

Reservationless-Plus Web-enabled Conferencing Leader Guide

Web Moderator Leader Guide

Access to your Reservationless-Plus Owner details, conference default options and online web tool is available by logging into InterCall Online (www-emea.intercallonline.com).

MANAGING YOUR ACCOUNT

You control your Reservationless-Plus account and conference details by selecting 'Manage My Account' and then 'Owner Profile'. From here, you can:

- +View and edit information associated with your account, for example, your name, address, telephone number and email.
- +View and change your Reservationless-Plus conferencing options.
 - Select a new Conference Code and Leader PIN
 - Change the way your participants enter and exit your calls (for example, tone played into the call)
 - Allow the conference to continue after you have left the call
 - Add another level of security for the call via a passcode, decided by you.

All changes made remain as the default for all your future Reservationless-Plus calls.

SCHEDULING A MEETING

Click 'Schedule My Meeting' and select Reservationless-Plus from the list of audio services.

On the meeting information page select the date, time, time zone and duration (in minutes) of your call and then complete the scheduler and Leader information boxes.

If you want to receive an email confirmation of the booking, you can request that an email be sent to yourself on the Participant list section.

You can now submit the meeting information or choose to add participants and/or include a presentation for your call.

ADDING PARTICIPANTS

On the 'Participant List' page, either select a participant from a distribution list in your InterCall Online address book or manually add a participant by completing the required fields with the name, phone number and email address of each attendee.

Email notices and reminders are automatically sent to each participant on the list. To turn this feature off, de-select the check boxes next to each participant's name. The default setting for reminder emails is 10 minutes before the start of the call. There is an option to change this setting at the bottom of this page. You can also customise the email that is sent to participants by typing a message in the text box on the screen.

ADDING PRESENTATIONS

You can upload a maximum of three PowerPoint® presentations for any scheduled conference call. Any previously uploaded presentations appear as a list on the page. Follow the onscreen instructions to add a new presentation to the list.

SAVING A CONFERENCE

When you have completed all the options for your call, click 'Submit'. Details of the scheduled conference are sent in an email to you and are available to view, amend or cancel on the 'My Meetings' page. If you cancel a scheduled conference, an email is sent to you and any invited participants notifying them of the cancellation.



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0870 043 4167
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www.intercalleeurope.com

Starting the meeting

LEADER ENTRY

To launch the Reservationless-Plus Web Moderator for a scheduled meeting, select the required meeting details from either the 'Today's Upcoming Meetings' or 'My Meetings' call management tool and click 'Start' in the bottom right hand corner of the tool.

To launch the Web Moderator for an unscheduled meeting, from within the 'Today's Upcoming Meetings' or 'My Meetings', click the drop down arrow next to where it says 'Start an Unscheduled Meeting' and then select 'Reservationless-Plus'. Your web-enabled conference will begin automatically.

You also need to access the audio portion of your call.

- +Dial your permanent Reservationless-Plus telephone number.
- +Enter the Conference Code followed by the hash (#) sign.
- +Press the star (*) sign to identify yourself as the Chairperson/Leader.
- +Enter the Leader PIN followed by the hash (#) sign.
- +Press 1 to begin the conference.

The audio portion of the conference is now in session.

PARTICIPANT ENTRY

Participants dial into the call and enter the Conference Code. By following the voice prompts, they will be joined to the audio portion of your call.

If you would also like to invite participants to join the web-enabled call, provide them with the website address (www-emea.intercallonline.com) and ask them to click 'Join A Meeting', on the home page. They must enter the Conference Code, their name and email address before they will be joined to the call.

MANAGING THE CONFERENCE

Taking control of all aspects of your conference is simple. The following is the main screen that will help you navigate throughout your call:

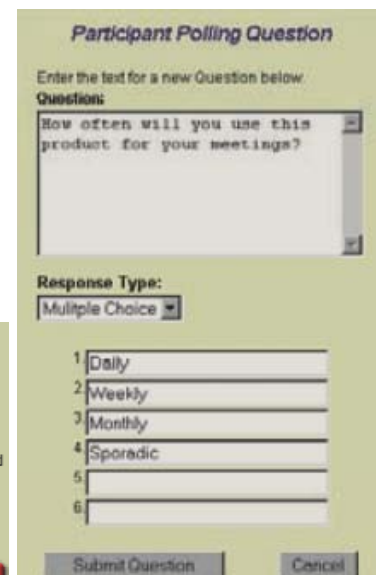
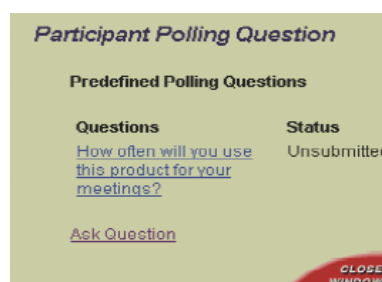


POLL PARTICIPANTS TAB

If you want to poll participants, from within the Web Moderator click 'Poll Participants' and then 'Ask Question'. A new window appears in which you can type your question. As soon as you click 'Submit Question', the question appears on the screen of your web audience.

Results (both numeric and percentage of votes) appear on your polling pop-up screen in real-time as participants respond.

There is no facility to save polling results. As soon as you close the polling screen, the results are no longer available to you.



PRESENT IT TAB

This is the standard screen that greets you when you enter the web-enabled part of the call. From here, you can:

- +Upload a new presentation. Clicking this link opens a new window where you can:
 - Browse to find the PowerPoint file you wish to load.
 - Select a name for the presentation.
 - Choose the slide size. This defaults to medium which is the recommended viewing size for all presentations.
 - Click the upload button. The presentation is now available to view on the screen.
- +Select a previously loaded presentation. The list shows all the presentations that you have loaded on your 'Manage Your Account' page.
- +Select which slides to present by clicking on the slide name under 'Select a Slide'.

You can view a presentation by using the following navigational tools:



Click this key to go to the previous slide.

Present Mode

This allows you to show the presentation to your participants. If you are in Present Mode, there is a green box around the slides shown on your screen.

Preview Mode

If you click 'Present Mode', the 'Preview Mode' key appears. This allows you to preview the presentation without showing the slides to your audience. If you are in Preview Mode, there is a red outline around your slides shown on your screen.

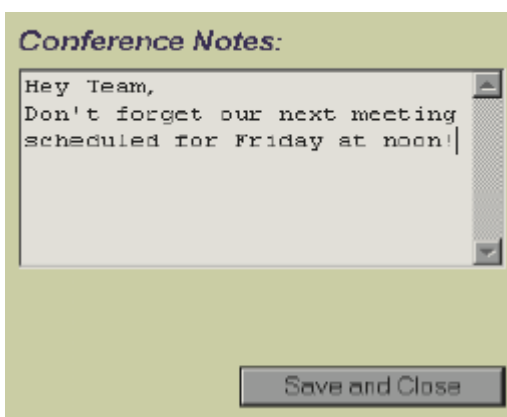


Click this key to go to the next slide.

CONFERENCE NOTES TAB

This feature provides a space for you to make notes during a meeting. Type your notes and click 'Save and Close'. You can amend or add to your notes later in the conference if required. If you close the pop-up window without clicking 'Save and Close', your notes will no longer be available. If you would like to save the notes after the call, copy and paste them into a word package.

Conference notes are read-only for participants.



HELP TAB

This tab opens a list of help topics that you can use if you have a query during your conference call.

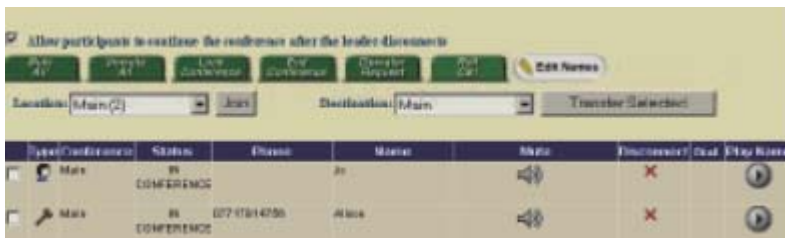
'WHO'S ON THE PHONE' TAB

This is the area where you can see who has dialled into your audio conference. From here you can:

- +Mute all lines.
- +Unmute all lines.
- +Lock the conference.
- +End the conference.
- +Request operator assistance – either individually or into the call.
- +Hold a roll call.
- +Edit names.
- +Listen to the names of individual participants played back into your audio call by clicking the 'Play Name' button next to each caller's name.
- +Transfer participants into sub-conferences. There are two tabs available to you. The 'Destination' tab allows you to transfer participants between the main conference and sub-conferences and the main conference. Check the box next to a participant's name, select the sub-conference from the 'Destination' drop-down menu and then click 'Transfer Selected'. The 'Location' drop-down menu shows a list of how many callers are in each conference. Select a sub-conference from the list and the screen refreshes to show only those callers in that conference.

Audio controls are only applicable for the conference/sub-conference that you are currently in.

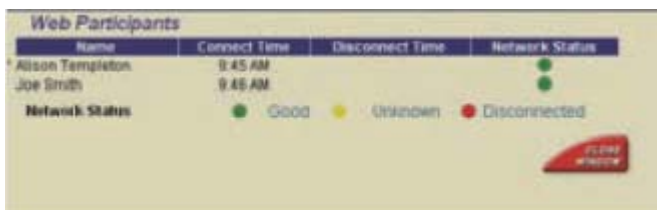
These controls can also be accessed by using your Reservationless-Plus telephone keypad commands.



WHO'S ON THE WEB' TAB

This is the area where you can view who has dialled into your audio conference. From this screen you can see:

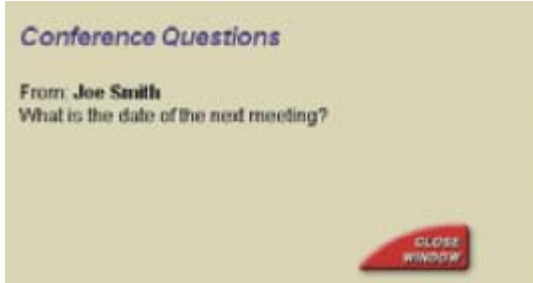
- +A list of names (participants must enter their name and email address as part of the log on process).
- +The time each individual logged onto the site.
- +The time they disconnect from the site.
- +The status of their network connection (good, unknown, or disconnected).





'WHO'S GOT A QUESTION' TAB

This alerts you that there is a question from the audience. When selected, a new window opens and the question and who has asked it is displayed.



LOG OUT BUTTON

When you have finished the conference, click the log out button. The Web Moderator window closes and automatically returns participants to the Reservationless-Plus home page.