

## CONFERENCE CALLS

**To join the meeting by phone as participant, please follow instructions:**

- dial the city dial-in number closest to you
- dial the Meeting Number \*754541\* (preceded and followed by \* sign)
- press \*9\* before hanging up the phone

**To join the web meeting as participant, please follow instructions:**

- go to <http://www.intercalleeurope.com/genesys/go/>
- on the top right corner of the screen choose
- "start or join a meeting as Participant"
- introduce the Moderator's Meeting Number (754541)
- identify yourself

### To become a Presenter

If you would like to become a "Presenter" (to present materials directly from your computer), you need to have the "Conference Manager" Software installed. On the main page click the button "download"



For helpdesk support dial \*10\* during a meeting.

## Local Connect dial-in numbers:

Australia	Sydney	+61 (0)282 239 535
	Toll Free	1800 896 021
Austria	Vienna	+43 (0) 2682 205 6258
Belgium	Brussels	+32 (0)2 290 1575
Denmark	Copenhagen	+45 3271 4702
Finland	Helsinki	+358 (0) 923 113 220
France	Lyon	+33 (0) 426 840 129
	Marseille	+33 (0)488 915 239
	Paris	+33 (0)170 993 403
Germany	Berlin	+49 (0) 3072 616 7072
	Dusseldorf	+49 (0) 2115 407 3643
	Frankfurt	+49 (0) 6958 999 0676
	Hamburg	+49 (0) 4080 902 0529
	Munich	+49 (0) 8924 443 2634
	Stuttgart	+49 (0) 7111 856 2098
Hong Kong	Hong Kong	+852 030 027 818
Hungary	Budapest	+36 (06) 1-889-3239
Ireland	Dublin	+353 (0)14 364 185
Israel	Toll Free	1809 212 422
Italy	Milan	+39 0 230 350 9145
	Rome	+39 0 645 210 8082
	Turin	+39 0 112 179 2037
Japan	Tokyo	+81 (0) 345 800 198
	Toll Free	0066 3313 3049

Luxembourg	Luxemburg City	+352 2700 07 34 51
Malaysia	Kuala Lumpur	+60 (0)377 124 462
Netherlands	Amsterdam	+31 (0)207 965 090
New Zealand	Auckland	+64 (0)9 919 2410
Norway	Oslo	+47 2150 1279
Poland	Toll Free	0080 0121 3132
Portugal	Toll Free	800 780 504
Russian Federation	Toll Free	81080 02312 4011
Singapore	Singapore	+65 6823 2180
South Korea	Seoul	+82 (0)234 831 062
Spain	Barcelona	+34 93 492 3042
	Madrid	+34 91 788 9586
Sweden	Stockholm	+46 (0)850 520 208
Switzerland	Geneva	+41 (0)225 927 056
United Kingdom	Birmingham	+44 (0) 121 260 4518
	London	+44 (0) 207 153 2087
	Manchester	+44 (0) 161 250 0318
United States	International	+1 334 420 5610
United States & Canada	Toll Free	1866 939 9080

## Troubleshooting

### Scenario:

As a User, I start Internet Explorer 11 and go to <http://www.intercalleeurope.com/genesys/go/> and click "Participant" in order to participate into a meeting.

### Problem:

Once logged in with the Meeting Room number, the loading of Meeting Center blocks at 30%.

Remark: The problem only exists with Internet Explorer 11.

### Solutions:

1. Use another browser, if possible.
2. Follow the instructions below.

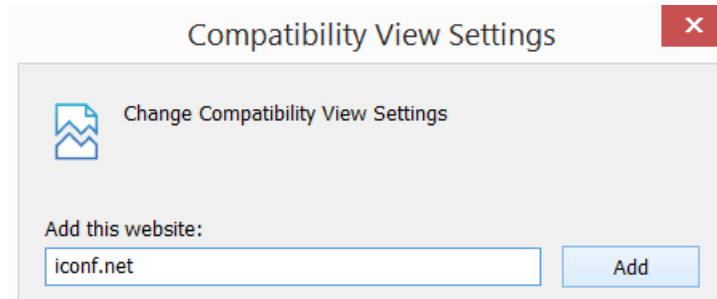
Apparently there is an issue (bug) with the Meeting Center software and Internet Explorer 11.

To solve the issue, one needs to add the following entries to the Compatibility View Settings

- a. Click *Settings (the gear...)* > *Compatibility View Settings*



- b. Add all entries as indicated below. To add an entry, *type* in a domain (e.g. *iconf.net*) and confirm by clicking *Add*



Compatibility View Settings

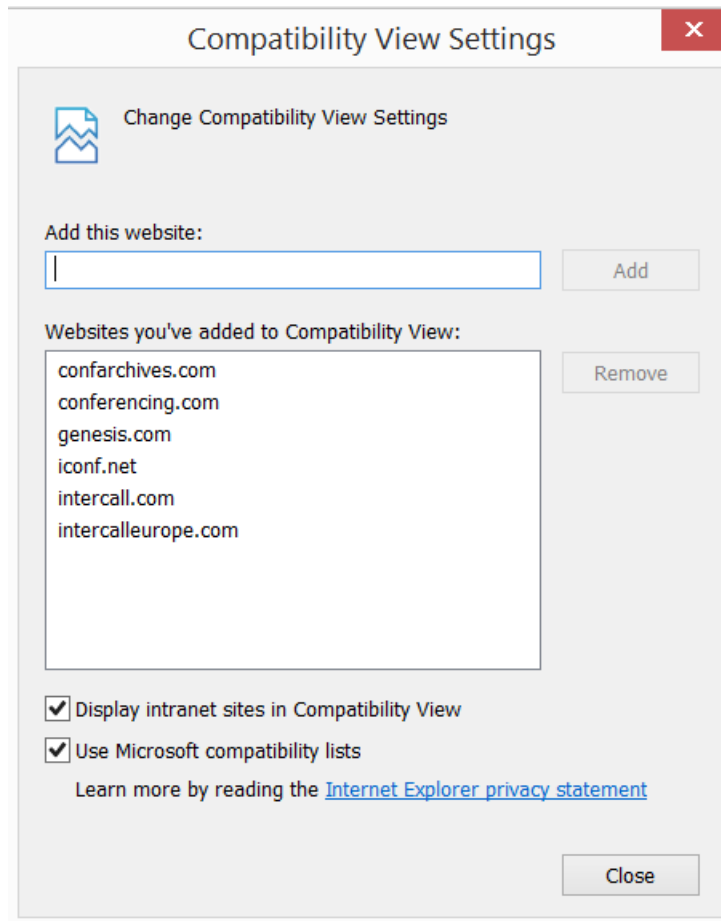
Change Compatibility View Settings

Add this website:

iconf.net

Add

- c. The complete list should look like this



Compatibility View Settings

Change Compatibility View Settings

Add this website:

Remove

Websites you've added to Compatibility View:

- confarchives.com
- conferencing.com
- genesis.com
- iconf.net
- intercall.com
- intercalleeurope.com

Remove

Display intranet sites in Compatibility View

Use Microsoft compatibility lists

Learn more by reading the [Internet Explorer privacy statement](#)

Close

d. Refresh the page and continue your login

