



Operator Assisted User Guide



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Operator Assisted conferencing is a scalable, customized solution that lets you streamline and manage your most demanding conferences. Whether your audience is a dozen executives, investors and analysts or a 2500 member sales force, InterCall brings everyone together in one seamlessly planned, managed and executed event.

Scheduling and Starting an Operator Assisted Conference Call

- 1 Schedule your call online at www.intercallonline.com or by calling your reservations number listed on your welcome packet and/or welcome email.
- 2 Give your participants the date and time of the call and the appropriate dial-in number. Also provide participants with the conference ID that you receive when you schedule your call.
- 3 At the specified time, dial your Operator Assisted dial-in number.
- 4 You will be greeted by an operator and placed into your conference.

INFORMATION YOU'LL NEED TO MAKE A RESERVATION

- Your owner number
- Your name, company number, telephone, fax and email
- Call leader's name
- Date and time of the call, including time zone
- Expected duration of the call
- Expected number of participants
- Any Surround-the-Call features desired

Joining an Operator Assisted Conference Call

- 1 At the specified time, participants dial your Operator Assisted dial-in number.
- 2 Provide your conference ID to the operator.
- 3 They will be placed into your conference or on music hold, depending on the specifications of your call.

Telephone Keypad Commands

Control your conference call with a touch of a button on your telephone keypad.

*0	Operator assistance for the conference
*5	Mute/unmute all lines except leader's - leader only
*6	Mute/unmute your own line
*7	Conference lock/unlock - leader only