility when communicating with participants prior to the conference. These include user pre-registration options (email, fax and voice broadcast services), customized enunciator, operator scripts and promotional playback messages.
- **Enhanced services** - When your conference goes beyond an everyday meeting, make sure to contact your company administrator or meeting consultant to decide if Participant Reports, Call Transcription, Communications Line, LeaderViewSM, Voice Talent, Q&A, Polling, Call Monitoring or Call Playback can help you achieve your desired results.
- **Recording services** - To extend the lifetime of your Operator Assisted call, record the meeting for later playback. Using InterCall Online, you can establish how long the recording will be available, whether the recording should be password protected and if you would like custom prompts to be played before and after the recording playback. You can even download the conference or order CDs and tapes of your recordings.
- **Confirmation messages** - InterCall Online provides multiple ways to confirm and communicate meeting details. Online messages let you know that the system has registered your meeting preferences.
- **Conference templates** - Once a conference has been scheduled, you may save the conference as a template to shorten the reservations process for future conferences. When using a template to reserve conferences, all details of the previously scheduled conference will be pre-selected, with the exception of the call date, time and time zone.



Managing Upcoming Meetings

You can review or make changes to a meeting reservation any time prior to the start of your conference by visiting the My Meetings page. Meeting management tools allow you to filter, sort, update or delete meetings.

Starting Meetings

When it is time for your meeting, InterCall Online lets you select the meeting from an online menu and launch InterCall's Conference Moderator tools. If the conference you are hosting is an Operator Assisted call with Leader-View enabled, the Leader-View tool can be accessed through InterCall Online. Additionally, you can also start an on-demand or unscheduled reservationless meeting.

Library

InterCall Online also provides the capability for you to store commonly used information that can be accessed from any computer. This includes archived recordings of previously held reservationless conferences, uploaded presentations and contact details for customers or co-workers who are frequent participants on your reservationless conferences. You may also manage stored conference templates that allow you to schedule meetings more efficiently.

Account Management

View or update your personal account profile details and/or your product feature defaults at any time.

- **Owner profile management** - InterCall Online's account management functions vary by each owner's profile and authority previously set up by your corporate administrator. Account management tools allow owners to view company and billing account information, owner contact information, Project Accounting Codes and marketing settings.
- **Product details** - View all InterCall conferencing features associated with your account. You can manage all your default options and preferences from a single web page. Product details include call types, dial-in numbers, service features and web conferencing services.
- **Delegates** - Allow other users to manage your meetings and/or account. You can add or delete delegates, as well as edit their roles.

Reports

Numerous types of audio and web activity reports are available from InterCall Online to help you keep track and analyze your conferencing usage.

- **Reporting tools** - You now have the ability to view usage for all audio and web conferencing activity. Using the Reports menu, you can customize audio and web usage reports, set date parameters, filter information and export data to HTML or Excel formats for further analysis.
- **Web product reports** - Allows quick access to reporting for any web product that you utilize.

Customer Support

Within InterCall Online, you have quick access to our customer support centre and customer support contact information, additional product information, frequently asked product questions, links to online demonstrations and other useful tools. For immediate support, please contact our Professional Services team

More+

No matter where you are in the world or what you need to communicate, InterCall has the tools you need to stay connected. You can depend on our years of experience, reliable technologies, variety of solutions and personal support to help you make your everyday meetings and specialized events more successful.