



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

Web-Based Conference User Guide

Please Note: The following user guide is designed for the web conferencing interface.

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. If you plan to host an online FreeScreenSharing meeting you will need to provide participants with the meeting link, which can be located by clicking the 'Invite Others' button on the left hand side of the Meeting Dashboard under the Conference View tab. See Step 4 for instructions on how to host a FreeScreenSharing online meeting.

Step 2 Set Conference Preferences

Login to your Free Conferencing account at www.freeconferencing.com and go to the Conference Preferences tab to preset preferences before your conference call begins.

What are Conference Preferences?

Preferences allow you to set your conference features like entry and exit tones to be on or off when a participant joins the conference call. It allows you to disconnect callers if the host is not present, and the caller count feature can be turned on or off.

Step 3 Get on the Call

At the specified time, all participants dial the conference dial-in number and enter the participant access code. As the host you will also join via telephone with the same conference dial-in number and host access code.

A. Access Web Controls

To view your live conference call, login to your account and go to the Conference View tab.

B. Identify Participants

When participants join your conference call, you may assign a name to them to identify them when they are speaking. To assign names, click on the Caller Name field and type in the participants' name.

C. Record Conference Call

Record your conference call by clicking ON under the record button found on the left of your Conference View page. The button will display that recording is on. To stop and save the recording, simply click on OFF and it'll display that the recording function is off.

D. Mute Participants

There are several options available to you for muting participants. To mute an individual participant, simply select the mute box for that specific individual. A check mark will appear letting you know that the individual is muted. To un-mute the individual participant, select the box again.

To mute all participants, use the Mute Mode button found on the left of the Conference View page. The Mute Mode button has 3 functionalities; 1-OFF: open conversation, 2-Mute: mutes all participants except the host and participants have the option of un-muting themselves by pressing *6 to ask a question and 3-Lecture: which places participants into Lecture mode and has them on mute without the ability to un-mute their lines.

E. Conduct Q&A Session

To begin Q&A session, select Q&A above the Q&A queue. A prompt will announce that all participants are muted. For participants that have a question have them press *6 and they will be prompted to confirm their request. Once confirmed, they will be placed in the Q&A queue. As the host, you may click on Engage to allow participants to ask their question.

F. Broadcast Audio Files

When on a conference call, you have the option to broadcast audio and previously recorded conference files for your participants. 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. You have the option to stop, resume and pause broadcasting at any time. You may also minimize and expand the window at anytime during your conference call.

G. Hold Participants

There are two options available for placing participants on hold while on a 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, click on OFF to place participants off hold. To place an individual on hold select the hold box for that individual. A check box will appear notifying you that the individual is on hold, to place that individual back to the conference, select the hold box again.

H. Lock Conference

While on the conference call, Lock Conference to disable participants from joining:

To lock conference, click ON under the Lock button found on the left of your Conference View page. To un-lock conference, simply click on OFF under the Lock button again.

I. Disconnect Participants

As the host you have the option to drop disruptive, bad connection or anonymous callers from your Conference View page. To drop a participant, simply select the box under the Drop Call field and that individual participant will be disconnected from the call. To disconnect all participants, click on OFF under the Live Conference button found on the left of your Conference View page and a prompt will ask you to confirm or cancel the command.

Step 4 Start the online FreeScreenSharing Meeting (Optional)

When on a conference call, you have the option to conduct an online FreeScreenSharing meeting designed for screen sharing, web conferencing, product demonstrations, webinars and more. To start an online FreeScreenSharing meeting once on a conference call, click on the FreeScreenSharing tab found on the right hand side of your Conference View page. A FreeScreenSharing Controls window will display from which you may start the online meeting by clicking the 'Start Meeting' button. Next, click the 'Select Items to Share' button to choose which programs you wish to show your participant during the online meeting. There is also a chat feature that allows you to chat with participants that are participating in the online meeting. You may minimize and expand the FreeScreenSharing Controls window at any time during your conference call.

A. Start Meeting

To begin a FreeScreenSharing online meeting, click the 'Start Meeting' button. Participants will not be able to view the host screen until the host has clicked this button. When the meeting has been started the rest of the FreeScreenSharing controls will become available.

B. Pause Meeting

To pause the online meeting so participants are still logged on but are temporarily unable to view the host's screen, click the 'Pause Meeting' button. While the meeting is paused all participants will see the phrase 'Meeting Paused' across their screens. To resume, simply click the 'Start Meeting' button.

C. Stop Meeting

To stop and disconnect participants from the meeting, click the 'Stop Meeting' button. All participants will no longer be able to view the host's screen and will be logged out of the online meeting. Please note that this does not drop participants from the audio part of the conference call.

D. Switch Presenter

To give a participant the ability to share their screen, click the 'Switch Presenter' button and select the participant from the drop down menu. Once that participant has become a presenter, he or she can then select another presenter by following these instructions.

E. Take Back Control

If a participant has been given control, the host of the meeting can take back that capability by clicking the 'Take Back Control' button. This icon is only displayed when someone other than the host is presenting.

F. Select Items to Share

The 'Select Items to Share' button allows the host to choose which programs to share with participants. Any time someone new becomes the presenter, the meeting dashboard is defaulted to not be shared. When the host clicks the 'Select Items to Share' button, a new window will be displayed (Shown to the right) which is where the host will select which programs to share with participants. If one program has multiple windows, the host may select individual windows from that program to share. For example, if the host has an email to share with participants, the host can choose not to share the entire inbox or another email that is currently open by 'unchecking' the box next to the appropriate window. The host can also choose which monitor to share (if two or more monitors are being used) or if the host wants each new window to be shared when it is immediately opened. Once the selections have been made, click the 'OK' button.

G. Chat

The chat feature allows the host to send messages to all participants in the meeting or to individual participants. Use the drop down menu under the 'chat with' section to choose who to send a message to. Private messages will be displayed in purple. If a participant sends a private chat and the host is currently sharing the Meeting Dashboard, a private message alert will display asking the host if he or she wishes to hide the dashboard so that the private chat can be viewed without other participants being able to view it.

Step 5 After the Call

After each conference call you conduct, a Call Detail Report will be stored in your account which lists participants dial-in numbers, total callers, and total minutes used. Call Detail Reports and any recorded conference calls are stored under the Conference History & Recording tab.

A. View Call Detail Report

To view a call detail report after your conference call is complete, simply go to the History and Recordings tab. From there select the Call Detail Report you would like to view and click on the View icon found under Details on the left hand side of the page. On the next page, select Page View found in the bottom right corner to view report details.

B. Download and Playback Recorded Conference

To download a recorded conference call, go to the History and Recordings tab. From there click search to retrieve your recorded conferences. To download or playback the recorded file, click on the Record icon, found on the right hand side of the page. On the next page you will see the conference player from which you are able to playback the recording as well as download the file to your computer.

C. Share Recorded Conference

To share a recorded conference, go to the History and Recording tab and select your recorded file. Click on the Record icon found on the right hand side of the page. On the next page, click Share Recording found on the bottom middle of the page. The following page will ask you to select public availability dates and to copy the provided URL address. Copy the URL address and send it to your participants via email. Your participants may simply click on the URL address from their email to playback the recorded conference via the web.

To have another conference call, start with step 1.

If you have any questions, please contact our Customer Service Department at 877-482-5838 or email to support@freeconferencing.com.