

FAQ

InterCall Mobile Assistant

BlackBerry® Frequently Asked Questions

Below you will find frequently asked questions and answers about InterCall's Mobile Assistant.

Q: What is Mobile Assistant?

A: Mobile Assistant is a phone-based application that enables you to join a Reservationless-Plus® audio conference by clicking a single button from your mobile phone. You have the ability to configure your profile with numerous individual conferences that you regularly join or calls you host, allowing you to quickly join any meeting while you are on the road. Mobile Assistant for BlackBerry integrates with Reservationless-Pro and Genesys Meeting Center audio platforms as well.

Q: What are the system requirements for Mobile Assistant?

A: Currently we support BlackBerry 71xx, 72xx, 8xxx series, Apple iPhone, Android 2.1 and newer and a number of Windows Mobile 5/6 phones including Motorola Q, Samsung Blackjack, and the Nokia E62 from any carrier.

Q: How do I install Mobile Assistant?

A: Mobile Assistant for iPhone, Android and BlackBerry is available from the relevant app store. You may also visit <http://www.intercallapac.com/mobile/> and click the appropriate Download for your device. For Windows Mobile and Symbian phones, click on the Download button for '*Support for Other Platforms*'.

Q: How do I start Mobile Assistant?

A: Once installed, choose Mobile Assistant from your programs listing or from your main screen of your mobile phone.

Q: How do I create a new conference profile?

A: To create a profile, follow these instructions based on the type of phone you have:

- iPhone - Tap **Profiles** and select **Add New Profile**. Enter your name, dial-in number (optional) and select the default audio access method (dial-out or dial-in). Enter conference code and for Start profiles, your leader PIN.
- BlackBerry - From the main screen of Mobile Assistant, select **New Profile** and enter the profile name, conference and if you are the leader for the call, your leader PIN.
- Android - Select **Create Profile**. Enter profile name, dial-in number and associated conference code. If you are the leader tap **ON** next to leader PIN and enter your leader PIN.

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**Q: Can I edit a profile after it has been created?**

A: Yes. To edit a profile, follow these instructions based on the type of phone you have:

- iPhone - Select the relevant profile and click the arrow button to the right to access the profile details. Re-enter your details and click **Save**.
- BlackBerry - Select the relevant profile and click **Edit** from the menu to make changes to your profile.
- Windows Mobile - Click and hold the relevant profile name until a menu appears with the following options: Dial, Edit and Delete. Select **Edit** to make changes to your profile.
- Android - Tap and hold on the specific profile and select **Edit** to make any changes.

Q: How many conference profiles can I create?

A: You can store an unlimited amount of unique sets of audio conference details on iPhone and Android and up to 256 unique sets on BlackBerry—from weekly, recurring meetings to one time calls you need to attend while mobile.

Q: How do I start my conference call?

A: On an iPhone, select the profile of the conference that you wish to start. The iPhone will either dial out to you or prompt you to dial in based on your default audio access selection. When dialling in, Mobile Assistant will automatically enter the conference code for your call. When prompted, press **1** to start the call. Mobile Assistant on other phones will dial into the conference and automatically enter the conference code and leader PIN for your call.

Q: How do I join a conference call as a participant?

A: On an iPhone, select the profile of the conference you wish to join and follow the prompts to dial out to yourself or dial into the call. Mobile Assistant will automatically enter the conference code when dialling in. Mobile Assistant on other phones will dial into the conference and automatically enter the conference code for your call.

Q: What type of on-screen controls are available to manage my conference?

A: As a leader, on-screen conference controls are exclusive to the Mobile Assistant for iPhone. After answering your phone, return to the iPhone home screen and relaunch Mobile Assistant. Select **Control** from the bottom of the screen and select the profile you wish to control. To mute or disconnect an individual user, click on their name and select the appropriate button.

Q: When will Mobile Assistant be available for other mobile phones?

A: InterCall is actively working on providing this service for other mobile phones. When they become available, they will be announced on <http://www.intercallapac.com/mobile/>.

Q: Where can I report technical difficulties or make suggestions for Mobile Assistant?

A: If you have a technical problem with Mobile Assistant, or would like to make a suggestion, select **FAQ and Online Support** on <http://www.intercallapac.com/mobile/>. Follow the instructions to submit a question or search through the knowledge base.