



InterCall Online

Managing Your Library



Information Hotline
0871 7000 170
+44 (0)1452 546742
conferencing@intercalleurope.com

Reservations
0870 043 4167
+44 (0)1452 553456
resv@intercalleurope.com
www.intercalleurope.com

InterCall Online gives you the ability to store commonly used information in 'My Library' that can be accessed from any computer.

My Archives

Provides access to archived recordings of your previous Reservationless-Plus conferences.

There are a number of options for each recording:

- + **Playback ID:** Allows you to broadcast the recording over the Internet. Click on the required Playback ID and a separate window opens. Enter your name and email address and then submit.
- + **Download:** Clicking the folder icon allows you to download the recording in an MP3 format to play in your Media Player. You can open this file directly or save it to your desktop for future playback.
- + **View Usage:** Allows you to review the usage report for a recorded conference. The screen will display the playback ID, the topic, availability of the recording and how many times it has been accessed.
- + **Purchase:** Allows you to extend the recording storage time, receive a copy of the recording on disk or request a transcription of the recording.
- + **Delete:** Check the box next to the recording you want to delete and then click the 'Delete Checked Archives' button.
- + **Export to CSV** - Export your list of recordings to an Excel document.

My Address Book

Create and manage prospective conference participants and distribution lists for those you consistently invite to your meetings. When scheduling meetings on InterCall Online, you can use these contacts and distribution lists to populate your participant list.

- + To add a contact you first need to have created a distribution list.
- + Select 'Add/Edit Distribution List', enter a name for the distribution list and click 'Save and Close'.
- + Now click 'Add Contact' to add an individual to your Address Book.
- + Enter the contact's information in the available fields and the distribution list they should belong to. Red asterisks on this form indicate the required fields. Now click 'Save and Close' to add the contact.
- + Alternatively, click 'Upload Contacts' and follow the onscreen instructions to export your Microsoft Outlook contacts in CSV format into InterCall Online. **Please Note:**
 - + The 'Upload Contacts' feature is not compatible with Lotus Notes.
 - + The contact information should not contain any accented characters such as À, É, Î, Õ or Ü.

If you do not see the field of information you want on the screen, select 'Customise Address Book' to select the fields of information shown on the screen.

- + To delete a contact, check the box next to their name or click to highlight their details on the page, and then select 'Delete Checked Contacts'.
- + You can also email your contacts and print your address book by using the buttons underneath the contact list table.
- + Export your address book to an Excel document by clicking 'Export to CSV'.

My Templates

Manage audio conference template names and delete call templates that are no longer needed. When scheduling audio conferences, you may use these templates to shorten the scheduling process.

Deleting Templates

- + Select the template(s) you wish to delete or choose 'Select All'.
- + Click 'Delete Checked Templates' to remove the template(s) from your profile.
- + The deleted template(s) will no longer appear in 'My Templates' or be selectable when scheduling a meeting.

Amending Template Name

- + Click the name of the template you wish to amend.
- + A new field appears allowing you to enter a new template name.
- + Clicking 'Change' will update the template name or clicking 'Cancel' will close the template name field.

Managing Shared Templates

- + Click 'Share' next to the template you wish to manage.
- + You'll be taken to a new screen allowing you to share or un-share the template with an Owner, Account or Company.
- + Select 'Manage Usernames', 'Manage Account Numbers' or 'Manage Company Numbers' to manage who has access to your template. You may un-share your template with users or delete the users from your shared template list.
- + On the template preferences screen, select 'Lock Template for all Shared Users' if you do not want shared users to be able to modify the template with the exception of the date, time and time zone.