FreeConferencing.com®

Toll-Free Customer Service: 877-482-5838
Online Support: support@freeconferencing.com

Conference Instructions

Step 1-Setup Conference Call

Organize your conference call by notifying all participants of the date and time for your conference call and provide them with the conference dial-in number and participant access code. Participant touch tone commands are provided below.

Step 2-Set Conference Preferences

To set your preferences before your conference call begins login to your account and go to the Conference Preferences tab. A list of available preferences is provided below.

Step 3-Get on the Call

At the specified time all participants call the conference dial-in number and enter the participant access code. The host will also join via telephone with the same conference dial-in number and host access code. The host will also login to their account at FreeConferencing.com to access all web-based commands. See below for host web-based commands.

Step 4-After the Call

After each conference call you conduct a Call Detail Report will be emailed and stored in your account, under Conference Statements and Recordings tab, which lists participants dial-in numbers, total participants, total minutes used and total charges. If your conference call was recorded you may also access the file in your account under Conference History & Recordings.

Recording Instructions

During a live conference call, the host may start recording at anytime by pressing *9 on their telephone key pad or click ON under the Record button from their account interface. A prompt will announce that recording has been activated. To stop and save the recording, the host will press *9 again or click OFF under the Record button from their account interface and a prompt will announce that recording has stopped.

Playback Instructions

To listen to the recorded conference call, the host must provide participants with the playback number and access code. To listen via telephone, dial the playback number and enter the access code when prompted. Playback will begin automatically. During playback, the listener

may pause, rewind or fast forward. The playback commands are listed below. To listen to the recorded conference call via the web, login to your account and go to Conference History and Recordings. From that page locate your recorded file. Click on the file and the web-based playback will begin automatically.

Below please find a list of Participant Touch Tone Commands:

Participant Touch Tone Commands

*3 Exit Conference-pressing *3 takes the individual participant out of the conference call and back into the lobby.

*4 Conference Commands- pressing *4 plays a menu of touch tone commands.

*6 Mute- pressing *6 will mute the line of the individual participant, pressing *6 again will un-mute the line.

Below is a list of preferences that may be set before your live conference call:

Host Conference Preferences

Entry Tones-turn entry chimes on or off upon joining conference call for host and participants.

Exit Tones-turn exit chimes on or off upon exiting a conference call for host and participants.

Wait for Host-allow participants to start conference without the host or disconnect participants after a preset time if the host does not join the conference call.

Continue without Host-allow participants to continue conference call after host has left the conference or disconnect them after a preset time.

Announce Caller Count-notify joining Hosts and Participants of how many participants are on the conference call.

In-Call Caller Count-list total number of participant(s) on the conference call by pressing *2.

Below please find a list of host web-based commands:

Host Web-Based Commands

The following web-based commands allow conference hosts to manage their live conference calls from the Conference View page of FreeConferencing.com:

Live Conference: This feature allows for the host to begin and end the conference call. To begin your conference call click ON under the Live Conference button. To end the conference call, click OFF and a prompt will allow you to disconnect all participants or cancel the command.

Record: This feature allows the host to record the conference call. To begin recording simply click ON and a prompt will announce that recording has been activated. To stop and save the recording the host will click OFF and a prompt will announce that recording has been stopped.

Hold: This feature allows for the host to place all participants on hold and they will hear music until they are placed back into the conference call. To place all participants on hold, click ON under the Hold button and a prompt will announce that all participants are on hold. To place participants back into the conference call, click OFF.

Lock: This feature allows for the host to block any other joining party to the conference call. To block participants click ON under the Lock button. To un-lock conference, click OFF.

Mute Mode: This is a muting feature for the host. Default mode is open conversation. The host has the option of muting all participants at one time by selecting Mute under Mute Mode. To bring participants back to open conversation the host will select OFF to un-mute participants.

Caller Name: This feature allows for the host to assign names to participants. To assign a name, click on the caller name field for a participant and type in their name. The name will remain assigned for the duration of the call. To change the name of a participant, click on the name field again and retype their name.

Hold Individual: This feature allows for the host to place an individual participant on hold by selecting the hold box next to their name. To place individual participant back into the conference call, select the hold box again.

Mute Individual: This feature allows for the host to mute an individual participant by clicking on the mute box next to their name. To un-mute the individual participant, click on the mute box again.

Q&A Session: This feature allows for the host to have participants in Q&A mode. To place participants in Q&A, click on the Q&A button located above the Q&A queue. Participants can ask a question by pressing *6 and the host will be notified that there is a question. The host will then click on Engage to un-mute participants so that they may ask their question.

Drop: This feature allows for the host to drop an individual participant from the conference call. To drop an individual participant, click on the drop field next to their name and a prompt will allow you to disconnect the participant or cancel the command.

Broadcaster: This feature allows for the host to broadcast audio and previously recorded conference call files during their live conferences. To broadcast an audio file once on a conference call, click on the Broadcaster icon found to the right hand side of your Conference View page. A window will display from which you may upload audio and previously recorded conference calls. To play a file, simply click on the green play icon and broadcasting will begin automatically. The host has the option to stop, resume and pause broadcasting at any time.

The option to minimize and expand the window at anytime during the live conference call is also available.

Below please find a list Host Touch Tone Commands:

<u>**Host Touch Tone Command Commands**</u>

*01 Q&A Session-Press *01 to begin and manage the Question and Answer Session. To move to the next questioner press *02. To end Q&A Session press *03.

*2 Caller Count-Allows the host to get a count of how many participants are on the conference call.

*3 Exit Conference-Pressing *3 takes the individual user out of the conference call and back into the lobby.

*4 Conference Commands-Pressing * 4 plays a menu of touch tone commands.

*5 Mute Mode-This is a muting function for the host. Default mode is open conversation. The host has the option of muting all participants at one time by pressing *5. Participants have the option of un-muting themselves by pressing *6. Pressing *5 a second time, disables participants from un-muting themselves. To un-mute all callers the host will press *5 a third time and the conference will be placed back to open conversation.

*6 Mute-Pressing *6 will mute the line of the individual participant, pressing *6 again will un-mute the line.

*7 Lock Conference-Pressing *7 will secure the conference and block all other participants attempting to enter the conference, pressing *7 again will re-open the conference to all participants joining.

*8 Tone Control-The default setting is Entry and Exit tones on. Pressing *8 once and you will hear Entry and Exit tones Off, press *8 again and you will hear Entry tone Off Exit tone On, press *8 again and you will hear Entry tone On Exit tone Off, pressing *8 one more time will put you back in default mode with both Exit and Entry tones on.

*9 Record Conference-Once on a conference call make sure there is a least one other participant on the line before you begin recording. To begin recording press *9, a prompt will announce that recording has been activated. To stop and save the recording press *9 again. Recording files are accessible under Conference History & Recordings tab in your account or the playback number provided under My Account.

Breakout Conferencing Touch Tone Commands

Command	Description
## Main Conference Room	Press ## to return to the main conference room.
#1 Conference Room 1	Press #1 to enter breakout conference room 1. To re-join the main conference room, press ##.
#2 Conference Room 2	Press #2 to enter breakout conference room 2. To re-join the main conference room, press ##.
#3 Conference Room 3	Press #3 to enter breakout conference room 3. To re-join the main conference room, press ##.
#4 Conference Room 4	Press #4 to enter breakout conference room 4. To re-join the main conference room, press ##.

Below please find a list of playback commands:

Playback Commands

*1	Rewind	Press *1 once to rewind 30 seconds.
*2	Fast Forward	Press *2 once to fast forward 30 seconds.
*5	Pause/Resume	Press *5 to pause playback. Press *5 again to resume playback.