

InterCall Centres Audio Controls User's Guide



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Using the InterCall Centres suite of services, powered by WebEx™, you have the ability to add an InterCall Reservationless-PlusSM audio conference to the web portion of your meeting. Audio controls are available* on MeetingCentre™, EventCentre, and TrainingCentre. This guide provides details on how to add your Reservationless-Plus account information to your profile, schedule, join and manage the audio conference portion of your meeting.

*Please reference the InterCall Centres Audio Controls Release Notes posted at www.intercallcentres.com to read about specific known issues and limitations. Audio controls are not available on SupportCentre.

*If you would like to use Audio Controls during your One-Click meeting, please refer to the One-Click Meeting User's Guide for detailed instructions.

Adding your Reservationless-Plus account to your profile

On your branded website, you can add your Reservationless-Plus account information to your profile. This allows you to manage your online meeting and audio conference from the same web interface. To add your Reservationless-Plus account information to your profile, please follow the steps below.

- 1 Login to your branded website with your user name and password (i.e. <http://company.webex.com>). If you do not have a user name or password, please contact your site administrator.
- 2 Once you have logged in to your account, click on 'Host a Meeting/Session/Event'. In the drop-down menu that appears, click on 'Schedule a Meeting/Training/Event'.
- 3 For MeetingCentre, select step 3, 'Teleconference', in the scheduling wizard. For TrainingCentre and EventCentre, scroll down to the Teleconference section. From there select 'Change audio options' located at the bottom of the page under 'Audio Options'.

- 4 This section allows you to store up to three different Reservationless-Plus accounts (they must be added one at a time).

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- 5 Select 'Add Teleconferencing Account'.
- 6 In the 'Add Teleconferencing Account' window, enter:
 - a. Your toll-free Reservationless-Plus telephone number into the toll-free call-in number field.
 - b. Your toll Reservationless-Plus telephone number into the toll call-in number field.
 - c. Your Conference Code into the Conference Code field.
 IMPORTANT: If you do not have a toll Reservationless-Plus telephone number, enter zeros (0) into the toll call-in number field.
 - d. Your Leader PIN into the Leader PIN field.
- e. Click OK.
- 7 If you will be using these audio conferencing numbers frequently, save this information as a template. Please see the Host User Guide for more additional information on this feature.

Add teleconferencing account window

Add Teleconferencing Account

Toll-free call-in number: Country/Region Area or city code: Number:

Toll call-in number: Country/Region Area or city code: Number:

Conference Code:

Leader PIN:

Scheduling the audio conference

With MeetingCentre and TrainingCentre, you can schedule a meeting/session and then click 'Start' to simulate an instant meeting/session. There is no instant meeting simulated option on EventCentre. In both instances, you can select a audio conference. When you select your audio conference, you have three different options.

- + No teleconference service
- + Reservationless-Plus from InterCall
- + Other teleconference service

No Teleconference Service

If you do not require a audio conference for your meeting, click on the radio button next to 'None'.

Reservationless-Plus From InterCall

IMPORTANT: This is the option that is linked with Reservationless-Plus audio controls.

To use your InterCall Reservationless-Plus account, click on the radio button next to 'Reservationless-Plus from InterCall'. Then click on the radio button next to the appropriate account (e.g. Account1, Account2, Account3) if necessary.0

| If You Would Like... | Then... |
|----------------------------------|--|
| Attendees to call in | Click on the radio button next to this option. |
| Attendees to receive a call back | Click on the radio button next to this option. |

NOTE: If you select the call in option, it will show the participants' names as well as reference to a 'Call-in Use'" on the participant list.

Other Teleconference Service

If you would prefer to use either InterCall's Operator Assisted or our Automated audio conferencing service, click on the radio button next to 'Other teleconference service', and type the dial-in information and passcode (if applicable) in the instructions box that appears.

Joining the audio conference

There are two different ways for attendees to join the audio conference, depending upon how the host scheduled the meeting. Attendees can join by:

- + Dialling in
- + Receiving a call back.

Either way, if the host opts to use Reservationless-Plus from InterCall when scheduling the meeting, a 'Join Teleconference' dialog box appears when attendees join the meeting. Attendees can also access the 'Join Teleconference' dialog box by clicking on 'Participant' on the main menu, followed by 'Join Teleconference'.

Dialling In

Follow the steps listed in the table below to dial into the Reservationless-Plus audio conference.

| Step | Action |
|------|--|
| 1 | Call the phone number listed. |
| 2 | Enter your Conference Code followed by the hash sign (#). |
| 3 | Press star (*) if you are the Leader. |
| 4 | Enter your Leader PIN followed by the hash sign (#). |
| 5 | Press 1 to start or join your conference. |
| 6 | Click on the 'OK' button on the 'Join Teleconference' dialog box once you are connected. |

Receiving a Call Back

Follow the steps listed in the table below to receive a call back from MeetingCentre.

| Step | Action |
|------|---|
| 1 | Select your country from the drop down box. |
| 2 | Type the area/city code in the textbox provided. |
| 3 | Type your phone number in the textbox provided. |
| 4 | Click on the 'OK' button. A 'Calling' prompt appears in the bottom left-hand corner of your screen and your phone should ring. |
| 5 | Answer the phone and you should hear a greeting. |
| 6 | Press 1 to join the conference and you are connected. Note the 'Call Connected' prompt in the bottom, left-hand corner of your screen. You'll notice that the audio conference number, Conference Code, and Leader PIN are listed on the 'Info' tab |

Leaving the Audio Conference

Once you join the audio conference, the 'Join Teleconference' option on the Participant main menu becomes the 'Leave Teleconference' option. So, if you would like to leave the audio conference, click on 'Participant' on the main menu, followed by 'Leave Teleconference'.

Managing the audio conference

Muting

To mute your audio line, click 'Participant' on the main menu, followed by 'Mute', or right-click on your name on the Participants tab and click on 'Mute'. Once you are muted, a red X will appear next to the phone icon alongside your name (for meetings scheduled with the call-back option only).

NOTE: The meeting host can right-click on any attendee's name on the Participants tab and mute their audio line.

Unmuting

To unmute your audio line, click 'Participant' on the main menu, followed by 'Unmute', or right-click on your name on the Participants tab and click on 'Unmute'. Once you are unmuted, the red X disappears from the phone icon alongside your name (for meetings scheduled with the call-back option only).

Muting All

To mute all attendees' audio lines, click 'Participant' on the main menu, followed by 'Mute All'. The phone icon beside each attendee's name will have a red X by it. Or you can right-click on any attendee's name on the Participants tab, and click on 'Mute All'.

Unmuting All

To unmute all attendees' audio lines, click 'Participant' on the main menu followed by 'Unmute All'. The red X disappears from the phone icon alongside each attendee's name. Or you can right-click on the Participants tab, and click on 'Unmute All'.

Muting Attendees on Entry

To have attendee's audio lines muted when they join the audio conference, click 'Participant' on the main menu, followed by 'Mute Attendees on Entry'. A checkmark appears next to this option when it is active.

To deactivate this option, click on 'Participant' on the main menu, followed by 'Mute Attendees on Entry'. The checkmark next to this option disappears.

Inviting Attendees by Phone

Follow the steps listed in the table below to invite attendees by phone.

| Step | Action |
|------|--|
| 1 | Click 'Participant' on the main menu. |
| 2 | Highlight 'Invite'. |
| 3 | Click 'B Phone'. The 'Invite by Phone' dialog box appears. |
| 4 | Type the attendee's name in the 'Name' textbox. |
| 5 | Select the attendee's country and then type their area/city code and phone number in the text boxes provided. |
| 6 | Click the 'Call' button. Note: If you reach the attendee's voicemail or if the attendee is not there, simply click on the 'Hang Up' button. |
| 7 | Click the 'Conference' button to add the attendee to the audio conference |

Renaming Attendees

Follow the steps listed below to rename an attendee.

| Step | Action |
|------|---|
| 1 | Right-click on the attendee's name on the 'Participants' tab. |
| 2 | Click 'Rename'. |
| 3 | Type the attendee's name in the textbox. |
| 4 | Click off of the text box after typing the attendee's name. |

Note: If you rename a Call-in User, it will only show up your own participant list. It will not show up for all meeting participants.