



Reservationless Plus®

Frequently Asked Questions



Information Hotline

0871 7000 170
+44 (0)1452 546742
conferencing@intercalleeurope.com

Reservations

0870 043 4167
+44 (0)1452 553456
resv@intercalleeurope.com

www.intercalleeurope.com

Reservationless Plus is InterCall's reservationless conferencing solution. Below are frequently asked questions about setting up a conference call and using the reservationless conferencing features.

WHEN SHOULD I USE RESERVATIONLESS PLUS CONFERENCING?

You can use Reservationless-Plus conferencing anytime you are hosting smaller meetings that do not require a reservation or an operator to conduct a call.

HOW DO I SCHEDULE A RESERVATIONLESS PLUS CALL?

No reservations are required with Reservationless-Plus. Just inform your participants of the time, day and dial-in information.

WHAT FEATURES ARE AVAILABLE WITH RESERVATIONLESS PLUS?

Reservationless-Plus offers a variety of features to enhance your call including record and playback, project codes for bill back, freephone dial-in for international participants and operator assistance.

CAN I STILL REQUEST OPERATOR ASSISTANCE DURING MY CALL?

At any time during your call, you can request an operator simply by pressing *0 on your phone keypad.

HOW MANY PARTICIPANTS CAN I HAVE ON A RESERVATIONLESS PLUS CALL?

You can have up to 125 participants on a Reservationless-Plus call.

HOW DO I START A RESERVATIONLESS PLUS CONFERENCE CALL?

To start a call:

- 1 At the specified time, dial your Reservationless Plus dial-in number.
- 2 Enter your conference code followed by #.
- 3 Press * to identify yourself as the leader.
- 4 Enter your leader PIN followed by #.
- 5 Press **1** to begin your conference or press **2** to change your default conference options.
- 6 If the security passcode option is enabled you will enter it at this time.

HOW DO PARTICIPANTS JOIN MY RESERVATIONLESS PLUS CALL?

For participants to join your call, instruct them to:

- 1 Dial the Reservationless Plus dial-in number at the specified time.
- 2 Enter the conference code followed by #.
- 3 If the security passcode option is enabled the participant will enter it at this time

WHAT HAPPENS WHEN I CAN'T REMEMBER MY LEADER PIN WHEN I AM INITIATING A CONFERENCE CALL?

After entering the incorrect PIN three times, you will be transferred to an operator. In order to receive your leader PIN, you must provide the operator with your correct owner number and your first and last name.

WHAT HAPPENS WHEN EITHER I OR A PARTICIPANT ENTERS THE WRONG CONFERENCE CODE WHEN JOINING A RESERVATIONLESS PLUS CALL?

After entering the incorrect conference code three times, you will be transferred to an operator for assistance.



WHAT ARE MY PHONE KEYPAD COMMANDS?

Once dialled into your conference, simply use your telephone keypad to access these commands:

- *0 Operator assistance – Conference
- 00 Operator assistance – Individual
- *1 Dial-out to a participant - Leader Only
- *2 Begin/end conference record - Leader Only
- *3 Change entry/exit method (recordings, tones, silence) - Leader Only
- *4 Private roll call
- *5/#5 Mute/Unmute – Group (all lines except Leader) - Leader Only
- *6/#6 Mute/Unmute – Individual
- *7/#7 Lock/Unlock conference (including Operator) - Leader Only
- *8 Allow/Disallow conference continuation - Leader Only
- *9 Start/Join sub-conferencing
- 11 Third-party conference start - bypass hold music to start call as leader
- *51/#51 Lecture mode On/Off - Leader Only
- #99 Disconnect all lines except Leaders - Leader Only
- *# Participant count
- ** List available keypad commands

Please note: Some of the above commands may not be enabled on your account

WILL GROUP MUTE CONTINUE TO WORK FOR PARTICIPANTS WHO JOIN MY CALL AFTER I EXECUTE THE COMMAND?

Yes, participants that join the conference after you complete the Group Mute command will be muted.

WHAT IS THE PURPOSE OF MY OWNER NUMBER?

Owner numbers are assigned to each InterCall user and are your unique identifier. When you are setting up a conference with an operator or requesting edits to your account settings, your owner number is used to identify your InterCall account.

HOW DO I ACCESS OR CHANGE MY CONFERENCE CODE?

To access or change your conference code:

- 1 Go to www-emea.intercallonline.com
- 2 Log into your account
- 3 Click **Manage Your Account**
- 4 Click **Owner Profile**
- 5 Click **View Product Details**
- 6 Access and change your conference code

HOW DO I ACCESS OR CHANGE MY LEADER PIN?

To access or change your leader PIN:

- 1 Go to www-emea.intercallonline.com
- 2 Log into your account
- 3 Click **Manage Your Account**
- 4 Click **Owner Profile**
- 5 Click **View Product Details**
- 6 Access and change your leader PIN



WHERE CAN I ACCESS MY INTERNATIONAL TOLL-FREE SERVICE (ITFS) DIAL-IN NUMBERS AND MY INTERNATIONAL LOCAL DIALIN NUMBERS?

To access your International Toll-Free Service (ITFS) and International Local dial-in numbers:

- 1 Go to www-emea.intercallonline.com
- 2 Log into your account
- 3 Click **Manage Your Account**
- 4 Click **Owner Profile**
- 5 Click **View Product Details**
- 6 Click **View All Reservationless-Plus Numbers**

WHERE CAN I ACCESS MY RESERVATIONLESS-PLUS ACCOUNT ONLINE?

You can access your Reservationless-Plus account online at www-emea.intercallonline.com. Once you are logged in, you have the ability to schedule and start meetings, present slides and archive your conference call on the web.