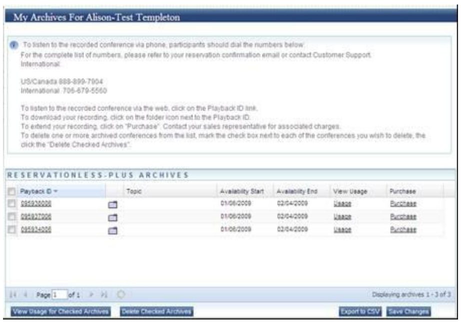
USER GUIDE

InterCall Online

My Library

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

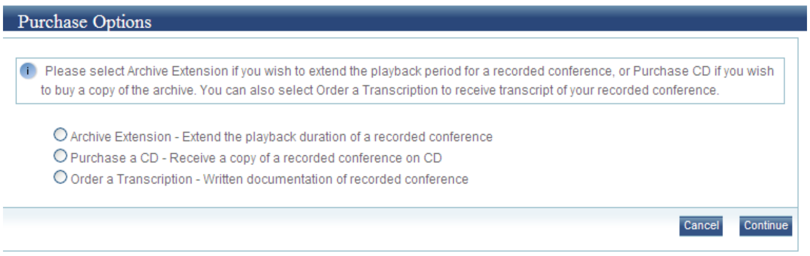


My Archives

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

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.



APAC Customer Service:

Australia
1800 468 225
+61 2 8295 9000

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

Hong Kong
800 901 603
+852 3073 0418

India
1800 3010 5500

Japan
0120 941 635
+81 34580 7805

Korea
0079 8612 1104

Malaysia
1800 801 191

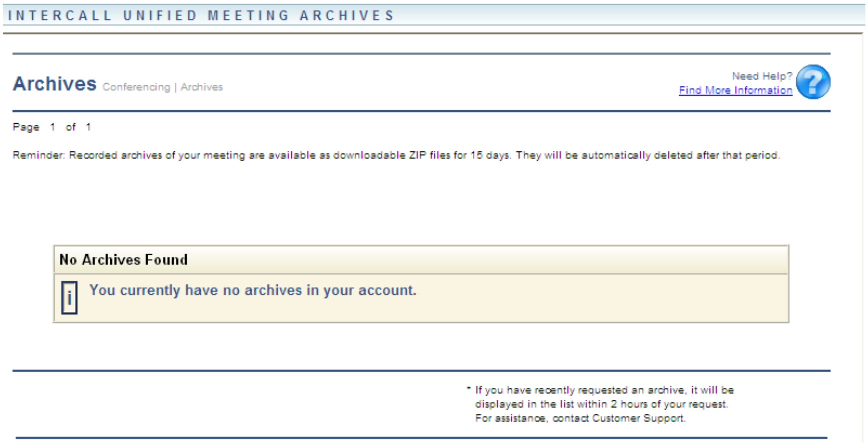
New Zealand
0800 443 589

Singapore
1800 468 2255
+65 6468 2255

Other Countries
+65 6468 2255

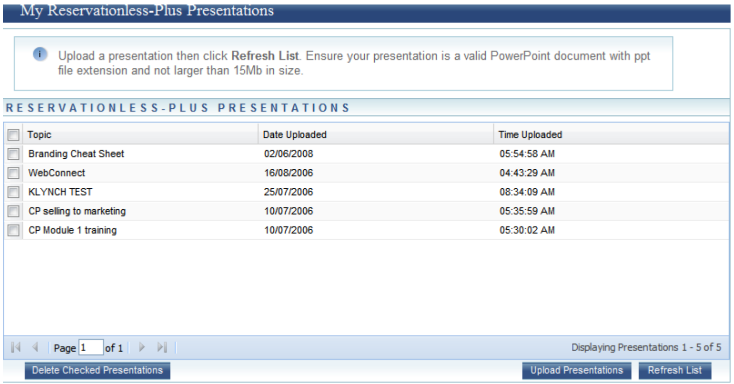
cservice@intercallapac.com

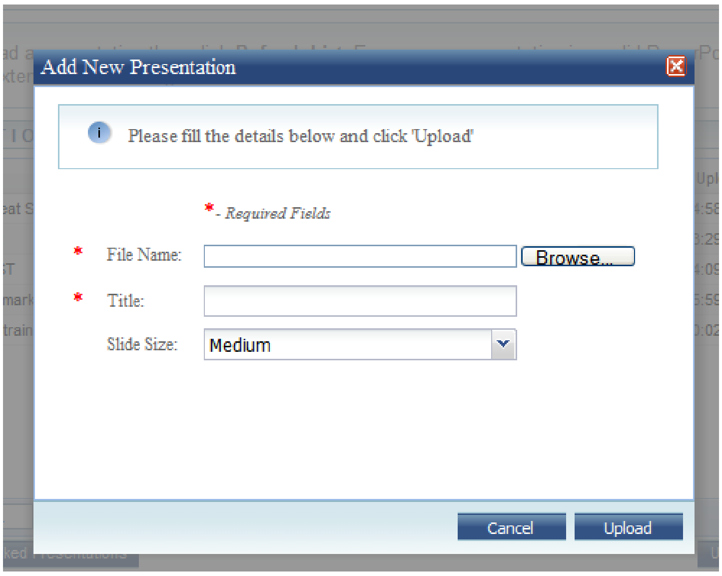
- If you are an InterCall Unified Meeting user, you can also access your web recordings from the **My Archives** page. The meetings page is integrated into InterCall Online allowing you to manage your recordings directly from the site using the same functionality you are used to on your InterCall Unified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



My Presentations

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





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.

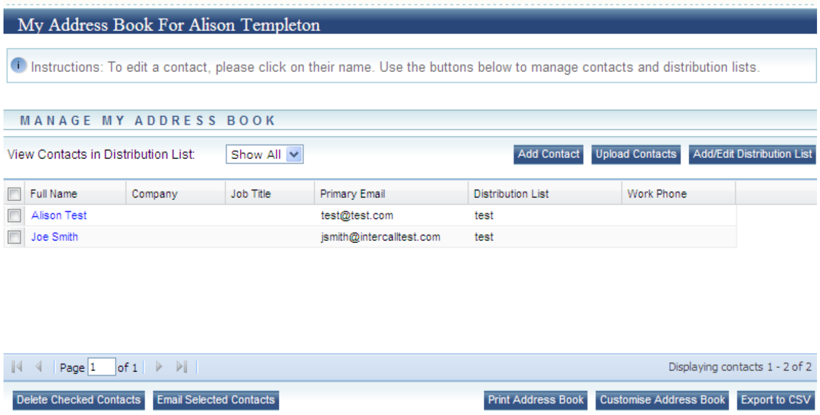
To delete a presentation from your library:

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

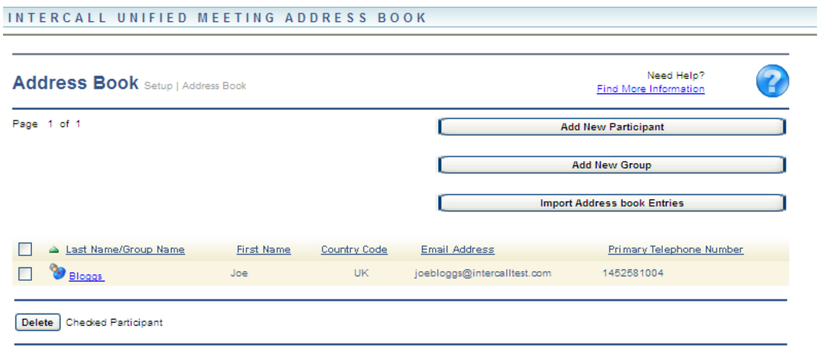
** There is a one time charge per upload per presentation. Please consult your Sales Representative for details.*

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.

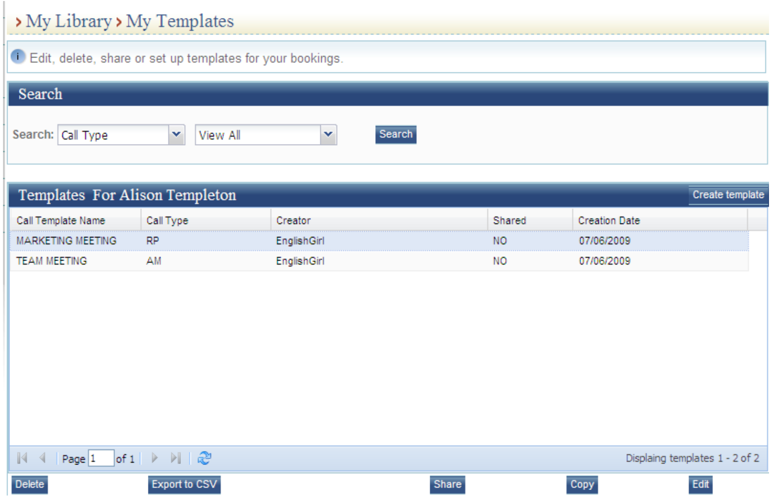


- Select **Add/Edit Distribution List** to create new distribution lists or edit the name of an existing list. You will need to set up a distribution list before adding new contacts.
- Select **Add Contact** to add individuals to your Address Book. The screen captures the contact name, company and job 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.

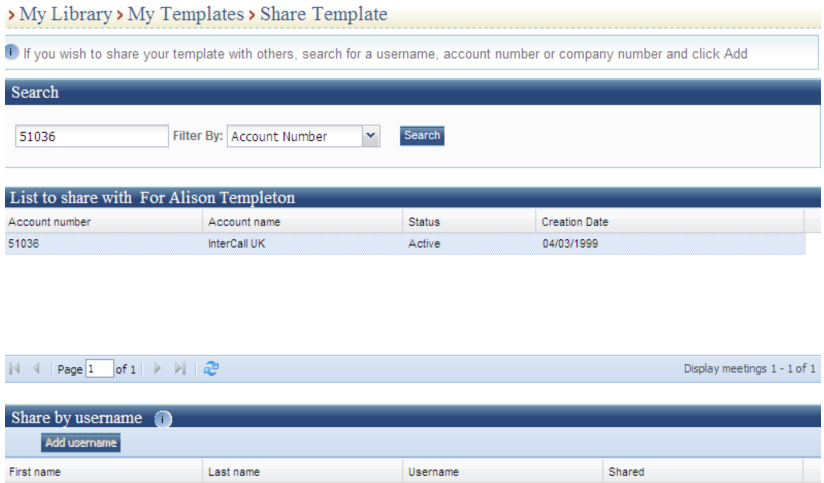


My Templates

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.



- 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.



- 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.