FreeConference.com

The Complete User Guide

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Meet how you want. When you want.

Phone Conference

Host a free audio conference call by phone with upto 400 people at a time.

Web Conference

Host an online meeting using video and screensharing with up to 10 people at a time. Details on page 6.

Account Information

Dial-In Number: This is the number you would dial into to access the call. You are assigned a local primary dial-in based on your location, which you may change to any of the other available dial-ins through your account settings. E.g: +18672923030

Access Code: Unique code for your participants to use when joining your conference call by phone. E.g: 850 6079

Moderator PIN: Unique code for you to manage the call, mute and unmute participants, and toggle your settings by phone. E.g: 140 6786

Online Meeting Room: Unique URL to host your online meetings. Simply visit your Online Meeting Room via web browser to start your conference. E.g: hello.freeconference.com/conf/call/8506079

Note: You can change your account details by clicking

on your dashboard.

Upgrade to Starter, Plus or Pro!

Click for more details →	FREE	STARTER	PLUS	PRO
Unlimited Conferences	✓	✓	✓	✓
Max # of Phone Participants	400	400	400	400
Max # of Web Participants	10	15	20	25
Live Video Feeds	3	5	5	8
Screen sharing	✓	✓	✓	✓
Unlimited Call Recording	Upgrade!	✓	✓	✓
Free Dial-Ins (Including US & Canada)	✓	✓	✓	✓
Premium International (40+ countries)	Upgrade!	✓	✓	✓
Toll-Free (6 countries)	Upgrade!	✓	✓	✓
Premium Minutes	0	100	500	750
Overage Rate (Premium Minutes)	Upgrade!	10 ¢/min	8 ¢/min	6 ¢/min
BUY NOW →	$0.00 USD	$9.99 USD	$24.99 USD	$34.99 USD

Looking for more? Calls with 400+ are available.

Link: https://www.freeconference.com/landing/request-host-large-calls/

Technical Requirements

Feature	Hardware	Software	Other
Phone Conference	Landline/Mobile	n/a	Any Phone Plan
Audio-only Web Conferencing	Microphone	The latest version of Chrome*	Min upload speed: 80 kbps Min download speed: 80 kbps
Video Conferencing	Microphone and Webcam	The latest version of Chrome*	Min upload speed: 0.25 mbps Min download speed: 0.5 mbps per video feed

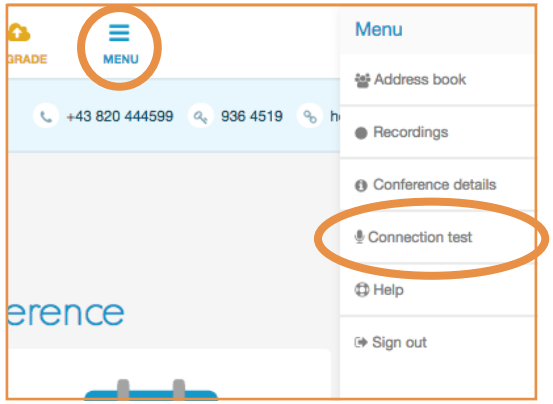
* We actually support Chrome 56+. One exception is for Windows XP/Vista users, for whom we only support Chrome 49. However for the best experience, we recommend you update to the latest version of Chrome.

Having Connection Issues?

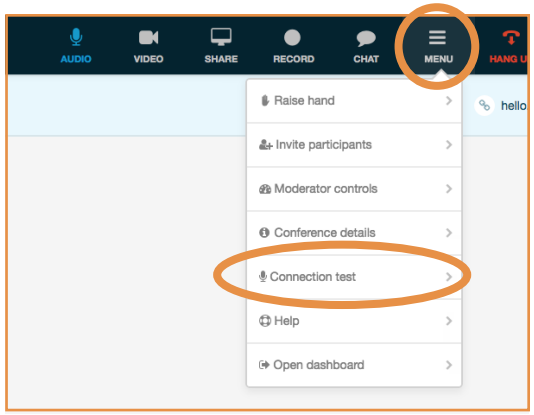
In less than 60 seconds, the Connection Test tool will test your mic, audio playback, WiFi connection speed and video so you can pinpoint where and if there are any issues.

The Connection Test can be found in:

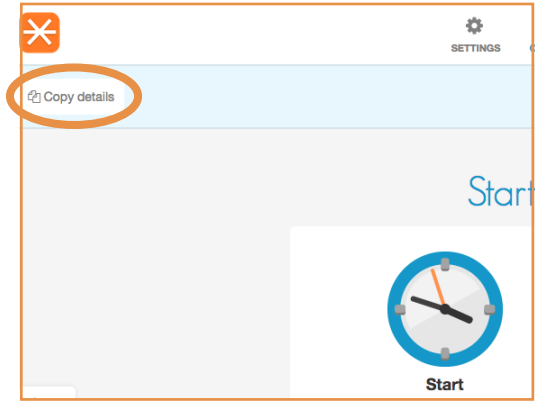
Dashboard



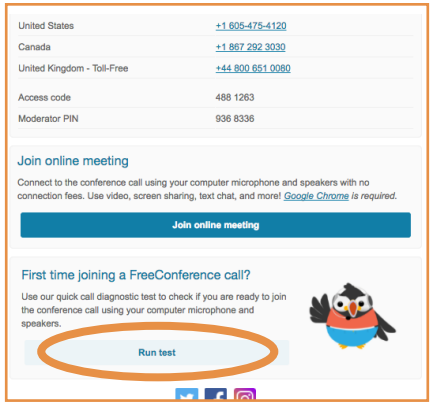
Conference Window



Conference Details



Emails

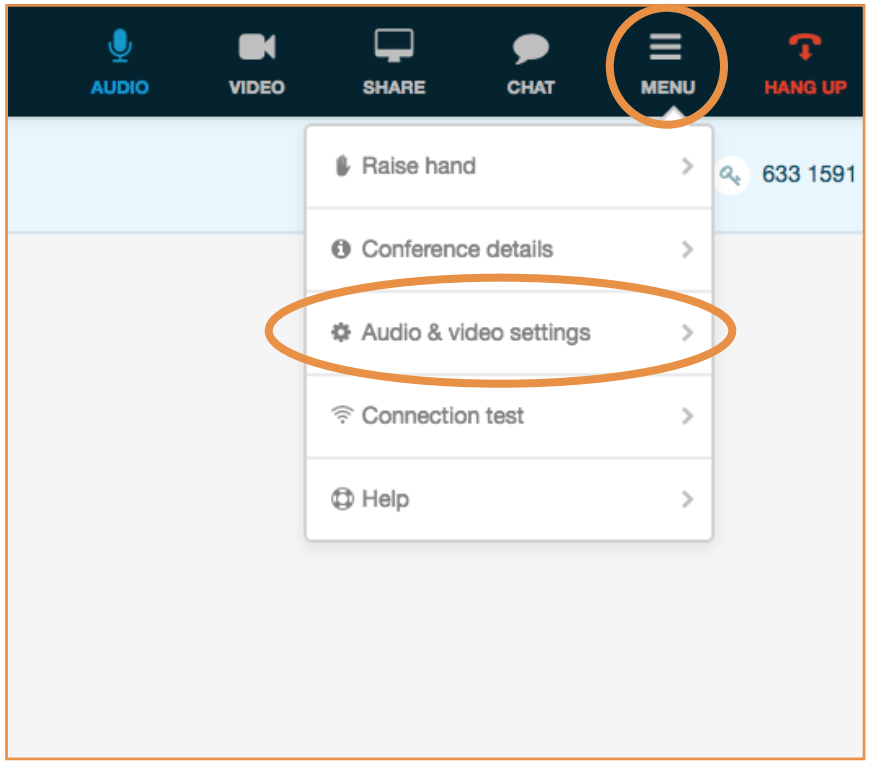


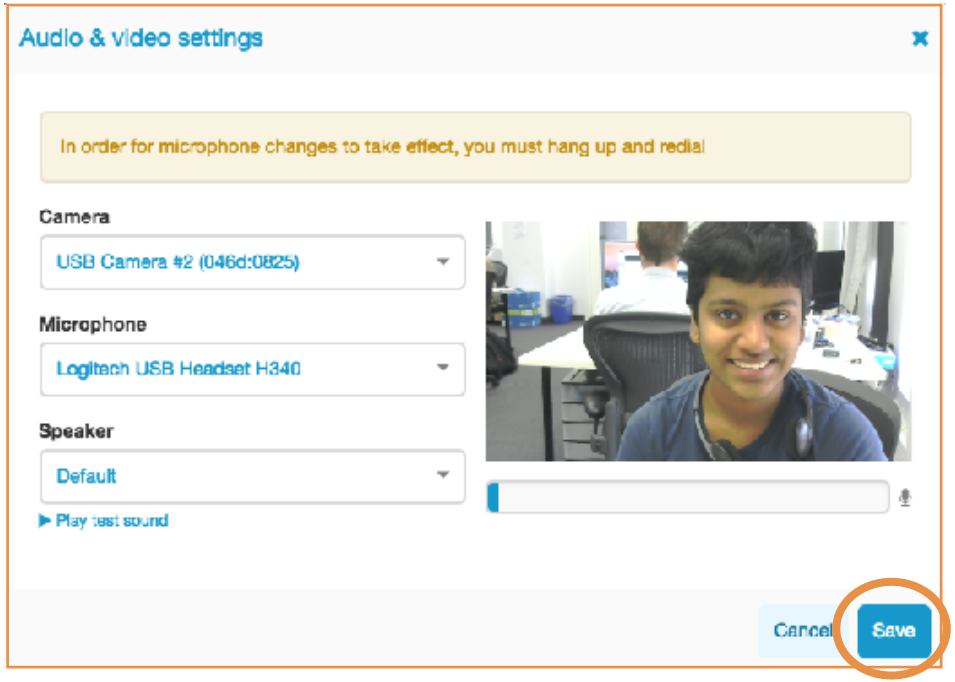
Click here to go to the Connection Test.

Link: https://hello.freeconference.com/system/test

Device Selection

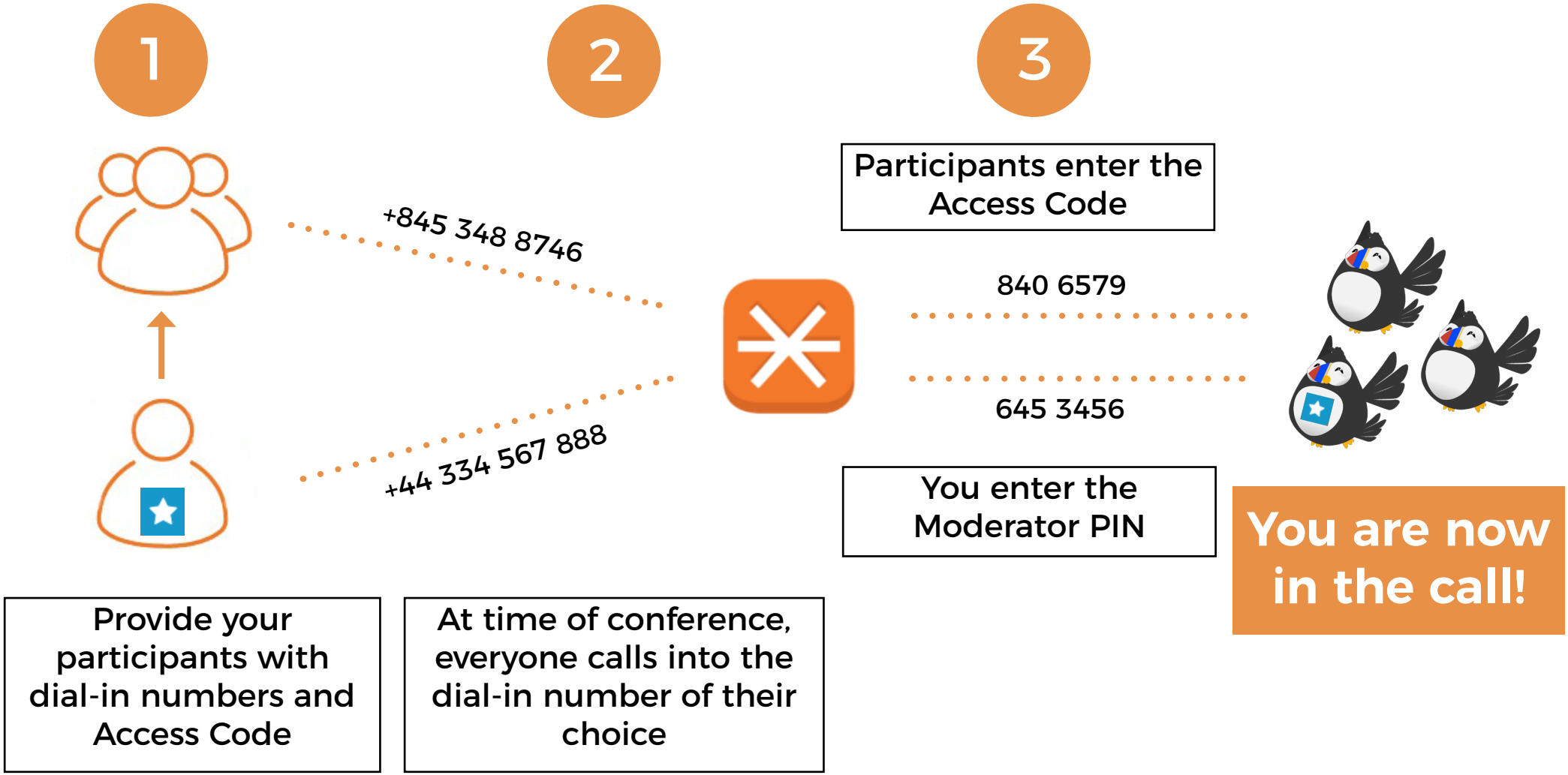
Select the camera, microphone and speaker you want to use for your conference. Click “Save” when you are done.





Phone Conferencing

How to Start & Join a Phone Conference



Dial-In Numbers: A Breakdown

Free

Free Dial-Ins

Free dial-ins are available in 15+ countries around the world.

- United States
- Canada
- United Kingdom
- South Africa

. . . . . and more!

Premium *

Premium

Want more? We have premium dial-ins in 40+ countries.

- Japan
- France
- Israel
- Singapore

. . . . and more!

Toll-Free (800)

Pick up the tab with toll-free (800) numbers.

- United States
- Canada
- United Kingdom
- Australia
- Singapore
- Germany

Pay As You Go

Some of our numbers will be charged per minute of usage on top of the amount paid for the plan.

- India
- China

* All Premium plans (Starter, Plus, Pro) offer brand-free greetings!

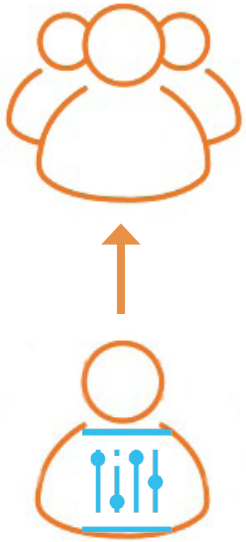
To view the full list of dial-in numbers, click here.

Link: https://www.freeconference.com/dial-ins-rates/

Web Conferencing

How to Start & Join a Web Conference

1

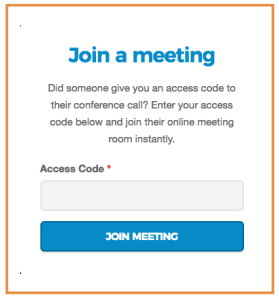


Provide your participants with Online Meeting Room URL and/or Access Code

2

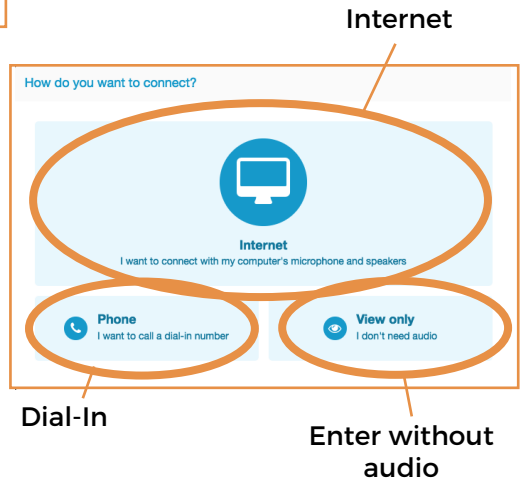
hello.freeconference.com/conf/call/8406579

OR



At time of conference, everyone visits the URL or enters the Access Code on freeconference.com

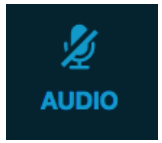
3



Select how you want to connect your audio: Internet, Dial-In or not at all

You are now in the call!

The Online Meeting Room

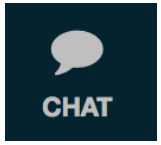


Mute your line

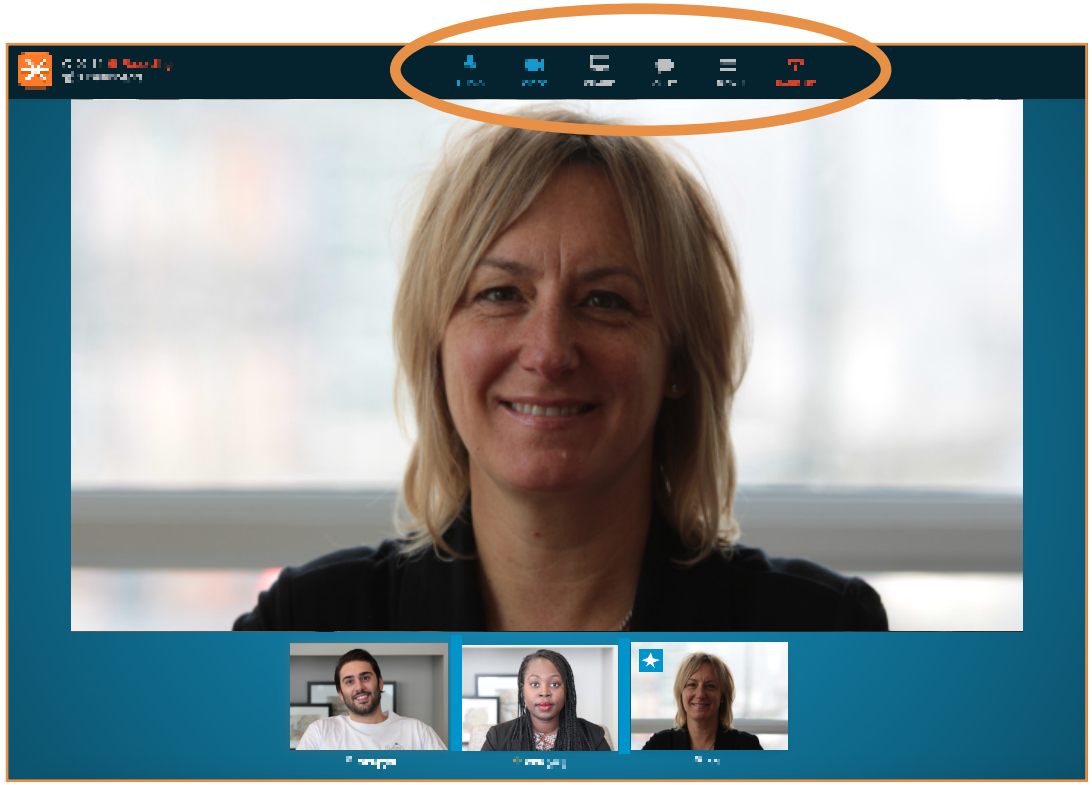
Record Audio*

Turn on your video camera

Screen share & document share



Text chat



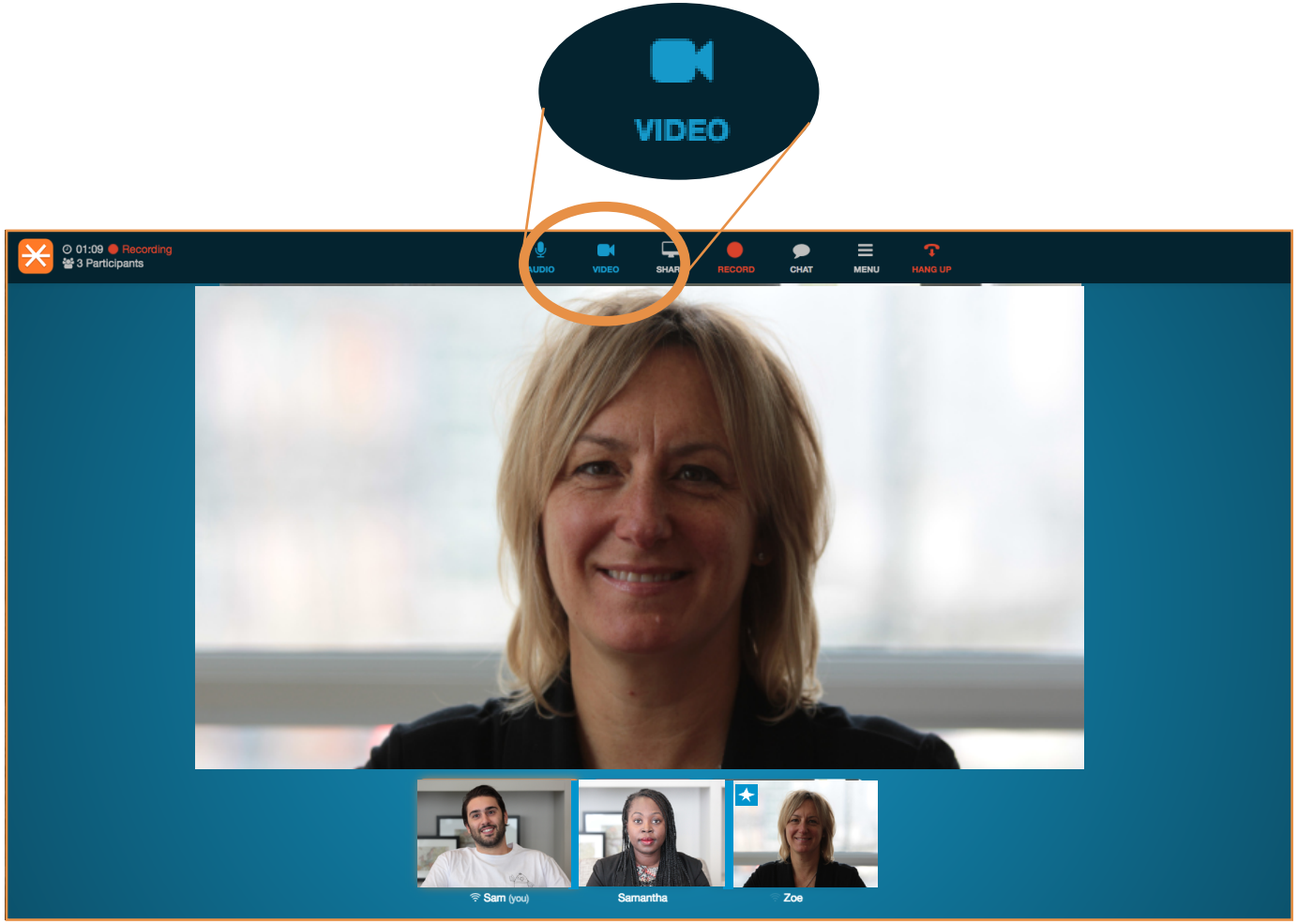
*Call recording is a premium feature. Click here to become a premium account holder.

Link: https://www.freeconference.com/pricing/

Video Conferencing

Once in your Online Meeting Room, each caller can toggle their video on and off by clicking the VIDEO icon on the black bar.

Your FREE account includes upto 3 live video feeds and 10 viewers. Need more? [Check out our plans!]



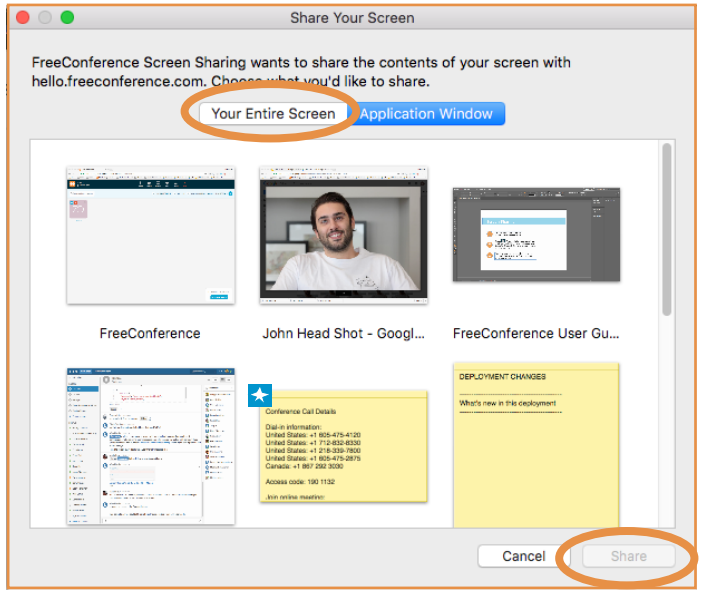
Link: https://hello.freeconference.com/conf/apps/store

Share Your Screen

1. Click “SHARE” in the black menu bar in your Online Meeting Room and click “Share screen.”

2. Add the FreeConference screen sharing extension when prompted.

3. From the pop-up screen, choose what you’d like to share with everyone else in the Online Meeting Room. Click “Share” when you’re done.

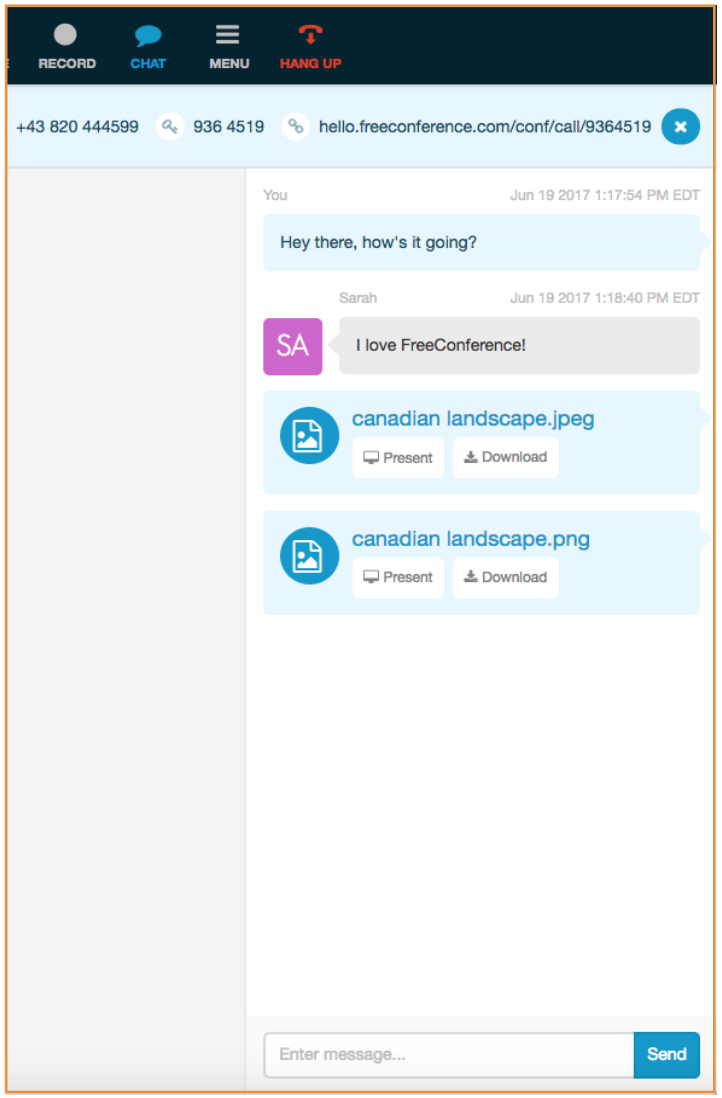


Note: If you are sharing a powerpoint, share your entire screen.

Text Chat

Text Chat is great for asking questions when participants are muted or sharing specific information such as a link to a website. To access the Text Chat feature, click CHAT in the black bar in your Online Meeting Room.

Text Chat logs are saved in your conference history in Past Conferences.

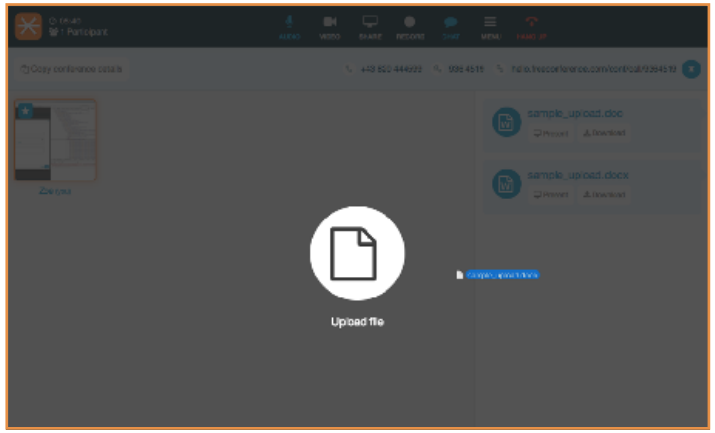


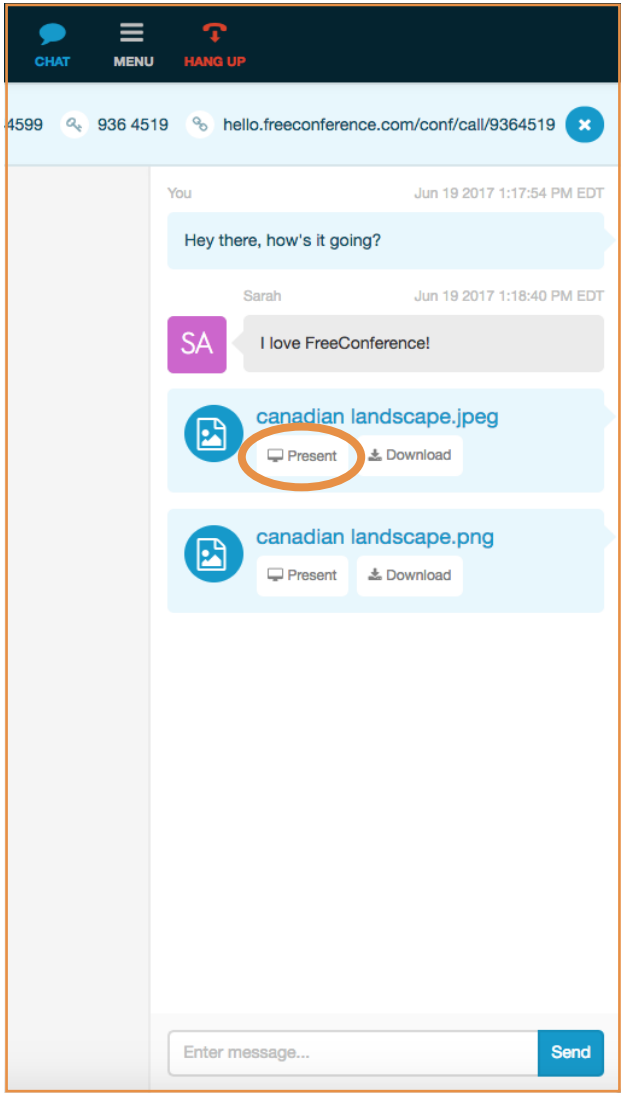
Share a Document

Document Sharing allows you to instantly upload documents for everyone else to download. Once it's been uploaded, it can also be presented through the Online Meeting Room.

TO UPLOAD: Click "SHARE" in the black menu bar on the top and click "Upload document" OR you can simply drag and drop the file anywhere in the Online Meeting Room.

TO PRESENT: After you have uploaded the document, click on the "Present" button in the chat window.





Document Presenting Formats

The following formats can be presented:

DOC PDF TIFF XLS PPT JPEG

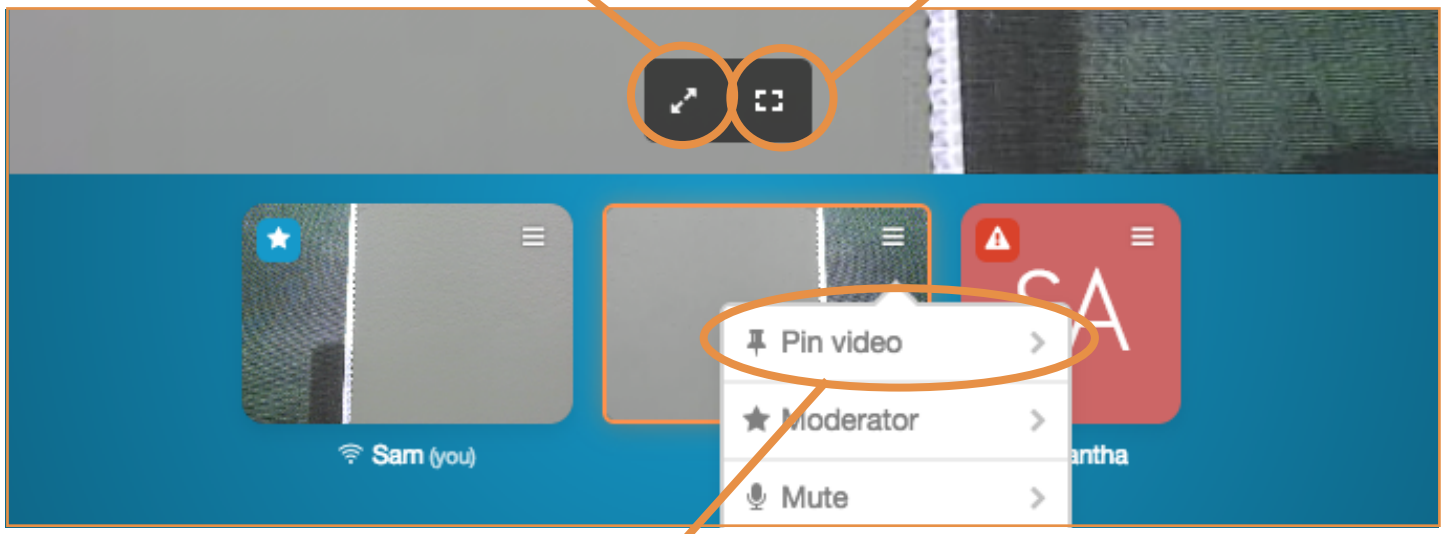
123	CWK	FODS	JTT	ODP	PLT	SGL	SXW	wk4
AGD	DBF	GNM	KEY	ODS	PNG	SLK	TXT	WKS
ASE	DIF	GIF	KTH	ODT	PPM	STI	UOF	WMF
BMP	DXF	HTM	MML	PBM	PSD	SVG	VOR	WPD
CDR	EPS	HTML	MET	PCT	RAS	SVM	VSD	WPS
CGM	EMF	HWP	ODB	PCX	SDA	SWF	WB2	WRI
CMX	FHD	JPG	ODG	PDB	SDC	SXD	WK1	XML
CSV	FODG	JTD	ODF	PGM	SGF	SXM	wK3	

All file formats can be shared as long as they are 10 MB or less.

Change your Main Video Tile

Expand hides the lower caller tiles.

Full screen makes the main video tile full screen.

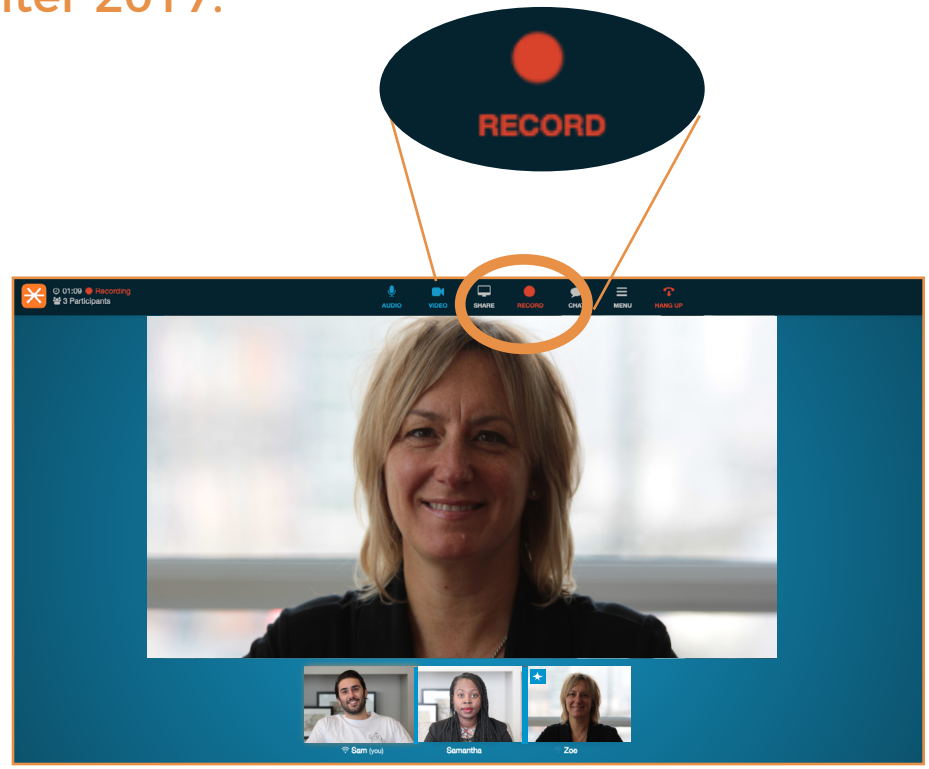


Pin Video lets you choose the video that displays in the main tile on your screen. When you don't select Pin Video, it automatically displays the active speaker and toggles between who is speaking.

Call Recording

How to Record Your Call

Call recording is a premium feature available when you upgrade to any plan. Currently, recording is only available for the audio portion of your conference call. Video recording will be available Winter 2017.



From your Phone

Start or stop call recording by pressing *9.

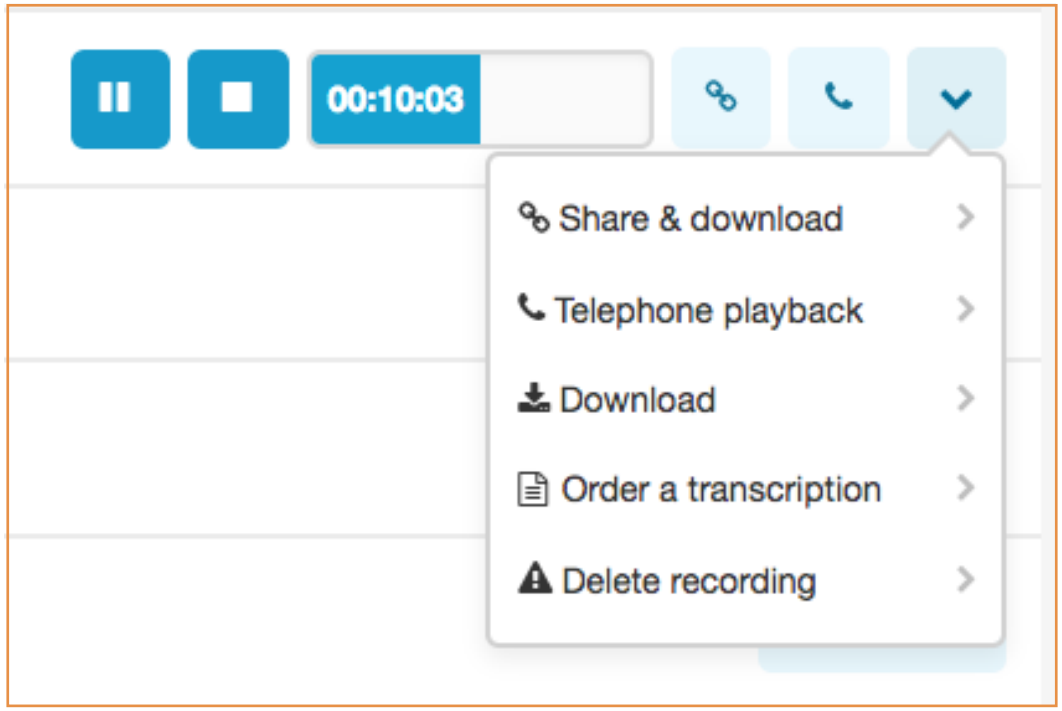
Note: You can only start or stop recordings if you use Moderator PIN to enter the call.

From your Browser

Start or stop call recording by clicking RECORD in the black bar in your Online Meeting Room.

How to Download & Share Recordings

To access your recordings, go to MENU → Recordings from your dashboard.



Share & download: Get a URL that will automatically download the recording when you visit it.

Telephone Playback: Receive a dial-in and access code to call to hear the recording on your phone.

Download: Automatically downloads the recording.

Order a transcription: Next page.

Delete recording: You cannot retrieve your recording once it is deleted.

Transcription

Sometimes, recordings are just not enough when it comes to keeping accurate, secure and easily shareable meeting notes. That's why we offer secure call transcription to meet any record-keeping need.

All of our proofreaders hold advanced degrees in English. Each transcript is reviewed by a professional proofreader to ensure accuracy and consistency.

We offer:

Formats

- Verbatim with Speaker ID
- Standard Verbatim
- Notes Format
- Edited Summarized

Turnarounds

- Standard Turnaround
  - Audio length <60 min: 24-36 hours
  - Audio length >60 min: 48-60 hours
- 24 Hour Turnaround

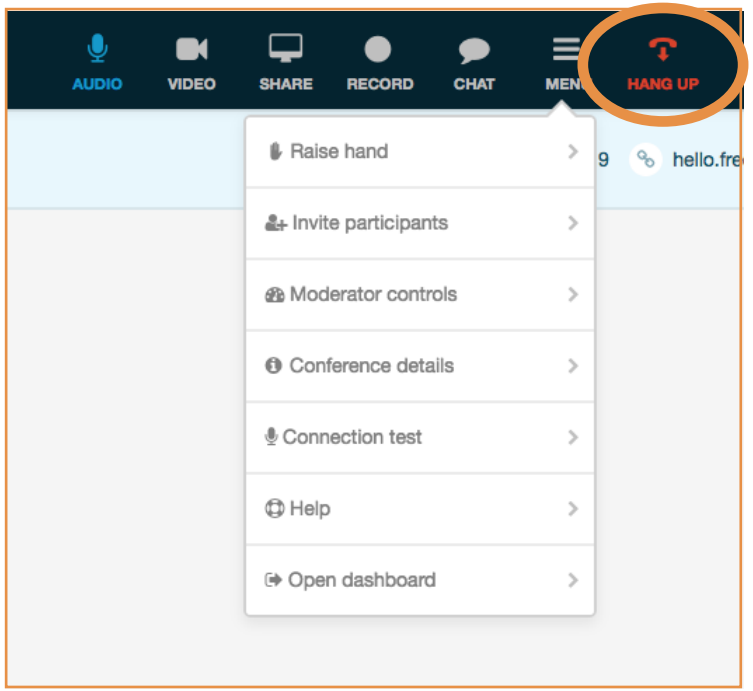
To find rates and order a transcription for your next conference, click here.

Link: http://www.fftranscription.com/freeconference

Conference Controls

Conference Controls from your Browser

The below controls are found under MENU in your Online Meeting Room:



Raise Hand: Alerts Moderator of your request to unmute audio.

Invite Participants: Sends an email informing added participants of the active call.

Moderator Controls: Next page.

Conference Details: Displays important conference information like access code, URL, etc.

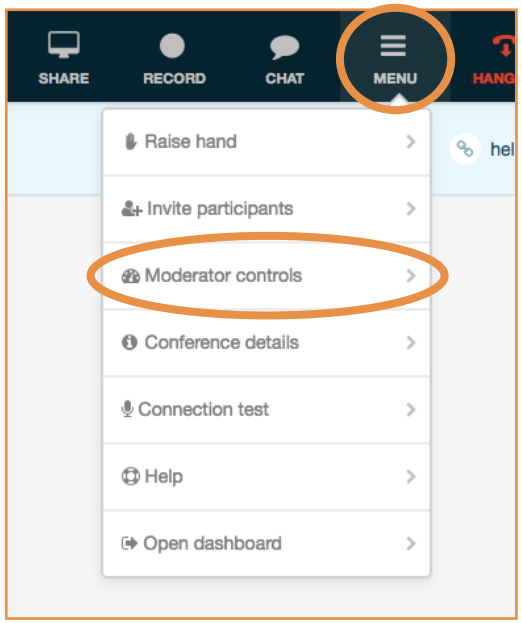
Connection Test: Confirm that your audio/video/ microphone/wifi is ready to support your call.

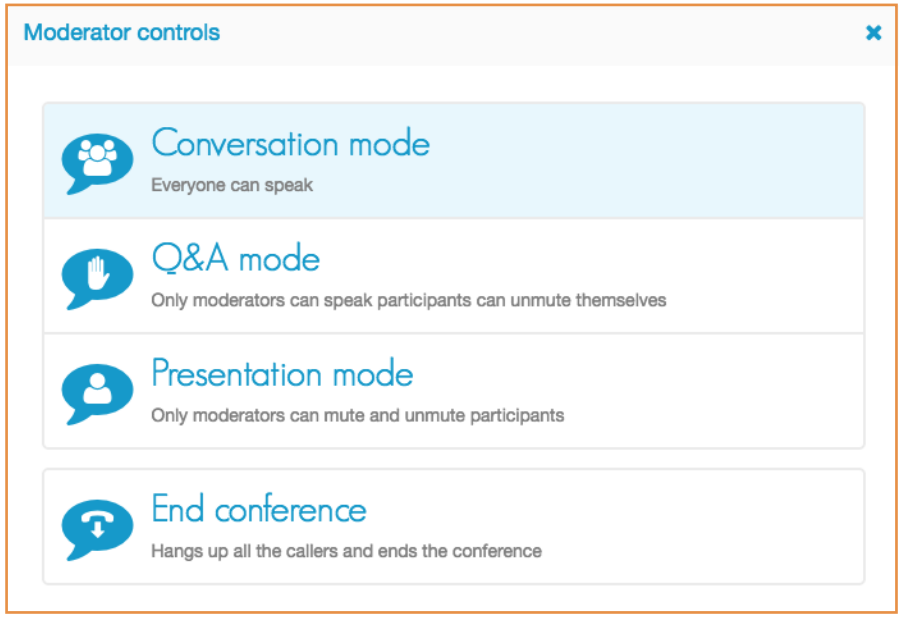
Help: Got a question? Browse through our FAQ or talk to a live representative!

Open Dashboard: Opens your dashboard on a new tab.

Conversation, Q&A and Presentation Modes

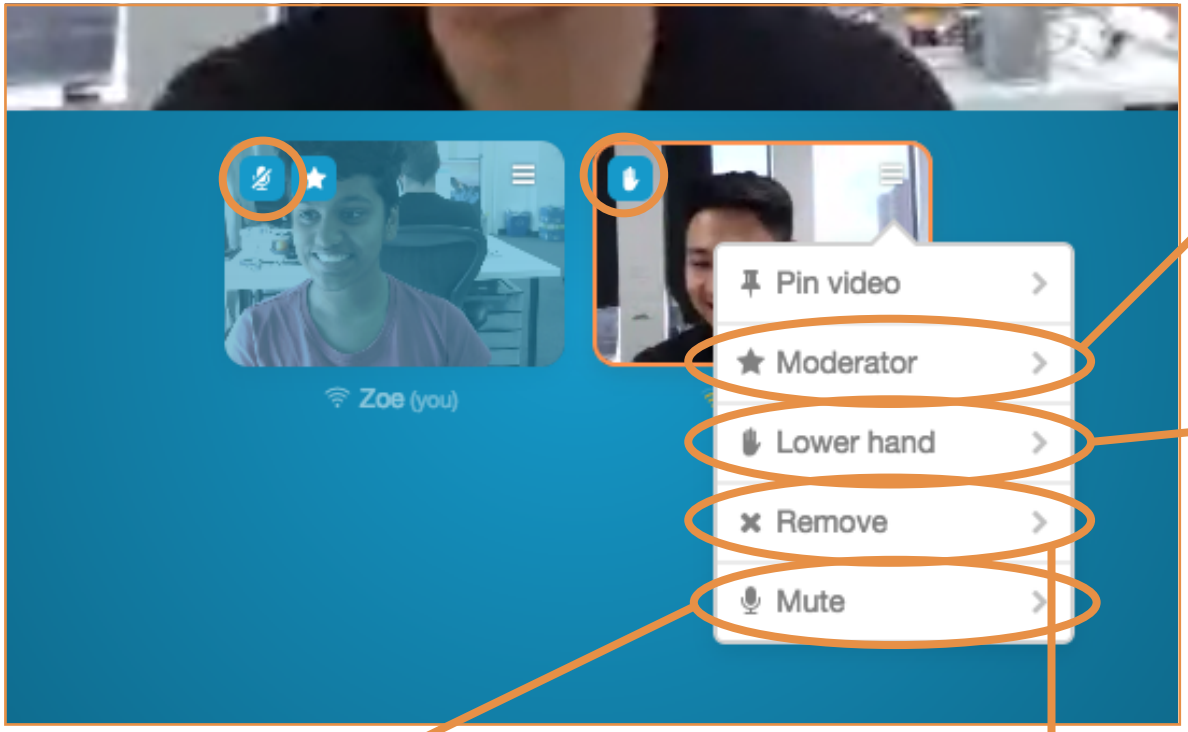
As the account holder, you are the default meeting moderator which gives you the power to turn any caller you want into a moderator. Moderators can mute and unmute participants in large group settings, mute & remove individual participants.





The default is set to Conversation Mode. Go to Settings → Moderator Controls to change it.

Individual Tiles



Moderator: Grant moderator controls to another participant in the meeting.

Raise/Lower Hand: If a participant is muted, they can “Raise their hand” to let you know that they would like to be unmuted if they have something to say.

Mute: Mute a caller right from their tile.

Remove: Remove a participant from a meeting.

Conference Controls from your Phone

Everyone

*2	Raise or lower your hand
*6	Mute or unmute your line
*8	Toggle entry and exit chimes

Moderator Only

*9	Start and stop recording
*7	Toggle mute mode
*0	End conference

Raise Hand: You hear a prompt "Hand raised". Moderator sees that you have raised your hand on their browser.

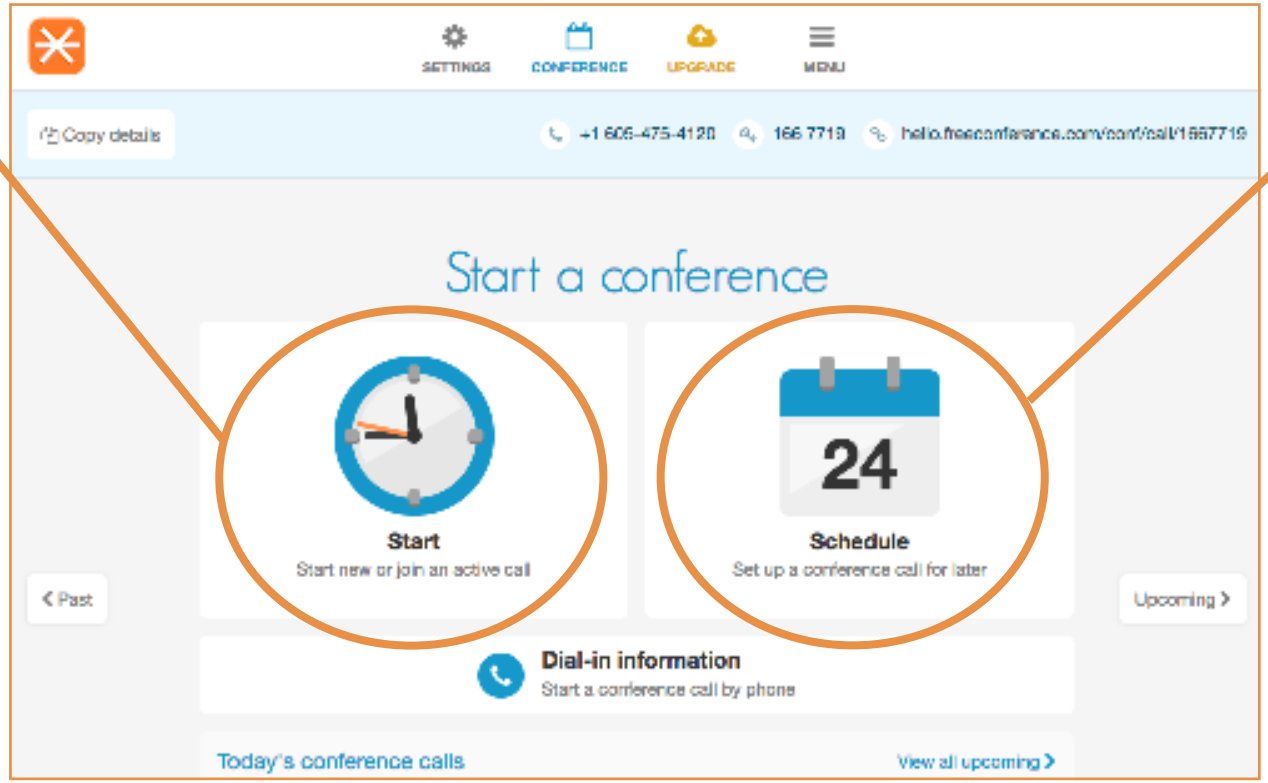
Entry and Exit Chimes: Plays a chime when someone enters or leaves a call. This can be found in Settings on your dashboard.

Default Mute Setting: Switches between Conversation, Q&A and Presentation Modes.

Scheduling

Start Now or Schedule For Later

Start a call instantly.



Schedule a conference for later.

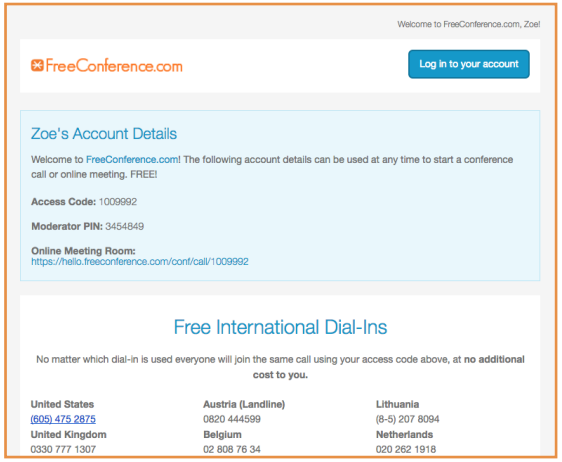
Start now...

Share Conference Details

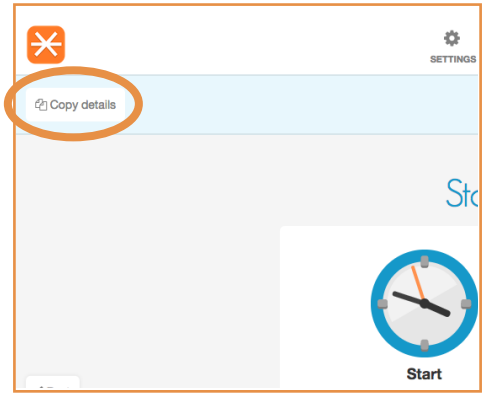
If you want to start a call instantly, simply share your conference details. No advance scheduling is required!

Conference details can be accessed from:

Welcome Email

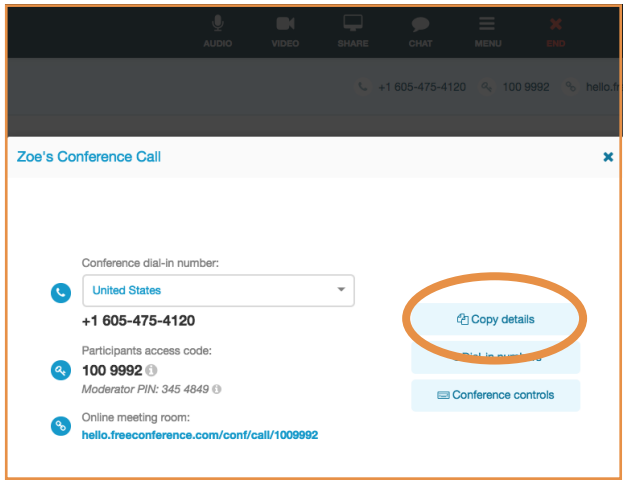


Dashboard



Or go to: Menu (dashboard)
➔ Conference Details

Online Meeting Room



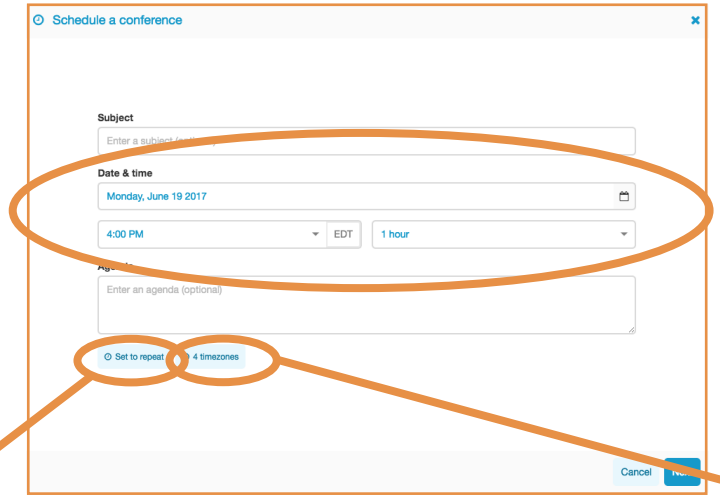
Or go to: Menu (call window)
➔ Conference Details

Schedule for later...

Pick a Date and Time

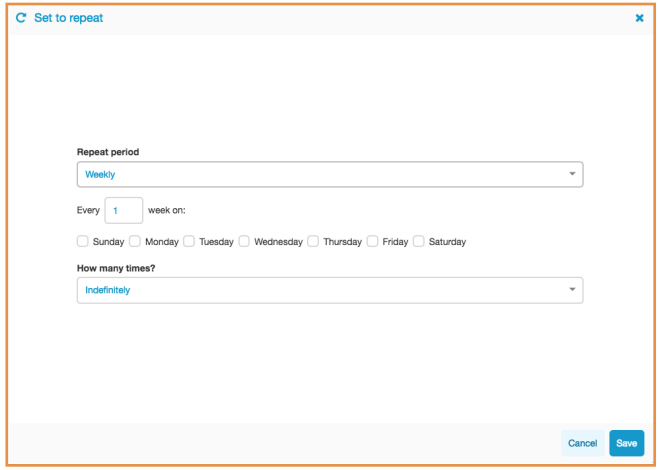
1

Enter date, time and duration

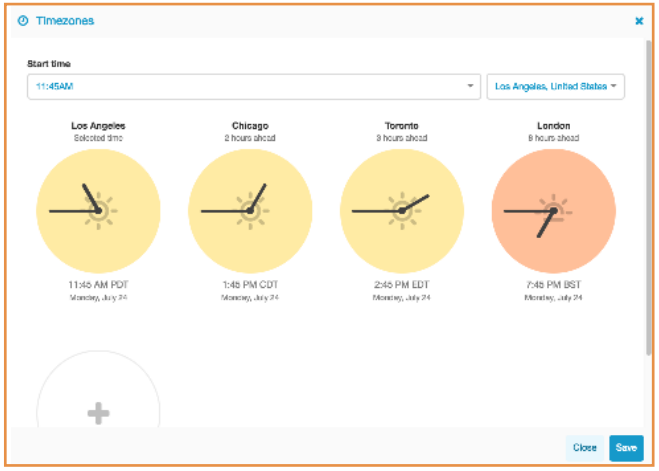


OPTIONAL

Set repeat: Schedule recurring conferences into the future



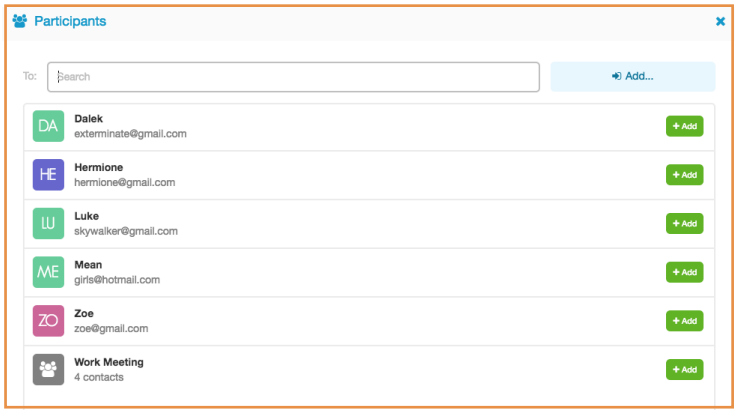
Timezone helper: Schedule international conferences easily



Invite Participants

2

Invite Participants



Based on your invitation settings (found in "Settings" → "Invitations" from your dashboard), your participants will either be sent email invites or calendar invites to the conference call.

For details on email or calendar invitations, go to page 37.

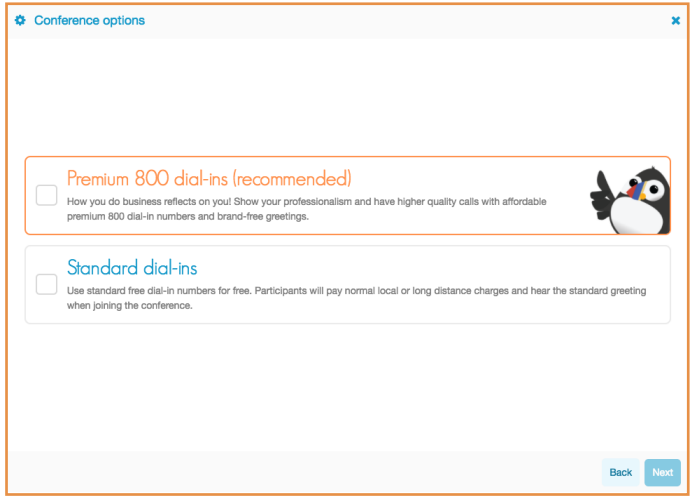
For details on adding, importing and editing contacts, go to page 40.

Save time and create groups in your Address Book. Go to page 42.

Select Dial-In Numbers For The Call

3

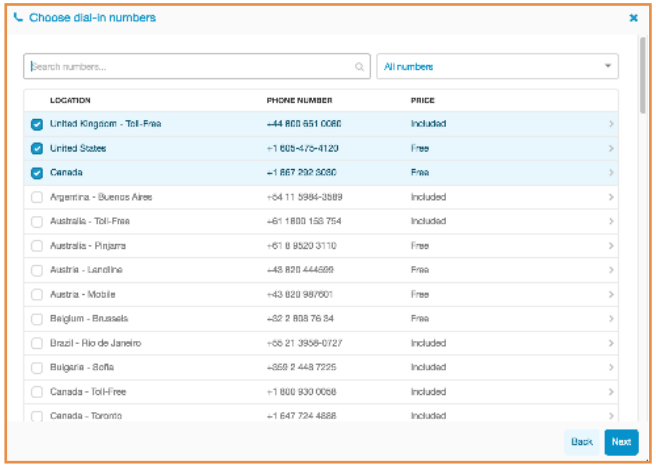
Select whether you want Free or Premium dial-ins*



* Go to page 11 for a detailed breakdown of our dial-in numbers.

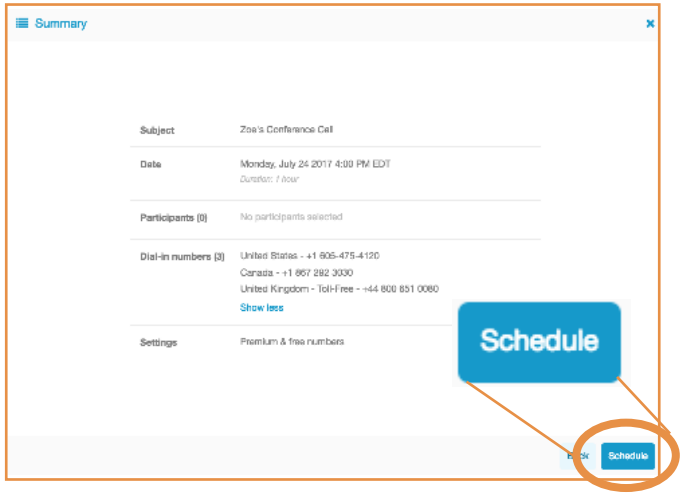
4

Select the dial-ins you want to include in invitations



5

Review details and schedule!



To view the full list of dial-in numbers, click here.

Link: http://bit.ly/2vy6ydu

Invitations: Email vs Calendar

You can choose between Email invitations and Calendar Invitations in “Settings” on your dashboard.

Email invitation

FreeConference.com

Zoe invited you to a conference call

Work Meeting
Friday, July 21 2017 4:00 PM - 5:00 PM EDT

Add to your calendar

Outlook | Mac | Google | Yahoo

Are you attending?

Yes | Maybe | No

Dial-in information

Connect to the conference call by dialing in with your phone.

United States	+1 605-475-4120
Canada	+1 867 292 3030
United Kingdom - Toll-Free	+44 800 651 0080
Access code	488 1263
Moderator PIN	938 8336

Join online meeting

Connect to the conference call using your computer microphone and speakers with no connection fees. Use video, screen sharing, text chat, and more! *Google Chrome is required.*

Calendar invitation

Calendar Invites let you easily enter your conference as an event in your calendar.

FreeConference <international@freeconference.com>
to Zoe

11:26 AM (1 minute ago)

Aug 14 Mon

Work Meeting

When Mon Aug 14, 2017 11:15am – 12:15pm (EDT)
Where (605) 475 4120 Access code: 633 1591
Who Zoe, Zoe*

Add to calendar »

Agenda
Mon Aug 14, 2017

No earlier events

11:15am Work Meeting

No later events

FreeConference Conference Details

Work Meeting
Monday, August 14 2017 11:15 AM - 12:15 PM EDT

Dial-in information:
United States: +1 605-475-4120
Canada: +1 867 292 3030
United Kingdom: +44 333 113 0100

Access code: 633 1591

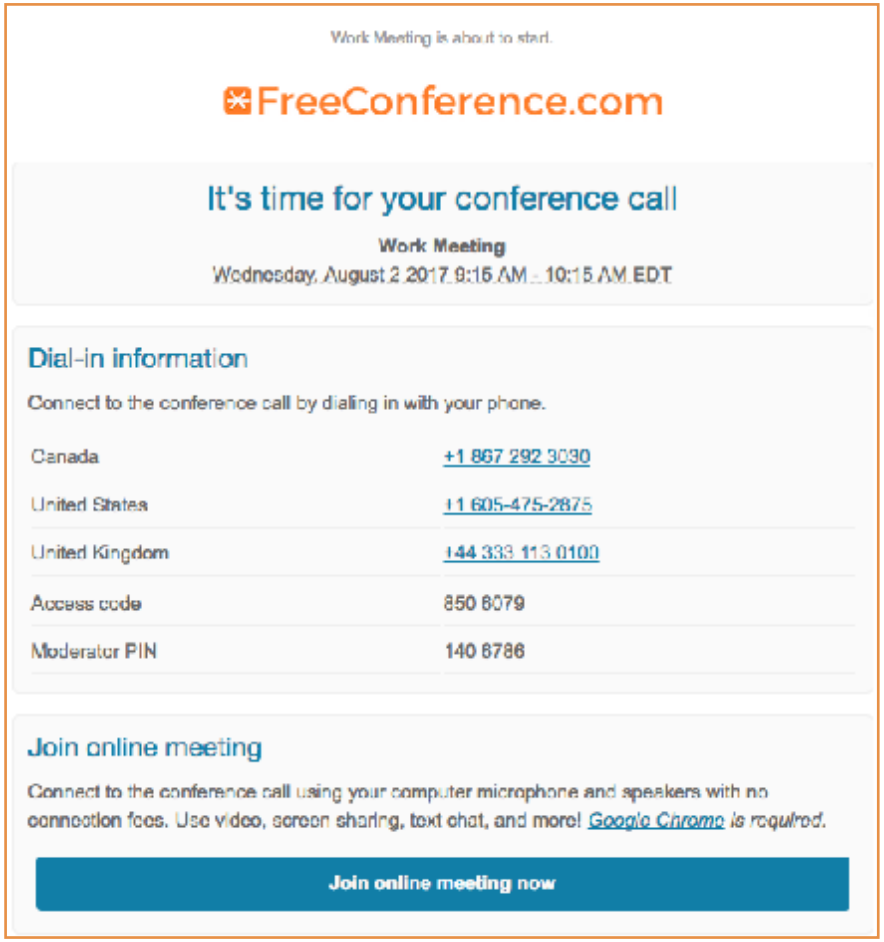
Join online meeting:
https://hello.freeconference.com/conf/call/6331591

Call diagnostic test:
http://hello.freeconference.com/system/test

Reminders

Reminder emails are automatically sent to all participants 15 minutes before your conference starts.

Want to get reminders to your mobile device via text message? Turn on SMS reminders!
Go to page 50.


Work Meeting is about to start.

FreeConference.com

It's time for your conference call

Work Meeting

Wednesday, August 2 2017 9:15 AM - 10:15 AM EDT

Dial-in information

Connect to the conference call by dialing in with your phone.

Canada	+1 867 292 3030
United States	+1 605-475-2875
United Kingdom	+44 333 113 0100
Access code	850 6079
Moderator PIN	140 6786

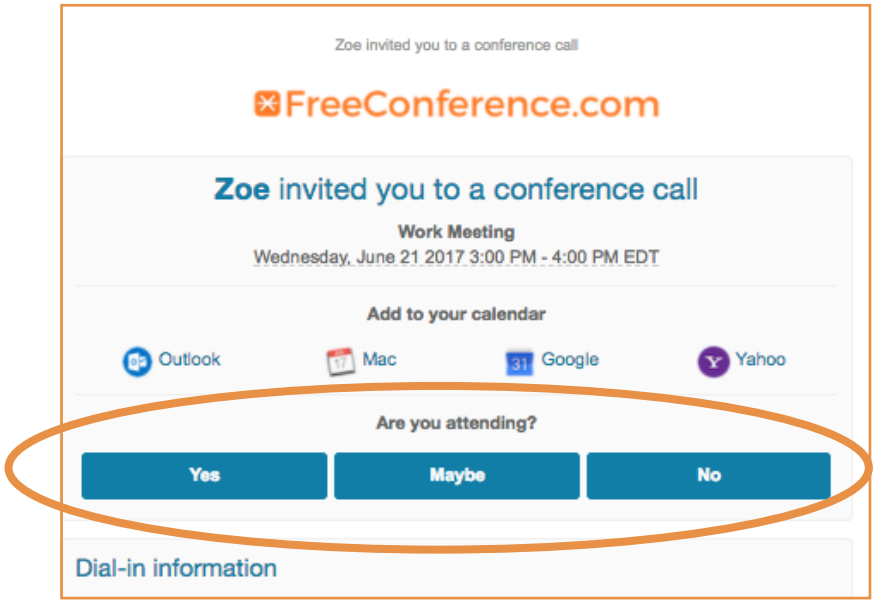
Join online meeting

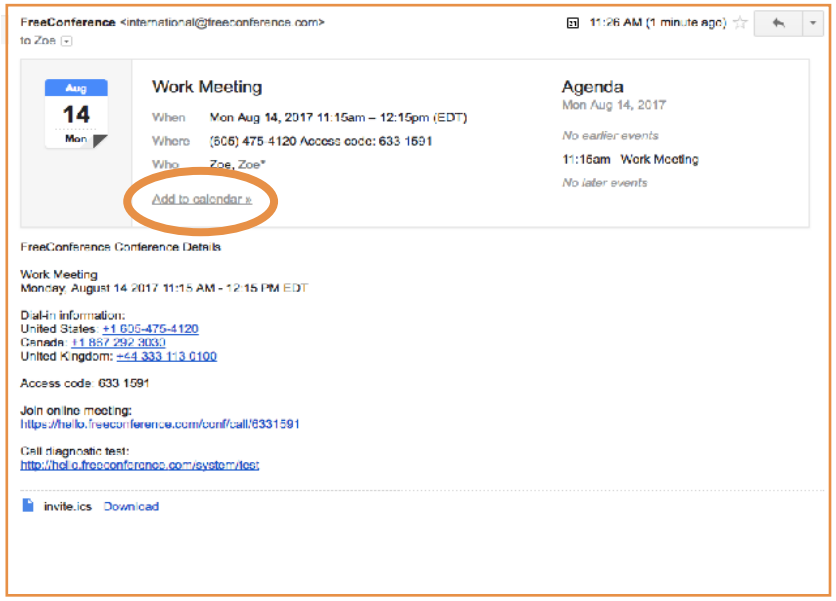
Connect to the conference call using your computer microphone and speakers with no connection fees. Use video, screen sharing, text chat, and more! *Google Chrome is required.*

Join online meeting now

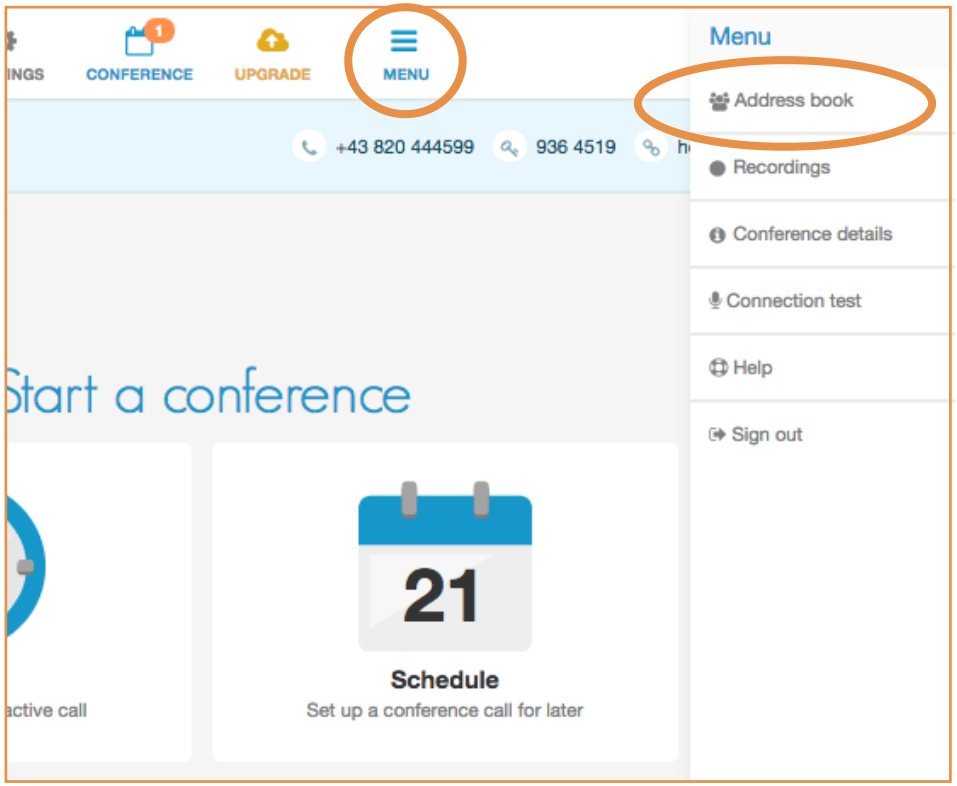
RSVPs

You can RSVP through email invitation emails and calendar emails. You can view the RSVP status of your upcoming meetings in Call Preview in Upcoming Calls from the dashboard.





Address Book



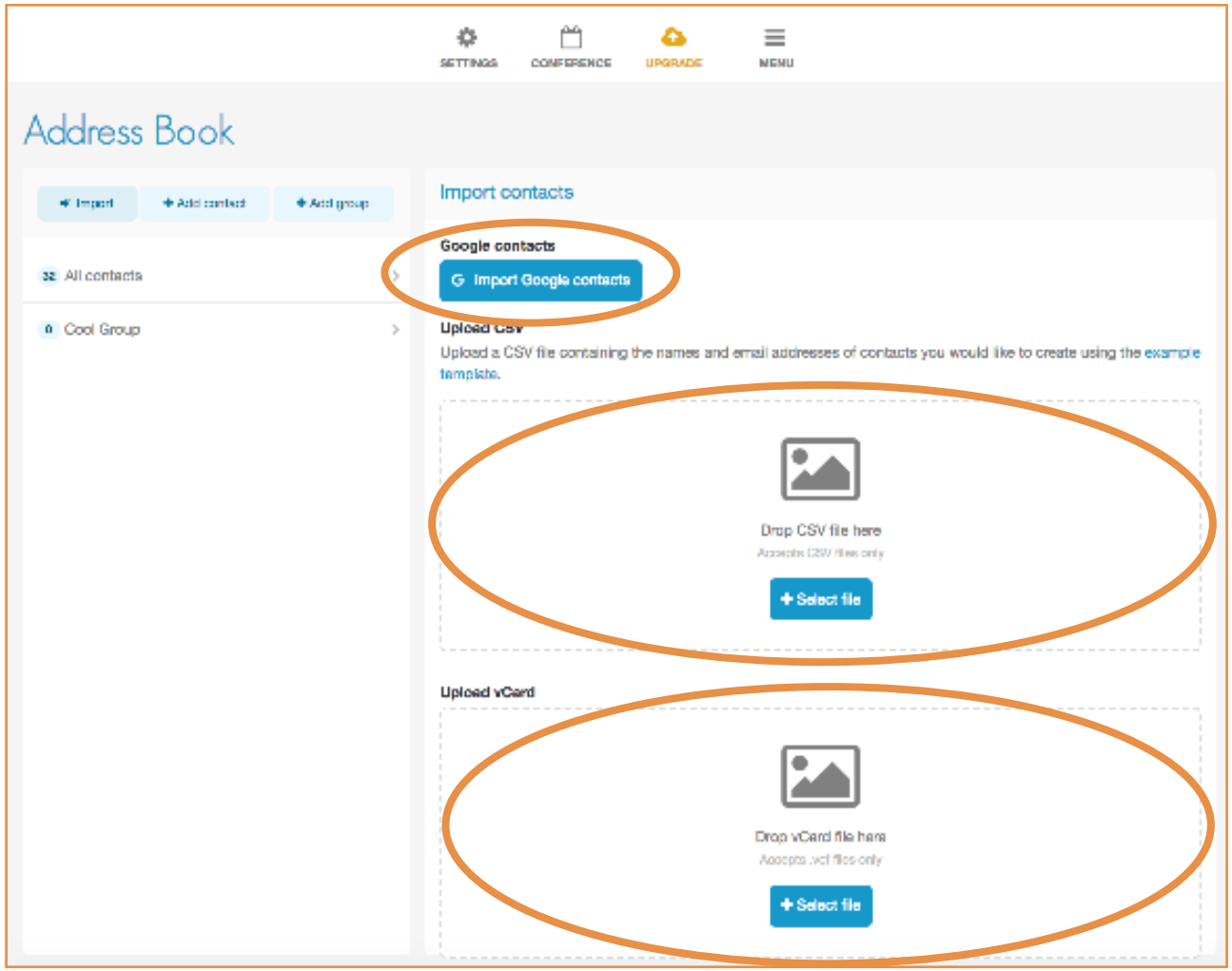
Setting up meetings can be a cinch when you upload contacts to your address book and create groups in advance.

Everytime you invite a contact to your conference, they get automatically added to your Address Book.

Go to MENU → Address Book from your dashboard to view your contacts.

Importing Contacts

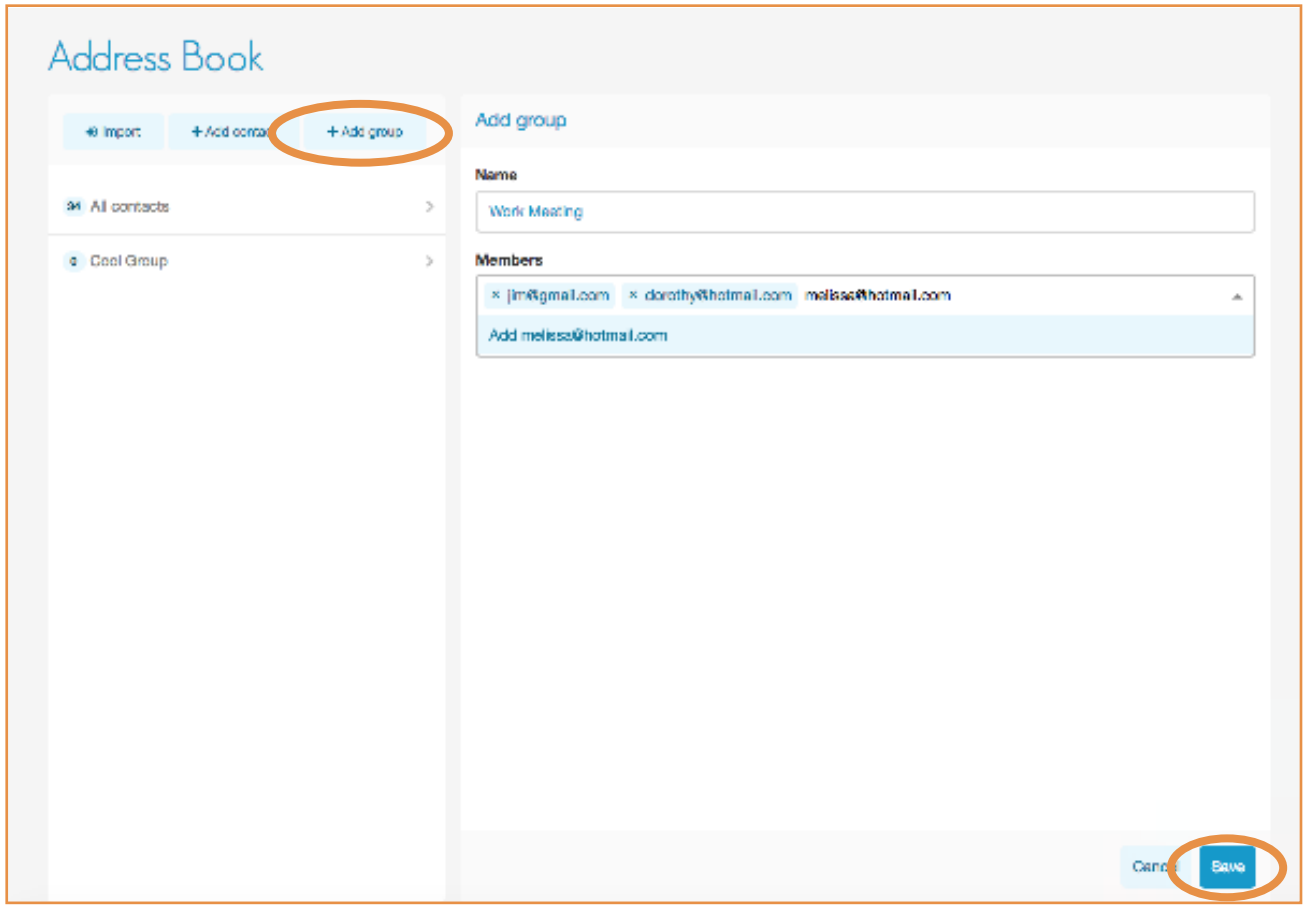
You can import through Google Contacts, CSV and vCard files.



Groups

Create groups in advance and invite everyone with just 1 click.

Click on “Add group” in Address Book to create your first group.

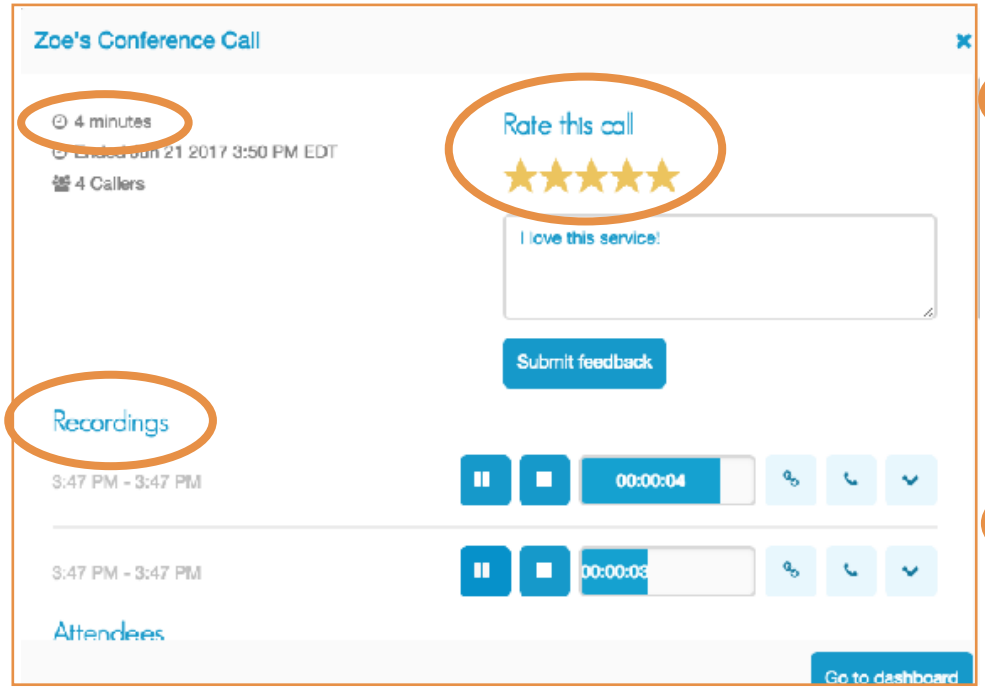


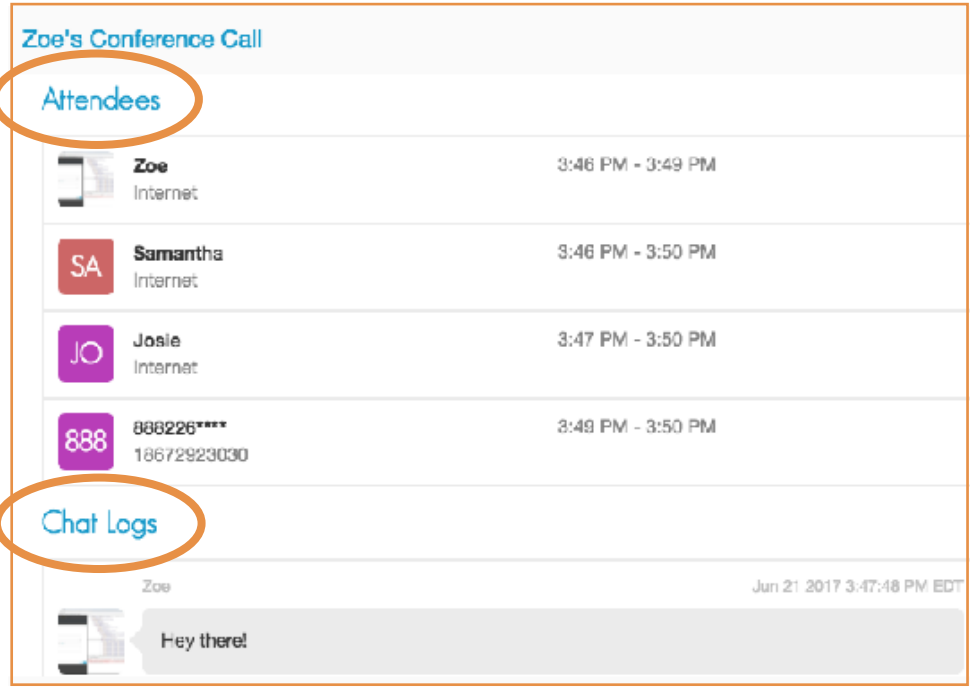
Post-Conference

Call Summary

Call summaries are sent to the Account Holder after the call has ended with the following details:

1. Length of call
2. Call Rating Request
3. Call Recordings
4. Attendees
5. Chat Logs

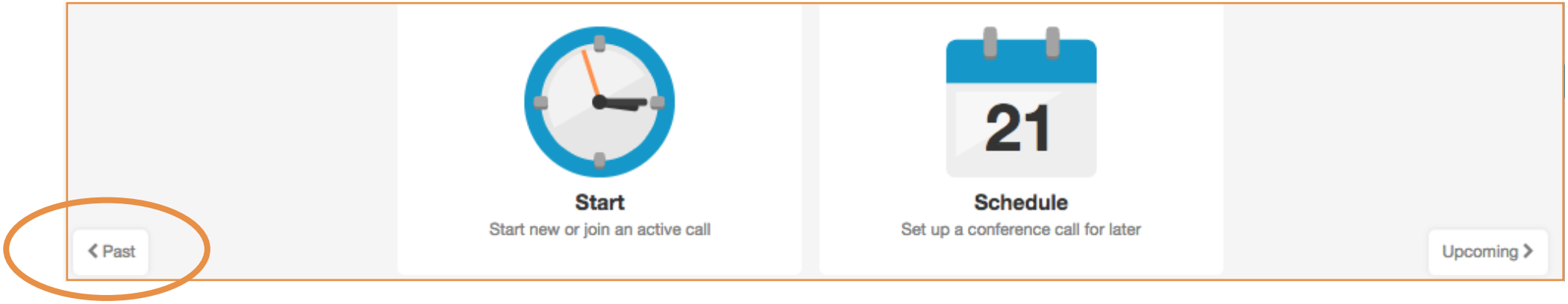


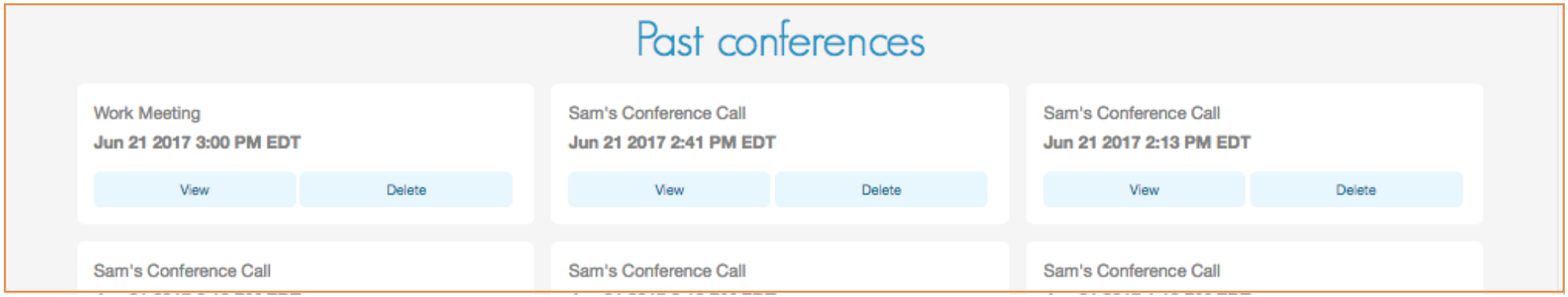


Call History

Call Summaries from previous meetings can also be accessed at any time from your dashboard.

Click on Past in your dashboard to view your call history for the last 30 days.





Other Features

Personal Profile, Access Code, Invitations

Contact Details	change your name and email
Your Picture	change how you are represented in the call
PIN-less Entry & SMS	join a call without entering an Access Code or Moderator PIN, go to page 50
Your Password	change your password
Time Zone	your timezone will be selected automatically based on your location
Access Code	get a new access code
Invitations	switch between email and calendar invites
Moderator PIN	get a new moderator PIN
Chimes & Name Announce	prompt your participants to record their name so it can be played when they enter

Chimes & Name Announce, Primary Dial-Ins, Waiting Room

- Chimes & name announce
- Primary dial-in numbers
- Credit card
- Transactions
- Usage report
- Waiting room
- Moderator controls
- Delete account

turn on/off playing a chime when someone enters the call; turn on/off prompting your participants to record a name which will be played just before they enter the conference to everyone already in the call

select the dial-in numbers you frequently use

turn on/off if you want generic waiting room music to play until moderator arrives or until a 2nd person enters the call

select your default mute setting: Conversation, Q&A or Presentation Modes

Credit Card, Transactions and Usage

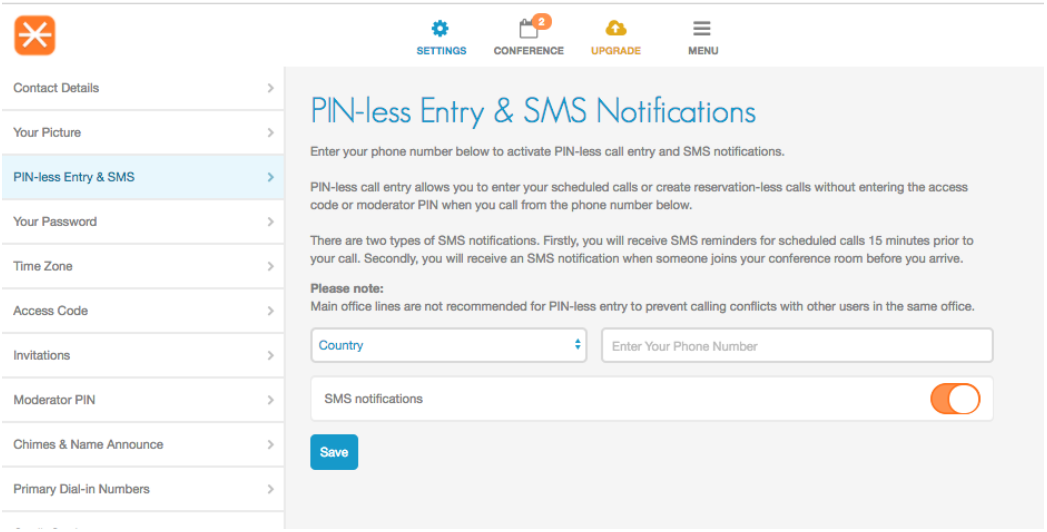
- Chimes & name announce
- Primary dial-in numbers
- Credit card — add your credit card information to upgrade
- Transactions — view your purchase history
- Usage report — view current count of your Premium minutes
- Waiting room
- Moderator controls
- Delete account — once you delete your account, you lose all call information

PIN-less Entry & SMS Notifications

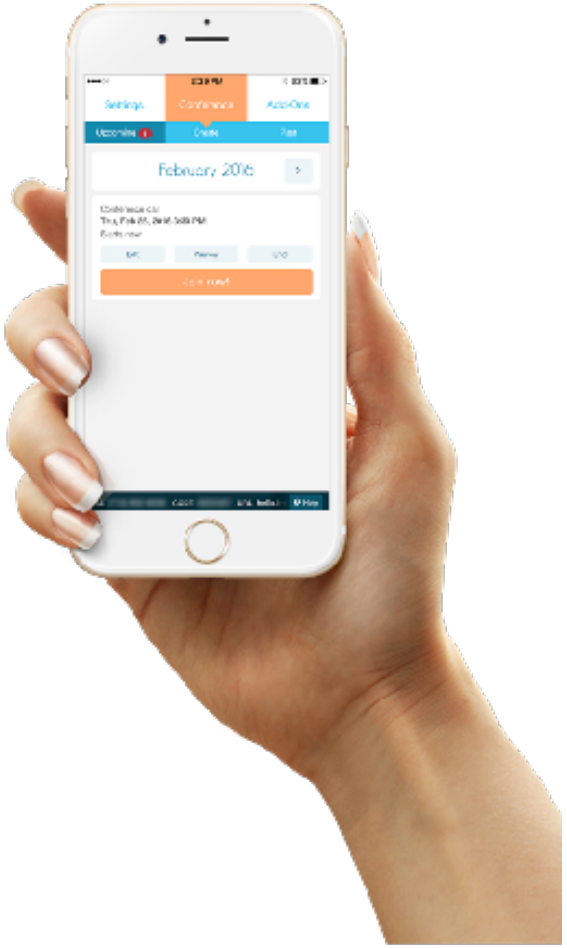
PIN-less Entry: When you join a call using your registered number, you will be directly connected to the conference line - no prior access code or moderator PIN required.

SMS Notifications: Receive reminder text messages to your registered mobile device:

1. 15 minutes before your call starts.
2. If someone has joined the call before your arrival.



FreeConference Mobile App



Take FreeConference.com wherever you go!

FreeConference.com mobile app turns any phone or tablet into your mobile conference call meeting hub. Start or schedule free conference calls on the go - instantly. Easily manage your meetings and connect with anyone, anywhere, for free.

ANDROID APP ON Google Play

Download on the App Store

Join our ever growing list of satisfied customers and create your no-commitment, zero-cost, FreeConference.com account today!

Your FREE account includes:

- Dedicated conference line to use at any time
- Unlimited conference calls with up to 400 audio participants
- Free International Dial-Ins
- Unlimited Online Meetings with up to 10 web participants
- Screen & Document Sharing
- Video Conferencing
- FULL account access with call scheduling, call history, automated invitations and reminders, PIN-less entry, Address Book, Moderator Controls, and more!

SIGN UP FOR A FREE ACCOUNT NOW!

Link: https://www.freeconference.com/sign-up/

FreeConference.com is the ORIGINAL free conference calling provider. Experience the freedom to connect anytime, anywhere, for FREE!

The information in this guide is subject to change without notice. Please visit our website for the most up-to-date information.