# FREE CONFERENCE CALLING

# SUPPORT GUIDE

Write your conference call information for reference:

#### Conference Dial-in:

#### Conference Code:

#### Host Code:

### INVITING CALLERS

To organize your conference call, give everyone the date and time along with the dial-in number and conference code.

**Note:** Include the time-zone so the start time is clear to all your conference attendees.

#### HOSTING YOUR CALL

To get your call started, dial into the conference call number, enter your conference code and then your host code.

#### ONLINE ACCOUNT

Login to your account for access to recordings and web-controls, and call detail and visitor reports.

#### **GETTING SUPPORT**

For more on our features or services please visit us at: www.freeconferencecalling.com Or email:

service@freeconferencecalling.com

There's no special training or equipment needed! FreeConferenceCalling.com gives you on-demand conference calling, with 24/7 access to use anytime. You never need to notify us about your conference call; just arrange and begin when you want. Host conference calls with up to 1,000 callers per conference and use the telephone keypad features and web-interface for simple host management.

# **CONTROL SPEAKING RIGHTS**

#### **<u>1\* MUTE ALL CALLERS</u>**

Mute all lines except host and guest speakers to eliminate background noise. Callers can't unmute their own lines with 1\* on.

# 4\* MUTE YOUR OWN LINE

Mute and unmute your line as needed by pressing 4\*.

# **RECORDING FOR PLAYBACK**

5\* TURN RECORDING ON & OFF Make quality MP3 recordings of your conference calls.

# **ANNOUCEMENTS & TRACKING**

#### 6\* REQUEST NAMES

Requires callers state their names before joining the call.

### 7\* PLAY ROLL CALL

Play callers' names from the Request Names feature. Note: The Request Names feature must already be on.

#### **8\* TOTAL CALLER COUNT**

Find out how many callers are connected to the call at a particular time. Note: Only the host can hear the count.

#### **9\*** REMOVE NEW CALLER TONE

Our system notifies with a ping when new callers join the call. Press  $9^*$  to turn the feature off and  $9^*$  to reactivate it.

# **CONTROLLING ACCESS TO THE CALL**

## 2\* LOCK & UNLOCK CALL

Secure your conference further by restricting access.

#### 3\* CALL EXTEND OFF & ON

Do you want the conference call to end as soon as you hang up? Press 3\* to disable call extend.

# **ADDITIONAL FEATURES**

#### 88\* JOIN AS A GUEST SPEAKER

Ensure event speakers are never muted during a call. Callers must dial in and enter the conference code and enter 88\* and their Speaker Code once the call starts.

#### 78\* END THE CONFERENCE

This lets the host disconnect all callers and end the conference call even with Call Continuation enabled. You can also use the End Conference feature in the web-interface.

# **ATTENDEE FEATURES**

#### 4\* MUTE YOUR OWN LINE

Callers can mute and unmute their lines to cut background noise and maintain privacy.

#### 5\* ASK THE HOST TO SPEAK

Attendees can let the host know they have a question or wish to speak using 5\*. The caller will be marked with a question mark in the Web-Interface.

#### OTHER IMPORTANT FEATURES

To learn more about our online features including call recording, the Conference Manager and customer service portal, please visit <u>www.freeconferencecalling.com</u>.

# FREE CONFERENCE CALLING

# SUPPORT GUIDE

00

÷.

00

ġ.

00

ġ.

5

S,

s

S

S

S

5

5

S

5

S.

# **ONLINE CONFERENCE MANAGEMENT**

View and control your live call using the online Conference Manager. Every host feature can be enabled from the console, plus it has a few key additions i.e. Question and Answer session management.

To access the Conference Manager, you must first log into your account and select Manage Calls. If your call has not yet begun, you will be asked to dial into your call before the Conference Manager is made available to you. A conference host can:

- Monitor your call in real-time
- $\Diamond$  View attendees as they join and leave
- Manage features and speaking rights
- Be notified of questions from attendees
- Name and label specific callers

# **CONFERENCE MANAGER FEATURES**

#### MUTE ALL

Mute all attendees except the host and guest speakers.

#### **RECORD CALL**

Begin and end call recording with one click.

#### **REQUEST NAMES**

Enables Name Announcement at the onset of the call. This feature must be activated for the Roll Call feature to work.

#### CALL CONTINUATION

Enabled on by default. If off, the conference ends when host hangs up.

#### LOCK CONFERENCE

Locks your call and restricts access by newcomers.

#### CLEAR QUESTIONS

Clears all questions. This does not mean attendees are un-muted.

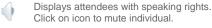
#### ATTENDEE TONE

Disable the new attendee tone if the audio notification is not needed.

#### END CONFERENCE

Disconnects all attendees from the conference call.

# SPECIAL FEATURES





Displays muted attendees on the call. Click on icon to unmute individual.



Displays attendees that are currently speaking live on the call.



Remove unwanted or disruptive attendees. When attendees are removed or leave your call, their leave time is displayed.



This tells the host an attendee has a question and would like to be unmuted. Click the icon to clear question mark.

# "Add Name"

Click on the "Add Name" text within the Name column to label any of your conference attendees. The attendees who dial in again from the same number will be remembered in the console and their name displayed.

Dashboard Manag	e Calls Record	-	Conference Controls	
		<b>≤</b> •x	Mute All	OFF
Manage Calls			Record Call	ON
Conference Cont	-		Request Names	ON
Shate Air	077	0	Continuation On	OFF
Record Call     Request Names	ON	A	Lock Conference	ON
Continuation On Lock Conference	OFF	0	Clear Questions	OFF
Clinar Oversitions	OFF	X		
Attendes Tone C End Conference	OFF	20	Attendee Tone	OFF
		0	End Conference	ON

Conference Statistics

Jun Tir

12-46 PM

12.45 PM

12.45 PM

12.45 PW

12.45 Ptt

12-45 Ptr

12 at PM

12-41 PM

12 45 PM

12.45 PM

12.45 PM

12-45 PM

OFF

ON

ON

ON

OFF

OFF

OFF

ON

4 Code 23250

12345632456

12345632456

12345632456

12345632456

12345632456

12345632458

12345632456

12345632456

12345632456

12345632456

12345632456

12341632416

George Burns Loss

Amenda Liffe (provid)

Rits James

Mark Siegel

Your Islams Here

**Tour Name Here** 

Your Name Here

Manage Calls

Conference Controls

23

В

0

0

Ó