

InterCall Centers Archive Creation Support Instructions

Archive creation support is available on MeetingCenter™, TrainingCenter, and EventCenter™.



For more information:
800.374.2441
www.intercall.com

Public Trainings

- + Please make sure to attend a user training session prior to the meeting. The Technician recording the meeting will be on for Archive Creation purposes only.
- + To register for training, please visit www.intercallcenters.com/training.htm.

Meeting day preparations

- + The Host must log in 15 minutes prior to meeting start time to allow the InterCall technician to log in as a participant.
- + Once the meeting has started, the Host will extend Recording Privileges to participants so the InterCall technician will have recording capabilities. In order to do this, please follow these steps:
 - From inside the Meeting Window, click on the Participant menu and select Assign Privileges.
 - The Participant Privileges dialog box appears
 - Click on the Participant tab and click on the Record a Meeting/Session/Event checkbox.
 - Click Assign.
- + Please make sure to alert the technician when you're ready to begin the recorded session. While the recording is active, you will not want to verbally communicate with or use the Chat function to communicate with the Technician. This will maintain the integrity of the recording.
- + Once the meeting has ended, the Host will pass the Presenter ball to the InterCall technician. Simply highlight the technician's name and click on the Presenter button under the Attendee list.
- + The technician will then File Transfer the recorded file to the Host. The Host will be prompted to save the file to the hard drive. Please make sure to save the file in a location that is easily remembered.
- + Check your hard drive to ensure the recording has been saved. Depending on the service you used, the recorded file may be distributed in different ways. Please review the options on the WebEx Recorder and Player User's Guide on our website at www.intercallcenters.com.

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