

USER GUIDE

Mobile Assistant

iPhone and iPad

If you are a frequent traveler or often join meetings while out of the office, InterCall's Mobile Assistant, a free application from InterCall, allows you to access all your meetings with a single tap of the screen—all from your iPhone and iPad.

The iPhone and iPad version of the application joins you to your meeting by dialing out to your phone from the conference—in much the same manner that web conferences initiate connections. You have the option to start a conference or join as a participant. If hosting a conference, you also have conference controls available to you directly from your iPhone and iPad.

Make starting and joining your Reservationless-Plus conferences from your mobile phone faster and simpler.

- Start, join and control a conference call with a few taps of the screen.
- Store an unlimited amount of unique conferencing profiles on your iPhone.

Installing Mobile Assistant

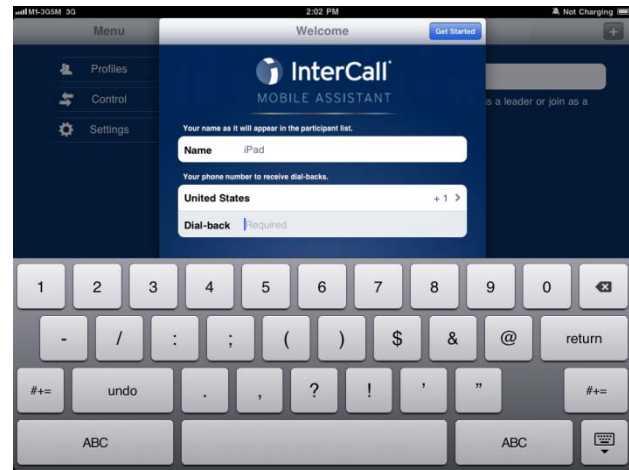
1. Go to the Apple App Store and search for the InterCall Mobile Assistant application.
2. Follow the standard installation process in the App Store to download and install the application.
3. After installation, you will find the InterCall icon on your home screen.





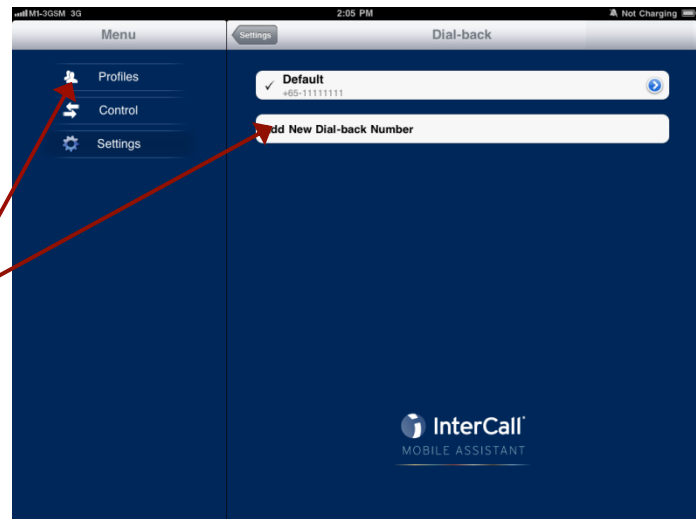
Setting Up Mobile Assistant

1. Select **Mobile Assistant** from the Home page of your iPhone or iPad.
2. When the application is first started, you will need to set up your default information. Enter your name, select the country where you are located and enter your dial-back number(s). A dial-back number is the phone number you would like to be called for your conferences when the dial-out option is chosen.
3. Click **Save Settings** or **Get Started**.



4. You may enter multiple dial-back numbers if required by going to Settings.
 - Getting to the Settings page:
 - iPhone - Tap the **Settings** icon on the taskbar at the bottom of the Mobile Assistant Home screen. Select the **Dial-Back #** field.
 - iPad: Tap **Settings** on the sidebar on the left side of the Mobile Assistant Home screen. Select the **Dial-back #** field.

5. Select **Add New Dial-Back Number**.
6. Fill in the required details and select **Save**.
7. Next, click **Profiles** on the menu bar and then select **Add New Profile**. You can set up two types of profiles:



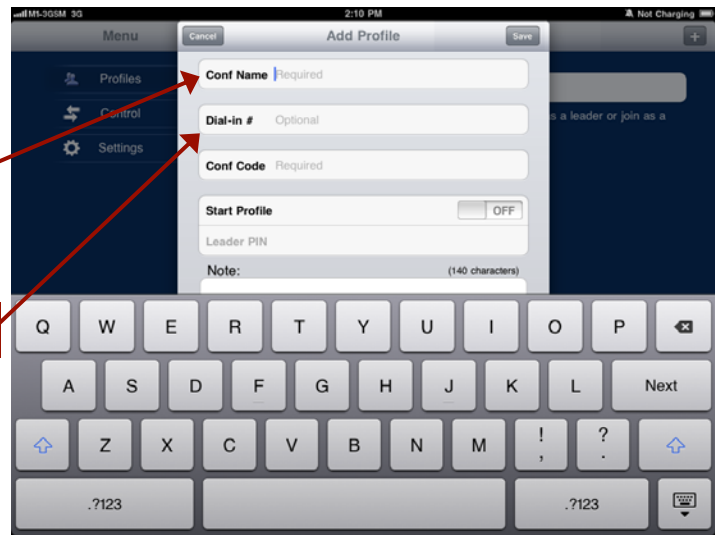
- A Start profile allows you to start a conference as a leader if you have an existing Reservationless-Plus account.
- A Join profile allows you to join a conference as a participant.

8. After selecting **Add New Profile**, input your **Conference Name**. The conference name can be the title of the meeting or the name of the conference leader.



9. For the iPhone, you may configure your default audio access method to **Dial-Out** or **Dial-In**.

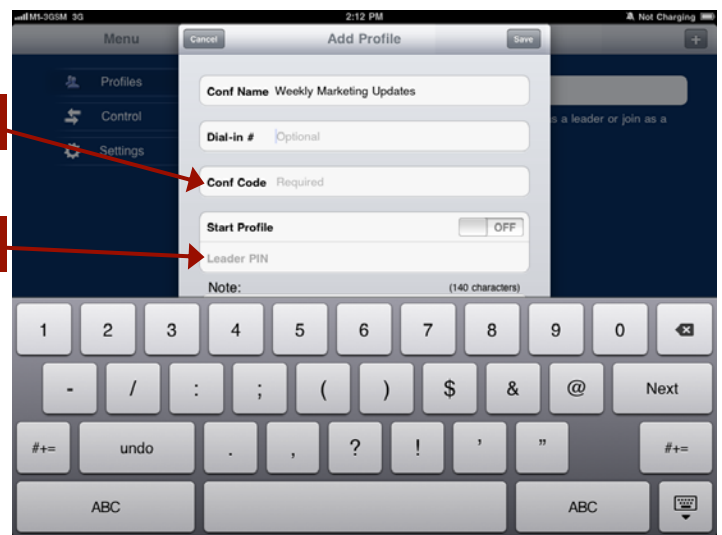
- When choosing **Dial-Out**, you will receive a call on your phone at your default dial-back number as soon as you select **Join Conference** and you will be requested to enter 1 to join the conference.
- If Dial-In is your default, you will be prompted to dial into the conference. Mobile Assistant will automatically dial the phone number and enter the conference code for your call.



For the iPad, the default is dial-out. You may not configure this to dial-in. You may still input your dial-in number for your reference.

10. Enter the **Conference Code**. The conference code is the numeric code used to connect you to a specific conference and can be found in your meeting invitation or your InterCall welcome email.

11. Fill in the Start profile details. If you are the conference leader, this option should be **ON** and you are required to enter you **Leader PIN**. There will be a system check to see if your conference code and leader PIN are valid. You will receive an error message if the credentials are invalid and you will be requested to enter the correct conference code and leader PIN before your profile can be saved.



If you are joining as a participant, keep this option **OFF**.

12. Once all fields are entered, click **Save** at the top, right of the screen.

13. Repeat for all conferences you start or join.



Starting or Joining a Meeting Using Mobile Assistant

1. Open **Mobile Assistant** and select **Profiles**. Choose the conference you would like to start or join.

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

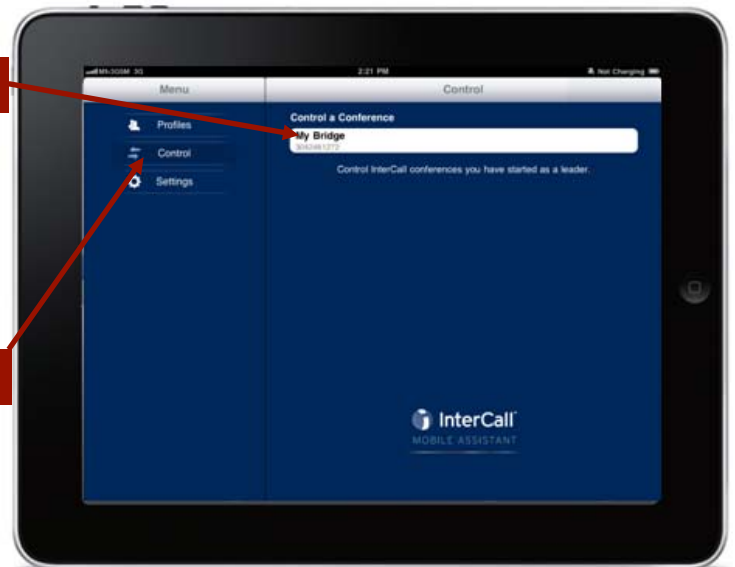
2. If your Join profile is defaulted to dial-out, click **Dial-Out** when prompted to be called at the number saved in your profile. Your phone will ring and you will be prompted to press 1 to access the conference.



If **Dial-In** is your default, you will be prompted to dial into the conference using the stored dial-in number. Mobile Assistant will automatically enter the conference code for your call.

Controlling Your Conference Using Mobile Assistant

1. After your call has started, go back to the Home screen of the Mobile Assistant application.
2. Select **Control** from the Menu bar.
3. Choose the profile you wish to control.





Using Your iPhone/iPad Call Controls

As a leader you can control your conference using our friendly interface.

End your call →

See who's joined your conference →

Mute all participants →

Dial out to connect participants to your meeting

Secure your conference—lock the meeting room door to avoid unwanted participants

Record your meeting for future playback

Manage each participant by tapping their connection.

For the iPad, you will need to select the “**Conf Controls**” on the right hand corner of the screen to display the conference control options available, similar to those available for the iPhone. The participant list is also displayed on screen:



Additional Features

You may also access the following from the Settings tab:

- **Support** - Takes you to the Technical Support page of the InterCall web site for basic troubleshooting or to request technical assistance.
- **About** - Displays the version of the Mobile Assistant application installed.
- **Sign up for an InterCall account** - Directs you to the InterCall web site to sign up for a Reservationless-Plus account. You may proceed to fill in the details required to subscribe.