



InterCall Mobile Assistant

iPhone Installation and User Guide



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 InterCall is a subsidiary
of West Corporation

AAP/EOE

Install Mobile Assistant

- 1 Go to the Apple App Store and search for the InterCall Mobile Assistant application.
- 2 Follow the standard installation process on the App Store to download and install the application.

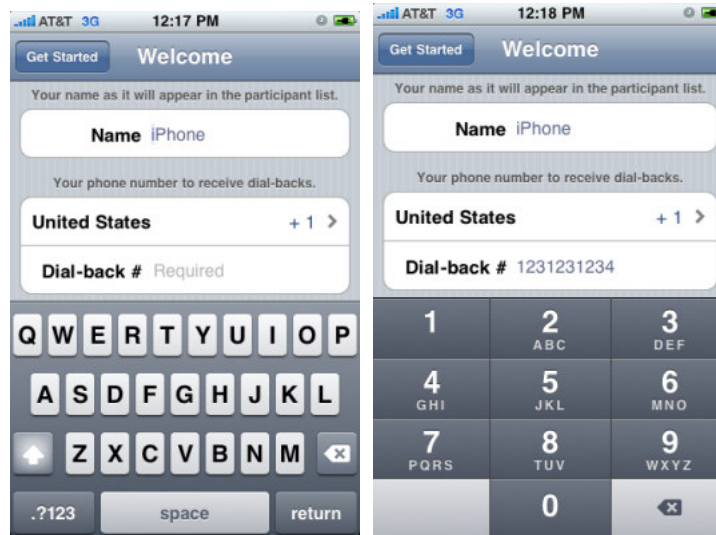


Set Up Mobile Assistant

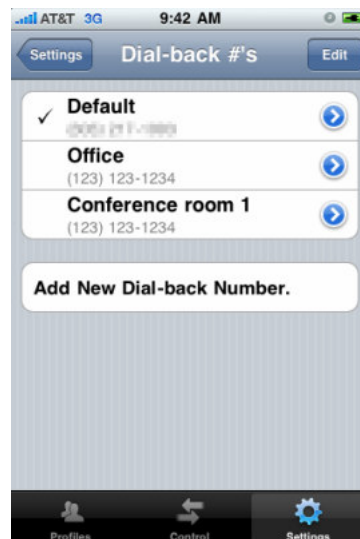
- 1 Select **Mobile Assistant** from the Home page of your phone, shown as a blue InterCall icon.



- 2 When the application is first started, you will need to set up your default name and your dial-back number or numbers. Enter your name, and then select the country where you are located and enter your phone number. Click **Save Settings**.

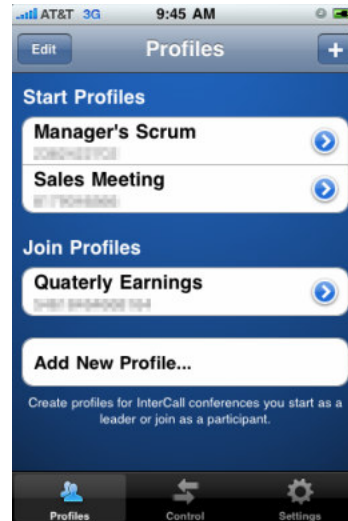
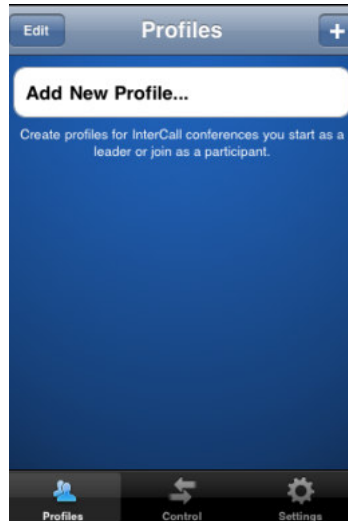


- 3 You may enter multiple dial-back numbers as required by going to the **Settings** screen and clicking the **Add** button.



- 4 Next, click **Profiles** and then select **Add New Profile**. You can set up two types of profile:
 - A **Start** profile consists of a name describing the account, your conference code and your leader PIN. This profile allows you to start a conference as the leader.

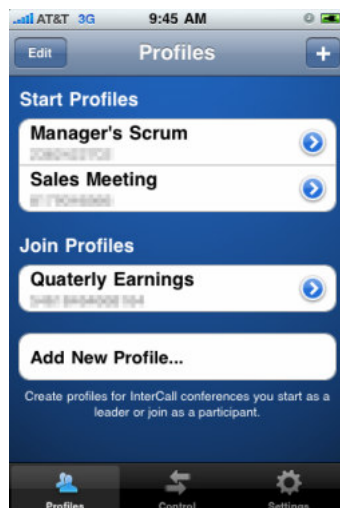
- A **Join** profile consists of a name describing the account/meeting and a conference code for that call. This profile allows you to join a conference as a participant.
- 5 Once all fields are entered, click **Save** at the top, right of the screen.
 - 6 Repeat for all conferences you Start or Join.



Start or Join a Meeting Using Mobile Assistant

- 1 Open **Mobile Assistant** and select **Profiles**. Choose the appropriate profile for that conference.

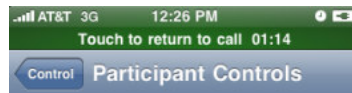
Remember, your Join profile allows you to join another person's conference call and your Start profile allows you to start the call as the leader.



- 2 Select the appropriate dial-back number. Your phone will ring and you will be prompted to press **1** to access the conference.

Control a Conference Using Mobile Assistant

- 1 After answering your phone, return to the iPhone home screen and re-launch the Mobile Assistant application. Select **View** from the selection at the bottom of the screen.
- 2 Select the appropriate profile for the conference you wish to control. You can only control and view conferences you started as the leader. You will be presented with a list of the participants currently in the conference.
- 3 Use the controls at the bottom of the page to manage your call.
- 4 To mute or disconnect an individual user, click on their name and select the appropriate button.



iPhone
~~(303) 217-1000~~
Main Conference

Disconnect

Mute

- 5 To return to the main conference, click the **Control** button at the top of the screen.

(*Note: Depending on your data connection, it may take a few seconds to update the status on the main conference)

* InterCall's Mobile Assistant download is free. All InterCall conferencing charges and other service fees still apply.