



# Mobile Assistant

## Frequently Asked Questions



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

### General

#### Q: What is Mobile Assistant?

- + A: 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 while you are on the road. Mobile Assistant for BlackBerry also integrates with InterCall's Reservationless-Pro audio platform as well.

#### Q: What are the system requirements for Mobile Assistant?

- + A: Currently we support the following:
  - Apple iPhone/iPad on iOS 4.0 and newer
  - Blackberry 7200 Series, 7520, 8800 Series, Bold, Curve, Pearl, Storm, Style, Torch and Touch with OS 4.2.2 or higher
  - Android 2.1 and newer
  - A number of Windows Mobile 5/6 phones including Motorola Q, Samsung Blackjack, and the Nokia E62 from any carrier

#### Q: How do I install Mobile Assistant?

- + A: Mobile Assistant for the iPhone, Android and BlackBerry are available from the relevant app stores.
- + The application for BlackBerry, Windows Mobile and Nokia can also be downloaded from <http://www.intercall.com/mobile>. Select **Download Mobile Assistant**. Choose your phone and then how Mobile Assistant will be electronically sent to you.
- + Mobile Assistant for iPhones can only be downloaded from the Apple App Store and is available in English, French, German and Spanish.

#### Q: What is Reservationless-Plus?

- + A: Reservationless-Plus is InterCall's audio conferencing solution that does not require reservations or operators.

#### Q: May I download the Mobile Assistant without a Reservationless-Plus account?

A: Yes, you may download the Mobile Assistant application for free. However, you will need a Reservationless-Plus account to host calls and create start profiles (as the leader of the conference).

#### Q: How do I start Mobile Assistant?

- + A: Once installed, choose Mobile Assistant from your programs/downloads listing or from the main screen of your mobile phone.

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**Q: What happens when I click Sign up on the InterCall Mobile Assist homepage?**

- + A: If clicked, the sign up button leads you to the InterCall web site where you may register for a conferencing account. If you already signed up for an account you can hide the button by choosing **No** on the display options menu on your BlackBerry device.

## Creating and Saving Profiles

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**Q: What is a conference profile name?**

- + A: The profile name can be the name of the leader of the conference (the person who invited you to the conference call or your name if you are the leader of the conference) or the title of the meeting. This will help you identify this profile easily and connect to the conference call quickly.

IMPORTANT NOTE: The leader of the conference requires an InterCall conferencing account in order to save a profile. Otherwise, you may save participant profiles for your conferences.

**Q: What is the difference between a leader and participant profile?**

- + A: The leader of the conference is the owner of the Reservationless-Plus account. This is normally the person who invited you to the meeting (or it could be you if you sent out the meeting invite and own the conferencing account). A leader profile allows more conference controls (i.e., mute/unmute group, start/end recording, etc) than a participant who joins the leader's conference call.
- + A participant is one who is invited to a meeting by the leader of the conference.

**Q: How do I create a new conference profile?**

- + A: To create a profile, follow these instructions based on they type of phone you have:
  - iPhone – Tap **Profiles** and select **Add New Profile**. Enter your name, dial-in number (optional) and select the default audio access method (dial-out or dial-in). Enter conference code and for Start profiles, your leader PIN. Note for Start profiles, the system will check if your conference code and leader PIN are valid, otherwise you will be prompted to re-enter your credentials before the profile will be successfully saved.
  - BlackBerry – From the main screen of Mobile Assistant, select **Create New Profile** and enter the necessary details: profile name, conference code and if you are the leader for the call, your leader PIN or participant code and Project Accounting Code value.
  - Android – Select **Create Profile**. Enter profile name, dial-in number and associated conference code. If you are the leader tap **ON** next to leader PIN and enter your leader PIN.

**Q: Can I edit a profile after it has been created?**

- + A: 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. Re-enter your details and click **Save**.
  - BlackBerry – Select the relevant profile and click **View/Edit** from the menu to make changes to your profile.
  - Android – Tap and hold on the specific profile and select **Edit** to make any changes.

**Q: How many conference profiles can I create?**

- + A: You can store an unlimited amount of unique sets of audio conference details on iPhone and Android and up to 256 unique sets on BlackBerry—from weekly, recurring meetings to one time calls you need to attend while mobile.

**Q: What is PAC?**

- + A: PAC stands for Project Accounting Code. This is the billing reference that will be displayed on the customer invoice to allocate costs associated with an account. Option to save a PAC code is only available for a leader profile.

**Q: What is the Notes field?**

- + A: Filling in this field is optional and allows you to enter additional details you might need to identify the profile, the meeting, meeting topic or call configurations while you are on the go. The details you enter here will be displayed for you to see on the main profile screen.

**Q: What is the dial delay setting?**

- + A: This is an option for our international users and it may be accessed by selecting **Options** on the main menu for the Blackberry Mobile Assistant. If you connect to an international conference dial-in number it might take a few moments before the call is connected and the conference is established. This could cause issues in recognizing your conference code and/or leader PIN. If you experience these issues select **On** for the dial delay settings, this will allow more time to connect your call and help the system recognize your conference code and/or leader PIN more easily. Please contact customer support if you still experience issues connecting to a conference call.

## Starting and Joining Meetings

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**Q: How do I start my conference call?**

- + A: On an iPhone, select the profile of the conference that you wish to start. The iPhone will either dial out to you or prompt you to dial in based on your default audio access selection. When dialing out, Mobile Assistant will automatically enter the conference code for your call. When prompted, press 1 to start the call.
- + Mobile Assistant on other phones will dial into the conference and automatically enter the conference code and leader PIN for your call. You just need to select the profile you want to join and choose **Join Conference**.

**Q: How do I join a conference call as a participant?**

- + A: On an iPhone, select the profile of the conference you wish to join and follow the prompts to dial out to yourself or dial into the call. Mobile Assistant will automatically enter the conference code when dialing into the conference.
- + Mobile Assistant on other phones will dial into the conference and automatically enter the conference code for your call after you select **Join Conference**.

**Q: Instead of dialing in, can I use Mobile Assistant to request a dial-out to my phone?**

- + A: Yes. However, this feature is currently available for iPhone and iPad only when you select your default audio access selection. InterCall is actively working to make this feature available for other mobile phones and it will be announced at <http://www.intercall.com/mobile> when it becomes available.

**Q: What type of on-screen controls are available to manage my conference?**

- + A: As a leader, on-screen conference controls are exclusive to the Mobile Assistant for iPhone and Blackberry.
- After answering your phone, return to the iPhone home screen and relaunch Mobile Assistant. Select **Control** from the bottom of the screen and select the profile you wish to control. To mute or disconnect an individual user, click on their name and select the appropriate button.
- After being successfully connected to the conference call, select **Switch Application** from the device menu and return to the Mobile Assistant application. It will display the conference control screen which allows you to mute/unmute yourself, request operator assistance and request conference status (number of participants, private roll call of attendees). These features are available for both participant and leader profile on your Blackberry. For a leader profile, there are additional controls available such as mute/unmute group, start/end recording of conference, toggle continuation (to allow or disallow continuation of the conference after the leader leaves the conference), lock/unlock conference (to allow or disallow additional participant from joining the call at a specific period) and dial-out to participant on your BlackBerry or iPhone.

## Others

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**Q: What are the new features introduced on the latest version of Mobile Assistant?**

- + A: The following enhancements were introduced for iPhone and Blackberry as of August 2011:
  - For the iPhone:
    1. Localization to three new languages—French, German and Spanish.
    2. Account Verification feature validating the conference code and leader Pin when a Start profile is created. The system will automatically verify if the conference code and leader PIN matches prior to saving the profile.
    3. True Phone Keyboard (with buttons for + and #) for ease in entering phone details.
  - For the Blackberry:
    1. Option for the leader to choose whether the leader PIN or participant code will be required. If you are the leader, you may either choose leader PIN which will require you to enter a PIN or a participant code that attendees to the meeting need to key in prior to start of the conference.
    2. Option for the leader to display/record the PAC Code that will be displayed on the customer invoice to allocate costs associated with an account.
    3. Addition of Help Options. If you need help with the field names (Profile Name, Conference Code, etc) anytime while creating profiles, click the menu/options button on your BlackBerry device and select **About**. The Help menu on the main screen is also still available for the overview of the product.

**Q: When will Mobile Assistant be available for other mobile phones and other languages?**

- + A: InterCall is actively working on providing this service for other mobile phones and languages. When they become available, they will be announced on <http://www.intercall.com/mobile>.

**Q: Where can I report technical difficulties or make suggestions for Mobile Assistant?**

- + A: If you have a technical problem with Mobile Assistant, or would like to make a suggestion, select **FAQ and Online Support** at <http://www.intercall.com/mobile>. Follow the instructions to submit a question or search through the knowledge base.