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## Touch Tone Controls User Guide

### Participant Touch Tone Commands

**\*3 Exit Conference** - Press \*3 to take the individual participant out of the conference call and back into the lobby.

**\*4 Conference Commands** - Press \*4 to play a menu of touch tone commands.

**\*6 Mute** - Press \*6 to mute the line of the individual participant, press \*6 again to un-mute the line.

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

### Host Touch Tone Command Commands

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

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

**\*3 Exit Conference** - Press \*3 to take the individual user out of the conference call and back into the lobby.

**\*4 Conference Commands** - Press \* 4 to play a menu of touch tone commands.

**\*5 Mute Mode** - There are 3 different muting modes for participants. The default mode is open conversation, pressing \*5 once will mute all participants, however, participants can un-mute themselves by pressing \*6 for questions or guest speakers, pressing \*5 again will put participants into mute mode without the capability of un-muting themselves, pressing \*5 again will return everyone to open conversation mode.

**\*6 Mute** - Press \*6 to mute the line of the individual participant, press \*6 again to un-mute the line.

**\*7 Lock Conference** - Press \*7 to secure the conference and block all other participants attempting to enter the conference, press \*7 again to re-open the conference to all participants joining.

**\*8 Tone Control** - The default setting is Entry and Exit tones on. Press \*8 once to turn Entry and Exit tones Off, press \*8 again to turn Entry tone Off Exit tone On, press \*8 again to turn Entry tone On Exit tone Off, press \*8 a fourth time to turn back to default mode with both Exit and Entry tones on.

**\*9 Record Conference** - Once on a conference call begin recording by pressing \*9. Next, press 1 to start recording or press \* (star) to return to the conference. Once confirmed, a prompt will announce that recording has been activated. To stop and save the recording, press \*9 again and then press 1 to confirm or press \* (star) to return to the conference. To retrieve a recorded conference call, login to your account and go to the Conference History and Recordings tab or use the playback number listed on the My Account tab to listen to the recorded call via telephone.

Below please find a list of breakout conferencing commands:

### **Breakout Conferencing Touch Tone Controls**

#### **## Main Conference Room**

To return to the main conference room press ##.

#### **#1 Conference Room 1**

To join conference room, press #1. To return to the main conference room, press ##.

#### **# 2 Conference Room 2**

To join conference room, press #2. To return to the main conference room, press ##.

#### **#3 Conference Room 3**

To join conference room, press #3. To return to the main conference room, press ##.

#### **#4 Conference Room 4**

To join conference room, press #4. To return to the main conference room, press ##.

Below please find a list of playback commands:

**Playback Commands**

- \*4     Rewind                     Press \*4 once to rewind 30 seconds.
- \*6     Fast Forward             Press \*6 once to fast forward 30 seconds.
- \*5     Pause/Resume            Press \*5 to pause playback. Press \*5 again to resume playback.

If you have any questions, please contact Customer Service at 877-482-5838 or email to [services@freeconferencing.com](mailto:services@freeconferencing.com).