



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

Web Controls User Guide

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

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

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

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

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

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

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

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

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

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

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

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

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