

INSTRUCTION GUIDE

Secure International Conferencing

IICP Platform

Secure International Toll-Free (SITF) is an application in place to make certain your conference is as secure as possible. This application combats against unauthorized use of international dial-in numbers we provide to you. An extra authentication step is required to ensure callers using your International Toll-Free Service (ITFS) dial-in numbers are valid participants.



Instructions

The instructions below are intended for anyone utilizing ITFS services from India.

1. Dial your current ITFS number as you normally do.
2. You will be greeted with the following automated message:
 - o **“Welcome to the conference centre. Please enter your designated toll or toll free dial-in number.”**
3. Using the telephone keypad, enter the designated toll number which can be found on the leader’s conference account welcome email, InterCall Online and InterCall Unified Meeting invitation in parenthesis.
 - o For example, your invite will show:
India (Designated Toll #): 0008006501499 (62233900)
 - o In this case, the designated toll number is 62233900. Enter those digits onto your telephone keypad followed by a hash (#) key.
4. Once this digit sequence is correctly entered via the telephone keypad, you will be automatically transferred to the conferencing platform where you will be greeted in the standard way and asked to enter the Conference Code. The standard conference prompts can be followed from this point and callers will join the conference in the normal way.

Callers have three attempts to enter the designated toll or toll free dial-in number correctly. After the third incorrect attempt, the caller will be disconnected.

To request a new leader welcome e-mail, or for further assistance please contact the InterCall Customer Service using the contact details below:

- o **Australia:** 1800 468 225
- o **Singapore:** 1800 468 2255
- o **Hong Kong:** 800 901 603
- o **International:** +65 6468 2255
- o cservice@intercallapac.com

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

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