

USER GUIDE

InterCall Online

Scheduling Automated Meetings

By using InterCall Online, you can reserve conferences on the web rather than calling our reservations team. This tool interacts directly with our conferencing provisioning system to register your call preferences and to schedule operator resources for your conference calls when needed.

After logging in, you will be taken to your individual Home page. Your Home page is where you'll find a summary of all the available features and tools that are set up in your owner profile. If it is selected by your company, this page may include your company's own branding, as well as special announcements regarding new services and features.

Scheduling a Meeting

You can schedule a meeting directly from your Home page or by selecting My Meetings.



1. Click **Schedule A Meeting** from either location. Click the Automated button in the Audio Options section. Then click **Next**.
2. Complete the **Meeting Information** section.

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

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- Select the **Dial-in Numbers** for the call.
 - Select the **Date** for your meeting by clicking the calendar icon.
 - Select a **Time** for your meeting.
 - Select the **Time Zone** for your meeting from the drop down menu. The time zone will default to what is saved on your owner profile.
 - Specify the **Duration** of your meeting in hours and minutes.
 - Specify the **Number of Participants** for your meeting.
 - Include a **Topic** for the conference to distinguish this meeting from others.
3. Provide a **PAC Code** if needed. PAC Codes, or Project Accounting Codes, provide a method to identify conference calls. These PAC Codes are individual accounting codes that may be used to bill the appropriate department/cost center or just to track departmental conference calls. The label preceding this field can be customized to show the verbiage that your company uses for this purpose.
 4. If you are the scheduler/call organizer for this meeting, simply choose **Same as Owner** and provide any additional required information that does not pre-populate.

If you are scheduling this call on the behalf of someone else, provide your information in this area so a conference coordinator has a point of contact should there be any questions.
 5. If you are the leader for this meeting, simply choose **Same as Owner's address** and provide any additional required information that does not pre-populate. If you are not the meeting leader, provide the required information in this area.
 6. Select the **Standard Features** for the call. You have the option to select how participants will join and exit your call - via tone, name announce, silence or tone and name.
 7. If not already pre-populated, provide an email address for email confirmation details for your meeting. If you want the email confirmation sent to multiple email addresses, enter them in the email field separated by a comma. You may also choose an optional fax confirmation or dial-out confirmation.
 8. If you want to make any optional meeting feature selections, click **Continue**. Otherwise, you may click **Submit** here or from any of the optional feature tabs to reserve your call.

* - Required Fields
 * Please select from the following Conference Numbers for this reservations

Automated / Reservationless-Express Toll Free Dial-In Number : (877) 844-5056
 Automated / Reservationless-Express International Dial-In Number : (706) 679-4057

* Date:

* Time:

* Time Zone: (GMT-05:00) Eastern Time (US & Canada)

* Duration: 0 Hours 0 Minutes

End Time: N/A

* Participants:

Topic:

PAC CODE

PAC Code:

SCHEDULER/ CALL ORGANIZER

Same as Owner's address

* First Name:

* Last Name:

* Country: United Kingdom

* Telephone: Ext.

Optional Meeting Features

There are many optional meeting features that can also be chosen using InterCall Online. These features include Participant Lists, Recurring Options, Enhanced Features and Recording Features.

PARTICIPANT LIST

Participant List is a commonly used security feature that ensures only invited participants are allowed into the conference by the conference operator. You can choose to have the conference operator dial out to the participant or indicate that the participant will be dialing into the call. This feature can also be used to communicate the meeting details to participants.

1. Set the parameters for your Participant List.

- In the Identify Participant List section, select participants from a stored list (set up within the My Library/My Address Book) by highlighting their names and clicking **Add Selected Participants to Meeting**. Your screen will refresh with this addition.

[Add Selected Participants to Meeting](#)

Confirm Participant List

Approved Participant List - Check the box to ONLY allow entry for the participants listed above.

[Add Participant](#)

First Name	Last Name	Leader	Telephone	Country	Send Confirm	Call Type	Dial-Out Time	Call Order
Alison	Templeton	<input checked="" type="checkbox"/>	01452581004	United Kingd...		Dial In		0

- To add new participants to a list, click **Add Participant** and scroll down the page and complete the table with their details and click **Save Participant**.

The screen will refresh to show a list of participants for your call. Repeat as necessary to add more participants.

2. If you want to make any additional optional meeting feature selections, click **Next**. Otherwise, you may click **Submit** to reserve your call.



RECURRING OPTIONS

If the meeting you are scheduling is a recurring meeting, the Recurring Options tab allows you to select the frequency of the meetings: daily, weekly or monthly and for how long you would like the recurring meeting to be scheduled in advance.

1. Check the box indicating you would like for this to be a recurring call.
2. Determine the frequency of the call: **Daily**, **Weekly** or **Monthly**. Your screen will refresh based on your selection and provide options for you to further define the frequency of your call.
3. Determine when you want the series of conference calls to end. You may schedule the meeting indefinitely, end after a number of occurrences or end on a certain date.
4. Determine any changes you may want made if the call should fall on weekend.
5. Click **Preview Conference Dates** for a summary of your recurring call. Your screen will refresh and the preview will appear at the bottom of the screen.
6. If you want to make any additional optional meeting feature selections, click **Continue**. Otherwise, you may click **Submit** to reserve your call.

Recurring Options

i Select the recurring options for your call from the options listed below.

I WOULD LIKE FOR THIS TO BE A RECURRING CALL

1. How frequently do you want to hold this conference call?
 Schedule this call to occur Daily Weekly Monthly

Every Business Day (Monday - Friday)
 Every Day of the Week

2. When do you want this series of conference calls to end?
 Never, keep scheduling this call indefinitely
 End this series of conference calls after the following number of occurrences
 End this series of conference calls after

3. Depending on the options chosen above, one or more conference calls may fall on a Saturday or Sunday. If so, how do you want to handle it?
 Reschedule the call for the following Monday
 Reschedule the call for the prior Friday
 Keep the call as scheduled
 Cancel the call.

Preview Conference Dates

ENHANCED FEATURES

Several enhancements are available for your call.

1. Select whether your calls enter their name at the beginning of the call (needs to be enabled if the entry/exit method is Name).
2. Select whether to enter your project accounting code (PAC) via telephone keypad command at the beginning of the call.
3. If you want to make any additional optional meeting feature selections, click **Continue**. Otherwise, you may click **Submit** to reserve your call.



RECORDING FEATURES

Record your conference call for participants who were unable to attend your meeting or those who would like to listen again. Additional charges apply to many of these features. Please check with your company administrator or account manager for details.

Encore

Encore digitally records your call for those who were unable to attend it live or would like to listen again. Accessible by dialing a toll-free number for easy 24/7 access, Encore is convenient and time saving.

1. Check the box indicating you would like to add **Encore** to your meeting.
2. Click on the calendar icons to select a **Start Date** and an **End Date** for your Encore digital recording to be available.
3. Provide a **Start Time** and **End Time** for your Encore digital recording to be available.
4. If desired, select the **Security Password** option and provide the password you would like in the specified area.
5. If you have **Before Playback Prompt** information you would like to capture about your caller, type it into the relevant box on the screen and click **Add**. Prompts might include "Please state and spell your full name," or "Please provide your email address." Your screen will refresh with each prompt you add and be displayed in the larger box in the middle of the screen. At this point, you can change the order of the prompts by highlighting a prompt and clicking **Move Up** or **Move Down**. You may also highlight a prompt and click **Remove** if you no longer want the prompt to be included.
6. **After Playback Prompt** functionality is the same as Before Playback Prompt.

Recording Features

Select the recording options for your call from the features listed below

ENCORE

* Start Date * End Date

* Start Time(HH:MM) * End Time(HH:MM)

Encore Security Code

Playback Prompts

Enter information that you would like for callers to record when they call in to listen to the playback. Each item in the list will be recorded as a separate prompt (EX. After the tone, please state and spell your full name.)

Before Playback Prompt

After Playback Prompt



Tape Recording

Have your conference call recorded and sent to you in one of our multiple CD options or on cassette.

1. Check the box indicating you would like to order a copy of your Encore recording.
2. Select your **Recording Type** from: CD-Indexed, CD-MP3, CD-WAV, CD-CDA or Cassette.
3. Designate the **Quantity** for recordings you would like to receive.
4. Select your **Media Shipping Method** from Domestic Standard, Domestic Overnight, International Standard or International Overnight.
5. Provide the **Ship To recipient, Address, City, State/Province, ZIP/Postal Code** and **Country** for whom the Encore recordings are to be delivered. Click **Add Recipient**. Your screen will refresh and you may designate additional recipients or delete recipients who have already been submitted.
6. If you want to make any additional optional meeting feature selections, click **Previous**. Otherwise, you may click **Submit** to reserve your call.
7. A confirmation message will appear on your screen stating your call has been scheduled along with your conference ID. From here you will have the ability to download your conference directly into your calendar by selecting one of the calendar options shown.

TAPE RECORDING

[Add Recipient](#)

Recording Type	Mail Qty	Media Shippin...	Ship To	Country	Address 1	Address 2	City	Sta
CD - CDA	0	Domestic - St...	Alison Temple...	United Kingdom	Topeka House	Luther Challis Busi...	Barnwood, Glo...	

[Remove](#)

* Recording Type:

* Mail Qty:

* Media Shipping Method:

* Ship To:

* Address 1:

Address 2:

* Country:

* City:

* State/Province:

* ZIP/Postal Code: