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Conference User Guide

Step 1 Setup Conference Call

Organize your conference call by notifying all participants of the date and time for your conference call and provide them with the conference dial-in number and participant access code.

Step 2 Set Conference Preferences

Login to your TollFreeConferenceCall account and go to the Conference Preferences tab to preset your preferences before your conference call begins.

What are Conference Preferences?

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

Step 3 Get on the Call

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

A. Access Web Controls

To view your live conference call, log into your TollFreeConferenceCall account and click Start Conference found under the My Account tab. On the next page click the Conference View tab to view your live conference call.

B. Indentify Participants

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

C. Record Conference Call

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

D. Mute Participants

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

To mute all participants use the Mute Mode button found on the left of the Conference View page. The Mute

Mode button has 3 functionalities; 1-OFF: open conversation, 2-Mute: mutes all participants except the host and 3-Q&A: which places participants in the Q&A mode and has them on mute, participants have the option of un-muting themselves by pressing *6 to ask a question.

E. Conduct Q&A Session

To begin Q&A session, select Q&A under the Mute Mode button found on the left hand side of your Conference View page. A prompt will announce that all participants are muted. For participants that have a question have them press *6 and they will be prompted to confirm their request. Once confirmed, they will be placed in the Q&A queue. As the host, you may click on Engage to allow participants to ask their question.

F. Broadcast Audio Files

When on a conference call you have the option to broadcast audio and previously recorded conference files for your participants. To broadcast an audio file once on a conference call click on the Broadcaster icon found to the right hand side of your Conference View page. A window will display from which you may upload audio and previously recorded conference calls. To play a file simply click on the green play icon and broadcasting will begin automatically. You have the option to stop, resume and pause broadcasting at any time. You may also minimize and expand the window at anytime during your conference call.

G. Hold Participants

There are two options available for placing participants on hold while on a conference call:

To place all participants on hold click ON under the Hold button and a prompt will announce that all participants are on hold, click on OFF to place participants off hold. To place an individual on hold select the hold box for that individual, a check box will appear notifying you that the individual is on hold, to place that individual back to the conference select the hold box again.

H. Lock Conference

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

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

I. Disconnect Participants

As the host you have the option of dropping disruptive, bad connection or anonymous callers from your Conference View page. To drop a participant, simply select the box under the Drop Call field and that individual participant will be disconnected from the call.

To disconnect all participants click on OFF under the Live Conference button found on the left of your Conference View page and a prompt will ask you to confirm or cancel the command.

Step 4 After the Call

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

A. View Call Detail Report

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

B. Download and Playback Recorded Conference

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

C. Share Recorded Conference

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