



# InterCall Centers

## Audio Controls Release Notes



**For more information:**  
877.333.2666  
[www.intercall.ca](http://www.intercall.ca)

Users with an InterCall Reservationless-Plus® audio account are able to control their audio conference from within the web interface.

This document includes a summary of the Audio Controls feature including known issues and limitations. We are working to correct these issues but please take note of the items listed below.

### Key Features of the Audio Controls

- + Schedule and send invitations to your web conferences that include your Reservationless-Plus Dial-In information without manually typing it in each time.
- + Start instant meetings with your Reservationless- Plus audio information included.
- + Select “call-in” or “call-back” options for attendees.
- + See participants’ connection status – both on the phone and on the web – using the participant list phone indicator.
- + Mute and unmute audio participants’ lines – participants can also perform this function for their own lines.

### Audio Controls Known Issues and Limitations

#### EXPELLING A PARTICIPANT

- + If the host expels a participant from the conference, the service will remove the expelled participant’s name from the participant list without confirmation that the person has been disconnected from audio conference. Please verify that the participant has disconnected from the audio portion before continuing your conference.

#### MUTE ATTENDEES UPON ENTRY

- + The mute on entry option does not automatically mute attendees’ phone lines.. To mute attendees upon entry to the meeting, select \*5 to mute and #5 unmute on your telephone keypad.

#### PARTICIPANT LIST DISPLAY

- + When using the “Attendees Call-In” option, participants will not see a phone indicator by their name. Instead, they will see “Call-In User” to indicate they are in the audio conference and they will see their name to indicate they are in the web conference portion. There is not a mechanism to tie the “Call-In User” to the name of the person connected to the web conference.
- + When renaming the “Call-In User” in the participant list, it will only display for the individual that changed it.

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- + When using EventCenter, the participant list does not automatically show the phone indicator icon and status changes (i.e. muted) next to each participant's name. You must click the Refresh button in order to see the participant's phone status.

### **BREAKOUT SESSIONS (TRAININGCENTER ONLY)**

- + When attendees use the Call-In option to join a TrainingCenter session, the user must use the telephone keypad commands to join a breakout session. The Call-In user will not be joined automatically by the integrated audio.
- + When attendees use the Call-In option to join a breakout session, the "Call-In User" names will not appear in the breakout session participant list. It is recommended that all attendees identify themselves when joining the breakout sessions.
- + There is a maximum of nine breakout sessions allowed.

### **ENDING A MEETING**

- + When ending the meeting, both the web meeting and audio conference are disconnected at the same time.

### **Additional Recommendations**

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InterCall recommends using alternative audio conference services such as Operator-Assisted or Direct Event for the audio portion of your meeting if you are conducting an event or have more than 125 participants in your meeting. Reservationless-Plus is scalable up to 125 participants and is not designed for large meetings or events. Please contact your sales representative for more information on InterCall's event audio services.

## Contacting InterCall

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### **TECHNICAL SUPPORT**

For information about receiving technical support for InterCall Centers, refer to the InterCall Centers website at [www.intercallcenters.com/contact.htm](http://www.intercallcenters.com/contact.htm).

### **TRAINING**

For information about receiving Training on InterCall Centers, refer to the InterCall Centers website at [www.intercallcenters.com/training.htm](http://www.intercallcenters.com/training.htm) and select Training.

### **SALES**

For information about InterCall's conferencing services, please contact your sales representative or visit [www.intercall.com](http://www.intercall.com).

For additional information about using the InterCall Centers suite of services, please refer to our website at [www.intercallcenters.com](http://www.intercallcenters.com)