

OVERVIEW

# InterCall Multipoint Bridging

## Service Benefits of Dial-Out vs. Dial-In

### Why Does InterCall Prefer Dial-Out?

Accessing an InterCall video conference via dial-out allows for great flexibility and reduces the potential for customer confusion.

- When a customer books a video conference with InterCall, our scheduler first looks at the usage on each bridge for that particular date and time, then schedules time on the available ports. This process allows us to provide service on any of our numerous bridges from any of our video facilities. We can make adjustments to bridge assignments right up to the last minute allowing us to be much more responsive to any transport, infrastructure or location issues.
- When dial-in is used to access a video conference, a customer is locked into using a particular piece of infrastructure. Dial-in numbers are tied to specific bridges and, in some cases, to a specific port or card on that bridge. If we need to make any changes to which bridge the call will take place on, the customer must be contacted and made aware of the new dial-in number. While this in itself is not an issue - we're more than happy to provide new numbers to our customers - it can cause issues if the customer forgets to use the new number. Or if more than one change is made and multiple communications are sent with new dial-in numbers, the customer may not know which number to use. Allowing an InterCall Operator to dial-out and join customers to the video conference eliminates any possibility of confusion.



### Why Do InterCall Customers Prefer Dial-Out?

InterCall customers understand the benefits of accessing their video conferences via dial-out.

- When using dial-out, our customers can rest assured that since we call out to the site to establish the call, it will be up and running when they are ready to begin
- Video conferences that are started via dial-out are more likely to start on time than calls established via dial-in. Dial-out allows InterCall to be proactive when troubleshooting any connection issues that may arise during the call's set up time so that nothing impacts your start time.
- InterCall customers benefit from our ability to purchase bulk minutes from the ISDN carriers and our ability to connect over multiple carriers. During our certification tests that are run as part of the dial-out procedure, we not only check the speeds at which your video conference system can interact with our bridge but the different carriers that will allow us to route to your video conference system.
- Customers that are not everyday users of video conferencing love the ease of use that dial-out delivers. All they have to do is make sure the unit is powered on and set to auto-answer - that's it! The InterCall Operator manages everything else that needs to be done to establish the call.

#### 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

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