



InterCall Mobile Assistant

Frequently Asked Questions



Below you will find frequently asked questions and answers about InterCall's Mobile Assistant.

1. What is the Mobile Assistant?

+ Mobile Assistant is a phone-based application that enables you to join a Reservationless-Plus[®] audio conference by clicking a single button from your mobile phone. You have the ability to configure your profile with numerous individual conferences that you regularly join or calls you host, allowing you to quickly join any meeting.

2. What are the system requirements for the Mobile Assistant?

+ Currently we support BlackBerry 71xx, 72xx, 8xxx, 9xxx series, Apple iPhone, a number of Windows Mobile 5/6 phones including Motorola Q, Samsung Blackjack, and the Nokia E62 from any carrier.

3. How do I install the Mobile Assistant?

+ Mobile Assistant for the iPhone and BlackBerry are available from the relevant app stores. The application for the BlackBerry, Windows Mobile and Nokia can also be downloaded from <http://www.intercalleeurope.com/tools/mobile-assistant.php>. Mobile Assistant for iPhones can only be downloaded from the Apple App Store.

4. Can I mass install the Mobile Assistant to BlackBerry phones using the BlackBerry Enterprise Server (BES)?

+ Yes. The Mobile Assistant can be installed to targeted BlackBerry phones within an Enterprise using the BlackBerry Enterprise Server (BES). For the required zip file outlining the BES process and the necessary installation files, go to http://intercall.custhelp.com/app/answers/detail/a_id/633.

5. How do I start the Mobile Assistant?

+ Once installed, choose Mobile Assistant from your programs listing or from the main screen of your mobile phone.

6. How do I create a new conference profile?

+ To create a profile, follow these instructions based on the type of phone you have:

- **iPhone** – Click either **Join** or **Start** (depending on whether you will be accessing the call as a participant or the leader). Select **Add New Profile** and then enter your name, conference code and for Start profiles, your leader PIN.
- **BlackBerry** – From the main screen of Mobile Assistant, select **New Profile** and enter the profile name, conference and if you are the leader for the call, your leader PIN.

7. Can I edit a profile after it has been created?

+ Yes. To edit a profile, follow these instructions based on the type of phone you have:

- **iPhone** – Select the relevant profile and click the arrow button to the right to access the profile details. Select **Edit**, re-enter your details and click **Done** to save.
- **BlackBerry** – Select the relevant profile and click **Edit** from the menu to make changes to your profile.
- **Windows Mobile** – Click and hold the relevant profile name until a menu appears with the following options: Dial, Edit and Delete. Select **Edit** to make changes to your profile.

8. **How many conference profiles can I create?**

+ Depending on the type of phone you are using, you can store up to 256 unique sets of audio conference details - from weekly, recurring meetings to one time calls you need to attend while mobile.

9. **How do I start my conference call?**

+ Select the profile of the conference that you wish to start and select **Start**.

10. **How do I join a conference call as a participant?**

+ Select the profile of the conference you wish to join and select **Join Conference** or **Join** .

11. **How do I delete the Mobile Assistant from my phone?**

+ To remove Mobile Assistant from your mobile phone, follow these instructions based on the type of phone you have:

- **iPhone** – Click and hold the application until the screen changes. Click the red **X** at the top of the screen to delete the application from your phone.
- **BlackBerry** – Select **Options**, followed by **Advanced Options** and then **Applications**. Scroll and choose **Mobile Assistant** and click **Delete**.
- **Windows Mobile** – Select **Settings** within the Start Menu. Choose **System** at the bottom of the screen and then **Remove Programs**. A list of your installed applications will appear, choose **Mobile Assistant** and press **Remove**.

12. **When will the Mobile Assistant be available for other mobile phones?**

+ InterCall is actively working on providing this service for other mobile phones. When they become available, they will be announced on <http://www.intercalleeurope.com/tools/mobile-assistant.php>.

13. **Where can I report technical difficulties or make suggestions for the Mobile Assistant?**

+ If you have a technical problem with Mobile Assistant, or would like to make a suggestion, go to <http://intercall.custhelp.com/app/answers/list/c/51>. Here you can search through the knowledge base or follow the instructions to submit a question.