



StartMeeting[®]

Host Reference Guide

Table of Contents

Introduction

- System Requirements

- Definitions

Audio Conferencing

- How to Invite

 - Online Invitation or Email

 - Google Calendar

 - Outlook

- How to Host

 - Phone Keypad Commands

 - Recording Instructions

 - Playback Instructions

Online Meetings

- How to Host

 - How to Screen Share

 - How to Video Conference

 - How to Chat

 - How to Record

Meeting Wall

- Wall Customization

 - Host Information

 - Logo

 - Wall Preferences

- Wall Features

 - Meeting Resources

 - Invite

 - Chat

 - Radio

- History & Recordings

- Web Controls

 - Audio Controls

- Broadcaster

Account Management

Account Information

Additional Features

Toll-free Audio

Custom Hold Music

Custom Greeting

One Number

Technical Support

Introduction

StartMeeting® is an intuitive and agile collaboration tool packed with features to allow hosts to conduct audio conference calls and online meetings. All accounts include HD audio for up to 1,000 participants, screen sharing and video conferencing.

During a conference, use phone keypad commands or web controls to record, lock, mute and more. Each account has a customizable Meeting Wall to showcase important information and resources for a meeting.

At the end of a meeting, access History & Recordings from your online account for playback, download, sharing and comprehensive reporting. If you have any questions or need technical assistance, go to www.startmeeting.com/support or contact our award-winning Customer Care 24/7 at support@startmeeting.com or call (877) 553-1680.

System Requirements

StartMeeting audio conferencing can be accessed at any time by calling from a landline, mobile phone, VoIP call (through the internet using a computer, tablet or mobile device) or a third-party VoIP call. In order to access the StartMeeting website and use online meetings with screen sharing and video conferencing, the following system requirements must be met:

Browsers:

- Chrome™ 29 or newer (for Web Viewer)
- Firefox® 22 or newer
- Safari® 6.0 or newer (Mac only)
- Internet Explorer® 10 or newer (Windows only) (Javascript)

Operating Systems:

- Windows 7 and up
- Mac OS X 10.7 and up
- Bandwidth 100Kb/s (HD Audio), 400Kb/s (screen sharing), 500 Kb/s (video)
- Video camera supported by OS, integrated or external

Definitions

In order to use the StartMeeting reference guide effectively, the following list of terminology has been provided:

- **Dial-in number** - A phone number that is dialed to join a meeting.

- **Access code** - A number code used to join a conference call after dialing the dial-in number.
- **Host** - The most privileged role in a meeting. Hosts have additional commands available to record, mute/unmute participants, secure the conference and much more.
- **Host PIN** - A numeric PIN that allows a user to be authorized as a host and receive additional privileges.
- **Conference** - An audio meeting hosted on a bridge and consisting of PSTN and/or VoIP participants.
- **Online meeting** - An audio meeting (conference) that includes screen sharing and/or video conferencing.
- **Online meeting ID** - A unique meeting identifier that is used by host and participants to join online meetings with screen sharing and video conferencing.
- **Participant** - A person in the conference who can actively participate in a meeting by both talking and listening.
- **Playback number** - A phone number that is dialed to listen to a recorded conference. The host must provide participants with the playback number which is different from the conference dial-in number.
- **PSTN** - Public Switched Telephone Network, the traditional phone system.
- **VoIP** - Voice over Internet Protocol, a term that refers to calling through the internet.

Audio Conferencing

A conference call is the easiest way to connect with a group.

How to Invite

There are a few ways to invite participants to a meeting.

Online Invitation or Email

To send an online invitation or email:

1. Log in to your StartMeeting account.
2. Click **Invite** below your meeting credentials.
3. Click **Copy to Clipboard** or **Invite by Email** to distribute the meeting information on your own. Or, expand your view to complete the meeting details, add participant email addresses and click **Invite**.

Google Calendar

To invite using Google Calendar:

1. Get the StartMeeting [Google Calendar™ extension](#) and follow the instructions. In Google Calendar, create an event or edit an existing appointment.

2. The StartMeeting extension will be displayed under EVENT DETAILS. If you are not logged in, click **Log In** to sign in to your StartMeeting account. You'll need to allow access to your StartMeeting profile (first time only) by clicking **Approve**.
3. On the event, select **Add** to automatically populate the location and description fields with your meeting credentials.
4. Invite participants by adding their email addresses in the Add guest field. Click **Save** when finished and **Send** to distribute the invitation.

Outlook

To invite using Outlook:

1. Download the [Outlook® plug-in](#) and follow the instructions.
2. Create a new appointment for the date and time of your meeting.
3. Click **Add StartMeeting.com** to automatically insert your meeting information into the appointment.
4. Invite participants.
5. Click **Send**.

How to Host

To host an audio conference call:

1. Dial the dial-in number.
2. When prompted, enter the access code, followed by **pound** or **hash** (#).
3. Press **star** (*) to enter the host PIN, followed by **pound** or **hash** (#).

Phone Keypad Commands

Host Keypad Commands

Control all aspects of the conference from the telephone with the following commands:

Command	Description	Details
*1	Manage Q&A	Enter the following commands after *1: <ul style="list-style-type: none"> ● 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. ● 6 - Self mute. ● * - Return to the conference.

*2	Caller Count	Hear a count of how many callers joined the conference.
*3	Breakout Rooms	<p>Leave the main conference to join a sub-conference:</p> <ul style="list-style-type: none"> ● Press *3 followed by the number of the sub-conference, from 1 to 9. ● Press *3* to return to the main conference room at any time.
*4	Instructions	Hear the list of available keypad commands.
*5	Mute	<p>Control whether or not participants are heard in the conference.</p> <ul style="list-style-type: none"> ● Press *5 to hear the menu options for muting participants. ● Press *51 to mute conference participants. Participants can unmute themselves by pressing *6. ● Press *52 to mute conference participants in lecture mode. Participants will not be able to unmute themselves. ● Press *53 to unmute conference participants. <p>Please Note: By default, all lines are unmuted, allowing all participants to talk.</p>
*6	Self Mute	Mute your individual line. Press *6 again to unmute the line.
*7	Conference Lock	Lock the conference and block all other participants from entering. Press *7 again to unlock the conference and allow participants to join.
*8	Entry/Exit tones	<p>By default, the entry and exit tones are turned on.</p> <ul style="list-style-type: none"> ● Press *8 to turn off entry and exit tones. ● Press *8 again to turn off entry tones and turn on exit tones. ● Press *8 again to turn on entry tones and turn off exit tones.

		<ul style="list-style-type: none"> Press *8 again to reset both entry and exit tones to the default.
*9	Record	Press *9 , then 1 to confirm you want to start the conference recording. Press *9 again to stop recording and 1 to confirm.
94	Reactions	<p>Raise your hand and share your reactions digitally in meeting.</p> <ul style="list-style-type: none"> Press 94 to hear the list of reactions available in meeting. Press 941 to raise your hand. Press 942 to show a thumbs up. Press 943 to show a thumbs down. Press * to remove your reaction.
#PIN# Audio Sync	Integrate your audio with the online meeting	<p>Integrate your audio with the online meeting. Press #, enter the PIN listed on the Meeting Dashboard and press # again.</p> <p>Note: This command is used only for online meetings.</p>
*# Job Cost Code	Enter a job cost code	Enter a job cost code to track conferences back to a project or client. Press * , then # and enter the numeric code .

Participant Keypad Commands

Control certain aspects of the conference from the telephone with the following commands:

Command	Description	Details
*3	Breakout Rooms	<p>Leave the main conference to join a sub-conference:</p> <ul style="list-style-type: none"> Press *3 followed by the number of the sub-conference, from 1 to 9. Press *3* to return to the main conference room at any time.

*4	Instructions	Hear the list of available keypad commands.
*6	Self Mute	Mute your individual line. Press *6 again to unmute the line.
94	Reactions	<p>Raise your hand and share your reactions digitally in meetings.</p> <ul style="list-style-type: none"> ● Press 94 to hear the list of reactions available in meeting. ● Press 941 to raise your hand. ● Press 942 to show a thumbs up. ● Press 943 to show a thumbs down. ● Press * to remove your reaction.
#PIN# Audio Sync	Integrate your audio with the online meeting	<p>Integrate your audio with the online meeting. Press #, enter the PIN listed on the Meeting Dashboard and press # again.</p> <p>Note: This command is used only for online meetings.</p>

Recording Instructions

During the conference call, the host can start recording at any time by pressing ***9** and **1** to confirm. Participants will be notified that the recording has been started. To stop recording, press ***9** again and **1** to confirm. To access recordings, go to your Account Info page, click **Profile** then select **History & Recordings**.

Playback Instructions

There are two options for playing back a recorded conference.

1. Provide participants with the playback number and access code. **Note:** The playback number is different from the conference dial-in number. When participants call in to the recording playback number, they will be prompted to enter the access code and then enter the reference number for a specific recording. The reference number of each recording is provided on your Call Detail Report after the conference call is complete and on the History & Recordings page. Once confirmed, the system will play back the recorded conference. During playback, the user can scroll forward or backwards through the recorded conference using phone keypad commands:

4	Rewind one minute
5	Pause/Resume
6	Fast forward one minute

2. Access the recording from the History & Recordings page. The recording can be downloaded and shared or shared via a link that is pasted into an email, to social media or on a website.

Online Meetings

Use online meetings to host a web conference to screen share and show video using a webcam.

Go to www.startmeeting.com and click **Get desktop app** on the bottom of the page. Or, log in to your account, click **Online Meetings** in the top navigation then **Host Meeting** to be taken to your Meeting Wall. Click **Host Online Meeting** to download the desktop app if you haven't already or follow the prompts to start the meeting.

At this time, Google Chromebook users can also host meetings without downloads using Web Viewer. Chromebook with Web Viewer gives hosts all the functionality of the desktop application without a download, including: VoIP audio, video and screen sharing with chat and meeting management.

Participants can also join online meetings using Web Viewer (Chrome is recommended web browser) by clicking on the host's online meeting link. No participant download is necessary. Participants using Chromebook have full online meeting functionality.

Note: At this time, Chrome browser supports optimal functionality on Web Viewer.

How to Host

To host an online meeting with the desktop app:

1. Provide participants with the date and time of the meeting, including your dial-in number, access code, online meeting link and online meeting ID. These credentials can be located on the Account Info page after you log in.
2. Launch the StartMeeting desktop application from your desktop.
3. Click **Host** and log in with your email address and password.
4. Join the audio portion of the online meeting by first clicking **Phone** on the Meeting Dashboard. Then click **Telephone** and call the dial-in number and enter the access code followed by **pound** or **hash (#)** or **Mic & Speakers** and **Connect Now** to connect through VoIP.

5. Use the online meeting features by following the steps below.

To host an online meeting with Web Viewer:

1. Using Chromebook (only Chromebook supports full host functionality at this time), log in to your online account and navigate to your Meeting Wall. Click **Invite** to provide participants with the date and time of the meeting, including your dial-in number, access code and online meeting link.
2. Click **Host Online Meeting** to load Web Viewer. The Meeting Dashboard will open.
3. Start the audio portion by clicking **Phone** and following the prompts.
4. Use the online meeting features by following the steps below.

How to Screen Share

To share your screen:

1. Click **Play** on the Meeting Dashboard.
2. Select the items you want to share.
3. Click **Start Sharing**.

How to Video Conference

To start a video conference:

1. Click **Camera** on the Meeting Dashboard.
2. Choose to dial in over the telephone or through VoIP on your computer.
3. Video is live once the Camera turns green.

The following video controls are available:

- Start/stop video
- Lock view
 - To lock the primary video feed, click **Lock View** from the top left toolbar on an active speaker seen in the main video screen. To unlock, select **Lock View** again.
 - To lock any other video feed, click **Attendee List** on the Meeting Dashboard to view all participants' names. Select a participant and right click, then choose **Lock View** from the drop-down menu. To unlock, select **Lock View** again.
- Mute self
- Mute participants
- Mute active speaker
- Hide/expand sidebar

How to Chat

To chat with other hosts or participants:

1. Click **Chat** on the Meeting Dashboard.
2. Send a message to the group or private message an individual participant.

How to Record

To record a meeting:

1. Launch the desktop application and click **Record**. Or, click **Host** and then **Record** on the Meeting Dashboard. You can also use this feature to create a Studio presentation.
2. Select recording options (audio, screen sharing, video) and **Continue**.
3. Choose your audio preference and/or items to share.
4. Recording will begin immediately. **Note:** Only one video feed will be recorded based on the active speaker.
5. To stop recording, click **Record**. **Note:** When you exit the meeting and close the Meeting Dashboard, a pop-up window will appear with a link to your recording. Access the recording by clicking the link, copy the link to clipboard or go to History & Recordings from your Meeting Wall.

You can also record an online meeting with your iOS device.

To enable recording on your iOS device:

1. Add Screen Recording to the Control Center on your iOS device by tapping **Settings**, selecting **Control Center** then **Customize Controls**.
2. In the MORE CONTROLS list, tap **+** to add Screen Recording.
3. Swipe up to view the Control Center and see the Screen Recording icon.

To record a screen sharing and/or video session during your meeting by using Screen Recording:

1. Open the StartMeeting app. (If you don't have it, [download](#) it in the App Store.)
2. Tap **Host** to start a meeting.
3. Begin screen sharing and/or video conferencing.
4. Open the iOS Control Center.
5. Press and hold **Screen Recording** to show more options and tap **SM ScreenSharing**.
6. Tap **Start Broadcast**.

Note: When you are finished with the meeting, the recording will be available from the FreeConferenceCall.com app under Recordings or online in the History & Recording section of your Account Info page.

Meeting Wall

Wall Customization

Include contact information or additional details for your meetings by customizing the following information on the Meeting Wall.

To access your Meeting Wall:

1. Go to www.startmeeting.com and click **Log In**.
2. Enter the email and password you used to create your account.
Tip: Check **Stay Logged In** to go straight to your Account Info page when you come back to the site.
3. On the Account Info page, click **Meeting Wall**.

Host Information

Add information about yourself or your company and upload a picture.

1. Click **Edit** on the Host Information bar.
2. Upload a picture and enter any text in the two available boxes.
3. Click **Save** to apply the changes or **Cancel** to disregard.

Logo

Upload your company logo to your Meeting Wall.

1. Hover over the StartMeeting logo on the top left of the Meeting Wall and click **Click to Edit**.
2. Click **Upload** and select the file.
3. Preview the image and adjust the portion of the image that is displayed by dragging the box that surrounds it. Then choose **Apply**, **Cancel** or **Reset**.

Wall Preferences

Customize the Meeting Wall background colors or images, choose which panels can be viewed by visitors and enable password protection.

To set background colors and the image:

1. Click your name in the top right corner of the Meeting Wall.
2. Choose **Wall Preferences**.
3. Customize the Meeting Wall background gradient by selecting top and bottom colors or uploading an image.
4. Click **Change Background** to upload a new image or **Remove Background** to delete it.

By default, anyone with the Meeting Wall link can view the Wall at any time. To restrict access to the Meeting Wall:

1. Under Master Password, define a password that visitors must enter before gaining access to your Wall.
2. Toggle a feature under Feature Panel **On** or **Off** to display or hide it on your Wall.
3. Check **enable password** next to a feature under Feature Panel to require that the password be entered before it can be viewed.
4. Click **Save** to save the changes or **Reset settings** to undo the changes.

Wall Features

The host can post contact information, links, documents, messages or additional details for the meeting on the Meeting Wall.

Meeting Resources

Upload links, files or pictures on the Meeting Resources panel that may be useful before, during or after the meeting.

1. To add a file from your computer, click **Upload File** and select a file to upload.
2. To add a web link, click **Add Link**, then type the link description and URL.

Invite

Send participants an invitation to an upcoming meeting. The invitation includes the meeting credentials and instructions.

To send an invitation:

1. Click **Invite** on the Audio Information box.
2. Click **Copy to Clipboard** or **Invite by Email** to distribute the meeting information on your own. Or, expand your view to complete the meeting details, add participant email addresses and click **Send Invites**.

Chat

Communicate with participants who join the meeting only by audio.

To enable Chat:

1. Start the conference call and/or online meeting.
2. On your Meeting Wall, lick the chat bubble, type a message and click **Send**.
3. When participants go to your Meeting Wall, Chat displays any messages that have been sent. They can send messages for others to see.

Radio

Allow participants to listen to a live stream of the conference from the Meeting Wall.

To enable Radio:

1. Make sure to toggle Radio **On** under your Wall Preferences.
2. At the time of the call, turn Radio **On** on the Meeting Wall. The status changes to “on air”. Hold music plays until the call begins.
3. Start the conference call and/or online meeting.
4. When participants go to your Meeting Wall, Radio automatically starts so they hear the conference call through their computer speakers.

History & Recordings

View meeting history and conference archives from the History & Recordings tab at the top of your Meeting Wall. A Call Detail Report is sent to the host after every meeting and includes the call information.

The conference history can be sorted, filtered and searched at any time.

- Filter conferences by a date range, description or conference type, then click **Search**.
- Click a column header to sort the information in a particular order. Click it again to reverse the order.

The History & Recordings page includes the following:

- **Info** – View the Call Detail Report and download as a PDF or CSV file.
- **Description** – Enter a name for your meeting. If you entered a job code, it will appear in this field.
- **Start Date/Time** – The date and time the conference started based on the first caller.
- **End Time** – Time the conference ended based on the last caller.
- **Callers** – Number of callers that joined the conference, including hosts and participants.
- **Reference Number** – Identifies a recording when it is accessed on the Playback Number. This is only available if the meeting was recorded.
- **Recording Options** – Additional features available when a conference has been recorded. Hover over each icon for more information.
 - **Recording Playback** – Listen to the recorded audio conference and view the recorded screen sharing session. If only audio was recorded, the pop-up displays a blank window and caller information. If audio, video and screen sharing were recorded, the video and/or screen sharing displays in the pop-up window and caller information is available by clicking the avatars. You can also choose to share the recording through social media, copy the link to the recording or download the recording file.
 - **Download** – Download the audio recording as a .mp3 file. If you recorded a meeting with screen sharing, the file will begin converting and then download as a .mp4 file.
 - **Lock/Unlock** – Protect the recording with a numeric password.
 - Click **Lock** to password protect the recording. Enter a numeric code (up to six digits) and click **Save**. In order to play the recording, the host and participants need to enter the password.
 - Click **Lock** again to update or remove the password. To unprotect the recording, delete the password and click **Save**.
 - **Delete** – Permanently delete the file. “Deleted” appears in the Recording Options column.
 - **Share** – Share the conference recording on social media or copy the recording link and paste it to an email, website, etc.
 - **Size** – Shows the size of the recorded file. By default, accounts come with 1GB of free storage.

Web Controls

Once a conference call begins, manage it with Web Controls located at the top of the Meeting Wall.

Audio Controls

Recording

Record your meetings for later playback. Click **Record** to begin recording. Click **Record** again to stop recording. If you have already started the online meeting, this will also record video and screen sharing.

Lock

Secure the meeting so no other participants can join. Click **Lock** to prevent participants from joining the conference. Click **Lock** again to open the conference again.

Note: A host can still join a locked meeting by entering the host PIN.

Hold

Place all participants on hold so all hosts can have a private discussion. Click **Hold** to place the meeting on hold and participants hear hold music. Click **Hold** again to join the participants back to the conference.

Mute Modes

The following mute modes are available to the host:

- **Mute** – All participants are muted, but they can unmute themselves by dialing *6 on their phones. Hosts are not muted.
- **Unmute** – All callers can talk and mute/unmute their lines.
- **Lecture** – All participants are muted and they CANNOT unmute themselves. In this mode, only the host can unmute a participant from the Web Controls or the Meeting Dashboard. Hosts are not muted.
- **Q&A** – All participants are muted, but they can dial *6 to ask a question.
 - Click **Q&A** to enable a question and answer session. The Q&A Session block appears on the lower right portion of your screen.
 - Hover over the phone that appears in the Q&A Session block for the participant who wants to ask a question.
 - Click **Pick** to open the line and allow the participant to ask a question.
 - Once the question has been asked, click the **Mic** to mute the participant or click **Next** to close the line and allow the next participant to ask a question. To remove everyone from the Q&A queue, click **Clear**.
 - Click **End Session** to disable Q&A. All participants' lines are unmuted.

Note: Mute modes can also be managed with phone keypad commands (see Phone Keypad Commands under Audio Conferencing).

Attendee List

View your meeting in progress and manage all callers on the conference. Change the order of the list by clicking the title of the column you want to sort by. Click it again to reverse the sort order.

There are several columns of information available during the call:

- **Caller** – The incoming phone number or caller ID displays for each participant. To add a name to the phone number displayed, click **Edit**.
- **Number** – The incoming phone number or caller ID displays for each participant.
- **Type** – Indicates how the participants joined the conference:
 - Call made using traditional PSTN fixed or mobile phones.
 - Call made using VoIP clients (i.e., StartMeeting desktop app).
- **Call Duration** – Indicates how long a caller has been connected to the meeting.
- **Controls**
 - **Hold** – Place an individual participant on hold. Click **Hold** next to each caller. Click **Hold** again to join the participant back to the conference.
 - **Mute** – Mute/unmute an individual caller using the icons in this column. When participants are muted, they can still hear the conversation.
 - To mute a participant, click **Speaker** under the Mute column.
 - To unmute a participant, click **Speaker** again.
 - **Drop** – Disconnect a caller from the conference at any time. Click **X** in the same row as the caller you want to drop from the meeting, then **Yes** to confirm or **No** to cancel.

Active Speakers

View the callers who most recently spoke. Volume indicators appear next to the names of the callers currently speaking. Place active speakers on hold, mute their lines or drop them from the call.

Meeting Settings

Click **Meeting Settings** on your Account Info page or **Host Profile** in the Preferences section of the Meeting Dashboard to manage the conference settings that will apply to all future conferences. Your settings are saved automatically.

- **Mute – Off** (default) allows everyone to speak in the conference. **On** mutes participants and they can unmute themselves with *6. **Lecture** mutes all participants with no ability to unmute themselves.
- **Screen Sharing** – Allow **Hosts Only** (default) to share anything on their screen. **On** lets everyone screen share. **Off** disables it completely.
- **Video** – Choose to allow **Hosts Only** to start and show their video using a webcam. **On** (default) permits anyone to start and show video. **Off** disables it completely.

- **Chat** – Send messages during online meetings using Chat. **On** (default) enables hosts and participants to chat. **Host Only** allows participants to only chat with hosts. **Off** disables it completely.
- **Recording** – **On** (default) allows the host to start a recording using phone keypad commands, web controls or the Meeting Dashboard. **Off** prevents the host from recording. **Auto** will start audio, screen sharing and video recording as soon as the first participant connects.
- **Entry and Exit Tones** – Tones signify when participants connect to or disconnect from the audio portion of the conference. Turn tones **On** (default) or **Off**.
- **Announce Caller Count** – Announces how many callers are on the audio portion of the conference. Choose to notify **Hosts Only** (default) or **All** participants. **Off** disables it completely.
- **Display Attendee List** – Allow **All** (default) participants or **Hosts only** to view participants on the Meeting Dashboard of the desktop application or Web Viewer.
- **Wait for Host** – Set conference to start with or without a host. **Off** (default) allows conference to start when the first participant arrives. **On - x minute(s)** places participants on hold for selected time. If the host does not join within that time, participants will be disconnected.
- **Continue Without Host** – Set conference to continue or terminate without host. **On** (default) allows conference to continue after host disconnects. **On - x minute(s)** allows conference to continue for selected time after host disconnects.
- **Ask Job Code** – Set a system prompt **Never** (default) or **On dial-in** for the host to enter a job code (number sequence to help host identify a conference in History & Recordings).
- **Chat** – Send messages during online meetings using Chat. **On** (default) enables hosts and participants to chat. **Off** disables it.

Broadcaster

Broadcaster is a feature that allows you to upload then play previously recorded high-definition audio, video and screen sharing conferences or show documents and files during a live meeting. Click **Broadcaster** at the top of your Meeting Wall to view and upload files that can be broadcasted.

Previously recorded audio, video and screen sharing sessions or any documents or files are displayed in the Broadcaster. You will also find many of the same Recording Options that are available on the History & Recordings tab.

To begin broadcasting:

1. Start your conference call or online meeting.
2. Locate the file you want to broadcast.
3. Click **Broadcast** in the Broadcaster tab and the broadcast will begin. If you are only holding a conference call, the audio portion of the file plays over the phone. If you are holding an online meeting, and the recording includes a video and screen sharing session, the audio portion plays over the phone and video and screen sharing is displayed on the screen.

Note: An online meeting is not required to broadcast recorded video and/or screen sharing sessions or documents and files. To broadcast without an online meeting, click **Broadcast** and all participants hear or view whatever you are broadcasting. While broadcasting is in progress, you can use controls to manage (i.e., advance, zoom, etc.) the documents and files.

Account Management

After logging in to your StartMeeting account, you are taken to the Account Info page. From here, you can edit your conference credentials and account options.

Account Information

The following credentials can be edited:

- **Access code** – Generate a new access code at any time. The number is randomly created.
- **Host PIN** – Customize your 4-digit PIN to make it easier to remember. **Note:** The host PIN must be numbers only and a maximum of seven characters.
- **Online meeting ID** – Choose your online meeting ID. **Note:** The online meeting ID cannot contain special characters or spaces or exceed 32 characters.
- **Email** – Update your email address at any time. This address receives all notifications and Call Detail Reports from StartMeeting.
- **Password** – Edit the password to log in to your account.

Additional Features

View features of your StartMeeting account on the Account Info page. Additional features are available for purchase.

Toll-free Audio

This feature provides U.S.-based callers a toll-free dial-in number. The account holder is responsible for the low toll-free calling rates per caller per minute.

Once you have purchased toll-free audio, this will become the default dial-in number. To begin conferencing, U.S. participants call the toll-free dial-in number to connect, then enter the access code followed by **pound** or **hash (#)**.

Custom Hold Music

Upload the hold music of your choice for callers to listen to while they wait. To change the hold music from the default, scroll down to the Custom Hold Music block and click the radio button for Custom Hold Music. Click **Upload** and choose an audio file from your computer. Click **Play** to hear the file you uploaded.

Note: The service supports .mp3 and .wav file formats.

Custom Greeting

Upload or record a custom greeting that will play when callers join. To change the greeting, scroll down to the Custom Greeting block and click the radio button for Custom Greeting. Click **Upload** and choose an audio file from your computer. Click **Play** to hear the file you uploaded.

If you want to make a greeting, click **Record** and allow StartMeeting to use your microphone. Begin speaking and click **Stop** when done. Then click **Play** to hear it and **Cancel** to re-record or **Save** to keep it.

Note: The service supports .mp3 and .wav file formats.

One Number

This feature allows participants to connect without access codes. The host receive a text notification when the first participant calls in. The host is recognized when dialing in from a registered mobile number.

Once you have purchased One Number, enter the host phone number and turn on text notifications. To begin conferencing, U.S. callers dial One Number to instantly connect. The host can connect by clicking from the text that is sent when the first participant joins the call.

To view more about the notification service, visit our [One Number Support](#) page or view our [Terms of Service](#).

Note: International users can find a local in-country dial-in number and access code listed in the invitation.

Technical Support

If you have any questions or need technical assistance, go to www.startmeeting.com/support to chat live 24/7 with Customer Care, email support@startmeeting.com or call (877) 553-1680.