

OVERVIEW

Reservationless-Plus

Frequently Asked Questions

When should I use Reservationless-Plus Conferencing?

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.

How do I schedule a Reservationless-Plus Call?

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

What features are available with Reservationless-Plus?

Reservationless-Plus offers a variety of features to enhance your call including recording, project codes for bill back, toll-free dial-in for international participants and operator assistance.

Can I still request operator assistance during my call?

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

How many participants can I have on a Reservationless-Plus Call?

You can have up to 125 participants on a Reservationless-Plus call.

How do I start a Reservationless-Plus conference call?

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.

How do participants join my Reservationless-Plus Call?

For participants to join your call, instruct them to:

1. Dial the Reservationless-Plus dial-in number at the specified time.
2. Enter the conference code followed by #.



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
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+65 6468 2255

Other Countries
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What happens when I can't remember my leader pin when I am initiating a conference call?

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. (Information is for security purposes)

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

After entering the incorrect conference code three times, you will be transferred to an operator for assistance.

What are my phone keypad commands?

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.

Will group mute continue to work for participants who join my call after I execute the command?

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

What is the purpose of my owner number?

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.

How do I access or change my conference code?

To access or change your conference code:

1. Go to www-apac.intercallonline.com
2. Log into your account
3. Click Manage Your Account
4. Click View/Edit Owner Information
5. Click View Product Details
6. Access and change your conference code

How do I access or change my leader pin

To access or change your leader PIN:

1. Go to www-apac.intercallonline.com
2. Log into your account
3. Click Manage Your Account
4. Click View/Edit Owner Information
5. Click View Product Details
6. Access and change your leader PIN



Where can I access my International toll-free service (ITFS) dial-in numbers and my international local dial-in numbers?

To access your International Toll-Free Service (ITFS) and International Local dial-in numbers:

1. Go to www-apac.intercallonline.com
2. Log into your account
3. Click Manage Your Account
4. Click View/Edit Owner Information
5. Click View Product Details
6. Click View All Reservationless-Plus Numbers

Where can I access my Reservationless-Plus account online?

You can access your Reservationless-Plus account online at www-apac.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.