InterCall Online

Guide for Administrator Account Management

InterCall

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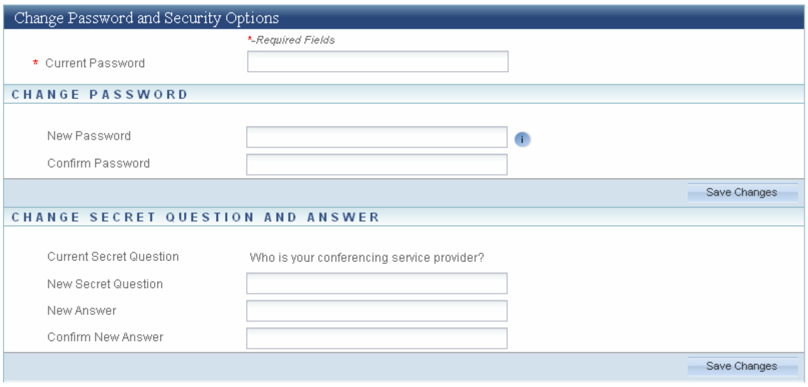
Depending on the level of access you have as an administrator, you have the ability to add, change and delete owner accounts, set up various billing groups or invoice points, view and edit your company profile, and approve new owner account requests.

To access your administrator tools, log in using your administrator username and password and click on Manage My Account.

1. Change Your Password & Security Settings

To select a new password for the site or to change your secret question and answer, click Change Your Password & Security Settings when accessing Manage My Account.

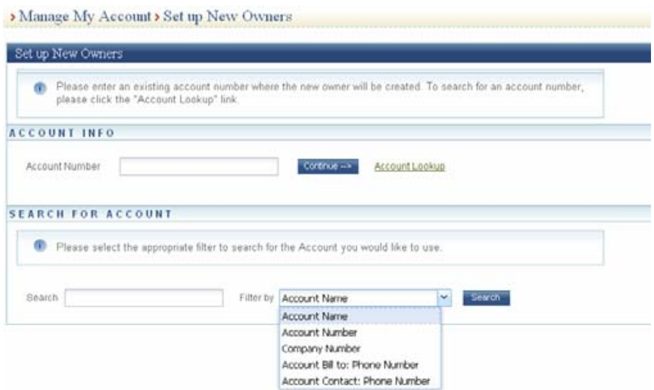


To change your password, enter your current password and the new password that you would like to apply to your InterCall Online account. Then click Save Changes.
The same screen will also allow you to change your secret question and answer that is stored in case you are locked out of your InterCall Online account after attempting to use the wrong password. Remember to click Save Changes to store the updates.

2. Set Up New Owner

When logged into InterCall Online with your Administrator password, selecting Set Up New Owners allows you to create a new owner account for a user who is under the hierarchy of your responsibility.

Select the account number you want the new user added to by either entering the number in the search field or selecting Account Lookup. This option allows you to search for an account by name, number, company number, bill to phone number or account contact phone number.



west

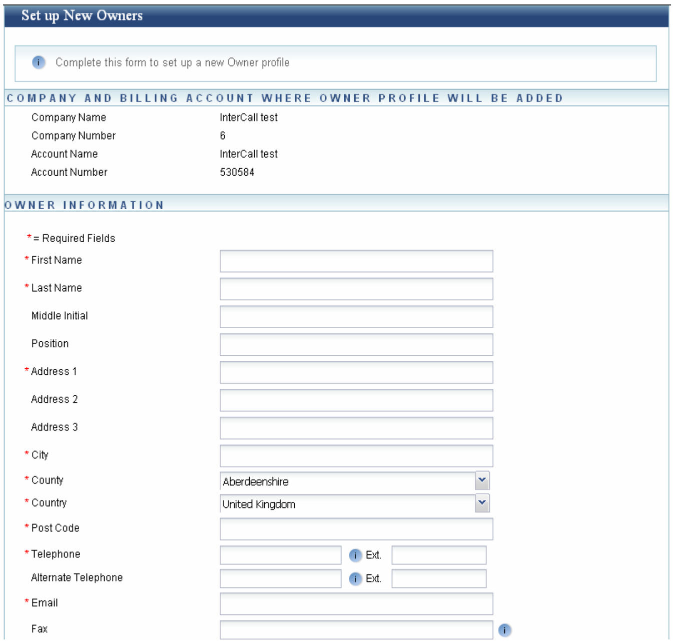
InterCall is a subsidiary of West Corporation

Enter the appropriate details in the Search field and then click Search. The page will refresh with the account details. Select the appropriate account by highlighting it on the screen and click Continue.

A Set Up New Owner screen will appear. The company and billing account where owner profile is to be added will be pre-populated with the relevant details.

OWNER INFORMATION

In the Owner Information section provide the details for the new user in the required fields as indicated by the red asterisks (First Name, Last Name, Address 1, City, County, Country, Post Code, Telephone and Email), as well as any optional information in the remaining fields.


Set up New Owners

Complete this form to set up a new Owner profile

COMPANY AND BILLING ACCOUNT WHERE OWNER PROFILE WILL BE ADDED

Company Name	InterCall test
Company Number	6
Account Name	InterCall test
Account Number	530584

OWNER INFORMATION

* = Required Fields

*First Name

*Last Name

Middle Initial

Position

*Address 1

Address 2

Address 3

*City

*County: Aberdeenshire

*Country: United Kingdom

*Post Code

*Telephone Ext.

Alternate Telephone Ext.

*Email

Fax

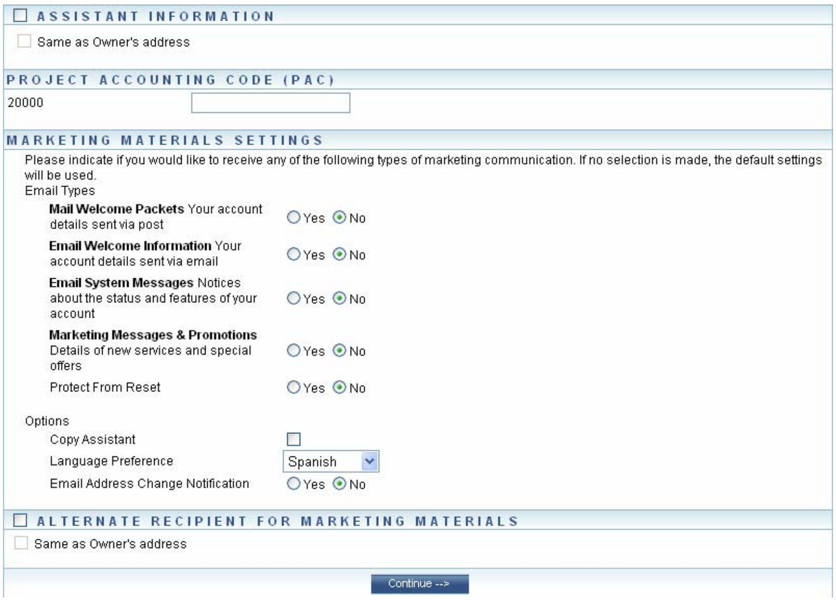
If the new user wants their owner information sent to an Assistant, check the box to send assistant information. Your screen will refresh with fields for the assistant's details. Provide the required information as indicated by the red asterisks.

Provide a PAC Code, or Project Accounting Code. This provides a method for customers to identify their conference calls. These PAC Codes are individual accounting codes so that customers may bill the appropriate department/cost centre, or companies can use these codes for billing purposes or just to track departmental conference calls.

Next, select Marketing Materials Settings for the new user from the drop down menus, and check Copy Assistant if the assistant should receive the new user's marketing information as well. If there are others that should receive the new user's marketing materials, check the box to send marketing materials to alternate recipients. Provide the required fields of information as indicated by the red asterisks.

When complete, click Continue to proceed to the next screen to select services for the new user.

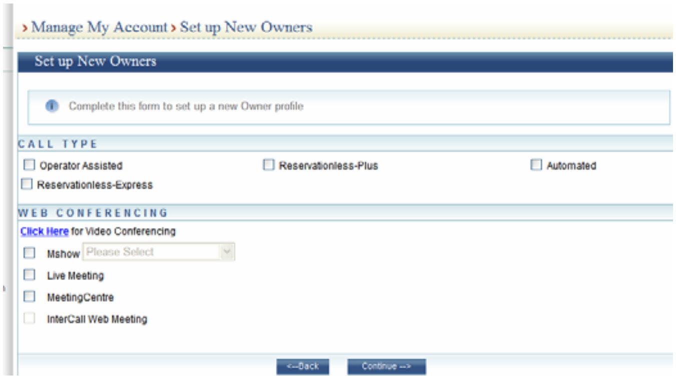
InterCall



PRODUCT DETAILS

From this screen, you can select the services for the new users.

Please note: When you select a Call Type, your screen will refresh to include additional fields that allow you to make feature selections associated with the call type. As you proceed through this section of the User Guide, each call type will be reviewed individually with explanation of the screens that appear when the call type is selected. Keep in mind that your actual screen will vary depending upon the combination of Call Types you choose.



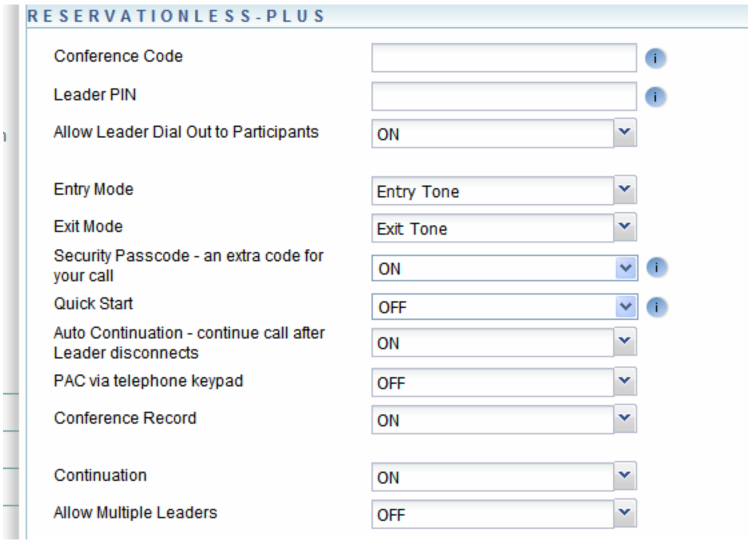
RESERVATIONLESS–PLUS

The Reservationless-Plus service is on-demand conferencing allowing the user to initiate a conference 24 hours a day, 7 days a week – without the need to make a reservation or rely on an Operator.

Step 1: Select Reservationless-Plus. Your screen will refresh to include the area shown in the screenshot below that will allow you to select features associated with Reservationless-Plus conferences.

Step 2: Define the functionality of the Reservationless-Plus service by making selections in this area. (A description of the options available is provided in the appendix to this guide.)

InterCall



AUTOMATED

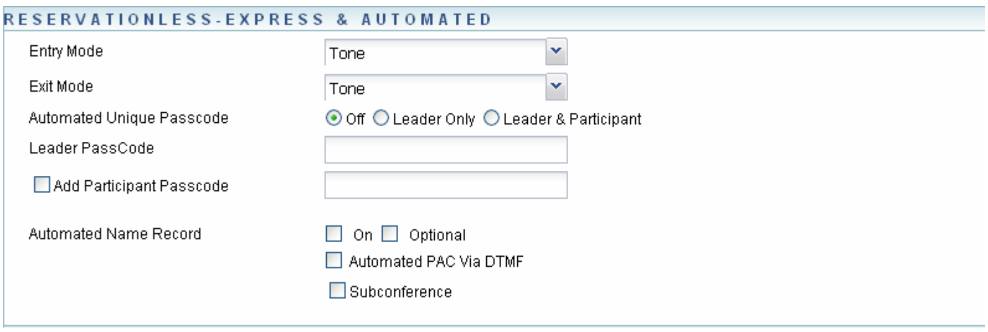
Automated is a reservation based service that offers users an audio conferencing service 24/7 without the assistance of an Operator.

Step 1: Select Automated. Your screen will refresh to include the area shown in the screenshot below that will allow you to select features associated with Automated and Reservationless-Express conferences

Step 2: Select the Entry and Exit Options for the Automated call user.

Step 3: Because participants join an Automated Conference through an automated process, the user will need to have a Leader passcode and a participant passcode added to their profile. You can select to have the same passcode available for each automated call you schedule or a unique code for each call.

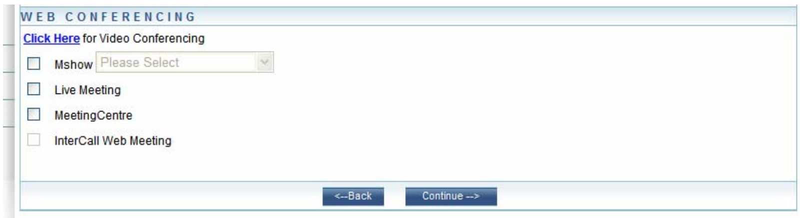
Step 4: Choose whether to have participant names recorded when they enter the call and if the Leader will enter a PAC code via DTMF.



WEB CONFERENCING

Select Web Conferencing default options for the new user:

+ **Mshow**: Mshow is specifically designed for event conferences. Unlike other web conferencing services, Mshow integrates streaming and interactive broadcasting to extend the reach of the event to as many as 10,000 locations.
+ **Live Meeting**: A virtual meeting place optimised with tools and features that make it easy to present and/or collaborate.
+ **MeetingCentre**: Hosts business meetings on the Internet and facilitates presentations and collaboration.
+ **InterCall Web Meeting**: a simple to use one-stop web conferencing solution.



3. View/Edit Your Owner Information

Administrators have the capability to view and edit owner information for themselves and owners who fall under the company or account they manage. Select Owner Profile to start the process.

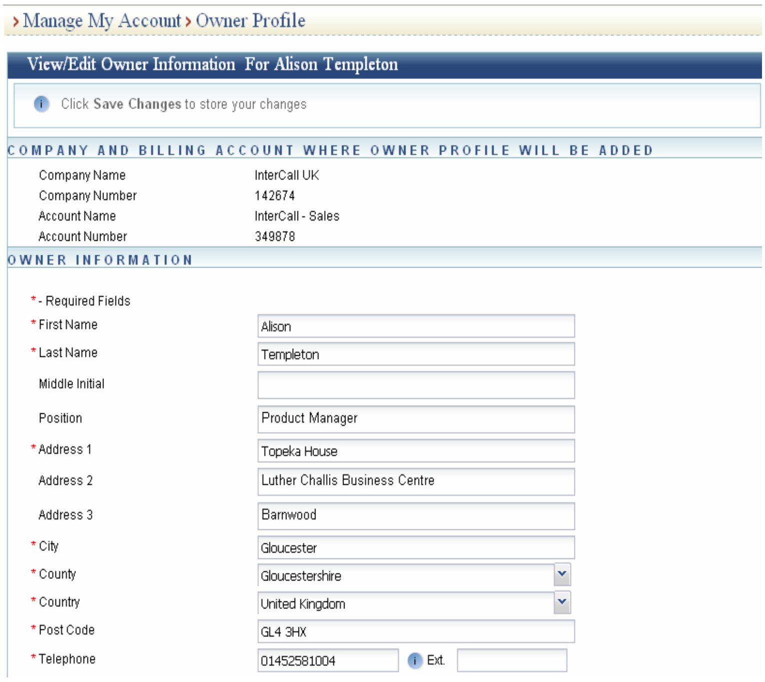
Step 1: To view or edit your own profile, click the View/Edit Your Owner Profile link. To view or edit the profile for a user listed under you, you can search for the user(s) by owner number, owner last name, account number, owner's alternate telephone number, assistant's telephone number or owner's alternate recipient telephone number.

Step 2: The screen will refresh with the Owner Search Results. Select the owner whose profile you would like to view/edit.

Step 3: This next screen provides the owner profile information including the company, account and owner information related to the owner profile. To change any of this information, simply update the appropriate fields. Click View Product Details to make any updates to the owner's product profile. When finished, from either profile summary, scroll to the bottom of the screen and select Save Changes.

Step 4: You will receive a Confirmation Page where you need to confirm your owner profile details. Check the information is correct and click Continue to save the changes to our system.

You can switch to another owner at any time during the above steps by selecting the Update Another Owner tab at the bottom of the screen.

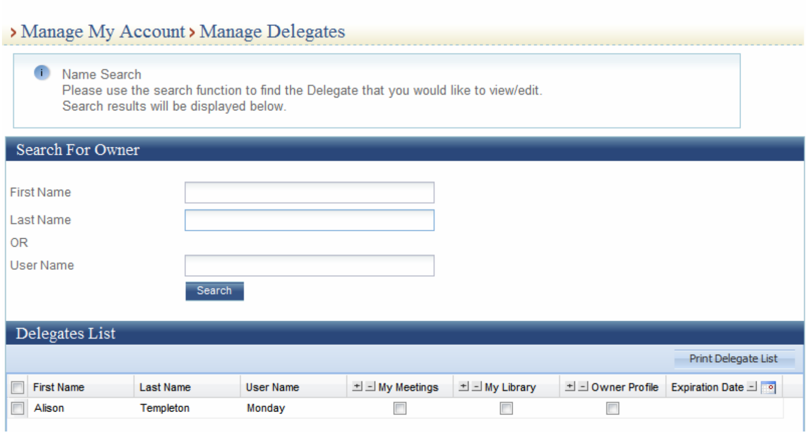


4. Manage Delegates

This option will only be available to you if, as an administrator, you also have a conferencing account.

The Manage Delegates page allows you to add, edit or delete delegates who have access to your InterCall Online account. If you give someone delegation rights, they will be able to schedule calls, start calls, access your library of stored material or manage your account on your behalf.

Updated 14/08/08



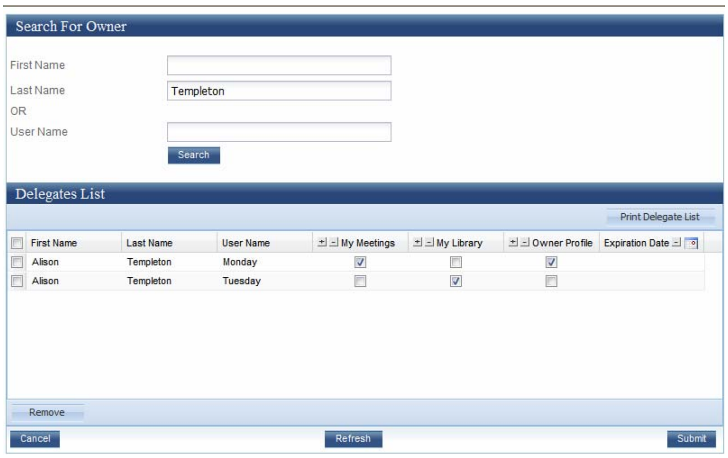
All delegates that have already been selected are listed on the page including each delegate's role assignment and expiration date. By selecting the checkbox beside a delegate's name, you may:

- select or deselect role management
- delete selected delegates
- change expiration date for all selected delegates.

If you would like to add a new delegate, input either their first name, last name or portal username and then select Search.

You will be provided with a list of available users from within your company. Highlight the user you want to select and click Add Selected User to Delegate List.

Choose the roles for that user (My Meetings, My Library, Owner Profile) by selecting the checkbox in the appropriate column and then click Submit to save.



5. Set Up a New Billing Account

Establishing a new Billing Account Profile will allow you to have usage combined on a single invoice for multiple owners or you may establish a new Billing Account Profile to be used by a single owner. The Billing Account Profile will contain the contact and address information to be used for invoice delivery for this billing account.

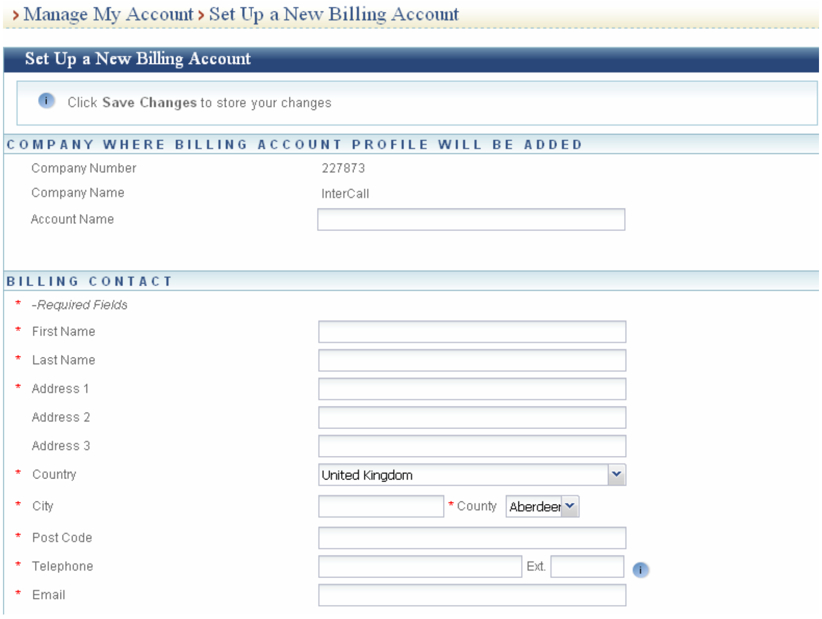
Step 1: Click on Set Up a New Billing Account.

Step 2: Enter the Company Number and click Search or click Company lookup to search by Company Name if you do not know the Company Number.

Step 3: The Company Name and Company Number fields are pre-populated. If you choose to, you may provide an Account Name for the new profile in the appropriate field.

Step 4: Select the invoice delivery method – mail, email invoice or email link.

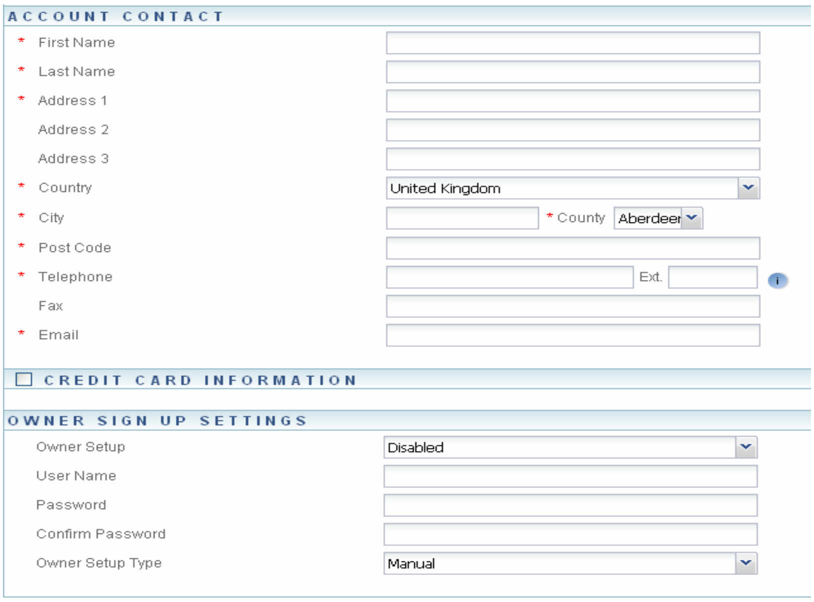
Step 5: In the Billing Contact area, provide the required information as noted by the red asterisks.



Step 6: In the Account Contact area, provide the required information as noted by the red asterisks.

Step 7: Should you want to include credit card information for the new billing account, check the credit card information box. The screen will refresh to include the fields of required information as noted by the red asterisks (Credit Card Number, Type, Expiration Date, and Cardholder Name.) If credit card information is provided, monthly usage for the account will be automatically billed to the credit card.

Step 8: From the Owner Sign Up Settings area, Administrators can enable and determine the Username and Password for "Sign Up Now!" functionality on the login page. "Sign Up Now!" allows new users associated with this billing account to sign up for an owner account by simply providing the Username and Password determined by the administrator.
Select Enabled from the Owner Setup drop down menu to activate "Sign Up Now!". Next, in the appropriate fields, provide a Username, Password and re-type the password to Confirm Password. Last, select Owner Setup Type – Manual (the administrator will need to approve the new owner) or Automated (the new owner's account is automatically approved in the provisioning system).



ACCOUNT CONTACT

* First Name
* Last Name
* Address 1
Address 2
Address 3
* Country: United Kingdom
* City / * County: Aberdeen
* Post Code
* Telephone / Ext.
Fax
* Email

CREDIT CARD INFORMATION

OWNER SIGN UP SETTINGS

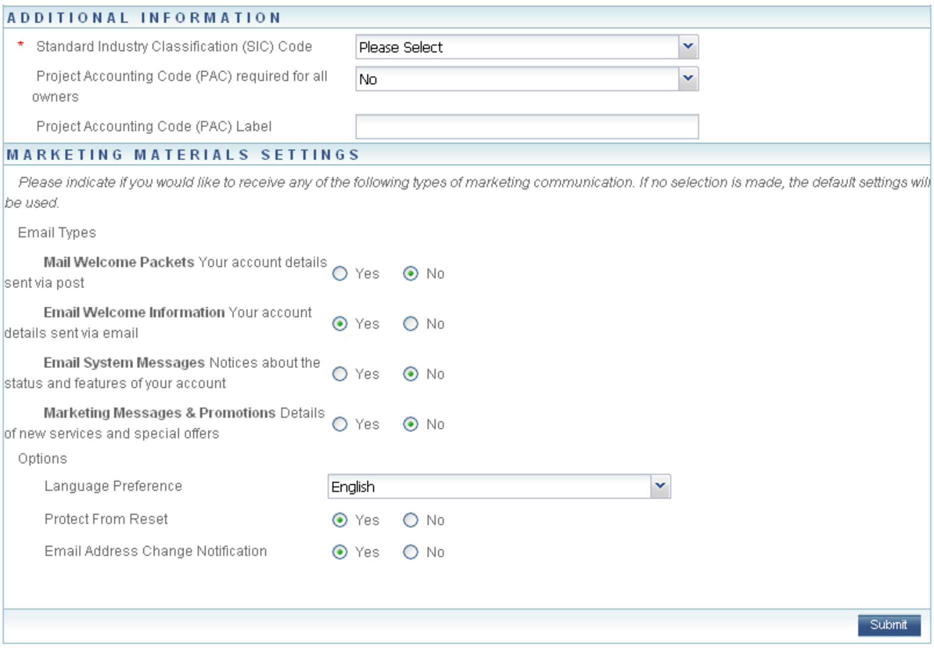
Owner Setup: Disabled
User Name
Password
Confirm Password
Owner Setup Type: Manual

Step 9: Provide the Additional Information required to set up the new billing account. Select a SIC Code (Standard Industrial Classification Code) from the drop down menu. This allows us to determine the industries in which our customers reside and to meet the specific needs of those industries. Then, select Yes or No from the drop down menu to determine whether or not a PAC (Project Accounting Code) is required for all owners. If Yes, provide the PAC Label (Cost Centre, Department Number, etc.) in the appropriate field.

Step 10: Determine the Marketing Settings for the new billing account profile:

- Mail Welcome Packets: Select Yes or No from the radio buttons to indicate if you want Welcome Packets mailed.
- Email Welcome Information: Select Yes or No from the radio buttons to indicate if you want Welcome Information to be delivered via Email.
- Email Systems Messages: Select Yes or No from the radio buttons to indicate whether or not you want owners for this billing account to receive Systems Messages delivered via Email.
- Marketing Messages & Promotions: Select Yes or No from the radio buttons to indicate if you want owners for this billing account to receive Marketing Messages & Promotions from InterCall.
- Language Preference: Select English, Spanish or Portuguese from the drop down menu to indicate what language should be used for communications to the users in this billing account.
- Protect From Reset: Select Yes or No from the radio buttons to indicate if you want owners for this billing account to have their Marketing Materials options updated if updates are made to the account level settings.

Click Submit to save the changes.

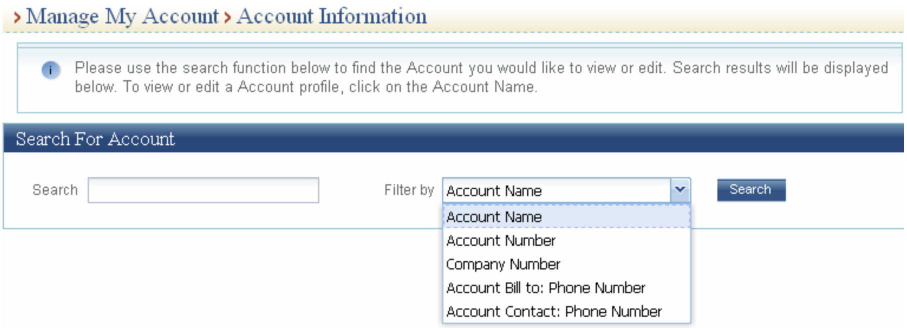


Step 11: You will receive a confirmation page showing the information you provided. Ensure the information is correct and then click Continue to save the changes to our system. It is important you click Continue, otherwise your changes will not be saved.

6. View/Edit Account Information

Administrators have the capability to view and edit account information for billing accounts within their company. Select Account Information to initiate the process.

Step 1: To view or edit the profile for a billing account listed under you, you can Search for the account(s) by account name, account number, company number, account bill to phone number or account contact phone number.



Step 2: The screen will refresh with the Account Information Search Results. Select the Account Name you would like to view/edit.

Step 3: This next screen provides the Account profile information. You can update any of the information on the page except the Company Name/Number details. When finished, scroll to the bottom of the screen and click Save Changes.

Step 4: You will receive a confirmation page showing the information you provided. Ensure the information is correct and then click Continue to save the changes to our system. It is important you click Continue, otherwise your changes will not be saved.

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Appendix: Product Option Descriptions

A. AUTOMATED

Leader Passcode: The unique code entered by the Leader to start the call.
Participant Passcode: The code entered by participants to start the call.
Entry Mode: Select how you want participants joining a call to be announced – by a tone, name announce, silence or tone and name.
Exit Mode: Select how you want participants disconnecting from a call to be announced - by a tone, name announce, silence or tone and name

B. RESERVATIONLESS-PLUS OPTIONS

Conference Code: The unique passcode the Leader provides participants so they may enter the conference. You may provide a custom passcode in this field, or leave it blank and the Conference Passcode will default to phone number on the owner's profile.
Leader Pin: This is the code the Leader provides via the phone keypad to initiate their Reservationless-Plus conference. You may provide a custom Leader Pin, or leave the field blank and the system will assign a random code.
Allow Leader Dial Out to Participants: Select ON or OFF to determine whether or not participants can be dialled out to via the Web Moderator or if dial-in is the only option.
Entry Mode: Select how you want a participant being added to a call to be announced – by a tone, name announce, silence or tone and name.
Exit Mode: Select how you want a participant who disconnects from a call to be announced – by a tone, name announce, silence or tone and name.
Security Passcode: This is an additional level of security that requires participants to provide an additional code via telephone keypad before entering a Reservationless-Plus call. This option can be turned ON or OFF. Note: this feature must be OFF if Quick Start is enabled.
Quick Start: This allows the conference to start before the Leader joins. This option can be turned ON or OFF. Note: this feature must be OFF if Security Passcode is enabled.
Auto Continuation: This feature allows a Reservationless-Plus conference to continue if the Leader disconnects. This option can be turned ON or OFF.
PAC via telephone keypad: When enabled, this feature prompts the Leader of a Reservationless-Plus conference to enter a Project Accounting Code via the telephone keypad prior to being placed into conference. This option can be turned ON or OFF.
Conference Record: Allows the Leader of a Reservationless-Plus conference to have the conference recorded by pressing the *2 keypad command. This option can be turned ON or OFF.
Continuation: This feature enables the Leader to use DTMF tones during a call to allow the conference to continue if they disconnect. This option can be turned ON or OFF.
Allow Multiple Leaders: This feature allows pre-selected participants to have access to the Leader keypad commands. This option can be turned ON or OFF.