

# INTERCALL RESERVATIONLESS-PLUS

FREQUENTLY ASKED QUESTIONS



Whether you need to host recurring meetings or organize a last minute meeting, InterCall® Reservationless-Plus® conferencing efficiently allows you to bring people together to help you meet your business objectives and succeed.

## General

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### **Q: WHEN SHOULD I USE RESERVATIONLESS-PLUS CONFERENCING?**

A: You can use Reservationless-Plus conferencing anytime you are hosting smaller meetings that do not require a reservation or an operator to conduct a call.

### **Q: HOW DO I SCHEDULE A RESERVATIONLESS-PLUS CALL?**

A: No reservations are required with Reservationless-Plus. Just inform your participants of the time, day and dial-in information.

### **Q: HOW MANY PARTICIPANTS CAN I HAVE ON A RESERVATIONLESS-PLUS CALL?**

A: You can have up to 150 participants on a Reservationless-Plus call.

### **Q: WHAT FEATURES ARE AVAILABLE WITH RESERVATIONLESS-PLUS?**

A: Reservationless-Plus offers a variety of features to enhance your call including record and playback, project codes for bill back, toll-free dial-in for international participants and operator assistance. [Click here](#) to see a complete list of available features.

## Account Settings

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### **Q: WHAT IS THE PURPOSE OF MY OWNER NUMBER?**

A: Owner numbers are assigned to each InterCall user and are your unique identifier. When you are setting up a conference with an operator or requesting edits to your account settings, your owner number is used to identify your InterCall account.

### **Q: HOW DO I ACCESS OR CHANGE MY CONFERENCE CODE?**

A: To access or change your conference code:

1. Go to [www.intercallonline.com](http://www.intercallonline.com).
2. Enter your username and password (if you have not established an online account, please create that first).
3. Click **View Product Details** from the Quick Links section on the right-hand side.
4. Select the drop-down arrow for Reservationless-Plus.
5. Access and change your conference code.

**Q: HOW DO I ACCESS OR CHANGE MY LEADER PIN?**

A: To access or change your leader PIN:

1. Go to [www.intercallonline.com](http://www.intercallonline.com).
2. Enter your username and password (if you have not established an online account, please create that first).
3. Click **View Product Details** from the Quick Links section on the right-hand side.
4. Select the drop-down arrow for Reservationless-Plus.
5. Access and change your leader PIN.

**Q: WHERE CAN I ACCESS MY INTERNATIONAL DIAL-IN NUMBERS?**

A: Follow the steps below to access your international dial-in numbers:

1. Go to [www.intercallonline.com](http://www.intercallonline.com).
2. Select **Get Dial-In Numbers** at the bottom right of the InterCall Online Welcome page.
3. Enter your conference code and the verification code (Captcha).
4. Click **Get Dial-In Numbers**.

## Starting and Joining a Meeting

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**Q: HOW DO I START A RESERVATIONLESS-PLUS CONFERENCE CALL?**

A: To start a call:

1. Give your participants the date and time of your conference call, your dial-in number, conference code, security passcode, if this option is enabled.
2. At the specified time, dial your Reservationless-Plus dial-in number.
3. When prompted, enter your conference code followed by #.
4. When prompted, press \* to identify yourself as the leader, then enter your leader PIN followed by #.
5. Press 1 to begin your conference or press 2 to change your default conference options.

If the security passcode option is enabled you will be prompted to enter the passcode at this time.

**Q: HOW DO PARTICIPANTS JOIN MY RESERVATIONLESS-PLUS CALL?**

A: For participants to join your call, instruct them to:

1. At the specified time, dial your Reservationless-Plus dial-in number.
2. When prompted, enter your conference code followed by #.

**Q: WHAT HAPPENS WHEN I CAN'T REMEMBER MY LEADER PIN WHEN I AM INITIATING A CONFERENCE CALL?**

A: After entering the incorrect PIN three times, you will hear the following message, 'I'm sorry, but your entry is not valid. Please hang up and try connecting to the conference again. Goodbye.' In order to receive your leader PIN, please contact customer service and provide your conference code, owner number, first name, last name and address.

**Q: WHAT HAPPENS WHEN EITHER I OR A PARTICIPANT ENTERS THE WRONG CONFERENCE CODE WHEN JOINING A RESERVATIONLESS-PLUS CALL?**

A: After entering the incorrect conference code three times, you will be disconnected. Please confirm your conference code and try to join your conference again.

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**Q: CAN I STILL REQUEST OPERATOR ASSISTANCE DURING MY CALL?**

A: At any time during your call, you can request an operator simply by pressing \*0 on your phone keypad.

**Q: WHAT ARE MY PHONE KEYPAD COMMANDS?**

A: Once dialed into your conference, simply use your telephone keypad to access these commands:

Telephone Keypad Commands	
*0	Operator assistance – conference
00	Operator assistance – individual
*1	Dial-out to a participant - leader only
*2	Begin/end conference record – leader only
#2	Leave and join a new conference
*3	Change entry/exit method (recorded names, tones, silence) – leader only
*4	Private roll call
*5 / #5	Mute/unmute all lines except leader's – leader only
*6 / *6 OR *6 / #6	Mute/unmute your own line
*7 / #7	Lock/unlock conference (including operator) – leader only
*8	Allow/disallow conference continuation – leader only
*9	Start/join sub-conferencing
11	Third-party conference start – bypass hold music to start call as leader
*51 / #51	Lecture mode on/off – leader only
*60 / *61	Music on hold off/on
#64	Return to leader account menu
#99	Disconnect all lines except leader's – leader only
*#	Private participant count
**	List available keypad commands

*NOTE: All of the above commands may not be enabled on your account.*

**Q: WILL GROUP MUTE CONTINUE TO WORK FOR PARTICIPANTS WHO JOIN MY CALL AFTER I EXECUTE THE COMMAND?**

A: Yes, participants that join the conference after you complete the Group Mute command will be muted.

**Q: WHERE CAN I ACCESS MY RESERVATIONLESS-PLUS ACCOUNT ONLINE?**

A: You can access your Reservationless-Plus account online from our customer portal, InterCall Online at [www.intercallonline.com](http://www.intercallonline.com). From InterCall Online you can update your profile and account settings, view your invoices and create reports. In addition, you can schedule and start your meetings.

# RESERVATIONLESS-PLUS WITH DOLBY VOICE®

## General

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### **Q: WHAT IS DOLBY VOICE?**

A: Dolby Voice delivers outstanding audio quality. It is a technological breakthrough that enhances the audio signal with improved spatial separation and noise suppression. Dolby voice creates a more natural experience for you and your meeting attendees so conference call sounds are no longer noisy, distracting, and hard to follow.

### **Q: HOW DO I GET DOLBY VOICE?**

A: Contact your sales representative to have it enabled on your Reservationless-Plus account.

### **Q: IF I ADD DOLBY VOICE TO MY RESERVATIONLESS-PLUS ACCOUNT DO MY CONFERENCE CODE AND LEADER PIN CHANGE?**

A: No. Your conference code and leader PIN will not change.

### **Q: WHAT ARE THE ADVANTAGES TO DOLBY VOICE VS. PSTN AUDIO?**

A: When you upgrade your Reservationless-Plus account with the premium Dolby Voice experience, you will benefit from a set of audio quality enhancements that dramatically improve the effectiveness of your meetings.

- **Stunningly Clear Audio:** End-to-end HD wideband audio transmission and Dolby noise reduction.
- **Natural Conversation:** Full-room voice capture, full participation with unlimited simultaneous talkers, and spatial voice separation.
- **Access Anywhere:** Connect with your phone, or for maximum benefit use one of our pre-packaged Voice over IP options embedded into InterCall Unified Meeting® 5, InterCall MobileMeet®, Cisco WebEx with InterCall audio or the Dolby Conference Phone.

### **Q: WHAT IS THE DIFFERENCE BETWEEN INTERCALL HD AUDIO AND DOLBY VOICE?**

A: InterCall HD Audio provides wideband voice transport and mixing if you use networked connectivity with West and HD-compatible endpoint devices to join your conference calls. Dolby Voice adds many audio quality enhancements on top of wideband audio and expands the reach of these enhancements with transport available in addition to an internet connection.

### **Q: IF SOMEONE DOESN'T HAVE THE DOLBY CONFERENCE PHONE OR USES VOIP, CAN THEY STILL JOIN A MEETING WITH DOLBY VOICE?**

A: Yes. All participants can join your meeting regardless of their type of audio connection.

### **Q: HOW MUCH IS THE MONTHLY SUBSCRIPTION FOR THE PREMIUM SERVICE?**

A: The cost is \$9.99 per month per owner or there is a pay per minute option. Please contact your sales representative for more details.

### **Q: WHAT IS INCLUDED IN THE PREMIUM SERVICE MONTHLY SUBSCRIPTION?**

A: By upgrading your service with Dolby Voice, you and your participants will hear superior audio quality in your Reservationless-Plus meetings. Endpoint enhancements are included in Unified Meeting 5, MobileMeet, WebEx and the Dolby Conference Phone.

## Equipment and Technical Requirements

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### **Q: ARE THERE ANY TECHNICAL REQUIREMENTS?**

A: Typically, no. VoIP requires a path from your endpoint to the conference bridge over the internet, which does not require a network configuration change for most customers. In some cases where firewall or proxy accommodations are necessary, West's Unified Communications Services will help you determine adjustments specific to your network.

### **Q: DO I NEED A DOLBY CONFERENCE PHONE IN ORDER TO HEAR THE BENEFITS OF THIS SERVICE?**

A: No. Dolby Voice improves the audio quality experience for you and your participants, regardless of how you join. Participants joining a meeting using VoIP from one of our supported applications will have the best experience, and the Dolby Conference Phone provides the greatest audio quality for board room and office settings.

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**Q: WHAT TYPE OF HEADSET DO I NEED?**

A: Any headset with a VoIP connection. Spatial separation of audio requires a headset that supports stereo.

**Q: HOW DO I ORDER A DOLBY VOICE CONFERENCE PHONE?**

A: Contact your sales representative to order a Dolby Voice conference phone.

## Product Integration

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**Q: IS DOLBY VOICE INTEGRATED WITH OTHER PARTNER PRODUCTS THAT WEST'S UNIFIED COMMUNICATIONS SERVICES PROVIDES (I.E., CISCO WEBEX, ADOBE, SKYPE FOR BUSINESS)?**

A: Yes, if you are using our partner product alongside our Reservationless-Plus product. Some of the Dolby Voice enhancements require callers to connect using a Dolby-enabled endpoint (Unified Meeting 5, MobileMeet, WebEx or Dolby Conference Phone).

**Q: CAN I USE DOLBY VOICE FOR RESERVATIONLESS-PLUS DIAL-IN?**

A: Yes. Some of the Dolby Voice enhancements require callers to connect using a Dolby-enabled endpoint (Unified Meeting 5, MobileMeet, WebEx or Dolby Conference Phone).

**Q: IF I HAVE INTERCALL UNIFIED MEETING® 5 INSTALLED WITH DOLBY VOICE, BUT I JOIN ANOTHER UNIFIED MEETING 5 MEETING THAT DOES NOT HAVE DOLBY VOICE, DO I HAVE TO INSTALL A DIFFERENT VOIP CLIENT IN ORDER TO USE VOIP ON THAT MEETING?**

A: No. The VoIP client in Unified Meeting 5 knows whether to connect a participant using standard VoIP or Dolby Voice.

**Q: IS DOLBY VOICE INTEGRATED WITH INTERCALL CALL MANAGER?**

A: Yes. Call Manager supports Dolby Voice if it is enabled on your Reservationless-Plus account.

**Q: IS DOLBY VOICE INTEGRATED WITH MOBILEMEET?**

A: Yes. Dolby Voice is available with MobileMeet VoIP connections.

**Q: IS DOLBY VOICE INTEGRATED WITH DMS WEBCASTS?**

A: Yes. A Reservationless-Plus call using Dolby Voice may be used with webcasts. However, the audio delivered to the webcast will not include all of the Dolby Voice enhancements.

**Q: IS DOLBY VOICE AVAILABLE FOR INTERCALL OPERATOR ASSISTED CONFERENCING?**

A: No. Currently, Dolby Voice is not available for our Operator Assisted service.

## Voice over IP

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**Q: WHAT IS VOICE OVER INTERNET PROTOCOL (VOIP)?**

A: Voice over Internet Protocol (VoIP) is the voice tool used to transport communication via an IP network rather than through a traditional cellular signal.

**Q: HOW CAN I USE VOICE OVER INTERNET PROTOCOL (VOIP) WITH CALL MANAGER?**

A: To use VoIP with Call Manager, it must be enabled within your Reservationless-Plus account. To request this feature, please contact customer service at 877.769.7228 or the number listed on your welcome email. Additional regional support numbers can be found at [www.westuc.com](http://www.westuc.com).

Moderators and participants must also be using the installed desktop version of Call Manager. To download Call Manager, please visit <https://www.westuc.com/en-us/support/intercall-call-manager-support>.

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**Q: DUE TO SECURITY CONCERNS, MY COMPANY USES A FIREWALL THAT DOES NOT ALLOW TRAFFIC THROUGH CERTAIN PORTS. WILL I STILL BE ABLE TO USE VOIP?**

A: To meet these different infrastructure requirements, the VoIP client will include a component for tunneling. This will allow the VoIP client to try different connection methods and choose the best one for each call. It will utilize known ports that should be open in every company's infrastructure for Internet traffic.

**Q: IS VOICE OVER INTERNET PROTOCOL (VOIP) SUPPORTED IN MY COUNTRY?**

A: Due to regulatory requirements, VoIP is currently unavailable in the following countries:

- Algeria
- Armenia
- Azerbaijan
- Bahrain
- Belarus
- China
- Egypt
- Estonia
- Georgia
- Iran
- Iraq
- Jordan
- Kazakhstan
- Kuwait
- Kyrgyzstan
- Latvia
- Lebanon
- Lithuania
- Moldova
- North Korea
- Oman
- Qatar
- Russia
- Saudi Arabia
- Syria
- Tajikistan
- Turkey
- Turkmenistan
- UAE
- Ukraine
- Uzbekistan
- Yemen

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