



FreeConferenceCall.com®

Reference Book

Overview Guide

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Symbols and Notations in this Manual

The following notations and symbols can be found in this manual.



Denotes any item that requires special attention or care



Denotes any useful information or tips

Table

Denotes any table

Text

Denotes any text output

Folder/File

Denotes any folders (paths) or files names

commands

Denotes any commands, attributes and parameters

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Chapter 1: Introduction

FreeConferenceCall.com is a collaboration tool packed with features to allow hosts to conduct audio conference calls and online meetings.

FreeConferenceCall.com is great for a variety of professional, academic, or personal uses, including:

- Audio Conferencing;
- Online Meetings (webinars);
- Presentations;
- Distance Learning;
- Training.

FreeConferenceCall.com is the ideal tool for audio, web and online collaboration.

Features

FreeConferenceCall.com provides the following powerful features:

- *Toll and Toll-Free Audio Conferencing* via traditional PSTN fixed (i.e. “land lines”) and mobile phones, as well as integrated and 3rd party VoIP clients.
- *Online Meetings for screen sharing* of entire desktop or specific applications on Windows and Mac:
 - ✓ Provided for free for up to 25 attendees
 - ✓ Controls may be passed to participants
 - ✓ Presentations may be highlighted with the integrated annotation tools
 - ✓ Chatting with other meeting attendees
 - ✓ Mobile clients are available for iOS and Android operating systems
- *Studio* for the ability to create free compelling hosted presentations with your screen and audio, for unlimited viewing by employees or clients – it is perfect for sales presentations, team training, marketing, HR efforts.
- *App Store* with a variety of free and paid features to enhance your conference call experience like custom hold music, custom greeting and much more (see page 46 for further information).
- *Meeting Recording*, anything on the screen can be recorded – PPT, Word docs, Excel, PDF, Websites, proprietary applications, etc.
- *Playback* of previously recorded conferences and presentations, including free and unlimited viewing; recordings can be conveniently shared through popular social networks.
- *Customizable Meeting Wall*, including your company name, host name, picture, short status, phone, address, meeting subject and description, wall background color, etc.

- *In-Conference Controls* to manage your live meeting on-the-fly – allow you to view all joining participants, as well as record, lock, hold, mute meeting, drop participants, etc.
- *Comprehensive Reporting*, allowing the host to see the history of invoices and meetings that took place in the specified date range.

Online meeting is an Internet tool that permits communicating with large, remote and global audiences. The host of the meeting can utilize an easy-to-use application to set up the meeting or conference and invite the attendees to join the meeting. During the conference or online meeting, the host communicates using a visual component, known as desktop/screen sharing, which allows the host to show documents such as Microsoft® PowerPoint® slides, websites, audio files, and documents to the attendees live over the Internet.

System Requirements

Access to the audio component of a FreeConferenceCall.com session can be achieved by one of the following methods:

- Traditional PSTN fixed (i.e., “land line”) and mobile phones
- Integrated VoIP client
- 3rd party VoIP clients

To access your *FreeConferenceCall.com Wall* or *FreeConferenceCall.com Account*, the following Internet browsers may be used under Windows / Mac operating systems:

- Microsoft Internet Explorer (for Microsoft OS only) (<http://www.microsoft.com/windows/internet-explorer/default.aspx>), version 8 and higher;
- Mozilla Firefox (<http://www.mozilla.com/en-US/firefox/>), version 3.5 or higher;
- Google Chrome (<http://www.google.com/chrome?hl=en>);
- Safari 5 (<http://www.apple.com/safari/>), or later version.
- Chrome (<http://www.chrome.com>)

The *FreeConferenceCall.com Desktop Application* is supported by one of the following operating systems:

- Microsoft Windows XP (32-bit)
- Microsoft Vista (32-bit or 64-bit)
- Microsoft 7 (32-bit or 64-bit)
- Microsoft 8/8.1 (32-bit or 64-bit)
- Mac OS (versions 10.5 or newer)
- iOS 4.3 or higher for iPad, iPhone and iPod
- Android 2.3 or higher.
- Ubuntu 14.04 or newer

Note for Linux:

- Preferred Windows Manager environment: Compiz
- Desktop Environment: Unity, Gnome

Note that currently you cannot host a meeting from your mobile device, however attendees can view your screen sharing sessions using a web browser with Web Viewer.

Definitions, Acronyms and Abbreviations

In order to use the *FreeConferenceCall.com – Reference Book* effectively, see the following list of terminology that will be used throughout this guide:

- **Access Code** – A number code used to join a conference call after dialing the conference number
- **Dial In Number** – A phone number that is being dialed by the user to join to the meeting.
- **Host** – The most privileged role in a meeting. A user in the meeting that can make changes to the entire live meeting. Only hosts are allowed to execute group operations, such as start/stop meeting recording, mute/unmute participants, secure/unsecure the conference, etc.
- **Host Pin** – A numeric access code for a specific Access Code that allows a user to be authorized as a host and receive additional privileges like ability to perform group mutes or start recording.
- **Meeting** – An audio meeting (conference) hosted on a bridge and consisting of PSTN and/or VoIP participants.
- **Online Meeting ID** – A unique meeting identifier that is used by host and participants to join to the and online meeting.
- **Participant** – A person in the conference who can actively participate in a meeting by both talking and listening. Participants can execute mute and unmute commands on their own connections, but not on other connections.
- **Playback Number** – A phone number that is dialed by a user to listen to a recorded meeting (conference). The host must provide attendees with the playback number and Access Code. Please note, the playback number is different from the conference dial-in number. When users call into the playback number, they will be prompted to enter the Access Code. Once confirmed, the system will play back the recorded conference. During playback, the user can scroll forward or backwards through the recorded conference using the telephone keypad.
- **PSTN** – **P**ublic **S**witched **T**elephone **N**etwork, the traditional phone system.
- **VoIP** – **V**oice **o**ver **I**nternet **P**rotocol, a term that refers to the capture/playback of audio streams and their transmission over IP based networks.

Chapter 2:

FreeConferenceCall.com Account Registration

This chapter will explain how to sign up for a FreeConferenceCall.com account. Go to the FreeConferenceCall.com web site, www.freeconferencecall.com, and click the “Get Free Service” button after entering your email address.

Step 1: Sign Up

From the FreeConferenceCall.com home page, sign up for a free account using your e-mail address. Note: By default, the following is included with your account at no cost: Toll Number for up to 1,000 participants per meeting, international In-country Dial-in Numbers in more than 55 countries, Online Meetings with up to 25 attendees.



Sign-Up – “FreeConferenceCall.com homepage”

After your account is created you can fine-tune it and sign up for more services in “My Account” page.

The screenshot shows a web browser window with a navigation bar at the top containing links: Account Info, Profile, Online Meetings, Instructions, Invite, FAQs, and Meeting Wall. The main content area is titled "Thank you for signing up with FreeConferenceCall!" and features a close button (X) in the top right corner. Below the title, there are two sections: "1 Meeting Credentials" and "2 Account Configuration" (marked as "Optional"). The "Meeting Credentials" section displays: "Dial-in Number: (775) 360-1147", "Access Code: 116-114" (with an edit icon), and "Host PIN: 3604" (with an edit icon). The "Account Configuration" section displays: "Create Your Password: *****" (with an edit icon), "Online Meeting ID: Johnsmith" (with an edit icon), and "Upload Custom Hold Music: Free for 30 days" (with an orange "Upload" button). At the bottom of the form is a large blue "Continue" button.

Account Confirmation

On this screen, you can view your basic account information, conference dial-in numbers and playback numbers, your Access Code and host PIN code. This information will also be emailed to you (see a sample of the email in

Appendix A: Sample of FreeConferenceCall.com Account Registration Email). The options to edit your host PIN, create your password and customize your Wall URL are also provided. Make sure to create your password to login to your account to

access recordings, start online meetings, record presentations, send out invitations and much more.




Remember or write-down your *Access Code*. This Access Code may be used to access to your Meeting Wall in the future.

Chapter 3: Meeting Wall Customization

The Meeting Wall is a virtual meeting room that may contain your logo, meeting description, meeting host information, additional meeting resources (i.e., supporting documentation for your meeting), meeting scheduling information, dial-in and recording playback numbers.

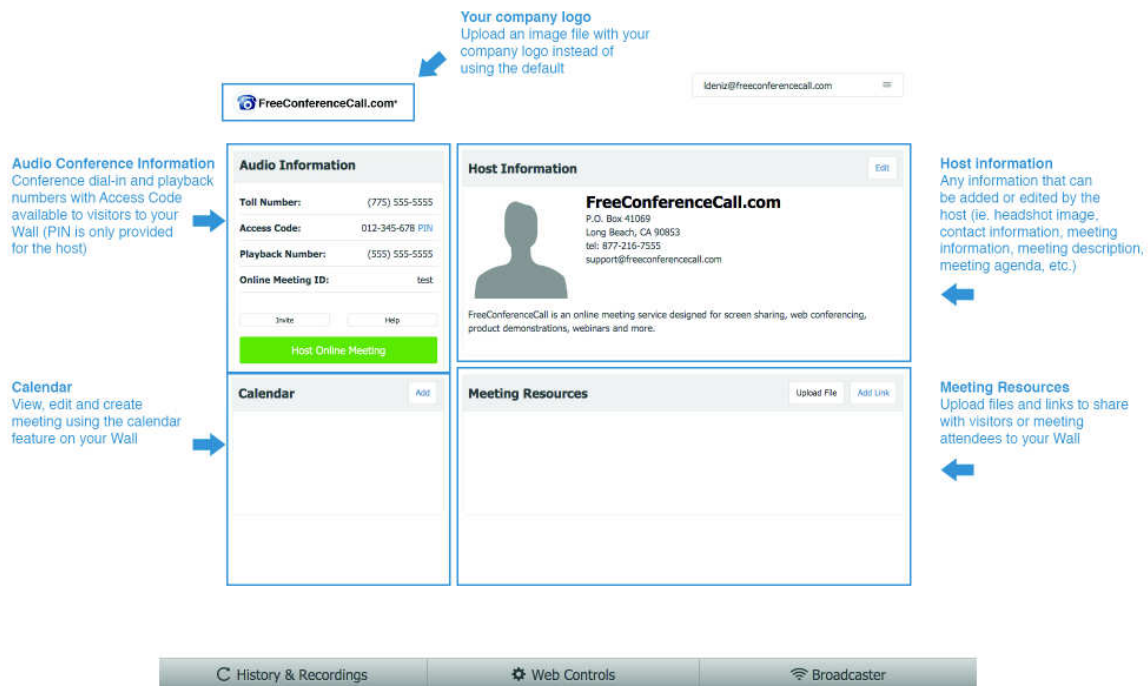


Audio Information	Host Information Edit
Toll Number: (775) 555-5555	 FreeConferenceCall.com P.O. Box 41069 Long Beach, CA 90853 tel: 877-216-7555 support@freeconferencecall.com
Access Code: 012-345-678 PIN	
Playback Number: (555) 555-5555	
Online Meeting ID: test	
<input type="button" value="Invite"/> <input type="button" value="Help"/>	FreeConferenceCall is an online meeting service designed for screen sharing, web conferencing, product demonstrations, webinars and more.
<input type="button" value="Host Online Meeting"/>	
Calendar Add	Meeting Resources <input type="button" value="Upload File"/> <input type="button" value="Add Link"/>

Meeting Wall Screen for Hosts

The Meeting Wall is a public page that may be accessed by anyone who has a link to it, unless you have restricted access by requiring a password for viewing. Participants can access your Meeting Wall to see information about your meeting, supporting documentation or files you choose to share, scheduling, etc.

As a host, you can use the Meeting Wall to control all aspects of your meeting, i.e. update the host details, update the meeting subject and additional information, manage meeting files and links resources, manage conference preferences, invite other people to your meeting, schedule a meeting, start a meeting, and view your meeting history. The Meeting Wall components are shown in the screen shot above.



Components of the Meeting Wall Screen

Section 3.1: Open the Meeting Wall

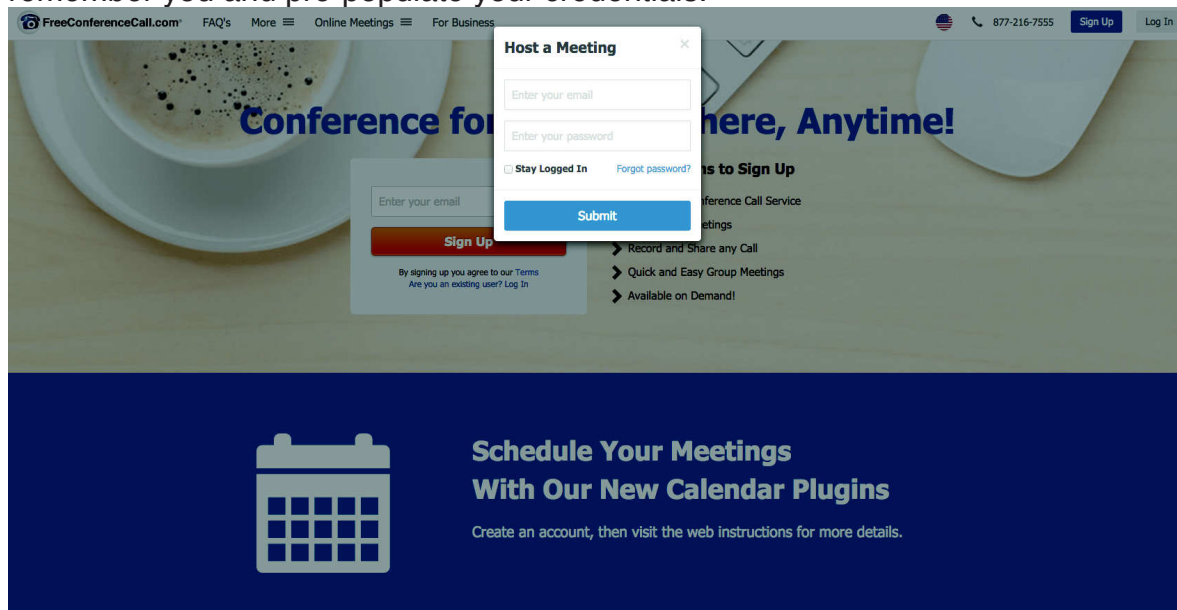
Access the Meeting Wall in either of the following ways:

- From the FreeConferenceCall.com web site, www.freeconferencecall.com
- From any browser, the Meeting Wall URL is formed as
<https://www.freeconferencecall.com/wall/<online meeting id>>

Host Login

To open the Meeting Wall, you can go to the FreeConferenceCall.com web site, www.freeconferencecall.com, and click the “Host” button (see screen shot above). Once you receive this login screen, use your email and password (defined during sign-up) to log in to your Meeting Wall as a host. Type in your email and password in the labeled fields and click the “Submit” button. You will then be taken to your Meeting Wall.

You can click the “Remember me” checkbox, and FreeConferenceCall.com will remember you and pre-populate your credentials.



Landing Page Login for Hosts

You can also open your Meeting Wall directly from a web browser using the Meeting Wall URL, formed as <https://www.freeconferencecall.com/wall/<online meeting id>> click the “Host” button and enter your host credentials to log in to the Meeting Wall as a host.



Audio Information

Toll Number: (775) 555-5555

Access Code: 012-345-678 [PIN](#)

Playback Number: (555) 555-5555

Online Meeting ID:

Host Information

FreeConferenceCall.com
P.O. Box 41069
Long Beach, CA 90853
tel: 877-216-7555
support@freeconferencecall.com

FreeConferenceCall.com®

Host a Meeting

Join a Meeting

Record a Studio Presentation

Sign up now!

Preferences

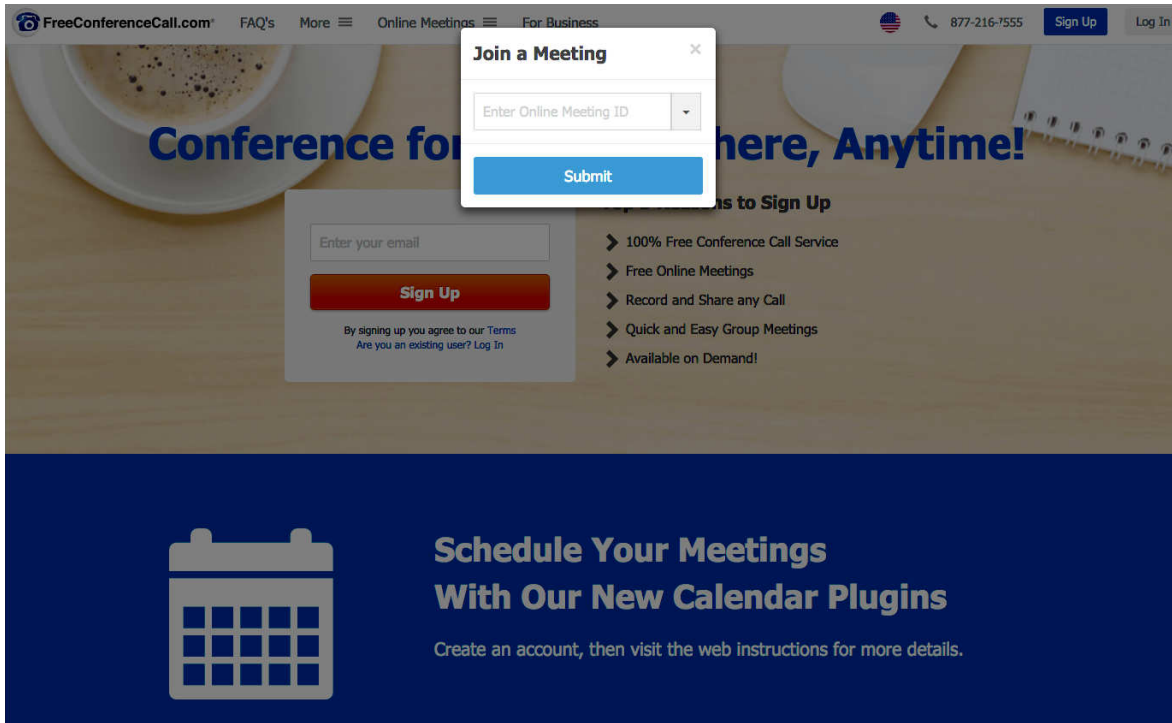
Check connection

Calendar

Meeting Wall Login for Hosts

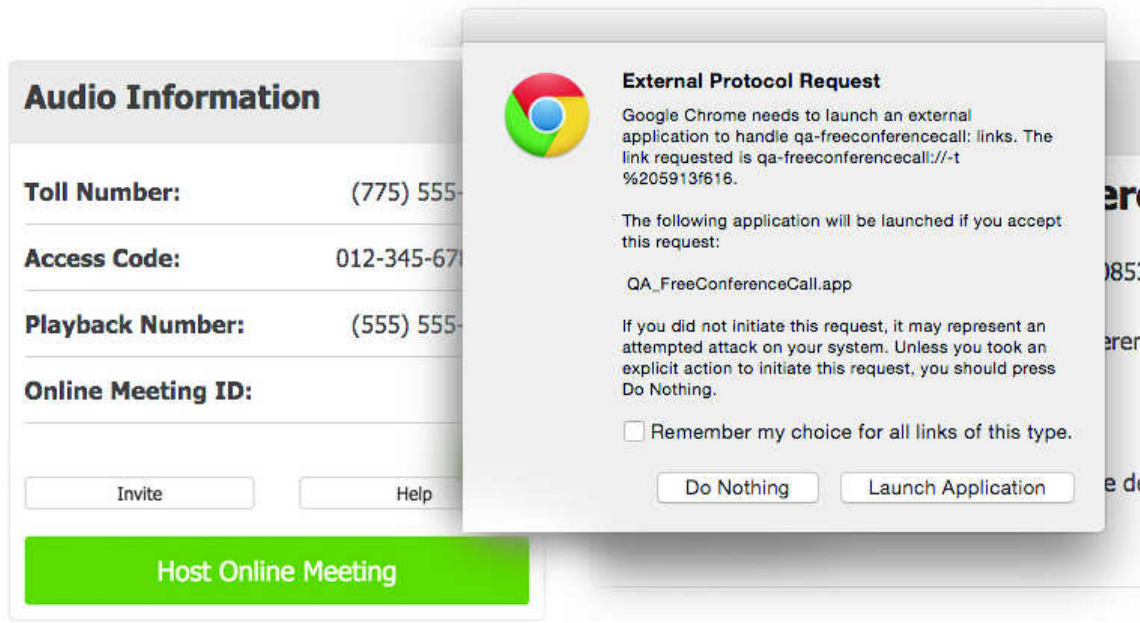
Participant Login

To access the Meeting Wall, the participant can go to the FreeConferenceCall.com web site, www.freeconferencecall.com, and click the “Join” button. Once the participant receives this login screen, he/she can use the access code that you provided to view your Meeting Wall as a participant. After clicking the “Submit” button, your participant will be redirected to your Meeting Wall.



Landing Page Login for Participants

The dialog “*Your input is required*” appears, and the participant will be suggested to launch the Desktop application. After clicking the “*Get Desktop App*” button, the application is being installed and started (see Section 3.9: Start and Stop Meeting). This application is being used for the screen sharing sessions and optionally for voice calls to the meetings, for detailed information see Chapter 5: FreeConferenceCall.com Desktop Application.



Meeting Wall Dialog “Your input is required” for Participants

A participant can also access your Meeting Wall directly from a web browser using the URL formed as <https://www.freeconferencecall.com/wall/<online meeting id>> and click the “Join” button to launch the *FreeConferenceCall.com Desktop Application*.

Section 3.2: Customize Host Business Card and Meeting Info

When host clicks “Edit” button in the “Host Information” header line, all provided fields (name, contact information, headshot, and meeting description) become editable. Once you have made your changes, click the “Save” button to apply the changes you made or the “Cancel” button to revoke the changes.




Note, you may upload a picture with a transparent background as well.



Audio Information
Toll Number: (775) 555-5555
Access Code: 012-345-678 [PIN](#)
Playback Number: (555) 555-5555
Online Meeting ID: test
[Invite](#) [Help](#)
[Host Online Meeting](#)

Host Information [Cancel](#) [Save](#)

Formats **B** *I* U **A**

[Click to Edit](#)



FreeConferenceCall.com
P.O. Box 41069
Long Beach, CA 90853
tel: 877-216-7555
support@freeconferencecall.com

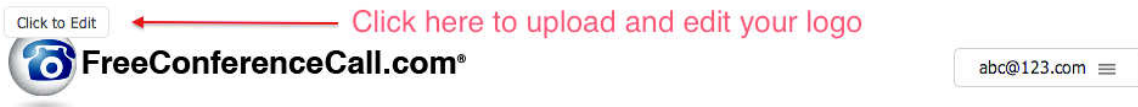
FreeConferenceCall is an online meeting service designed for screen sharing, web conferencing, product demonstrations, webinars and more.

“Host Information” Edit Screen

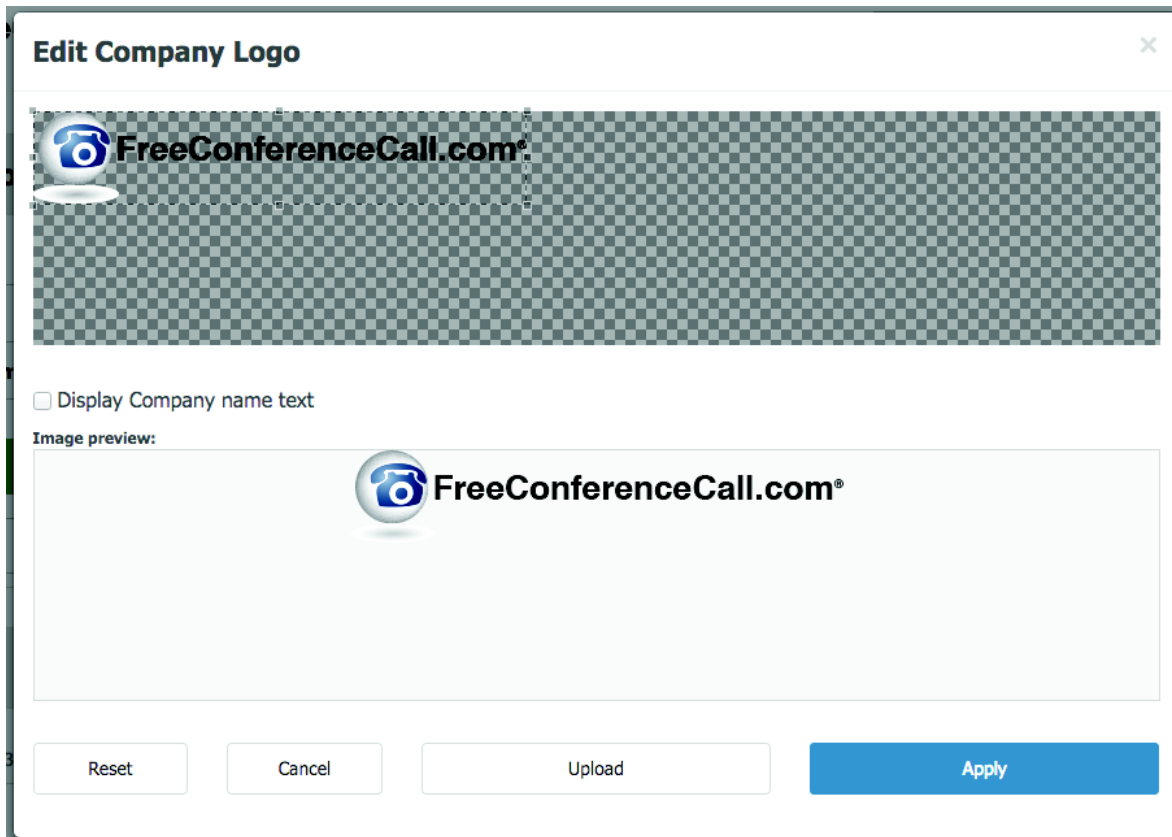
Section 3.3: Customize Your Logo

You can use your company logo as the Wall logo shown in the upper portion of the screen. Click your name in the top-right corner of the Wall page, and next click “*Edit*” link-button, and the Edit dialog appears. Click the “*Upload File*” button and select the file with your logo. Your logo will be uploaded and you will be able to preview it and adjust its size. Click the “*Apply*” button to apply the changes you made, the “*Cancel*” button to revoke the changes, or the “*Reset*” button to use the default FreeConferenceCall.com logo.

 Note, you may upload a picture with a transparent background as well.



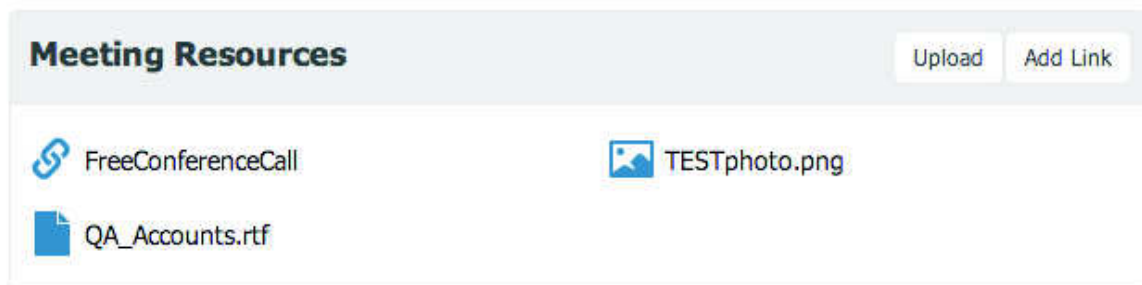
The Location of “Click to Edit” button



"Edit logo" Dialog

Section 3.4: Manage Meeting Resources

On your Meeting Wall, you may add web links and/or files that may be useful during your meeting. To add a file from your hard drive as a meeting resource, click the "*Upload File*" button and select the file you wish to upload. To add a web link as a meeting resource, click the "*Add Link*" button and type your link description and URL. Added files and links will be shown in the *Meeting Resources* section. Note, these will be visible to the host as well as participants who view your Meeting Wall.



The Location of the "*Upload File*" and the "*Add Link*" buttons, and the "*Add link*" Dialog in the *Meeting Resources*

If you add the audio file (mp3 or wav) to the Meeting Wall as your meeting resource, you will be able to playback it into your conference using *Broadcaster* feature (see Section 3.13: Broadcaster for detailed information) as well as you and your participants will be able to playback the uploaded audio file directly from the Wall.

Note: If the audio file has been password protected using Broadcaster, this password should be also entered to play it from the Meeting Wall.

Section 3.5: Manage Audio Settings

As a host, you can manage the conference (meeting) preferences. Available Audio Controls that you can customize are listed in Table 1.

Audio Controls	Description	Value (* – Default)
Entry and Exit tone	Turn entry/exit chimes on/off when participants' join/disconnect to/from the conference call.	On (*), Off
Announce Caller Count	Notify joining hosts or participants of how many callers are on the conference call.	All, Hosts Only (*)
Display Attendee List	List total number of caller(s) on the conference call by pressing *2.	All, Hosts Only (*)
Ask Job Code	When host dials in to the conference the system may ask to enter a Job Code – arbitrary sequence of digits that helps host to identify this conference in <i>History & Recordings</i> . Host can always change Job Code during the conference by pressing *# on the telephone.	On Dial-in, Never (*)
Wait for Host	If Off – the conference is started when the first participants arrives, i.e. the host is not needed; otherwise participants are placed on hold for the selected preset time before host joins the conference call. If the host does not join the conference call, participants will be disconnected after the preset time expires.	Off (*), On - 1 min, On - 5 min, On - 10 min, On - 20 min, On - 30 min, On - 45 min
Continue Without Host	If On – the conference continues when host disconnects from the conference, i.e. the host is not needed. Otherwise, after host disconnects from the conference, the conference continues for selected preset time, after which, the call participants will be disconnected.	On, On - 1 min, On - 5 min (*), On - 10 min, On - 20 min, On - 30 min, On - 45 min

Table 1: Customizable Audio Controls

Click the “Web Controls” and see the *Audio Controls* section in the left part of your Meeting Wall page. Here you can change your meeting settings. Your settings changes will be saved automatically once you complete them.

Web Controls

Meeting Controls

Record

OFF

Lock

OFF

Hold

OFF

Mute

Off

Audio Controls

Entry and Exit tone

On

Announce Caller Count

Hosts Only

Display Attendee List

All

Ask Job Code

Never

Wait for Host

Off

Continue Without Host

On

Stop Meeting

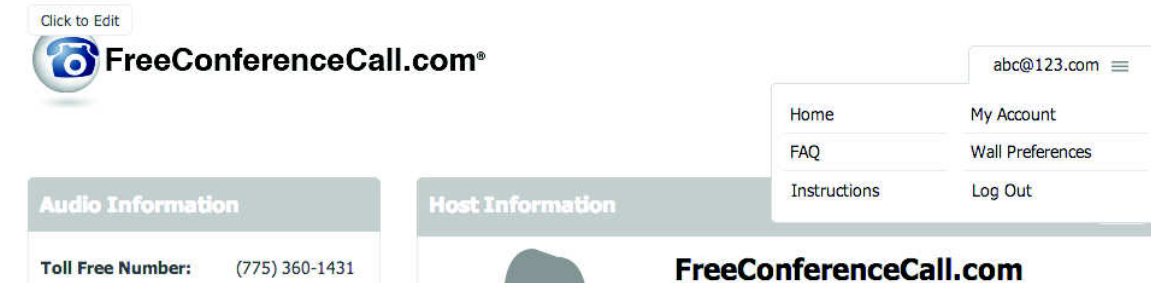
Attendee List (0)

Caller	Type	Volume	Call Duration	Mute	Drop
--------	------	--------	---------------	------	------

Meeting Audio Settings Edit Screen

Section 3.6: Manage Meeting Wall Preferences

As a host you can also customize your Meeting Wall background colors or images and restrict the access to your Wall page. Click your name in the top-right corner of the Wall page, and next click “*Wall Preferences*” link-button.



The Location of the “*Wall Preferences*” button

Wall Preferences ✕

General Options

Background Gradient ?

Top Color: Bottom Color:

Background ?

☐ Tile background

Horizontal: Vertical:

Panel Options

Master Password

Feature Panel	Toggle	Password Protect
Meeting Wall ?		<input type="checkbox"/> enable password
Calendar ?	ON ON	<input type="checkbox"/> enable password
Chat ?	OFF OFF	<input type="checkbox"/> enable password
Meeting Resources ?	ON ON	<input type="checkbox"/> enable password
Radio ?	OFF OFF	<input type="checkbox"/> enable password

Meeting “Wall preferences” Dialog

You can customize your Meeting Wall background color by selecting top and bottom colors; selected top color will gradually turn into selected bottom color. You can also upload and set background image on your Wall, specify it's alignment on the Wall and if it shall repeat; if image has transparency – the gradient color will be seen underneath; click on the "*Change Background*" button to upload a new image or on the "*Remove Background*" button to get rid of it. Moreover you can also restrict the access to your Meeting Wall. By default, your Meeting Wall is a public web page, so anybody who knows its URL can open your Wall and see the information you provided. If necessary, you can restrict access to your Meeting Wall and define a password that visitors must enter to gain access to your Wall.

Make your changes to your Meeting Wall preferences and click the “Save” button to apply them. You can also reset your Meeting Wall data to the default values using the “Reset Settings” button.



Note, the “*Reset Setting*” button works not only for conference and Meeting Wall preferences, but for the entire Meeting Wall, including your logo, *Host Information*, meeting subject and info, your meeting resources, and meeting schedule. If you click this button, you will receive the message “*Are you sure you want to proceed?*” If you confirm this, the entire Meeting Wall will be reset to the default settings.

Section 3.7: Invite Other People

When you wish to invite other people to join to your meeting, you can use the “*Invite*” button from your Meeting Wall. On this screen, you will see your Meeting Wall URL, the phone numbers that should be used to join your meeting, your access code and instructions. Select a meeting to which you would like to invite or use the “*Please join me now*” option if you are going to start your meeting now. Type a list of invitee email addresses separated by a “;” and click the “*Send Invites*” button. All recipients from the list receive an email similar to that shown in Appendix B: Sample of *FreeConferenceCall.com Invitation* Email. Your participants receive the message that they are invited to the conference, along with instructions on how to join. You can also click the “*Copy to Clipboard*” button to add the contents of the invite window to your clipboard and paste the meeting information into your preferred email program.

Note that your Meeting Wall URL is formed as <https://www.freeconferencecall.com/wall/<online meeting id>>. You can provide this URL to your participants to access your Meeting Wall.

Section 3.9: Start and Stop Meeting

Meetings may be started by using schedulers or on an ad-hoc basis by simply calling the meeting dial-in number and/or clicking the “*Launch Screen Sharing Now*” button on your Meeting Wall.

Thus the meeting is being started when one of the following events occurred:

- When the host calls to the meeting dial-in number using his/her phone;
- When the host starts the screen sharing meeting from the *FreeConferenceCall.com Desktop Application*;
- When the host clicks the “*Launch Screen Sharing Now*” button from the *Audio Information* section of the Meeting Wall screen, the *FreeConferenceCall.com Desktop Application* is being installed and started in this case.

Participants cannot start meetings; they can just join to the meeting started by host. If they call to the meeting, but the host did not join to this meeting yet, they will be waiting until host arrives. To join to the conference the meeting participants should call to the meeting dial-in number or open Meeting Wall and click the “*Join*” button in the *Audio Information* section or the logged-in participants can click the “*Rejoin*”

Meeting” button from the *Audio Information* section of the Meeting Wall screen to install and start the *FreeConferenceCall.com Desktop Application*, that is being used for the screen sharing sessions and optionally for voice calls to the meetings.

Audio Information	
Toll Number:	(775) 555-5555
Access Code:	012-345-678 PIN
Playback Number:	(555) 555-5555
Online Meeting ID:	test
<input type="button" value="Invite"/> <input type="button" value="Help"/>	
<input type="button" value="Host Online Meeting"/>	

Click here to start the screen sharing meeting as a host

The Location of the Meeting “*Launch Screen Sharing Now*” button for Hosts

Audio Information	
Toll Free Number:	(775) 360-1431
Access Code:	776-110-214
Online Meeting ID:	test
<input type="button" value="Rejoin Meeting"/>	
Are you the host? Click here to login	

Click here to join a screen sharing meeting as a participant

The Location of “*Rejoin Meeting*” button for Participants

For detailed information on using the *FreeConferenceCall.com Desktop Application* for your screen sharing, see Chapter 5: *FreeConferenceCall.com Desktop Application* in this Guide.

The meeting is stopped when all meeting attendees (host and participants) disconnect their calls and the meeting is not scheduled at that moment. If during a call, you wish to cancel the entire meeting, you may use the “*Stop Meeting*” feature to end your meeting as described in *Stop a Meeting* section of this Guide.

Section 3.10: Meeting Host and Participant Commands

Host Commands

Meeting hosts have the ability to control all aspects of the meeting. Enhanced DTMF (telephone keypad) functions are provided exclusively to meeting hosts. The following is the procedure for entering a conference call for hosts:

1. Dial the conference number assigned during the registration.
 2. When prompted *"Please enter your Access Code followed by the pound or hash sign"*, enter the Access Code using your telephone keypad, then press the # key.
 3. After the Access Code is entered, you may hear: *"If you are the host – press star now, otherwise please wait and you'll be joined into the conference"*. Press the * key.
 4. After you pressed the * key, you will now hear: *"Please enter your PIN followed by the pound or hash sign"*. Enter your host PIN using your telephone keypad, then press the # key. If the PIN is correct, you will be connected to the live conference and the host permissions will be granted to your line.
- ❶ To skip step 3 and enter your host PIN right after your Access Code, you should enter the Access Code followed by the * key (instead of the # key, see step 2) and you will be asked to enter your PIN as described in step 4.
 - ❶ If you do not hear the prompt described in the step 3 that means that there is another host joined to the meeting; in this case you will be placed into the conference without any additional prompts and the participant permissions will be granted to your line. If you joined to the conference as a participant you can always press #<host pin># and the host permissions will be granted to your line.
 - ❶ If you are subscribed to the *Custom Greeting* feature, it will be played immediately after the Access Code is entered (i.e. after step 2). To interrupt this greeting you can press the * key; you will hear the prompt to enter your host PIN described in step 4; if you interrupt the greeting using number-keys of your phone you will hear the prompt described in the step 3.
 - ❶ Pressing the * key after the Access Code does not only give you a possibility to skip the welcome prompt, but also guarantees that you will be prompted for the host PIN even if there is another host in the meeting.

As the host, you can control the conference with the DTMF keypad touch-tone commands described below:











- * 1** *Manage Q&A session*
The following commands are available in Q&A session mode after pressing *1: **1** – start Q&A session; **2** – move to the next questioner; **3** – end Q&A session; **4** – mute or unmute current questioner; **5** – clear Q&A queue; ***** – return to the conference.
- * 2** *Caller Count*
Hear a count of how many callers are joined to the conference.
- * 3** *Breakout rooms control options*
Leave the main conference to join a sub-conference (conference room). Press these keys followed by the number of the sub-conference from **1** to **9**, or press ***** to return to the conference. To return to your main conference press ***3*** at any time.
- * 4** *Listen to the help message about the conference instructions*
Plays a menu of available touch-tone conference commands.
- * 5** *Mute all lines except moderators*
By default, the conversation is open and all participants can talk; press these keys once to mute all participants' lines, however the audience can un-mute themselves by pressing ***6**; press these keys again to put the audience into mute mode without the capability of un-muting themselves; press these keys again to return the conference to open conversation mode.
- * 6** *Mute or unmute your line*
Press these keys to mute your individual line; press them again to un-mute the line.
- * 7** *Lock or unlock the conference*
Press these keys to secure (lock) the conference and block all other participants from entering the conference; press them again to unsecure (unlock) the conference and re-allow any participants to join to the conference.
- * 8** *Control entry and exit tones*
By default, the entry and exit tones are turned on. Press these keys to set entry and exit tones off; press them again to set entry tone off and exit tone on; press them again to set entry tone on and exit tone off; press them again to set back default mode for both entry and exit tones on. After each entry and exit tones mode changing you will hear the prompt explaining the current tones settings.
- * 9** *Start or stop conference recording*
Press these keys to start the conference recording (audio and screen sharing both); press these keys again to stop and save the recording. Recording files are accessible under the *History and Recordings* tab in your account.

Participant Commands



Meeting participants can actively participate in the conference by both talking and listening. Participants have access to DTMF (telephone keypad) functions to facilitate their own line within a meeting. The following is the procedure for entering a conference call for participants:

1. Dial the conference number provided by your meeting host.
 2. When prompted, *"Please enter you Access Code followed by the pound or hash sign"*, enter the Access Code (provided by the host) using your telephone keypad, then press the # key. If the Access Code is correct, you will be placed into the conference.
- ① If after step 2 you hear: *"If you are the host – press star now, otherwise please wait and you'll be joined into the conference"*, that means that the host did not join the meeting yet. After 5 seconds, you will be placed into the conference or press the # key to skip this prompt and join to the meeting now.
 - ① The custom host-greeting message could be played right after the Access Code is entered (i.e. after step 2). You can press the # key to interrupt this greeting and join to the meeting with the participant permissions.
 - ① Depending on the conference settings, you may need to wait on music-on-hold until the host arrives.

As a participant, you can control your own line with the DTMF keypad touch-tone commands described below:

-  ***Caller Count***
Hear a count of how many callers are joined to the conference.
Note: this feature may be unavailable depending on your host conference audio settings.
-  ***Breakout rooms control options***
Leave the main conference to join a sub-conference (conference room). Press these keys followed by the number of the sub-conference from  to , or press  to return to the conference. To return to your main conference press  at any time.
-  ***Listen to the help message about the conference instructions***
Plays a menu of available touch-tone conference commands.
-  ***Mute or unmute your line***
Press these keys to mute your individual line; press them again to un-mute the line. If Q&A session is started by your meeting host and you'd like to ask a question, press these keys to add yourself to the queue of questioners.

Section 3.11: Live Meetings Management

Once a meeting has begun, you can manage it using the built-in web controls from the Meeting Wall. Click the “ *Web Controls*” tab to see the dashboard that allows you to manage your meetings. This is where you control and manage your started meeting on-the-fly; it allows you as the host to view all joining participants, as well as record, lock, hold, mute meeting, drop participants, etc. You can click the “ *Web Controls*” tab again at any moment to hide your in-conference web controls dashboard.

Web Controls

Meeting Controls

Record

Lock

Hold

Mute

OFF

OFF

OFF

Off

Audio Controls

Entry and Exit tone

Announce Caller Count

Display Attendee List

Ask Job Code

Wait for Host

Continue Without Host

On

Hosts Onl

All











Never

Off

On

Stop Meeting

Attendee List (3)

Caller	Type	Volume	Call Duration	Mute	Drop
(562) 212-2775			18:52		
++15626245432 - 2273			19:37		
janedoe@email.com - Jane Doe *			20:52		

View Started Meeting Calls









View Meeting Calls in Progress

Any time when there are your meeting calls in progress, you can view them on the Meeting Wall in-conference tools. The *Attendee List* shows all calls that were joined to your meeting.

You can sort the calls in the attendee list ascending or descending simply by clicking on the heading (caption) of the column you wish to sort by. To reverse any sort order, click the column heading again.

There are several columns of information about each call joined to your meeting. Table 2 details what each column indicates.

Table 2: Meeting Calls Columns

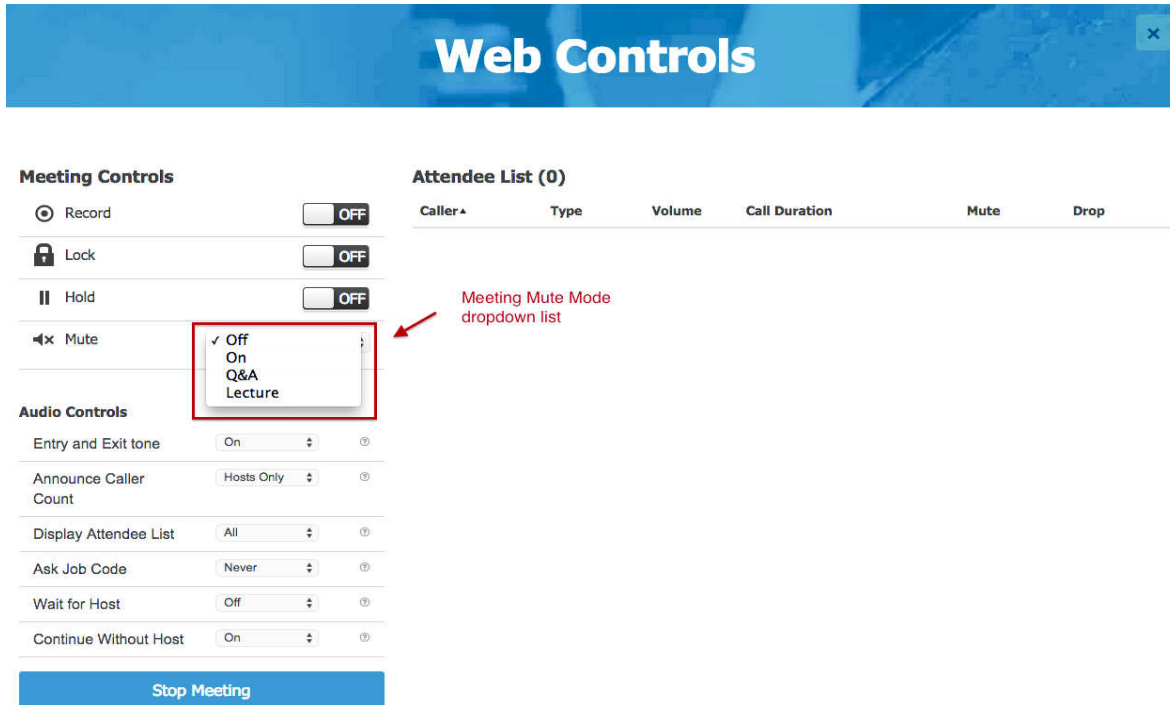
Column	Description
Caller	The incoming phone number, i.e. the phone number from which the call was made and/or the caller name; "*" after the caller name indicates that the caller is a host (otherwise the caller is a participant)
Service Type	The service type icon of the callers joined to your meeting:  – Call made using traditional PSTN fixed or mobile phones;  – Call made using VoIP clients, e.g. FreeConferenceCall.com Desktop Application
Call Duration	Duration of the call, i.e. how long the call has been part of the meeting
Q & A	Whether or not the user is asking a question (note, this column is shown only if the meeting mute mode is Q&A, otherwise it is hidden):  – Participant requested to ask the question, clicking this icon engages user's question, i.e. allows the user to talk and ask the question;  – Participant is asking the question, clicking this icon disengages user's question, i.e. mutes the user
Mute	Whether or not the user is muted. You can mute/unmute the caller using the icons in this column:  – Participant is not muted, clicking this icon mutes the user;  – Participant is muted, clicking this icon un-mutes the user;  – Participant is on hold, clicking this icon places the user off hold and un-mutes the user
Drop	 – Drop a user from the meeting

On this dashboard you can also see the meeting action controls. These buttons usually initiate some kind of action for your meeting, such as record, secure, hold, mute the meeting, etc. We will describe each of these buttons later in this Guide.

Moreover on this web controls dashboard you can see audio settings control that we previously described in Section 3.5: Manage Audio Settings of this Guide.

Meeting Mute Modes

There are different options or "mute modes" you can choose from to determine how the meeting is muted and in what mode is the meeting. The screen shot below shows where to select the mute mode for your meeting.



The Location of the Meeting Mute Mode Dropdown

The meeting mute modes are:

- **Off** – Anyone can talk and mute/un-mute him or herself.
- **On** – All participants will be muted by default, but can un-mute themselves using default *6 keys on their phones. Hosts are not muted.
- **Lecture** – None of the participants can un-mute themselves. The only way to un-mute a caller is through this in-conference tools dashboard. In this mode, when participant tries to un-mute using default *6 – the system tells: *“the conference host has muted the conference; this line can not be unmuted”*.
- **Q&A** – The meeting is in Q&A mode, Q&A Sessions will be described in the next section of this guide. In this mode, if participant presses *6, he will be able to request asking his/her question.

Q&A Sessions

Each FreeConferenceCall.com account has a feature built in known as Q&A. You can set up a Q&A session from the Meeting Wall in-conference tools dashboard that allows meeting participants, in turn, to ask questions and receive answers. The Q&A session can be started either from the Meeting Wall in-conference tools dashboard by selecting “Q&A” mute mode in the meeting mute mode dropdown list or it can be started by the meeting host from DTMF keypad using *1 keys.

When Q&A session is started all participants will be muted and they will be unable to unmute themselves, but they will be able to request to speak (to request question). To do so they should press default *6 keys on their phone DTMF keypad

and the system tells “If you’d like to ask a question – press 1 to add yourself to the queue, otherwise press 2”.

The attendee list is used to notify you as the host that a participant has a question when the meeting is in the Q&A mode; the icons in the Q&A column allow you to engage the individuals so that they may ask a question. Thus the attendee list on the Meeting Wall will show anyone who has requested to speak with the “” icon in the Q&A column. You as the host in the Meeting Wall in-conference tools dashboard can click this icon to allow them to speak, after that this icon will be changed to the “” icon. Clicking them after they have finished speaking will drop them out of the Q&A queue. You can click the icon in the Q&A column twice to drop the user from the Q&A queue. Using the Meeting Wall in-conference tools dashboard you can also allow the next questioner to talk by clicking the “Next” link-button and clear Q&A queue by clicking “Clear” link-button. See screen shot below to find Q&A mode dropdown list, Q&A session callers’ icons and Q&A queue commands.

Furthermore a Q&A session can be managed by the meeting host using the DTMF keypad (see section Host Commands). To manage Q&A session the host should press *1 and the following commands are available for him in Q&A session mode:

- 1 – start Q&A session;
- 2 – move to the next questioner;
- 3 – end Q&A session;
- 4 – mute or unmute current questioner;
- 5 – clear Q&A queue;
- * – Return to the conference.

Web Controls

Meeting Controls

Record

OFF

Lock

OFF

Hold

OFF

Mute

Q&A

Audio Controls

Entry and Exit tone

On

Attendee List (3)

Q&A Queue Commands

Q&A Queue:

Clear

Next

Caller	Type	Volume	Call Duration	Q & A	Mute	Drop
(562) 212-2775			02:24			
++15626245432 - 2273			01:50			
janedoe@email.com - Jane Doe *			00:56			

The Location of the Q&A Meeting Commands and Icons

Mute Call Participants

While calls in your meeting are in progress, you can mute the specific participants using the icons in the *Mute* column of attendee list as shown in the screen shot

below. That means they will be muted, but they will be able to hear the conversation.

Web Controls

Meeting Controls

Ⓜ Record OFF

🔒 Lock OFF

⏸ Hold OFF

🔇 Mute Off

Attendee List (3)

Caller	Type	Volume	Call Duration	Mute	Drop
janedoe@email.com - Jane Doe *	📞		16:47	🔇	✕
++15626245432 - 2273	📞		11:32	🔇	✕
john DOE@email.com - John Doe	📞		10:21	🔇	✕

Audio Controls

Entry and Exit tone On

Announce Caller Count Hosts Only

Display Attendee List All

Ask Job Code Never

Wait for Host Off

Continue Without Host On

Stop Meeting

Mute Icon for Participants

The Location of the Mute Call Participants Icons

The icon in the *Mute* column indicates whether or not the user is muted. You can mute/unmute the caller using the icons in this column:

- 🔊 – The specific call participant is not muted; clicking this icon mutes the user (and the icon will be changed to “🔇”);
- 🔇 – The specific call participant is muted, clicking this icon un-mutes the user (and the icon will be changed to “🔊”)

If the meeting mute mode is “Off” or “On” the participants can un-mute themselves using default *6 keys on their phone keypad; if the mute mode is “Lecture”, the participants are unable to un-mute themselves.

Placing a Meeting On Hold

While a meeting is in progress, you can place all its participants on hold using the meeting *Hold* toggle. That means they will hear music while hosts have a private discussion. You should click the *Hold* toggle to place the meeting on hold; see screen shot below to find this *Hold* toggle. When the meeting is on hold, the hold toggle “On” caption is highlighted; you can click the *Hold* toggle again to place the meeting on line – when the meeting is not on hold the hold toggle “Off” caption is highlighted.

Web Controls

Meeting Controls

- Record ☐ OFF
- Lock ☐ OFF
- Hold ☐ OFF
- Mute

Attendee List (3)

Caller	Type	Volume	Call Duration	Mute	Drop
janedoe@email.com - Jane Doe *	📞		22:47	🔇	✕
++15626245432 - 2273	📞		17:32	🔊	✕
johndoe@email.com - John Doe	📞		16:21	🔊	✕

Callers are not on Hold

The Location of the Meeting *Hold* Toggle

Web Controls

Meeting Controls

- Record ☐ OFF
- Lock ☐ OFF
- Hold ☐ ON
- Mute

Attendee List (3)

Caller	Type	Volume	Call Duration	Mute	Drop
janedoe@email.com - Jane Doe *	📞		22:30	🔇	✕
++15626245432 - 2273	📞		17:15	🔊	✕
johndoe@email.com - John Doe	📞		16:04	🔊	✕

Callers are on Hold

The Meeting is On Hold; the *Hold* Toggle is switched *On*

These “*On*” and “*Off*” captions of the meeting *Hold* toggle work like a toggle switch. There could be two possibilities:

- The hold toggle “*Off*” caption is highlighted, i.e. selected – the meeting is on line, i.e. all attendees can hear the meeting; clicking the *Hold* toggle takes the meeting on hold;
- The hold toggle “*On*” caption is highlighted, i.e. selected– the meeting is on hold, i.e. only hosts can talk; clicking the *Hold* toggle takes the meeting online.

You can change the meeting hold mode simply by clicking on this meeting *Hold* toggle;

“*On*” and “*Off*” captions indicate whether the meeting is currently on hold or on line.

Making a Meeting Secure

While a meeting is in progress, from time to time you may want to make a call secure. That is, make it so that no other participants can join. To do this, log in to the Meeting Wall, open your in-conference tools dashboard, and click the meeting *Lock* toggle to make the meeting secured (locked); see screen shot below to find this *Lock* toggle. When the meeting is secured the meeting *Lock* toggle “*On*” caption is highlighted; you can click the *Lock* toggle again to release the secure and allow people to join the meeting – when the meeting is not secured the lock

toggle “*Off*” caption is highlighted. Note, the secured mode is working for participants only; hosts can join to the secured meetings.

Web Controls

Meeting Controls

- Record ☐ OFF
- Lock ☐ OFF**
- Hold ☐ OFF
- Mute

Attendee List (1)

Caller▲	Type	Volume	Call Duration	Mute	Drop
janedoe@email.com - Jane Doe *		<div></div>	00:25	<input type="checkbox"/>	×

Meeting is not locked

The Location of the Meeting *Lock* Toggle

Web Controls

Meeting Controls

- Record ☐ OFF
- Lock ☐ ON**
- Hold ☐ OFF
- Mute

Attendee List (1)

Caller▲	Type	Volume	Call Duration	Mute	Drop
janedoe@email.com - Jane Doe *		<div></div>	01:06	<input type="checkbox"/>	×

Meeting is Locked

The Meeting is Locked (Secured); the *Lock* Toggle is Switched *On*

These “*On*” and “*Off*” captions of the meeting *Lock* (secure) toggle work like a toggle switch. There could be two possibilities:

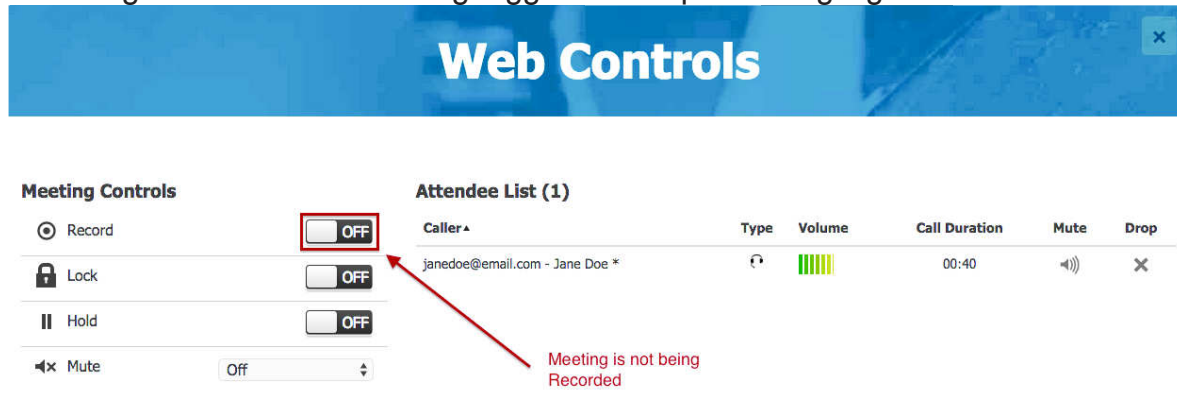
- The lock toggle “*Off*” caption is highlighted, i.e. selected – the meeting is not secured, i.e. anybody can join to the meeting; clicking the *Lock* toggle makes the meeting secured;
- The lock toggle “*On*” caption is highlighted, i.e. selected – the meeting is secured, i.e. only hosts can join to the meeting; clicking the *Lock* toggle makes the meeting not secured.

You can change the meeting secure mode simply by clicking on this meeting *Lock* toggle; “*On*” and “*Off*” captions indicate whether the meeting is currently locked (secured) or not locked.

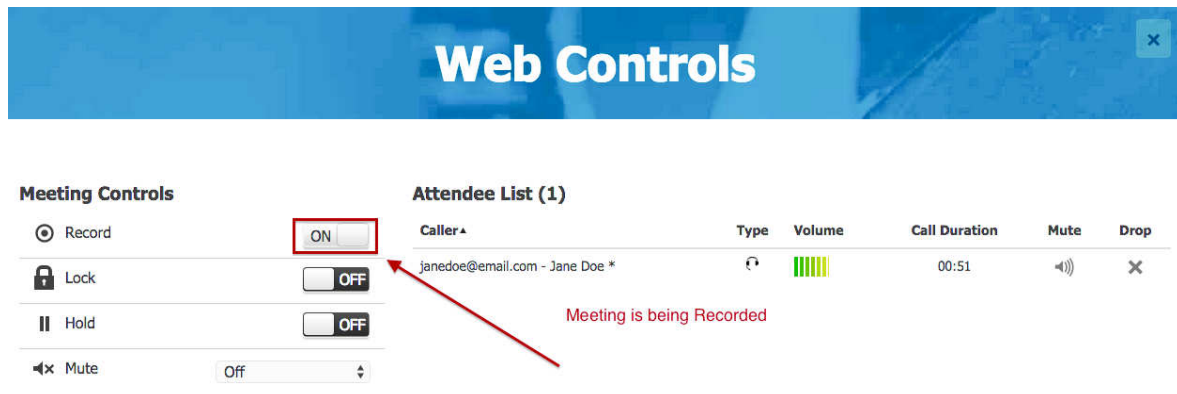
The host also can make the meeting secure using DTMF keypad (default: *7).

Recording a Meeting

While a meeting is in progress, you can record it using the Meeting Wall in-conference tools dashboard. You can record the audio of your meeting as well as your screen sharing meetings. To start the meeting recording you should click the meeting *Record* toggle; see screen shot below to find this toggle. When the recording is started the meeting *Record* toggle “On” caption is highlighted; you can click the *Record* toggle again to stop the meeting recording – when the meeting is not being recorded the recording toggle “Off” caption is highlighted.



The Location of the Meeting *Record* Toggle



The Meeting is being Recorded; the *Record* Toggle is Switched On

These “On” and “Off” captions of the meeting *Record* toggle work like a toggle switch. There could be two possibilities:

- The recording toggle “Off” caption is highlighted, i.e. selected – the meeting is not being recorded; clicking the *Record* toggle starts the meeting recording;
- The recording toggle “On” caption is highlighted, i.e. selected – the meeting is being recorded; clicking the *Record* toggle stops the meeting recording.

You can change the meeting recording mode simply by clicking on this meeting *Record* toggle; “On” and “Off” captions indicate whether the meeting is currently being recorded or not.

The host can also start/stop the meeting recording using DTMF keypad (default: *9).

If your meeting recording is started and the screen sharing is also in progress, your screen sharing sessions will be recorded as well. Otherwise, i.e. if there is no started screen sharing, only your audio conversation will be recorded.

After your meeting is complete, you can listen, watch, download, and share the recorded meetings using *History & Recording* tab; the detailed information about it you can see in the Section 3.12: History and Recordings. Additionally, the recorded meetings can be played back by calling to the Playback Number shown on the Meeting Wall.

Active Speakers

While a meeting is in progress using the Meeting Wall in-conference tools dashboard *Active Speaker* tab you can see who is speaking at the moment and how loud the person is speaking. Click this tab to see active speakers notifications for your meeting callers. The *Active Speakers* tab notifies you when an individual is speaking. Actually the system shows the loudest four persons with their sound volume in the *Volume* column (green levels in this column represent the quietest sound level, red levels in this column represent the loudest sound level) and the callers who recently stopped talking (in this case their sound level is shown in gray color).

Web Controls

Meeting Controls

Record

OFF

Lock

OFF

Hold

OFF

Mute

Off

Attendee List (2)

Caller	Type	Volume	Call Duration	Mute	Drop
++15626245432 - 2273	📞		04:05	🔇	✕
janedoe@email.com - Jane Doe *	🗣️	🟢🟢🟢🟢🟢	12:03	🔇	✕

Active Speakers Notifications

Active speakers notifications usually are used in case of bad audio quality or noises. In this case this information can be used to examine where the problem is and after that inform the user about the reason of the problems and/or mute the users who cause these problems.

Dropping Call Participants

If during a meeting, you wish to cancel a call for specific participants, you may use the “*Drop*” feature to disconnect a caller from the conference call. To drop callers

from the Meeting Wall, first log in to the Meeting Wall, open Web Controls dashboard, and then use the following procedure:

1. In the attendee list locate the caller you wish to drop;
2. Click the “✖” icon in the *Drop* column (the right column) for the caller you want to drop from the meeting;
3. The system will ask, “*Do you want to drop this caller from the conference?*”
4. Click “Yes” to drop the caller or “No” to cancel your request.

Stop a Meeting

If during a call, you wish to cancel the entire meeting, you may use the “*Stop Meeting*” feature to end your meeting. To drop the started meeting from the Meeting Wall in-conference tools dashboard, use the following procedure:

1. Click the “*Stop Meeting*” button – the left-bottom button of the meeting action buttons;
2. The system will ask, “*Do you want to stop this meeting?*”
3. Click “Yes” to drop the meeting or “*Cancel*” to cancel your request.

Section 3.12: History and Recordings

Another useful feature of the Meeting Wall is that it allows the host to see the history of the meetings that took place in the specified date range. As a host, you can view the meeting history clicking the “📅 *History & Recordings*” tab.

History & Recordings

Filter

Search

Info	Description	Start Date/Time ▾	End Time	Callers	Reference No.	Recording Options	Size
🔍	<input type="text" value="Description"/>	03/24/2015 01:44 PM	04:14 PM	4			
🔍	<input type="text" value="Description"/>	03/23/2015 09:12 AM	10:03 AM	4	2	📄 📄 📄 📄 📄 ➡	83MB
🔍	<input type="text" value="Description"/>	03/23/2015 08:39 AM	09:11 AM	5	1	📄 📄 📄 📄 📄 ➡	15MB

History & Recordings Report Sample

Your report shows all meetings that occurred within a specified date range. If you wish to change the date range, you can either change the dates manually by entering the dates into the “*From*” date and/or “*To*” date fields, or by clicking the calendar-buttons to select a new date. To the right of the date range fields is the “*Search*” button. Clicking this button will re-run the report with the same













parameters that you are currently using, or, if you changed the date range or description or filter parameters, a new report with the new parameters.

History & Recordings

Filter

Start Date: 03/25/2015 Description: All Conferences Search

Info Description Start Callers Reference No. Recording Options Size



Info	Description	Start	Callers	Reference No.	Recording Options	Size
Q	Description	03/24/	4			
Q	Description	03/23/	4	2	     	83MB
Q	Description	03/23/2015 08:39 AM 09:11 AM	5	1	     	15MB

Calendar to Select either “From” Date or “To” Date and Filter Options

The meeting history grid includes the following information: meeting description (job code), meeting start date and time, meeting end time, number of callers that participated in the meeting, and the recording options and size.

The shown reporting data can be sorted by any of the columns. To sort the list of shown meetings, click on the heading of the column by which you wish to sort. To reverse any sort order, click the column heading again.

You can display the meeting history data using different filters. By default your filter is “*Conferences Only*” that displays the host(s) and participants joined to your conferences. However there could be calls out of conference, i.e. calls that are made with no success in joining the conference call (for example, if your audio setting *Wait for Host* is “*On*” and a participant calls to your meeting but the host does not call, after the selected preset time the participant’s call will be disconnected). To display such abandoned calls select the filter “*Conferences and Missed Calls*” and click the “*Search*” button.

To see only meetings that were recorded, select the “*Conferences with Recordings Only*” filter option, click the “*Search*” button and your reporting data will be refreshed to meet the criteria. If the audio of your meeting has been recorded, in the *Recording Options* column you will see the following icon “” that allows you to listen the recorded conference. If additionally the screen sharing has been recorded for your meeting, the *Recording Options* column will contain the following icon “” allowing you to watch the recorded conference. In both cases, if the conference has been recorded, the following options are available for the recorded conferences:

- Click this icon to download a video and an audio of your meeting.
If only the audio of your meeting has been recorded this dialog will contain the *Audio Recording* section only that allows you to download the audio version of your meeting in mp3-format.
If the screen sharing session has been also recorded, prior to download the video file needs to be converted to mp4-format, click the “*Convert*” button to do so, and once the conversion is completed you will be able to download your screen sharing recording in mp4-format; at any time you can delete mp4-version from your cloud storage (source file will remain).
From this dialog you can also delete the conference recording using the “*Delete all files associated with this recording*” link-button and once you confirm the deletion the file will be permanently deleted (you will see the red message “*Deleted*” in the *Recording Options* column if you deleted the meeting recording).

Downloads

MP4 Video

Download a video of your meeting

Convert

**Prior to download the file needs to be converted*

Audio Recording

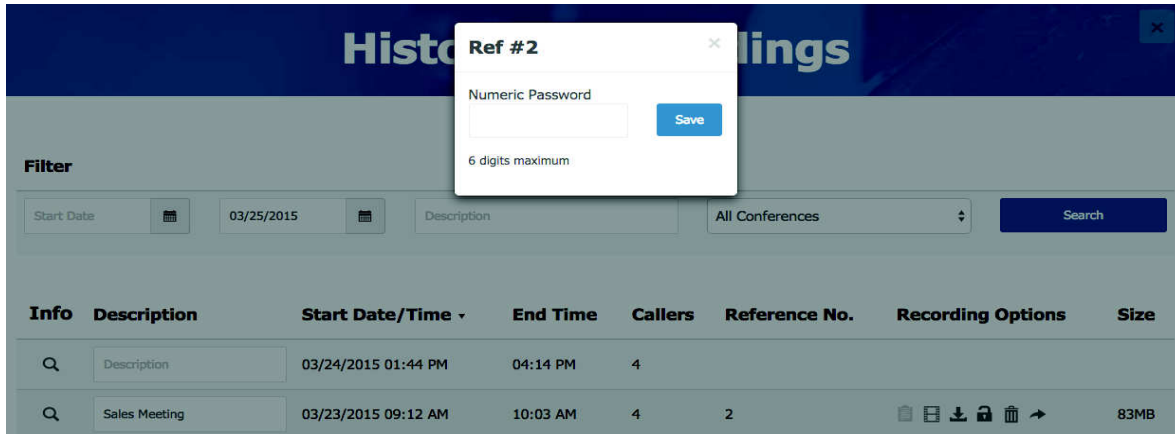
Download the audio version of your meeting

Download

[Delete all files associated with this recording](#)

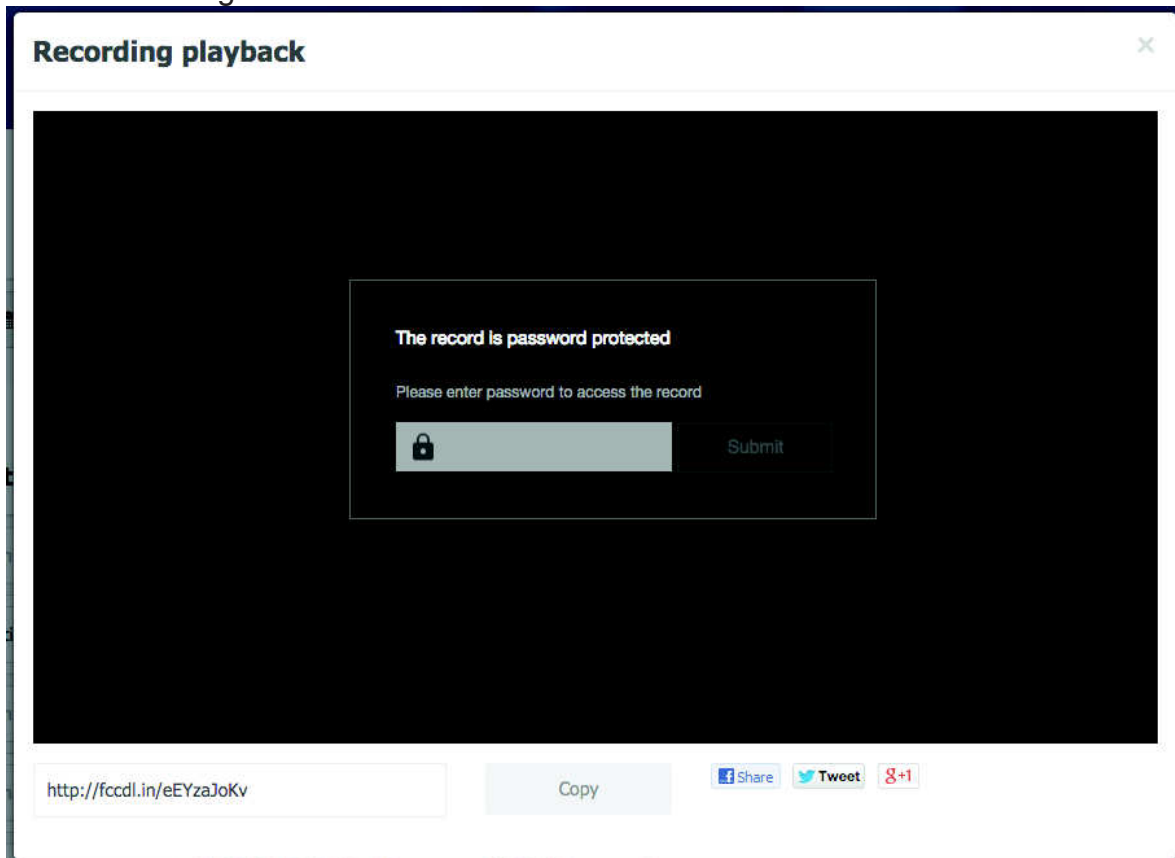
Download Recording Dialog

- Click this icon to protect your recording; you will be able to set the numeric password that should be used to playback the recording.





Lock Recording Options Dialog

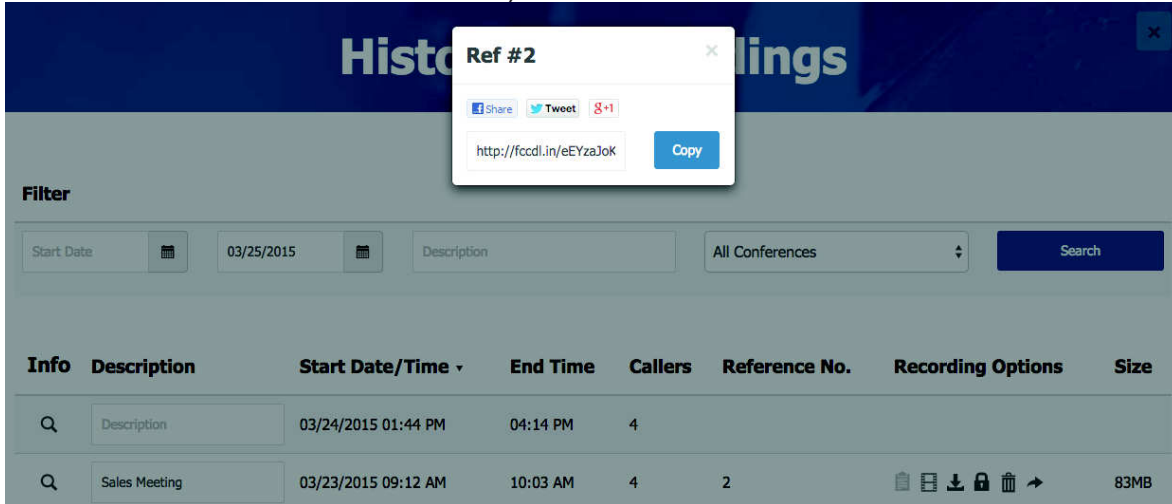
- This icon means that your recording is password protected. If the recording has been protected, when user tries to playback the recording, they will need to enter the password to gain access to the meeting recording. Click this icon to update any previously defined password. Remove the password and click the “Save” button to unprotect your recording.











Password Protect Recording Dialog

 – Click this icon to share your conference. You can share it on Facebook or other social media profiles and to get the recording link to distribute it in your emails, advertisings, etc.

The recorded conference could be downloaded to your computer and posted to YouTube (click the “” button to see the tutorial how to share your conference files on YouTube).




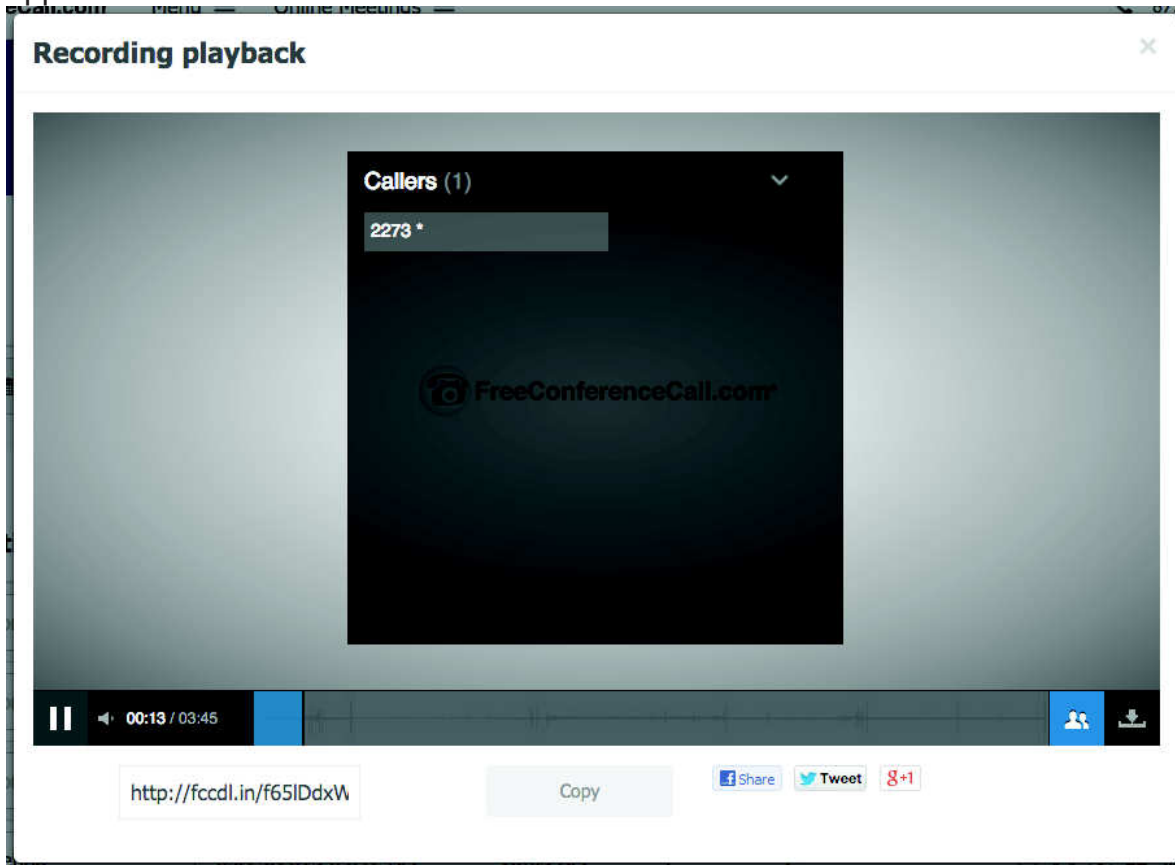
The screenshot shows the 'History' and 'Recordings' section of the FreeConferenceCall.com interface. A modal dialog box titled 'Ref #2' is open, displaying social media sharing options (Facebook, Twitter, Google+) and a 'Copy' button for the URL <http://fccdl.in/eEYzaJoK>. Below the dialog, there is a 'Filter' section with input fields for 'Start Date' (03/25/2015), 'Description', and a dropdown for 'All Conferences'. A 'Search' button is also present. The main content is a table of recordings with the following columns: Info, Description, Start Date/Time, End Time, Callers, Reference No., Recording Options, and Size.

Info	Description	Start Date/Time	End Time	Callers	Reference No.	Recording Options	Size
	Description	03/24/2015 01:44 PM	04:14 PM	4			
	Sales Meeting	03/23/2015 09:12 AM	10:03 AM	4	2	     	83MB




Share Recording Dialog


If the meeting has been recorded the reporting grid also includes the size of your stored recording. For a small monthly fee, you may wish to increase your recordings storage space in your subscription options (see Section 4.1: Account Management) or you can always delete unnecessary recordings to free space for new recordings.

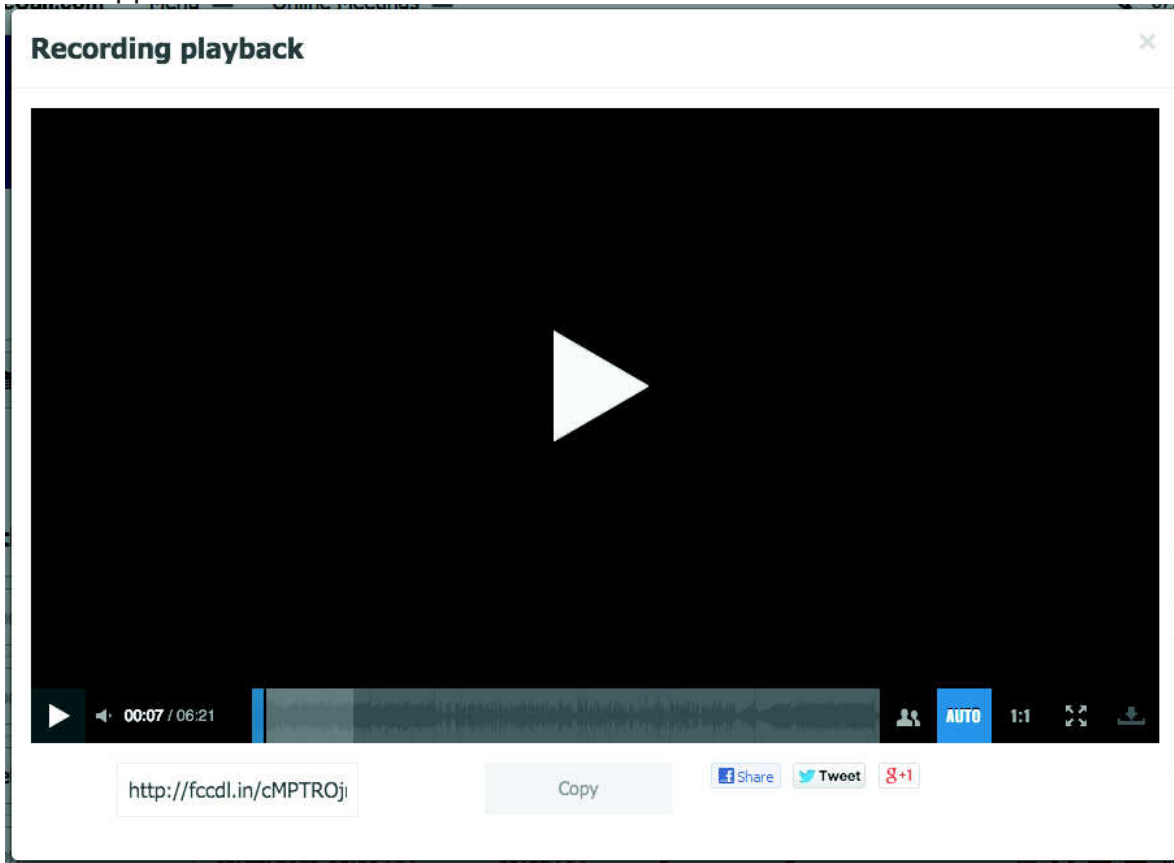
Click the following icon “” to listen the recorded meeting, the screen shown below appears.












Listen Meeting Recording

On the recording playback screen you will see the caller information and the active speaker notifications. Click the “View” button for the caller to see the speaker history on the player timeline; click the eraser “” button to remove the speaker history from the player timeline; click the go to next “” button to forward to the next time when this caller speaks. You can use the following download “” button to download the recorded conference audio file in mp3-format.

Click the following icon “” to watch the recorded meeting, the screen shown below appears.




Watch Meeting Recording

On this recording playback screen you will see the recorded conference and screen sharing video. To manage the playback of your meeting video you can use the button “” (“”) to set the window contents size – not scaled, i.e. shown in 1-to-1 size (if the contents of the recorded presenter’s screen is more than your window size it could be scrolled) and you can use the button “” (“”) to scale the presenter’s window contents size to fit your window size; use the “” button to maximize the recording playback screen size and show the recordings in full screen mode. Click the “” button to toggle participants view and add to the screen the caller information and the active speaker notifications – like we previously mentioned you can click the “View” button for the caller to see the speaker history on the player timeline; click the eraser “” button to remove the speaker history from the player timeline; click the go to next “” button to forward to the next time when this caller speaks. You can use the following download “” button to download the recorded conference video file in flv-format.

If your recordings have been played back to any of the users, you will receive *Daily Recording Playback Report* to your registered email. See sample of such email in Appendix C: Sample of *Daily Recording Playback Report* Email.

You can also see your meeting detail info, i.e. the list of all callers that joined the meeting. Click the magnifier “🔍” button in the *Info* column to view the callers that joined the selected meeting. On this screen you can also view the caller name and number (“*” in the end of this field indicates that the caller was connected to the meeting as a host), the service type icon, the start time and end time for each call, and the call duration. On this meeting summary report you can see the number of callers that joined to your meeting, as well as the time spent in your conference – total, toll free, VoIP, and screen sharing minutes if applicable. From this screen, you can download your report data in PDF format by clicking the “*Download*” button.



A group of diverse people sitting around a table, using various devices like smartphones and tablets. Above them are four speech bubbles: "No Download" (purple), "Secure" (green), "Fast" (red), and "Free" (blue).

Online Meetings are now free!

Set-up your first meeting

Try Now

Free Conferencing Corp
PO Box 41069 Long Beach, CA 90853
Tel: 877-216-7555
Fax: (562) 432-5250

Date: May 15, 2015
Dial number: (775) 360-1426
Access Code: 854-618-216
Account: #s404481

Audio

Caller	Service Type	Start Time	End Time	Duration
@freeconferencecall.com *		09:38:11 AM	09:45:32 AM	1m

Number of callers: 1
VoIP minutes: 1m

NOTE: All times in Pacific Time



Thank you for using FreeConferenceCall.com. If you have any questions regarding the information above, please call 877-216-7555 or contact customer support at support@freeconferencecall.com. Have a nice day!

Powered by **WYDE Voice** HD-Audio software bridges

Meeting *Details* Report Sample

Call Detail Report is also being sent to your registered email once your meeting is ended. See sample of such email in Appendix D: Sample of *FreeConferenceCall.com* Call Detail Report Email.

Section 3.13: Broadcaster

Another powerful feature of the Meeting Wall is the ability to broadcast recorded audio files and screen sharing sessions during a meeting in progress. Click the “ Broadcaster” tab to see the meeting recordings that can be broadcasted and the dashboard that allows you to broadcast the selected file to your started meeting as well as upload new audio files. Note: The upload of recorded screen sharing sessions from other providers is not supported at this time. You can click the “ Broadcaster” tab again at any moment to hide the *Broadcaster* dashboard.

Broadcaster

Controls

Upload


▶


■

▶▶

00:00:00





















Filter

03/23/2015 

03/25/2015 

Description

Search

Info	Description	Time	Date	Recording Options
	Conference Recording Ref #4	3m44s	03/25/2015 03:31 PM	   
	Conference Recording Ref #3	2m30s	03/25/2015 01:26 PM	   
	Sales Meeting	34m5s	03/23/2015 10:03 AM	   
	Conference Recording Ref #1	6m21s	03/23/2015 09:11 AM	   

Broadcaster Dashboard Sample

This tab shows all meeting recordings and uploaded audio files within a specified date range; note that the date of the uploaded file is the date when it was uploaded to the Meeting Wall (not the date of the source file). If you wish to change the date range, you can either change the dates manually by entering the dates into the “*From*” date and/or “*To*” date fields, or by clicking the calendar-buttons to select a new date the same as you did on the *History & Recordings* tab. To the right of the date range fields are the “*Description*” field that allows filtering by uploaded file name and/or recording description that was previously set on the *History & Recordings* tab. To the right of the description field is the “*Search*” button. Clicking this button will refresh the grid showing the files that can be broadcasted with the same parameters that you are currently using, or, if you changed the date range or description, a new playable files list with the new filter parameters.

The playable files grid includes the following information: description of the file (for the recording it is the reference number or the description that was set on the *History & Recordings* tab, for the uploaded file it is the file name), audio file duration, the recording date (either the meeting date for the recording or upload date for the uploaded file), and the recording options.

The shown files can be sorted by the duration (time) and date columns. To sort the list of files, click on the heading of the column by which you wish to sort. To reverse any sort order, click the column heading again.

To upload new audio file click the “*Upload*” button and select the audio file you wish to upload; only *mp3* and *wav* files are allowed. Note: The upload of recorded screen sharing sessions from other providers is not supported. As it was previously mentioned the audio files that you added on the Meeting Wall as your Meeting Resources are also available here at the *Broadcaster* tab; but the files uploaded here will not be your meeting resources, they will be available only here. Any uploaded audio files could be used to broadcast them to your started meeting.

Start your meeting, locate the recorded audio or recorded screen sharing file you wish to broadcast and click the following icon “▶” in the first grid column for the selected file. The broadcasting will be started; you will see the screen similar to shown below. Note: An online meeting is not required for broadcasting recorded screen sharing sessions. To broadcast without an online meeting, click play and all invited participant will see the broadcast.

Broadcaster

×

Controls

Upload

⏸

■

⏭

00:00:20

Filter

03/23/2015

03/25/2015

Description

Search

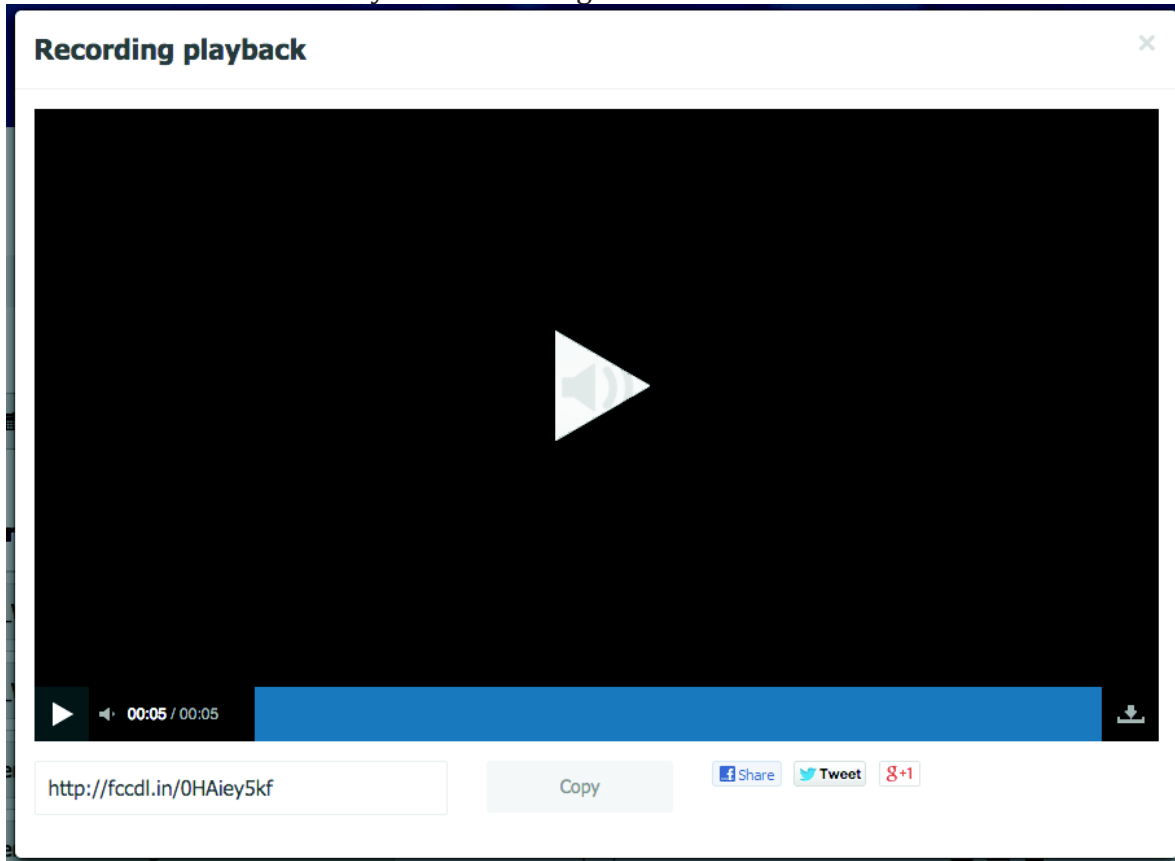
Info	Description	Time	Date	Recording Options
■	Conference Recording Ref #4	3m44s	03/25/2015 03:31 PM	🔊 ⬇️ 🗑️ ➡️

Broadcasting is in Progress

While audio file or screen sharing session broadcasting is in progress you can click the icon “⏸” to pause the playback, click the icon “⏭” to fast forward the playback by 10 seconds, and click the icon “■” to stop the broadcasting.

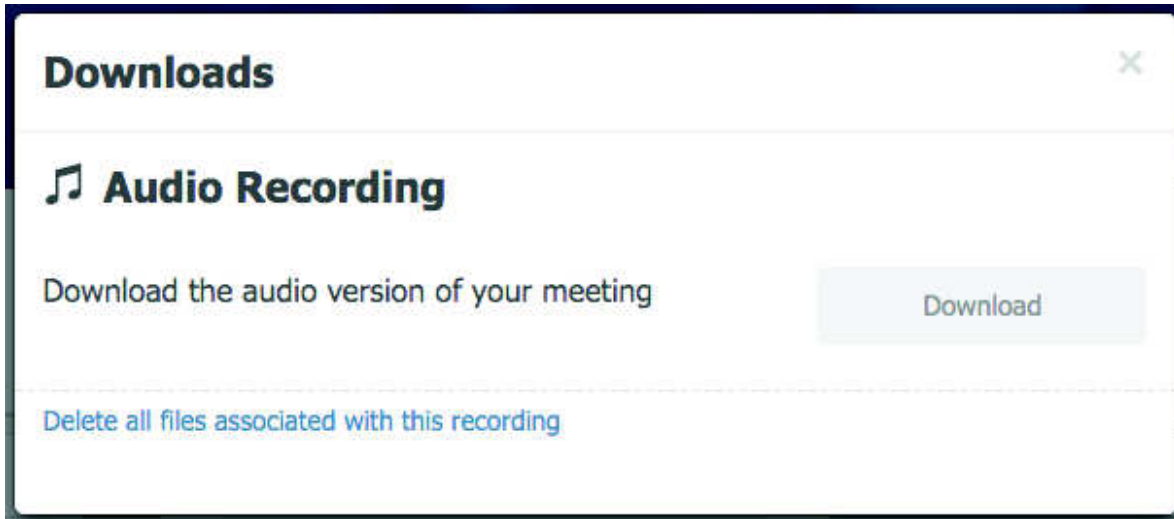
Additionally the following options are available for the recorded conferences and uploaded audio files:

- Click this icon to preview the file. For the uploaded audio files you will see the screen shown below and will be able to listen to it. If only the audio of your meeting has been recorded, you will be able to listen the recorded meeting. If additionally the screen sharing has been recorded for your meeting, you will be able to watch the recorded meeting. For detailed information about how to listen and how to watch the recorded meetings see Section 3.12: History and Recordings.






Preview Audio File

- Click this icon to download an audio file of your meeting or uploaded audio file.
Note that even if the screen sharing of your meeting has been recorded this dialog contains the *Audio Recording* section only that allows you to download the audio portion of your meeting or uploaded audio file in mp3-format. The files uploaded in wav-format are also being downloaded in mp3-format.
From this dialog you can also delete the conference recording and uploaded audio files using the “*Delete all files associated with this recording*” link-button and once you confirm the deletion the file will be permanently deleted.



Download Audio File Dialog

-  – Click this icon to protect your recording or uploaded file; you will be able to set the numeric password that should be used to playback the recording. If you protect the audio file that has been uploaded on the Meeting Wall as your Meeting Resource, this password must be also entered to play it from the Meeting Wall.
-  – This icon means that your recording or audio file is password protected. If the file has been protected, when user tries to playback the recording, they will need to enter the password to gain access to the meeting recording or other uploaded audio file.
Click this icon to update any previously defined password.
Remove the password and click the “Save” button to unprotect your audio.
-  – Click this icon to share your conference or audio file. You can share it on Facebook or other social media profiles and to get the recording link to distribute it in your emails, advertisings, etc.

Chapter 4:

FreeConferenceCall.com

Account Management

After logging into your FreeConferenceCall.com account, you will land on the “*Account Info*” page. From this page, you can edit your email, change your password, change your host PIN and customize your Meeting Wall URL. Using other account management tabs you can also manage your profile, see your billing transactions, review conference history and recording information, etc.

Account Information:	
Dial-in Number:	(555) 555-5551
Toll Free Number:	(555) 555-5552
Access Code:	123-456
Host PIN:	1111
International Dial-In Numbers:	View List
Email:	johnsmith@freeconferencecall.com
Password:	*****
Online Meeting ID:	johnsmith

Account Management – *Subscription* Screen

Section 4.1: Account Management

From your account page, you can manage your Apps and preferences, including the following parameters.

- **Audio Conferencing**
 - **US Toll Number** – the conference Dial-In Toll Number is always included into your plan at no additional cost
 - **US Toll Free Number** – you can either turn off *US Toll Free* numbers or use them at the specified “minute per attendee” price
 - **In-Country Number**- more than 55 In-country Dial-in Numbers are included in your account at no additional cost
- **Online Meetings** – when an online meeting plan is purchased, the screen sharing capabilities are included for the number of lines allotted (a free plan of 25 seats is included for free with every account)
- **Custom Greeting** (optional) – you can upload your custom greeting (welcome prompt) files at the specified “per month” price

- **Custom Hold Music** (optional) – you can upload your custom music-on-hold files at the specified “per month” price
- **Meeting Wall** – Customize a dedicated web page and provide URL to attendees to join your meetings. The Meeting Wall also includes Invitations, Meeting Schedule, the Meeting Resources, Radio, Chat, Web Controls, Broadcaster and Archived Recordings.
- **Extra Recording Storage** (optional) – you can order additional space for your conference recordings at the specified “per month” price
- **Studio** – Create free presentations by recording your screen with audio.
- **Keywords** – Search and listen to transcribed keywords spoken during a conference call. To enable Keywords, select Profile and Settings from the top navigation bar. After a recording is made, view the list of transcribed keywords from the History & Recordings page.

The first billing period is started from the date when the user signed up for any of the paid FreeConferenceCall.com services. But usually, depending on the *Promo Code* used there could be promotional (free) months while you can try the system without any subscription fees, i.e. when recurrent fee is not charged. The duration of the billing period is always 30 days; for example if you signed up on September 10, the first billing period would be from September 10 till October 9, the second billing period would be from October 10 till November 8, etc.

Note that subscriptions monthly fees (after the promotion period ended) and extra-services fixed fees are being charged in advance, i.e. prior to the coming period; the fees for the services that you actually used (for example for *US Toll Free* minutes called) are being charged after you utilized them.

You can turn on or off the extra features at any moment. If you select any extra features (for example *Custom Greeting* or *Custom Hold Music*) in the middle of your billing period and these features should be pre-paid, you will be charged for them for the remaining days till the end of your billing period. If during the billing period you switch off any of such features no funds will be returned to you for the unused days; but if you switch on such feature again within the same billing period there will be no additional charges for it, i.e. you will not be charged multiple times for the same feature within one billing cycle.

Once you made any changes to your subscription parameters, they will be reflected on the *Account Summary* in the right-upper portion of this screen. *Account Summary* contains information about your total order amount to be paid, what is included with your subscription, as well as your monthly-billed services.

Make the desired changes in your subscription settings, and then click the “Save” button to apply your changes. If you switched on some of the features and more funds required to be paid based on the selected account subscription changes, you

will be asked to confirm the payment as shown below. You should click the “*Accept*” button to confirm new bill payment or click the “*Cancel*” button to refuse it.

Items selected	
Custom Greeting	\$2.00/mo ×
Custom Hold Music	\$2.00/mo ×
Promo code	
<input type="text" value="Promo code"/>	<input type="button" value="Apply"/>

Monthly Charge	\$4.00
Does not include Toll Free charges. Next bill is on 28th Mar 2015.	
Amount Due Now	\$0.68
Includes prorated charges for newly subscribed services.	
<input type="button" value="Checkout"/>	

Account Payment Confirmation Question

Section 4.2: Profile Management

From your account page, select the *Profile* tab and select from the drop down menu. From the drop down menu options, you can update the information you provided during your sign-up process (i.e. first and last name, email address, time zone, and your credit card info – card type, card number, cardholder name and expiration date). On this screen you can also change your billing address information. You can modify any of these fields simply by clicking on the appropriate field, typing the new text, then clicking the “*Save*” button to apply your changes.

IMPORTANT: The billing address must match your credit card statement.

Settings

Account Information

<input type="text" value="Jane"/>	
<input type="text" value="Doe"/>	
<input type="text" value="janedoe@email.com"/>	
<input type="text" value="Central Time"/>	Show all time zones

[Change your password](#)

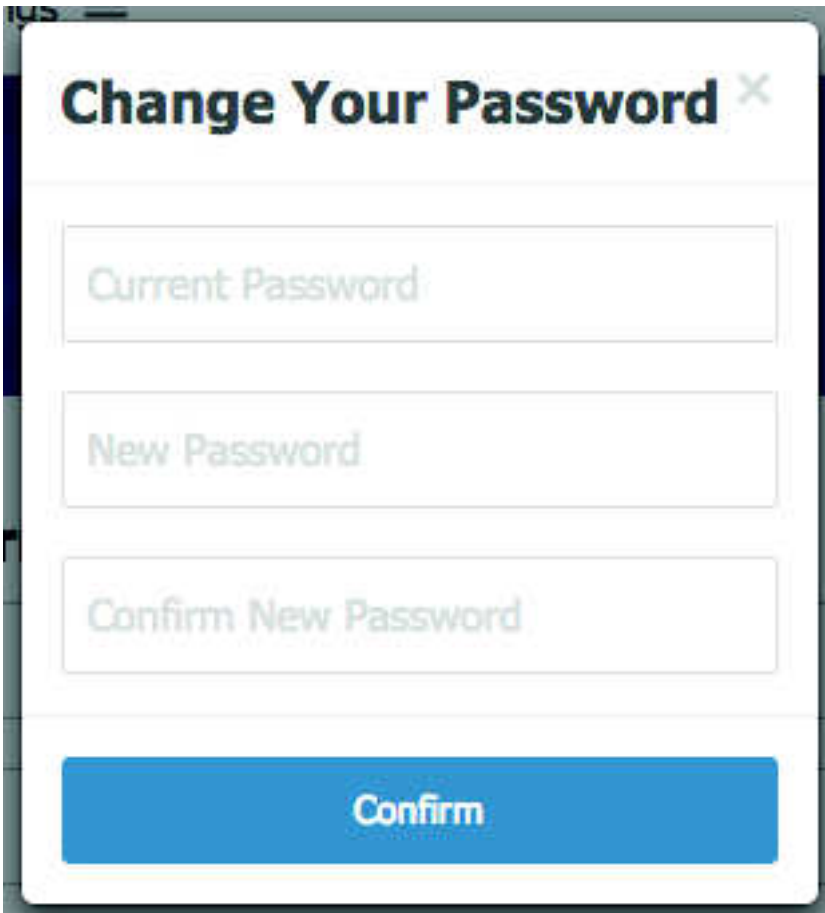
[See more options...](#)

Copy Reports

<input type="text" value="Use commas to separate e-mail addresses"/>
<input type="checkbox"/> Disable Email Reports
<input type="button" value="Save"/>

Account Management – *Profile* Screen

If you wish to change your password, click the “*change password*” link-button near the *Password* field on the Account Info page. As prompted, type your old password, new password and re-type the new password to confirm your entry. Click the “*Save*” button to update your password.



Change Your Password X

Current Password

New Password

Confirm New Password

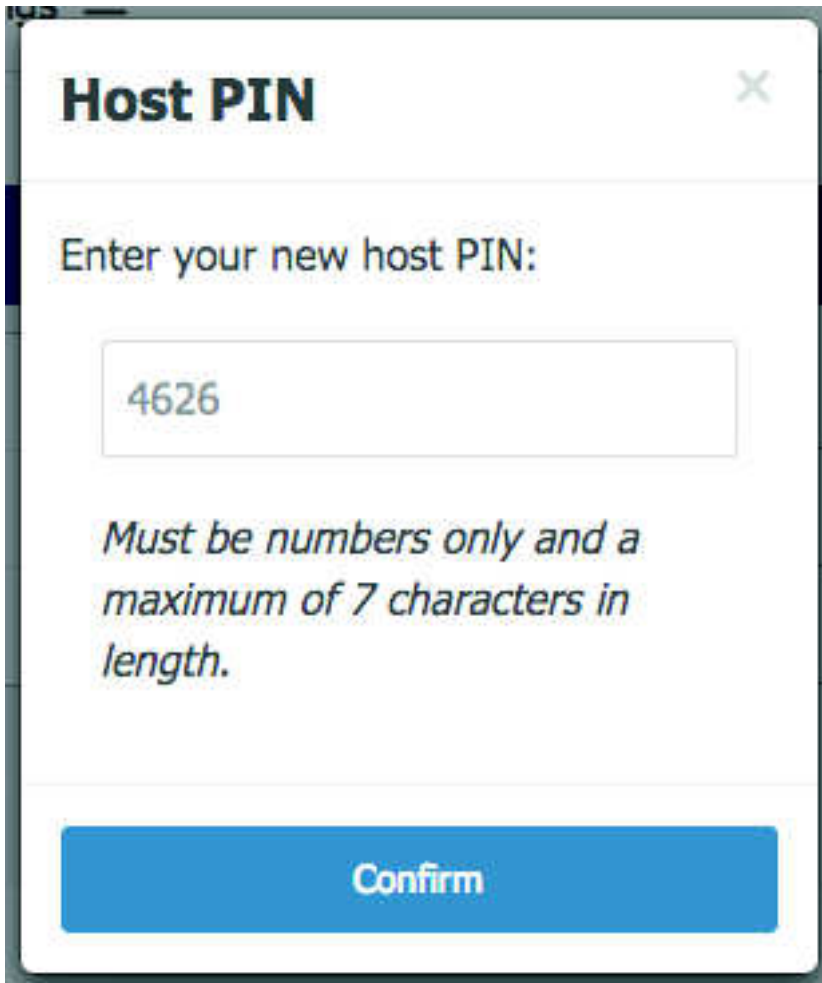
Confirm

“Change Password” Window

Conferencing Credentials

The upper part of the Account Info tab contains your meeting credentials including the host pin, access code, toll free dial-in number, local and in-country dial-in numbers and playback number.

If you click the mouse on your current host pin on this screen, the screen shot below appears, allowing you to change your host pin. Enter your new host pin and click the *“Submit”* button to apply the changes.

A screenshot of a web dialog box titled "Host PIN" with a close button (X) in the top right corner. The dialog contains the text "Enter your new host PIN:" followed by a text input field containing the number "4626". Below the input field, there is a note in italics: "Must be numbers only and a maximum of 7 characters in length." At the bottom of the dialog is a large blue button labeled "Confirm".

Host PIN

Enter your new host PIN:

4626

Must be numbers only and a maximum of 7 characters in length.

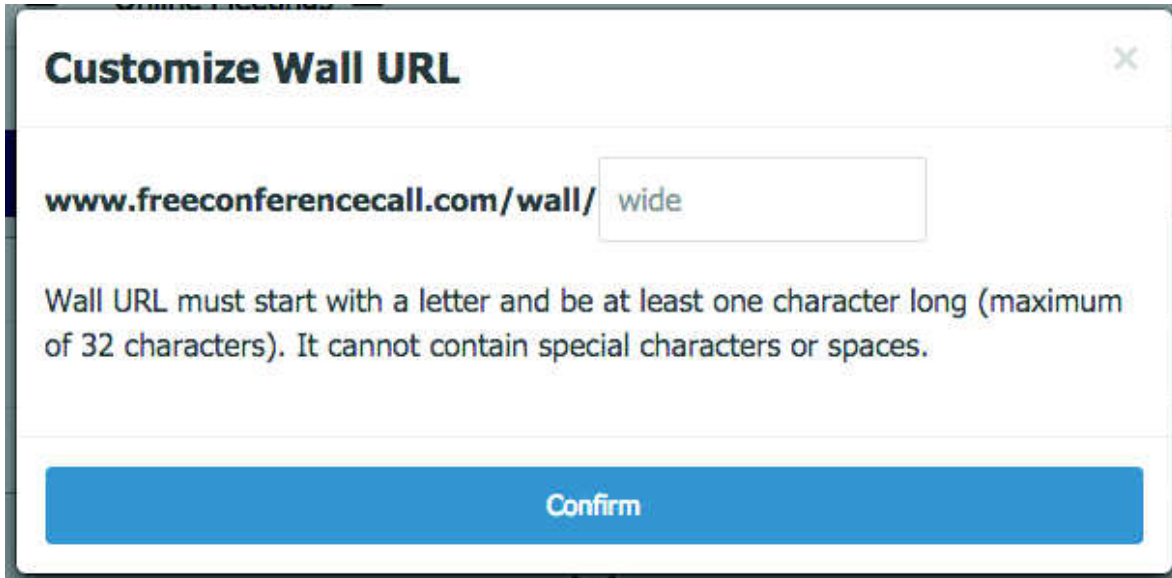
Confirm

The Location of the Meeting Host Pin and Change Host Pin Dialog

As mentioned in Section 3.7: Invite Other People, you can invite other people to join to your Meeting Wall using the URL:

<https://www.freeconferencecall.com/wall/<online meeting id>>. You are able to assign an online meeting id to your meeting to make it easier for you and your participants to remember.

To assign a meeting alias, click on your access code in this screen. Define your meeting alias, and click the “*Submit*” button after you made the changes. Note that a meeting alias must start with a letter and cannot contain spaces. Your new meeting alias will appear in the *Account Information* section of the *Account Info* tab. You can click on the access code or alias at any time to change them. To remove your assigned meeting alias, simply delete it in the change meeting alias dialog box and click the “*Submit*” button.



A dialog box titled "Customize Wall URL" with a close button (X) in the top right corner. It contains a text input field with the value "wide" and a "Confirm" button at the bottom. Below the input field, there is a note: "Wall URL must start with a letter and be at least one character long (maximum of 32 characters). It cannot contain special characters or spaces."

Customize Wall URL

www.freeconferencecall.com/wall/

Wall URL must start with a letter and be at least one character long (maximum of 32 characters). It cannot contain special characters or spaces.

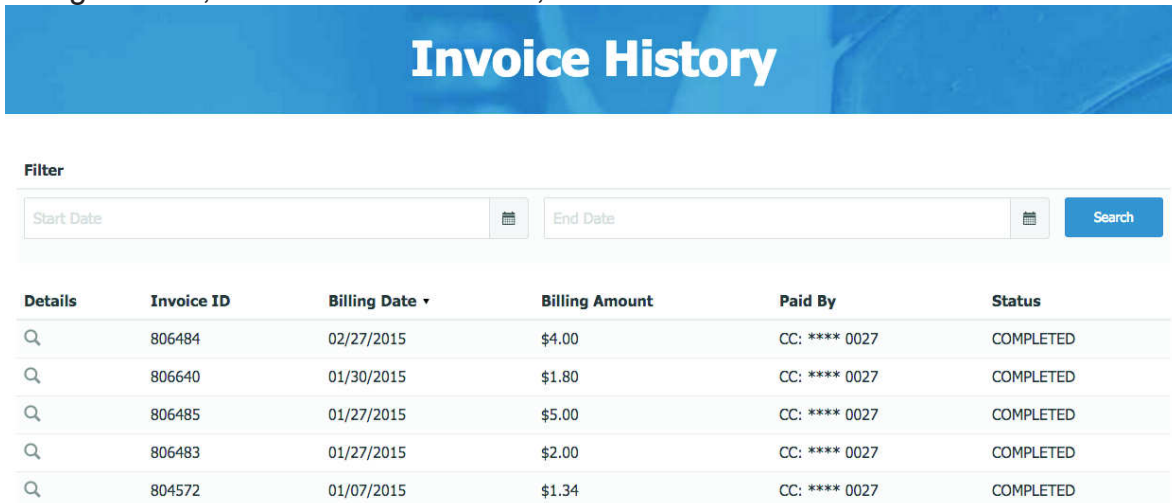
Confirm

The Location of the Access Code and Define Meeting Alias Dialog

For example, if you specify the meeting alias “docs”, as shown above, your Meeting Wall URL will be the following:
<https://www.freeconferencecall.com/wall/docs>. You can provide this URL to your participants, instead of the URL with the access code.

Section 4.3: Billing

From your account page, select the *Profile* tab. From the drop down menu select Invoice History, you can view your billing info, i.e. invoice ID, billing date and time, billing amount, credit card information, and the status of the invoice.



The "Invoice History" screen features a blue header with the title "Invoice History". Below the header is a "Filter" section with "Start Date" and "End Date" input fields, each with a calendar icon, and a "Search" button. The main content is a table with 6 columns: Details, Invoice ID, Billing Date, Billing Amount, Paid By, and Status. The table contains 5 rows of invoice data.

Details	Invoice ID	Billing Date ▾	Billing Amount	Paid By	Status
Q	806484	02/27/2015	\$4.00	CC: **** 0027	COMPLETED
Q	806640	01/30/2015	\$1.80	CC: **** 0027	COMPLETED
Q	806485	01/27/2015	\$5.00	CC: **** 0027	COMPLETED
Q	806483	01/27/2015	\$2.00	CC: **** 0027	COMPLETED
Q	804572	01/07/2015	\$1.34	CC: **** 0027	COMPLETED

Account Management – Billing Screen

Information on this tab always shows billing data for a specific date range. To change the date range, either do it manually by entering the dates into “From” date and/or “To” date fields or by clicking the calendar-buttons.

To the right of the date range fields is the “Search” button. Clicking this button will re-run the report with the same parameters that you are currently using, or, if you changed the date range parameters, a new report with the new parameters.

You can also view your billing detail info, i.e. the bill issue date, the service period, your credit card info, invoice ID and status, your account number, the billing address and telephone number; it also includes the list of your purchased items and amount of each of them, as well as taxes amount and total amount due. Click the “Q” button in the *Details* column to view the detail billing info as shown below. From this screen, you can download and print your report data in PDF format by clicking the “Download” button.



Free Conferencing Corp
PO Box 41069 Long Beach, CA 90853
Tel: 877-216-7555
Fax: (562) 432-5250

Eddie Jeff March (Meeting ID: 527-323-713)
2300 PCH
Suite D
Long Beach, California 90804 United States
Tel: 1234567890

Invoice Date: 01/05/2015
Invoice ID: 804409
Account #: S351655
Status: Payment Processed

Purchased Items		\$16.10
Screen Sharing (01/04/2015-01/26/2015)		\$14.63
Custom Greeting (01/04/2015-01/26/2015)		\$1.47

Payments		\$16.10
Visa Card ***0027 (01/05/2015)		\$16.10

Amount Due		\$0.00
------------	--	--------

Your latest payment of \$16.10 by Visa Card ***0027 on 01/05/2015 has been received. Thank you!

NOTE: All times in Pacific Time

Thank you for using FreeConferenceCall. If you have any questions regarding the information above, please call 877-216-7555 or contact customer support at support@freeconferencecall.com. Have a nice day!

Download

Billing *Details* Sample

Each invoice is also being emailed to you once it is generated.

Section 4.4: History

To view the history of your meetings that took place in the specified date range, select the *Profile* tab and select History & Recordings from the drop down menu.

History & Recordings

Filter

Info	Description	Start Date/Time ▾	End Time	Callers	Reference No.	Recording Options	Size
<input type="button" value="🔍"/>	<input type="text" value="Description"/>	03/24/2015 03:13 PM	03:14 PM	1	100	<input type="button" value="📄"/> <input type="button" value="🔊"/> <input type="button" value="⬇️"/> <input type="button" value="🔒"/> <input type="button" value="🗑️"/> <input type="button" value="➡️"/>	138KB
<input type="button" value="🔍"/>	<input type="text" value="Description"/>	03/19/2015 02:15 PM	02:19 PM	2			
<input type="button" value="🔍"/>	<input type="text" value="Description"/>	03/18/2015 09:20 AM	09:20 AM	1			

Account Management – History Screen







Once you select *History & Recordings*, you will see your meeting history information for the specified date range. To change the date range, either do it manually by entering the dates into the “*From*” date and/or “*To*” date fields, or click the calendar-buttons to select a new date. To the right of the date range fields is a “*Search*” button. Clicking this button will re-run the report with the same parameters that you are currently using, or, if you changed the date range or description or filter parameters, a new report with the new parameters.

The meetings history grid has the following columns: meeting description (job code), meeting start date and time, meeting end time, number of callers that participated in the meeting, and the recording options and size.


The reporting data can be sorted by any of the columns. To sort the list of meetings, click on the column heading of the column by which you wish to sort. To reverse any sort order, click the column heading again.

You can display the meeting history data using different filters. By default your filter is “*Conferences Only*” that displays the host(s) and participants joined to your conferences. However there could be calls out of conference, i.e. calls that are made with no success in joining the conference call (for example, if your audio setting *Wait for Host* is “*On*” and a participant calls to your meeting but the host does not call, after the selected preset time the participant’s call will be


disconnected). To display such abandoned calls select the filter “*Conferences and Missed Calls*” and click the “*Search*” button.

To see only meetings that were recorded, select the “*Conferences with Recordings Only*” filter option, click the “*Search*” button and your reporting data will be refreshed to meet the criteria. If the audio of your meeting has been recorded, in the *Recording Options* column you will see the following icon “” that allows you to listen the recorded conference. If additionally the screen sharing has been recorded for your meeting, the *Recording Options* column will contain the following icon “” allowing you to watch the recorded conference. In both cases, if the conference has been recorded, you can use the following icon “” to download the recordings, the following icon “” to protect your recording, the following icon “” to change protection of your recording, and the following icon “” to share your conference on Facebook or other social media profiles and to get the recording link to spread it in your emails, advertisings, etc. and posted to YouTube. If the meeting has been recorded the reporting grid also includes the size of your stored recording.

In the Section 3.12: History and Recordings of this Guide we already described all recording options, including how you can listen and watch the recorded meetings. See that section for detailed information on your recordings options.

You can also see your meeting detail info, i.e. the list of all callers that were in the meeting. Click the “” button in the *Info* column to see the callers that were in the selected meeting. This screen details the caller name and number (“*” in the end of this field indicates that the caller was connected to the meeting as a host, otherwise the caller was joined to the meeting as a participant), the service type icon, the time the call was connected to the meeting, time the call was disconnected from the meeting and the call duration. On this report as the meeting summary information you can see the number of callers that joined to your meeting, as well as the time spent in your conference – total, toll free, VoIP, and screen sharing minutes if applicable. From this screen, you can download your report data in PDF format by clicking the “*Download*” button.





Online Meetings are now free!
Set-up your first meeting

Try Now

Free Conferencing Corp
PO Box 41069 Long Beach, CA 90853
Tel: 877-216-7555
Fax: (562) 432-5250

Date: May 15, 2015
Dial number: (775) 360-1426
Access Code: 854-618-216
Account: #s404481

Audio

Caller	Service Type	Start Time	End Time	Duration
@freeconferencecall.com *		09:38:11 AM	09:45:32 AM	1m

Number of callers: 1

VoIP minutes: 1m

NOTE: All times in Pacific Time

Thank you for using FreeConferenceCall.com. If you have any questions regarding the information above, please call 877-216-7555 or contact customer support at support@freeconferencecall.com. Have a nice day!

Powered by [WYDE Voice](#) HD-Audio software bridges

History *Details* Report Sample

Chapter 5:

FreeConferenceCall.com

Desktop Application

The *FreeConferenceCall.com Desktop Application* enables the screen sharing functionality, as well as voice conferencing capabilities (VoIP). This chapter explains how to run and use this application for your FreeConferenceCall.com conferences.

Section 5.1: Launching FreeConferenceCall.com Desktop Application

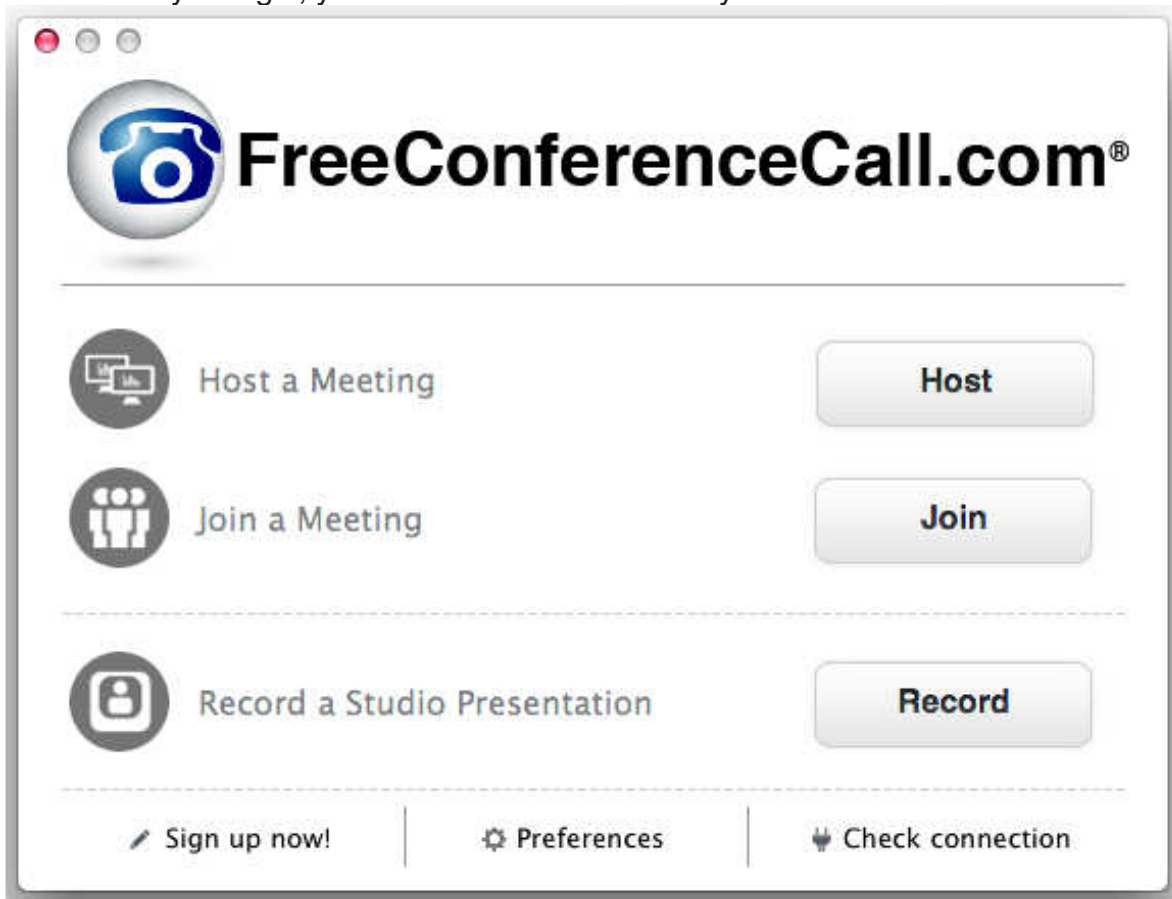
As previously mentioned, the *FreeConferenceCall.com Desktop Application* may be started using different approaches:

- From your Meeting Wall: using the “*Launch Screen Sharing Now*” button (participants click the “*Join*” or the “*Rejoin Meeting*” buttons) from the *Audio Information* section of the screen – the application will be started without additional authorization questions and the welcome page will not be displayed;
- From your local hard drive (if previously installed):
 - Click the *FreeConferenceCall.com* application icon on the desktop, or
 - Run the *FreeConferenceCall.com* application from All Programs menu FreeConferenceCall.com folder, or
 - Run the *FreeConferenceCall.com* application from the programs tray
- ✓ To ensure expedited access to your meeting at the scheduled time, we recommend downloading the *FreeConferenceCall.com* application in advance. Visit www.FreeConferenceCall.com and select “*Get Desktop App*” at the bottom of the page. This will download and install *FreeConferenceCall.com Desktop Application*, and configure your computer to allow participation in a FreeConferenceCall.com screen sharing sessions.

Regardless of what method was used the welcome screen shown below appears;

Select either the “*Host*” button and enter your host credentials, i.e. host email and password, or the “*Join*” button and enter your participant info, i.e. your name and access code (or alias)


- ✓ Click the “*Remember me on this computer*” checkbox to remember your credentials, if desired. If this checkbox is checked during login, the next time you login, you will not need to re-enter your credentials.







FreeConferenceCall.com Application Welcome Screen

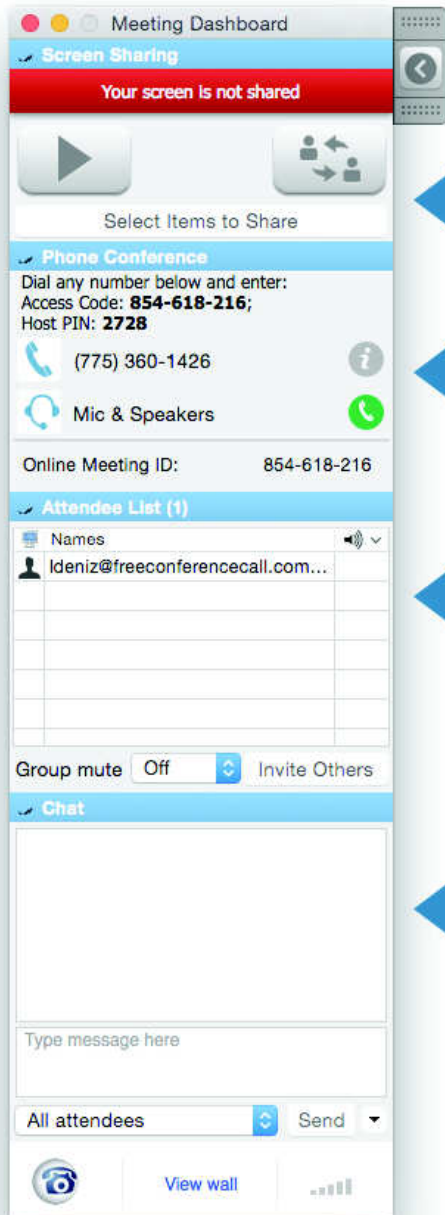
Section 5.2: Components of FreeConferenceCall.com Desktop Application

The *FreeConferenceCall.com Desktop Application* interface consists of the following components: *Program* menu, *Screen Sharing* pane, *Phone Conference* pane, *Attendee List* pane, *Chat* pane, and *Access Code* info. The panes may be expanded or collapsed by clicking the arrow buttons on the pane title. Let's review each of the components:

- **Program menu** – The traditional Windows application menu that contains two menu items:
 - *File* – allows
 - To manage program preferences, such as general preferences (run the program on startup, your default login credentials, etc.) and audio preferences (recording and playback devices);
 - To leave the meeting (if it is started);
 - To exit from the program;
 - *Help* – displays *About FreeConferenceCall.com* dialog.
- **Screen Sharing pane** – This area includes buttons that allow you to start/stop meeting, pause/resume meeting, switch screen sharing presenter, as well as select items to share. By default, this area is available for hosts only, unless the hosts grant screen-sharing capabilities to another participant. The host can take back the controls at any time. See Section 5.3: Screen Sharing for detailed information on how to share the screen during your meetings.
- **Phone Conference pane** – This area contains your access code, host PIN (if you logged in as a host), conference dial-in toll and toll free numbers. If VoIP is enabled, this pane will include a “” button that allows you to make a voice call (VoIP) into the conference using your computer, playback and microphone devices icons indicating their levels. You can make your personal adjustments of this pane, i.e. to select/unselect active numbers shown on this pane-using *File -> Preferences -> Phone Panel* settings. See Section 5.5: Phone Conferencing for detailed information on how to make voice calls into the meeting.
- **Attendee List pane** – If the meeting is started, this area contains information regarding the participants in your meeting (note: you are not included in the list). From this pane, the host can disconnect any attendee or make him/her the presenter. Additionally, the host can invite other people to the meeting using the “*Invite Others*” button in this pane. See Section 5.6: Manage Meeting Attendees for additional information.
- **Chat pane** – If the meeting is started, you can chat with other meeting attendees (either a public message to entire audience of the meeting or a private message to a specific meeting attendee). See Section 5.8: Chatting during Meetings for detailed information.
- **Access Code info** – The lower part of the *FreeConferenceCall.com Desktop Application* contains your Access Code, which may be provided to your meeting participants to allow access to your meeting.

The *FreeConferenceCall.com Desktop Application* is always placed on top of your other started programs on your computer. When the program is started, you will see the blue right arrow “” in the left part of the program window. Click the “” button to hide the main window of the FreeConferenceCall.com application. When the *FreeConferenceCall.com Desktop Application* is hidden, only a small control with few buttons will be shown in the right part of your screen on the top of your

other started programs, i.e., a blue left arrow “”. Click this “” button to show the main window of the FreeConferenceCall.com application. Regardless of whether the *FreeConferenceCall.com Desktop Application* is shown or hidden, you can move the control with these arrows on your screen using the drag-n-drop technique.



Screen Sharing Pane

- Start/Stop Meeting
- Pause/Resume Meeting
- Switch Screen Sharing Presenter

Phone Conference Pane

- Contains meeting ID, host PIN, dial-in numbers
- allows to make VoIP call to the meeting

Attendee List Pane

- Shows who else joined to the meeting
- host can either disconnect or make presenter to the attendee as well as invite other attendees

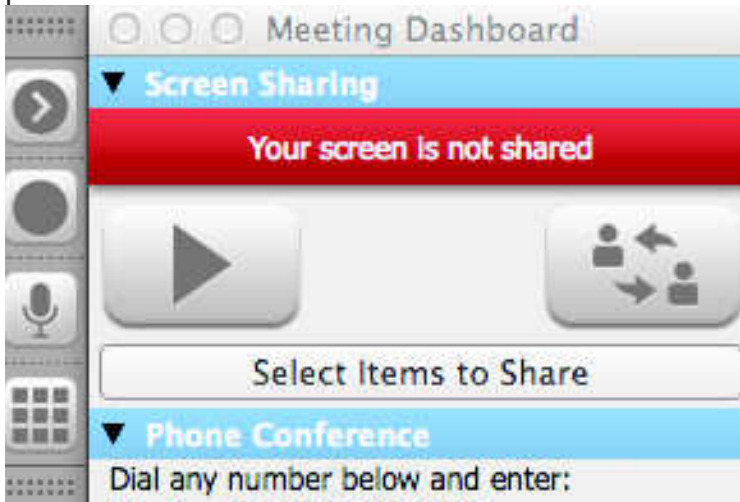
Chat Pane

- allows public and private chatting for meeting attendees

Components of the FreeConferenceCall.com Desktop Application

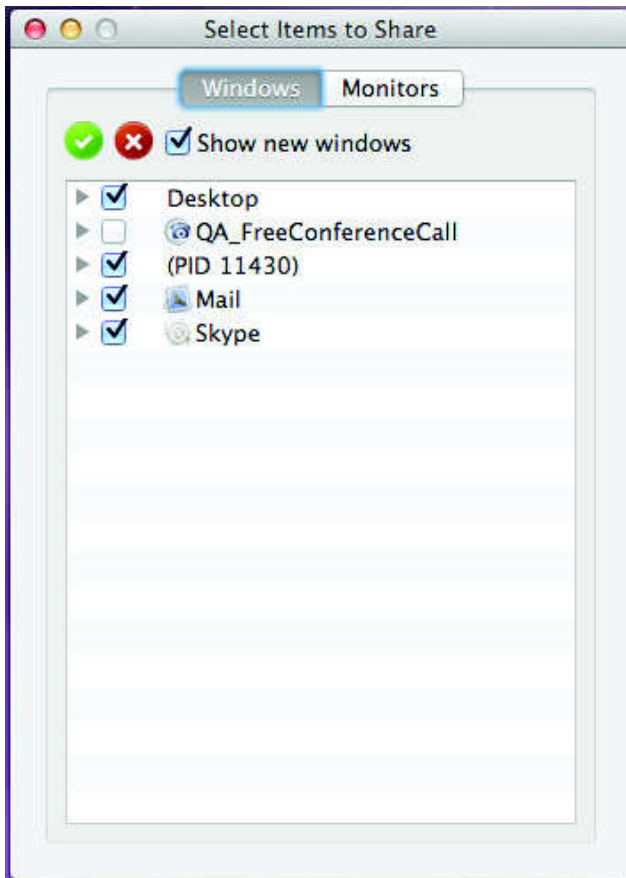
Section 5.3: Screen Sharing

Using the *FreeConferenceCall.com Desktop Application*, hosts have the ability to start screen-sharing sessions for their online meetings. Note, if the Desktop Application is started, this does not mean that your screen is being shared. To share your screen, you must click the “*Start Meeting*” button on the *Screen Sharing* pane.



Screen Sharing Pane, Meeting not Started

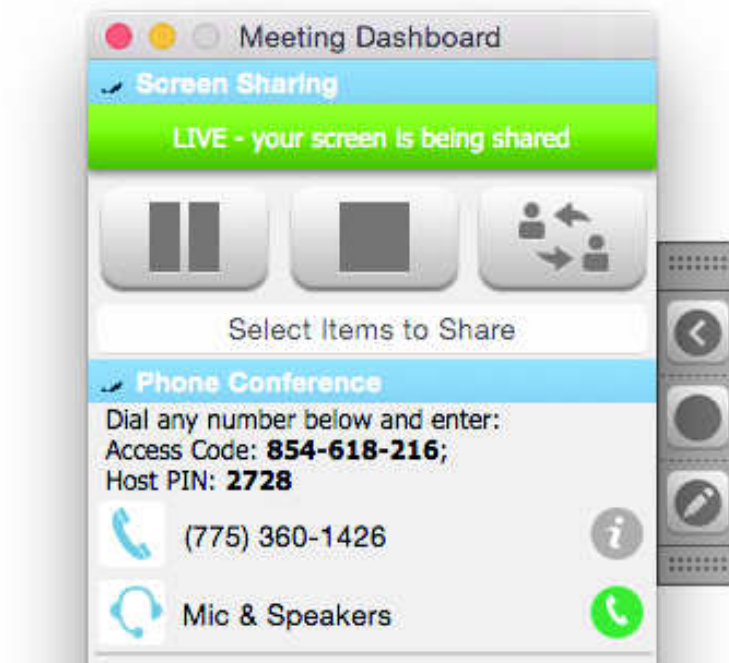
As a host, you can select which items (application screens) you would like to share either prior to your meeting, or while the meeting is in progress. Click the “*Select Items to Share*” button. The *Windows* tab allows you to select which applications should be shared. Check all applications that you want to share, and uncheck those applications that should not be shared during your meeting. If you are using more than one monitor, you can select which monitors should be shared using the *Monitors* tab.



Select Items to Share Dialog Sample

By default, any new windows (i.e., opened while the meeting is in progress) will be shared with your participants. You may uncheck the “*Show new windows*” checkbox if new windows should not be automatically shared. You can uncheck (deselect) all selected windows using the “✖” (deselect all) button. You can check (select) all shown applications windows using the “✔” (select all) button.

Click the “*Start Meeting*” button to start screen sharing, i.e. show the host’s screen to all meeting attendees. The *Screen Sharing* pane will be updated as shown below. The status message “*Live-your screen is being shared*” will be shown in the top line of the pane.




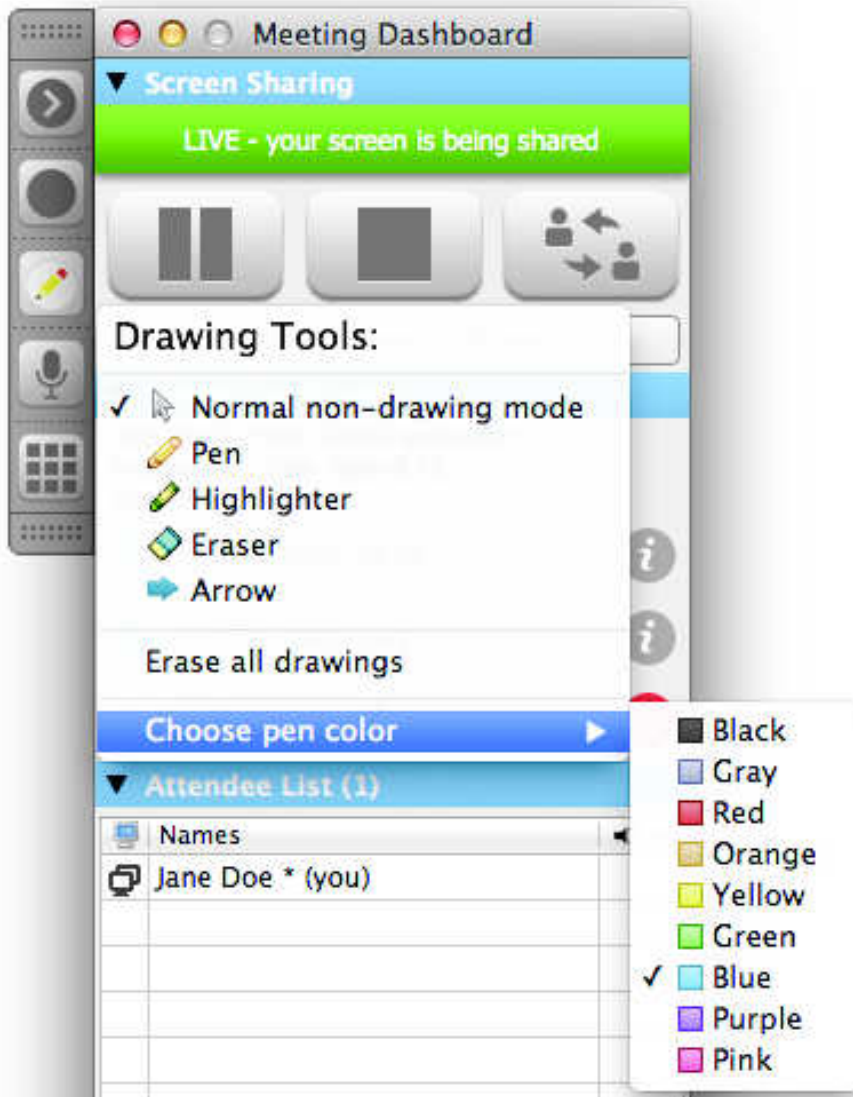
Screen Sharing Pane, Meeting is Started

When screen sharing meeting is in progress, additional buttons are shown in the *Screen Sharing* pane that allow the host/presenter to manage the screen sharing sessions:

- “*Pause Meeting*” button (the first left button) – temporarily places the meeting on hold, the status message “*Paused-your screen is not being shared*” is displayed as the pane status, and participants receive the message “*Meeting Paused*” in the center of the shared screen window. At this point, your screen information is not being transferred to participants, but the meeting is not interrupted. Click the “*Start Meeting*” button again to continue your meeting and resume your screen sharing.
- “*Stop Meeting*” button (the second middle button) – completely ends the screen sharing meeting, i.e. stops showing the screen. This option is available only to the presenter while in screen sharing mode. After the button is clicked and the screen sharing is stopped, the status message “*Your screen is not shared*” is displayed as the pane status. Participants will be disconnected from the screen-sharing portion of the meeting, but may continue the voice portion.
- “*Switch Presenter*” button (the third right button) – when you are the presenter, this option allows you to select another attendee to be the Presenter. When this option is selected, you will see the message, “*Are you sure you want to promote this participant to a presenter?*” Once you confirm your actions, the control will be transferred to the selected participant (the participant will also be prompted to confirm and agree to share his/her screen with the audience. The

status message “*Participant has control*” is displayed as the pane status. A button to “*Take Back Control*” will be shown, allowing the host to take the screen sharing control back at any time. When a participant is promoted to presenter, the *Screen Sharing* pane is displayed for the promoted participant as well, allowing him/her to manage the screen sharing session as a host, including the ability to switch the presenter, in turn, to another meeting attendee.

When screen sharing is in progress, the pen icon “” appears. This pane allows you to annotate documents during your meeting.



Drawing Tools Menu

The following drawing tools and modes are available during screen sharing meetings:

- *Normal non-drawing mode* – the drawing mode is not switched on. If any drawing mode was previously activated. Clicking this option switches off the drawing mode, so you can use your screen as usual.
- *Pen* – the drawing mode that allows you to use a pen to draw non-transparent shapes on your screen. Annotations with the pen will be always in the same place on your monitor, i.e. they will not be scrolled/hidden when you scroll or switch your windows.
- *Highlighter* – the drawing mode that allows you to use a semi-transparent marker (highlighter) to highlight any text or other area of your screen. Annotations with the marker will be scrolled together with your text and will be erased when you switch or overlap your windows.
- *Eraser* – the drawing mode that allows you to erase previously created drawings using the eraser.
- *Arrow* – the drawing mode that allows you to place an arrow at a specific place on your screen. Pen color is used for the arrow function as well. When you place an arrow on your screen using this mode, it will remain in the same place on your monitor, i.e. it will not be scrolled/hidden when you scroll or switch your windows.
- *Erase all drawings* – this function erases all drawings that were created during the screen-sharing meeting. Selecting this does not change the drawing mode that is set.
- *Choose pen color* – allows you to change the pen color (red, green, blue, yellow, black, pink, purple, orange, gray, etc.) and will remember the chosen pen color for future screen sharing sessions, but may be changed at any time.

When the drawing modes *Pen*, *Highlighter*, *Eraser*, and *Arrow* are in progress, you can click right mouse button anywhere on the screen to exit from the current drawing mode and return to the *normal non-drawing mode*.

Section 5.4: Joining an Online Meeting

There are three options for joining an online meeting with

FreeConferenceCall.com. Follow the steps below to join a meeting:

1. Go to www.freeconferencecall.com and click on Online Meetings from the navigation bar. Select Join Meeting from the drop-down menu and fill out the fields to join the meeting
2. From your invitation email click on the Online Meeting link and follow the prompts to join the meeting
3. Type the Meeting Wall URL into your web browser and select Join Meeting on the next page

Note:

4. If a participant **already has** FreeConferenceCall.com installed, they will join the meeting from the Desktop Application
5. If a participant **does not have** FreeConferenceCall.com installed, they will join the meeting through their web browser with Web Viewer

6. If a participant **cannot install** FreeConferenceCall.com, they will join the meeting directly through their web browser with Web Viewer

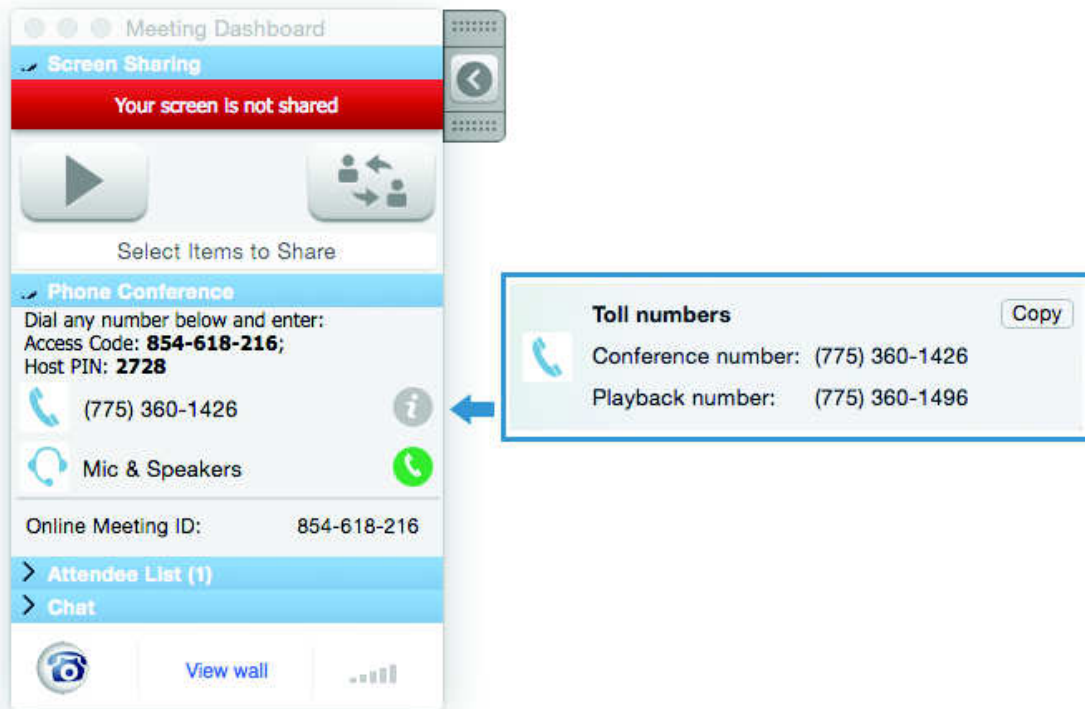
How to make a Participant Viewer Attendee a Presenter

1. From the Meeting Dashboard select a participants name from the Attendee List and right click
2. Select Make Presenter from the drop-down menu
3. A pop-up will display confirming your selection
4. The selected participant will then receive a pop-up to download the Desktop Application in order to be the presenter

Section 5.5: Phone Conferencing

The following are ways to call to your conference:

- Dial from your fixed or mobile phone to one of the meeting dial-in numbers provided;
 - The *Phone Conference* pane of the *FreeConferenceCall.com Desktop Application* provides you the information needed to do this, including your Access Code and the host PIN (if you logged in as a host). The basic method to join into the voice portion of the meeting is by calling the meeting dial-in toll or toll-free number.
 - These meeting dial-in numbers are shown in the *Phone Conference* pane, and are viewable by you and your participants. To playback a previously recorded conference, dial the toll playback number provided. The *Phone Conference* pane shows only conference dial-in numbers. To view the playback numbers, click either of the “*l*” icons near the shown phone numbers. You can click the “*Copy*” button to copy this information to your clipboard, and paste it into your email editor.
 - Once you call from your phone to the meeting dial-in number you should enter your Access Code followed by the “#” sign; if it is correct you will be joined to the meeting. If you are the host (subscriber) you should enter the “*” key and next you should enter your host pin followed by the “#” sign; if the pin is correct, the host permissions will be granted to your call.

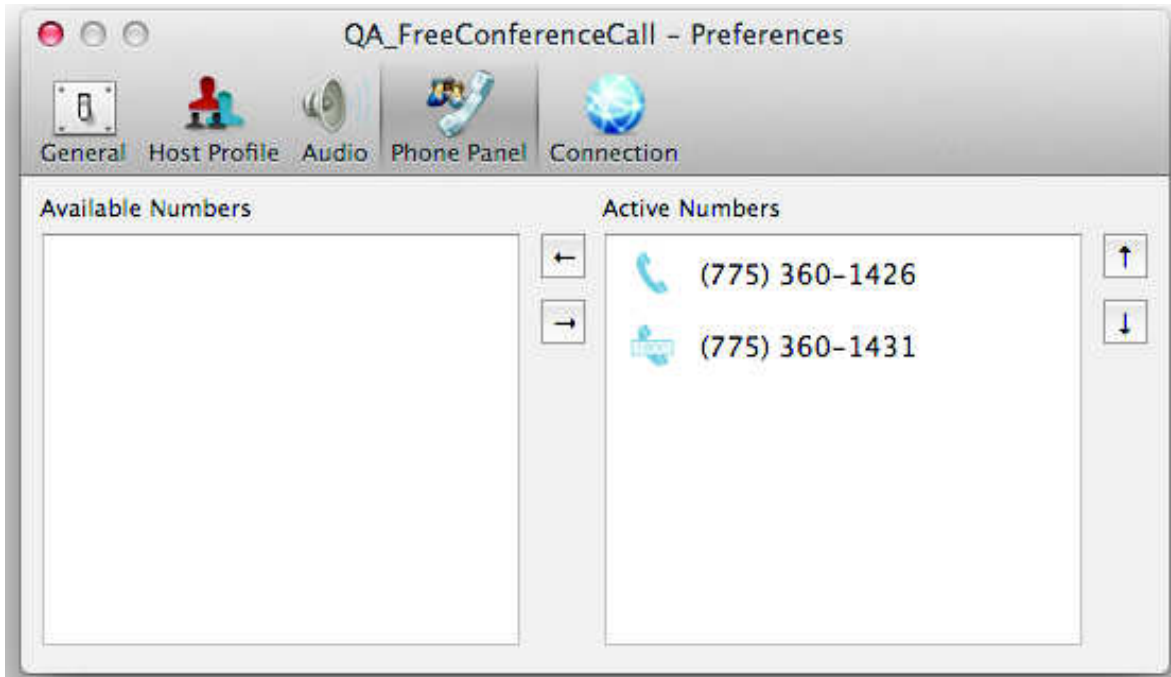


Meeting Toll and Toll Free Dial In and Playback Numbers Tooltips Sample

Toll numbers	Toll Free numbers
Conference in number: (530) 881-1212	Dial in number: (855) 212-0212
Playback number: (530) 881-1219	Playback number:

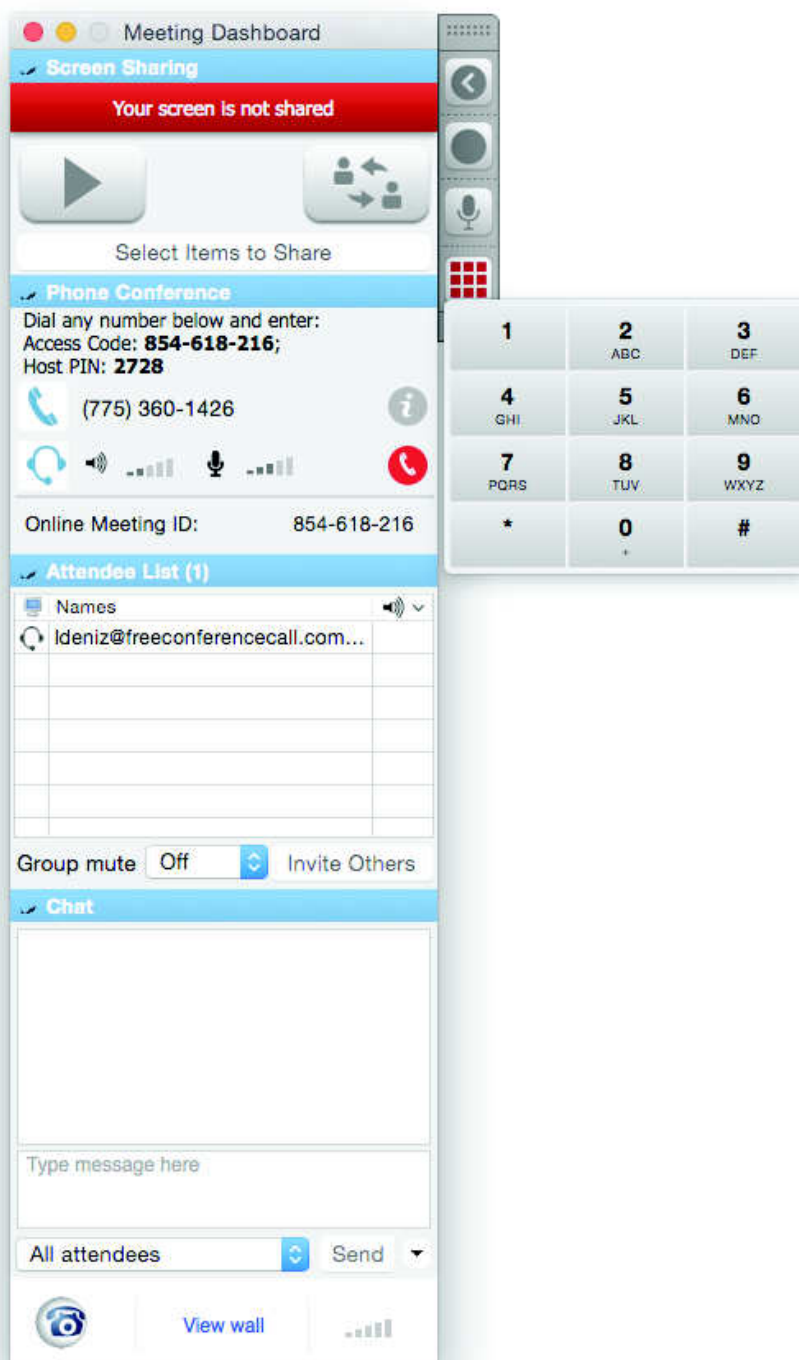
Sample of Meeting Toll and Toll Free Dial In and Playback Numbers Info Copied into Clipboard

- Dial though VoIP client integrated into the *FreeConferenceCall.com Desktop Application* (VoIP is enabled on your account);
 - ✓ To add the VoIP controls to your *Phone Conference* pane of the application, complete the following steps:
 - i. Open “*Preferences*” dialog from “*File*” menu; you will see the dialog similar to shown below
 - ii. In the dialog that appears select the “*Phone Panel*” tab
 - iii. Select the “*Mic & Speakers*” option and press the right arrow to move this option to the “*Active Numbers*” section



Change *Phone Panel* Preferences

- Click the “☎” button to make voice (VoIP) call from your computer into the meeting and you will be joined to the meeting automatically. When the conference call is established using the *FreeConferenceCall.com Desktop Application* you can click the dial pad “☎” icon to open the dial pad and perform any touch-tone commands. Click the “🔇” icon to mute/unmute your call; click the “🔴” button to disconnect your call. When a call is made using the *FreeConferenceCall.com Desktop Application*, the *Phone Conference* pane displays the playback dial-in number and microphone levels.
- ✓ If you do not need all of the numbers provided in the *Phone Conference* pane, you can adjust this pane and hide (deactivate) the numbers that you are not going to use. To select/unselect active numbers shown on this pane open the “*Preferences*” dialog and select the “*Phone Panel*” settings tab. After you close this dialog window, the settings will be applied and your *Phone Conference* pane would be adjusted. Note: you cannot delete all numbers from the list. Using this settings screen you can also define the order in which your active numbers will be shown in the *Phone Conference* pane; use up and down arrows buttons for that purposes.

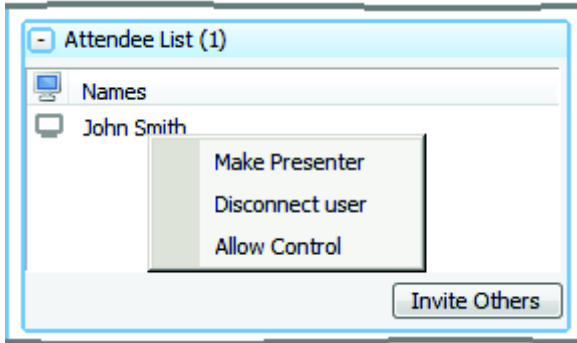


Performing Voice Call Using FreeConferenceCall.com Desktop Application

- Dial from the 3rd party VoIP client (we do not describe it in this Guide).

Section 5.6: Manage Meeting Attendees

If a screen-sharing meeting is in progress, the *Attendee List* pane contains information regarding the attendees. The first column in the attendee list represents whether or not the attendee can manage of the meeting, i.e. presenter (🖥️) or non-presenter (🖨️) or having control of the host's screen (🖱️). The second column displays attendee's name entered when the meeting is joined.



Attendee List Pane, Meeting is Started

In this list, the host can click right mouse button on any participant of the meeting and the menu appears. From this menu, click “*Make Presenter*” to make the selected attendee the presenter. This works the same as the “*Switch Presenter*” button described in Section 5.3: Screen Sharing. The presenter can give remote control capability to the specific user clicking the “*Allow Control*” menu item; see Section 5.7: Remote Control. The host can also remove a selected participant from the meeting by clicking “*Disconnect user*”.


Whether the meeting is started or not, the *Attendee List* pane for hosts also contains an “*Invite Others*” button. When clicked, the *Meeting Credentials* window is shown, detailing your Meeting Wall URL, Access Code, phone numbers that may be called to join to your meeting, and brief additional help. Click the “*Copy to Clipboard*” button to add the contents of this window to your clipboard and paste this information into your email (see



Appendix E: *Sample of FreeConferenceCall.com – Meeting Credentials Window*).

Section 5.7: Remote Control

While the screen-sharing meeting is in progress, the presenter can give the remote control capability to a specific meeting attendee. That means that the attendee will be able to control the presenter's computer remotely.

To give remote control of your computer to the participant, use the following steps:

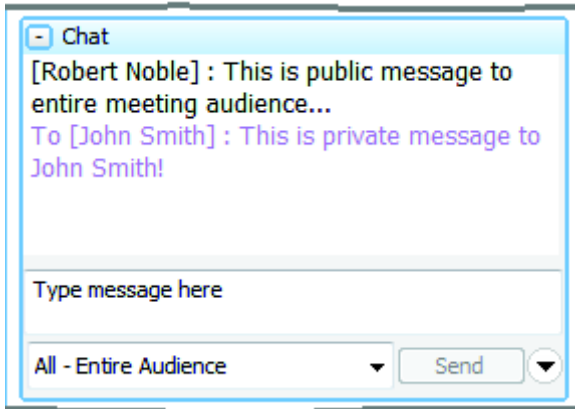
- Select the meeting attendee to give the remote control capability to and right click on that user on the *Attendee List*.
- Click the “*Allow Control*” menu item, which shows the confirmation question “*Are you sure you want to allow selected attendee to have control of your computer?*” and once you confirm you will see the prompt on the dashboard that the selected participant has control; this also places an icon “” for that user in the *Attendee List*.
 - ✓ The presenter can choose to uncheck specific applications in the “*Select Items to Share*”, which will not allow the person with remote control to access those specific applications on the presenter’s computer.
- The nominated user will have a prompt on their meeting dashboard indicating, “*You have control*” and may begin remotely accessing the presenter’s computer as long as the user has the *Meeting Viewer* window selected.
 - ✓ The remote user may also interact with the clipboard of the presenter so functions such as Copy/Paste are functional from the remote controller to the presenter’s computer.

The presenter can take away remote control ability at any time by going back to the *Attendee List* and clicking the option “*Allow Control*” for the attendee again. This will change the icon “” to the icon “” for this user in the *Attendee List* and provide a prompt that the presenter now has control again.


- ① Please note that during Remote Control both the presenter and remote user can use the computer so it is recommended that only one of the users assume control in order to prevent conflicting usage.

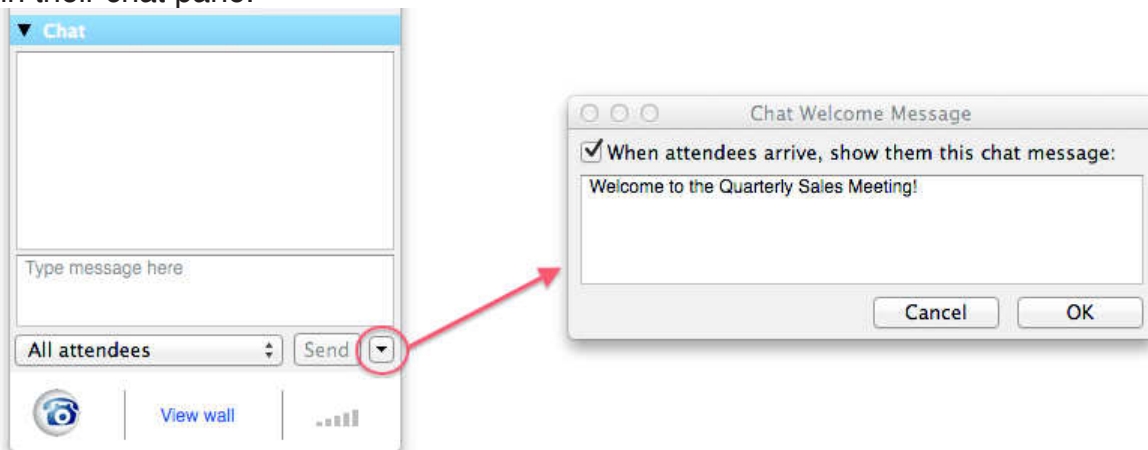
Section 5.8: Chatting during Meetings

While the screen-sharing meeting is in progress, the meeting attendees can chat with each other via the *Chat* pane. Chats may be public (sent to the entire audience) or private (sent to a specific meeting attendee). Type your chat message in the message textbox, select either “*All - Entire Audience*” or specific meeting attendee and either click “*Send*” button or press Enter to send your message. See screen shot below for details.



Chats Pane, Meeting is Started

Whether the meeting is started or not, hosts can click the “” icon (near “Send” button) in the *Chat* pane to set up a chat welcome message. When new attendees join your meeting, the message that has been set in this window will be displayed in their chat pane.



Setting Chat Welcome Message


Section 5.9: Create Presentations

You can use *FreeConferenceCall.com Desktop Application* to create your hosted presentations with your computer screen and audio. These presentations can be viewed by your employees, clients, future prospects, used for sales advertising, team training, marketing, HR efforts, etc.

To create your presentations with *FreeConferenceCall.com Desktop Client* use the following steps:


- Click the “*Start Meeting*” button to start screen sharing as described in Section 5.3: Screen Sharing;
- Dial in from your fixed or mobile phone to the meeting dial-in number provided or dial though VoIP client integrated into the *FreeConferenceCall.com Desktop*


Application to add audio to the presentation as described in Section 5.5: Phone Conferencing;

- Start the recording either clicking the “” icon in the *FreeConferenceCall.com Desktop Application* or pressing the *9 keys on your phone key pad; you will hear a prompt that states the conference is being recorded.

At this point anything on your screen gets recorded and you can now speak into the phone to add audio. PowerPoint and Word documents, Excel, PDF, Websites, proprietary applications, or anything else that is shown on your screen could be put into the presentation.

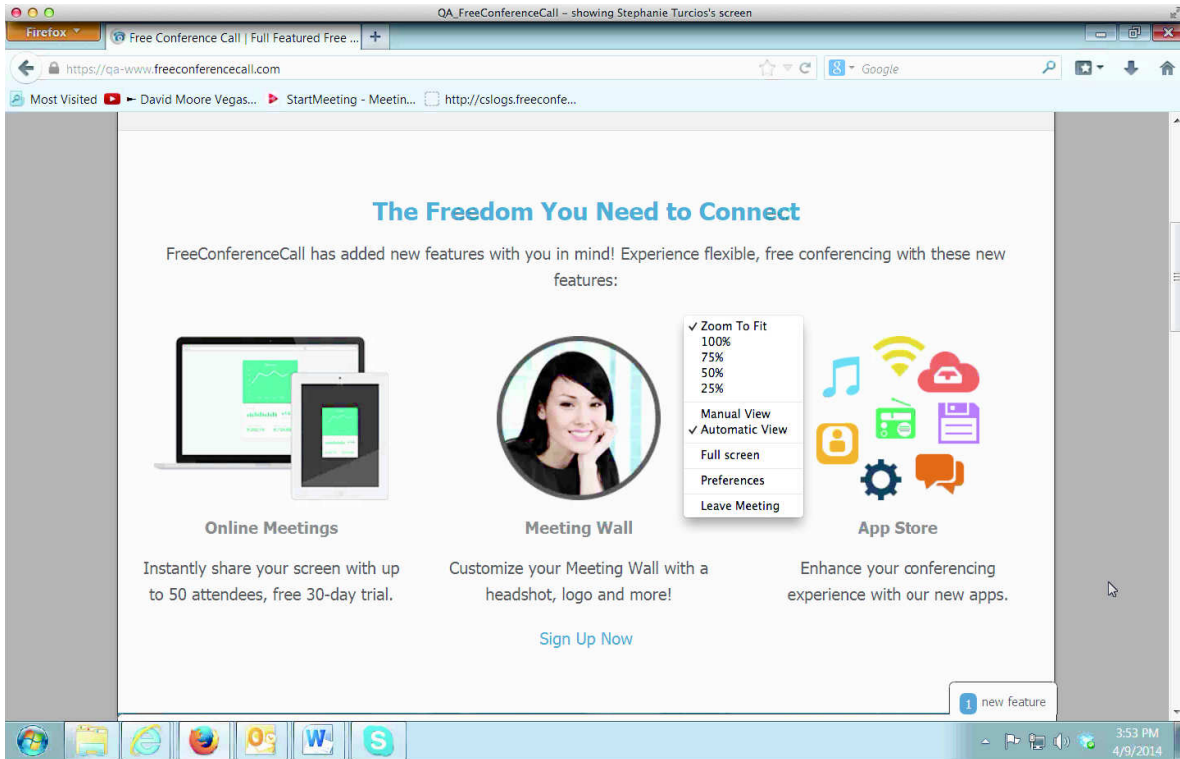
- ① Go to the “*Select Items to Share*” and turn off any applications that may have windows that will “pop up” and conflict with your presentation.
- ① It is always a good practice to prepare before recording your presentation, have your documents in order, and even do a few trial runs before trying to complete the finished presentation.

When you complete your presentation, click the recording button “” again or press the *9 keys on your phone to end the recording. Once you hear the prompt that states that the conference recording has stopped, you can stop your meeting and quit from the *FreeConferenceCall.com Desktop Client*.

After your meeting is completed your recording will be available from the Meeting Wall, the *History & Recordings* tab (see Section 3.12: History and Recordings). You can click the following icon “” to watch the recorded meeting and download it. You can share your recordings via popular social media networks, emails and post them to YouTube using the “*Share*” button.

Section 5.10: Use Meeting Viewer

When the screen-sharing meeting is started, i.e. when the host is sharing his/her screen, the entire desktop or specific application screen, this screen is being shown to all meeting attendees using the *Meeting Viewer*. See screen shot below for details. Note if the host is sharing not the entire desktop, but just specific application, only this application window will be shown to meeting attendees and the *Meeting Viewer* will be resized to fit host’s window size.



Meeting Viewer Sample

When screen sharing is in progress participants can click right mouse button on the *Meeting Viewer* and the contextual menu appears. Using this menu, participants can switch between the following modes:

- **“Zoom To Fit” vs. “1:1”** – one of the following two *Meeting Viewer* scaling modes could be set:
 - If “Zoom To Fit” mode is set the presenter’s window contents will be scaled to fit your *Meeting Viewer* window size; this option could only decrease the size of source presenter’s window content, it never increases it;
 - If “1:1” mode is set the presenter’s window contents will not be scaled, i.e. it is always will be shown 1-to-1; if the contents of presenter’s screen is more than your *Meeting Viewer* window size it could be scrolled;
- **“Manual View” vs. “Automatic View”** – one of the following two *Meeting Viewer* window size modes could be set:
 - If “Manual View” mode is set the *Meeting Viewer* window could be resized, but the maximum window size cannot exceed presenter’s window size, i.e. using this mode you can decrease the *Meeting Viewer* window size if you wish;
 - If “Automatic View” mode is set the *Meeting Viewer* window size is defined automatically and it cannot be resized, in this case it’s size corresponds to the presenter’s window size or if it exceeds your window size the *Meeting Viewer* window size equal to your screen size;

Regardless of the chosen window size mode:

- ✓ *Meeting Viewer* window size cannot exceed presenter's shared screen window size;
- ✓ *Meeting Viewer* window size cannot exceed your screen size;
- ✓ In "*Manual View*" mode you can decrease *Meeting Viewer* window size.


From this menu, participants can also open and manage program preferences, such as general preferences (session identity), start up (run the program on startup), host profile (default host login credentials, if applied), audio preferences (recording and playback devices) and phone panel preferences (active numbers) as well as leave the started meeting.

Meeting Bender

The Meeting Bender feature allows participants to rewind a live screen sharing session for up to 60 seconds.

- To rewind a screen sharing session from your FreeConferenceCall.com mobile application, tap on the screen to display the top menu.
- Identify the Meeting Bender button located in the top right corner. Next, press and hold to rewind up to 60 seconds.
- To return to the live meeting, simply let go of the button and the current screen-sharing window will resume.
-

Appendix A: Sample of *FreeConferenceCall.com* Account Registration Email

 FreeConferenceCall.com®

Account Information

Name:	John Smith
Dial-in Number:	(555) 555-5555
International Number:	View List
Access Code:	123-456
Host PIN:	1111
Playback Number:	(555) 555-5555
Email:	johnsmith@freeconferencecall.com
Online Meeting ID:	JohnSmith

Important Note: We have introduced host PINs to enhance your conference call experience. Keep this PIN handy if you want to use host controls. You may change your PIN anytime from the Account Info page.

Log In

Free Online Meetings
with No Attendee Downloads

[Learn More](#)

Appendix B: Sample of *FreeConferenceCall.com* Invitation Email



You Have Been Invited to a Meeting

When:

Date and Time: 05/15/2015 02:05 PM - (US/Pacific)

Audio:

Dial-in: [\(775\) 360-1426](tel:(775)360-1426)

Access Code: 854-618-216

International Dial-In: [View List](#)

Web:

Online Meeting Link: <https://join.freeconferencecall.com/854-618-216>

Notes:

Please make sure to be at the meeting on time!

Instructions:

At the scheduled date and time of the meeting, dial into the conference line. When prompted, enter the Access Code followed by the pound key.

To join the online meeting, click on the meeting link listed above and follow the prompts to join the meeting.

For 24/7 customer service please call [877-216-7555](tel:877-216-7555)

Appendix C: Sample of *Daily Recording Playback Report Email*



FreeConferenceCall.com®

New Introducing Keywords Beta SM

Track keywords with the click of a button on recorded conference calls.

[Learn More](#)

Thank you for using our Free Conference Call service. Below you will find the callers who listened to your recorded conference. If you have any questions regarding this email, please call **(877) 4825-838** or contact customer support at services@freeconferencecall.com. Have a nice day!

Account Information

PO Box 41069
Long Beach, CA 90853-1069
Tel: 877-482-5838
Fax: 562-437-1422

Date: 04/10/2014
Statement #: 135182
Dial-in Number: (775) 360-1426
Access Code: 295-579-236

Conference Playback Detail Report

Playback Date	Playback Type	Calling Number / IP	Start Time	End Time	Total Minutes
04/09/2014	PLAYBACK	(562) 624-5432	04:15:39 PM	04:16:14 PM	1

Total Minutes: 1
Number of Callers: 1

Note: All times in Pacific Time

Thank you for using our Free Conference Call service. If you have any questions regarding this email, please call (877) 482-5838 or contact customer support at services@freeconferencecall.com. Have a nice day!

[Quality Survey](#)

Appendix D: Sample of *FreeConferenceCall.com* *Call Detail Report Email*



Online Meetings are now free!
Set-up your first meeting

Try Now

Free Conferencing Corp
PO Box 41069 Long Beach, CA 90853
Tel: 877-216-7555
Fax: (562) 432-5250

Date: May 15, 2015
Dial number: (775) 360-1426
Access Code: 854-618-216
Account: #s404481

Audio

Caller	Service Type	Start Time	End Time	Duration
@freeconferencecall.com *		09:38:11 AM	09:45:32 AM	1m

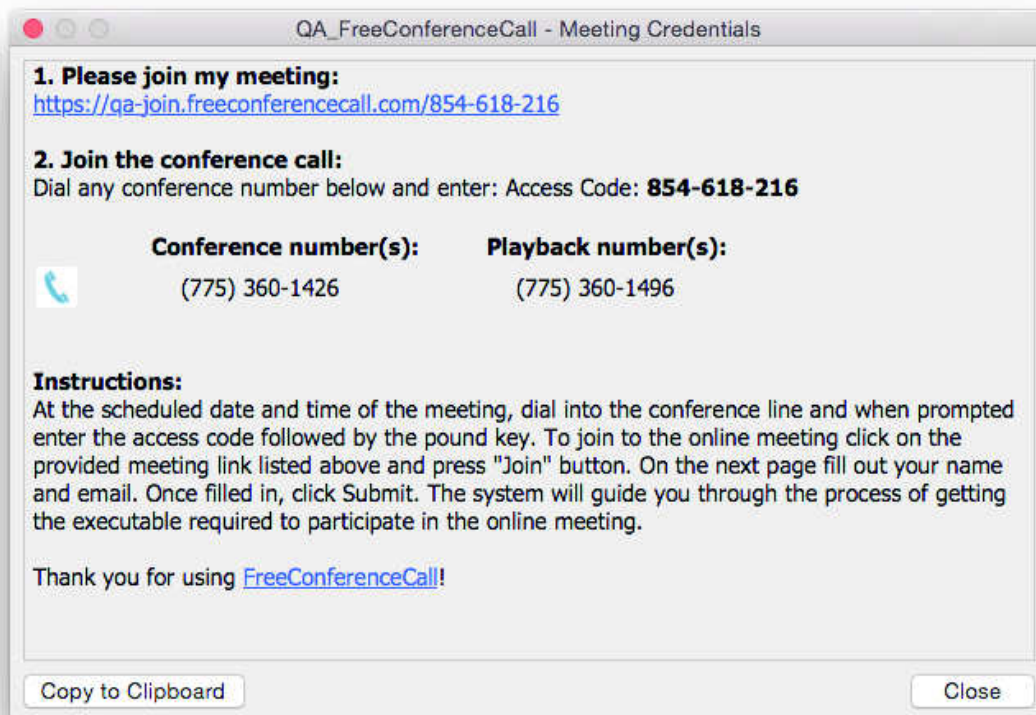
Number of callers: 1
VoIP minutes: 1m

NOTE: All times in Pacific Time

Thank you for using FreeConferenceCall.com. If you have any questions regarding the information above, please call 877-216-7555 or contact customer support at support@freeconferencecall.com. Have a nice day!

Powered by **WYDE Voice** HD-Audio software bridges

Appendix E: Sample of *FreeConferenceCall.com* – *Meeting Credentials* Window



Appendix F: Support Resources

If you have difficulty with this guide and any of the procedures listed herein, please contact us using the following support resources.

Support Documentation

In addition to this Guide, you may obtain other FreeConferenceCall.com documentation from FreeConferenceCall.com or from the FreeConferenceCall.com support Web site: <http://www.FreeConferenceCall.com/support>.

Web Support

Our support website is available 24 hours a day, 7 days a week, and 365 days a year at <https://www.freeconferencecall.com>. You may download support documentation and other technical support information.

Telephone Support

For difficulties with any procedures described in this Guide, please contact customer service at 877-482-5838 24 hours a day.

Email Support

You may also email us your questions at services@freeconferencecall.com. We will respond to your question within 24 hours.

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