The University of New Mexico is pleased to announce it has chosen InterCall Audio Conferencing based on the many additional benefits, features, and significant cost savings. Also, individual users will be able to effortlessly set up their own audio conferencing account and invoice.

Our new vendor, *InterCall*, will replace the current teleconferencing vendor with a “reservationless” teleconferencing system that combines on-demand flexibility with a set of new, powerful, easy to use features. Scheduled Operator Assisted Calls are also available through InterCall. Lastly, all Questions, Requests, Customer Support, and Technical Support will be handled directly by InterCall.

Our target date in transitioning (migration from the current teleconferencing vendor) to InterCall will be during the month of July, 2016.

**How to Get Engaged - Step One (Establishing the Billing Information)**

**Individuals**

Individual Users are Required to Set up and Manage their Own Account and Payments (PO or P-Card) respectively.

1. To set up your New InterCall Account
2. Please go to: https://www.teleconferencingcenter.com/wsi\unm/index.php and enter a few simple pieces of information.
3. After submission, you will receive your InterCall Reservationless Plus audio conferencing account via email.
   a. See Step Two – Setting Up Your Account

**Departments with Multiple Users**

Departments/Locations with More Than One User will be Required to Set up and Manage their Own Account and Payments (PO or P-Card). Please follow any/all University Policies for sharing accounts for auditability purposes.

1. To set up your New InterCall Invoice with more than one user, please provide the following information
2. Name for Invoice: (Example might be: UNM-IT)
3. Address for Invoice
4. Main Contact and/or Billing Contact’s: Name, Email, and Phone
5. For each Reservationless Plus Account, please provide:
   a. Name, Email, and Phone Number.
6. Send the email request to: RJRegnier@west.com, MAGagnon@west.com, lschmitt@ccrsllc.net
7. Your InterCall invoice account will be created
8. The new Reservationless Plus accounts will be delivered via email to each user.

All Questions, Customer Support, and Technical Support will be handled directly by InterCall

For Account Set Up, please contact Rebecca Regnier at 630.882.9614, RJRegnier@west.com

Sales: Linda Schmitt, CCRS, lschmitt@ccrsllc.net, 888.269.8881 • 24/7 InterCall Customer Support or Billing: 800.896.1204
How to Get Engaged - Step Two – Setting up Your New Account

Receiving the New InterCall Reservationless Accounts:
- Each user will receive a welcome email from conferencing@teleconferencingcenter.com with your permanent toll-free number, conference code, and leader PIN (activates your call); as well as instructions on how to use the new service.
- Note:
  - Each Reservationless Plus account has 150 phone lines (conference attendees) available 24/7
  - If you ever need a larger capacity of lines, please contact Rebecca at RJRegnier@west.com to request the lines to be increased to 300 phone lines. No increase in rate, no charge to increase lines. InterCall will need five business days advance notice to make the permanent change

How to Get Engaged - Step Three – Begin Using your Account

Inviting Attendees to your Conference:
- Reservationless Plus Accounts are available 24/7, No Scheduling.
- In Outlook, you might want to create a new Signature that you can easily add to emails and/or Calendar Invitations by clicking on “Insert” “Signature”, and selecting your customized signature you’ve created.
- Signatures may be created in Outlook, under File, Options, Mail, Signatures, New
- Be sure to add your Reservationless Plus Toll-Free Number and Conference Code
  - Example: (866) 814-9555, Your Conference code followed by the # sign.
  - As the leader of the call, you will dial the same (866) 814-9555 number, input your conference code followed by the # sign, then press the star key (*) plus your four digit “leader PIN” to open the bridge/call.
- You might also want to add the following phone commands for attendees to use
  - Press 00  Operator assistance – only the individual hailing the operator will hear
  - Press *6 or #6 Mute/unmute your own line

All Questions, Customer Support, and Technical Support will be handled directly by InterCall.

InterCall Support:
Help During a Live Phone Conference:
  *0  Operator assistance - conference
  00  Operator assistance-private conversation
24/7 InterCall Customer Support or Billing: 800.896.1204

Lead Account Manager: Rebecca Regnier, RJRegnier@west.com, 630.882.9614
Process to Pay your InterCall Invoice

1. Invoices are attached to an email and sent on or about the 9th of each month.
2. Go to the [www.tcconline.com](http://www.tcconline.com) portal (ensure pop ups are enabled) and log in. If you have not yet used the portal, please click the first time user link in the upper right corner of the screen. You will be prompted to enter your owner number and web pin. Those two numbers can be found at the very bottom of your welcome email with your dial in information. Once you have created your username and password you can log in.

3. Click on "View/Pay Invoice"

4. Choose An Invoice to Pay and Select Pay Invoice

5. Continue Through the Screen to complete online payment with Credit Card (using your UNM P-Card).

6. Step 2 of 4

7. Step 3 of 4 Please select Charge Card as your payment method

8. Step 4 of 4 Enter Charge Card information and Click continue to process payment.

Please contact InterCall Directly for all technical questions, support, or requests.

**Lead Account Manager:** Rebecca Regnier, **RJRegnier@west.com**, 630.882.9614

Sales: Linda Schmitt, CCRS, **lschmitt@ccrsllc.net**, 888.269.8881 • 24/7 InterCall Customer Support or Billing: 800.896.1204
### InterCall – Phone Keypad Commands

<table>
<thead>
<tr>
<th>Keypad</th>
<th>Command and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*0</td>
<td>Operator assistance – everyone in conference will hear the operator</td>
</tr>
<tr>
<td>00</td>
<td>Operator assistance – only the individual hailing the operator will hear</td>
</tr>
<tr>
<td>*1</td>
<td>Dial-out to a participant - leader only</td>
</tr>
<tr>
<td>*2</td>
<td>Begin/end conference record (leader only)</td>
</tr>
<tr>
<td>*3</td>
<td>Change entry/exit method (recorded names, tones, silence) - leader only (After you hit *3 it will ask you to push 1 for Name Announce, 2 for Tone or 3 for silent)</td>
</tr>
<tr>
<td>*4</td>
<td>Private roll call</td>
</tr>
<tr>
<td>*5/#5</td>
<td>Mute/unmute all participant lines - leader only</td>
</tr>
<tr>
<td>*6/#6</td>
<td>Mute/unmute your own line</td>
</tr>
<tr>
<td>*7/#7</td>
<td>Lock/unlock conference (including operator) - leader only</td>
</tr>
<tr>
<td>*8</td>
<td>Allow/disallow conference continuation - leader only</td>
</tr>
<tr>
<td>*9</td>
<td>Start/join sub-conferencing</td>
</tr>
<tr>
<td>11</td>
<td>Third-party conference start - bypass hold music to start call as leader</td>
</tr>
<tr>
<td>*51/#51</td>
<td>Lecture mode on/off - leader only. This will mute all attendees, including attendees joining later. To unmute all from lecture mode, press #51. While you are in the *51 mode, you can press *5. This will leave all participants muted, but give them a message that they can unmute their individual lines by pressing #6.</td>
</tr>
<tr>
<td>#99</td>
<td>Disconnect all lines except leader - leader only</td>
</tr>
<tr>
<td>#64</td>
<td>Change Default Entry and Exit for Future Conference (Name Announce, Silence, Tones)</td>
</tr>
<tr>
<td>*#</td>
<td>Participant count</td>
</tr>
<tr>
<td>**</td>
<td>List available keypad commands</td>
</tr>
</tbody>
</table>

**Note:** Leader is the person that has entered the PIN number.
Lead Account Manager: Rebecca Regnier
RJRegnier@west.com
Office: 630.882.9614

Channel Manager: Mark Gagnon
magagnon@west.com
Office: 843-236-0550

Sales: Linda H. Schmitt
National Sales Consultant
Conferencing Cost Reduction Specialists, LLC
Office: 888.269.8881 or 702.656.5251
lschmitt@ccrsllc.net

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